

# **City of Elmhurst Community Survey**

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# Background and Purpose of Survey

- Mail survey with option to complete online
- The purpose of the survey was to determine residents' opinions of living in the City of Elmhurst, City government services, City government customer service, and City government communications
- The Center for Governmental Studies (CGS) worked closely with the City of Elmhurst staff throughout the project



# Survey Methodology

- Questionnaire
  - 53 questions
  - Questionnaire covered the following topics:
    - Quality of life in the City of Elmhurst
    - City of Elmhurst government services
    - City government customer service
    - City government communications
    - Special events and programs/ History Museum



# Survey Methodology

- Survey Recipients
  - A random sample of households in the City of Elmhurst was provided by the Marketing Systems Group, a survey sampling firm
  - The sample included names, mailing addresses, email addresses, and telephone numbers



# Survey Methodology

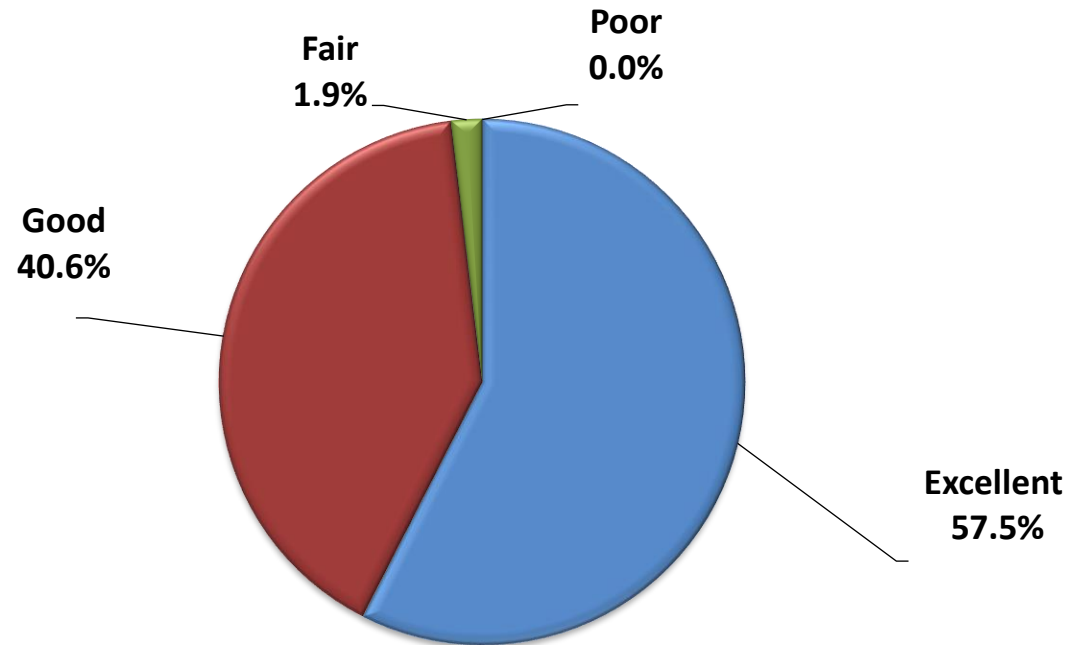
- Data Collection
  - The questionnaire was mailed on April 26, 2022
  - Up to two reminder postcards were sent to nonresponding households
  - Reminders emails were sent and reminder calls were made to non-respondents
  - The survey closed on July 10, 2022
  - A total of 609 completed surveys were received



# Survey Findings

## *Rating of City of Elmhurst as a Place to Live*

- 98.1% rate the City as a place to live excellent or good
- 1.9% rate the City fair and none rate the City poor



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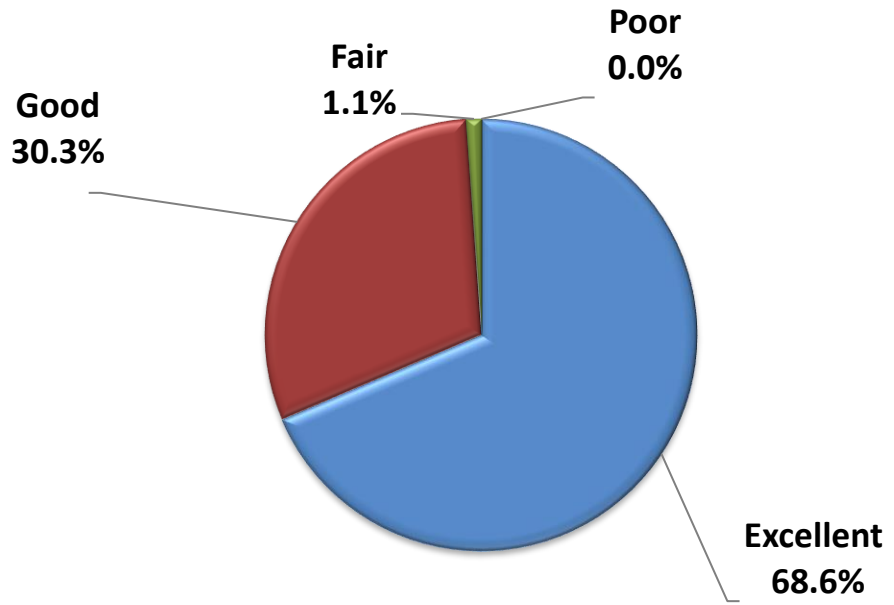
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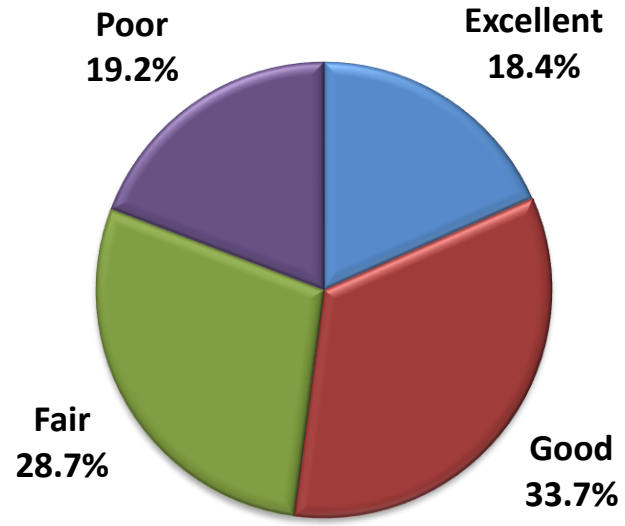
# Survey Findings

