
2016 City of Elmhurst Citizen Survey

SECTION V

2016 SURVEY DOCUMENT

2016 CITY OF ELMHURST CITIZEN SURVEY

Your City officials need your input on various City services and your opinion on what it is like to live in Elmhurst. Please let us know what you like about our community, as well as what needs to be improved. You are one of approximately 1,600 households in Elmhurst randomly selected to participate in this survey and your participation is very important. By completing this survey, you have the opportunity to influence the operations and policies of the City, as well as to improve the quality of life in our community. Please fill out this survey if you are an adult (age 18 or older) in the household. Unless otherwise indicated, mark only one answer per question. When the survey is completed, simply mail it back in the enclosed self-addressed stamped envelope, no later than April 25, 2016 or drop it off at City Hall by that date. You can take this survey online by visiting: <http://elmhurst.survey.sgizmo.com/s3/>. Please be assured that your answers will remain completely anonymous. Of course, you are always welcome to either call or stop by City Hall with your suggestions or concerns. With your help, Elmhurst will continue to be a wonderful place to live, work and play.

SECTION 1 QUALITY OF LIFE

How do you rate the following?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
1.1 Overall quality of your neighborhood	5	4	3	2	1	0
1.2 Overall quality of the Elmhurst community	5	4	3	2	1	0
1.3 The Elmhurst community as a place to live	5	4	3	2	1	0
1.4 The Elmhurst community as a place to raise children	5	4	3	2	1	0
1.5 The Elmhurst community as a place to retire	5	4	3	2	1	0
1.6 Physical appearance of private property	5	4	3	2	1	0
1.7 Physical appearance of public (City) property	5	4	3	2	1	0

1.8 How would you rate the overall quality of life in Elmhurst now compared to five years ago?

_____ a. Better

_____ b. About the same

_____ c. Worse

SECTION 2 PUBLIC SAFETY

2.1 Are you aware of the City's CodeRED Emergency Communication System?

_____ a. Yes

_____ b. No

2.2 If "Yes", have you signed up to receive CodeRED messages?

_____ a. Yes

_____ b. No

2.3 Are you aware of Smart911?

_____ a. Yes

_____ b. No

2.4 If "Yes", have you signed up for Smart911?

____ a. Yes

____ b. No

2.5 Have you called 9-1-1 in the past 12 months?

____ a. Yes

____ b. No

2.6 If "Yes," what type of call(s) did you make? (Mark all that apply.)

____ a. Fire emergency

____ c. Police emergency

____ b. Ambulance

____ d. Other (please specify) _____

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.7 Response time	5	4	3	2	1	0
2.8 Quality of service	5	4	3	2	1	0
2.9 Professionalism and courtesy	5	4	3	2	1	0

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

____ a. Yes

____ b. No

2.11 If "Yes," please check the type of experience:

____ a. Station tour/Block party

____ d. Community event

____ b. Installation of car seats

____ e. Other (please specify)

____ c. Public education

2.12 Do you have carbon monoxide detectors in your home?

____ a. Yes

____ b. No

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.13 Response time	5	4	3	2	1	0
2.14 Quality of service	5	4	3	2	1	0
2.15 Professionalism and courtesy	5	4	3	2	1	0

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.16 Your neighborhood	5	4	3	2	1	0
2.17 The City as a whole	5	4	3	2	1	0

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
2.18 Response time	5	4	3	2	1	0
2.19 Quality of service	5	4	3	2	1	0
2.20 Professionalism and courtesy	5	4	3	2	1	0

2.21 Have you been stopped by the Elmhurst Police for a traffic violation in the past 12 months?

____ a. Yes

____ b. No

2.22 If "Yes," what penalty (or penalties) did you receive? (Mark all that apply.)

____ a. Written warning

____ b. Written citation

2.23 How do you rate the professionalism and courtesy of the officer during the traffic stop?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

How safe do you feel...

