
2016 City of Elmhurst Citizen Survey

SECTION IV

HISTORICAL DATA (2006 – 2016)

SECTION ONE - QUALITY OF LIFE

1-1	Overall quality of your neighborhood	2016	2014	2012	2010	2008	2006
	Good to Excellent	93.7%	92.7%	91.4%	90.1%	91.4%	92.9%
	Fair to Excellent	99.2%	99.3%	99.1%	98.7%	98.8%	99.3%
1-2	Overall quality of the Elmhurst community						
	Good to Excellent	95.6%	96.1%	95.3%	93.3%	95.7%	95.7%
	Fair to Excellent	99.8%	99.3%	99.7%	99.6%	99.0%	99.0%
1-3	The Elmhurst community as a place to live						
	Good to Excellent	95.9%	96.1%	94.8%	95.1%	95.5%	96.5%
	Fair to Excellent	100.0%	99.2%	99.6%	99.5%	99.1%	99.9%
1-4	The Elmhurst community as a place to raise children						
	Good to Excellent	97.7%	96.2%	95.0%	95.9%	96.0%	97.3%
	Fair to Excellent	100.0%	99.3%	99.4%	99.7%	99.5%	99.7%
1-5	The Elmhurst community as a place to retire						
	Good to Excellent	45.7%	53.6%	51.7%	55.2%	59.9%	59.0%
	Fair to Excellent	80.8%	85.3%	84.7%	85.3%	88.6%	85.7%
1-6	Physical appearance of private property						
	Good to Excellent	90.1%	88.7%	89.5%	87.5%	89.1%	89.9%
	Fair to Excellent	98.9%	98.7%	98.7%	98.4%	98.4%	99.3%
1-7	Physical appearance of public property						
	Good to Excellent	90.7%	93.1%	90.6%	92.3%	94.2%	94.6%
	Fair to Excellent	99.7%	99.6%	99.1%	98.8%	99.4%	99.6%
1-8	How would you rate the overall quality of life in Elmhurst now compared to five years ago?						
	Better	23.5%	22.1%	17.4%	20.9%	44.3%	56.1%
	About the Same or Better	90.0%	91.1%	88.9%	89.2%	93.5%	95.6%

SECTION TWO - PUBLIC SAFETY

2-1	Are you aware of the City's CodeRED Emergency Communication system?	2016	2014	2012	2010	2008	2006
	Yes	40.9%	n/a	n/a	n/a	n/a	n/a
	No	59.1%	n/a	n/a	n/a	n/a	n/a
2-2	If "Yes," have you signed up to receive CodeRED messages?						
	Yes	33.3%	n/a	n/a	n/a	n/a	n/a
	No	66.7%	n/a	n/a	n/a	n/a	n/a
2-3	Are you aware of Smart911?						
	Yes	27.4%	n/a	n/a	n/a	n/a	n/a
	No	72.6%	n/a	n/a	n/a	n/a	n/a
2-4	If "Yes," have you signed up for Smart911?						
	Yes	16.3%	n/a	n/a	n/a	n/a	n/a
	No	83.7%	n/a	n/a	n/a	n/a	n/a
2-5	Have you called 9-1-1 in the past 12 months?						
	Yes	17.2%	16.2%	17.5%	18.1%	20.6%	21.2%
	No	82.8%	83.8%	82.5%	81.9%	79.5%	78.8%

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

Fire emergency	7	22	11	14	8	6
Ambulance	40	42	55	47	40	47
Police emergency	38	44	29	48	25	20
Other	42	35	36	24	24	23

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

2-7 Response time		2016	2014	2012	2010	2008	2006
Good to Excellent		97.6%	90.3%	85.2%	90.5%	92.9%	91.7%
Fair to Excellent		100.0%	96.8%	92.6%	97.6%	95.2%	95.0%

2-8 Quality of service							
Good to Excellent		97.4%	91.2%	88.5%	92.5%	92.9%	93.2%
Fair to Excellent		100.0%	100.0%	94.2%	97.5%	95.2%	98.3%

2-9 Professionalism and courtesy							
Good to Excellent		97.6%	92.9%	86.8%	92.5%	95.2%	93.3%
Fair to Excellent		100.0%	100.0%	96.2%	97.5%	95.2%	98.3%

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

Yes	14.6%	10.1%	9.6%	8.6%	11.2%	9.8%
No	85.4%	89.9%	90.4%	91.4%	88.8%	90.2%

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

Station Tour/Block Party	21	28	n/a	n/a	n/a	n/a
Installation of Car Seats	5	9	7	8	4	13
Public Education	7	3	19	16	23	23
Community Event	19	8	n/a	n/a	n/a	n/a
Other	34	21	27	23	38	23

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

Yes	91.8%	90.6%	90.0%	87.2%	86.2%	73.0%
No	8.2%	9.4%	10.0%	12.8%	13.8%	27.0%

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

2-13 Response time		2016	2014	2012	2010	2008	2006
Good to Excellent		98.2%	100.0%	91.8%	94.7%	91.8%	94.9%
Fair to Excellent		100.0%	100.0%	98.4%	98.3%	100.0%	98.3%

2-14 Quality of service							
Good to Excellent		98.2%	96.3%	95.0%	96.4%	96.6%	98.3%
Fair to Excellent		100.0%	100.0%	96.7%	98.2%	98.3%	100.0%

2-15 Professionalism and courtesy							
Good to Excellent		98.2%	96.4%	93.4%	96.4%	98.3%	98.3%
Fair to Excellent		100.0%	98.2%	96.7%	98.2%	100.0%	98.3%

How do you rate the overall visibility of police in

2-16 Your neighborhood		2016	2014	2012	2010	2008	2006
Good to Excellent		64.0%	64.8%	60.5%	64.6%	60.7%	58.5%
Fair to Excellent		92.5%	91.4%	90.4%	91.0%	90.0%	87.5%

2-17 The City as a whole							
Good to Excellent		84.6%	84.8%	76.8%	83.6%	83.2%	79.0%
Fair to Excellent		98.6%	97.9%	97.0%	98.5%	97.9%	97.5%

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

2-18	Response time		2016	2014	2012	2010	2008	2006
		Good to Excellent	93.3%	80.3%	75.0%	79.2%	88.8%	81.6%
		Fair to Excellent	100.0%	88.7%	93.4%	92.2%	96.3%	90.8%
2-19	Quality of service							
		Good to Excellent	89.66%	85.29%	77.92%	80.00%	92.41%	79.17%
		Fair to Excellent	94.83%	97.06%	90.91%	93.33%	98.73%	90.28%
2-20	Professionalism and courtesy							
		Good to Excellent	90.16%	88.41%	79.49%	89.47%	93.59%	82.19%
		Fair to Excellent	96.72%	97.10%	85.90%	92.11%	98.72%	90.41%
2-21	Have you been stopped by the Elmhurst Police for a traffic violation in the past 12 months?							
		Yes	9.30%	8.66%	9.62%	14.15%	13.06%	9.13%
		No	90.70%	91.34%	90.38%	85.85%	86.94%	90.87%
2-22	If Yes, what penalty (or penalties) did you receive?							
		Written Warning	39	29	31	53	22	21
		Written Citation	19	29	34	52	52	29
2-23	How do you rate the professionalism and courtesy of the officer during the traffic stop?							
		Good to Excellent	78.0%	73.8%	66.3%	67.7%	60.2%	74.2%
		Fair to Excellent	91.5%	87.5%	87.8%	85.0%	81.4%	89.3%
How safe do you feel ...			2016	2014	2012	2010	2008	2006
2-24	In your neighborhood							
		Safe to Very Safe	93.3%	89.7%	89.8%	89.0%	92.3%	91.3%
		Neither Safe nor Unsafe to Very Safe	99.4%	98.4%	98.3%	98.3%	98.4%	98.9%
2-25	On City streets at night							
		Safe to Very Safe	85.5%	83.5%	81.3%	83.3%	84.9%	84.1%
		Neither Safe nor Unsafe to Very Safe	98.2%	97.9%	96.6%	97.0%	97.6%	98.3%
2-26	In City parks							
		Safe to Very Safe	81.8%	79.1%	76.6%	76.8%	79.1%	72.7%
		Neither Safe nor Unsafe to Very Safe	97.3%	96.3%	96.8%	95.1%	97.4%	95.1%
2-27	In Elmhurst City Centre							
		Safe to Very Safe	91.8%	89.4%	88.8%	86.8%	89.6%	89.4%
		Neither Safe nor Unsafe to Very Safe	98.9%	98.8%	98.8%	97.5%	98.3%	97.3%
2-28	In the City in general							
		Safe to Very Safe	92.6%	89.4%	89.2%	90.3%	92.7%	91.6%
		Neither Safe nor Unsafe to Very Safe	99.5%	99.1%	99.1%	99.5%	99.1%	99.6%