## *Ratings of City of Elmhurst as a Place to Raise Children and Retire*

Place to Raise Children



Place to Retire



# Survey Findings

## *Like Most and Least About Living in Elmhurst*

- Like Most
  - Schools (18.7%)
  - Access to transportation (18.4%)
  - Safe/low crime (15.8%)
  - Parks/Park District (15.4%)
- Like Least
  - Property taxes (24.6%)
  - New construction (16.3%)
  - Traffic (12.9%)





# Survey Findings

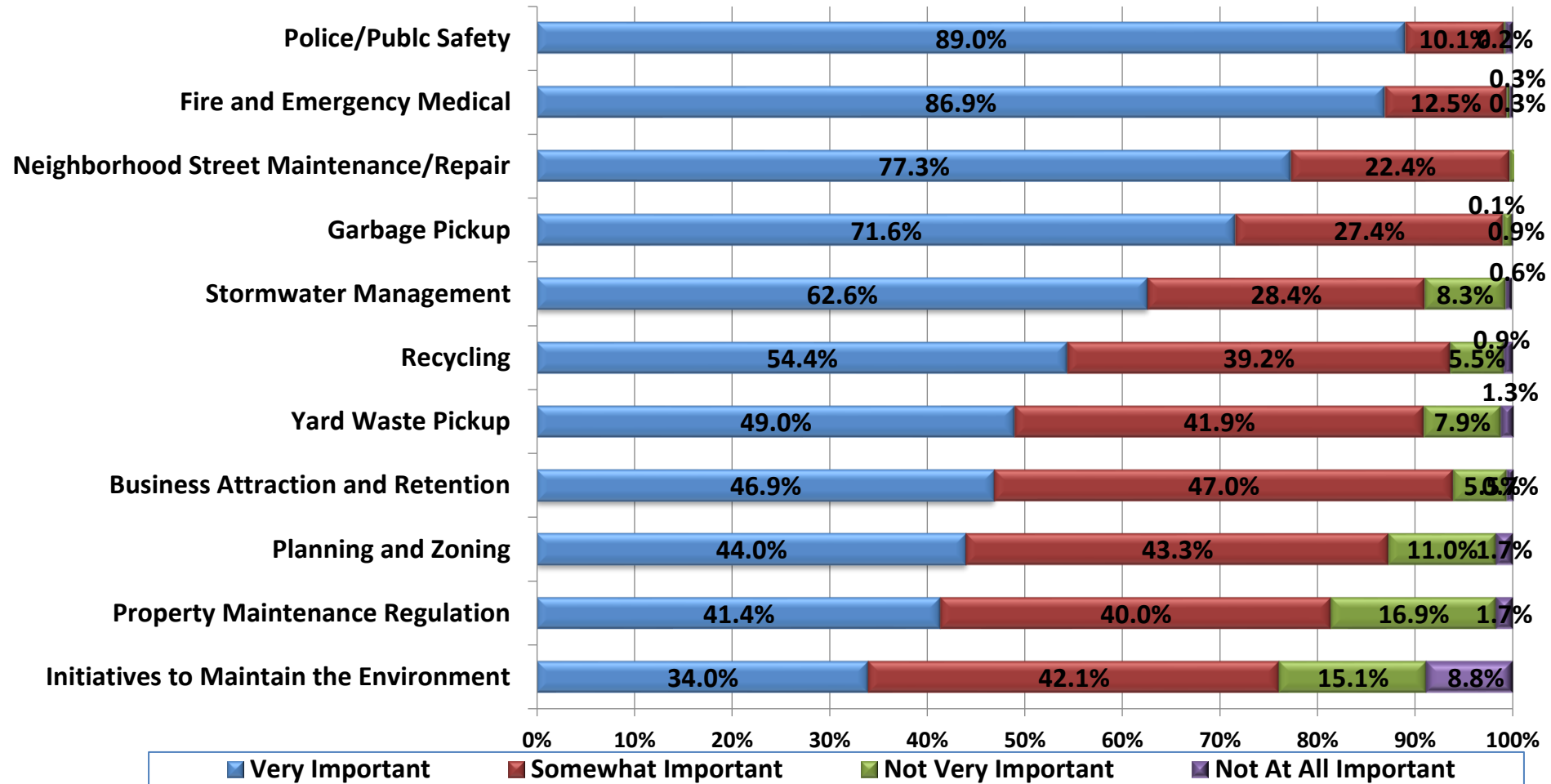
## *Most Important Issues Facing Elmhurst*