Very safe	Safe	Neither safe nor unsafe	Unsafe	Very Unsafe	No Opinion
5	4	3	2	1	0

2.24 In your neighborhood

2.25 On City streets at night

2.26 In City parks

2.27 In Elmhurst City Centre

2.28 In the City in general

5	4	3	2	1	0
5	4	3	2	1	0

SECTION 3

PUBLIC WORKS DEPARTMENT

This department is responsible for street maintenance, parkway tree maintenance, snow removal, street lighting, refuse collection, public utilities and maintenance of City buildings.

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

____ a. Yes

____ b. No

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
3.2 Response time	5	4	3	2	1	0
3.3 Quality of service	5	4	3	2	1	0
3.4 Professionalism and courtesy	5	4	3	2	1	0

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
3.5 Street maintenance	5	4	3	2	1	0
3.6 Street sweeping	5	4	3	2	1	0
3.7 Snow/ice removal	5	4	3	2	1	0
3.8 Quality of parkway trees	5	4	3	2	1	0
3.9 Parkway tree maintenance	5	4	3	2	1	0
3.10 Street lighting	5	4	3	2	1	0
3.11 Sidewalks in your area (if applicable)	5	4	3	2	1	0
3.12 Mosquito control	5	4	3	2	1	0
3.13 Refuse collection	5	4	3	2	1	0
3.14 Yard waste collection	5	4	3	2	1	0
3.15 Recycling collection	5	4	3	2	1	0
3.16 Sanitary sewer maintenance	5	4	3	2	1	0
3.17 Storm sewer maintenance	5	4	3	2	1	0
3.18 Water supply maintenance	5	4	3	2	1	0
3.19 City building maintenance	5	4	3	2	1	0

SECTION 4 TRAFFIC AND TRANSPORTATION

Please rate each of the following:

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
4.1 Commuter parking	5	4	3	2	1	0
4.2 Shopper parking	5	4	3	2	1	0
4.3 Ease of travel by car	5	4	3	2	1	0
4.4 Traffic enforcement	5	4	3	2	1	0
4.5 Condition of streets	5	4	3	2	1	0
4.6 Ease of travel by bike	5	4	3	2	1	0
4.7 Bike parking	5	4	3	2	1	0

How do you rate traffic speed compliance in . . .

4.8 Your neighborhood	5	4	3	2	1	0
4.9 Throughout the City	5	4	3	2	1	0

4.10 Have you observed the Police Department's SMART trailer ("Speed Monitoring Awareness Radar Trailer") in the community during the last year?

____ a. Yes

____ b. No

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

No
Opinion
0

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

a. Yes

b. No

4.13 If you work outside the home, how far do you normally commute to work?

a. 20 or more miles

d. 6-10 miles

b. 16-19 miles

e. Less than 5 miles

c. 11-15 miles

4.14 If you work outside the home, how do you normally commute to work?

a. Personal vehicle

e. Walk to train

b. Car-pool

f. Bike

c. Bus to train

g. Walk

d. Car to train

h. Bike to train

i. Other (please specify) _____

4.15 For what purpose do you ride your bicycle? Check all that apply

a. Recreation

c. Transportation/Commuting

b. Exercise

d. Errands around town

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

4.16 Recreation

a. Yes

b. No

_____ c. No opinion

4.17 Commuting to downtown

a. Yes

b. No

c. No opinion

4.18 For children commuting to schools

a. Yes

b. No

c. No opinion

SECTION 5 ELMHURST SHOPPING AREAS

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

<u>DOWNTOWN/ CITY CENTRE</u>	Excellent	Good	Fair	Poor	Very Poor	No Opinion
5.1 Attractiveness and appearance	5	4	3	2	1	0
5.2 Parking convenience and availability	5	4	3	2	1	0
5.3 Special events and promotions	5	4	3	2	1	0
5.4 Snow removal (walks, parking lot)	5	4	3	2	1	0
5.5 Litter and trash clean-up	5	4	3	2	1	0
5.6 Pedestrian accessibility and security	5	4	3	2	1	0

5.7 What is your best source for City Centre event information?

- ☐ a. City Centre website (www.elmhurstcitycentre.com)
- ☐ b. "Front Porch" newsletter
- ☐ c. Local newspapers
- ☐ d. Virtual Backpack flyers
- ☐ e. Social Media (Facebook/Twitter)
- ☐ f. City website (www.elmhurst.org)
- ☐ g. Other (please specify) _____