SECTION THREE - PUBLIC WORKS DEPARTMENT

3-1 Have you called, written or personally visited the Public Works Department in the past 12 months?		2016	2014	2012	2010	2008	2006
	Yes	28.8%	31.4%	27.2%	27.1%	36.3%	37.4%
	No	71.2%	68.6%	72.8%	72.9%	63.7%	62.6%
If "Yes," how would you rate the following?							
3-2 Response time							
	Good to Excellent	73.8%	73.8%	75.9%	73.9%	78.8%	78.1%
	Fair to Excellent	91.4%	88.7%	89.0%	88.7%	93.8%	91.0%
3-3 Quality of service							
	Good to Excellent	74.3%	72.3%	74.6%	71.8%	77.6%	78.8%
	Fair to Excellent	92.0%	88.3%	88.4%	90.3%	92.3%	90.5%
3-4 Professionalism and courtesy							
	Good to Excellent	85.0%	83.9%	80.5%	82.1%	87.0%	89.0%
	Fair to Excellent	96.8%	94.8%	93.0%	95.5%	95.3%	97.4%
How do you rate the quality of each of the following Elmhurst services?							
3-5 Street maintenance		2016	2014	2012	2010	2008	2006
	Good to Excellent	67.6%	57.6%	65.2%	58.0%	58.7%	70.0%
	Fair to Excellent	92.9%	87.9%	91.3%	89.1%	87.7%	95.6%
3-6 Street sweeping							
	Good to Excellent	72.0%	65.5%	67.2%	65.1%	64.8%	67.5%
	Fair to Excellent	94.8%	91.3%	91.8%	91.5%	90.6%	92.7%
3-7 Snow/ice removal							
	Good to Excellent	69.4%	72.7%	74.1%	73.4%	73.6%	76.6%
	Fair to Excellent	93.3%	91.7%	94.3%	92.8%	91.4%	96.3%
3-8 Quality of parkway trees							
	Good to Excellent	77.9%	74.2%	75.1%	74.9%	76.8%	74.8%
	Fair to Excellent	96.4%	94.3%	94.5%	95.0%	94.3%	94.8%
3-9 Parkway tree maintenance							
	Good to Excellent	74.4%	72.2%	70.0%	67.8%	66.1%	64.5%
	Fair to Excellent	95.3%	92.4%	89.5%	90.7%	89.2%	88.7%
3-10 Street lighting							
	Good to Excellent	79.1%	81.2%	82.3%	81.2%	84.0%	84.6%
	Fair to Excellent	96.3%	96.8%	96.6%	96.5%	97.4%	97.7%
3-11 Sidewalks in your area (if applicable)							
	Good to Excellent	64.8%	63.4%	64.9%	63.9%	65.4%	64.2%
	Fair to Excellent	92.2%	89.1%	90.3%	88.2%	88.0%	89.4%
3-12 Mosquito control							
	Good to Excellent	62.8%	66.8%	60.7%	61.7%	70.4%	77.0%
	Fair to Excellent	94.0%	94.9%	89.1%	92.9%	95.8%	95.8%
3-13 Refuse collection (Including new toter program)							
	Good to Excellent	93.0%	88.8%	88.6%	86.3%	86.9%	84.5%
	Fair to Excellent	98.6%	97.7%	98.4%	96.0%	96.8%	95.5%
3-14 Yardwaste collection							
	Good to Excellent	86.4%	82.5%	83.0%	81.9%	80.6%	76.4%
	Fair to Excellent	97.5%	95.3%	95.1%	94.7%	95.0%	92.7%

3-15	Recycling (Including new toter program)		92.2%	91.2%	87.9%	86.8%	86.8%	85.8%
	Good to Excellent		99.2%	97.8%	96.3%	95.5%	95.4%	97.1%
	Fair to Excellent							
3-16	Sanitary sewer maintenance		72.4%	69.6%	n/a	n/a	n/a	n/a
	Good to Excellent		91.0%	89.9%	n/a	n/a	n/a	n/a
	Fair to Excellent							
3-17	Storm sewer maintenance		58.1%	57.3%	n/a	n/a	n/a	n/a
	Good to Excellent		80.1%	80.9%	n/a	n/a	n/a	n/a
	Fair to Excellent							
3-18	Water supply maintenance		87.6%	83.6%	n/a	n/a	n/a	n/a
	Good to Excellent		97.9%	97.2%	n/a	n/a	n/a	n/a
	Fair to Excellent							
3-19	City building maintenance		91.1%	89.2%	n/a	n/a	n/a	n/a
	Good to Excellent		98.9%	99.3%	n/a	n/a	n/a	n/a
	Fair to Excellent							
SECTION FOUR - TRAFFIC AND TRANSPORTATION								
Please rate each of the following:			2016	2014	2012	2010	2008	2006
4-1	Commuter parking		81.7%	72.4%	73.6%	64.4%	55.7%	62.6%
	Good to Excellent		96.4%	95.8%	94.9%	91.9%	89.3%	93.1%
	Fair to Excellent							
4-2	Shopper parking		69.0%	56.0%	56.3%	52.5%	44.3%	42.0%
	Good to Excellent		93.9%	88.9%	88.8%	85.2%	80.4%	81.3%
	Fair to Excellent							
4-3	Ease of travel by car		71.1%	73.1%	68.2%	65.4%	56.0%	55.4%
	Good to Excellent		93.1%	95.1%	94.7%	92.2%	89.6%	88.2%
	Fair to Excellent							
4-4	Traffic enforcement		80.5%	77.7%	74.4%	73.2%	73.7%	73.1%
	Good to Excellent		95.2%	96.8%	95.9%	94.7%	94.8%	92.4%
	Fair to Excellent							
4-5	Condition of streets		65.6%	53.0%	64.8%	53.8%	45.6%	64.2%
	Good to Excellent		93.7%	88.6%	91.9%	89.2%	79.9%	92.2%
	Fair to Excellent							
4-6	Ease of travel by bike		69.0%	67.4%	63.4%	62.8%	n/a	n/a
	Good to Excellent		90.4%	93.4%	91.5%	87.3%	n/a	n/a
	Fair to Excellent							
4-7	Bike parking		60.6%	61.2%	56.1%	53.4%	n/a	n/a
	Good to Excellent		87.8%	92.1%	89.1%	86.0%	n/a	n/a
	Fair to Excellent							