- Top Three Most Important Issues
  - High taxes (37.2%)
  - Safety/crime (30.1%)
  - Schools (21.9%)
- Other Issues Mentioned
  - Traffic (18.5%)
  - Flooding (14.6%)
  - Overbuilding (13.2%)



# Survey Findings

## *Importance of City Government Provided Services*



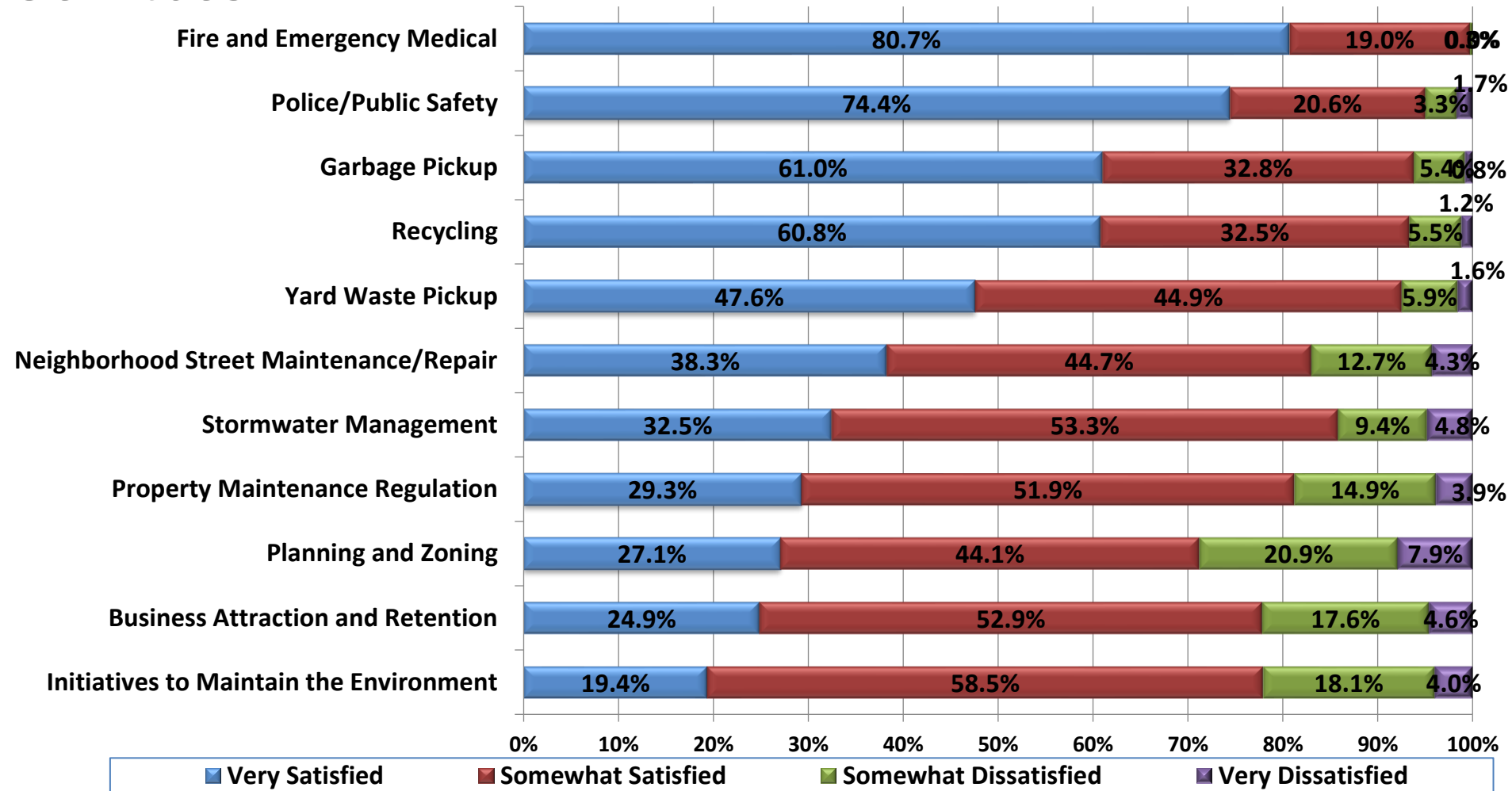
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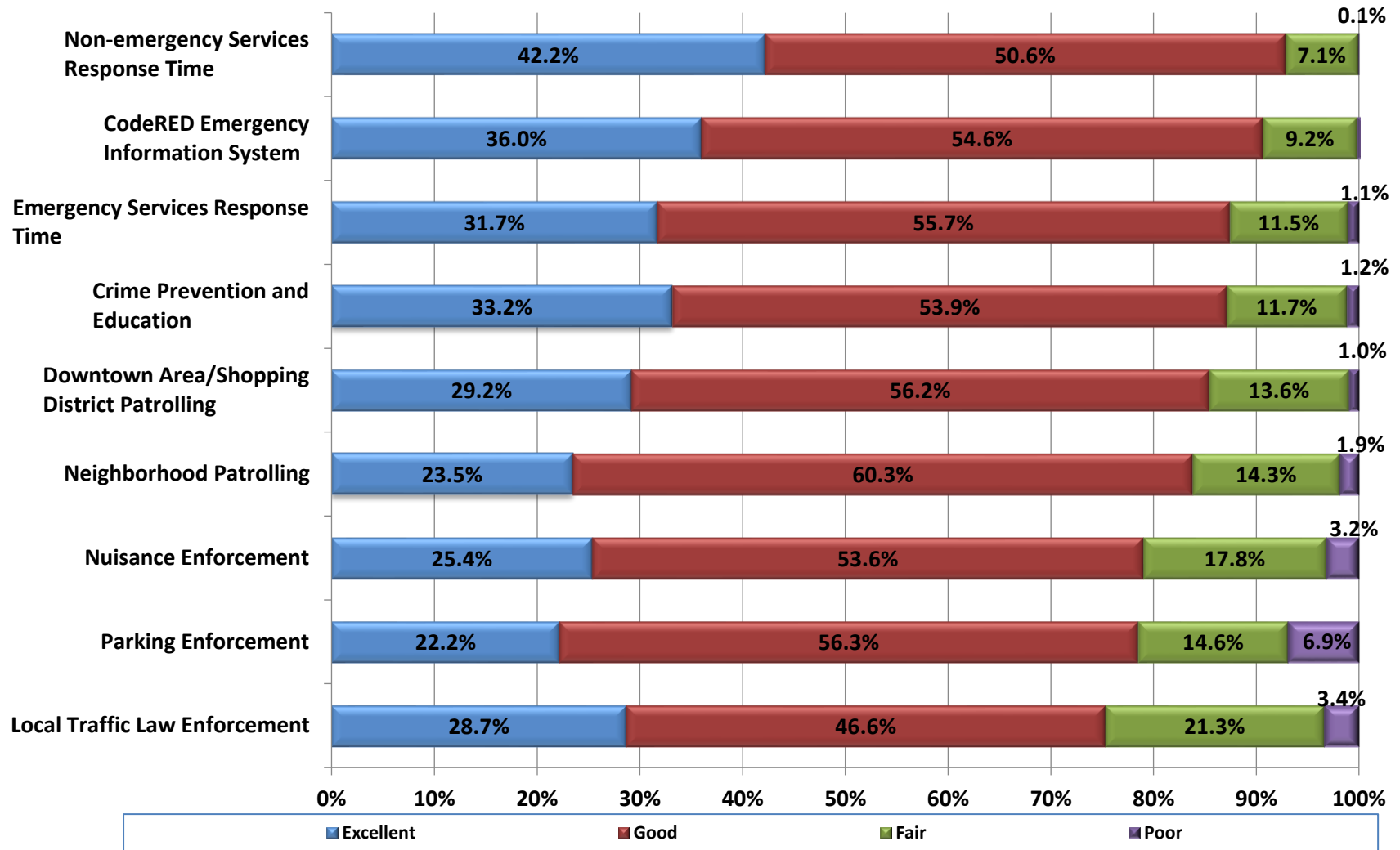
# Survey Findings