5.8 Did you attend any of the following events in City Centre? (mark all that apply)

- ☐ a. Easter Event with the Easter Bunny and free movie
- ☐ b. Girlfriends Getaway Shopping Event
- ☐ c. School's Out Party in the Plaza
- ☐ d. Block to Block Music Series on Wednesday nights in the Summer
- ☐ e. Rock the Block Party on 9/11 – 9/12
- ☐ f. Boo-tiful Saturday Trick or Treating Event and free movie
- ☐ g. City of Elmhurst Tree Lighting Event
- ☐ h. Hometown Holiday Event with Santa and free movie

5.9 Please list any other events that you'd like to see added to City Centre's event calendar?

5.10 What activity most often brings you downtown?

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> a. Movie | <input type="checkbox"/> f. City Centre event |
| <input type="checkbox"/> b. Dining | <input type="checkbox"/> g. Gourmet food shops |
| <input type="checkbox"/> c. Fitness | <input type="checkbox"/> h. Groceries |
| <input type="checkbox"/> d. Shopping | <input type="checkbox"/> i. Coffee shop |
| <input type="checkbox"/> e. Service | <input type="checkbox"/> j. Other (please specify) _____ |

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

- | | |
|---|--|
| <input type="checkbox"/> a. At least once a week | <input type="checkbox"/> d. 1-2 times per year |
| <input type="checkbox"/> b. At least once a month | <input type="checkbox"/> e. Not at all |
| <input type="checkbox"/> c. Every few months | |

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

- ☐ a. I would shop there much more if the hours were extended.
☐ b. I would shop there a little more if the hours were extended.
☐ c. There would be no change in my shopping habits.
☐ d. Other (please specify) _____

5.13 What type of retail stores would you most like to see added to downtown Elmhurst?

- | | |
|---|---|
| <input type="checkbox"/> a. Restaurants | <input type="checkbox"/> f. Music store |
| <input type="checkbox"/> b. Men's clothing | <input type="checkbox"/> g. Book store |
| <input type="checkbox"/> c. Women's clothing | <input type="checkbox"/> h. Gourmet foods / Specialty grocery |
| <input type="checkbox"/> d. Children's clothing | <input type="checkbox"/> i. Other (please specify) _____ |
| <input type="checkbox"/> e. Specialty items / Gifts | |

5.14 Besides the City Centre, in what areas of Elmhurst do you shop:

- | | |
|--|---|
| <input type="checkbox"/> a. Spring Road | <input type="checkbox"/> d. Elmhurst Crossing (Rt 83 & St. Charles) |
| <input type="checkbox"/> b. York & Vallette | <input type="checkbox"/> e. North York Street (North of North Ave.) |
| <input type="checkbox"/> c. Butterfield & York | <input type="checkbox"/> f. Other (please specify) _____ |

5.15 Compared to last year, do you shop in Elmhurst?

- ☐ a. More ☐ b. About the same ☐ c. Less

5.16 Please list 5 items do you most often travel outside of Elmhurst to purchase:

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | |

5.17 When shopping outside of Elmhurst, where do you most often shop?

- | | |
|--|---|
| <input type="checkbox"/> a. Online | <input type="checkbox"/> f. Warehouse club |
| <input type="checkbox"/> b. Mall | <input type="checkbox"/> g. Other downtown shopping districts |
| <input type="checkbox"/> c. Big box retailer | <input type="checkbox"/> h. Other (please specify) _____ |

5.18 When dining outside of Elmhurst, what are the top restaurant concepts/reasons you consider when choosing where you dine? Please mark all that apply.

- | | |
|---|--|
| <input type="checkbox"/> a. Fast food | <input type="checkbox"/> f. Word of mouth |
| <input type="checkbox"/> b. Chain restaurant | <input type="checkbox"/> g. Special offers |
| <input type="checkbox"/> c. Brew pub | <input type="checkbox"/> h. Locally sourced |
| <input type="checkbox"/> d. Specialty/Boutique Dining | <input type="checkbox"/> i. Other (please specify) _____ |
| <input type="checkbox"/> e. Ratings/Reviews | |

5.19 For each of the following types of products, please identify whether you shop for them typically in Elmhurst, outside Elmhurst, or all about equally (mark all that apply):

	In Elmhurst	Outside Elmhurst	Online	All about equally
Automobiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groceries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sporting Goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fabrics/Home Goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clothing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shoes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hardware/Home Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6 BUILDING AND CODE ENFORCEMENT

This department is responsible for building permits, plan review, inspections, and code enforcement.