How do you rate traffic speed compliance in		2016	2014	2012	2010	2008	2006
4-8	Your neighborhood						
	Good to Excellent	52.6%	51.7%	49.0%	51.3%	46.2%	41.5%
	Fair to Excellent	80.1%	79.1%	79.2%	78.3%	77.6%	71.9%
4-9	Throughout the City						
	Good to Excellent	66.8%	64.8%	64.2%	64.2%	60.8%	56.5%
	Fair to Excellent	93.4%	93.9%	92.7%	91.7%	94.0%	90.1%
4-10	Have you observed the Police Department's SMART trailer in the community during the last year?						
	Yes	76.1%	71.3%	66.7%	79.6%	78.0%	82.2%
	No	23.9%	28.7%	33.3%	20.4%	22.0%	17.8%
4-11	If "Yes," how do you rate its effectiveness in controlling vehicular speeds?						
	Good to Excellent	59.4%	60.9%	57.2%	66.0%	62.9%	64.4%
	Fair to Excellent	87.6%	90.0%	89.2%	91.2%	89.2%	90.5%
4-12	Are you aware of the 25 mile per hour speed limit (unless otherwise posted) on Elmhurst streets?						
	Yes	91.0%	93.6%	91.9%	94.1%	96.4%	94.5%
	No	9.0%	6.4%	8.1%	5.9%	3.6%	5.5%
4-13	If you work outside the home, how far do you normally commute to work?						
	20 miles or more	24.3%	21.8%	23.6%	22.2%	21.8%	18.6%
	16 - 19 miles	17.1%	14.9%	15.4%	14.9%	14.8%	14.0%
	11 - 15 miles	16.0%	16.6%	17.9%	15.0%	18.0%	17.8%
	6 - 10 miles	18.4%	17.2%	18.5%	21.1%	19.5%	21.3%
	Less than 5 miles	24.3%	29.6%	24.6%	26.9%	25.9%	28.3%
4-14	If you work outside the home, how do you normally commute to work?						
	Personal Vehicle	77.0%	83.2%	79.4%	79.0%	83.3%	83.5%
	Carpool	0.8%	1.0%	1.2%	1.1%	1.0%	1.1%
	Bus to train	0.0%	0.4%	0.4%	0.0%	0.6%	0.2%
	Car to train	11.6%	7.6%	10.5%	12.1%	9.5%	8.4%
	Walk/bike to train	n/a	4.1%	4.3%	3.9%	3.0%	3.0%
	Walk to train	6.2%	n/a	n/a	n/a	n/a	n/a
	Bike	1.2%	0.6%	1.4%	1.3%	0.6%	0.4%
	Walk	1.5%	1.0%	1.0%	0.4%	0.4%	1.1%
	Bike to train	0.2%	n/a	n/a	n/a	n/a	n/a
	Other	1.5%	2.0%	1.7%	2.2%	1.5%	2.4%
4-15	If you ride a bicycle, what is the primary purpose?						
	Recreation	46.7%	53.3%	67.2%	n/a	n/a	n/a
	Exercise	37.3%	36.9%	42.1%	n/a	n/a	n/a
	Transportation/Commuting	5.1%	4.0%	3.9%	n/a	n/a	n/a
	Errands around town	10.9%	5.8%	12.4%	n/a	n/a	n/a
4-16	Would you support the city building bicycle infrastructure for Recreation?						
	Yes	63.3%	n/a	n/a	n/a	n/a	n/a
	No	15.5%	n/a	n/a	n/a	n/a	n/a
	No Opinion	21.2%	n/a	n/a	n/a	n/a	n/a
4-17	Would you support the city building bicycle infrastructure for commuting to downtown?						
	Yes	56.6%	n/a	n/a	n/a	n/a	n/a
	No	18.9%	n/a	n/a	n/a	n/a	n/a
	No Opinion	24.5%	n/a	n/a	n/a	n/a	n/a
4-18	Would you support the city building bicycle infrastructure for children commuting to school?						
	Yes	64.8%	n/a	n/a	n/a	n/a	n/a
	No	15.6%	n/a	n/a	n/a	n/a	n/a
	No Opinion	19.6%	n/a	n/a	n/a	n/a	n/a

SECTION FIVE - DOWNTOWN (CITY CENTRE)

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

		2016	2014	2012	2010	2008	2006
5-1	Attractiveness and appearance						
	Good to Excellent	81.4%	91.4%	92.9%	90.7%	86.0%	87.2%
	Fair to Excellent	97.7%	99.6%	100.0%	99.2%	99.0%	99.0%
5-2	Parking convenience and availability						
	Good to Excellent	67.0%	57.1%	61.1%	56.1%	47.9%	46.9%
	Fair to Excellent	91.9%	89.3%	89.8%	88.2%	82.7%	84.5%
5-3	Special events and promotions						
	Good to Excellent	76.8%	71.0%	67.0%	70.6%	75.5%	74.8%
	Fair to Excellent	96.6%	95.8%	94.3%	93.9%	97.4%	97.3%
5-4	Snow removal (walks/parking lots)						
	Good to Excellent	86.6%	84.4%	85.9%	85.9%	85.7%	88.8%
	Fair to Excellent	98.1%	98.4%	98.1%	97.3%	97.5%	98.5%
5-5	Litter and trash clean-up						
	Good to Excellent	93.0%	91.1%	91.0%	89.7%	89.5%	89.9%
	Fair to Excellent	99.0%	99.0%	99.4%	98.6%	98.4%	98.2%
5-6	Pedestrian accessibility and security						
	Good to Excellent	90.9%	92.7%	89.4%	88.2%	87.8%	87.4%
	Fair to Excellent	99.2%	99.3%	99.5%	97.9%	98.7%	98.1%
5-7	What is your best source for City event information?						
	City Centre Website	8.9%	6.2%	n/a	n/a	n/a	n/a
	"Front Porch" newsletter	39.7%	53.8%	46.1%	43.1%	42.5%	42.3%
	Local Newspapers	30.5%	27.7%	39.4%	45.3%	42.6%	47.0%
	Virtual Backpack flyers	3.1%	1.0%	1.9%	2.4%	5.2%	2.3%
	Social Media/Facebook	6.4%	2.4%	0.9%	n/a	n/a	n/a
	City Website (www.elmhurst.org)	8.2%	3.5%	9.6%	7.3%	6.0%	7.4%
	Other	3.3%	5.4%	2.1%	1.9%	3.7%	1.0%
5-8	Did you attend any of the following events in City Centre?						
	Easter Event with the Easter Bunny and free movie	4.7%	n/a	n/a	n/a	n/a	n/a
	Girlfriends Getaway Shopping Event	6.6%	n/a	n/a	n/a	n/a	n/a
	School's Out Party in the Plaza	5.0%	n/a	n/a	n/a	n/a	n/a
	Block to Block Music Series on Wed nights in the Summer	23.0%	n/a	n/a	n/a	n/a	n/a
	Rock the Block Party on 9/11 - 9/12	25.5%	n/a	n/a	n/a	n/a	n/a
	Boo-tiful Saturday Trick or Treating Event and free movie	11.8%	n/a	n/a	n/a	n/a	n/a
	City of Elmhurst Tree Lighting Event	19.5%	n/a	n/a	n/a	n/a	n/a
	Hometown Holiday Event with Santa and free movie	3.9%	n/a	n/a	n/a	n/a	n/a
5-9	Please list any other events that you would like to see added to City Centre's event calendar.						
	2016						
	Car Shows						
	Elmfest						
	Taste of Elmhurst						