## *Satisfaction with City Government Provided Services*



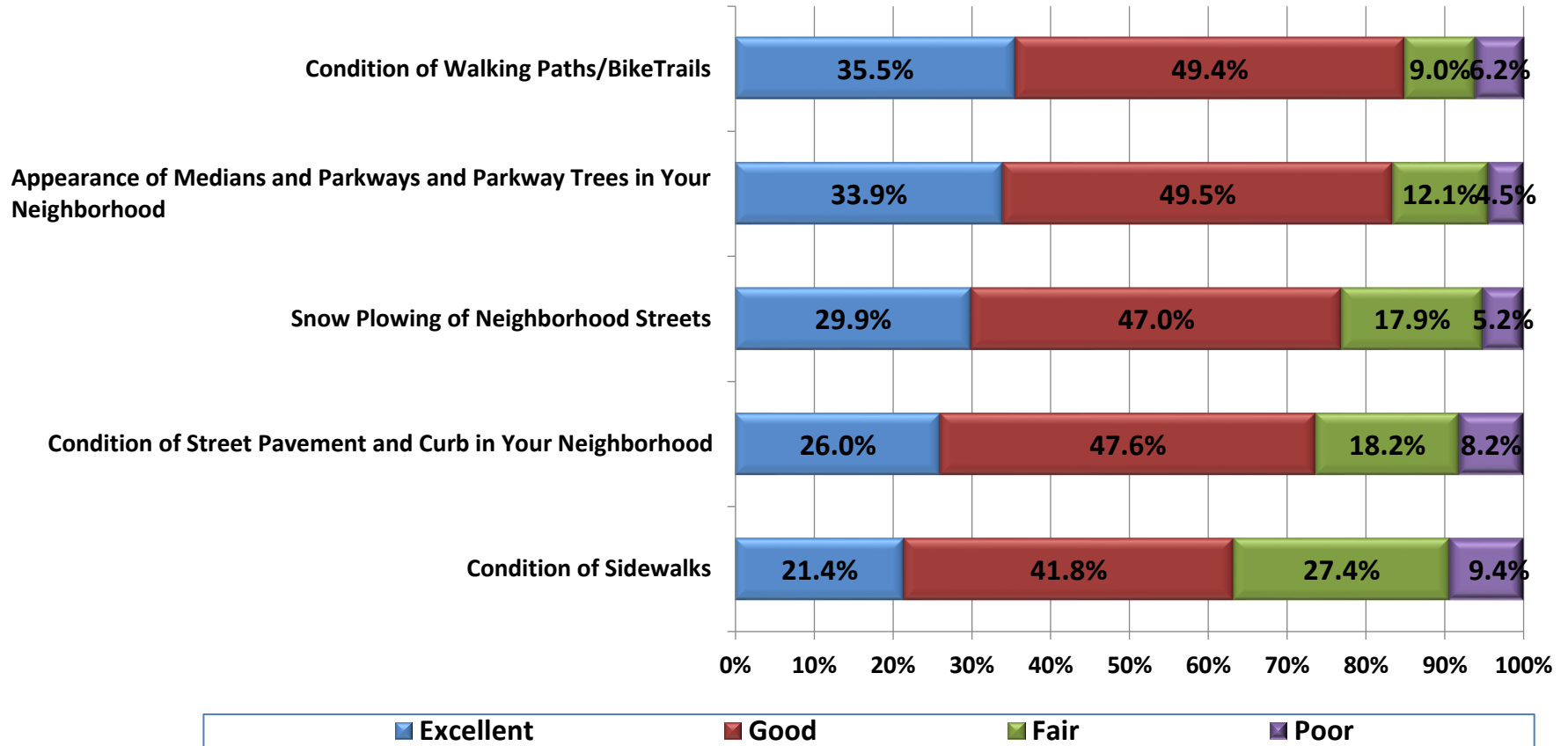
# Survey Findings

## Quality of Public Safety Services



# Survey Findings

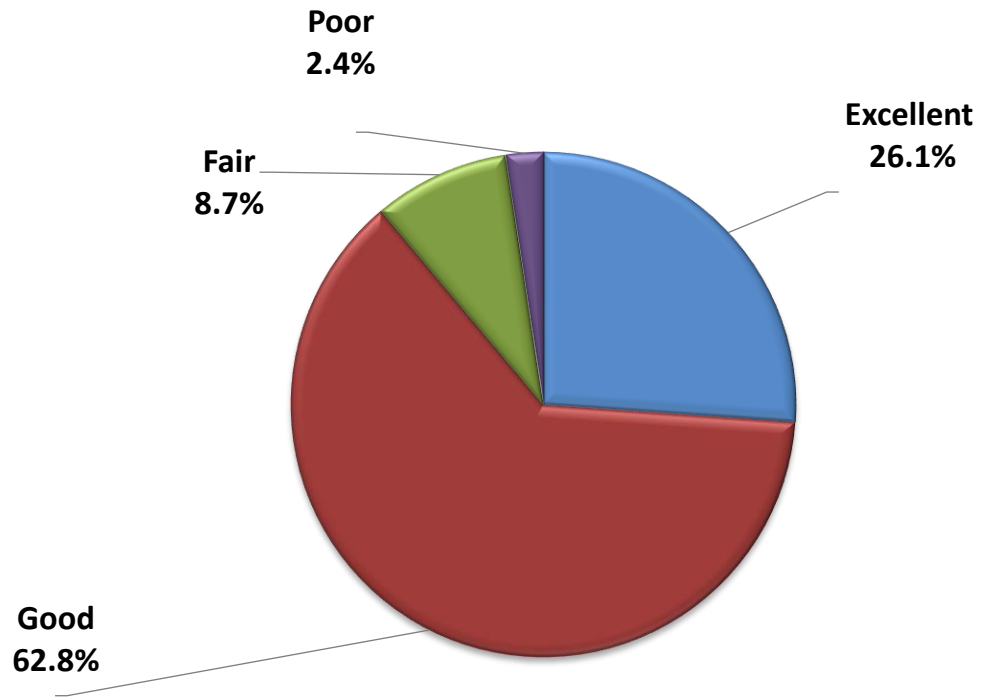
## *Quality of Street Maintenance and Repair Services*



# Survey Findings

## *Overall Quality of Services*

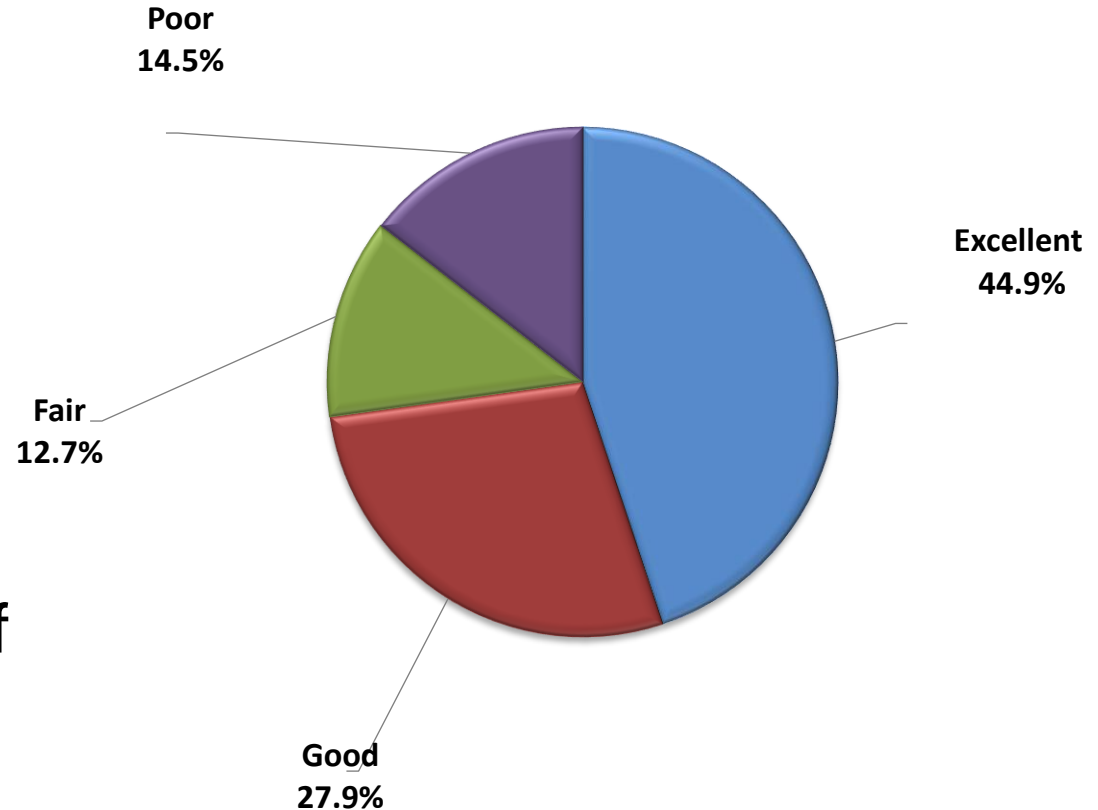
- 88.9% rate the overall quality of the services received from the City government excellent or good
- 8.7% give a fair rating
- 2.4% give a poor rating



# Survey Findings

## *Customer Service*

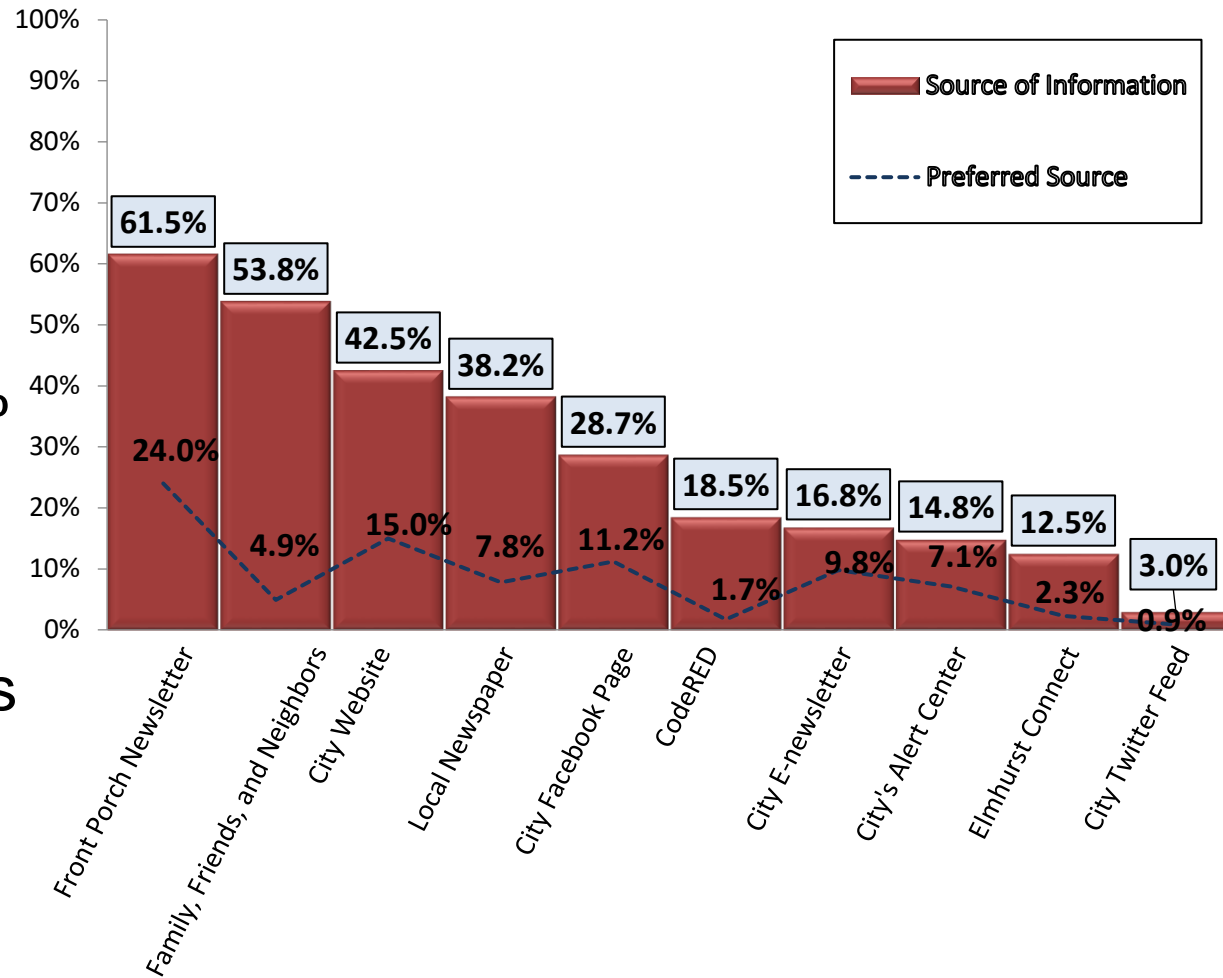
- 72.8% rate their overall experience excellent or good
- 84.2% indicate the staff were knowledgeable
- 90.6% report the staff were courteous
- 88.9% state the staff responded in a timely manner



# Survey Findings

## Sources of Information About City Government

- 61.5% say they receive information about the City government from the Front Porch newsletter, with 24.0% stating it is their most preferred source
- 32.9% who have lived in the City less than 5 years say they do not receive information about the City government



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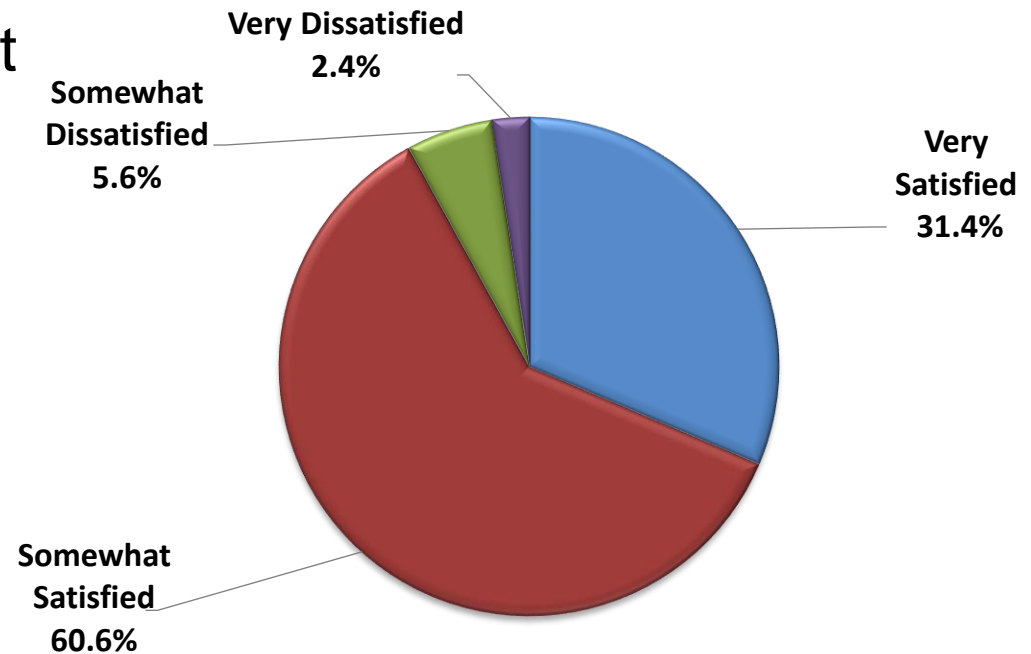
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# Survey Findings