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

- ☐ a. Yes ☐ b. No

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
6.2 Response time	5	4	3	2	1	0
6.3 Accuracy of information	5	4	3	2	1	0
6.4 Quality of service	5	4	3	2	1	0
6.5 Professionalism and courtesy	5	4	3	2	1	0

SECTION 7 CULTURAL ATTRACTIONS

Elmhurst Public Library

7.1 How often do you or members of your family visit the Elmhurst Public Library?

- | | |
|---|--|
| <input type="checkbox"/> a. At least once a week | <input type="checkbox"/> d. 1-2 times per year |
| <input type="checkbox"/> b. At least once a month | <input type="checkbox"/> e. Not at all |
| <input type="checkbox"/> c. Every few months | |

7.2 What do you use the Library for? (Mark all that apply)

- | | |
|---|--|
| <input type="checkbox"/> a. To check out items | <input type="checkbox"/> d. Attend programs |
| <input type="checkbox"/> b. Meeting room space | <input type="checkbox"/> e. As a place to work/study |
| <input type="checkbox"/> c. To use the computer | <input type="checkbox"/> f. As a place to meet with others |

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
7.3 Professionalism and courtesy	5	4	3	2	1	0
7.4 Library services in general	5	4	3	2	1	0
7.5 Children's programs	5	4	3	2	1	0

7.6 From what sources do you get your information about the Library

- | | |
|---|--|
| <input type="checkbox"/> a. Quarterly newsletter (Fine Print) | <input type="checkbox"/> d. Library flyers/posters |
| <input type="checkbox"/> b. Library website (www.elmhurstpubliclibrary.org) | <input type="checkbox"/> e. Twitter |
| <input type="checkbox"/> c. Local newspapers | <input type="checkbox"/> f. Facebook |

Elmhurst History Museum

7.7 Have you visited the Elmhurst History Museum in the past 12 months?

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

7.8 If yes, what are the reasons you visited the Elmhurst History Museum in the past 12 months? (Mark all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> a. See an exhibit | <input type="checkbox"/> e. Adult program |
| <input type="checkbox"/> b. School/scout field trip | <input type="checkbox"/> f. Conduct research |
| <input type="checkbox"/> c. Children's program | <input type="checkbox"/> g. Take visiting friends/family |
| <input type="checkbox"/> d. Family program | <input type="checkbox"/> h. Other (please specify) |

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
7.9 Professionalism and courtesy	5	4	3	2	1	0
7.10 Overall satisfaction with visit	5	4	3	2	1	0
7.11 Quality of service (exhibit, educational program, research)	5	4	3	2	1	0

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

- | | |
|--|--|
| <input type="checkbox"/> a. More than 10 | <input type="checkbox"/> d. Twice |
| <input type="checkbox"/> b. 6 – 10 | <input type="checkbox"/> e. Once |
| <input type="checkbox"/> c. 3 – 5 | <input type="checkbox"/> f. Not at all |

7.13 If there was an admission fee, would you have visited the Elmhurst History Museum the same number of times?

- | | | |
|---------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No | <input type="checkbox"/> c. Not sure |
|---------------------------------|--------------------------------|--------------------------------------|

7.14 What do you believe is a reasonable admission fee for the Elmhurst History Museum?

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> a. \$1 - \$3 | <input type="checkbox"/> c. More than \$5 |
| <input type="checkbox"/> b. \$4 - \$5 | <input type="checkbox"/> d. Other (please specify) _____ |

7.15 In the past 12 months how many times have you or a member of your family visited other museums outside of Elmhurst?

- | | |
|--|--|
| <input type="checkbox"/> a. More than 10 | <input type="checkbox"/> d. Twice |
| <input type="checkbox"/> b. 6 – 10 | <input type="checkbox"/> e. Once |
| <input type="checkbox"/> c. 3 – 5 | <input type="checkbox"/> f. Not at all |