5-10 What activity most often brings you downtown?						
Movie	19.5%	n/a	n/a	n/a	n/a	n/a
Dining	26.8%	n/a	n/a	n/a	n/a	n/a
Fitness	2.8%	n/a	n/a	n/a	n/a	n/a
Shopping	13.6%	n/a	n/a	n/a	n/a	n/a
Service	6.0%	n/a	n/a	n/a	n/a	n/a
City Centre event	3.0%	n/a	n/a	n/a	n/a	n/a
Gourmet food shops	1.6%	n/a	n/a	n/a	n/a	n/a
Groceries	13.5%	n/a	n/a	n/a	n/a	n/a
Coffee shop	9.1%	n/a	n/a	n/a	n/a	n/a
Other	4.1%	n/a	n/a	n/a	n/a	n/a
5-11 How often do you or members of your family visit or shop in the City Centre?						
At least once a week	43.6%	40.2%	38.7%	41.5%	43.6%	41.0%
At least once a month	31.0%	32.2%	32.6%	30.6%	30.2%	33.1%
Every few months	14.6%	17.5%	16.7%	16.5%	16.9%	15.3%
1 - 2 times per year	7.1%	6.5%	7.1%	8.4%	6.9%	7.8%
Never	3.7%	3.7%	4.9%	3.0%	2.5%	3.0%
5-12 How would coordinated and extended weekday evening retail hours in the City Centre impact your shopping habits?						
I would shop there much more	5.7%	6.5%	6.0%	7.5%	7.2%	10.0%
I would shop there a little more	17.4%	16.6%	18.1%	18.2%	20.7%	27.4%
There would be no change	75.5%	75.4%	75.5%	73.1%	70.8%	62.0%
Other	1.3%	1.6%	0.4%	1.2%	1.4%	0.6%
5-13 What type of retail stores would you most like to see added to downtown Elmhurst? (Mark all that apply)						
Restaurants	284	281	219	216	211	199
Clothing	n/a	162	153	167	215	275
Men's clothing	13	n/a	n/a	n/a	n/a	n/a
Women's clothing	158	n/a	n/a	n/a	n/a	n/a
Children's clothing	100	n/a	n/a	n/a	n/a	n/a
Specialty Items / Gifts	163	167	146	139	153	189
Book Store	261	269	275	328	343	362
Music Store	91	78	84	87	155	162
Gourmet foods / Specialty grocery	149	210	227	249	261	225
Other	98	142	76	70	109	79
5-14 Besides the City Centre, in what areas of Elmhurst do you shop?						
Spring Road	268	292	238	260	n/a	n/a
York & Vallette	230	298	255	312	n/a	n/a
Butterfield & York	270	357	321	368	n/a	n/a
Elmhurst Crossing (Rt 83 & St Charles)	435	497	553	549	n/a	n/a
North York St - North of North Ave	190	217	n/a	n/a	n/a	n/a
Other	19	25	20	23	n/a	n/a
5-15 Compared to last year, do you shop in Elmhurst?						
More	12.6%	15.8%	11.4%	13.7%	n/a	n/a
About the Same or More	94.4%	95.0%	92.8%	92.4%	n/a	n/a
5-16 Please List 5 items that you most often travel outside of Elmhurst to purchase?						
	2016					
	Clothing					
	Groceries					
	Gas					
	Books					
	Electronics					
5-17 When shopping outside of Elmhurst, where do you most often shop?						
Online	22.7%	n/a	n/a	n/a	n/a	n/a
Mall	27.3%	n/a	n/a	n/a	n/a	n/a
Big box retailer	21.6%	n/a	n/a	n/a	n/a	n/a
Warehouse Club	20.9%	n/a	n/a	n/a	n/a	n/a
Other downtown shopping districts	3.3%	n/a	n/a	n/a	n/a	n/a
Other	4.2%	n/a	n/a	n/a	n/a	n/a

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

Fast Food	4.9%	n/a	n/a	n/a	n/a	n/a
Chain Restaurant	8.3%	n/a	n/a	n/a	n/a	n/a
Brew pub	10.1%	n/a	n/a	n/a	n/a	n/a
Specialty/Boutique Dining	21.5%	n/a	n/a	n/a	n/a	n/a
Ratings/Reviews	12.8%	n/a	n/a	n/a	n/a	n/a
Word of mouth	20.7%	n/a	n/a	n/a	n/a	n/a
Special offers	11.0%	n/a	n/a	n/a	n/a	n/a
Locally sourced	5.3%	n/a	n/a	n/a	n/a	n/a
Other	5.4%	n/a	n/a	n/a	n/a	n/a

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)

	2016		2014		2012	
	% exclusively in Elmhurst	% at least partially in Elmhurst	% exclusively in Elmhurst	% at least partially in Elmhurst	% exclusively in Elmhurst	% at least partially in Elmhurst
Automobiles	29.0%	48.7%	35.2%	57.2%	33.5%	58.0%
Electronics	1.6%	5.6%	1.7%	9.8%	3.5%	14.8%
Large Appliances	2.1%	5.9%	3.9%	13.7%	17.0%	32.2%
Small Appliances	7.8%	16.9%	10.9%	26.6%	11.2%	40.3%
Groceries	68.2%	77.0%	72.2%	89.2%	65.2%	83.4%
Sporting Goods	3.8%	11.0%	6.4%	18.7%	6.7%	19.7%
Fabrics/Home Goods	4.8%	11.4%	5.8%	21.9%	5.6%	18.5%
Toys	13.2%	27.7%	8.6%	30.1%	15.9%	40.1%
Books	3.1%	8.5%	4.4%	14.9%	5.7%	12.0%
Clothing	10.3%	19.3%	10.6%	33.6%	8.6%	32.8%
Shoes	11.1%	19.5%	13.6%	32.3%	12.0%	31.7%
Hardware/Home Improvement	32.3%	44.3%	34.7%	63.1%	30.6%	60.7%
Dining	37.3%	58.8%	31.5%	85.4%	n/a	n/a

SECTION SIX - BUILDING AND CODE ENFORCEMENT

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

	2016	2014	2012	2010	2008	2006
Yes	16.3%	16.7%	17.2%	15.4%	44.1%	n/a
No	83.7%	83.3%	82.8%	84.6%	55.9%	n/a

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

6-2 Response time

Good to Excellent	75.7%	77.3%	75.6%	81.0%	76.2%	n/a
Fair to Excellent	89.3%	87.4%	89.9%	94.2%	92.9%	n/a

6-3 Accuracy of Information

Good to Excellent	74.8%	80.0%	75.8%	77.6%	76.2%	n/a
Fair to Excellent	87.9%	92.2%	90.0%	93.1%	92.9%	n/a

6-4 Quality of service

Good to Excellent	73.5%	78.8%	77.5%	74.8%	75.2%	n/a
Fair to Excellent	84.7%	88.1%	90.8%	91.6%	90.4%	n/a

6-5 Professionalism and courtesy

Good to Excellent	82.5%	82.4%	85.7%	89.2%	83.5%	n/a
Fair to Excellent	92.2%	92.4%	91.6%	95.8%	93.7%	n/a

SECTION SEVEN - CULTURAL ATTRACTIONS
Elmhurst Public Library

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

	2016	2014	2012	2010	2008	2006
At least once a week	27.7%	29.1%	31.5%	27.9%	26.8%	25.8%
At least once a month	32.9%	32.2%	27.8%	35.7%	30.9%	35.2%
Every few months	16.1%	16.2%	18.3%	18.1%	21.0%	19.9%
1 - 2 times per year	12.6%	13.1%	11.4%	11.3%	15.3%	10.6%
Not at all	10.7%	9.4%	11.1%	7.0%	6.0%	8.5%

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

To check out items	89.7%	88.2%	91.8%	n/a	n/a	n/a
Meeting room space	16.7%	12.1%	10.8%	n/a	n/a	n/a
To use the computer	11.8%	15.1%	14.4%	n/a	n/a	n/a
Attend programs	31.9%	23.4%	27.5%	n/a	n/a	n/a
As a place to work/study	28.9%	26.3%	23.2%	n/a	n/a	n/a
As a place to meet with others	15.9%	10.2%	11.0%	n/a	n/a	n/a

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

7-3 Professionalism and courtesy	2016	2014	2012	2010	2008	2006
Good to Excellent	98.1%	97.7%	96.7%	97.9%	96.9%	98.4%
Fair to Excellent	99.6%	99.7%	99.3%	99.6%	99.4%	99.8%

7-4 Library services in general

Good to Excellent	97.9%	98.0%	98.3%	97.1%	96.7%	98.0%
Fair to Excellent	97.9%	100.0%	99.8%	99.7%	99.4%	100.0%

7-5 Children's programs

Good to Excellent	97.9%	97.0%	97.7%	96.6%	98.1%	96.1%
Fair to Excellent	100.0%	100.0%	99.7%	99.7%	100.0%	99.7%

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

Quarterly Newsletter (Fine Print)	75.0%	72.5%	62.8%	67.2%	n/a	n/a
Library website (www.elmhurstpubliclibrary.org)	37.1%	28.3%	25.6%	21.5%	n/a	n/a
Local newspapers	32.8%	33.1%	36.5%	33.7%	n/a	n/a
Library flyers/posters	24.6%	23.6%	26.9%	27.4%	n/a	n/a
Twitter	0.6%	0.5%	0.2%	0.0%	n/a	n/a
Facebook	3.0%	3.0%	1.5%	1.1%	n/a	n/a

Elmhurst Historical Museum

7-7 Have you visited the Elmhurst Historical Museum in the past 12 months?