## *Satisfaction with Job City Government Does in Providing Information to Residents*

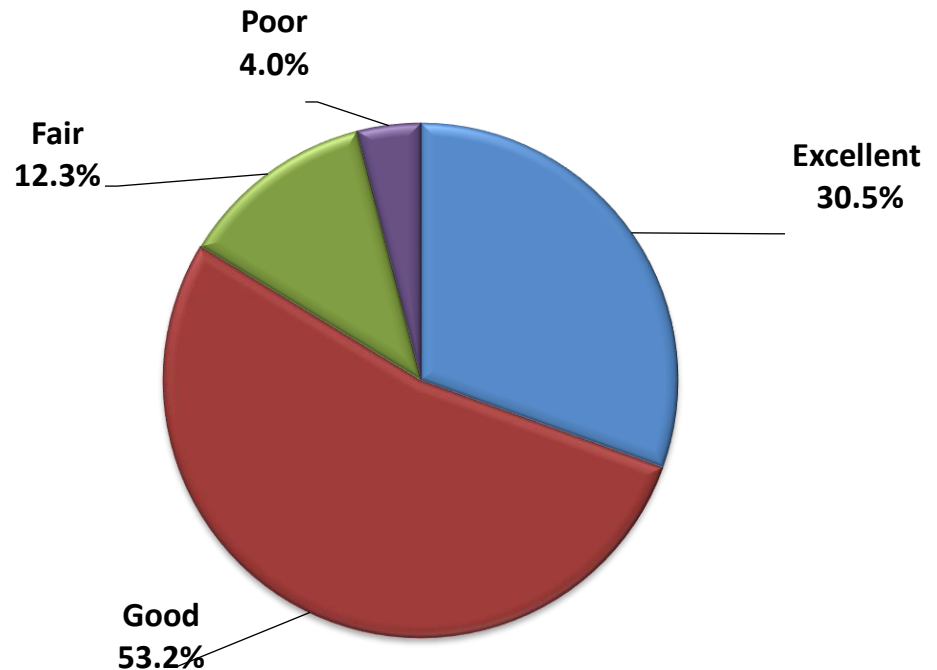
- 92.0% are satisfied and 8.0% are dissatisfied with the job the City of Elmhurst does in providing information to residents
- Suggestions to improve communication include:
  - more frequent communication
  - improve website
  - increase awareness of communication methods



# Survey Findings

## *Community Events*

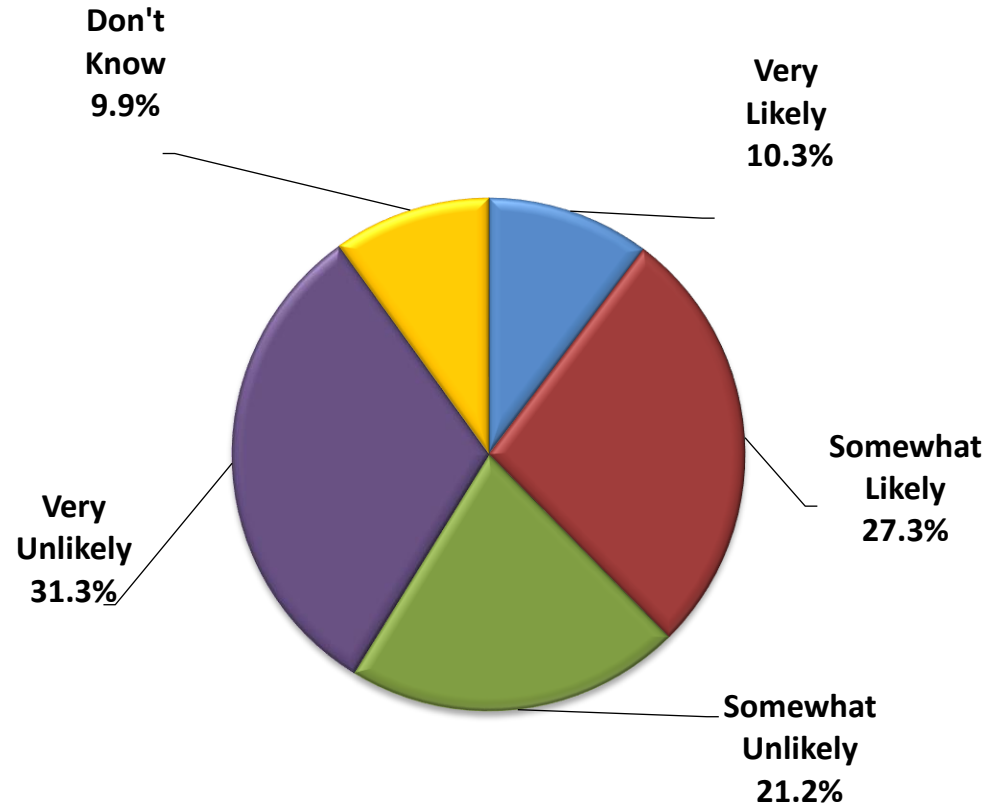
- 83.7% rate the overall quality of community events in Elmhurst excellent or good
- 12.3% rate the quality fair
- 4.0% rate the quality poor



# Survey Findings

## *Elmhurst History Museum*

- 37.6%. would be likely to visit the Museum
- 52.5% would be unlikely to visit the Museum
- Reasons for not visiting:
  - Not interested
  - No time
  - Exhibits, programs, events are not interesting
  - Have been there
  - Not aware of the museum or what it has to offer



# Conclusions

- Most respondents are satisfied with the City of Elmhurst as a place to live
  - Almost one-half of the respondents do not see the City of Elmhurst as a good place to retire
- The City government is doing a good job at providing public safety, fire and emergency medical, garbage pickup, and recycling services
- However, the following services need improvement:
  - Neighborhood street maintenance and repair
  - Stormwater management



# Conclusions

- Respondents believe that there is overbuilding in the City
- Most respondents who contacted the City government in the past 12 months were satisfied with the customer service they received.
  - Staff were knowledgeable and courteous
  - Staff responded in a timely



# Conclusions

- Respondents are satisfied with the job the City of Elmhurst is doing in communicating to residents
- Almost one-third of respondents who have lived in the City less than five years report they do not receive information about the City government
- Most respondents rate the overall quality of community events in Elmhurst excellent or good
- Likelihood of visiting the Elmhurst History Museum is low