7.16 Have you recommended a visit to the Elmhurst History Museum to friends or other families?

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

7.17 From this list, indicate ALL the ways you get information about the Elmhurst History Museum: (Mark all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> a. Family/friends | <input type="checkbox"/> f. Virtual Backpack flyers |
| <input type="checkbox"/> b. "Front Porch" newsletter | <input type="checkbox"/> g. Museum calendars of events and flyers |
| <input type="checkbox"/> c. Local newspapers | <input type="checkbox"/> h. District 205 website |
| <input type="checkbox"/> d. City/Museum website | <input type="checkbox"/> i. Social Media/Facebook |
| <input type="checkbox"/> e. Word of mouth | <input type="checkbox"/> j. Other (please specify) |

7.18 If you or members of your household visit museums, what day(s) and time(s) are most convenient? (Mark all that apply.)

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> a. Weekday morning | <input type="checkbox"/> d. Saturday |
| <input type="checkbox"/> b. Weekday afternoon | <input type="checkbox"/> e. Sunday |
| <input type="checkbox"/> c. Weekday evening | |

7.19 Would you or your family be interested in evening hours and/or programs?

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

7.20 Do you consider going to a museum as (list all that apply):

- | | |
|--|--|
| <input type="checkbox"/> a. Entertainment | <input type="checkbox"/> c. Educational |
| <input type="checkbox"/> b. Social opportunity | <input type="checkbox"/> d. Other (please specify) |

Cultural Attractions: other

7.21 Which Elmhurst cultural venues have you or members of your household visited in the past year?
(Mark all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> a. Elmhurst Symphony | <input type="checkbox"/> f. Theatre Historical Society of America |
| <input type="checkbox"/> b. Elmhurst Art Museum | <input type="checkbox"/> g. Elmhurst College lectures/concerts |
| <input type="checkbox"/> c. Elmhurst History Museum | <input type="checkbox"/> h. Elmhurst Children's Theatre |
| <input type="checkbox"/> d. Elmhurst Choral Union | <input type="checkbox"/> i. GreenMan Theatre Troupe |
| <input type="checkbox"/> e. Lizzadro Museum of Lapidary Art | <input type="checkbox"/> j. Other (please specify) _____ |

7.22 Where do you find information on community events and activities?

- | | |
|--|---|
| <input type="checkbox"/> a. Family/friends | <input type="checkbox"/> f. Virtual Backpack flyers |
| <input type="checkbox"/> b. "Front Porch" newsletter | <input type="checkbox"/> g. Museum calendars of events and flyers |
| <input type="checkbox"/> c. Local newspapers | <input type="checkbox"/> h. District 205 website |
| <input type="checkbox"/> d. City Centre website | <input type="checkbox"/> i. Social Media/Facebook |
| <input type="checkbox"/> e. Word of mouth | <input type="checkbox"/> j. Other (please specify) _____ |

7.23 Where you aware of the Elmhurst Trolley program last summer?

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

7.24 If yes, did you ride the trolley?

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

7.25 How do you rate the overall cultural opportunities in Elmhurst?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
	5	4	3	2	1	0

SECTION 8 FINANCE DEPARTMENT

This department is responsible for vehicle stickers, utility billing, parking permits, real estate transfer stamps, and the collection of parking ticket fines.

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

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
8.2 Response time	5	4	3	2	1	0
8.3 Quality of service	5	4	3	2	1	0
8.4 Professionalism and courtesy	5	4	3	2	1	0

8.5 How many times in the past 12 months have you visited City Hall?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> a. Over 10 | <input type="checkbox"/> d. Once |
| <input type="checkbox"/> b. 6 – 10 | <input type="checkbox"/> e. Not at all |
| <input type="checkbox"/> c. 2 - 5 | |

8.6 Are you aware of the EZ Pay direct debit payment system for utility bills?

____ a. Yes

____ b. No

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)?