	2016	2014	2012	2010	2008	2006
Yes	19.7%	18.8%	20.2%	22.6%	19.1%	n/a
No	80.3%	81.2%	79.8%	77.4%	80.9%	n/a

2008 wording: In the past 12 months, have you or members of your household visited the Elmhurst Historical Museum?

7-8 What are the reasons you visited the Museum? (Mark all that apply)

See an exhibit	102	106	137	141	91	167
School/scout field trip	8	12	17	17	24	67
Children's program	9	11	31	35	25	60
Family program	11	6	17	8	12	26
Adult program	27	22	32	26	31	43
Conduct research	4	16	11	12	9	32
Take visiting friends/family	25	28	35	35	32	66
Other	8	7	10	16	15	42

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

7-9 Professionalism and courtesy	2016	2014	2012	2010	2008	2006
Good to Excellent	99.2%	97.0%	98.0%	95.4%	87.9%	n/a
Fair to Excellent	100.0%	99.2%	99.3%	99.4%	88.6%	n/a

7-10 Overall satisfaction with the visit	Good to Excellent	96.7%	97.0%	95.2%	92.5%	86.7%	n/a
	Fair to Excellent	99.2%	100.0%	99.3%	98.3%	88.7%	n/a
<hr/>							
7-11 Quality of service (exhibit, educational program, research)	Good to Excellent	95.1%	99.2%	94.6%	94.2%	84.0%	n/a
	Fair to Excellent	99.2%	100.0%	99.3%	99.4%	86.0%	n/a
<hr/>							
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	1.0%	0.0%	0.4%	0.7%	0.8%	n/a
	6 - 10	0.8%	1.1%	1.4%	1.2%	0.8%	n/a
	3 - 5	4.6%	4.4%	7.4%	7.7%	5.9%	n/a
	Twice	8.1%	8.3%	10.3%	9.1%	10.9%	n/a
	Once	13.7%	13.1%	11.7%	18.8%	13.6%	n/a
	Never	71.8%	73.0%	68.9%	62.6%	68.1%	n/a
<hr/>							
7-13 If there was an admission fee, would you have visited the Elmhurst Historical Museum the same number of times?							
	Yes	31.6%	31.2%	29.2%	33.5%	n/a	n/a
	No	23.4%	23.1%	24.8%	25.8%	n/a	n/a
	Not Sure	45.1%	45.7%	46.0%	40.7%	n/a	n/a
<hr/>							
7-14 What do you believe is a reasonable admission fee for the Elmhurst Historical Museum?							
	\$1 - \$3	56.2%	65.7%	65.5%	67.8%	n/a	n/a
	\$4 - \$5	27.8%	19.5%	21.7%	1.8%	n/a	n/a
	More than \$5	1.6%	1.9%	1.9%	18.8%	n/a	n/a
	Other	14.4%	12.9%	11.0%	11.7%	n/a	n/a
<hr/>							
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	3.0%	2.7%	3.3%	2.9%	n/a	n/a
	6 - 10	6.6%	5.1%	4.4%	3.9%	n/a	n/a
	3 - 5	21.5%	21.7%	18.9%	21.9%	n/a	n/a
	Twice	23.6%	20.5%	19.6%	19.6%	n/a	n/a
	Once	15.8%	15.2%	15.1%	21.0%	n/a	n/a
	Never	29.6%	34.9%	38.6%	30.8%	n/a	n/a
<hr/>							
7-16 Have you recommended a visit to the Elmhurst Historical Museum to friends or other families?							
	Yes	28.0%	26.3%	27.0%	28.3%	n/a	n/a
	No	72.0%	73.7%	73.0%	71.7%	n/a	n/a
<hr/>							
7-17 From this list, indicate ALL the ways you get information about Elmhurst Historical Museum:							
	Family/Friends	18.0%	17.9%	16.2%	12.2%	22.7%	n/a
	"Front Porch" newsletter	80.9%	78.7%	77.0%	72.8%	87.3%	n/a
	Local newspapers	55.8%	60.4%	60.6%	60.6%	68.0%	n/a
	City/Museum website	9.0%	6.5%	5.3%	3.4%	4.9%	n/a
	Word of mouth	21.8%	21.1%	7.6%	5.7%	19.2%	n/a
	Virtual Backpack flyers	4.4%	5.2%	18.7%	18.8%	8.1%	n/a
	Museum calendars of events and flyers	16.3%	14.0%	17.4%	15.4%	30.4%	n/a
	District 205 website	8.6%	7.9%	10.1%	7.1%	9.3%	n/a
	Social Media/Facebook	6.6%	3.2%	1.2%	n/a	n/a	n/a
	Other	3.5%	2.2%	2.3%	2.7%	2.2%	n/a
<hr/>							
7-18 If you or family members visit museums, what day(s) and time(s) are most convenient? (Mark all that apply)							
	Weekday morning	66	83	97	90	85	124
	Weekday afternoon	108	131	127	145	146	139
	Weekday evening	67	68	79	81	79	78
	Saturday	335	359	317	341	291	286
	Sunday	263	299	261	279	236	250
<hr/>							
7-19 Would you or your family be interested in evening hours and/or programs?							
	Yes	38.3%	37.4%	34.6%	37.4%	34.9%	n/a
	No	61.7%	62.7%	65.4%	62.6%	65.2%	n/a
2008 asked: Would you or your family be interested in evening programs?							
<hr/>							

7-20	Do you consider going to a museum as: (Mark all the apply)						
	Entertainment	361	395	360	386	328	395
	Social opportunity	88	93	59	82	96	109
	Educational	427	516	459	557	456	496
	Other	7	8	3	7	13	9
7-21	Which other Elmhurst cultural venues have you and/or your family visited in the past 12 months?						
	Elmhurst Symphony	52	72	75	97	125	103
	Elmhurst Art Museum	155	165	155	239	211	254
	Elmhurst Historical Museum	96	118	135	149	115	n/a
	Elmhurst Choral Union	20	17	13	21	21	28
	Lizzadro Museum of Lapidary Art	136	159	183	228	189	225
	Theatre Historical Society of America	2	8	9	18	9	20
	Elmhurst College lectures/concerts	129	158	51	48	192	165
	Elmhurst Children's Theatre	42	49	167	176	57	75
	GreenMan Theatre Troupe	23	14	n/a	n/a	n/a	n/a
	Other	26	30	25	25	12	17
7-22	Where do you find information on community events and activities?						
	Family/Friends	34.4%	n/a	n/a	n/a	n/a	n/a
	"Front Porch" newsletter	77.6%	n/a	n/a	n/a	n/a	n/a
	Local newspapers	65.0%	n/a	n/a	n/a	n/a	n/a
	City Centre website	8.7%	n/a	n/a	n/a	n/a	n/a
	Word of mouth	33.5%	n/a	n/a	n/a	n/a	n/a
	Virtual Backpack flyers	6.4%	n/a	n/a	n/a	n/a	n/a
	Museum calendars of events and flyers	8.2%	n/a	n/a	n/a	n/a	n/a
	District 205 website	9.7%	n/a	n/a	n/a	n/a	n/a
	Social Media/Facebook	11.1%	n/a	n/a	n/a	n/a	n/a
	Other	2.2%	n/a	n/a	n/a	n/a	n/a
7-23	Were you aware of the ElmhurstTrolley program last summer?						
	Yes	76.8%	n/a	n/a	n/a	n/a	n/a
	No	23.2%	n/a	n/a	n/a	n/a	n/a
7-24	If "Yes," did you ride the Trolley?						
	Yes	10.0%	n/a	n/a	n/a	n/a	n/a
	No	90.0%	n/a	n/a	n/a	n/a	n/a
7-25	How do you rate the overall cultural opportunities in Elmhurst?						
	Good to Excellent	77.9%	84.9%	82.6%	86.4%	88.6%	n/a
	Fair to Excellent	98.7%	99.0%	98.0%	98.9%	99.3%	n/a
SECTION EIGHT - FINANCE							
8-1	Have you called, written or personally visited the Finance Department in the past 12 months?						
		2016	2014	2012	2010	2008	2006
	Yes	41.0%	42.6%	45.5%	44.5%	44.1%	39.0%
	No	59.0%	57.5%	54.5%	55.5%	55.9%	61.0%
If "Yes," how do you rate the quality of service?							
8-2	Response time						
	Good to Excellent	91.2%	89.5%	89.5%	88.3%	91.2%	89.2%
	Fair to Excellent	97.7%	97.1%	97.5%	97.1%	97.7%	97.8%
8-3	Quality of service						
	Good to Excellent	90.0%	88.2%	88.5%	88.9%	90.5%	88.0%
	Fair to Excellent	98.1%	96.0%	96.9%	98.3%	95.8%	96.1%
8-4	Professionalism and courtesy						
	Good to Excellent	91.0%	86.1%	88.7%	83.6%	86.1%	82.3%
	Fair to Excellent	98.0%	95.6%	96.2%	95.4%	95.4%	94.7%