____ a. Yes

____ b. No

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

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

SECTION 9 COMMUNICATIONS

9.1 From what source(s) do you get information about the City? (Mark all that apply.)

____ a. "Front Porch" newsletter

____ g. Suburban Life (Elmhurst Press)

____ b. Cable TV (Comcast-6 or AT&T-99)

____ h. Chicago Tribune

____ c. City website (www.elmhurst.org)

____ i. Elmhurst Independent

____ d. Social Media (Facebook/Twitter/Instagram)

____ j. "Notify Me" (City e-mail or text messages)

____ e. CodeRED

____ k. Virtual Backpack flyers

____ f. Utility bill inserts

____ l. Other (please specify) _____

9.2 Do you use the Internet?

____ a. Yes

____ b. No

9.3 If "Yes," where do you use the Internet? (Mark all that apply.)

____ a. Home

____ d. Library

____ b. Work

____ e. Laptop using Wi-Fi

____ c. Mobile device

____ f. Other (please specify)

9.4 If "Yes," how often do you use the Internet?

____ a. Every day

____ b. At least once a week

____ c. Once a month or less

9.5 Do you have a telephone landline at home?

____ a. Yes

____ b. No

9.6 How many times in the past 6 months have you visited the City website?

____ a. Over 10

____ d. 3 - 5

____ b. 6 - 10

____ e. 1 - 2

____ c. 4 - 6

____ f. Not at all

9.7 What type of device do you use to access the City website? (Mark all that apply.)

____ a. Computer

____ b. Tablet

____ c. Smart phone

9.8 What was the reason for your visit? (Mark all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> a. Information regarding City services | <input type="checkbox"/> f. City forms or applications |
| <input type="checkbox"/> b. Calendar information | <input type="checkbox"/> g. Electronic payments |
| <input type="checkbox"/> c. City Code information | <input type="checkbox"/> h. Other (please specify) _____ |
| <input type="checkbox"/> d. City Council minutes and agendas | |
| <input type="checkbox"/> e. Contact information for elected officials and staff | |

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?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

9.10 How would you rate the quality of the City's Front Porch newsletter?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

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).

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> a. Over 10 | <input type="checkbox"/> d. 3 - 5 |
| <input type="checkbox"/> b. 6 - 10 | <input type="checkbox"/> e. 1 - 2 |
| <input type="checkbox"/> c. 4 - 6 | <input type="checkbox"/> f. Not at all |

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

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> a. Over 10 | <input type="checkbox"/> d. 3 - 5 |
| <input type="checkbox"/> b. 6 - 10 | <input type="checkbox"/> e. 1 - 2 |
| <input type="checkbox"/> c. 4 - 6 | <input type="checkbox"/> f. Not at all |

9.13 How would you rate City efforts to keep you informed?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

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

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

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

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

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). Which "Notify Me" alerts are you signed up for? (Mark all that apply)

- | | |
|--|---|
| <input type="checkbox"/> a. City Council/Committee Agendas | <input type="checkbox"/> g. Visitor & Tourism News |
| <input type="checkbox"/> b. City News & Announcements | <input type="checkbox"/> h. Weather Emergency |
| <input type="checkbox"/> c. Economic Development | <input type="checkbox"/> i. Volunteer Opportunities |
| <input type="checkbox"/> d. Election Information | <input type="checkbox"/> j. News Flash |
| <input type="checkbox"/> e. Elmhurst Historical Museum | <input type="checkbox"/> k. Calendars |
| <input type="checkbox"/> f. Storm/Flood Information | <input type="checkbox"/> l. None |

SECTION 10 BUDGET

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

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
	5	4	3	2	1	0

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

- | | |
|--|--|
| <input type="checkbox"/> a. City website | <input type="checkbox"/> e. Local newspapers |
| <input type="checkbox"/> b. City newsletter | <input type="checkbox"/> f. Local blogs |
| <input type="checkbox"/> c. Attend meetings and hearings | <input type="checkbox"/> g. Word of mouth |
| <input type="checkbox"/> d. Library | <input type="checkbox"/> h. Don't know |

10.3 How would you rate your awareness of the City budget?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
	5	4	3	2	1	0

10.4 How would you rate the City's financial management?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
	5	4	3	2	1	0