8-5 How many times in the past 12 months have you visited City Hall?						
Over 10	3.8%	4.5%	3.0%	3.5%	3.7%	3.1%
6 - 10	6.7%	6.6%	6.8%	7.1%	6.4%	6.8%
2 - 5	39.9%	40.1%	42.3%	43.0%	44.2%	41.6%
Once	26.1%	26.8%	24.7%	26.8%	26.3%	28.2%
Not at all	23.6%	22.0%	23.2%	19.6%	19.4%	20.2%
8-6 Are you aware of the EZ Pay direct debit payment system for utility bills?						
Yes	60.3%	64.8%	67.8%	60.9%	63.0%	60.5%
No	39.7%	35.2%	32.2%	39.1%	37.0%	39.5%
8-7 Are you aware that you can purchase your vehicle sticker and pay your water bill or parking ticket through the City's website (www.elmhurst.org)?						
Yes	81.1%	79.1%	77.5%	62.6%	57.8%	55.0%
No	18.9%	20.9%	22.5%	37.4%	42.2%	45.0%
*added vehicle stickers to question in 2010						
8-8 How would you rate the payment options available for municipal service bills?						
Good to Excellent	89.0%	90.3%	89.3%	88.5%	n/a	n/a
Fair to Excellent	98.7%	98.8%	98.4%	98.8%	n/a	n/a
SECTION NINE - COMMUNICATIONS						
9-1 From what source(s) do you get information about the City?						
	2016	2014	2012	2010	2008	2006
"Front Porch" newsletter	508	576	577	545	545	558
Cable TV	28	44	54	99	99	131
www.elmhurst.org	195	226	183	120	120	118
Social Media/Facebook	78	49	17	n/a	n/a	n/a
CodeRED	43	n/a	n/a	n/a	n/a	n/a
Utility bill inserts	152	n/a	n/a	n/a	n/a	n/a
Suburban Life	292	381	n/a	n/a	n/a	n/a
ChicagoTribune	101	158	n/a	n/a	n/a	n/a
Elmhurst Independent	344	391	413	389	389	408
Notify Me (City e-messages)	19	35	n/a	n/a	n/a	n/a
Virtual Backpack flyers	33	46	n/a	n/a	n/a	n/a
Other	17	n/a	n/a	n/a	n/a	n/a
9-2 Do you use the internet?						
Yes	91.9%	91.8%	89.7%	87.5%	88.0%	85.6%
No	8.1%	8.3%	10.3%	12.6%	12.0%	14.4%
2008 and before: Do you have access to the Internet?						
9-3 If "Yes," where do you use the Internet?						
Home	445	627	605	644	572	570
Work	276	345	354	384	345	329
Mobile device	305	370	306	186	n/a	n/a
Library	54	82	79	101	85	78
Laptop/Wi-Fi	200	288	267	185	n/a	n/a
Other	6	11	9	4	10	10
9-4 If "Yes," how often do you use the Internet?						
Daily	93.7%	93.0%	92.7%	89.4%	88.1%	82.6%
Weekly	4.7%	4.9%	6.5%	8.0%	10.5%	14.1%
Monthly	1.6%	2.2%	0.8%	2.6%	1.3%	3.4%
9-5 Do you have a telephone landline at home?						
Yes	76.7%	82.5%	89.3%	91.1%	n/a	n/a
No	23.3%	17.5%	10.7%	8.9%	n/a	n/a
9-6 How many times in the past 6 months have you visited the City website?						
Over 10	7.0%	7.9%	5.5%	3.4%	4.8%	3.9%
6 - 10	8.7%	8.9%	5.5%	3.4%	5.6%	3.8%
4 - 6	7.5%	5.7%	6.9%	5.2%	4.5%	5.4%
3 - 5	16.3%	17.1%	15.1%	12.2%	13.0%	10.3%
1 - 2	31.0%	33.3%	30.2%	30.0%	26.2%	24.9%
Never	29.5%	27.2%	36.9%	43.8%	46.0%	51.7%

9-7	What type of device do you use to access the City website?						
	Computer	424	487	n/a	n/a	n/a	n/a
	Tablet	138	27	n/a	n/a	n/a	n/a
	Smart phone	178	18	n/a	n/a	n/a	n/a
9-8	What was the reason for your visit? (Mark all that apply)						
	Information regarding City services	318	395	305	280	n/a	n/a
	Calendar information	175	219	171	168	n/a	n/a
	City Code information	72	70	82	75	n/a	n/a
	City Council minutes and agendas	28	45	25	24	n/a	n/a
	Contact info for elected officials/staff	43	43	39	46	n/a	n/a
	City forms and applications	108	114	94	75	n/a	n/a
	Electronic payments	163	168	110	51	n/a	n/a
	Other	38	25	23	27	n/a	n/a
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?						
	Good to Excellent	74.0%	77.7%	74.0%	69.4%	64.7%	72.2%
	Fair to Excellent	96.7%	98.1%	96.0%	95.9%	93.0%	95.8%
9-10	How would you rate the quality of the City's "Front Porch" newsletter?						
	Good to Excellent	90.6%	90.8%	85.4%	86.1%	85.9%	87.2%
	Fair to Excellent	99.6%	98.1%	97.6%	97.8%	98.3%	98.4%
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	0.8%	1.2%	2.1%	1.6%	1.5%	2.5%
	6 - 10	0.3%	0.2%	0.9%	1.9%	2.0%	2.9%
	4 - 6	0.5%	1.3%	1.6%	2.0%	4.6%	4.8%
	3 - 5	2.0%	1.7%	3.7%	5.0%	7.6%	9.3%
	1 - 2	7.2%	10.9%	12.7%	16.9%	19.6%	23.8%
	Never	89.1%	84.8%	79.1%	72.6%	64.7%	56.7%
9-12	How many times have you watched a City Council meeting online? (Available through City's website-www.elmhurst.org)						
	More Than 10	0.5%	0.3%	0.6%	0.1%	0.2%	n/a
	6 - 10	0.2%	0.4%	0.2%	0.3%	0.0%	n/a
	4 - 6	0.9%	0.3%	0.2%	0.3%	0.4%	n/a
	3 - 5	1.2%	0.7%	1.0%	0.6%	0.4%	n/a
	1 - 2	5.4%	3.7%	5.9%	4.6%	2.1%	n/a
	Never	91.9%	94.6%	92.2%	94.2%	97.0%	n/a
9-13	How would you rate City efforts to keep you informed?						
	Good to Excellent	71.0%	72.8%	72.8%	73.9%	n/a	n/a
	Fair to Excellent	96.6%	96.2%	95.9%	96.9%	n/a	n/a
9-14	Have you visited the City's Stormwater Management website? (elmhurststormwaterplan.org)						
	Yes	13.2%	n/a	n/a	n/a	n/a	n/a
	No	86.8%	n/a	n/a	n/a	n/a	n/a
9-15	If "Yes," have you signed up for updates on specific stormwater management projects?						
	Yes	4.0%	n/a	n/a	n/a	n/a	n/a
	No	96.0%	n/a	n/a	n/a	n/a	n/a
9-16	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)						
	City Council/Committee Agendas	2.1%	3.1%	n/a	n/a	n/a	n/a
	City News and Announcements	4.7%	7.6%	n/a	n/a	n/a	n/a
	Economic Development	1.1%	1.7%	n/a	n/a	n/a	n/a
	Election Information	1.1%	1.7%	n/a	n/a	n/a	n/a
	Elmhurst Historical Museum	0.8%	1.2%	n/a	n/a	n/a	n/a
	Storm/Flood Information	10.4%	16.0%	n/a	n/a	n/a	n/a
	Visitor & Tourism News	1.3%	1.6%	n/a	n/a	n/a	n/a
	Weather Emergency	16.4%	19.8%	n/a	n/a	n/a	n/a
	Volunteer Opportunities	0.8%	2.9%	n/a	n/a	n/a	n/a
	News Flash	4.9%	7.6%	n/a	n/a	n/a	n/a
	Calendars	1.1%	4.0%	n/a	n/a	n/a	n/a
	None	78.7%	73.8%	n/a	n/a	n/a	n/a

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?						
		2016	2014	2012	2010	2008	2006
	Good to Excellent	50.1%	53.6%	55.3%	56.0%	n/a	n/a
	Fair to Excellent	90.3%	88.9%	88.6%	90.6%	n/a	n/a
10-2	How do you get information on the City budget and finance? (Mark all that apply?)						
	City website	15.9%	16.6%	14.2%	11.2%	n/a	n/a
	City newsletter	32.6%	34.7%	37.5%	41.6%	n/a	n/a
	Attend meetings and hearings	3.3%	5.5%	3.1%	3.7%	n/a	n/a
	Library	1.9%	2.5%	2.2%	2.5%	n/a	n/a
	Local newspapers	50.8%	57.9%	65.5%	68.3%	n/a	n/a
	Local blogs	1.6%	1.6%	1.8%	0.7%	n/a	n/a
	Word of mouth	19.7%	19.0%	20.6%	26.4%	n/a	n/a
	Don't know	24.4%	23.0%	17.3%	13.1%	n/a	n/a
10-3	How would you rate your awareness of the City budget?						
	Good to Excellent	15.5%	19.7%	21.7%	21.5%	n/a	n/a
	Fair to Excellent	56.7%	65.1%	68.4%	68.9%	n/a	n/a
10-4	How would you rate the City's financial management (in the current recession)?						
	Good to Excellent	41.5%	45.0%	39.4%	34.6%	n/a	n/a
	Fair to Excellent	88.0%	88.4%	88.9%	83.6%	n/a	n/a
10-5	Are you aware the City budget and financial reports are available on the City website?						
	Yes	45.4%	47.9%	47.1%	49.3%	n/a	n/a
	No	54.6%	52.1%	52.9%	50.7%	n/a	n/a
10-6	In the last two years have you viewed the City budget online or in person at the Library?						
	Yes	10.7%	11.2%	10.6%	10.2%	n/a	n/a
	No	89.3%	88.8%	89.4%	89.8%	n/a	n/a
10-7	If Yes, how would you rate the quality of information in the budget?						
	Good to Excellent	50.0%	50.0%	61.9%	51.7%	n/a	n/a
	Fair to Excellent	93.5%	89.1%	94.9%	89.8%	n/a	n/a
10-8	How would you rate the level of service for the following?						
		2016			2014		
		Too Much	About Right	Not Enough	Too Much	About Right	Not Enough
	Police protection	3%	89%	8%	4%	90%	6%
	Traffic enforcement	12%	78%	11%	8%	79%	13%
	Parking enforcement	10%	87%	3%	18%	78%	4%
	Fire protection	6%	87%	7%	3%	96%	1%
	Ambulance services	1%	96%	3%	3%	96%	2%
	Building code enforcement	7%	76%	17%	5%	80%	15%
	Street maintenance	1%	69%	31%	1%	59%	40%
	Street sweeping/cleaning	1%	79%	20%	2%	71%	27%
	Sidewalk maintenance	1%	67%	33%	1%	61%	38%
	50/50 sidewalk program	3%	78%	19%	3%	74%	23%
	Tree maintenance	2%	81%	17%	3%	77%	20%
	Tree replacement	2%	76%	22%	2%	77%	20%
	Snow/ice removal	2%	74%	24%	3%	78%	19%
	Historical Museum programs/services	5%	91%	4%	7%	90%	3%
	Library programs/services	5%	92%	3%	5%	93%	2%
	Refuse collection	1%	94%	5%	3%	92%	5%
	Mosquito control	3%	71%	26%	3%	76%	21%
	Animal control	2%	70%	29%	1%	68%	31%
	Sanitary collection and treatment	1%	93%	6%	1%	94%	5%
	Water production and distribution	2%	95%	3%	2%	94%	4%
	Stormwater management	2%	49%	49%	2%	45%	52%
	Private property stormwater assistance (Rear yard drain program)	5%	50%	45%	4%	51%	45%
	Private property sanitary sewer assistance (Overhead sewer program)	4%	62%	34%	3%	62%	35%
10-9	How would you rate the City's efforts to inform the public about the budget and finances?						
	Good to Excellent	42.4%	41.1%	40.4%	43.0%	n/a	n/a
	Fair to Excellent	86.1%	85.4%	84.9%	86.2%	n/a	n/a