10.5 Are you aware the City budget and financial reports are available on the City website?

- ☐ a. Yes ☐ b. No

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

- ☐ a. Yes ☐ b. No

10.7 If Yes, how would you rate the quality of information in the budget?

	Excellent	Good	Fair	Poor	Very Poor	No Opinion
	5	4	3	2	1	0

10.8 How would you rate the “level” of service for the following?

	Too Much	About Right	Not Enough	No Opinion
Police protection	3	2	1	0
Traffic enforcement	3	2	1	0
Parking enforcement	3	2	1	0
Fire protection	3	2	1	0
Ambulance services	3	2	1	0
Building code enforcement	3	2	1	0
Street maintenance	3	2	1	0
Street sweeping/cleaning	3	2	1	0
Sidewalk maintenance	3	2	1	0
50/50 sidewalk program	3	2	1	0
Tree maintenance	3	2	1	0
Tree replacement	3	2	1	0
Snow/ice removal	3	2	1	0
Historical museum programs/services	3	2	1	0
Library programs/services	3	2	1	0
Refuse collection	3	2	1	0
Mosquito control	3	2	1	0
Animal control	3	2	1	0
Sanitary collection and treatment	3	2	1	0
Water production and distribution	3	2	1	0
Stormwater management	3	2	1	0
Private property stormwater assistance (Rear yard drain program)	3	2	1	0
Private property sanitary sewer assistance (Overhead sewer program)	3	2	1	0

10.9 How would you rate the City’s efforts to inform the public about the budget and finances?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

SECTION 11
DEMOGRAPHIC INFORMATION

11.1 Which category best reflects your age?

- | | |
|---|---|
| <input type="checkbox"/> a. 18 – 25 years | <input type="checkbox"/> d. 46 – 55 years |
| <input type="checkbox"/> b. 26 – 35 years | <input type="checkbox"/> e. 56 – 65 years |
| <input type="checkbox"/> c. 36 – 45 years | <input type="checkbox"/> f. Over 65 years |

11.2 What is your gender?

- | | |
|----------------------------------|------------------------------------|
| <input type="checkbox"/> a. Male | <input type="checkbox"/> b. Female |
|----------------------------------|------------------------------------|

11.3 How long have you lived in Elmhurst?

- | | |
|---|---|
| <input type="checkbox"/> a. 5 years or less | <input type="checkbox"/> d. 21 – 35 years |
| <input type="checkbox"/> b. 6 – 10 years | <input type="checkbox"/> e. 36 – 50 years |
| <input type="checkbox"/> c. 11 – 20 years | <input type="checkbox"/> f. Over 50 years |

11.4 Do you own or rent your residence?

- | | |
|---------------------------------|----------------------------------|
| <input type="checkbox"/> a. Own | <input type="checkbox"/> b. Rent |
|---------------------------------|----------------------------------|

11.5 Please identify the area of the City in which you live.

- ☐ a. North of North Avenue & East of York Street
- ☐ b. North of North Avenue & West of York Street
- ☐ c. Between the Illinois Prairie Path & North Avenue & East of York Street
- ☐ d. Between the Illinois Prairie Path & North Avenue & West of York Street
- ☐ e. South of the Illinois Prairie Path & East of York Street
- ☐ f. South of the Illinois Prairie Path & West of York Street

11.6 What is your household income?

- | | |
|---|---|
| <input type="checkbox"/> a. less than \$30,000 | <input type="checkbox"/> d. \$70,000 - \$100,000 |
| <input type="checkbox"/> b. \$30,000 - \$50,000 | <input type="checkbox"/> e. \$100,000 - \$200,000 |
| <input type="checkbox"/> c. \$50,000 - \$70,000 | <input type="checkbox"/> f. over \$200,000 |

11.7 What is your current employment status?

- | | | |
|--------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> a. employed | <input type="checkbox"/> b. unemployed | <input type="checkbox"/> c. retired |
|--------------------------------------|--|-------------------------------------|

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

- | | |
|-------------------------------|---------------------------------------|
| <input type="checkbox"/> a. 0 | <input type="checkbox"/> d. 3 |
| <input type="checkbox"/> b. 1 | <input type="checkbox"/> e. 4 |
| <input type="checkbox"/> c. 2 | <input type="checkbox"/> f. 5 or more |