SECTION ELEVEN - DEMOGRAPHIC INFORMATION

11-1	Which category best reflects your age?	2016	2014	2012	2010	2008	2006
	18 - 25 Years	0.2%	0.4%	0.2%	0.1%	0.4%	0.4%
	26 - 35 Years	5.2%	5.2%	6.6%	5.9%	5.1%	8.3%
	36 - 45 Years	17.4%	16.2%	19.2%	20.8%	21.3%	22.3%
	46 - 55 Years	26.4%	24.9%	24.5%	25.3%	27.2%	25.1%
	56 - 65 Years	22.1%	21.1%	19.9%	20.9%	19.8%	19.9%
	Over 65 Years	28.8%	32.2%	29.6%	26.9%	26.1%	23.9%
11-2	What is your gender?						
	Male	51.5%	51.0%	46.9%	46.4%	46.6%	43.4%
	Female	48.5%	49.0%	53.1%	53.6%	53.4%	56.6%
11-3	How long have you lived in Elmhurst?						
	5 Years or Less	14.0%	9.9%	10.7%	12.1%	11.3%	14.2%
	6 - 10 Years	9.4%	11.1%	10.6%	11.4%	13.2%	11.6%
	11 - 20 Years	18.8%	19.7%	17.7%	17.6%	19.3%	19.7%
	21 - 35 Years	23.8%	26.5%	24.8%	24.4%	25.3%	25.2%
	36 - 50 Years	23.5%	19.6%	22.6%	24.7%	22.0%	19.4%
	Over 50 Years	10.4%	13.2%	13.6%	9.9%	8.9%	9.9%
11-4	Do you own or rent your residence?						
	Own	98.2%	95.9%	97.3%	95.6%	98.0%	98.0%
	Rent	1.8%	4.1%	2.7%	4.4%	2.1%	2.0%
11-5	Please identify the area of the City in which you live.						
	N. of North. & E. of York St.	10.9%	10.9%	11.4%	9.5%	11.8%	9.9%
	N. of North & W. of York St.	14.8%	14.4%	14.6%	15.3%	14.1%	13.4%
	Between Prairie Path/North & E. of York	20.0%	19.0%	17.0%	19.1%	17.3%	21.8%
	Between Prairie Path/North & W. of York	19.0%	16.1%	18.0%	19.5%	20.3%	18.7%
	S. of the Prairie Path & E. of York St.	17.1%	15.1%	15.6%	14.7%	12.5%	12.6%
	S. of the Prairie Path & W. of York St	18.3%	24.4%	23.5%	21.8%	24.1%	23.6%
11-6	What is your household income?						
	Less than \$30,000	6.1%	n/a	n/a	n/a	n/a	n/a
	\$30,000 - \$50,000	9.7%	n/a	n/a	n/a	n/a	n/a
	\$50,000 - \$70,000	9.9%	n/a	n/a	n/a	n/a	n/a
	\$70,000 - \$100,000	15.8%	n/a	n/a	n/a	n/a	n/a
	\$100,000 - \$200,000	33.8%	n/a	n/a	n/a	n/a	n/a
	Over \$200,000	24.7%					
11-7	What is your current employment status?						
	Employed	66.2%	n/a	n/a	n/a	n/a	n/a
	Unemployed	3.0%	n/a	n/a	n/a	n/a	n/a
	Retired	30.8%	n/a	n/a	n/a	n/a	n/a
11-9	How many children (ages 0 - 18) currently live in your household?						
	0	57.4%	n/a	n/a	n/a	n/a	n/a
	1	13.0%	n/a	n/a	n/a	n/a	n/a
	2	19.0%	n/a	n/a	n/a	n/a	n/a
	3	8.6%	n/a	n/a	n/a	n/a	n/a
	4	1.7%	n/a	n/a	n/a	n/a	n/a
	5 or more	0.3%	n/a	n/a	n/a	n/a	n/a
11-10	If you have school-aged children, do they attend Elmhurst Public Schools?						
	Yes	64.9%	n/a	n/a	n/a	n/a	n/a
	No	35.2%	n/a	n/a	n/a	n/a	n/a
11-11	What type of housing do you live in?						
	Single Family Home	97.5%	n/a	n/a	n/a	n/a	n/a
	Townhouse	2.5%	n/a	n/a	n/a	n/a	n/a
	Apartment/Condo	0.0%	n/a	n/a	n/a	n/a	n/a

SECTION TWELVE - GENERAL COMMENTS

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

	2016	2014	2012	2010	2008	2006
Access to transportation	6.6%	7.7%	7.2%	8.3%	5.8%	5.1%
Central location/convenience	13.9%	18.2%	18.5%	18.8%	19.8%	18.9%
City services	3.1%	1.8%	1.9%	1.7%	1.5%	1.4%
Cultural opportunities	2.7%	0.5%	0.8%	0.7%	1.5%	0.9%
Library	5.6%	6.6%	5.6%	6.9%	5.2%	4.9%
Overall appearance of City	4.8%	4.6%	6.3%	4.9%	4.5%	2.7%
Parks, rec./leisure opportunities	5.0%	4.7%	3.4%	4.5%	3.9%	3.5%
Property value	10.1%	10.4%	7.8%	9.6%	9.7%	12.6%
Quality of life	13.7%	16.8%	18.4%	13.8%	16.4%	16.6%
Quality of schools	12.1%	13.2%	12.7%	13.4%	13.9%	15.1%
Retail shopping opportunities	2.4%	0.8%	0.7%	0.8%	0.4%	1.1%
Safety	8.1%	6.9%	7.0%	7.1%	7.4%	7.5%
Sense of community/neighborhood	8.7%	7.1%	8.9%	8.6%	9.0%	8.6%
Street and sidewalk maintenance	2.2%	0.2%	0.0%	0.1%	0.3%	0.4%
Other	1.0%	0.5%	0.9%	0.7%	0.7%	0.9%

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

Airplane noise	7.2%	9.3%	12.9%	14.4%	13.2%	11.6%
Building/zoning codes	3.9%	2.5%	1.8%	2.0%	2.7%	2.8%
City services	2.0%	0.9%	0.6%	0.8%	0.6%	0.6%
Cost of living, general	10.6%	10.6%	11.6%	10.2%	11.0%	8.9%
Housing prices	5.7%	5.7%	4.5%	6.7%	7.2%	7.9%
Parking	3.6%	3.4%	3.5%	4.4%	4.8%	6.6%
Parks, rec./leisure opportunities	1.7%	0.6%	0.2%	0.5%	0.6%	1.1%
Quality of schools	1.8%	1.3%	1.0%	1.1%	0.6%	0.7%
Refuse collection services	1.7%	1.0%	1.0%	1.5%	2.3%	2.1%
Retail shopping opportunities	6.5%	6.1%	5.8%	5.6%	5.3%	4.2%
Safety	1.6%	0.6%	0.8%	0.5%	0.2%	0.4%
Street/sidewalk maintenance	3.7%	4.3%	3.6%	3.1%	2.7%	2.0%
Stormwater management/flooding	11.8%	13.5%	10.4%	4.4%	2.5%	1.3%
Taxes	17.6%	20.9%	20.8%	21.0%	18.6%	18.9%
Traffic congestion	8.1%	7.7%	9.5%	10.3%	10.3%	11.7%
Traffic noise	3.7%	1.8%	2.7%	3.2%	3.7%	4.6%
Traffic speed	2.8%	2.4%	2.2%	3.1%	3.4%	4.3%
Train noise	3.3%	4.0%	3.4%	3.2%	5.4%	5.2%
Other	2.7%	3.6%	3.7%	3.8%	4.9%	5.0%

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

Airplane noise/airport expansion	5.3%	5.2%	6.9%	7.8%	10.0%	9.2%
Cost of government services	5.1%	5.8%	9.4%	10.2%	6.5%	4.1%
Cost of living/affordability	12.5%	13.3%	14.3%	14.7%	17.6%	20.9%
Crime	4.2%	3.8%	4.8%	3.7%	3.6%	3.3%
Housing replacement	2.7%	2.0%	1.5%	1.2%	3.5%	4.9%
Maintaining infrastructure	4.3%	6.3%	4.1%	5.1%	5.0%	3.3%
Maintaining quality of life	4.3%	4.9%	4.5%	4.9%	5.9%	5.1%
Parking	1.5%	1.4%	0.7%	1.4%	3.0%	3.1%
Population inc./demo. Change	6.5%	4.8%	3.0%	3.5%	5.3%	8.3%
Property value decline	3.5%	3.7%	10.8%	9.8%	6.0%	2.9%
Quality of businesses	4.3%	3.1%	2.0%	2.9%	3.0%	2.1%
Quality of City services	1.3%	1.1%	1.2%	3.0%	0.7%	0.4%
Quality of parks and rec. programs	1.2%	0.3%	0.1%	0.4%	0.3%	0.5%
Quality of schools	3.6%	3.4%	4.5%	4.4%	2.1%	5.1%
Stormwater management/flooding	12.1%	14.6%	8.4%	2.3%	1.8%	0.7%
Substance abuse	5.4%	6.0%	2.3%	2.3%	1.1%	1.2%
Taxes	14.8%	15.4%	16.8%	16.9%	15.3%	15.0%
Traffic congestion	5.7%	4.2%	3.9%	4.6%	8.0%	8.5%
Other	1.3%	0.9%	1.0%	1.0%	1.5%	1.4%

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

Good to Excellent	71.6%	74.5%	68.4%	72.1%	80.4%	80.2%
Fair to Excellent	96.6%	97.3%	96.5%	96.3%	98.2%	98.2%