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

- | | |
|---------------------------------|--------------------------------|
| <input type="checkbox"/> a. Yes | <input type="checkbox"/> b. No |
|---------------------------------|--------------------------------|

11.11 What type of housing do you live in?

- | | | |
|--|---------------------------------------|---|
| <input type="checkbox"/> a. Single Family Home | <input type="checkbox"/> b. Townhouse | <input type="checkbox"/> c. Apartment/condo |
|--|---------------------------------------|---|

SECTION 12 GENERAL COMMENTS

12.1 What three things do you like most about living in Elmhurst? Rank the top three in order of importance with one (1) being the most important.

- | | |
|---|--|
| <input type="checkbox"/> a. Access to transportation
<input type="checkbox"/> b. Central location/convenience
<input type="checkbox"/> c. City services
<input type="checkbox"/> d. Cultural opportunities
<input type="checkbox"/> e. Library
<input type="checkbox"/> f. Overall appearance of City
<input type="checkbox"/> g. Parks, recreation/leisure opportunities | <input type="checkbox"/> h. Property value
<input type="checkbox"/> i. Quality of life
<input type="checkbox"/> j. Quality of schools
<input type="checkbox"/> k. Retail shopping opportunities
<input type="checkbox"/> l. Safety
<input type="checkbox"/> m. Sense of community/neighborhood
<input type="checkbox"/> n. Street and sidewalk maintenance |
| <input type="checkbox"/> o. Other (please describe) _____ | |

12.2 What three things do you like least about living in Elmhurst? Rank the top three in order of importance with one (1) being the most important.

- | | |
|---|--|
| <input type="checkbox"/> a. Airplane noise
<input type="checkbox"/> b. Building/zoning codes
<input type="checkbox"/> c. City services
<input type="checkbox"/> d. Cost of living, general
<input type="checkbox"/> e. Housing prices
<input type="checkbox"/> f. Parking
<input type="checkbox"/> g. Parks, recreation/leisure opportunities
<input type="checkbox"/> h. Quality of schools
<input type="checkbox"/> i. Refuse collection services | <input type="checkbox"/> j. Retail shopping opportunities
<input type="checkbox"/> k. Safety
<input type="checkbox"/> l. Street/sidewalk maintenance
<input type="checkbox"/> m. Stormwater management/flooding
<input type="checkbox"/> n. Taxes
<input type="checkbox"/> o. Traffic congestion
<input type="checkbox"/> p. Traffic noise
<input type="checkbox"/> q. Traffic speed
<input type="checkbox"/> r. Train noise |
| <input type="checkbox"/> s. Other (please describe) _____ | |

12.3 What do you think will be the three biggest problems Elmhurst will face in the next five years? Rank the top three in order of importance with one (1) being the most important.

- | | |
|--|--|
| <input type="checkbox"/> a. Airplane noise/airport expansion
<input type="checkbox"/> b. Cost of government services
<input type="checkbox"/> c. Cost of living/affordability
<input type="checkbox"/> d. Crime
<input type="checkbox"/> e. Housing replacement
<input type="checkbox"/> f. Maintaining infrastructure (streets/sidewalks)
<input type="checkbox"/> g. Maintaining quality of life
<input type="checkbox"/> h. Parking
<input type="checkbox"/> i. Population increase/demographics change | <input type="checkbox"/> j. Property value decline
<input type="checkbox"/> k. Quality of businesses
<input type="checkbox"/> l. Quality of City services
<input type="checkbox"/> m. Quality of parks/ rec. programs
<input type="checkbox"/> n. Quality of schools
<input type="checkbox"/> o. Stormwater management/flooding
<input type="checkbox"/> p. Substance abuse
<input type="checkbox"/> q. Taxes
<input type="checkbox"/> r. Traffic congestion |
| <input type="checkbox"/> s. Other (please describe) _____ | |

12.4 In general, how do you rate City of Elmhurst government operations?

Excellent	Good	Fair	Poor	Very Poor	No Opinion
5	4	3	2	1	0

[illegible]

Name: _____
Phone: _____

Address: