

City of Elmhurst Community Survey-DRAFT

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Report prepared by:
Center for Governmental Studies
Division of Outreach, Engagement and Regional Development
Northern Illinois University
DeKalb, IL 60115



NORTHERN ILLINOIS UNIVERSITY

**Center for
Governmental Studies**

Outreach, Engagement, and Regional Development

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Executive Summary

The City of Elmhurst commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a mail survey of residents. The purpose of the survey was to determine residents' opinions of living in the City, City of Elmhurst government services, City government customer service, and City government communications. The survey was conducted from April 26, 2022-to July 10, 2022. A total of 609 completed surveys were received.

Key Findings

Quality of Life in the City of Elmhurst

- Almost all (98.1%) respondents rate the City of Elmhurst as a place to live excellent or good.
- When asked what they like most about living in the City of Elmhurst the top responses are the schools (18.7%) and the access to transportation (18.4%).
- One-fourth (24.6%) of respondents comment that what they like least about living in the City of Elmhurst are the property taxes. One-tenth or more of respondents mention they like least the new construction (16.3%), the traffic (12.9%), and the city services (10.1%).
- The respondents believe the most important issues facing the City of Elmhurst are high taxes (37.2%), safety/crime (30.1%), and the schools (21.9%)
- Slightly more than one-half (52.1%) of respondents rate the City as a place to retire excellent or good, more than one-fourth (28.7%) rate the City as a place to retire as fair, and about one-fifth (19.2%) rate the City as a place to retire as poor.

City of Elmhurst Government Services

- Neighborhood street maintenance and repair and stormwater management are rated by respondents as high importance and low satisfaction and are identified as “improvement opportunity” areas.
- The four services below are rated by respondents as high importance and high satisfaction and are identified as areas to “keep up the good work”:
 - Police/Public Safety
 - Fire and Emergency Medical
 - Garbage Pickup
 - Recycling
- Nine public safety services were asked about in the survey and all receive high ratings. Non-emergency services response time receives the highest rating (92.8% excellent or good) and local traffic law enforcement receives the lowest rating (75.3% excellent or good).
- The ratings for the five street maintenance and repair services asked about in the survey range from 63.2% excellent or good to 84.9% excellent or good. The condition of sidewalks (63.2% excellent or good) receives the lowest rating. The condition of walking paths or bike

trails (84.9% excellent or good) and the appearance of medians and parkways and parkway trees in their neighborhood (83.4% excellent or good) receive the highest ratings.

- The majority (88.9%) of the respondents rate the overall quality of the services received from the City government as excellent or good.

City Government Customer Service

- Of the 50.0% of residents who contacted the City government in the past 12 months, the majority are satisfied with the customer service they received.
 - 84.2% indicate the staff were knowledgeable
 - 90.6% report the staff were courteous
 - 88.9% state the staff responded in a timely manner
 - 72.8% rate their overall experience as excellent or good
- More than four-fifths (83.0%) of respondents were able to find the appropriate person to contact and 74.1% indicate that they only had to contact one staff person to get assistance.

City Government Communications

- Three-fifths (61.5%) of respondents report they receive information about the City government from the Front Porch newsletter, with 24.0% stating it is their most preferred source.
- A total of 8.6% of respondents indicate they do not receive information about the City government.
- Three-fourths (75.4%) of respondents think the amount of information provided about City services is about right.
- Three-fourths (75.8%) of respondents rate the quality of the information provided about City services excellent or good.
- The majority (92.0%) of residents are satisfied with the job the City of Elmhurst does in providing information to residents

Special Events and Programs/Elmhurst History Museum

- Most (83.7%) respondents rate the overall quality of community events in Elmhurst excellent or good.
- More than one-third (37.6%) of respondents would be very or somewhat likely to visit the Elmhurst History Museum in the next 12 months, more than one-half (52.5%) would be somewhat or very unlikely to visit the Museum, and 9.9% do not know.

Introduction

Background and Purpose

The City of Elmhurst commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a mail survey of residents. The purpose of the survey was to determine residents' opinions of living in the City, City of Elmhurst government services, City government customer service, and City government communications. The findings of the survey will be used for future planning.

Methodology

Questionnaire

A 53-question survey was developed by CGS and the City of Elmhurst staff. The following topics Elmhurst were covered in the questionnaire:

- Quality of life in the City of Elmhurst,
- City of Elmhurst government services,
- City government customer service,
- City government communications, and
- Special events and programs/ History Museum.

The questionnaire was formatted for printing and programmed in CGS' online survey software. The questionnaire may be found in Appendix A

Sample

A random sample of 2,400 households in the City of Elmhurst was provided by the Marketing Systems Group, a survey sampling firm. The sample included names, mailing addresses, and email addresses.

Pretest

CGS pretested the questionnaire with approximately 20 households. The pretest was designed to gauge whether the respondents understood the questions being asked and could provide the necessary information.

Data Collection

Each household in the random sample was mailed the questionnaire and a self-addressed, stamped envelope in which to return the questionnaire to CGS. The first page of the questionnaire was a cover letter that explained the purpose of the survey and how the results will be used, expressed assurances of confidentiality, identified the City of Elmhurst as the

sponsor, and provided a web address and unique password for completing the online survey.

Follow-up communications are important to get responses from as high a proportion of the sample as possible, as harder to reach respondents often have different experiences and responses than easier to reach respondents. Therefore, CGS sent out two postcard reminders to those who did not respond. Additionally, CGS sent reminder emails and made reminder calls to nonresponding households (See Appendix B).

The survey was conducted from April 26, 2022-July 10, 2022.

A total of 609 completed surveys were received. The margin of error for the survey is +/- 3.9 percentage points at the 95 percent level of confidence.

A total of 208 questionnaires were undeliverable and 31 of the sampled households opted out of completing the questionnaire.

Data Analysis

The data was weighted on age, gender, race/ethnicity, educational attainment, and annual household income using information from the 2016-2020 American Community Survey data. Weighting on key demographic variables ensures that respondents to the survey are representative of the population of all adults in the City of Elmhurst and that the findings can be generalized to the total adult population.

Chi-square tests were used to test significance between demographic groups. All demographic differences reported are statistically significant at the $p \leq 0.05$ level.

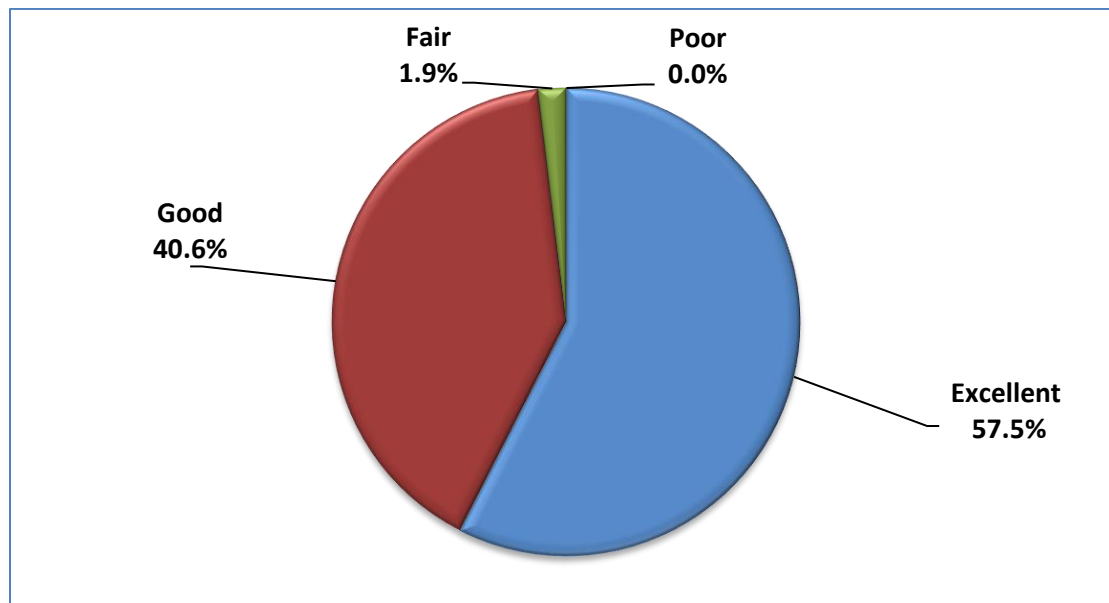
Key Findings

Quality of Life in the City of Elmhurst

The respondents were first asked a set of questions regarding their opinions of the quality of life in the City of Elmhurst. The respondents were asked their opinions of the City of Elmhurst as a place to live and the top three issues the City faces.

Almost all (98.1%) respondents rate the City of Elmhurst as a place to live excellent or good. A total of 1.9% of respondents rate the City as a place to live fair and none of the respondents rate the City as a place to live poor (Figure 1).

Figure 1: Rating of City of Elmhurst as a Place to Live
How would you rate the City of Elmhurst as a place to live?



Demographic Differences

- Respondents who have lived in the City of Elmhurst for less than five years (75.3%) are more likely than respondents who have lived in the City five years or more (58.8%) and respondents who have lived in the City more than 10 years (53.3%) to rate the City of Elmhurst as a place to live excellent.
- Respondents who are less than 65 years of age (64.8%) are more likely than respondents 65 years of age or greater (40.7%) to rate the City of Elmhurst as a place to live excellent.
- Respondents who rent their home (80.0%) are more likely than respondents who own their home (55.6%) to rate the City of Elmhurst as a place to live excellent.

- Respondents with children under 18 years of age in their household (63.0%) are more likely than respondents with no children under 18 years of age in their household (52.7%) to rate the City of Elmhurst as a place to live excellent.

Those respondents who rated the City of Elmhurst as a place to live as fair or poor were asked why they gave that rating. A variety of reasons are given, including new high rises and parking structures in downtown and the City being more concerned about developers' and businesses' interests than residents' interests (See Appendix C for verbatim comments).

The respondents were asked to comment on what they like most and what they like least about living in the City of Elmhurst.

When asked what they like most about living in the City of Elmhurst the top responses are the schools (18.7%) and the access to transportation (18.4%) (Table 1) (See Appendix C for verbatim comments).

Table 1: Like Most About Living in the City of Elmhurst

What do you like most about living in the City of Elmhurst? (Multiple Responses Possible)

Response	Percent
Schools	18.7
Access to Transportation	18.4
Safe/Low Crime	15.8
Parks/Park District	15.4
Location	14.1
Appearance	13.0
Convenience to Chicago and Other Suburbs	11.3
Library	10.4
People	10.4
Downtown	9.1
Amenities are Nearby/Convenience	8.2
Stores, Businesses, Restaurants	7.6
Sense of Community	7.4
Walkability	6.5
City Services	6.1
Peaceful/Quiet	4.3
Neighborhoods	4.1
Family Friendly	3.9

Response	Percent
Walking Paths/Bike Trails	3.5
Small Town Atmosphere	2.6
Community Events/Activities	2.2
Other Likes	21.3
Other Comments	0.7

The respondents provide a variety of responses of what they like least about living in the City of Elmhurst. One-fourth (24.6%) of respondents comment they like least the property taxes. One-tenth or more of respondents mention they like least the new construction (16.3%), the traffic (12.9%), and the city services (10.1%). A total of 3.4% of respondents comment there is nothing they like least about living in the City (Table 2) (See Appendix C for verbatim comments).

Table 2: Like Least About Living in the City of Elmhurst

What do you like least about Living in the City of Elmhurst? (Multiple Responses Possible)

Response	Percent
Taxes	24.6
New Construction	16.3
Traffic	12.9
City Services	10.1
Cost of Living	6.4
Lack of Diversity	5.5
Trains	5.1
More Businesses/Greater Variety of Businesses	3.9
Increasing Crime	3.7
Noise	3.4
Park District	3.4
Overcrowding	3.2
Schools	3.2
Parking	2.6
Cars Speeding/Other Traffic Violations	1.8
Nothing	3.4
Other Dislikes	21.4
Other Comments	0.5

Next, the respondents were asked to list the three most important issues that the City of Elmhurst faces.

The respondents believe the most important issues facing the City of Elmhurst are high taxes (37.2%), safety/crime (30.1%), and the schools (21.9%). (Table 3) (See Appendix C for verbatim comments).

Table 3: Most Important Issues City of Elmhurst Faces

What are the three most important issues the City of Elmhurst faces? (Multiple Responses Possible)

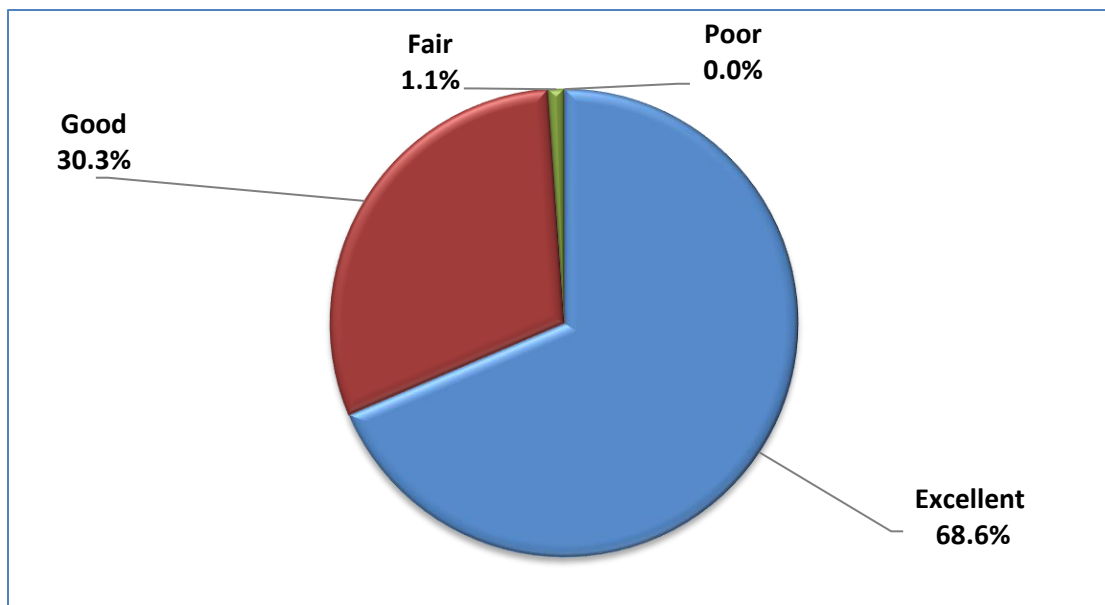
Response	Percent
High Taxes	37.2
Safety/Crime	30.1
Schools	21.9
Traffic	18.5
Flooding	14.6
Overbuilding	13.2
Attraction/Retention of Businesses	11.2
Population Growth/Overcrowded/Congestion	11.0
Community Development/Planning and Zoning	9.1
Lack of Diversity, Equity, and Inclusion	8.7
Cost of Living	7.5
Fiscal Responsibility of City Government	6.8
Park District	6.6
Parking	5.5
Street Maintenance/Repair	5.0
McMansions/Teardowns	4.3
Affordable Housing	4.3
Infrastructure	4.1
Loss of Small-Town Atmosphere/Sense of Community	2.5
Walkability/Bikeability	2.5
Trains	2.1
Drugs	2.1
Lack of Development in North Elmhurst	1.8
Postal Service	1.8

Response	Percent
Other Issues	44.3

The respondents were next asked to rate the City as a place to raise children and a place to retire, ease of walking and bicycling in the City, the overall appearance of the City, and the availability of leisure activities/entertainment in the City.

Almost all (98.9%) respondents rate the City as a place to raise children excellent or good, with more than two-thirds (68.6%) rating the City excellent (Figure 2).

Figure 2: Rating of City as a Place to Raise Children
How would you rate the City as a place to raise children?

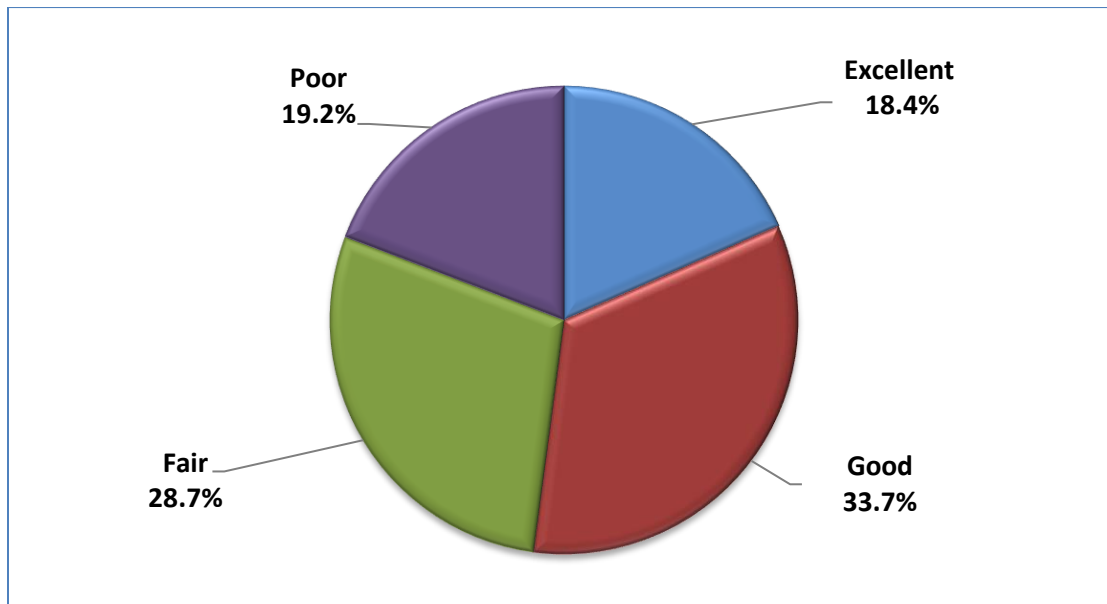


Demographic Differences

- Respondents who have lived in the City of Elmhurst for less than five years (85.1%) are more likely than respondents who have lived in the City five years or more (64.6%) and respondents who have lived in the City more than 10 years (66.0%) to rate the City of Elmhurst as a place to raise children excellent.
- Respondents who are less than 65 years of age (74.1%) are more likely than those respondents 65 years of age or greater (55.3%) to rate the City of Elmhurst as a place to raise children excellent.
- Respondents with children under 18 years of age in their household (79.9%) are more likely than respondents with no children under 18 years of age in their household (58.0%) to rate the City of Elmhurst as a place to raise children excellent.

Slightly more than one-half (52.1%) of respondents rate the City as a place to retire excellent or good, more than one-fourth (28.7%) rate the City as a place to retire as fair, and about one-fifth (19.2%) rate the City as a place to retire as poor (Figure 3).

Figure 3: Rating of City as a Place to Retire
How would you rate the City as a place to retire?

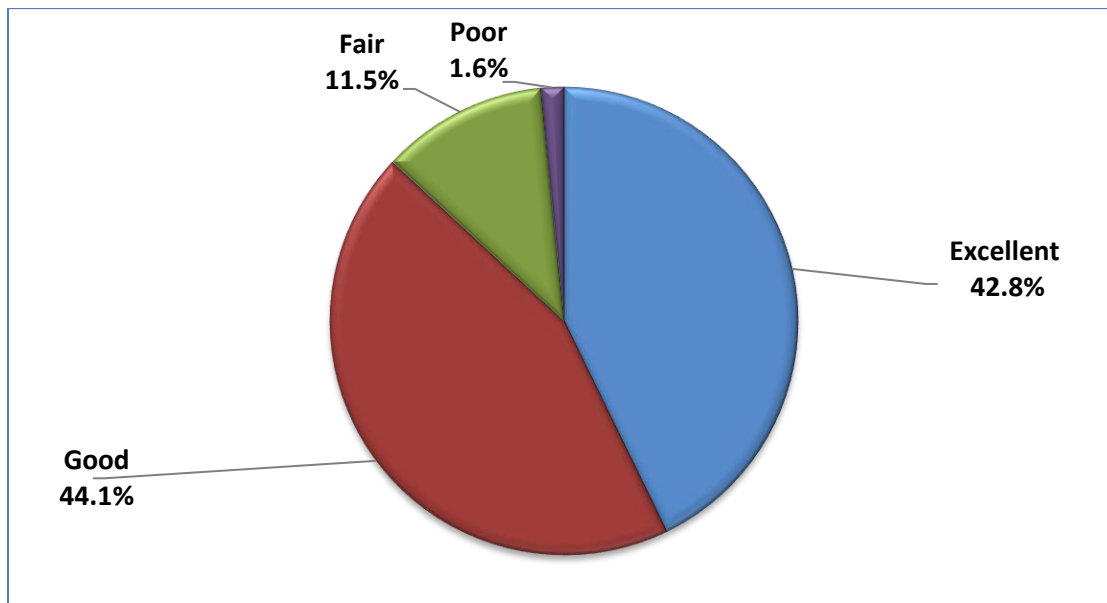


Demographic Differences

- Respondents who own their home (51.1%) are more likely than respondents who rent their home (23.7%) to rate the City of Elmhurst as a place to retire fair or poor.

The majority (86.9%) of respondents rate the ease of walking in the City excellent or good (Figure 4).

Figure 4: Rating of Ease of Walking in the City
How would you rate the ease of walking in the City?

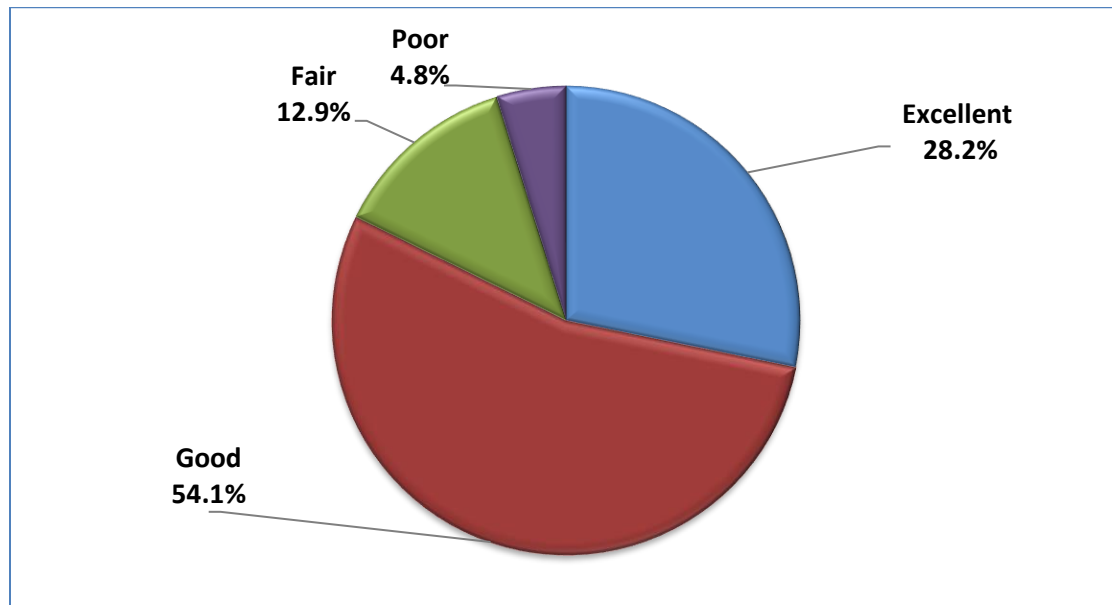


Demographic Differences

- A statistically significant difference is found for ease of walking by the location in the City the respondent lives. Respondents who live in Ward 5 (59.1%) are most likely to rate ease of walking in the City excellent, followed by respondents who live in Ward 3 (52.5%) and respondents who live in Ward 7 (50.7%). Approximately two-fifths of respondents who live in Ward 2 (43.5%) and respondents who live in Ward 1 (39.0%) rate ease of walking in the City excellent. Respondents who live in Ward 6 (32.8%) and respondents who live in Ward 4 (32.1%) are least likely to rate ease of walking in the City excellent.

Most (82.3%) of respondents rate the ease of bicycling in the City excellent or good (Figure 5).

Figure 5: Rating of Ease of Bicycling in the City
How would you rate the ease of bicycling in the City?

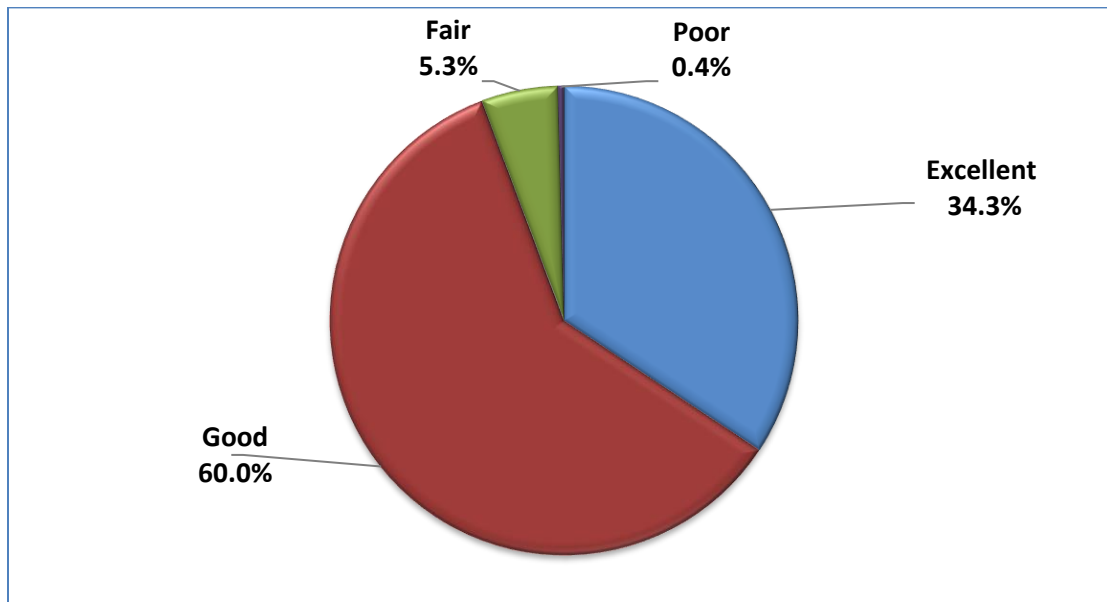


Demographic Differences

- A statistically significant difference is found for ease of bicycling by the location in the City the respondent lives. Respondents who live in Ward 5 (54.8%) are most likely to rate ease of bicycling in the City excellent. About three out of ten respondents or more who live in Ward 7 (37.5%), respondents who live in Ward 3 (31.6%), and respondents who live in Ward 6 (29.0%) rate ease of bicycling in the City excellent, followed by respondents who live in Ward 2 (21.1%). Respondents who live in Ward 4 (16.9%) and respondents who live in Ward 1 (12.8%) are least likely to rate ease of bicycling in the City excellent.

The majority (94.3%) of respondents rate the overall appearance of the City excellent or good (Figure 6).

Figure 6: Rating of Overall Appearance of the City
How would you rate the overall appearance of the City?

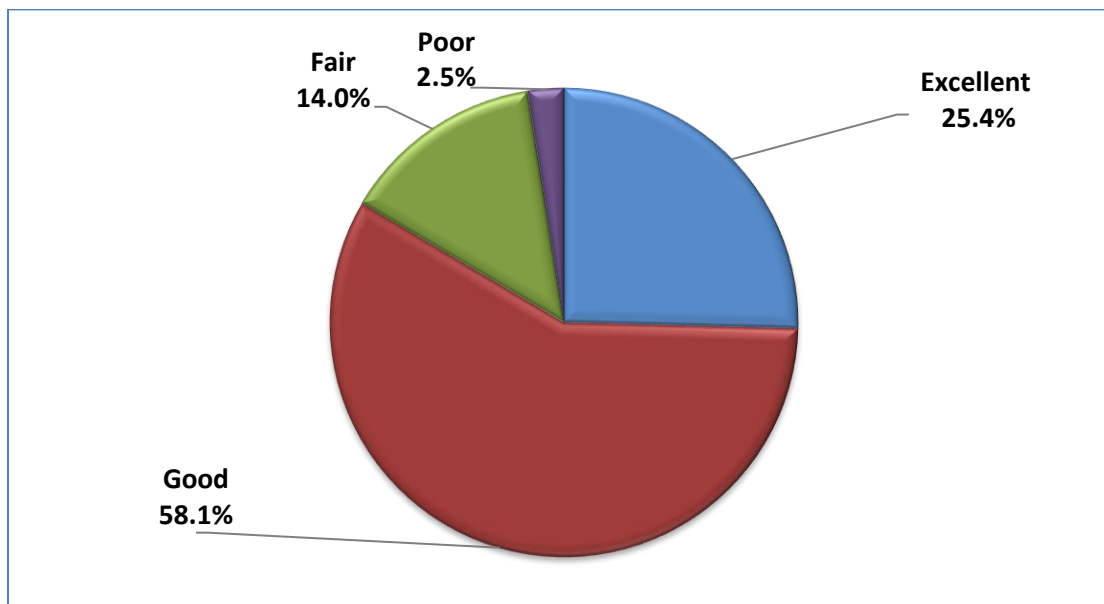


Demographic Differences

- No statistically significant differences are found for the rating of overall appearance of the City by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

More than four-fifths (83.5%) of respondents rate the availability of leisure activities/entertainment in the City excellent or good (Figure 7).

Figure 7: Rating of Availability of Leisure Activities/Entertainment in the City
How would you rate the availability of leisure activities/entertainment in the City?



Demographic Differences

- No statistically significant differences are found for the rating of the availability of leisure activities/entertainment in the City by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

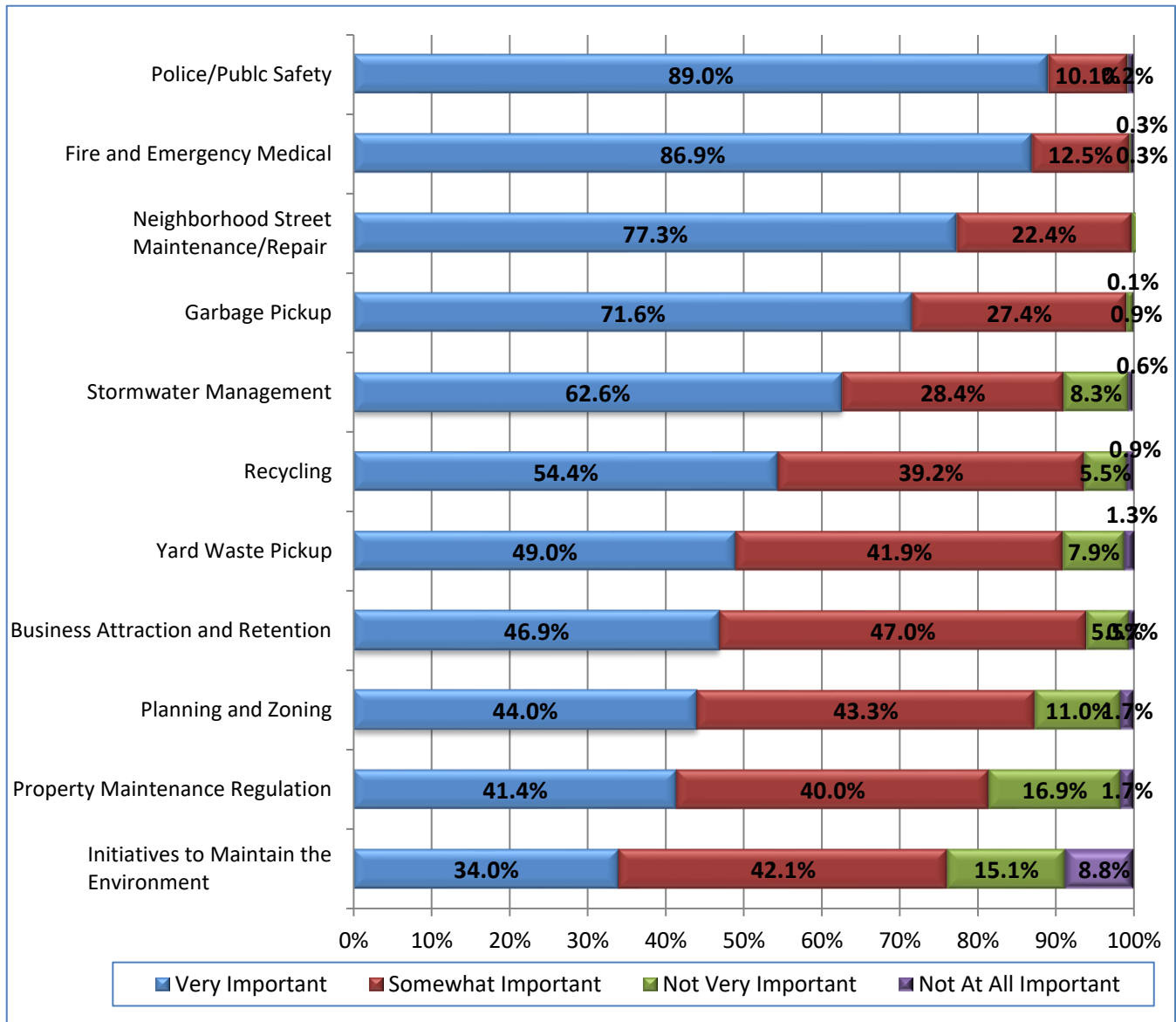
City of Elmhurst Government Services

The next series of questions were about the importance of City of Elmhurst government provided services, satisfaction with City government provided services, quality of City government provided services, and perceptions of public safety in Elmhurst.

Six out of ten or more respondents indicate that police/public safety (89.0%), fire and emergency medical (86.9%), neighborhood street maintenance and repair (77.3%), garbage pickup (71.6%), and stormwater management (62.6%) services are very important to their household (Figure 8).

Figure 8: Importance of City Government Provided Services

How important or unimportant to you and your household are each of the following City government provided services?



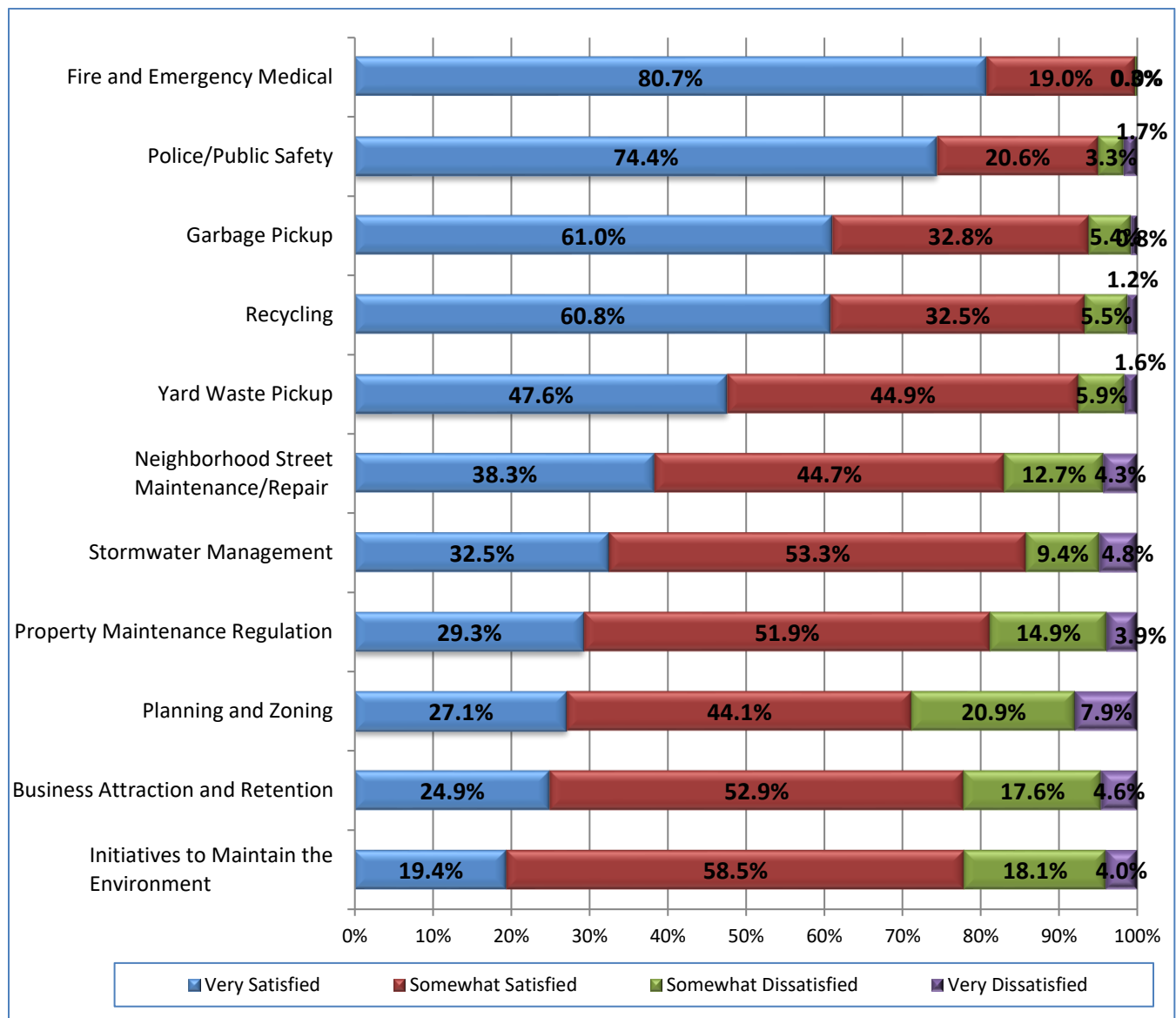
Demographic Differences

- Respondents 65 years of age or greater (54.8%) are more likely than respondents less than 65 years of age (36.8%) to indicate **property maintenance regulation** is very important to them and their household.
- Respondents less than 50 years of age (41.1%) are more likely than respondents 50 years of age or greater (28.8%) to indicate **initiatives to maintain the environment** are very important to them and their household.

Among the City government provided services, fire and emergency medical (80.7% very satisfied) and police/public safety (74.4% very satisfied) receive relatively high satisfaction ratings. Six out of ten or more respondents are very satisfied with garbage pickup (61.0%) and recycling (60.8%) services (Figure 9).

Figure 9: Satisfaction with City Government Provided Services

How satisfied or dissatisfied are you and your household with each of the following City government provided services?



Demographic Differences

- The percentage of respondents who are very satisfied with **garbage pickup** increases with as number of years living in the City increases (less than 5 years, 40.2%; 5-10 years, 52.5%; 10 years or more, 68.4%).
- Respondents who have lived in the City more than 10 years (37.4%) are most likely to be satisfied with **stormwater management**, followed by respondents who have lived in the City 5 years or less (26.2%). Respondents who have lived in the City 5-10 years (18.7%) are least likely to be satisfied with stormwater management.
- Respondents who have lived in the City less than 5 years (58.4%) are more likely than respondents who have lived in the City 5 years or more (17.5%) to be very satisfied with **business attraction/retention**.
- Respondents who have lived in the City 10 years or more (23.4%) are more likely than respondents who have lived in the City less than 10 years (11.9%) to be very satisfied with **initiatives to maintain the environment**.

Those respondents who are somewhat or very dissatisfied with a service were asked to explain why. Those respondents who indicate they are dissatisfied with the **police/public safety services** comment they would like to see more police presence. Those respondents who indicate they are dissatisfied with **garbage pickup** mention the cost. Those respondents who indicate they are dissatisfied with **recycling** would like to see recycling efforts increased to include other types of materials. Those respondents who indicate they are dissatisfied with **yard waste pickup** comment that it is too expensive and there needs to be more leaf pickup days. Those respondents who indicate they are dissatisfied with **neighborhood street maintenance/repair** mention that there are too many potholes, it takes too long to repair streets, and streets need to be repaved not just patched. Those respondents who indicate they are dissatisfied with the **fire and emergency medical services** believe the City of Elmhurst should have its own paramedics and not contract out for this service. Those respondents who indicate they are dissatisfied with **business attraction/retention** mention that there needs to be a greater variety of businesses and that there are too many empty storefronts. Those respondents who indicate they are dissatisfied with **planning and zoning** report that it takes too long to get permits and permits are too expensive. Also, respondents mention there are too many hi-rise buildings in the downtown area. Those respondents who indicate they are dissatisfied with **property maintenance regulation** mention there is a lack of code enforcement by the City. Those respondents who indicate they are dissatisfied with **stormwater management** report that their area still has flooding. Those respondents who indicate they are dissatisfied with **initiatives to maintain the environment** state they are unaware of what the City is doing (See Appendix C for verbatim comments).

An importance-satisfaction analysis was conducted. The ratings of importance and the ratings of satisfaction with the services provided by the respondents were looked at together. The analysis provides information on how much emphasis the City should place on each service. It identifies those services that require improvement, those that should be maintained, those that are a low priority, and those where emphasis can be reduced. Figure 10 displays the findings of the analysis.

The following services are rated by respondents as high importance and low satisfaction and are identified as “improvement opportunity” areas:

- Neighborhood Street Maintenance/Repair
- Stormwater Management

The four services below are rated by respondents as high importance and high satisfaction and are identified as areas to “keep up the good work”:

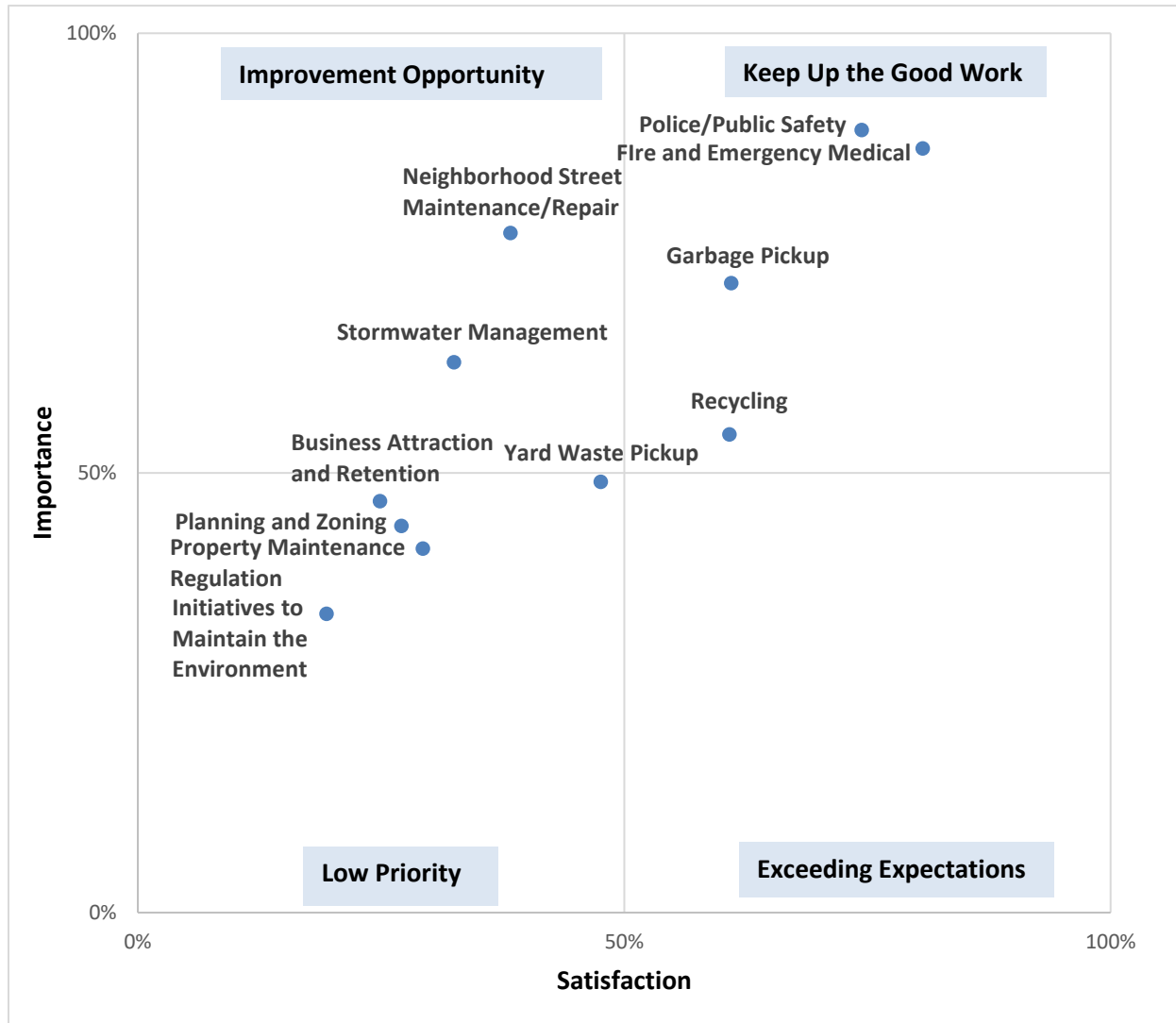
- Police/Public Safety
- Fire and Emergency Medical
- Garbage Pickup
- Recycling

The following services are rated by residents as low importance and low satisfaction and are identified as “low priority” areas:

- Business Attraction and Retention
- Yard Waste Pickup
- Planning and Zoning
- Property Maintenance Regulation
- Initiatives to Maintain the Environment

No services are rated as low importance and high satisfaction (“exceeding expectations”).

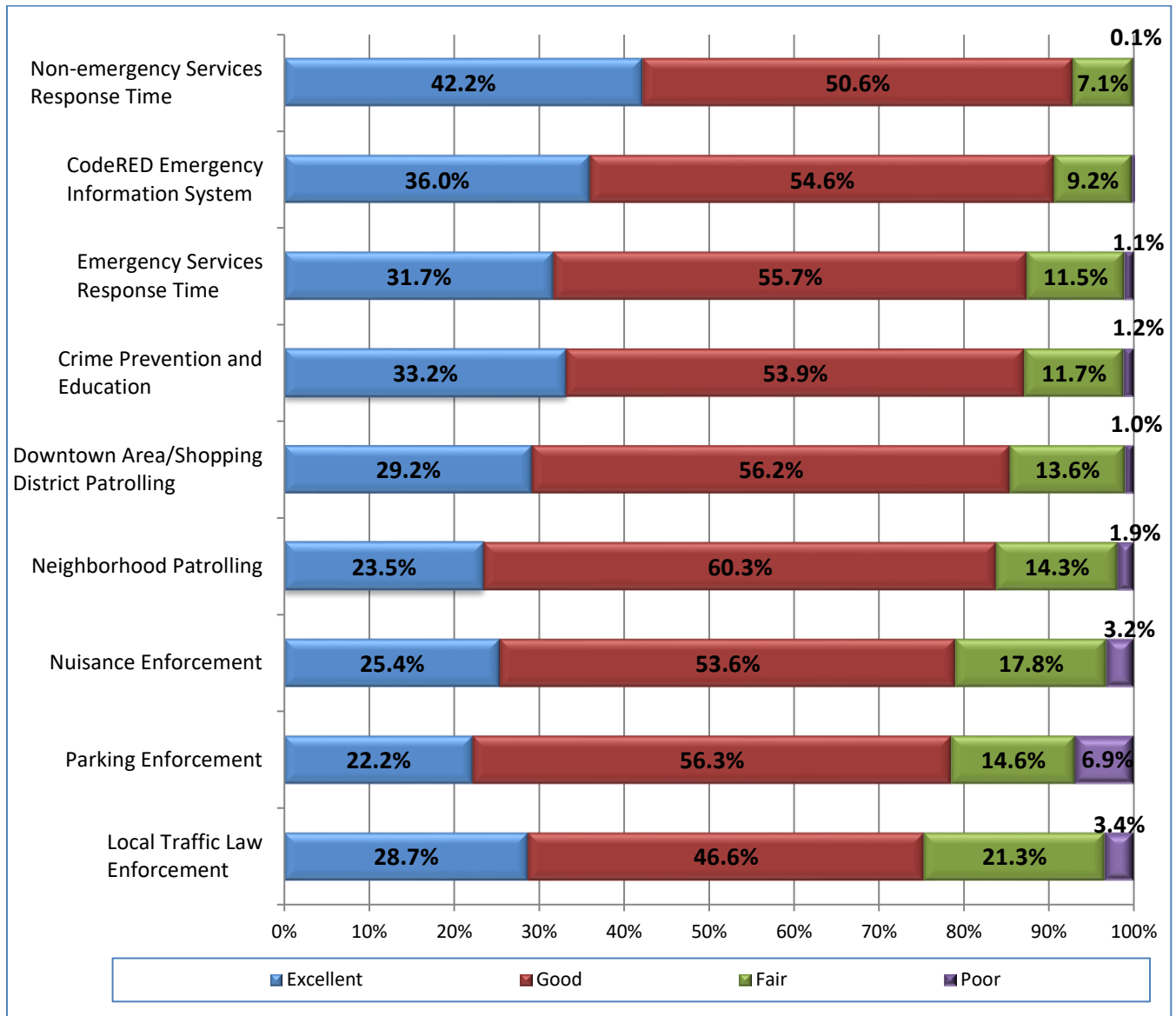
Figure 10: Importance-Satisfaction Matrix



The respondents were asked to rate the quality of nine City government provided public safety services. All the services asked about receive high ratings. Non-emergency services response time receives the highest rating (92.8% excellent or good) and local traffic law enforcement receives the lowest rating (75.3% excellent or good) (Figure 11).

Figure 11: Rating of Quality of Public Safety Services

How would you rate the quality of the following City government provided public safety services?



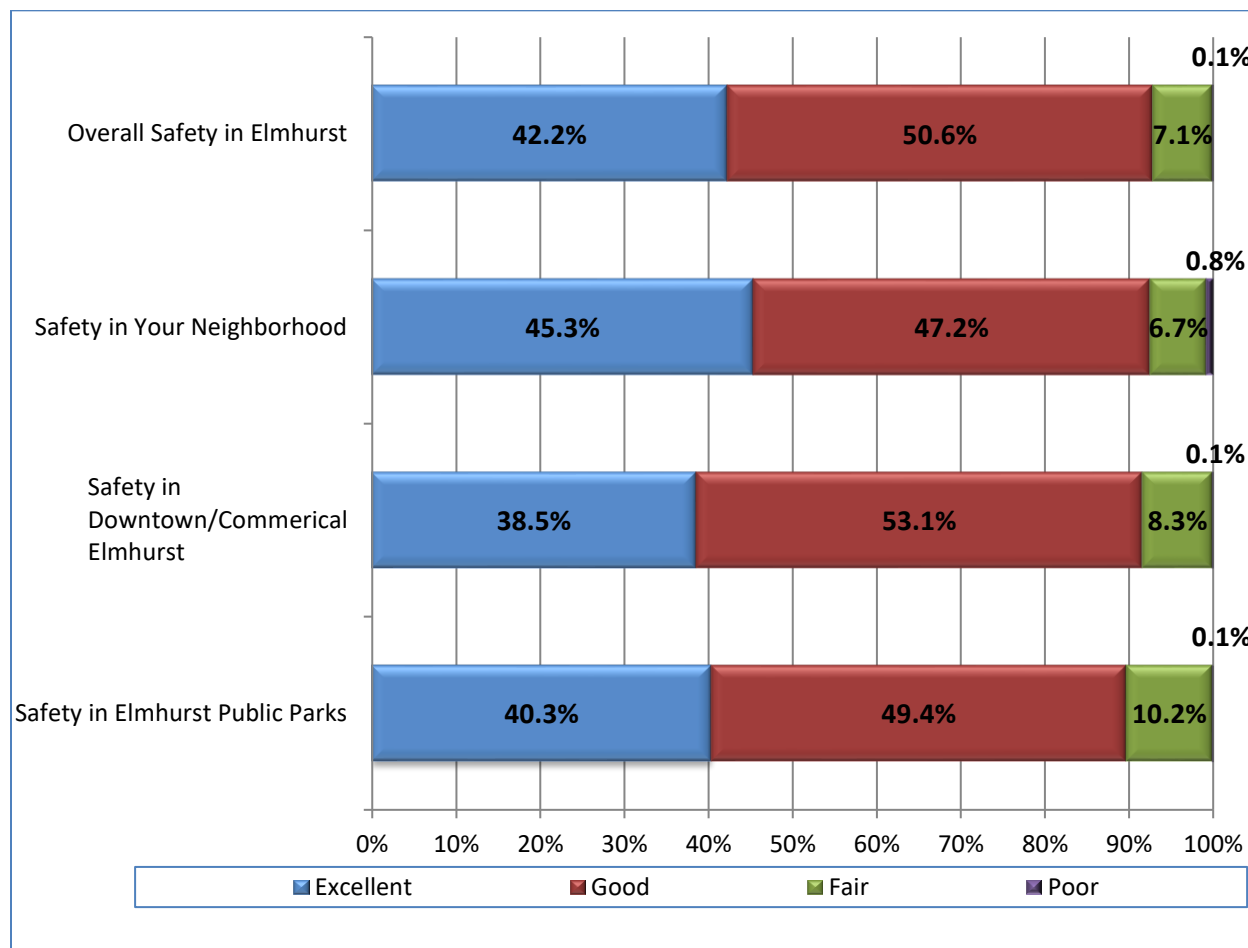
Demographic Differences

- No statistically significant differences are found for the ratings of quality of the public safety services by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

Approximately nine out of ten respondents rate overall safety in Elmhurst (92.8%), safety in their neighborhood (92.5%), safety in downtown/commercial Elmhurst (91.6%), and safety in Elmhurst public parks (89.7%) excellent or good (Figure 12).

Figure 12: Rating of Public Safety in Elmhurst

How would you rate public safety in Elmhurst?



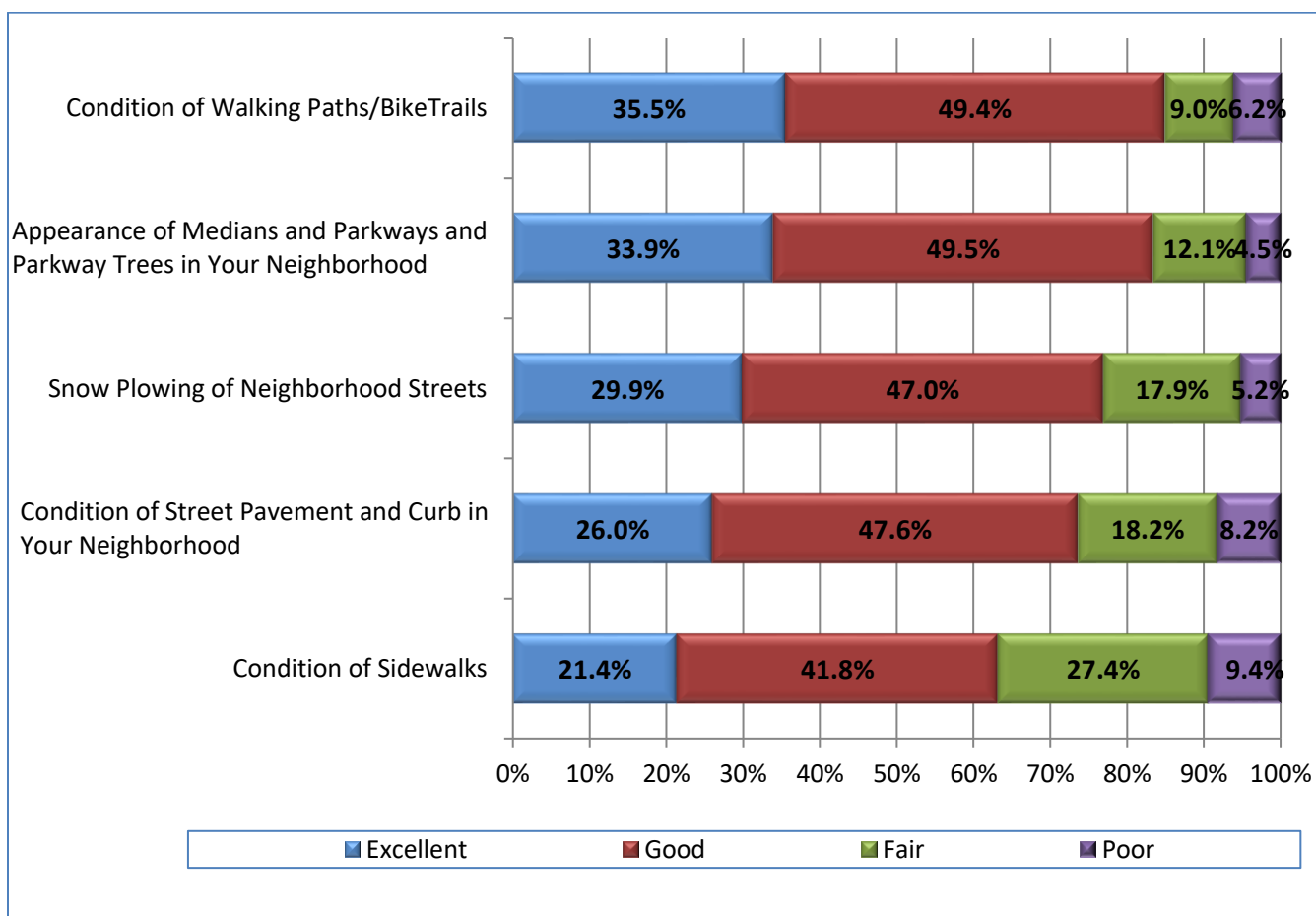
Demographic Differences

- No statistically significant differences are found for ratings of public safety in Elmhurst by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

The respondents were asked to rate the quality of five City government provided street maintenance and repair services. The ratings range from 63.2% excellent or good to 84.9% excellent or good. The condition of walking paths or bike trails (84.9% excellent or good) and the appearance of medians and parkways and parkway trees in their neighborhood (83.4%) excellent or good) receive the highest ratings. The condition of sidewalks (63.2% excellent or good) receives the lowest rating (Figure 13).

Figure 13: Rating of Quality of Street Maintenance and Repair Services

How would you rate the quality of the following City government provided street maintenance and repair services?



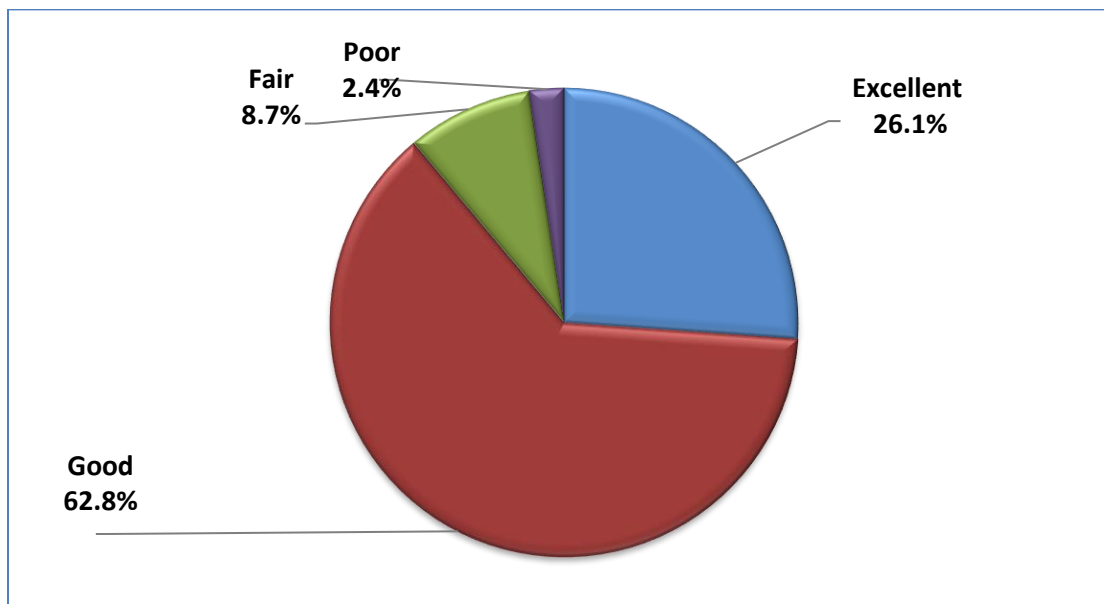
Demographic Differences

- Respondents who have lived in the City less than five years (87.2%) are more likely than respondent who have lived in the City 5-10 years (73.7%) and respondents who have lived in the City more than 10 years (70.6%) to rate the **condition of street pavement and curb in their neighborhood** excellent or good.
- Those respondents who rent their home (96.3%) are more likely than those respondents who own their home (59.0%) to rate the **condition of sidewalks** excellent or good.

The majority (88.9%) of respondents rate the overall quality of the services received from the City government as excellent or good (Figure 14).

Figure 14: Rating of Overall Quality of the Services Received from the City Government

How would you rate the overall quality of the services you receive from the City government?



Demographic Differences

- No statistically significant differences are found for rating of overall quality of services received from the City government by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

The respondents were asked what additional services or programs they think the City of Elmhurst could provide. The top suggestions are additional/improved Park District services or programs (9.2%), senior services or programs (8.8%), more recycling/recycling education (7.6%), and more yard waste/leaf pickup (5.5%). A total of 16.4% of respondents comment that the City of Elmhurst could provide no additional services or programs and 4.2% did not know what additional services or programs the City could provide. (Table 4) (See Appendix C for verbatim comments).

Table 4: Suggestions for Additional Services or Programs

What additional services or programs, if any, do you think the City of Elmhurst could provide?
(Multiple Responses Possible)

Response	Percent
Additional/Improved Park District Services or Programs	9.2
Senior Services or Programs	8.8
More Recycling/Recycling Education	7.6
More Yard Waste/Leaf Pickup	5.5
Improved Public Safety	4.6
Environmental Sustainability Initiatives	3.8
More/Improved Bike Lanes/Paths	2.9
City Transportation	2.5
Animal Control	2.5
Diversity, Equity, and Inclusion Initiatives	2.1
Improved Street Maintenance/Repair	2.1
Add/Replace Sidewalks	2.1
Improve Business Attraction/Retention	2.1
More Special Events	2.1
Better Snow Removal	1.7
Better Code Enforcement	1.7
Don't Know	4.2
None	16.4
Other Services or Programs	23.9
Other Comments	9.2

The respondents were also asked what services or programs they think the City of Elmhurst could cut. Almost one-third (32.4%) of respondents think no services or programs could be cut. About one-fourth (23.4%) of respondents do not know. The top suggestion is to cut vehicle stickers (5.3%) (Table 5) (See Appendix C for verbatim comments).

Table 5: Suggestions for Services or Programs to Cut

What services or programs, if any, do you think the City of Elmhurst could cut? (Multiple Responses Possible)

Response	Percent
Vehicle stickers	5.3
Trolley	2.7
Decrease Police Staff/Budget	2.7
Consultants	2.1
Special Events	2.1
Decrease Library Funding	2.1
Street Cleaning	1.6
Fine Arts Center Not Needed	1.6
Giving Money to Businesses	1.6
Decrease School Funding	1.6
Decrease Park District Funding	1.6
Don't Know	23.4
None	32.4
Other Services or Programs	13.3
Other Comments	11.7

City Government Customer Service

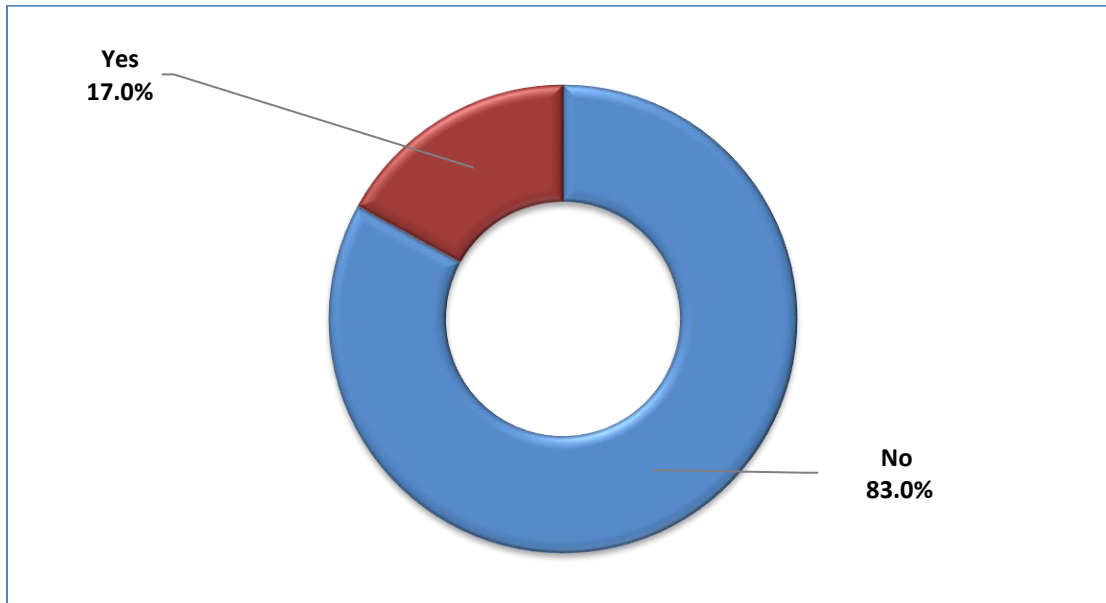
One-half (50%) of the respondents have contacted the City government in the past 12 months. Those respondents were asked a set of questions about their satisfaction with the customer service they received.

The respondents contacted a variety of departments. Building/Code Enforcement (22.3%) and Public Works (21.1%) are the most frequently cited departments.

Various reasons are given for the contact, including water bill payment (10.2%), permit (8.4%), trees (6.1%), garbage pickup (5.5%), property maintenance violation (5.2%), and police (4.9%).

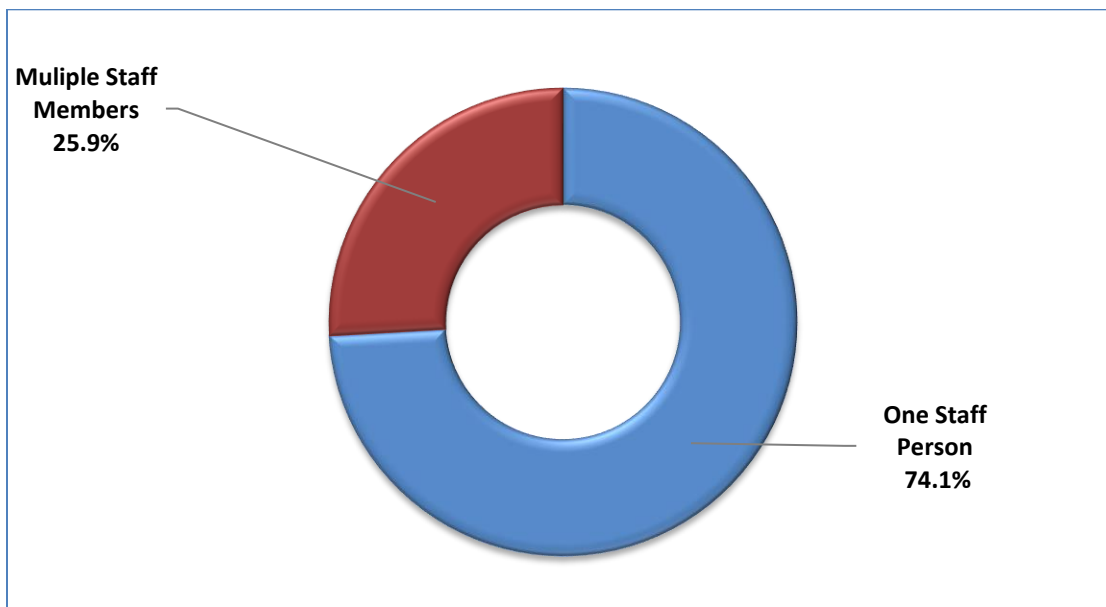
The majority (83.0%) of respondents did not have difficulty finding the appropriate staff person to contact (Figure 15).

Figure 15: Difficulty Finding the Appropriate Person to Contact
Did you have difficulty finding the appropriate staff person to contact?



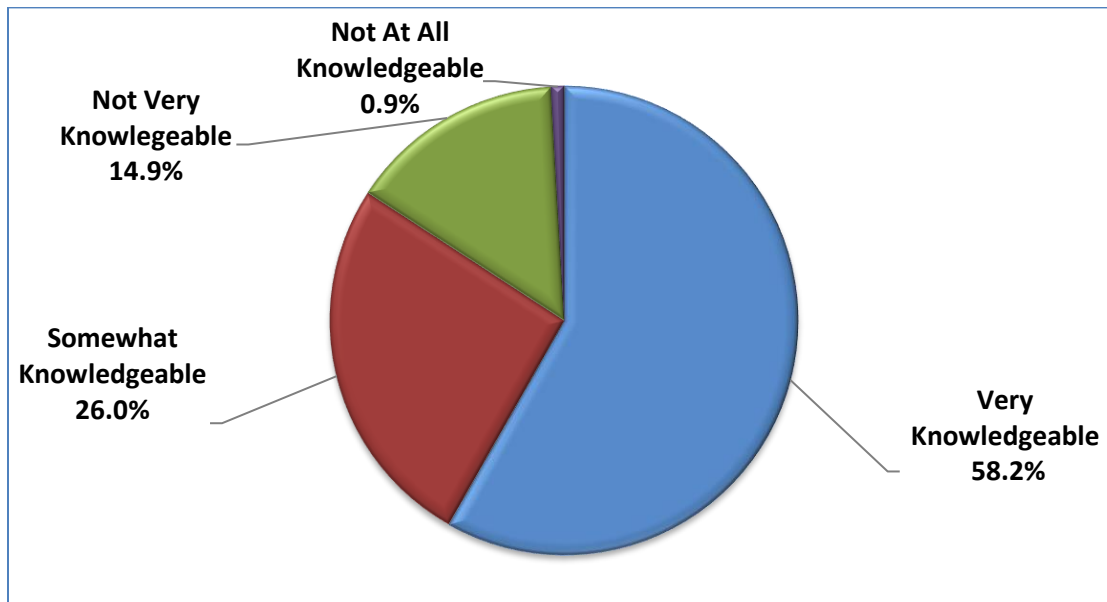
Three-fourths (74.1%) of respondents state one staff person was able to assist them (Figure16).

Figure 16: One Staff Person Able to Assist or Needed to Contact Multiple Staff Members
Was one staff person able to assist you or did you need to contact multiple staff members to get your question answered or your problem resolved?



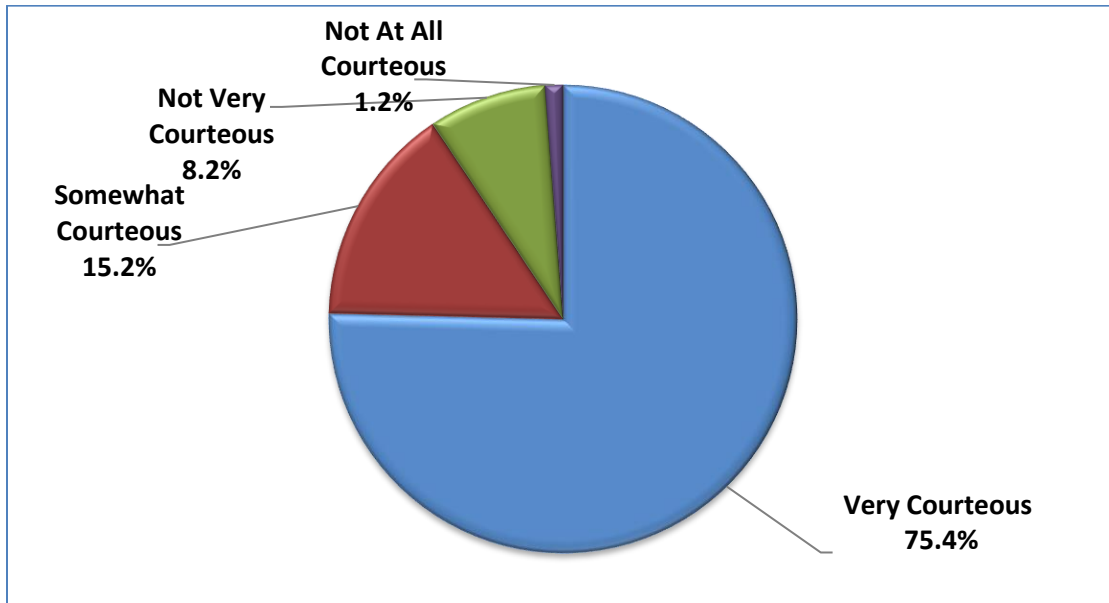
The majority (84.2%%) of the respondents indicate the staff are knowledgeable, with 58.2% saying they are very knowledgeable (Figure 17).

Figure 17: Knowledge of Staff
How knowledgeable was the staff?



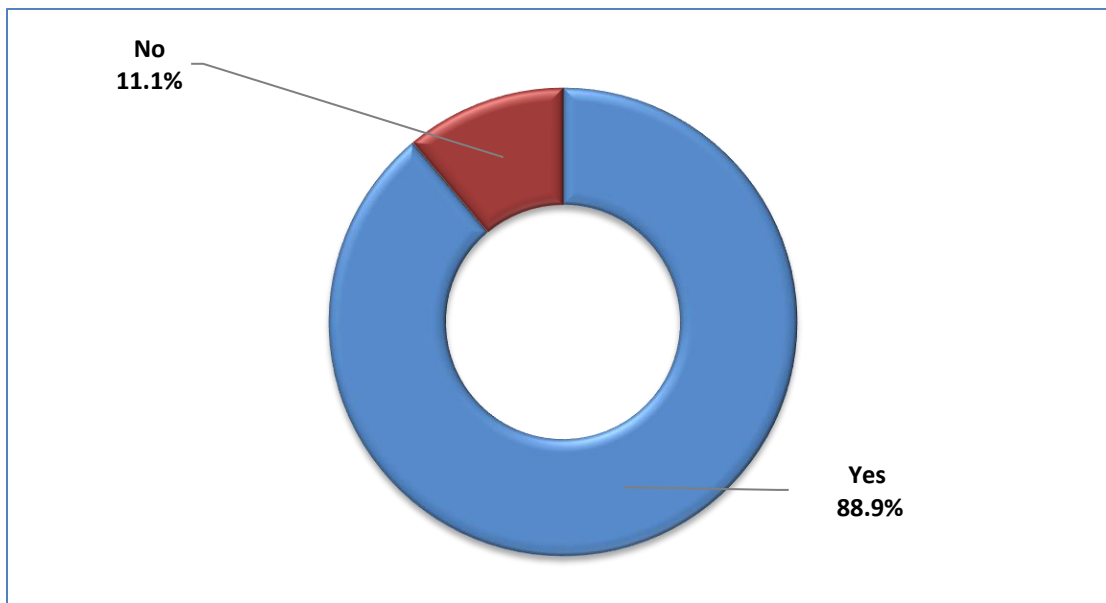
Most (90.6%) of the respondents think the staff is courteous, with 75.4% indicating they are very knowledgeable (Figure 18).

Figure 18: Courteousness of Staff
How courteous was the staff?



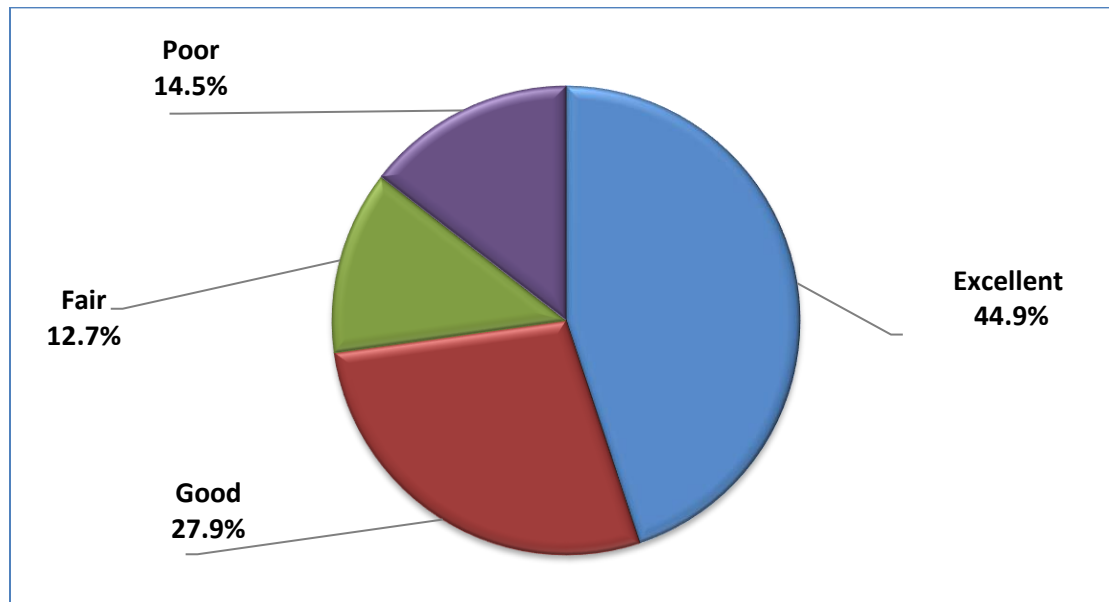
Most (88.9%) respondents indicate that the staff provided a timely response (Figure 19).

Figure 19: Timely Response Provided by Staff
Did the staff respond to you in a timely manner (within 48 hours, excluding weekends/holidays)?



More than seven out of ten (72.8%) or respondents rate their overall experience excellent or good (Figure 20).

Figure 20: Rating of Overall Experience
How would you rate your overall experience?



Those respondents who rated their overall experience fair or poor were asked why. The most common response is the issue was not resolved (See Appendix C for verbatim comments).

City Government Communications

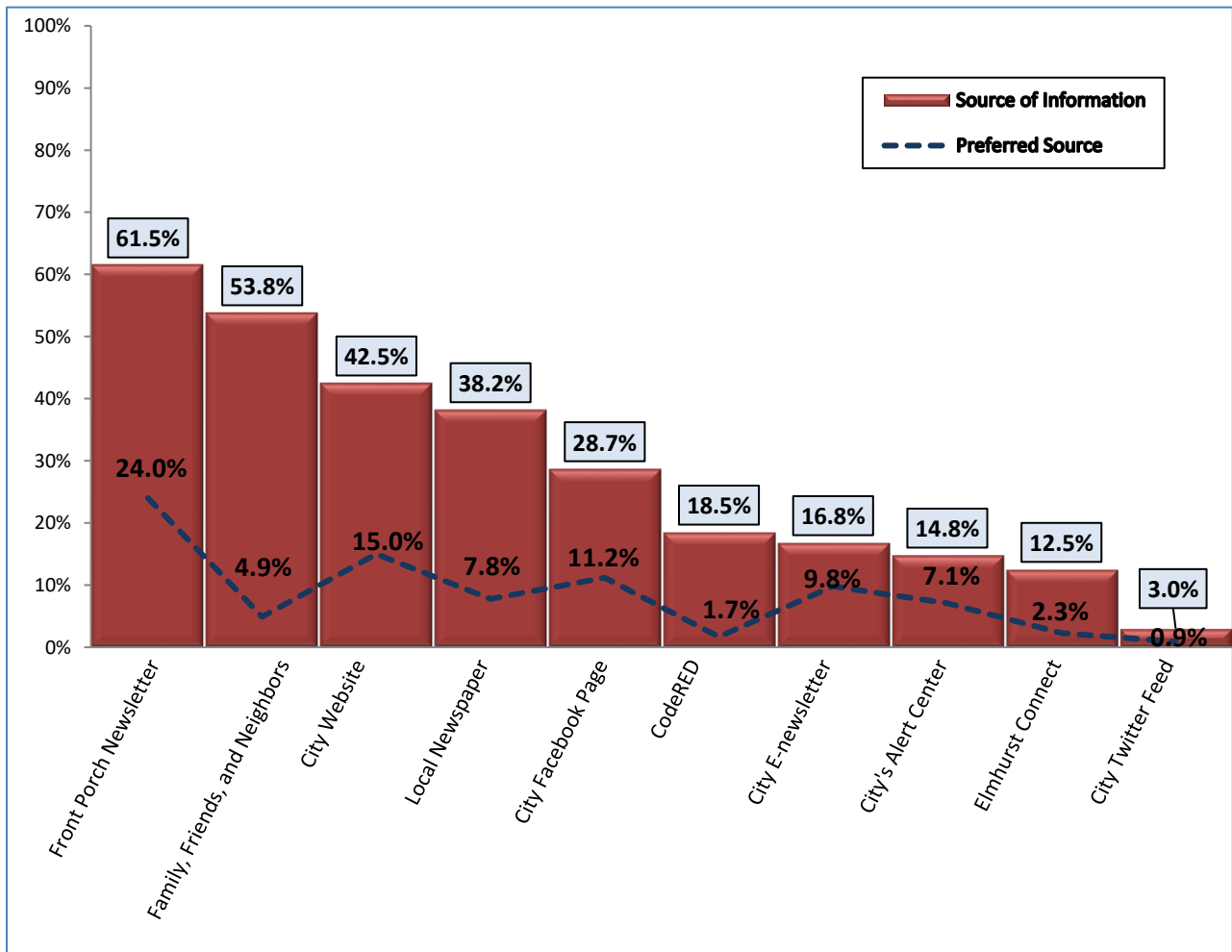
The next section of the survey was about City government communications with residents. They were asked their sources of information about the City government, their opinions of the quality and amount of City government provided information, and their overall satisfaction with the job the City government does in providing information to residents.

Three-fifths (61.5%) of respondents report they receive information about the City government from the Front Porch newsletter, with 24.0% stating it is their most preferred source. More than one-half (53.8%) of respondents say they receive information about the City government from family, friends, and neighbors, with 4.9% indicating it is their most preferred source. More than two-fifths (42.5%) indicate they receive information about the City government from the City website, with 15.0% reporting it is their most preferred source (Figure 21). A total of 8.6% of respondents indicate they do not receive information about the City government.

Figure 21: Sources of Information About the City Government

From what sources do you receive information about the City government? (CHECK ALL THAT APPLY)

Which of the following is your most preferred source for receiving information about the City government? (SELECT ONLY ONE)



Demographic Differences

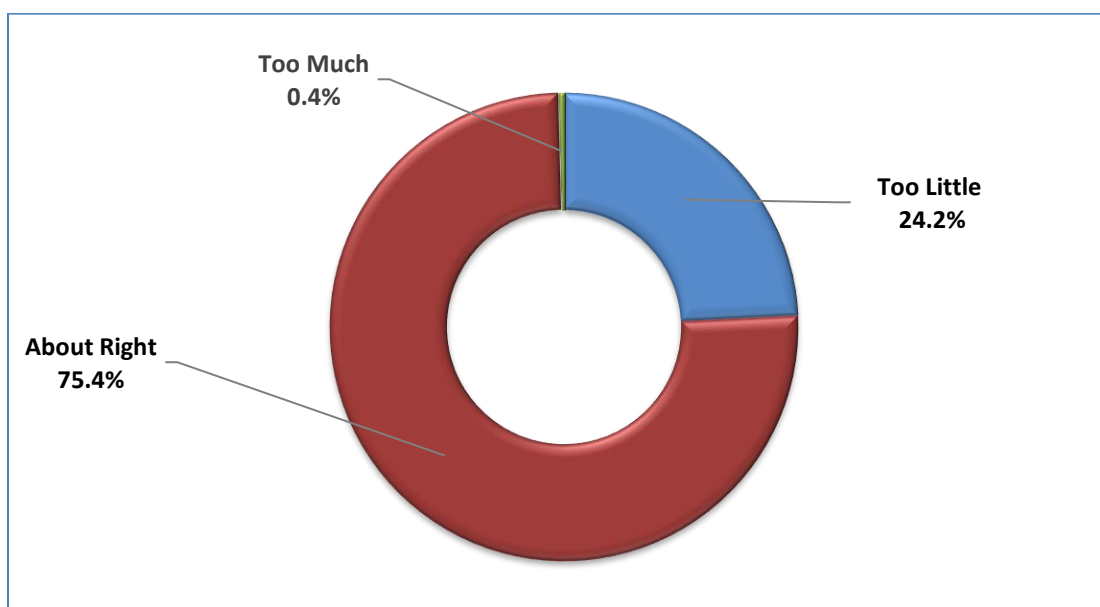
- The percentage of respondents who report they receive information about the City government from the **Front Porch newsletter** increases as respondent age increases (less than 50 years of age, 54.3%; 50-64 years of age, 66.7%; 65 years of age or greater, 73.4%).
- Respondents 65 years of age or greater (32.1%) are more likely than respondents 50-64 years of age (22.4%) and respondents less than 50 years of age (22.2%) to state the **Front Porch newsletter** is their **most preferred source** of information about the City government.

- The percentage of respondents who indicate the **City website** is their most preferred source of information about the City government decreases as years living in the City increases (less than 5 years, 29.8%; 5-10 years, 20.8%; more than 10 years, 9.8%).
- Respondents living in the City less than five years (32.9%) are more likely than respondents living in the City 5-10 years (10.0%) and respondents living in the City more than 10 years (2.2%) to report they **do not receive information** about the City Government.

Three-fourths (75.4%) of respondents think the amount of information provided about City services is about right (Figure 22).

Figure 22: Amount of Information Provided About City Services

Do you think the amount of information provided about City Services is too little, about right, or too much?

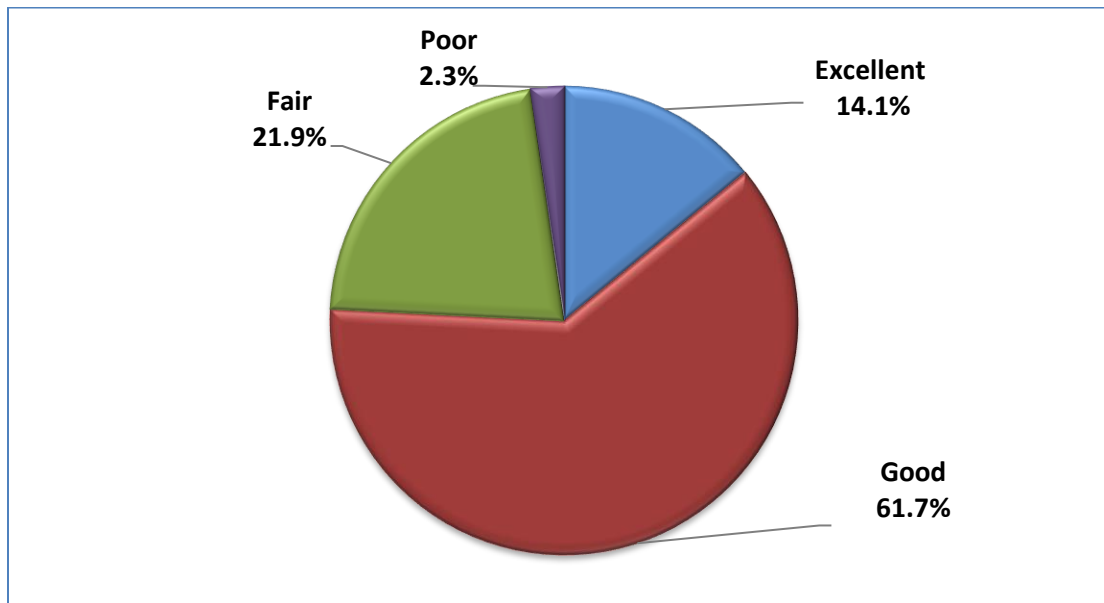


Demographic Differences

- No statistically significant differences are found for the amount of information provided about City services by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

Three-fourths (75.8%) of respondents rate the quality of the information provided about City services excellent or good (Figure 23).

Figure 23: Rating of Quality of Information Provided About City Services
How would you rate the quality of information provided about City Services?



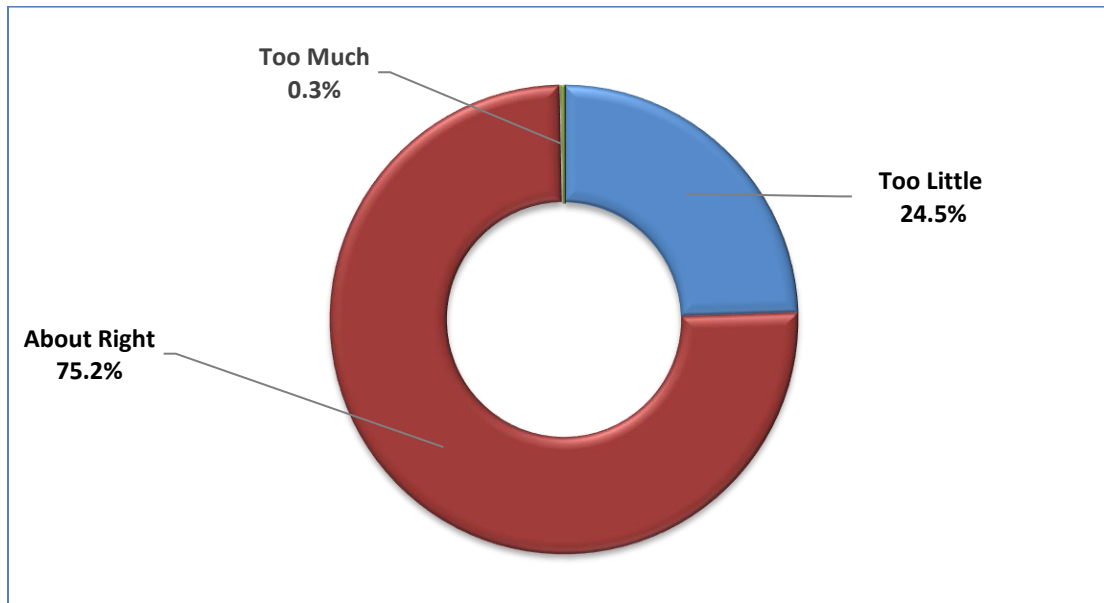
Demographic Differences

- No statistically significant differences are found for the quality of information provided about City services by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

Three-fourths (75.2%) of respondents think the amount of information provided by the City on social media is about right (Figure 24).

Figure 24: Amount of Information Provided by the City on Social Media

Do you think the amount of information provided by the City on social media is too little, about right, or too much?



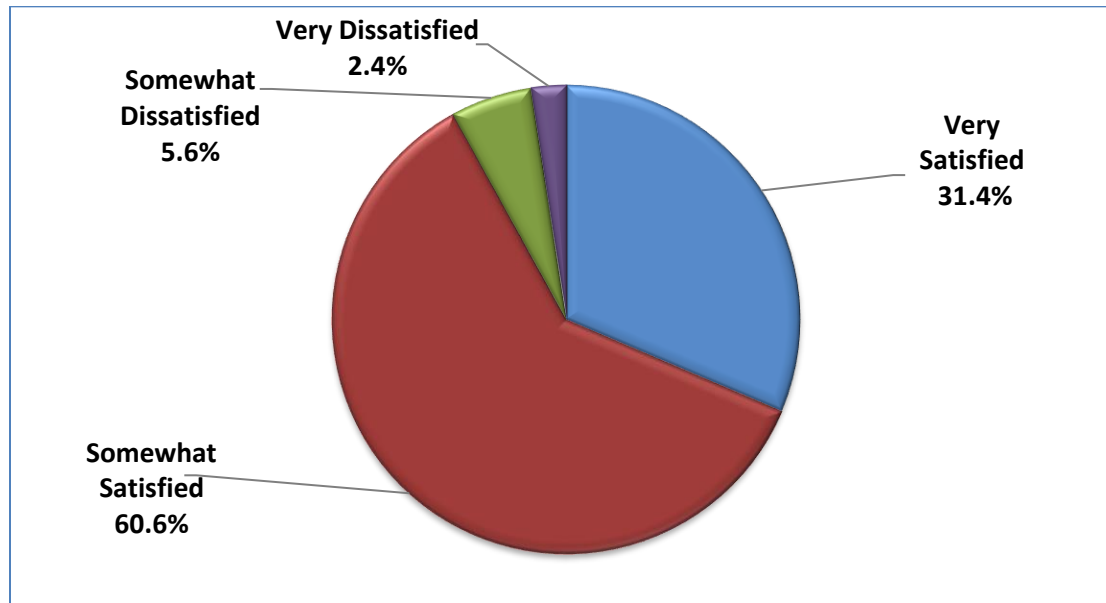
Demographic Differences

- Respondents less than 50 years of age (35.9%) are more likely than respondent 50 years of age or greater (9.8%) to think the amount of information provided by the City on social media is too little.

The majority (92.0%) of residents are satisfied with the job the City of Elmhurst does in providing information to residents (Figure 25).

Figure 25: Overall Satisfaction with the Job the City of Elmhurst Does in Providing Information

Overall, how satisfied or dissatisfied are you with the job the City of Elmhurst does in providing information to residents?



Demographic Differences

- No statistically significant differences are found for the job the City of Elmhurst does in providing information to residents by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

Those respondents who are dissatisfied with the job the City does in providing information to residents were asked why. The three most frequent responses are they are unaware of the different methods the City uses to communicate, they want more information about crimes committed in Elmhurst, and they want more information on upcoming city events (See Appendix C for verbatim responses).

The respondents were also asked how can the City government improve communication with residents. A variety of responses are provided. The most common responses are greater/more frequent communication (9.8%), including sending the Front Porch newsletter monthly, improve website (9.4%), use email to communicate (8.0%), send information in print format (7.1%), and make residents aware of communication methods used (6.3%) (Table 6) (See Appendix C for verbatim comments).

Table 6: Suggestions for Improving Communication With Residents

How can the City government improve communication with residents? (Multiple Responses Possible)

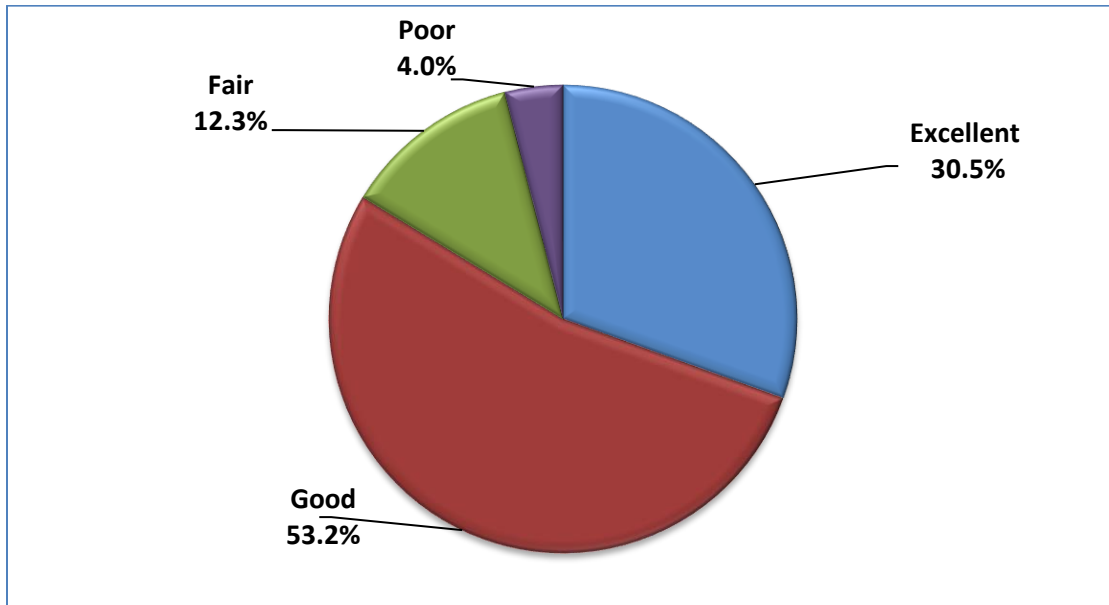
Response	Percent
Greater/More Frequent Communication	9.8
Improve Website	9.4
Use Email to Communicate	8.0
Send Information in Print Format	7.1
Make Residents Aware of Communication Methods Used	6.3
Greater Use of Social Media	4.9
More Transparency	4.9
More Communication from Alderman	2.7
More Timely Information	2.2
Conduct Town Hall Meetings	2.2
More Information in Newspapers	2.2
Don't Know	13.4
Fine As Is/No Suggestions	13.8
Other Suggestions	16.5
Other Comments	2.7

Special Events and Programs/Elmhurst History Museum

Next, the respondents were asked about their opinion of the quality of community events in Elmhurst and their sources of information about events. They were also asked their likelihood of visiting the Elmhurst History Museum, their preferred method to learn about museum activities, and topics and themes they would like the Elmhurst History Museum to explore in future programs and exhibits.

Most (83.7%) respondents rate the overall quality of community events in Elmhurst excellent or good. A total of 12.3% of respondents rate the quality fair and 4.0% of the respondents rate the quality poor (Figure 26).

Figure 26: Rating of Overall Quality of Community Events in Elmhurst
How would you rate the overall quality of community events in Elmhurst?



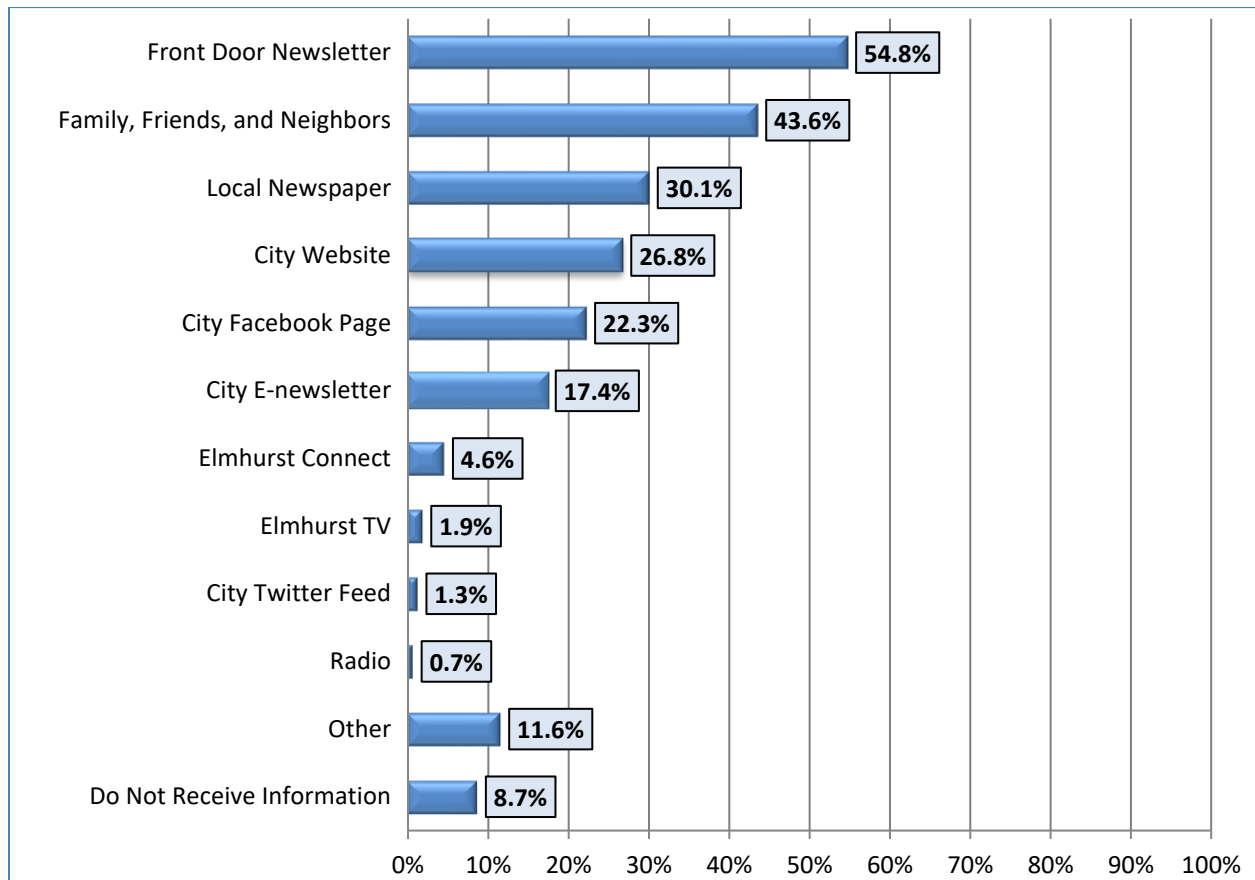
Demographic Differences

- No statistically significant differences are found for the rating of overall quality of community events in Elmhurst by respondent's age, gender, race ethnicity, educational attainment, annual household income, whether there are children in the household, length of time living in the City, location of residence in the City, and whether they rent or own their home.

When asked about their sources of information about community events more than one-half (54.8%) of respondents report they receive information from the Front Porch newsletter. More than two-fifths (43.6%) of respondents receive information from family, friends, and neighbors. More than one-fourth of respondents receive information from the local newspaper (30.1%) (newspaper most frequently mentioned is the Independent) and City website (26.8%) (Figure 27).

Figure 27: Sources of Information About Community Events and Activities

From where do you receive information on community events and activities? (CHECK ALL THAT APPLY)



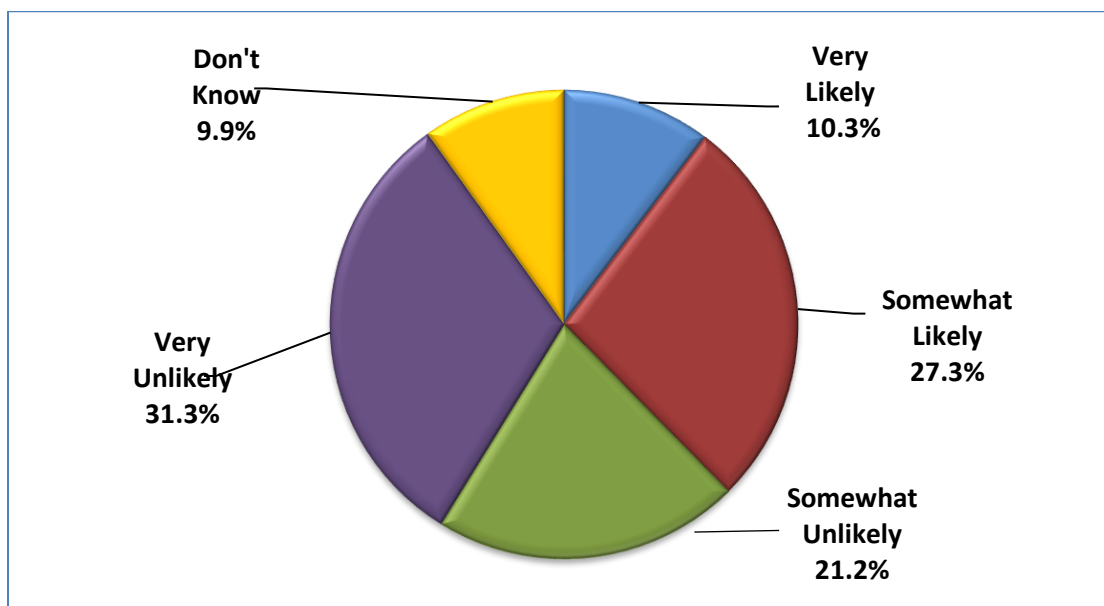
Demographic Differences

- The percentage of respondents who receive information about community events and activities from the **Front Porch newsletter** increases as years living in the City increases (less than five years, 49.2%; 5-10 years 57.8%; more than 10 years, 66.3%).
- Respondents who are 50 years of age or greater (50.0%) are more likely than respondents who are less than 50 years of age (18.9%) to indicate they receive information about community events and activities from the **local newspaper**.
- Respondents who are less than 65 years of age (30.3%) are more likely than respondents who are 65 years of age or greater (15.5%) to report they receive information about community events and activities from the **City Facebook page**.
- The percentage of respondents who state they **do not receive information** about community events and activities decreases as years living in the City increases (less than five years, 23.7%; 5-10 years 14.7%; more than 10 years, 4.2%).

Next, the respondents were asked how likely they would be to visit the Elmhurst History Museum in the next 12 months. More than one-third (37.6%) of respondents would be very or somewhat likely to visit the Elmhurst History Museum, more than one-half (52.5%) would be somewhat or very unlikely to visit the Museum, and 9.9% do not know (Figure 28).

Figure 28: Likelihood of Visiting the Elmhurst History Museum in the Next 12 Months

In the next 12 months, how likely or unlikely are you to visit the Elmhurst History Museum?



Demographic Differences

- Respondents aged 65 or greater (46.6%) and respondents aged less than 50 (40.0%) are more likely than respondents aged 50-64 (22.4%) to be very or somewhat likely to visit the Elmhurst History Museum in the next 12 months.
- Respondents with a Bachelor's degree or greater (47.4%) are more likely than respondents with less than a Bachelor's degree (19.9%) to be very or somewhat likely to visit the Elmhurst History Museum in the next 12 months.

Respondents who say they are very or somewhat likely to visit the Elmhurst History Museum in the next 12 months were asked the reason why. Two-fifths (39.5%) comment they would visit the museum to see an exhibit, 15.6% would visit the museum for a program or event, and 10.2% would take a child(ren) to the museum (See Appendix C for verbatim comments).

Respondents who indicate they are somewhat or very unlikely to visit the Elmhurst History Museum in the next 12 months were asked the reason why. More than one-fifth (22.8%) state they are not interested, 12.8% indicate they have no time, 11.7% say the exhibits, programs, or events are not interesting, 11.1% report that they have been there, and 9.4% comment that they

are not aware of the museum or what the museum has to offer (See Appendix C for verbatim responses).

The respondents would be most likely to visit the museum on Sunday afternoon (36.6%), a weekday afternoon (33.1%), and Saturday afternoon (32.2%). A total of 15.7% of respondents would not visit the museum (Table 7).

Table 7: Times Most Likely to Visit Elmhurst History Museum

If you were to visit the Elmhurst History Museum, what time(s) would you be most likely to visit? (Multiple Responses Possible)

Response	Percent
Sunday afternoon	36.6
Weekday afternoon	33.1
Saturday afternoon	32.2
Saturday morning	21.8
Would not visit	15.7

Demographic Differences

- Respondents who have children under the age of 18 living in their home (54.5%) are more likely than those respondents who do not have children under the age of 18 living in their home (36.3%) to visit the Elmhurst History Museum **on Sunday afternoon**.
- Respondents aged 65 or greater (80.5%) are more likely than respondents aged less than 65 (30.1%) to visit the Elmhurst History Museum on a **weekday afternoon**.
- Respondents who have children under the age of 18 living in their home (50.8%) are more likely than those respondents who do not have children under the age of 18 living in their home (31.6%) to visit the Elmhurst History Museum on **Saturday afternoon**.
- Respondents who have children under the age of 18 living in their home (36.0%) are more likely than those respondents who do not have children under the age of 18 living in their home (19.5%) to visit the Elmhurst History Museum on **Saturday morning**.
- Residents who have lived in the City 10 years or less (25.0%) are more likely than residents who have lived in the City more than 10 years (12.1%) to indicate they **would not visit the museum**.
- Residents who rent their home (38.0%) are more likely than residents who own their home (14.3%) to indicate they **would not visit the museum**.

Respondents mention a variety of topics, themes, events, or services they would like to see the Elmhurst History Museum explore in future programs and exhibits, including the following

- History of Elmhurst/Local History (14.1%),
- Elmhurst Through the Decades (6.5%),
- Elmhurst Residents (6.0%),
- History of Elmhurst Businesses (5.5%),
- Programs for Children/Families (5.5%), and
- History of Specific Areas of Elmhurst (5.0%) (Table 8) (See Appendix C for verbatim comments).

Table 8: Suggestions for Topics/Themes/Events/Services for Museum to Explore in Future Programs and Exhibits

What topics/themed/events/services would you like to see the Elmhurst History Museum explore in future programs and exhibits? (Multiple Responses Possible)

Response	Percent
History of Elmhurst/Local History	14.1
Elmhurst Through the Decades	6.5
Elmhurst Residents	6.0
History of Elmhurst Businesses	5.5
Programs for Children/Families	5.5
History of Specific Areas of Elmhurst	5.0
Elmhurst Architecture	4.0
Railroads/Trains	3.5
Sports	3.5
Music Events	3.0
Chicago History	3.0
Elmhurst Schools	2.5
Indigenous People	2.5
Don't Know	17.1
No Suggestions/No Interest	4.0
Other Suggestions	39.7
Other Comments	7.0

When asked what is their most preferred way to learn about cultural arts/museum activities in Elmhurst. One-third (33.4%) of respondents comment they prefer multiple methods, including print publications (brochure, newsletter), the City of Elmhurst Front Porch newsletter, email blast, and social media. A total of 18.2% prefer print publications, 16.0% prefer the Front Porch

newsletter, 11.8% prefer email blast, and 11.8% prefer social media, with 9.3% preferring Facebook. Respondents 65 years of age or greater (25.7%) are more likely than respondents less than 65 years of age (13.1%) to prefer the Front Porch newsletter.

Characteristics of Respondents and Their Households

The final set of questions asked about the characteristics of the respondent and their household.

The table below summarizes the characteristics of the survey respondents and their households.

Table 9: Characteristics of the Respondents and Their Households

Characteristic	Percent
<u>Respondent's Gender Identity</u>	
Male	46.5
Female	48.2
Gender Non-binary	0.0
Another Gender Identity	0.0
Prefer Not to Answer	5.3
<u>Respondent's Age</u>	
18-29	4.8
30-49	38.3
50-64	27.4
65+	24.5
Prefer Not to Answer	5.0
<u>Respondent's Race/Ethnicity</u>	
Asian	4.0
Black	1.2
Hispanic or Latino	3.8
Native American or Alaska Native	0.2
Native Hawaiian or Pacific Islander	0.0
White	86.5
Another Race	0.4
Two or More Races	1.4
Prefer Not to Answer	2.5
<u>Educational Attainment</u>	
Less than a High School Diploma	3.9
High School Diploma or GED	15.6
Trade school, some college, or Associates degree	23.5
BA degree or some graduate study, no degree	28.3
Graduate degree	28.7

Characteristic	Percent
<u>Employment Status</u>	
Employed Full-time	60.7
Employed Part-time	7.7
Retired	23.5
Full Time Homemaker	6.6
Unemployed	0.6
Other	1.0
<u>Work in Elmhurst</u>	
Yes, outside the home	19.3
Yes, from home	27.8
No	52.9
<u>Ward</u>	
Ward 1	12.7
Ward 2	13.3
Ward 3	17.6
Ward 4	17.1
Ward 5	9.6
Ward 6	14.1
Ward 7	15.6
<u>Years Living in Elmhurst</u>	
Less than 5 Years	17.2
5-10 Years	16.7
More Than 10 Years	66.1
<u>Rent or Own Home</u>	
Own	87.0
Rent	11.5
Other	1.5
<u>Primary Language Spoken in Home</u>	
English	92.1
Spanish	5.0
Other	2.9
<u>Children in the Household</u>	
Yes	48.8
No	51.2
<u>Annual Household Income</u>	
Less Than \$25,000	5.5
\$25,000 to Less Than \$50,000	12.0
\$50,000 to Less Than \$75,000	7.9
\$75,000 to Less Than \$100,000	4.3
\$100,000 to Less Than \$150,00	11.6
\$150,000 to Less Than \$200,00	13.3

Characteristic	Percent
\$200,000 or More	24.8
Don't Know	0.5
Prefer Not to Answer	19.1

General Comments

At the end of the survey the respondents had the opportunity to write in additional comments.

The majority of respondents reiterated many of comments they had made earlier in the survey (See Appendix C for verbatim comments).

Conclusions and Recommendations

Almost all residents are satisfied with the City of Elmhurst as a place to live. The residents comment they like the schools, access to transportation, low crime rate, the parks and Park District, the location, and the appearance of the City.

The respondents believe the City government is doing a good job of providing the following services: police/public safety, fire and emergency medical, garbage pickup, and recycling. However, according to the respondents, neighborhood street maintenance and repair and stormwater management services need improvement. The City should improve the condition of street pavement and curb. Respondents comment that there are too many potholes and streets need to be repaved not just patched. Respondents comment that there are still areas of Elmhurst that flood.

Almost one-half of the respondents do not see the City of Elmhurst as a good place to retire. They mention the high cost of living, especially housing, and the lack of services and programs for seniors. The City should study this issue further.

The respondents believe that there is overbuilding in the City. They mention the number of new high-rises that have been built recently. They think the City should consider the consequences of continued building, such as traffic and not being able to provide services to an increased population.

Most respondents who contacted the City government in the past 12 months were satisfied with the customer service they received. They believe the staff were knowledgeable and courteous, and that the staff responded in a timely manner. The City government should continue to provide the current level of customer service.

Most respondents are satisfied with the job the City of Elmhurst is doing in communicating to residents. The City government should continue to provide information using a variety of communication methods.

Almost one-third of residents who have lived in the City less than five years report they do not receive information about the City government. The City should examine ways to communicate with new residents. One suggestion is to send residents information about all the methods the City uses to communicate with residents.

Most respondents rate the overall quality of community events in Elmhurst excellent or good. The City should continue to provide community events of a high quality level. Likelihood of visiting the Elmhurst History Museum is low. The museum should look at ways to increase the number

of residents that visit the museum.

Appendix A: Questionnaire

[INSERT ID # HERE]



CITY OF ELMHURST

209 NORTH YORK STREET
ELMHURST, ILLINOIS 60126-2759

SCOTT M. LEVIN

MAYOR

JACKIE HADDAD-TAMER

CITY CLERK

DAN CURRAN

CITY TREASURER

April 2022

Dear Elmhurst Resident,

We would like your feedback!

The City of Elmhurst has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will help us to understand residents' opinions of living in Elmhurst, City provided services, and the areas that we should focus our attention on. The findings of the survey will help the City plan for the future.

Your household is one of a limited number of households that has been randomly selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

Please complete the enclosed survey and return it to the Center for Governmental Studies in the postage-paid envelope provided or you may complete the survey online at:

<https://www.research.net/r/ElmhurstCommunitySurvey>

You will need to enter your ID # included in the top right-hand corner of this letter to access the online survey. Please complete the survey before June 3, 2022.

If you have any questions about the survey, please email Mindy Schneiderman, Assistant Director, Center for Governmental Studies at schneiderman@niu.edu.

Thank you for your participation.

Sincerely,

Jim Grabowski
City Manager
City of Elmhurst



CITY OF ELMHURST COMMUNITY SURVEY

I. Quality of Life in the City of Elmhurst

2. How would you rate the City of Elmhurst as a place to live?

☐ Excellent (**GO TO QUESTION 3**)

☐ Good (**GO TO QUESTION 3**)

☐ Fair (**GO TO QUESTION 2**)

☐ Poor (**GO TO QUESTION 2**)

☐ Don't know (**GO TO QUESTION 3**)

3. Why did you rate the City of Elmhurst as a place to live fair or poor?

4. What do you like **most** about living in the City of Elmhurst?

5. What do you like **least** about living in the City of Elmhurst?

6. What are the **three most important** issues the City of Elmhurst faces?

1. _____

2. _____

3. _____

7. How would you rate each of the following aspects of the City?

	Excellent	Good	Fair	Poor	Don't Know
a. A Place to Raise Children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. A Place to Retire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ease of Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ease of Bicycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Overall Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Availability of Leisure Activities/Entertainment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

II. City of Elmhurst Government Services

8. How important or unimportant to you and your household are each of the following City government provided services?

	Very Important	Somewhat Important	Not Very Important	Not At All Important	Don't Know
a. Police/Public Safety Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Garbage Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Yard Waste Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Neighborhood Street Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Fire Services and Emergency Medical Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Business Attraction and Retention/Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Planning and Zoning (Land use planning, zoning, and building permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Property Maintenance Regulation (Property monitoring, code enforcement, and regulation compliance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Stormwater Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Initiatives to Maintain the Environment (Solar power, alternative fuels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How satisfied or dissatisfied are you and your household with each of the following City government provided services? **If somewhat or very dissatisfied, please explain why.**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know	Reason Why Dissatisfied
a. Police/Public Safety Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/>
b. Garbage Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/>
c. Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/>
d. Yard Waste Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/>
e. Neighborhood Street Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/>
f. Fire Services and Emergency Medical Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<hr/> <hr/> <hr/>

Question 8 continued. How satisfied or dissatisfied are you and your household with each of the following City government provided services? **If somewhat or very dissatisfied, please explain why.**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know	Reason Why Dissatisfied
g. Business Attraction and Retention/Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
h. Planning and Zoning (Land use planning, zoning, and building permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
i. Property Maintenance Regulation (Property monitoring, code enforcement, and regulation compliance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
j. Stormwater Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
k. Initiatives to Maintain the Environment (Solar power, alternative fuels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

10. How would you rate the quality of the following City government public safety services?

	Excellent	Good	Fair	Poor	Don't Know
a. Neighborhood Patrolling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Downtown Area/Shopping Districts Patrolling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Parking Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Local Traffic Law Enforcement, including speeding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Nuisance Enforcement, including noise and parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Crime Prevention and Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. CodeRED Emergency Information System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Emergency Services Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Non-emergency Services Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How would you rate public safety in Elmhurst?

	Excellent	Good	Fair	Poor	Don't Know
a. Overall Safety in Elmhurst	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Safety in Your Neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Safety in Downtown/Commercial Elmhurst	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Safety in Elmhurst Public Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How would you rate the quality of the following City government provided street maintenance and repair services?

	Excellent	Good	Fair	Poor	Don't Know
a. Appearance of Medians and Parkways and Parkway Trees in Your Neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Condition of Street Pavement and Curb in Your Neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Snow Plowing of Neighborhood Streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Condition of Sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Condition of Walking Paths or Bike Trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. How would you rate the overall quality of the services you receive from the City government?

- | | |
|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Good | <input type="checkbox"/> Don't Know |
| <input type="checkbox"/> Fair | |

13. What additional services or programs, if any, do think the City of Elmhurst could provide?

14. What services or programs, if any, do think the City of Elmhurst could cut?

III. City Government Customer Service

15. In the past 12 months, have you contacted the City government?

- ☐ Yes (**GO TO QUESTION 16**) ☐ No (**GO TO QUESTION 25**)

PLEASE ANSWER QUESTIONS 16-24 FOR YOUR MOST RECENT CONTACT WITH THE CITY.

16. Which Department did you contact?

- | | | |
|--|--|---|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Finance | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> Building/Code Enforcement | <input type="checkbox"/> Planning/Zoning | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> City Clerk | <input type="checkbox"/> Public Works | <input type="checkbox"/> Unsure |
| <input type="checkbox"/> Economic Development | <input type="checkbox"/> Fire | |
| | <input type="checkbox"/> Police | |

17. What was the reason(s) for your most recent contact? (**CHECK ALL THAT APPLY**)

- | | | |
|---|---|--|
| <input type="checkbox"/> Water bill payment | <input type="checkbox"/> Property maintenance violation | <input type="checkbox"/> Police/public safety services |
| <input type="checkbox"/> Trees | <input type="checkbox"/> Permit | <input type="checkbox"/> Fire services |
| <input type="checkbox"/> Street repair | <input type="checkbox"/> Designation of property (zoning) | <input type="checkbox"/> Emergency medical services |
| <input type="checkbox"/> Garbage pickup | | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Snow plowing | | |

18. Did you have difficulty finding the appropriate staff person to contact?

- ☐ Yes ☐ No

19. Was one staff person able to assist you or did you need to contact multiple staff members to get your question answered or your problem resolved?
- ☐ One Staff Person ☐ Multiple Staff Members
20. How knowledgeable was the staff?
- ☐ Very knowledgeable ☐ Not very knowledgeable
☐ Somewhat knowledgeable ☐ Not at all knowledgeable
21. How courteous was the staff?
- ☐ Very courteous ☐ Not very courteous
☐ Somewhat courteous ☐ Not at all courteous
22. Did the staff respond to you in a timely manner (within 48 hours, excluding weekends/holidays)?
- ☐ Yes ☐ No
23. How would you rate your overall experience?
- ☐ Excellent **(GO TO QUESTION 25)** ☐ Poor **(GO TO QUESTION 24)**
☐ Good **(GO TO QUESTION 25)** ☐ Don't know **(GO TO QUESTION 25)**
☐ Fair **(GO TO QUESTION 24)**
24. Why did you rate your overall experience as fair or poor?
-

IV. City Government Communications

25. From what sources do you receive information about the City government? **(CHECK ALL THAT APPLY)**
- | | | |
|---|--|---|
| <input type="checkbox"/> City Facebook page | <input type="checkbox"/> City website | <input type="checkbox"/> Elmhurst TV |
| <input type="checkbox"/> City Twitter feed | <input type="checkbox"/> Front Porch Quarterly mailed newsletter | <input type="checkbox"/> Family, friends, and neighbors |
| <input type="checkbox"/> Radio | <input type="checkbox"/> CodeRED emergency notification system | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Local newspaper (PLEASE SPECIFY) _____ | <input type="checkbox"/> City's alert center/Newsflash notification system | <input type="checkbox"/> Do not receive information about the City government |
| <input type="checkbox"/> City weekly e-newsletter | | |
| <input type="checkbox"/> City mobile app, Elmhurst Connect | | |
26. Which of the following is your **most** preferred source for receiving information about the City government? **(SELECT ONLY ONE)**
- | | | |
|---|--|---|
| <input type="checkbox"/> City Facebook page | <input type="checkbox"/> City website | <input type="checkbox"/> Elmhurst TV |
| <input type="checkbox"/> City Twitter feed | <input type="checkbox"/> Front Porch Quarterly mailed newsletter | <input type="checkbox"/> Family, friends, and neighbors |
| <input type="checkbox"/> Radio | <input type="checkbox"/> CodeRED emergency notification system | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Local newspaper (PLEASE SPECIFY) _____ | <input type="checkbox"/> City's alert center/Newsflash notification system | |
| <input type="checkbox"/> City weekly e-newsletter | | |
| <input type="checkbox"/> City mobile app, Elmhurst Connect | | |

27. Do you think the amount of information provided about City services is...?

☐ Too little

☐ About right

☐ Too much

28. How would you rate the quality of the information provided about City services?

☐ Excellent

☐ Poor

☐ Good

☐ Don't know

☐ Fair

29. Do you think the amount of information provided by the City on social media is...?

☐ Too little

☐ About right

☐ Too much

30. Overall, how satisfied or dissatisfied are you with the job the City of Elmhurst does in providing information to residents?

☐ Very satisfied (**GO TO QUESTION 32**)

☐ Very dissatisfied (**GO TO QUESTION 31**)

☐ Somewhat satisfied (**GO TO QUESTION 32**)

☐ Don't know (**GO TO QUESTION 32**)

☐ Somewhat dissatisfied (**GO TO QUESTION 31**)

31. Why are you dissatisfied with the job the City of Elmhurst does in providing information to residents?

32. How can the City government improve communication with residents?

V. Special Events and Programs/Elmhurst History Museum

33. From where do you receive information on community events and activities? (**CHECK ALL THAT APPLY**)

☐ City Facebook page

☐ City mobile app, Elmhurst
Connect

☐ Family, friends, and neighbors

☐ City Twitter feed

☐ Other (PLEASE SPECIFY) _____

☐ Radio

☐ City website

☐ Local newspaper (PLEASE
SPECIFY) _____

☐ Front Porch Quarterly
mailed newsletter

☐ Do not receive information
about community events and
activities

☐ City weekly e-newsletter

☐ Elmhurst TV

34. How would you rate the overall quality of community events in Elmhurst?

☐ Excellent

☐ Poor

☐ Good

☐ Don't Know

☐ Fair

35. What is your **most** preferred way to learn about cultural arts/museum activities in Elmhurst?

☐ Print publications (brochure/newsletter)

☐ Local Newspapers (Independent/Suburban Life)

☐ Email blast

☐ Major Newspapers (Chicago Tribune/Daily
Herald)

☐ Social media (**CHECK ALL YOU PREFER**)

☐ Facebook

☐ TV or radio news

☐ Twitter

☐ City of Elmhurst Front Porch Newsletter

☐ Instagram

☐ Other (Please Specify) _____

☐ Tik Tok

☐ Other (PLEASE SPECIFY) _____

36. In the next 12 months, how likely or unlikely are you to visit the Elmhurst History Museum?

- ☐ Very Likely → 36a. Why would you be likely to visit the museum? _____
- ☐ Somewhat Likely → _____
- ☐ Somewhat Unlikely → 36b. Why would you be unlikely to visit the museum? _____
- ☐ Very Unlikely → _____
- ☐ Don't Know

37. If you were to visit the Elmhurst History Museum, what time(s) would you be most likely to visit? **(CHECK ALL THAT APPLY)**

- ☐ Weekday afternoon ☐ Sunday afternoon
- ☐ Saturday morning ☐ Would not visit
- ☐ Saturday afternoon

38. What topics/themes/events/services would you like to see the Elmhurst History Museum explore in future programs and exhibits?

VI. Personal and Household Characteristics

Finally, we would like to know a little more about you and your household. This information will help us make sure that our data represents everyone in the City of Elmhurst.

39. How many years have you lived in the City of Elmhurst?

- ☐ Less than 5 years ☐ 5-10 years ☐ More than 10 years

40. In which area of the City of Elmhurst do you live? Please look at the map below and indicate the ward you live in.



- ☐ Ward 1
- ☐ Ward 2
- ☐ Ward 3
- ☐ Ward 4
- ☐ Ward 5
- ☐ Ward 6
- ☐ Ward 7

41. What is your age?

☐ 18-29

☐ 50-64

☐ Prefer not to answer

☐ 30-49

☐ 65+

42. What is your gender?

☐ Male

☐ Another gender identity, not listed here

☐ Female

☐ Prefer not to answer

☐ Gender non-binary

43. Are you of Hispanic, Latino, or Spanish origin?

☐ Yes

☐ No

44. Are you ...? **(CHECK ALL THAT APPLY)**

☐ Asian

☐ White

☐ Black

☐ Another race (PLEASE SPECIFY) _____

☐ Native Hawaiian or Pacific Islander

☐ Prefer not to answer

☐ Native American or Alaskan Native

45. What is the primary language spoken in your home?

☐ English

☐ Other (PLEASE SPECIFY) _____

☐ Spanish

46. What is your highest degree or level of education you have completed?

☐ Less than a high school diploma

☐ Bachelor's degree or some graduate study, no degree

☐ High school graduate or GED

☐ Graduate school degree (Master's, Ph.D., J.D., M.D.)

☐ Trade school, some college, or Associate's degree

47. What is your current employment status?

☐ Employed full time **(GO TO QUESTION 48)**

☐ Full-time student **(GO TO QUESTION 49)**

☐ Employed part time **(GO TO QUESTION 48)**

☐ Unemployed **(GO TO QUESTION 49)**

☐ Retired **(GO TO QUESTION 49)**

☐ Other (PLEASE SPECIFY) _____


☐ Full-time homemaker **(GO TO QUESTION 49)**

_____ **(GO TO QUESTION 49)**

48. Do you work in the City of Elmhurst?

☐ Yes, outside the home

☐ Yes, from home

☐ No  48a. In which town do you work? _____

49. Which of the following best describes the type of home you live in?

☐ Single Family House

☐ Townhome

☐ Apartment

☐ Other (PLEASE SPECIFY) _____

☐ Condominium

50. Do you rent or own your home?

☐ Rent

☐ Other (PLEASE SPECIFY) _____

☐ Own

51. Do you have children under the age of 18 years old living in your home?

- ☐ Yes
- ☐ No

52. Please consider all sources of income, before taxes, for everyone living with you in 2021. What was your 2021 annual household income?

- | | |
|--|---|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$100,000-\$149,999 |
| <input type="checkbox"/> \$15,000-\$24,999 | <input type="checkbox"/> \$150,000-\$199,999 |
| <input type="checkbox"/> \$25,000-\$34,999 | <input type="checkbox"/> \$200,000 or more |
| <input type="checkbox"/> \$35,000-\$49,999 | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> \$50,000-\$74,999 | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> \$75,000-\$99,999 | |

53. General Comments:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

THANK YOU FOR YOUR PARTICIPATION. PLEASE RETURN YOUR COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE TO THE CENTER FOR GOVERNMENTAL STUDIES, 1425 W LINCOLN HWY, DEKALB, IL 60115.

Appendix B: Survey Materials (Post Cards, Email Reminder)



[INSERT ID # HERE]

We want your feedback!

The City of Elmhurst has contracted with the Center for Governmental Studies at Northern Illinois University (NIU) to conduct a survey of residents. The survey will help us understand residents' opinions of living in Elmhurst, City provided services, and the areas that we should focus our attention on.

You may complete the survey that was mailed to you or you may complete the online survey at: <https://www.research.net/r/ElmhurstCommunitySurvey>. To access the online survey enter your ID # included in the top right hand corner of this postcard. Please complete the survey before June 3, 2022.

If you have any questions about the survey, please email Mindy Schneiderman at schneiderman@niu.edu.



[INSERT ID # HERE]

We have not heard from you!

The City of Elmhurst has contracted with the Center for Governmental Studies at Northern Illinois University (NIU) to conduct a survey of residents. The survey will help us understand residents' opinions of living in Elmhurst, City provided services, and the areas that we should focus our attention on.

You may complete the survey that was mailed to you or you may complete the online survey at: <https://www.research.net/r/ElmhurstCommunitySurvey>. To access the online survey enter your ID # included in the top right hand corner of this postcard. Please complete the survey before June 3, 2022.

If you have any questions about the survey, please email Mindy Schneiderman at schneiderman@niu.edu.

FROM:schneiderman@niu.edu via SurveyMonkey

- **DATE:** June 5, 2022 3:30 PM
- **SUBJECT:** CITY OF ELMHURST COMMUNITY SURVEY REMINDER
- **MESSAGE:**

CITY OF ELMHURST COMMUNITY SURVEY

Dear City of Elmhurst Resident,

Have you completed your City of Elmhurst Community Survey yet?

If you have not, please complete the survey as soon as possible online by clicking the "Begin Survey" button below.

If you prefer you can complete and return the survey that was mailed to you.

Thank you for your participation.

Mindy

Mindy Schneiderman, Ph.D.
Assistant Director
Center for Governmental Studies
Northern Illinois University
1425 W. Lincoln Highway
DeKalb, IL 60115
815-753-0039
schneiderman@niu.edu

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.

[Privacy](#) | [Unsubscribe](#)

Appendix C: Verbatim Comments

Note: Numbers in parentheses are the number of respondents who gave the response.

Why did you rate the City of Elmhurst as a place to live fair or poor?

Backwards thinkers

Excessive high-rises in downtown

Flooding

Imbalance between business interests and resident interests.

It's changing and not for the better

Lack of diversity

Mayor and aldermen care more about millionaire businesses and developers than residents.

Nothing being done for senior citizens

Parking deck on Addison is horrid.

People are snobbish

People who live in Elmhurst are rude and self-centered.

Pre-new downtown condos and parking garages, I would have said excellent.

streets in need of repairs

Taxes are too high.

Too many high-rises being built

Traffic

Unchecked construction of McMansions replacing older houses

What do you like most about living in the City of Elmhurst?

Schools

Education (2)

Elmhurst has a great school system, which is highlighted by the fact that many young families are starting out in the community.

Excellent public schools

Excellent schools (4)

Good school district (2)

Good school system

Good schools (19)

Great school district

Great schools (2)

Highly rated schools

Its schools

Pretty good schools

Private schools

Quality education

Quality of education

Quality of school options

Quality school and education resources

Quality schools, private schools

School district

School options

School system

Schools (37)

The public schools are a draw.

The schools

The schools are great.

The strong school system

Access to Transportation

Access to airport and expressways

Access to expressways

Access to expressways, Metra

Access to good highways

Access to highways (6)

Access to Metra

Access to O'Hare, I-294, I-88

Access to O'Hare and highways

Access to public transportation

Accessibility to highways

Accessibility to highways and airport

Central location (rail, highway, etc.)

Central location to expressways and Metra
 Centrally located to airport and trains
 Close proximity to major expressways
 Close proximity to O'Hare airport
 Close to airport
 Close to all expressways
 Close to expressways
 Close to highways (2)
 Close to highways and Metra
 Close to major highways
 Close to Metra
 Close to Metra line to Chicago
 Close to transportation (2)
 Closeness to expressway
 Connections to freeways and tollways
 Convenience of highway and train (location)
 Convenience of train to city
 Convenience to O'Hare and all major expressways.
 Convenience to expressways
 Convenience to tollways
 Convenience to transportation
 Convenient roads
 Ease to downtown via train and car
 Easy access to all major highways
 Easy access to highways
 Easy access to main thoroughfares
 Easy access to major roadways (2)
 Easy access to the highway system
 Easy highway/train access to downtown Chicago and O'Hare Airport
 Expressway and commuter railroad access
 Good transportation to Chicago
 Its access to transportation
 It's close to highways.
 Location relative to transportation
 Location to O'Hare and expressways
 Location to the roads, trains, and airport
 Location: accessibility to trains, expressway
 Location-close to expressways
 Mass transit and access to highways
 Metra (2)
 Metra access (2)
 Near highway, train
 Proximity of O'Hare
 Proximity to airport and highways

Proximity to airports and highways
Proximity to all expressways
Proximity to highways
Proximity to highways and tollways
Proximity to major highways (2)
Proximity to ORD
Proximity to the airport
Proximity to transportation
Proximity to various roads
The accessibility to expressways, train
The city's location to major expressways and express train service to downtown Chicago
The location to get on highways, train
The Metra train is optimal
Train access (3)
Very accessible to all expressways

Safe/Low Crime

Feel safe (3)
Feeling safe (2)
Feels safe (3)
I feel safe.
It feels like a safe town.
It is a safe place to live.
It is considerably safe.
It is generally safe.
It is safe. (5)
It seems like a safe place
Low crime (5)
Low crime rate (2)
Relative safety
Relative security
Relatively safe community
Safe (11)
Safe community
Safe neighborhood but close enough to the city
Safe place for living
Safe place to live
Safe place to raise a family.
Safe street
Safety (26)
Safety (police, fire department, hospital)

Parks/Park District

Access to parks, green space

Attractive parks

Berens Park

Courts Plus

Decent parks

Excellent parks (2)

Excellent parks, and programs for all ages.

Fitness facility

Good Park District (2)

Good parks (3)

Great Park District Department

Great parks

Green spaces

I think the parks, pools, and opportunities through the park district are great.

Lots of green space

Lots of parks/green space, pools

Many nice parks

Nice parks (2)

Park District (6)

Park District programming, parks

Parks (35)

Parks and playgrounds

Parks and pools

Parks, Park District

The two wonderful pools

Variety of parks

Very good park facilities

Location

A great location

Central location

Central proximity

Centralized location

Centrally located

Centrally located and close to just about everything

Convenient location

Easy access to many places due to the location

Geographic location

Good location

Great location-close to everything

Its location

Location (49)

Location (central and near highways)

Location (central to metro area)
Overall location within Chicagoland
The location is convenient for me.

Appearance

Appearance
Beautiful
Beautiful community
Beautiful neighborhoods
Beauty
Beauty, landscape
Clean (12)
Clean community
Cleanliness (6)
General look of town
Homeowners' upkeep of homes and yards
Homes are cared for and look neat.
I like that the city is well-kept
It is beautiful.
It is clean (2)
It is well-maintained. (2)
It seems like a well-maintained city
Manicured neighborhoods
Mature trees (2)
Organized and well-kept
Pretty
Streets and sanitation upkeep
The beautiful surroundings
The beauty (mature trees)
The city is clean.
The cleanliness
The landscaping
The tree lined streets are a true joy to live with.
Tree lined streets
Trees (5)
Trees/greenery
Very clean
Very well maintained, and most importantly owner-occupied.
Well-kept residences
Well kept up
Well maintained
Well-kept

Convenient to Chicago and Other Suburb

Access to all areas of Chicagoland
Access to Chicago
Access to Chicago and surrounding areas
Access to city
Access to city and surrounding suburbs
Access to greater Chicagoland
Access to the City of Chicago
Accessibility to Chicagoland at large
Accessibility to downtown Chicago
Central location in Chicagoland
Central location to get downtown
Central location with ease of access to Chicago, other suburbs
Centrally located in Chicago metropolitan area
Centrally located to downtown
Close proximity to Chicago (2)
Close to Chicago (5)
Close to downtown Chicago
Closeness to Chicago and other places I want to be
Convenience to Chicago (3)
Convenient to Chicago and other suburbs
Easy access to Chicago and other surrounding areas
Easy access to Chicago and surrounding area
Easy access to the City of Chicago
I enjoy the proximity to Chicago.
It is close to the city.
Location in Chicago area
Location to Chicago
Location to Chicago (2)
Location—proximity to Chicago and suburbs
Near Chicago (close access)
Proximity to Chicago (2)
Proximity to Chicago (5)
Proximity to Chicago and surrounding suburbs
Proximity to Chicago/work
Proximity to get to other places
Proximity to Metro Chicago (car, Metra)
Proximity to the city (2)
The accessibility to Chicago

Library

Excellent library (5)
Good library
Great library (5)
Great public library
Library (32)
Library is the best.
Our awesome library
The incredible library
The library is first rate.
The library—it is amazing.
Very good library facilities

People

Everyone is welcoming.
Friendliness among neighbors
Friendly community
Friendly neighbors (2)
Friendly neighbors, people
Friendly people (8)
Good neighbors (2)
Good people
Great friends
Hometown friendliness
I've had mostly nice interactions with people in the community.
My neighbors
Neighbors (3)
Nice neighbors (some)
Nice people (2)
People (12)
People are friendly.
People of Elmhurst
Strong neighborhood connections
The neighbors are friendly. (2)
The people are great.
The people. They are helpful and caring.
Wonderful neighbors
Wonderful people

Downtown

City Centre (5)

City Centre has great character and historic buildings that really make the city unique.

Downtown (11)

Downtown area

Downtown area (5)

Downtown area with many restaurants and shops

Downtown areas with bars and restaurants,

Downtown City Center

Good downtown, ample parking, great restaurants

It actually has a downtown (City Centre) area, because many suburbs do not have a city center.

Lively downtown

Love the City Centre area

Nice community with a cute downtown

Nice downtown area

Pretty City Centre

The downtown

The downtown is a great asset by having an area that attracts good restaurants as well as nighttime activities.

The downtown is destination oriented.

The lively downtown atmosphere

The rejuvenated downtown

Vibrant downtown (3)

York and Spring Rd. downtown

Amenities are Nearby/Convenience

A lot of variety close to home

Central location to get to services, stores

Close to all stores

Close to everything

Close to everything I need

Close to everything. As a musician, it's easy to get to any highway going in all directions.

Close to shopping (2)

Close to shopping, restaurants, and medical

Close to stores

Convenience (8)

Convenience to downtown restaurants, shops, and public transportation

Convenience to everything

Convenience to local needs like shopping, parks, hospital

Convenience to so many things.

Convenience—restaurants close and highways close

Convenient and concise shopping districts

Convenient shopping (2)

Easy access to all of the amenities and services

Everything is convenient, grocery store, banks, City Hall, parks, and it's next to Oakbrook's shopping,
Everything is here and we don't have to go far for anything.
Everything is very convenient--shopping, expressways
Proximity to everything, both within Elmhurst for kids' activities, as well as proximity to expressways to easily get to other suburbs and the city.
Proximity to many places
Proximity to parks, restaurants, highway
Shopping and health resources readily available nearby.
Stores are close. Doctors are close.
The convenience of everything shopping, banking, schools, etc.
The nearness of all the amenities
We live downtown and the proximity to the restaurants, shops, and health club

Stores, Businesses, Restaurants

Convenience of downtown stores
Convenient shopping
Downtown businesses
Downtown dining
Downtown shops
Good groceries
Good shopping
Great bars and restaurants
Local business options
Lots of restaurants (2)
Lots of stores
Restaurants (8)
Restaurants, stores
Shopping
Shopping, dining
Shopping, restaurants
Shops
Shops, restaurants
Shops, restaurants (2)
The downtown shops, restaurants
The local entertainment and restaurants
Variety of restaurants
Variety of restaurants, bars, and shops
Variety of shopping, restaurants
Vibrant businesses
We have three nodes of great retail (York/Vallette, Spring, and Downtown).

Sense of Community

Community feel (8)
Community feeling (2)
Feeling of a cohesive community
Feeling of community
Good sense of community (2)
Its sense of community
Sense of community (15)
The feel of community
The sense of community
The sense of community and neighborliness
The strong sense of community

Walkability

Can walk to downtown
Can walk to everything from our home
Easy to walk to most things
Everything I need is in walking distance.
I love the walkability.
It is walkable.
It's very walkable.
It's a walking town.
Its walkability
Living near downtown, can walk to restaurants, YMCA, etc.
The walkability of the area
Very walkable
Walkability (9)
Walkability to restaurants/downtown
Walkable (3)
Walkable area
Walkable downtown
Walking
Walking distance to the downtown and professional services
We love that we can walk most of the time and not have to get in our cars.

City Services

City services (8)
City services are excellent.
City services, i.e.: permits, plowing, forestry, sewer, etc.
Emergency services—police and fire
Excellent police, fire dependability
Excellent public safety department
Fast response from the police
Flood mitigation

Good city services (2)
Good government services
Good public works department
Great police department, great fire department
Police
Police and fire departments are top notch!
Police protection, city services
Public safety, city services
Public works is good
Services provided
Sidewalks, street cleaning
The police and legal system are good.

Peaceful/Quiet

Calm
I like the tranquility the city offers.
It is quiet. (2)
Mostly quiet, except for the constant speeders on Van Auken
Peace and quiet
Peaceful (2)
Quiet (6)
Quiet location
Quiet neighborhood (2)
Quiet streets (2)
So much! It's a peaceful place to raise a family.

Neighborhoods

Attractive neighborhoods (2)
Good neighborhoods
Neighborhood (5)
Neighborhood feel
Neighborhood is good
Neighborhoods (7)
Nice neighborhood
Our neighborhood

Family Friendly

A great place for families
Abundance of activities for youth
Child-friendly city
Close-knit family-centric community
Community with great family values
Cute family-oriented community
Easy to live here with kids-lots of kids' programming

Family centered community

Family focused community

Family friendly (2)

It is very family-friendly and organized. Lots of free fun things for families to do.

It's a perfect community to raise a family.

Kid and family friendly

Lots of families with children

Other young families

Places for kids to gather

Programs for kids

Walking Paths/Bike Trails

Bike trails

Good trails

Prairie Path (11)

Running paths

The Prairie Path is a nice conduit

Walking trails

Small Town Atmosphere

Big city opportunities with a small town feel to it!

Hometown spirit

Small, hometown feel

Small town atmosphere

Small town community feel

Small town feel (4)

Small town image, but it is changing.

The small town feel of the immediate downtown area (between North Avenue and St. Charles Road, and Maple Avenue and Arlington/Haven Road)

The smaller town history and experience

Community Events/Activities

Community activities (3)

Community events (3)

Elmhurst has a lot of community events

Lots of activities/events

Musical and art festivals

Parades

Other Likes

A community commitment to acceptance and openness—e.g., the Pride Month campaign, "Everyone is Welcome in Elmhurst," Moms Demand Action and other social awareness campaigns

A great city

Art museum, Wilder Mansion

Atmosphere

Availability of banking

Basically the "bones" of the city are just really amazing.

Churches (2)

City enrolls most every age group and ability. Provides for better living opportunities.

City government

City government, city staff, and it is a forward-thinking community. In addition, the city has given me an opportunity to serve our city on two commissions and the library board.

City Hall responds to the needs of its people.

City nearby, suburb feel

Close to Oakbrook Mall

Combines "downtown" amenities without the crowding and bad governance/hassle of Chicago

Community atmosphere

Community involvement and high living standards

Community organizations

Diversity within community

Elmhurst has everything we need.

Elmhurst Hospital (2)

Elmhurst University (3)

Everything is available

Familiarity (both my wife and I were born and raised in Elmhurst)

Familiarity with the community

Family and friends are located close by

Good balance of population density and amenities

Good city government

Good hospital

Great amenities

Grew up here, so I know the value of living in Elmhurst

Has a university

Has everything, big city has but on a smaller scale

Have lived here for over 50 years. Like the memories and all of the connections.

High quality of life

Homeowners take pride in their residences.

Hospital

Houses that are not all the same

Housing choices

I like that my entire family lives in Elmhurst.

I like the diverse appeal of the homes

I was born here.
I'm close to my son and his family
I'm near the hospital.
It has all the amenities a city needs
It has something for everyone regardless of wealth or age.
It is an established community with a rich history, and I have roots here. So many people come back to Elmhurst.
It is incredibly easy to bike everywhere.
It is stable.
It provides amenities and infrastructure suitable for average or above average living.
Its charm
Its history
It's like a mini-Chicago. Downtown has all the shops and restaurants and now more apartments and an entire N/S/E/W side as the suburbs.
Its tradition and history
I've lived here 50 years. Very progressive.
Knowing the people who live and work here-belonging
Low turnover
Many things to do
Movie theater (3)
Museum (3)
Nice relaxing community for a retired person.
Not a commuter city
Not too many busy streets
Overall quality
Places of worship
Pleasant (2)
Pleasant environment
Proximity to my family in west suburbs
Proximity to Oakbrook Mall
Proximity to our family
Size of the city
Sports options
Still has a unique feel, although that is changing with all the downtown condos.
The college (2)
The connectivity of a tight-knit community combined with the amenities of an innovative city with the close proximity to downtown Chicago
The demographic makeup
The fact there is a large Catholic community, which is in line with my faith.
The layout of the city is incredible.
The services (library, schools)
The town amenities (2)
The trolley
Upscale community (2)

Urban community environment
Variety of things to do,
Welcoming
Well established community
York Movie Theatre

Other Comments

Nice place to live
The likes keep getting fewer and fewer every year.
Unsure

What do you like least about living in the City of Elmhurst?

Taxes

#1 school's large property tax increases

Above average taxes

California's property taxes are a fraction of Elmhurst's. When seeing how our tax dollars were spent, I was shocked at how much money is spent on pensions.

Cost of taxes (2)

High property taxes (7)

High property taxes attributed to D205

High property taxes, especially on new construction. Doesn't feel high end.

High real estate taxes

High taxes (12)

High taxes in DuPage and Elmhurst in particular

High taxes not being used for basic upkeep of neighborhood, i.e., all entrances/exits to highways are filled with trash/litter.

High taxes, most of which are going to pensions and not the schools

High taxes will move soon, all good schools, but high taxes!

Paying obscene taxes, and still getting charged every time you turn around for something ridiculous. Garbage, water, vehicle stickers - it's ridiculous how much you pay above and beyond your mortgage, and when you see what it is spent on, it is not warranted.

Property tax (2)

Property tax is excessive.

Property taxes (11)

Property taxes and new "exit tax" on homeowners selling and moving out of town.

Property taxes that keep on going up every year.

Property taxes way too high

Property taxes. Paying tax money to support a township whose duties could be done by already-existing governmental entities.

Property taxes-much higher than surrounding towns

Real estate taxes (2)

Real estate taxes (school portion)

Real estate taxes are high

Real estate taxes are very high.

Real estate taxes too high

Ridiculously high property taxes

Ridiculously high taxes

Rising taxes

Tax rate while bigger houses are built driving larger tax revenues. Seems like our tax rate should hold instead of increase

Taxes (29)

Taxes are high (2)

Taxes are too high considering we have no children in District 205 for over 12 years

Taxes are too high. (4)

Taxes, taxes, taxes, and taxes

Taxes, but they are necessary to maintain the things I like :)

Taxes, real estate

The high cost of property taxes due to the schools. The schools are good, but not turning out geniuses to warrant this much \$

The high real estate taxes

The property taxes are incredibly high, unreasonable in my opinion.

The taxes (2)

The taxes. They go up so much.

Too-high taxes

New Construction

A lot of big houses have changed the home style feel of the place.

All of the new buildings and new houses

All of the new houses being built and the congestion it causes

All the high-rise buildings being built downtown

All the new large homes and how they contribute to the already bad water/flooding problem

All the teardowns and huge, tall houses

Big condos

Big structures like parking buildings

Building too many condos in downtown area of Elmhurst.

Complete over expansion- too many units

Constant building of huge houses. Lot line to lot line.

Construction of multi-unit residential buildings

Construction of so many high-density apartment and condo buildings in the downtown area, further exacerbating the issue of traffic control

Demolition of older homes

Downtown Elmhurst overbuilt (2)

Downtown has changed, overbuilt with high rise structures

Downtown high rises, too many McMansions

Excessive high-rises downtown, unchecked construction of McMansions replacing older, more attractive housing with loss of greener look

Giant houses built on small lots

High buildings in downtown

High rise condos

Homes are changing to larger than needed

Houses being so close together and feeling everyone is on top of one another

I don't like when builders buy up the properties and put the same looking homes on every lot. It makes Elmhurst look cheap.

large homes being built

Lots of tear downs and building back huge mansions

McMansions & McCondo developments

McMansions on small lots

New condos/apts. in downtown.

New construction (2)

Number of new apartment buildings

Over building and increased density

Overbuilding (2)

Overbuilding of downtown

Overbuilding on home lots, reduction of setbacks, building way out of scale downtown

Teardowns

The amount of new developments that are bringing a ridiculous amount of people into this once small city.

The garbage left behind by new home developers, that every house built is mansions, looks the same

The high rises in the downtown area has taken away of appeal of the area and much more congestion and more traffic in that area as well.

The house teardown culture

The increasing number of larger structures in the downtown area (Especially The Marke which doesn't fit the Elmhurst aesthetic at all).

The introduction of high-rise buildings

The monster houses that cause flooding and make it greatly unaffordable to live here

The new houses are built next to traditional old homes losing the character of the older homes still existing

The newer tall buildings downtown

The preponderance of McMansions, the startling apartment/condo overbuilding downtown

The style of the new buildings

There is no restriction on the demolition of perfectly good houses to be replaced by McMansions.

Too many big condos

Too many condo/rental buildings

Too many condos

Too many condos, townhouses, and apartments being built.

Too many construction projects without looking into impact to neighbors

Too many downtown high-rise condos

Too many high buildings lost some character

Too many high-rise condos/apartment buildings right in downtown area (City Centre)

Too many high-rises, overcrowded with condos.

Too many large-scale apartments and other apartment buildings being built

Too many new condos/apartments in downtown Elmhurst

Too many new high rises that cause driving congestion

Too many tall buildings

Too many teardowns and big lot-filling houses

Too many teardowns changing Elmhurst, pricing people out, losing character and smaller town charm. Giant houses are basically all the same.

Too many teardowns with builders not being sensitive to neighbors while building.

Too much building in the downtown area

Too much development in downtown area, buildings getting too high, more congestion

Types of homes being built

Ugly apartment/condo buildings in downtown Elmhurst

Traffic

Commuting through town

Congested traffic in shopping districts

Congestion/traffic

Increased traffic

Increasing traffic congestion

Most roads too congested - York, St. Charles, North Avenue.

Occasional traffic backups on York Road and Spring Road

Rush hour traffic

So many townhomes and new homes built without consideration to traffic flow. Traffic is becoming more and more of a major problem.

Street congestions

Too much traffic

Traffic (29)

Traffic congestion (8)

Traffic congestion around schools and downtown

Traffic congestion especially in downtown area

Traffic congestion in downtown area (City Centre)

Traffic during peak hours

Traffic in downtown Elmhurst

Traffic is problem (sometimes)

Traffic throughout town

York Rd. traffic south of downtown

City Services

High fees on garbage collection, no choice in cable

Building codes that don't make sense

City services

Fees for garbage and high-water bills

Flood control

Flooding (4)

Flooding issues

Having to pay extra for yard waste and extra cans of garbage.

I would like to see more upkeep of certain areas of Elmhurst (York and Butterfield) and York Road just north of North Avenue.

Lack of police leadership

Laws and rules that appear to be ignored by police and city.

Letting homeowners leave the outside of the home in disrepair

No sidewalks

No sidewalks on north side to schools

Online payment system for water bills

Past flooding.

Permit costs for windows

Poor planning and excessive spending by city government, specifically with regard to the downtown.

Poor repair of side streets after new construction homes

Poor storm water management

Poor street repair

Poor streets

Poor timing of streetlights

Poorly regulated zoning,

Potholes

Road condition

Roads -Butterfield and York area needs attention and updated for traffic and pedestrian safety.

Better safety for pedestrians--parks, schools, and crosswalks around town.

Sidewalk repair costs

Slow responsiveness to needs (like cracks in sidewalks),

Snow removal by me bad as well as flooding

Snowplowing stinks

Takes longer for snow removal and salting than in neighboring suburbs.

Teardown construction rips up streets and repairs are poor, requires the city to repave more often and then the process starts over again.

The lack of modernization of the city functions is surprising. As someone who previously lived in the City of Chicago, it is hard to believe that Elmhurst is so antiquated. In addition, the police force seems wildly inept and over militarized.

The police need to be disciplined; they hand out tickets like candy. They are deceitful. They break laws like failing to use turn signals, they are supposed to set an example. They are extremely egotistical; the power of authority feeds their arrogance. They care more about money than community. Over the years they have become disgraceful.

Too many city ordinances and regulations on property owners

Water bill

Water costs

Water/garbage extremely high

We are nickel-and-dimed for garbage stickers, alarm permit stickers, and city parking stickers.

Seeing neighbors fight for flood prevention is surprising the city hasn't come up with better solutions especially for what people pay in property taxes.

Zoning rules seem vague compared to other places I've lived.

Cost of Living

Affordable housing, for retired people

As a senior person, living here for 56 years, I would like to downsize to a condo, but there aren't many places to move to. We are now building luxury apartments (big rents) and luxury townhomes (stairs).

Cost (2)

Cost of housing

Cost of housing bringing entitlement.

Cost of housing is exceedingly high

Cost of living

Cost of living for seniors

Ever increasing expenses

Expensive (2)

Expensive for everything.

forcing out middle class/seniors--home prices and taxes

Getting too expensive-

Getting too expensive to live in.

Home prices

Housing cost

Housing expensive

It is very expensive.

Need above average income to live here

Prices too high for seniors and disabled

Ridiculous housing prices

Severe overpricing for middle class retired people

The cost and 'have' or 'have not' dichotomy of the City areas.

The cost of living

The rising cost of housing, in both taxes and purchase price

Very expensive

Lack of Diversity

So white

Could be more diverse

I wish we were more inclusive of Black families in Elmhurst. The Black population hovers around 2% in part because it's so expensive to live here.

Lack of diversity (12)

Lack of diversity and sense of entitlement

Lack of diversity, obvious displays of white privilege

Limited diversity

Needs more diversity

No diversity

Not much diversity. Very white and too republican.

Recent increase in groups promoting an anti-inclusive message.

Still doesn't seem particularly hospitable to POCs.

Very little diversity

Trains

Busy train schedule. Train very often blocking town flow.

Freight trains going through and blocking the intersections for long periods of time.

Haven Road train track crossing (dangerous, gates go down when there isn't a train)

Stalled trains

Stopped trains

The amount of freight trains that come through every day causing traffic, and how there is only one bridge in downtown Elmhurst to help people get around it. I don't know the exact number, but I wouldn't be surprised if the daily freight train count was close to 15-20 per day. it's insane.

Metra trains aren't an issue since they pass quickly.

The stupid train through the middle of downtown

The train

The trains that stop in the tracks

Train crossings at grade

Train inconvenience

Train traffic

Trains (5)

Trains blocking railroad crossings for extended periods of time

Trains blocking traffic across tracks

trains stopping on the tracks

Waiting to cross the railway while the cargo trains are crossing

Amount of freight trains

More Businesses/Greater Variety of Businesses

Diversification of downtown businesses

Lack of major retail stores

Lack of more family style restaurants, not just Italian

Lack of restaurant and other entertainment options

Lack of retail stores - a lot of spas, manicure, exercise stores, but not actual retail shopping stores in downtown area.

Lack of variety for shops and restaurants

Lack of variety of restaurants

Location relative to Oakbrook Mall and downtown Chicago means that most shopping/restaurants are located out of town.

No Trader Joe's

No Trader Joe's or Aldi

Not enough good/healthy lunch places and (even though I do enjoy them all) too many Italian dinner places.

Not enough restaurants that are focused on gluten free, vegan, vegetarian

Restaurant diversity, too many gyms and hair salons, lack of options to dine and shop

Seems there is a lack of planning to create a diverse mix of businesses (e.g., too many same kind of restaurants, etc.).

Too many banks, nail, empty storefront locations.
Too many duplicate businesses that could be better.
Would like to shop in Elmhurst, but the stores that have the goods that we want... are in the surrounding towns. No large hardware stores.

Increasing Crime

Burglaries
Crime--proximity to Cook County residents
Crime
Crime is on the rise (2)
High crime rate.
Increase in crime (3)
Increasing crime due to proximity to Chicago.
Near high-crime towns
Recent increase in crime.
Safety concerns being so close to I-290 and other challenged neighborhoods
Should improve safety issues
The proximity to Cook County is also another concern with the crime associated with that county spilling over into DuPage.
The rising crime issues

Noise

Again, we live downtown. When the weather is nice and we open the windows, very loud.
People noises, late night car engines, train noise.
Airplane noise (2)
Airplane noise, traffic from the highway
Airplane/train noise
Airplanes, trains, highway noise
Highway noise.
Noise
Noise-tollway, highway, planes, trains, and dogs
Noisy (2)
The highway and airport noise
Traffic noise from 294/290 in my neighborhood. Could more be done to put plantings/noise reduction systems?
Train noise
Train squeak/noise

Park District

Mediocre Park District
Not enough natural areas
Lack of green space
Park district online sign up... need more availability
Park district registration

Park district reservations for programs online. Long wait lists for programs. System crashes every time.

Parks and rec facilities

Registering for activities

Park District facilities need to improve

The park district has not kept up with the influx of families and is a strain that will hold Elmhurst back from reaching its fullest potential. There is just not enough activities to match the demand from the community. The investments also lack behind in the quality of the facilities compared to the neighborhood. There should be an investigation around the taxes generated vs. the money into the park district and/or the effectiveness of the expenditures.

Pools are not attractive, park district facility outdated, and classes mostly for young kids

Lack of Park District offerings

The state of the parks, Elmhurst Park District programming limitations

Ben Allison Park is 10 years overdue for a refresh.

No proper baseball fields for older kids.

Overcrowding

Becoming over-populated

Becoming very crowded

Congestion

Congestion (3)

In the last few years, Elmhurst has overbuilt the downtown area. It has ruined the aesthetics and it is too crowded.

Increased congestion downtown with all the apartment buildings and condos.

Overcrowding

Overcrowding in schools and park district

Overgrowth of downtown Elmhurst and the change of the downtown atmosphere

Overpopulation of apartments and condos because of section 8 when we are paying higher taxes.

Roads around town don't seem to have the capacity to support the growth in housing development (e.g., single family and multi-unit).

Too many people

Schools

Challenging public schools with COVID and current climate

CRT, schools

Decline in schools

Increasing MAGA and anti-vaxx trolls who are loud and obnoxious and are taking over school board meetings with lies about CRT and grooming and SEL and are holding protests at schools over masks.

No secular private schools

Quality of elementary and middle schools. York, however, is excellent.

Quality of schools (taxes are outrageous but school are only rate 8 out of 10. 8 is good but not acceptable given the taxes we pay). Also, schools are overstepping their bounds, trying to teach

things that should be up to parents. We will handle politics and values. You focus on the formal education.

School board

Schools

Schools' decision-making during pandemic

schools going downhill

Should improve school district

Taxes are too high, and schoolteachers' union has far too much control for the tax dollars we spend. Our family moved here for the schools and have since gone private. The teacher's union had too much control and made it very hard for working families in 2020-2021. When we saw how much more attention our children receive in private school we are staying and don't know if we'll stay in Elmhurst. For students who need help but don't have an IEP are often left behind. Compared to other states we have a very high rate of IEPs and it's because the schools don't give students personalized attention without them.

The education system may be going downhill (from being one of the best.)

Parking

Car sticker requirements

lack of parking spaces.

Limited parking around the town

Not enough parking

Not enough parking in downtown Elmhurst

Parking (2)

Parking not well enforced

The annual city sticker

The parking is a pain. As residents with a sticker, we should be able to park anywhere for more than three hours. Reserve the parking limit on non-residents. It's ridiculous that we cannot put our cars on the street for say, a day, while we clean out the garage.

Traffic on streets due to so many cars parked there.

Cars Speeding and Other Traffic Violations

Ability to get to stop signs put in our neighborhood where our street becomes a racetrack

Drivers ignoring stop signs and driving too fast. Drivers of large SUVs unable to maneuver their vehicles, driving over curbs in the downtown area and endangering cyclists and pedestrians.

Drivers in the parking garages driving far too fast.

Drivers not stopping, speeding on neighborhood roads

Driving laws not well enforced

Nobody obeys stop signs

People who do not stop at stop signal

Speeders on North Avenue

Way too many cars driving down residential streets to cut through and at high speeds. I would like to make it difficult to do this by cul de sac or speed bumps.

Nothing

Can't really think of anything.

Can't say there is anything that we don't like about the town.

No negatives

None

Nothing (7)

Nothing so far.

Nothing to complain about.

Nothing, really

Yet to find anything

Other Dislikes

Above ground power lines everywhere

Air quality

Also, Elmhurst needs a large indoor sports facility ASAP.

Better cleanup of expressway ramps

Bike routes (protected)

Bike trail crossing on York Road

Car centered transportation. Difficult to walk/ride downtown from neighborhoods.

Changes in downtown Elmhurst

City asks for input then disregards it.

City government

City Hall is a huge disappointment. Rude employees at the desk up front.

Conservative politics and rigidity of some neighbors

Construction (290 and St. Charles)

Danger created by bike riders

Drug infiltration

Elitist attitude of some residents

Empty store fronts due to rent prices

Empty storefronts

Entitled residents

How people feel like they are entitled.

I don't like the way the north side of Elmhurst is treated compared to south Elmhurst.

I don't like the clubbiness of certain parts of the town

I'd like to see a bigger, better downtown. Bigger variety of businesses. Improvement in areas where you enter Elmhurst. (Lake Street, North Ave and North York Rd I think businesses should have to landscape the front of their properties and then maintain them. North York Rd by the 290 is always a messy area. Looks bad.

It lacks affordable housing options to increase the economic diversity of our town.

Lack of a sense of true community

Lack of bike routes (2)

Lack of concern for citizens' problems

Lacks services for seniors

Landlocked

Losing neighborhood feel
Mixed income housing opportunities
More affordable housing please!
More businesses should be animal friendly
Multifamily buildings downtown or anywhere in Elmhurst.
Need more bike and walk path and more seating for older people or the infirm.
No affordable housing
No true fishing locations.
North Ave (State Highway) with trucks going right through the middle of town
Not enough affordable housing
Not enough public grounds for gardening, not enough pedestrian only walkways, and no composting.
Not taking full advantage of the new marijuana laws to allow both medical and recreational sales and then apply a city tax on all purchases. Why would we not want to do this??
Nothing much for teens to do
One-way streets
Pedestrian underpass under railroad tracks
People are very cliquy and it's hard when you first move into this community.
People who act entitled without care for others
Pettiness of residents
Police won't address homeless man who attacked me verbally with death threat. a report was filed with police however homeless man is still haunting me anytime i leave my senior apartment.
Political infighting
Politics
Possibility of tornados
Power goes out too often.
Power outages
Progressive politics
Republicans
Response and attitude of city workers.
Road closures
RV parking in driveways
Separation of "North" and "South"
Small town mentality and number of alcoholics
Smallish downtown area
Snobby attitudes
Social divide between North and South side. South side attitude toward the North side is nothing short of discrimination.
Some areas of Elmhurst seem neglected, for example, areas north of 290 lack sidewalks and the York Road is ugly.
Some restrictions on certain roads
That north area doesn't have sidewalks when south area is constantly updated.
The city council allowing business to encroach into neighborhoods without considering the neighbors.

The city has changed over the years, people attitudes seem more self-centered than when we first moved in.

The City issuing stormwater bonds without a dedicated payment source

The fact that the political demographic is changing. It is becoming less conservative.

The liberal hypocrisy

The loss of small-town feel

The main drag (N. York Street) doesn't feel open and inviting like other cities (La Grange, Wheaton, etc.). It doesn't help that it's one way and taking people out of the city instead of into the city. Also, many of the main shops downtown aren't that modern and exciting.

The northside of town is not as developed or modern as the south side of town.

The pace of changes to the city

The quarry

The recent hard turn away from that small town feel and towards building an "urban" suburb.

The wildlife-skunks and squirrel

There are no large size auditoriums to perform--resort to churches.

Too conservative

Too many progressive liberals moving in

Travel from South to North on York Road.

Underdeveloped south end of town--should be more restaurants, retail like the downtown Elmhurst area.

Uppity neighbors in their new mega mansions

Vacant storefronts

Water fountain and the loitering. It's uncomfortable.

Water quality

Way too many children

We are losing that small town feel

We have lost the small-town feeling and our uniqueness

Weather

What seems like an undercurrent of people who complain about everything and don't seem to like the way their community is diversifying. Luckily these seem to be vastly outnumbered by wonderful families and other residents.

Other Comments

A lot of the younger families seem to worry only about their 2.5 children and not the bigger picture of how their actions impact the world.

Groups like EPIC who spew Fox News talking points, stage political theater demonstrations in front of elementary schools--while screaming at the young students--and the fact that **[NAME REMOVED]**, which is disgusting., and how a name like **[NAME REMOVED]** or **[NAME REMOVED]** gets plastered on lawn signs everywhere, simply because it's a recognizable name, instead of someone who represents substantive ideas and innovations.

What are the **three most important** issues the City of Elmhurst faces?

High Taxes

Already high taxes
Charging too much Property tax
Controlling taxes
Cost of taxes
Cutting taxes
Decreasing property taxes with inflation / ascending home values
Ever-increasing property taxes
Excessive property taxes
Expensive taxes
High property taxes (7)
High property taxes (2)
High property taxes that keep rising. Businesses should incur some of the rising taxes, not just homeowners.
High property taxes!
High real estate taxes.
High taxes (19)
Hope to stall or lower taxes
Increase in taxes
Increasing property values
Keep taxes low
Keeping property taxes moderate.
Keeping taxes affordable
Keeping taxes down
Keeping taxes reasonable (2)
Keeping taxes within reason
Lower taxes (3)
Lower taxes-streamline inefficiencies
Lower the property taxes
Lowering taxes
Managing property tax growth
Not conducive to stay once retired due to taxes
Over taxation
People moving out of state or to neighboring towns due to taxes
Property taxes (15)
Rate of property taxes
Real Estate cost - I'm retired and it keeps getting more expensive
Real estate taxes (6)
Real estate taxes are forcing people out
Reducing real estate taxes while maintaining services
Rising property taxes (4)
Rising taxes (2)

Sky rocketing taxes
Stable taxes
Tax burden
Tax for amenity balance
Tax increase
Taxation
Taxes (56)
Taxes are terrible
Taxes are too high
Taxes are way too high
Taxes high
Taxes negatively impacting home appreciation values
Taxes too high
Taxes too high (2)
Taxes unaffordable for seniors
Taxes, of course!
Taxes/housing too high priced, especially for retirees
Taxes-property

Safety/Crime

As a parent I'm very worried about school and other public area shootings
Chicago crime
Continued safety
Crime (36)
Crime - easy transportation connections mean easy crime in/out
Crime - low but still nearby and in the town
Crime - out of control. Too many coming from Cook County
Crime coming in along major roads (North Avenue for example)
Crime committed by out-of-town people.
Crime control
Crime feels like its going up
Crime from Chicago due to proximity to expressways
Crime from out-of-towners
Crime from surrounding areas
Crime from the city
Crime has increased
Crime is going up
Crime prevention
Crime reduction
Crime spilling over from the city
Crime/gangs
Crime: thefts, shoplifting, etc.
Criminals coming in from other towns to make it unsafe.
Curbing crime

Encroaching crime
Ensuring our first responders are prepared for increased crime (city spread)
Growing crime problem
Increasing crime
Increase in crime
Increase in recent crime, spreading from the city
Increase in violence in area
Increased crime (6)
increases in crime
Increasing crime (3)
Increasing crime from the east
Keep crime down
Keep Elmhurst safe from crime
Keep residents safe
Keeping citizens safe
Keeping crime low
Keeping it safe
keeping out crime
Keeping safe (2)
Keeping the city safe as a place to live in
Keeping the city safe from crime
Lack of adequate police presence to combat crime.
Maintain safety
Maintaining public safety
Maintaining safety
Maintaining safety of community
May have to close Butterfield to east-crime coming in
Petty crime
Possibility of an increase in crime.
Potential crime coming from Chicago
Potential for random violence and increase in crime
Potential increase in level of criminal activities in city.
Prioritize safety
Public safety (2)
Recent crime
Remaining safe in today's society
Rising crime (2)
Safety (14)
Safety for residents
Safety from Chicago crime bleeding outwards
Safety of neighborhoods
Safety of our citizens
Safety throughout
Safety. Maintaining a safe environment in all areas of the city

Safety--being close to Cook County crime
Security
Staying safe
Vandalism from children
Vandalism of cars-catalytic converters stolen
Youth related vandalism in community

Schools

Attack on educational system
Bad planning of new school construction
Better schools
Communication of school board, district offices, and schools
Conrad Fischer school
Continue support of District 205.
Continuing to support schools
Declining quality of schools
Deteriorating curriculum at schools, especially weak international language program and international history and culture
Discipline in schools
Disparate school services (Churchville versus others)
Education (2)
Education - integrity of the learning process
Educational levels of schools
Ensuring our school system stays highly rated
Ensuring our schools stay politically neutral and focus on education
Equal school facilities
Good schools
High school parking
How and what is taught to students in all levels of schools
Improvement upon public education structure
Inconsistent school system
Keep education levels high
Keep good schools
Keep schools open. No more remote learning. If public schools can't remain open, parents should be able use the tax dollars that would otherwise be spent to educate the child for private education.
Keeping "woke" out of schools
Keeping and/or enhancing the quality of schools
Keeping education at high quality without bending to special interest groups
Keeping our schools strong
Keeping parents involved in schools
Keeping schools safe
Keeping schools with high rating

MAGA trolls impacting good public schools because they ultimately want to decimate the public school system and pay less in taxes.

Maintain good schools

Maintaining academic standards following pandemic setbacks

Maintaining its commitment to local public schools

Maintaining school/education quality

making schools meet and exceed expectations of living in a town like Elmhurst with higher taxes

Need more support for students in schools who don't act out, but need support

No critical race theory should be taught in school. It only serves to divide, not unite.

Overcrowding in schools (2)

Quality education

Quality of education in schools

Quality of schools (5)

Quality school administration and teachers

School

School and education ratings are going down

School and presence of CRT

School conflicts-polarization

School funding

School pensions/salaries

School success

Schools (16)

Schools (performance)

School's curriculum

Schools declining (2)

Schools losing bank-good schools draw people to area

Schools need better curriculum

Schools need to crack down on sex training and CRT

Schools overstepping their bounds--maybe if you focused on academics and not politics, they would be better

Schools-learning math, tech, reading scores

Schools-material that challenges the student

Schools-teaching values-CRT

Teachers

Teachers' union

The education rather than indoctrination of our children

The expectations at our schools have been lowered which affects the city

The school needs to do better. The education is most important for the city

Trades education in schools

Updating schools

Updating schools' infrastructure

Woke school admin

Traffic

Amount of traffic on York with the increase in population due to high rises.

Car congestion

City Centre traffic flow

Heavy traffic

Increase in traffic.

Increased # of vehicles from new multi-home dwellings

Prioritize traffic

Reducing traffic in city center

Route 83/North Ave. traffic

The roads are overcrowded at certain times of the day with the railroad tracks and prairie path.

There's difficulty getting across town.

Too much traffic (2)

Too much traffic in the downtown area

Traffic (39)

Traffic & parking in business sectors

Traffic congestion (10)

Traffic congestion especially when trains are "parked" over major thoroughfares

Traffic congestion on York

Traffic congestions and trains blocking traffic

Traffic downtown-overbuilding

Traffic flow (3)

Traffic in downtown area

Traffic jam

Traffic on North

Traffic on York Road

Traffic patterns

Traffic Route 83 and St Charles; York

Traffic through downtown

Traffic. Need many one-way streets

Traffic/road maintenance

Traffic/safety

Traffic-speeding, safety

Flooding

Area flooding. But we aren't affected

Drainage

Drainage issues

Drainage.

Flood control (3)

Flood control-but it's getting better

Flood issues

Flooding (30)

Flooding - wouldn't need so many water retention places if you'd stop being so greedy and fix.
Flooding (hopefully fixed now)
Flooding--hopefully this has been corrected
Flooding due to all the new builds
Flooding during storms
Flooding issues
Flooding on Bonnie Brae in heavy rain
Flooding yards
Flooding, especially with all new homes being built (3)
Infrastructure to ensure flooding problems are behind us
Preventative measures for flooding
Sewer problems (tree roots)
Stormwater (2)
Storm water drainage
Stormwater control
Stormwater management (4)
Stormwater mitigation
Water abatement
Water mitigation

Overbuilding

Becoming overbuilt with apartments
Building density
Density (high) in City Centre
Downtown construction and housing boom, overcrowding
Ease of getting around town- too many apartments/condos
Excessive building in downtown business district
Excessive home building
Over building of apartments / condos
Over Development downtown
Over development of area with new builds
Over development of area with new builds
Overbuilding (13)
Overbuilding in downtown Elmhurst
Overbuilding of apartment buildings
Overbuilding with apartments and large homes
Overbuilding with houses too large for property, that contributes to flooding
Overbuilding, causing a flooding problem.
Overbuilding/development
Over-construction of multi-inhabitant structures
Overcrowding downtown with condos/apartments
Overcrowding high rise condominiums
Overcrowding in downtown. Way too many condos. Stop!
Overcrowding/overbuilding

Overdevelopment (2)
Overgrowth downtown
Stop high rise construction
Too many high-rises
Too many apartment buildings
Too many apartment buildings added
Too many apartment/condo buildings
Too many apartments
too many condos going up
Too many condos/apartment development
Too many expensive condos downtown
Too many hi rise appt/condo buildings on York/Addison
Too many high rises going up
Too many high-rise buildings downtown
Too many houses
Too many new condos - looks like Oak Park
Too many new rentals properties/apartments in downtown
Too many rentals in downtown
Too much construction /narrow streets
Too much new construction
Too much new construction
Too rapid redevelopment/high rise construction at city center
Too saturated (buildings)
Way to many large condos. Becoming like Chicago

Attraction/Retention of Businesses

Ability to get the right businesses into the downtown area
Attract more business-Rt. 53, downtown, Spring, Vallette
Attracting a variety of new businesses
Attracting good businesses to the various business districts
Attracting new businesses
Business climate
Business development (3)
Business revenues
Diversity in retail
Downtown-keep businesses from turning over.
Driving small business out of Elmhurst
Economic development (2)
Economic development - more shopping, restaurants needed
Eliminating the old and vacant stores downtown and elsewhere
Empty store locations.
Empty storefronts/businesses
Empty storefronts/retention of business
Expanding business

Keeping businesses in town
Lack of decent retail shops downtown-too many service businesses that don't pay taxes
Lack of different types of commerce
Lack of diversified retail shops
Lack of good restaurants
Lack of restaurant/entertainment options
Lack of shopping
Local business support
Maintaining a vibrant and thriving downtown and business districts
Maintaining and attracting high quality dining and retail establishments
More dining options
More retail shops
More varied retail
Need better variety of stores
New business
Nicer downtown area-walk around in summer. Cute shops/restaurants.
No active business district on Spring Road
Not enough shopping
Promoting and supporting business community
Retaining businesses and restaurants throughout not just downtown
Spring Street retail development needed
Stores to shop for clothing
Supporting the downtown businesses-retail
Thriving downtown area- too many empty shops
Too many restaurants
Vacant stores-rents are too high
Poor commercial tax base
We need different types of retail stores.

Population Growth/Over Crowded/Congestion

Accommodating rapid population growth
Congestion (9)
Congestion and overcrowding
Congestion from above buildings
Crowded streets
Crowdedness
Crowding
Crowding. Trying to become large city.
Dealing with downtown congestion
Downtown area is too congested
Downtown congestion (2)
Downtown density
Downtown overcrowded
Getting too crowded in downtown

Land use/population density
Overpopulating the downtown
Over population
Overall congestion
Overcrowded (2)
Over-crowded center
Overcrowding (6)
Overcrowding downtown
Overcrowding downtown Elmhurst
Over-populated
Overpopulation
Population growth
Population density
Population density/housing
Population density-uptown
Population growth (2)
Population growth that can't be supported by the infrastructure
Population increase

Community Development/Planning and Zoning

Balanced building plan
Balancing the need for residential and commercial development with convenience: parking, traffic concerns and overcrowding
Barriers to home renovation (incompetence, bureaucracy)
Better building design codes for downtown, the Marke Building looks awful and will look horrible when it's not new anymore. The Dairy Queen is not attractive either.
Big houses on small lots
Big houses on small lots pose water issues
Buildings going up-condos, etc. Lots changing.
City development
City/ordinance over-regulation
Construction
Continued urban planning
Controlled growth in some areas, i.e. downtown
Development (2)
Development of city
Downtown development (2)
Downtown growth
Downtown/City Centre area development
Future planning of growth
Growth (3)
Growth and redevelopment
Inconsistent building code enforcement

Lack of code enforcement. Upkeep of properties, including appearance of front yards and alleys.
Property conditions do not seem to be on the radar in Elmhurst.
Lack of leadership in home building restrictions
Managing growth
Need permit for everything-strict rules unless you know someone
Need zoning reform--too many large homes, no rules enforced on knocking down homes and rebuild
Planned, gradual economic growth
Regulating residential growth
Selecting appropriate development and building
Village building codes and height restrictions
Zoning
Zoning - allowing builders to build giant houses on small lots
Zoning - too much multifamily housing, hence traffic
Zoning control
Zoning/building permits
Zoning/construction

Lack of Diversity, Equity, and Inclusion

Diversity, equity and Inclusion (2)
Diversity/inclusivity
Fair housing
Gracefully embracing diversity.
Increasing economic and racial diversity
Lack of diversity (5)
Lack of Diversity and Inclusion (e.g. zoning laws, policies prevent more economically and racially diverse people from moving here)
Lack of diversity and inclusion in the community
Lack of diversity in population
Lack of diversity on city council
Need for more diversity, especially in leadership positions
Not enough diversity
Racial diversity (3)
The struggle to achieve a more diverse population
We can work on being more racially and ethnically diverse place.

Cost of Living

Affordability (3)
Cost of entry level/first-time home price
Cost of housing
Cost of living (6)
Cost to residents
Costs high
Ensuring affordability for homeowners

Expensive housing
Expensive realty
High cost of living 92)
Home prices
Homes are pricing out young families
Housing cost-high
Housing costs (2)
Housing costs, especially for older residents who want to downsize and stay here
Housing too expensive
Just the overall increased cost of living here which forces families out. New huge houses going for 2 million.
Keep affordable
Overpriced (2)
Prohibitive housing cost
Rising costs
Too expensive
Unreasonable housing prices

Fiscal Responsibility of City Government

Balanced budgets
Budget (3)
Budget control
Cost management
Economic issues
Economics
Finances
Financial management
financial management for all
Financial security
Fiscal responsibility
How money is being spent
How the City spends its money and lack of transparency
Keeping the city's budget in balance
Managing the budget
Never any money in the budget for regular upgrades
No way to control property taxes and bend the cost curve of all applicable public governmental agencies
Overall budget
Over-spending of tax dollars
Paying for fire and police pensions
Paying for stormwater debt without increasing taxes/fees and without decreasing services
Pensions
Probably finances, management of money. Live within our means.
Rising cost of city services/controlling spending (2)

Spending taxpayer funds

We need to maintain good finances, despite the pandemic.

Park District

Decreasing green space

Dog parks

Getting back to the things our Park District did before the pandemic

Green space

Lack of green space (3)

Lack of indoor gym space, especially during winter months

Lack of large indoor sports facility

Low staff of park district classes

Maintain or create green space for parks

Maintaining its commitment to the Park District

Making parks meet and exceed expectations of living in a town like Elmhurst with higher taxes

Not enough children's programs

Not enough park district program availability for kids' classes

Not enough parks for kids

Not enough space in Park District programs to accommodate demand

Park district budget, programs

Park district not able to support population of kids/needs

Park district offerings/Issues with computer registrations

Park District overhaul into the modern era.

Park district registration issues

Park district space for facilities, especially an indoor aquatic facility

Parks and recreation (2)

Parks and services

State of fields at the parks

Too many parks--expensive and not necessary

We need a regular park district office

Parking

Downtown parking (2)

Downtown parking min

No parking available for all rentals/condo population

Parking (14)

Parking (not parking garages)

Parking if they keep adding on

Parking- some employees park on street all day- making businesses lose customers. More 30 min street parking

Parking, overcrowding and high traffic in peak hours.

Parking-around high school, downtown, and Courts Plus/IC football field

Sufficient parking

Street Maintenance/Repair

Condition of roads
Fix our street
Maintaining streets
Maintenance of streets
Road damage
Road paving program
Road repair and maintenance
Road repairs
Roads (2)
Roads - residential roads horrible with new construction tearing them up for sewers and not repairing them
Roadway conditions
Smooth roads
Snow removal!
Street cleaning
Street cleaning before and after storms
Street flooding
Street repairs (2)
Street surface conditions
Streets
Upgrade all streets

McMansions/Teardowns

Dense housing must go-size of houses
Growth of large housing structures
Housing diversity (every existing home is a teardown for \$1.5M+)
Keeping houses smaller
McMansions taking up more than ordinance of green space. Homes are too big for the lot size causing flooding and unattractive appearance
New houses are too big for the lots.
New huge houses (McMansions) and fences all over reduce yards for children to play
Oversized homes on small lots (2)
Size of new homes (2)
Teardowns
Teardowns replaced with McMansions
Teardowns/new home construction impact fees too low
Too many McMansions, which price Elmhurst put out of reach for many middle class buyers.
Too many teardowns (3)
Too many too big builds— gigantic houses NOT following rules or buying their way out of them for exceptions

Affordable Housing

Affordable housing (11)
Affordable housing for our children as they mature
Affordable housing for seniors
Affordable housing options
Affordable housing, folks who want to downsize are being priced out of the community and young families can't start here the way we did.
Affordable/middle class housing
Lack of affordable housing (2)
No affordable senior housing

Infrastructure

Aging sewers
Continued property tax increases to support infrastructure projects
Curious about our infrastructure as the city continues to grow (i.e., is rapid growth sustainable?)
Future infrastructure costs
Infrastructure (6)
Infrastructure improvement
Infrastructure to ensure flooding problems are behind us
Infrastructure, i.e., Road resurfacing.
Maintenance of infrastructure
Need infrastructure updates
Older infrastructure sewers, some water supply
Outdated sewer system
The overall city infrastructure

Loss of Small-Town Atmosphere/Sense of Community

Continuing to keep the small-town atmosphere with big city amenities
Downtown losing its small-town charm
Losing a community feeling
Losing small town flavor
Loss of the beauty and small-town atmosphere of the downtown area
Maintain the charm and character of Elmhurst
Maintain/improve community spirit and cohesion
Promoting a sense of community
Retaining small town feel
Sense of community is diminishing
Losing the small community feel

Walkability/Bikeability

Lack of bike paths

Lack of safe walking paths for all children

Lack of sidewalks (north Elmhurst)

Lack of sidewalks for all

More bike lanes

No sidewalks leading to Conrad Fischer and Churchville schools and parks

Sidewalk maintenance

The need to be more bike friendly

Walkability

We need all areas of town to be bike and walker friendly.

Would love to see improved southbound bike trails on east side of town (toward forest preserves)

Trains

Freight trains causing traffic and noise pollution (downtown dining area)

Freight trains; need more under/overpass options

Long stopped trains are annoying

Train congestion

Train through downtown

Train traffic (2)

Trains

Trains stopping on the tracks or being so long that they take over 15 minutes to pass.

Drugs

Alcoholism

Drug sales in neighborhood around York High School

Drug use.

Drugs

Drugs for kids

Drugs in the community

Opioid use

Rumors of excessive drug use at York High School

Youth drug use

Lack of Development of North Elmhurst

Better representation of north Elmhurst

Connecting north of North better with downtown-need an uptown.

Develop North Elmhurst to have the amenities as Elmhurst (no longer a stepchild of Elmhurst)

Generating more north end business taxing similar to Elk Grove to reduce property taxes

Inequality of infrastructure and investment between north and south sides

Making the north end feel more included with the rest of Elmhurst

North end of Elmhurst needs to be revitalized

North side is a bit neglected

Postal Service

Extremely poor/unreliable mail service

Mail delivery (3)

Mail delivery issues, including delivering on Sundays and receiving late mail.

Mail delivery stinks

Poor postal service

Post office is terrible on its best day

Other Issues

Activities/entertainment

Adding amenities

Aesthetics of downtown Elmhurst/high rises

Aging population

Air bnb rentals

Air pollution

Airport noise (2)

Animals (skunks, foxes, etc.)

Antiquated city functions / lack of modernization

Bad neighbors-disrespect for others

Battling climate change

Bringing community together in a time where lots extreme opinions exist

Bringing in young families

Cars parking over the sidewalks-short driveways

Changing demographics of community (middle to upper class)

City government's lack of transparency/responsiveness to residents

City services

Clean water

Climate change

Clogged street sewers.

Coming O'Hare closer and closer to the town.

Community Center Upgrades/Enhancements

Construction disruptions in neighborhoods, road damage due to work

Construction warnings, delays on roads

Covid 19

Cronyism among elected officials

Divisive political signs

Downtown needs upgrading and better options (see LaGrange and Downers Grover)

Drinking water

Electrical outages

Ensuring community remains children-friendly

Entertainment

Entitled people

ESG issues

Fees (2)

Fees - fees too high (auto sticker, gas tax, special fees)
Fire pits
Fire/medical
Fostering environmentally progressive policies and regulations
Good fair police. No defunding. More police.
Greedy investors building high rises
Grouchy citizens
Growing demand for services-> families (younger) not enough capacity
Gun control
Hard water
Hardening of infrastructure to deal with the effects of climate change (more wind, rain, cold, and heat events).
Health of downtown
Healthcare-especially for seniors
High school students speeding in residential streets near York H.S.
High water bills
High water cost (bring some wells into the mix)
Housing availability
Housing options
Illegal fireworks
Improvement upon quality of water
Improving the more run down areas
Inadequate bicycle lanes
Increasing green and sustainable living options for residents
Inflation (2)
Inflation impacting small businesses
influx of democrats bringing failed policies of Chicago here
Influx of undesirable inhabitants
Innovation
Insufficient number of underground pedestrian rail crossings
Keeping city appearance excellent
Keeping city focused on proper things as it grows
Keeping our streets, sidewalks, schools, parks, and business up to date
Keeping people from financial trouble with downward economy
Keeping property values up but within reach of families
Keeping the cost of water down
Keeping the huge new apartment complexes from changing Elmhurst's tone and culture
Lack of balance or 'Elmhurst brand' throughout the city
Lack of entertainment options
Lack of mid-level housing
Lack of modernization and inclusivity (green energy, school programs for free/cheap, resources for low-income families)
Lack of new space to build
Lack of response to issues

Lack of vision
Landlocked
Loss of electrical power at times
Loud speeding cars on downtown streets
Maintain the beauty
Maintaining high level of quality of life
Maintaining high level of service for residents
Maintaining quality overall
Make sure racial profiling is part of policing
Managing change as our city grows and adjusting to the change of the political changes occurring in DuPage County and our city
Managing the impact of another recession in our near future.
Meeting the increased demand for electricity and charging stations as we transition to electric vehicles.
Militarization of police force
More community involvement
More leaf pickup
More thought and money put into City Centre and south side of town as opposed to North side
Need for more police
Need growth in some corridors, i.e. St. Charles Road
Need to focus on the Northeast corner and Crestview Park
Needs a more vibrant downtown
Negative behavior of teens and drinkers
Neighboring suburbs
New houses taking up green space
New housing downtown does not encourage seniors to stay in Elmhurst -- w
New train station
No buses within the city (there used to be)
No footpath in some areas
No good way to get from north end to south end
No senior citizens center
Noise
Noise from O'Hare airplanes
Noise of trucks on Spring Road
Noise pollution
Non-local ownership
Old Lizzadro Building needs to be utilized/torn down
Opportunities for teenagers
Overcrowded Metra boarding
Paying attention to community aesthetics
Pedestrian and bicycle safety
People driving too fast
People driving too fast through neighborhoods
People driving too slow

People not taking care of their properties.
Pernicious relationships between developers and our representatives
Planning for the demographic future
Police
Police patrol
Police/Public safety
Political issues
Power outages (2)
Power outages prolonged with storms
Price of water
Private interest groups
providing home purchase options for wider income range
Public program expansion
Quality city maintenance. Elmhurst has quality schools, outstanding police and fire department, and city workers.
Quiet roads become more noisy
Racially profiling
Radical Influences
Rapid growth
Rapid growth of young families
Refusal to mediate issues between neighbors
Relationship to Chicago
Retirees leaving with their money
Retirement homes
Rising housing market
Roberto's overtaking Spring Road
Semitrucks coming off of the Toll Way can't go east on North Avenue. The use our residential streets as a turnaround, ruining the parkways, taking down stop signs and endangering pedestrians.
senior activities
Separation of church and state
Services
Should have more community building activities to make everyone feel welcome and comfortable
Skunks
Someplace for teens
Somewhere for young adults/teens to hang out
Space for new developments
Squirrels
Staffing
sufficient daycare options for parents with young children
The community can be cliquey, snotty
The look of the downtown- ie NO MORE missteps like The Marke or proposed density and height across from city hall
The police are corrupt

They are driving out long term residents and it's appalling
Things for kids to do
Too many children
Too much tacky development pushing out middle class
Trash on streets
Trees decreasing
Trucks and cars speeding on residential roads
Underground electricity works-update
Understanding small towns fear change but that change is inevitable for growth
Uninviting downtown
Unreliable power
Unsustainable property value inflation
Upkeep of neighborhood aesthetic
Usage of public space
Utility cost - especially water and garbage
Vision of future is flawed
Voting Democrats out of Elmhurst
Water bill
We need new ideas from our leaders. It's a lot of group think.
We need to beautify all business districts in town.
Willingness of its leaders to faithfully represent the community wishes rather than their own priorities
Woke library rhetoric that's so obviously stilted
Youth mental health, anxiety

Why are you dissatisfied with the police/public safety services?

Car jackings happening more and more in the city, police seem more interested in stop sign issues than armed robberies

Focusing too much on minor offenses

I am not dissatisfied but would just like to see them drive our street

I went to the police department to file a report about drug buying/selling happening at a neighbor's house and the officer did not think it was necessary to file anything; claimed they would increase patrol in the neighborhood which did not happen.

Inadequate police presence throughout Elmhurst in the face of rapidly rising violent crime emanating from the City of Chicago.

Increasing number of thefts, criminal activity, etc. Concern that police are't able to keep up with increased crime

Need more police officers

On an individual basis they have always been nice people, but I have never seen an appropriate, reasonable, or generally safe management of any sort of situation by the EPD. I do not understand why my tax dollars need to be spent on weapons of war to support a suburban police department that spends most of its time pulling over people of color for speeding violations or harassing teenagers for being teenagers. I have never seen EPD pullover someone for a traffic violation that is not a person of color or a teenager which makes me question the department. Over the years, I personally had two negative experiences with the police. I have also learned directly from other people experiences.

Over-armed, militarized, harass teenagers

Police are very mean.

Rarely see a police car

Size and cost of police force very excessive for a city of this size and relative lack of criminal issues

They get off on their authority which turns people off and most families are teaching their children not to trust the Elmhurst Police.

Too many personnel

Too many police

Why are you dissatisfied with the garbage pickup services?

3x a week in our alley noisy and early

Cans fall over when returned to curb and left that way

I think it's ridiculous that we have to pay so much to get rid of yard waste and refuse. Other towns include this in their disposal fee which is paid on top of the tag system. I think it's inconvenient and the price was just raised again

It costs too much, you can throw away too little, and you are nickel and dimed and have to work twice as hard to get rid of leaves as you should have to. Just push them to the curbs and get a vacuum truck.

It is a hassle to get waste stickers for large items, especially seeing unincorporated Elmhurst other towns don't charge extra for this.

Need more big garbage days and at better times after school is out.

Often, I am just skipped, no reason

Only one can for the price

Stickers are too expensive

The garbage fees are too high. Contract should be negotiated for a better rate. Yard waste stickers are too expensive and other communities do not charge for yard waste

The people at City Hall are not very helpful-especially during pandemic. On big garbage pickup, they came before 7AM and I couldn't get my things outside.

They skip pick up garbage sometimes

To pay for extra garbage is excessive

Why are you dissatisfied with the recycling services?

Cans left on street or middle of drive.

Do not believe that recycling efforts are what they could be.

Don't need it

Feel we could be doing more to help with our environment

I don't believe that everything is recycled properly

I don't think recycling is actually happening. I have seen the garbage truck pick up the recycling bin. I have learned that unless a piece of recycling is completely clean, the entire truckload is not recyclable. I am suspect of whether recycling is happening.

I've seen it mixed with regular garbage.

More recycling options should be employed

Needs to be accessible.

No provision for recycling confidential papers

Not sure if recyclables are indeed recycled.

Not sure it's really being done properly

Please offer battery recycling. Even if offered in local stores/businesses

Residents are not informed on what or how to do it correctly and so many rumors are swirling around. My neighbors don't recycle because they say it doesn't matter because it all gets mixed in together anyway, my other neighbors don't have any idea on what to recycle. People are confused and I think some communication of what and how to recycle would help.

Rude drivers and messy pickups

Same as above [Often I am just skipped, no reason]

same reasons.

Should improve

Waste of money

We don't do enough to promote recycling within the Elmhurst Community. We need to keep the message louder if you see a piece of garbage recycling or not pick it up and throw it out. Please keep our city and neighborhoods clean and litter free!!

We're told little is actually recycled

Wish we could recycle more types of items

Would like the program to be more expansive, i.e., batteries, clothes, etc. Can we do more than just recycle?

Why are you dissatisfied with the yard waste pickup services?

Again, I pay for garbage pickup I should not have to pay to have yard waste removed as well.

Additionally, this fee was just raised by the city again making it even more annoying

Cost

Could use more free leaf pickups

Don't like paying extra

Expensive (2)

Expensive and feel like some of it could be recycled.

Expensive stickers

Extend leaf pickup March-December

Extra fee

High cost (yard stickers in particular)

I never know when it's to be picked up

I think it is ridiculous that you need to spend money on a sticker to put on a paper bag that is going to be tossed

More frequent, not as early. Prefer leaf vacuum over bags.

Not often enough for free/expensive

Price for pickup

Price of stickers is too high. Could have some free yard waste once a month.

Same as above [Not sure if recyclables are indeed recycled.]

Should improve

Should not have to pay by the bag. A hassle to buy stickers. Would rather see it covered by taxes.

Shouldn't need stickers

Stickers are expensive

Stickers are too expensive

Stickers too expensive

Stickers. To compose yard waste should be included

The bags and sticker systems are so dumb.

The bags are expensive. I would like to see what other municipalities do with leaves - rake to the curb and have a pickup there. Encourages more folks to attend to their yards if the pickup service is "free".

The blue stickers are overpriced!

The stickers are insanely expensive per bag. I have never even heard of other places that require stickers. I know we free days in the fall but a free day at the start of May would be very helpful.

There are days they don't pick up, or they do not pick up the entire amount with tags

There are only 2 free leaf pick-up days and if you miss 1 you pay per bag. I'm sure it's a cost thing but we need more free leaf pick-up days in the fall.

Too expensive for seniors.

To pay for pick up is excessive

Too expensive (5)

We need more leaf pickup days in the fall

We need to buy stickers for extra garbage and yard waste. There should be a better system.

Yard waste not picked up, but neighbor's is picked up. Waste spilled on street and not picked up.

Why are you dissatisfied with the neighborhood street maintenance and repair services?

After each winter, potholes dot the major arteries and take too long to be repaired. Similarly, the railroad crossings in this town are atrocious.

Always in poor condition

Badly patched roads, i.e., Elm Park

Better attention to cleaning drains for storm runoff.

Builders should pay for quality street repairs

Could do better. Would like to see systematic repair plans.

Drive around; the roads need lots of maintenance. Every builder should have to pay for the whole road to be fixed and not just the area they dug up.

Experience poor results on street repair and our driveway

it seems that streets get repaved (taxpayer dollars) and then 2 months later someone comes and digs in it (brand new surface) to work on utilities; wish those activities could be better coordinated; the quality of work is poor. our sprinkler system got damaged twice, first by people changing out the curb and then by people planting the grass; the paving job is not the greatest, with seams left in the middle that deteriorate with each winter

I've had a hole at the curb for 8 years and can't get anyone to fix it. They just fill with dirt, and it returns

Lack of sidewalks

Look at the streets!!

Lots of work needed here. Too many potholes.

Many of our streets are in disrepair for too long.

Many of our streets are in disrepair from all the construction of new houses.

Many streets (including ours) are cracked, and asphalt is everyone

Many streets and sidewalks are falling apart or need repair but aren't being taken care of

Many streets are in some disrepair and sidewalk maintenance is bad. Sidewalks are uneven many places outside of downtown and can be unsafe.

many streets are often just "patched" when they really should be repaved.

Many streets need repair or repaving

My alley had been run down for several years now. Many holes and no resurfacing.

Need proactive maintenance. New houses tear up streets.

Need speed control by York & Butterfield intersection, safer crosswalks, more pedestrian safety concerns for Butterfield Park area crosswalks as well.

Need to repair streets better after building of new houses.

New construction tears up the side streets and doesn't to a proper repair. Our side streets are patched, uneven, rough on tires and alignment. City needs to hold builders accountable to returning street to the condition it was in before they tore it up for their own personal benefit.

Not kept up

Not maintained in my neighborhood

Not repaired fast enough sometimes

Our roads are covered with potholes and sinking asphalt from new construction. Berkley Avenue (a main thoroughfare) has been terrible for a while.

Our street is 30 plus years old and is more a 'sub street' than a street. I have called streets and sanitation several times asking when we are getting a street, [NAME REMOVED] never returns my phone calls back even though she says she will. I am a taxpayer here too. They paved Belden Ave and all the heavy trucks were parked on our already bad street and cracked them up even worse. We should have curbs, sidewalks, and streets. I don't live in unincorporated Elmhurst and my taxes bill reflects that. The entire street is all patches. I am original owner, lived there over 30 years and I want to sell my house, the streets look terrible.

Our street is a mess

planning and organization poor

Poor maintenance

Poor organization and communication. Could be done much more efficiently

Poor street repair-last 3 years

Potholes in streets

Potholes RR crossings

Roads pretty poor in my area

Several streets and roads that I travel on routinely are in need of re-surfacing.

Sidewalk repair

Snowplow erratic and delayed. Potholes and uneven pavement.

Some areas of poor residential street pavement grades

Some of the companies that do work in town don't do a very good job. The work they do doesn't always last

Some of the streets appear to need to be resurfaced not just patched and it makes the streets look shabby when there are spaces that are black, and the rest of the street is a light gray

Some streetlights need changed

Some streets are in terrible shape

Some streets are replaced, and some are just repeatedly patched

Some streets need to be redone along with sidewalks

Street needs repaving

Streets are all torn up from new constructions. Landscapers blocking streets everywhere.

Streets torn up and patched for new house construction

The superintendent of streets, [NAME REMOVED] has been rude and unresponsive concerning street maintenance issues.

Their lack of promptness in repairing

There are a lot of potholes and poor street patches in my area

They constantly are tearing up brand new streets (e.g., Madison)

Too many asphalt streets need grinding/resurfacing

Too many potholes/rough roads

Too many side streets need renovation

Too many streets have patches and are rough to drive on. I walk a lot and the sidewalks are in bad shape as well

too many streets not paved.

Too much and poorly planned in timing with school etc.

With so much new home construction, the roads are getting dug up and it is difficult to keep up with good neighborhood road conditions.

Work doesn't align with when the repairs are needed and not all areas have sidewalks.

Why are you dissatisfied with the fire and emergency medical services?

Elmhurst should not hire an outside source for the ambulance services. It should be handled by the city directly.

Paramedics contracted through Metro (Superior). Fire department apparatus not equipped with emergency medical supplies. No Epi pens or AED's. Every town around us have their own paramedics and all firefighters are also paramedics. For the amount of taxes we pay we should have the same excellent services

Poorly trained paramedics and a 30-minute wait for an ambulance response

Wish ambulance gave hospital selection rather than requiring you go to Elmhurst.

Why are you dissatisfied with the business attraction and retention/economic development services?

All attention goes to downtown Elmhurst when it should be spread evenly around town. South of the Prairie Path and North of Roosevelt Road needs a lot more attention and resources to satisfy the higher population density on the South End of town. It would also alleviate downtown congestion.

All the new businesses seem to be dentist's offices :). Sorry but it would be great to have a Trader Joe's (I know, this one has been beaten to death).

Appears to be high business turnover within Elmhurst; would like more City support to keep business open during crisis times and to help them get back on their feet after a crisis.

As previously mentioned, the main drag (N. York Street) is only a one-way street, taking visitors out of the city instead of into the city. Also, the businesses aren't modern and interesting, so they don't bring people from other places -and- aren't that popular with local residents.

Businesses leave and it takes years to replace them

Centre businesses too heavy on banks, yoga, spas... not enough good restaurants and other shops... poor pedestrian areas (not good for outdoor seating). Should close off center like they do in Europe

City gives too much money to millionaires to help them grow their business. Stop using our tax dollars as a "bank" to these millionaires. We are not the Bank of Elmhurst. too many approvals of huge development in or near residential neighbors.

City lets builders do what they want

Constant change in store front businesses need a Trader Joe's

Downtown businesses and restaurants/selections pale in comparison to other suburbs

Downtown could have better options-retail and food

Downtown is not thriving and route 83 doesn't have a Walmart or target

Elmhurst is becoming too pricy. Very little racial diversity. Taxes are too high. Becoming a Hinsdale want to be kind of town.

Elmhurst loses its charm of quiet and peaceful time. Used to be beautiful downtown. Not anymore. Instead of parking lots everywhere and higher buildings, just ugly and depressing to look at.

Emphasis on development in wealthier areas

Empty retail space or poorly used retail space especially in downtown/City Centre area.

Empty store fronts in downtown. Rent is too high for many businesses to consider starting up.

Landlords are not helpful in providing a reno budget so many of the buildings look tired and in need of upgrades. Need more diversification of businesses. Our central location should be interesting to middle market companies looking to move.

Empty storefronts. Variety of shops

Giving up too much to favor businesses

Hate all taller buildings downtown-too dark

Have lost some big businesses (Kellogg's) & more can be done to attract big business, especially to north end of Elmhurst to stop unfairly overburdening property owners with taxes. The city needs to find more creative ways to reduce property taxes to maintain Elmhurst as an attractive retirement community. Otherwise, going to lose a lot of friends already planning to move to Villa

Park when children complete HS or head south for retirement. Find ways to make Elmhurst retirement friendly - offset huge property taxes, especially for residents no longer using school system

I miss the old places but it's probably not realistic to expect them to still be here.

I think Elmhurst is losing customers going to nearby suburbs because our downtown/prairie path area isn't providing all the services/restaurants it could

I would rather have public grounds and larger parks.

In uptown Elmhurst, there are constant business turnovers.

It concerns me that small businesses come and go rather quickly. It would be nice to see more stores like there were when we first moved here

It is overemphasized by the City; too much funding is diverted from public resources.

Just look at how many spaces are filled in our downtown area. We really need some tax incentives to attract and help small businesses thrive in the area. We have only lived here since 2018, but there is a consistent turnover of small B&M stores in our community. Right now, most of the storefronts are for banks, insurance agencies, restaurants, or bars. There is not a lot of industrials to help with tax generation as well.

Loss of businesses

Loss of green space

Lost the nice stores we had years ago.

Many open stores for rent

Minimal diversity, businesses seem to relate to limited groups of customers, other than food, drugs, or banking I need to shop outside Elmhurst, and turnover is high. Most stores cater to high end customers.

More diversity in types of business

Need better and more diverse restaurants - exciting non-Italian options that will appeal to younger families

Need more variety!

Need more-better pools, sports center, performing arts

Need varied stores/restaurants. Too many empty.

New businesses are not varied enough (salons, fitness)

Not a welcoming community

not enough diversity in restaurants. Lots of Italian and sushi. Little else, for a sit-down meal.

Not enough parking downtown

Not enough strong retail, not enough variety of retail, very limited entertainment options, including for family.

Not enough to do in our town that is inclusive for all.

Not enough variety. Or if one yogurt shop or beer place comes it seems there are 3 more to follow. Nothing to wow you to come to the CBD

Not much in business of stores and too much development

Pandemic destroyed small businesses

Parades and races are good but bring back cool cars and carnivals or a Hometown Day.

Seems to be a lack of thought regarding the implications to existing businesses when new businesses are approved. Perhaps unaware of the overall vision for business (retail, restaurant, service) mix.

Seniors are ignored

Should improve

So many empty store fronts, businesses that don't stay long, old/outdated buildings in the business districts. "Boring" businesses like insurance companies in the heart of city center should be replaced with bars/restaurants/cute shops that encourage community involvement. Also, no one should allow a fur store to exist anywhere in Elmhurst; shameful. Its cruel and who even wears fur anymore? Taking up such prime real estate in city center.

The boutique mentality of downtown shops is not working. oo many beer/bar restaurants.

The business section in Elmhurst could be better. Downtown seems small and the number of businesses limited. Also, there seems to be a high turnover rate. Too many fitness centers are clustered in one area, so that there's nowhere to park (especially on Addison St)

The chamber of commerce seems to be old school and not forward thinking.

The downtown needs cleanup and more attractive businesses. More patios.

the facades of buildings do not look that great, I wish downtown building were not built so tall the retention is not good. covid closed many businesses. Didn't they have city support to make it through? Many of the new stores are right next to other stores of the same type. Will they all survive that way? Aren't there other stores besides spas & ice cream shops that could be attracted? when the SE corner houses were sold to a developer, he said that the street edges of his parking lot would be landscaped with shrubs. Look at it now. gravel. ugly. that developer has no aesthetic sense. His ideas do not match the "tree town" aesthetic that characterizes Elmhurst. He should not be used again!

The variety of businesses in Elmhurst is dwindling. The downtown area has been turned into condos and parking garages.

There is not a diverse enough number of restaurants and other entertainment options. Little/no live music, theaters and other entertainment options, and restaurants are very similar (i.e., five Italian and five Chinese with few other options)

There needs to be better incentives to attract business. Less concern about landlords making money, more concern about what's best for the community. Ease on rent and taxes. Elmhurst needs to be able to attract more small businesses and larger restaurants.

Too busy

Too few retail stores

Too high rent. Vacant buildings.

Too many banks and office spaces, not enough retail

Too many condos being built, not enough parking.

Too many duplicate businesses. Too many condos. Need more fun.

Too many empty businesses and not enough variety

Too many empty storefronts

Too many empty stores

Too many repeats in stores-shops

Too many restaurants and banks.

Too many salons and spas

Too many salons rotate through community. Same with banks.

Too many vacant storefronts

Trader Joe's

Want fewer big business and condos. Overcrowded high rises.

We can be doing more!

We have lost the feel of a small downtown area. Unless you want to eat, drink, or see a movie there is not much there. We are missing local specialty shops and unique shops.

We need a more vibrant business district similar to Naperville and Hinsdale.

We need more and more and more but that's why I'm dissatisfied.

York should be a pedway between 1st and 2nd to promote business.

Why are you dissatisfied with the planning and zoning services?

1. Downtown is now overbuilt and getting worse. 2. Residents should be allowed to grow food on their property.

1. Trees are over trimmed. 2. More stringent onsite water retention needed for new residential lots. oop houses should be allowed.

20 years ago, I was not allowed to put up a fence around my property, a beautiful iron fence, spent two long nights in a stupid zoning meeting, asked to come back a third time to hear my case, I was like "I have nothing else to say" what a waste of my time, all these who's in Whoville Abhor huge developments taking over

Administration seems too quick to give out building/update permits, and builders have grown accustomed to "taking advantage" of the Elmhurst boom resulting in too many trucks, road disruptions, constant noise, dumpsters, etc.

Allowing a tear down and purchase of house/lot on Egleston for commercial use.

Allowing new construction to affect yard flooding

Allowing new home variances to fall through cracks

Allowing too many homes on spec

Apartment buildings should not be in single home zones

Ask for community input and then they do what they want anyway (city officials).

Because it appears there is favoritism as to what is approved without consideration for the residents.

Building Commission doesn't seem competent/approachable.

Building is a little out of control

Building permits are a waste. City does not have residents' backs if issues with contractors.

Building permits are too expensive.

Building permits take way too long. Hire more employees. Losing too much green space.

building permits timetable

City allows too many new houses to ignore setbacks, just so the developers can build monstrosity houses, too big for the land. Those huge basements are what is causing flooding and house-settling with neighbors. Only people that benefit are the millionaire developers.

City doesn't listen to residents

City has removed lots of residential restrictions on teardown and home size, driving developers to build bigger and bigger. What regulations they do have are mostly commercial and never enforced.

Cramming in way too many apartment/condo buildings in downtown Elmhurst which is causing significant congestion problems.

Crowded. No place to park.

Decisions seem to favor wealth

Did not agree with the decisions several years ago to allow for such concentration in the downtown sector and on small parcels of land. With another 200-unit apartment building in the works, the current crowded situation will get worse. Also, unsure if the water issues of the last 10 years and the significant work that needed to be done to address it could have been prevented if the single family home boom that was allowed would have been executed over a slower period of time and coordinated with an upgrade of the infrastructure over that same period.

Dislike the townhouses on Larch

Double lots should not be allowed, and any lots made as such should be split up when they are sold going forward. They make the cost of living here for young community-oriented families so much higher and have now made it almost impossible for younger people to move in and older people to retire. The monstrosity houses make this less like a pleasant and lively community and more like Beverly Hills where people don't talk to each other. We need more multi-family housing that does not consist of \$1M condos. Make some split-level houses but just blend them as house like structures in the neighborhoods around the commercial nodes. Will make this a much more sustainable and vibrant model of a community. Rich people may have lots of money to spend and tax but many of them are selfish and don't want to deal with people. It is stunning how much less friendly people have become here. I am 26 and was born and raised in Elmhurst. When I was growing up I knew a ton of families who lived for generations in Elmhurst. I am the only one who managed to get lucky enough to snag a house here. We are going to lose the community fabric if families can't stay around when a family of 3 people (or just one ***) buys up two houses where 4 people used to live each and makes themselves 1 gigantic house for \$2M.

Downtown buildings are way too tall, downtown lost the neighborhood feel

Downtown Elmhurst is losing its charm due to the many 4+ story apartment and condo buildings.

I understand the revenue stream from new property taxes, but aesthetically and traffic wise, I feel that these new buildings and the several proposed are problematic. These are zoning issues.

Downtown expansion is a disaster. Too many buildings and traffic congestion.

Downtown zoning ignored or exceptions created

Elmhurst has very little green space and when available should be city purchased.

Elmhurst is not the town we like. Too much building.

Excessive construction

Getting permits depends on who you know.

Gorgeous new Glos. But a "park desert" for the towns wealthiest on a major street while other playgrounds need repair, updates and our pools could use a significant upgrade to compete w clubs like bath and tennis. Huge houses too big for lots and don't follow setbacks to bend to architects laziness to design. Allowing too many exceptions to "attract" developers when they should be begging to build here. Garbage materials that junk up. The look of town— town homes at Palmer drive and Panera building did so well in making the city cohesive. The Marke is atrocious. Build density bit make it beautiful with good materials, good for public space and with green space/soft landscape incorporated.

Hate all tall buildings downtown

High-rise construction zoning to accommodate developers

Homes too big lot size

Huge multi resident buildings are going to overcrowd schools and increase traffic congestion.

I feel they are building too high and ruining the charm of the city. Trying to make the downtown area look like Oak Park

I have found these groups to be tolerant to hearing community desires, but their decisions end up reflective of their own wishes not the community. Once their patience runs out arrogance becomes abusive, promises are forgotten, and politics is all that matters.

I think the large (expensive) apartment complexes downtown will change the culture of Elmhurst and not add to our diversity to add in new, positive elements.

I'd like to hear more about what's being done to offer affordable housing to the economically disadvantaged.
 I'm not fond of the tall buildings that have gone up in and around downtown Elmhurst.
 It takes too long to get a building permit.
 Just another way to gouge the taxpayer.
 Lack of planning to avoid duplication of restaurants and failure to attract other entertainment options
 Large high-rises need more public input
 Less green space
 Loss of hometown appearance
 Lots of larger houses being built on normal size lots. Lack of green space. Parking.
 Money seems to influence code modifications/changes
 Monster houses need to stop. 30% rule not followed, too expensive.
 More worried about attracting large condos than maintaining community feel
 Need green space
 Need large indoor sports facility.
 Need more park district gym facilities that would be affordable
 Need more rules so buildings look like they belong
 Need to control footprint of houses to control neighbors flooding
 Neighborhood garages built in flood zones
 New construction is too big and intruding on green space
 New development doesn't have a cohesive look (too much mix of old and new architecture/design) and there isn't a strong attempt to preserve old buildings and update them for current use
 New high buildings in downtown area
 New houses are too big for the lots.
 Not enough thought to future problems
 Not in favor of the overall city plan for downtown as the plan encourages/invites/promotes high density, especially residential in a traffic jammed area. Planning and zoning follow the city plan so therefore I am dissatisfied.
 Old hospital development homes are built too close. Too many huge rental buildings wreck the charm of Elmhurst.
 Overbuilding and permitting of excessively large dwellings.
 Overbuilding on lots, too many multi-unit buildings
 Over-development of downtown with vacant in existing buildings
 Overgrowth!
 Overregulated
 Prime locations (corners cappers and downtown) are not revenue-producing but take up prime real estate (banks on every corner)
 Prioritizes business/tax base enhancement over natural features such as preserving woodlands.
 Process for obtaining permits is too long and expensive. Process for submitting a variance is ridiculous and based on who you know.
 Putting too many apartments and high-rises
 Residents need to be the priority, not businesses

Schizophrenic. Favors non-local builders.

See overbuilding observation [The preponderance of McMansions, the startling apartment/condo overbuilding downtown]

Takes forever to get a permit for one. And Planning and Zoning seem to be consistent

Tall buildings right on the sidewalk, no place to park in town except for the poorly designed garage on Addison. I feel bad for any home that loses their sunlight because of a monster house built next to them, 3 story home next to a single-story home, shouldn't be able to build something like that unless it's on a big lot, just my thought.

The Addison corridor has created a traffic issue and now there is another project which will add many more cars on Haven. All this traffic in the downtown/railway corridor is only going to exacerbate the congestion. When trains are stuck for long periods of time, drivers are weaving through side streets. An underpass on West Avenue would alleviate some of this on the west side of town, but there needs to be other options if this many housing options are coming in.

The amount of variances that are permitted for downtown new construction that do not comply with Elmhurst codes and standards. Several new buildings downtown do not comply, yet we're constructed out of cheap metal panels in lieu of brick and stone. It just looks cheap

The city is becoming more like a HOA. Way too many rules and regulations for every homeowner.

The downtown area is being overbuilt. Our streets often struggle to accommodate the traffic.

Parking is often hard to find

The downtown is being overbuilt, with too many new residential buildings that are too large.

The park district is buying too many properties and paying too high a price for them. The new schools being built are prioritizing the form of the building over their function. Put another way, the buildings are being made to appeal to the architects' aesthetic values first and foremost and leaving pragmatic concerns about their fitness for purpose aside.

The loss of vegetation and soil that protects against flooding, new construction that comes with a couple of feet of the sidewalk, rezoning for business at the expense of people's homes.

the new houses that are being built seem to be lot line to lot line with poor drainage and thoughts for existing properties already there. land being sold for water retention that's not being utilized when not needed. the time to get permits pulled is a long time.

The town is over growing. Nothing is given back to the existing residences. Taxes increase while the town gets more tax revenue from new builds

There are too many large buildings going up in the downtown area. We are adding too many condos and multi-family dwellings

There are too many larger structures being built in the downtown area and too many teardowns with giant homes in their place that are making it too expensive to live here.

This department is not there to help homeowners.

Too long to get permits. Misinformation from city workers. Hard to get a call back.

Too long for permits

Too many apartment complexes

Too many apartments and condos in downtown

Too many condos uptown :(

Too many downtown condos

Too many duplicate businesses. Too many condos. Need more fun.

Too many high-priced condos. When I retire, I won't even be able to afford the town I have lived in for 20+ years.

Too many high-rise apartments/condos in downtown area.

Too many high-rise buildings. Causing parking issues. Traffic problems.

Too many high-rise buildings

Too many high-rise buildings

Too many contractors approved to build more and more townhouse/condos-

Too many multi-unit housing structures (too many people already!)

Too many multi-unit buildings

Too many oversized houses on small lots

Too many permits given to large condo developments. New homes allowed to build too close to the property lines

Too many rental units in downtown. Especially building on 1st and Addison. Very large and ugly. Concerned about new development on corner of 7-11.

Too many teardowns and high-rise apartments/condos being built

Too many teardowns. No following of zoning laws.

Too many variances granted

Too much new construction, high rises in center. Also, very disappointed with approval of drug rehab house in my neighborhood on Larch right next to bus stop for my daughter.

Too strict and make life difficult on people causing hardships

Totally ignore zoning codes

Trinity Christian expansion

Way too many houses being knocked down and being replaced with houses 3 times the size. Not enough land to handle water runoff.

Way too large new homes

We are overbuilding on city lots and causing drainage and flooding issues.

We give too many permits away.

Weird rules about how far away from the property line a shed has to be. With no explanation of why. People just skirt by these dumb "rules" anyway. Those of us who can't put a shed together ourselves and company requires a permit, and we have to have a shed in the middle of our yard practically. Way too many condo buildings too. This is not the city. Too much overcrowding and they are just so big. Prioritize things that encourage community engagement (like the performing arts center) instead of giant condo buildings.

When a citizen can't plant a garden or raise a chicken, we've got humanity issues...

Where-when a senior center

Why are they continually spending millions of dollars to save 6 homes from flooding? Just eliminate the 6 homes and make a park.

Why are we allowing huge houses to be built on small areas and decrease greenspace?

Would like empty lots within neighborhoods to be leveraged for more community space. Would like neighborhoods, and those around them, with schools, to have sidewalks on both sides of all streets.

York St. condo development between 2nd and 3rd. Hurts character of downtown.

Zoning is inconsistent and so is enforcement of permits. Permits required for too many things.

Why are you dissatisfied with the property maintenance regulation services?

All the new houses, codes and permits are not tracked, contributes to flooding. The new homes make neighborhood feel crowded.

Building codes that don't make sense and are not explained. Our neighbor has an in-ground pool that is broken and filled with disgusting water and mosquitos but no one seems to care about that.

City goes overboard on some things and lets others get away with messes.

Code enforcement poor ("not enough staff")

Code enforcement should be renamed code impediment or community control through the manipulation of codes. Codes and regulations are moving targets and are used to wield power.

Code seems arbitrary

Codes not enforced

Construction overdone

Construction sites seem to be unregulated, debris blows around neighborhoods, some home projects take too long to complete

Difficult to get code enforcement

Downtown sidewalks are a mess. Need to be power-washed weekly.

Fines are levied but I don't see anything beyond that. We have a house on the street with a collapsed garage and nothing is really done beyond a fine. Animals are living in it and is a safety hazard.

Flooding due to new construction with lack of proper water drainage

Garage addition on East side of Poplar between Church and Madison, front of house looks bad.

Neighbor across the street removed landscaping and has multicolored plastic chairs in front with a fire pit. Why not the backyard??? Feel the aesthetics of the block lowers the values of the homes.

Homeowners will manage the property better

Homes that are rental units are sometimes not properly maintained. The yards can become overgrown with tall grass and weeds.

House next to us has been "under construction" now for 4 years straight which seems to be a result of loose code enforcement and regulations compliance.

I have had multiple neighbors parking and leaving RVs in driveways hanging over the sidewalk on to the apron for weeks at a time. These types of vehicles can only be parked for 3 days. Any vehicle blocking a sidewalk should be ticketed and nothing is done about this.

I live in Butterfield Towers, where there are health code violations everywhere! Filthy trash chutes, garage area, laundry room, elevators don't work, dark hallways & stairwells.

I live next to a hoarder. Poor enforcement.

I read in various local sites about building codes being ignored, makes me think that the builder(s) is tight with City Council therefore getting special favor. I would like to think it doesn't happen, but I never read any rebuttal from city.

I think the grass cutting code is silly and not ecofriendly, we got a notice that our lawn was above 8 inches on May 9th. It had rained significantly, and the grass was too wet to mow. Our grass was not above 8 inches., besides May 9th is early in the season to mow. The city should adopt the No

Mow Til Mother's Day program which lets grass grow to increase natural pollinators and biodiversity. Westmont does this already

In my area, there are a number of cars that park and make the sidewalk unusable. This has been occurring for years, but no code is enforced. Surely this cannot be allowed.

It's not enforced

Lack of enforcement

Landlords get away with bad tenant treatment.

Landscape that grows over 1/2 a sidewalk, forcing bikers, strollers, runners into street.

Untrimmed landscape that forces cars to pull further out into traffic/walk lane to see what's coming.

Leave people alone and quit enabling cranky neighbors.

Look at the houses being built, and areas trained to favor business development over the creation of neighbors and families

Many violations that are never acted on unless someone complains.

More attention should be given to properties and buildings that are not properly maintained.

Need to address situation with homeowners that do not maintain houses and/or property

Need to identify those that need help and coordinate helping.

Neighbors have constantly violated local codes for maintenance and noise when city is approached then do nothing.

Neighbors have unsightly yards, unfinished wood trims and doors, moving vans in driveways for months with no enforcement

New construction properties are not monitored for code or compliance. Builders have been breaking codes in my neighborhood for 20 years. When I had concerns about construction of the house next door, it was flat out ignored.

New residential construction outside downtown is not being held to code, particularly with regard to lot coverage, which affects storm water management (houses are covering too large a percentage of their lots).

No evidence of enforcement

Not enough regulation on residential and commercial development

One resident can be cited for a fence that is four inches over the prescribed height, while a corner lot a few houses down has gardens and fencing that block drivers' line of sight, and nothing is done.

Only if it affects health and safety of residents

Overregulated

Private homes and yards not taken care of properly!

Random. Codes are only enforced when there's a complaint. Landscapers and builders are always doing their jobs during off times, code enforcement should be monitoring and not waiting for complaints.

Recreational vehicles

Same issue with changing zone on Eggleston.

Second & Addison vacant lot.

See way too many houses in my area that are not maintained. Grass left uncut, siding coming off etc. Businesses with messy exteriors

Seem to focus on the wrong things.

Some properties are not properly maintained. Shipping containers in a yard for months.

The builders are in the pockets of the officials...inconsistency in regulations, code compliance by property.

The issue the hoop house family had was a total embarrassment as other homes did not meet the regulation and were not penalized as these people were. If you have a regulation, it must apply to all!

There are a lot of homes in need of major repair (roofs, siding) that look horrible as well as lawn care and nothing seems to be done. We have called on a neighbor yard issues, and they paid a fine and did nothing to maintain the yard.

There has been a continuing controversy over the city's prohibition on "hoop houses," which are simply useful gardening tools. I think that's silly. Let people grow herbs and vegetables in their backyards! I have a Veggie Pod; are you actually going to waste your time and resources and fine me for it?!

Too many homes need better upkeep

Too many neighbors with junk piling up in their yards

Too many regulations that unfairly and nonsensically discriminate between property owners and what they're allowed to do within their own property.

Too much concern over hoop house gardens and chicken coops which would allow people to sustain themselves in environmentally friendly ways.

Too much monitoring. Taxpayers have rights.

Too strict

Too strict, not willing to compromise

Totally ignore zoning codes

Uncoordinated new construction leads to blocked streets. And we are very upset about the hoop house. Seems racist and ridiculous.

Was forced to get a permit for my deck when it was on the permit for my addition. Had to wait several months to complete. Also forced to get another plat of survey and then (?) to insure myself as I did the work. \$650 before I even started.

When driving around my neighborhood, there are houses with no lawn care, broken windows, garages not painted, and garages falling down.

Why are you dissatisfied with the stormwater management services?

A lot of Elmhurst still has flooding issues despite all the stormwater management.
Always worry about flooding. Have to pay for flood insurance.
Backyards are flooding because neighborhood garages built in flood zones.
City spends way too much money on stormwater projects. No other city near us spends 1/2 of what we spend. Why?? Those houses that benefit need to pitch in their own money. Do not increase fees to cover costs!!!!
Continued flooding
Continued flooding issues
Continued standing water
Creek by 841 N. York St. overflowing (SE property)
Crestview Park drains on my property.
Do big projects, not backyard stormwater.
Don't think everyone should be taxed to pay for some
Drainage still an issue.
Due to flooding in the past, although we have not had flooding in several years, so hopefully the problem is fixed
Flooding continues, despite measures city has taken, in part to uncontrolled large housing
Flooding still occurs
Frequent flooding in Elmhurst.
Historically certain areas were not considered for proper flooding prevention. Stop buildings going in floods plains
I have lived here 40 years and we don't seem to improve to the point we need to.
Length of time it's taking to fix
Lots of flood issues
Lots of flooding
Make taxes for stormwater management fairer. Smaller homes should pay less.
Many people complain about flooding. I haven't experienced it but I know others have issues
More rain barrel encouragement
My home has taken in water in the basement multiple times over my 22 years. Replacing the shut off valve did not solve the problem. Overhead sewers did. However, now the backyard and occasionally the front become a pond during heavy storms. Meanwhile, the mega mansions continue to be built all around.
My street flooded for a number of years, but while it's better, flooded streets are still an issue at times.
Need more protection for homeowners.
Needs to be priority
North side still floods
Obvious answer, it's a problem every year and shouldn't be
Only for new homes and buildings. Not old homes.
Our basement flooded due to city backing up, so the city water came into our basement, we are stressed out every time it rains, too much concrete around the city; maybe look at European cities and types of pavement with more natural plants

Putting a lot of cost on homeowners who already pay taxes.

See above [Flooding due to new construction with lack of proper water drainage]

See above-[Need new stormwater sewers]

Sewer system cannot handle runoff

Significant recent building of new and larger houses has reduced the areas for stormwater to be absorbed by the ground. Every time there is a heavy rain, substantial rainwater builds up on my property.

Spent way too much money on these projects at the taxpayer's expense.

Street flooding

Streets still flooding and not enough being done for low laying houses in south Elmhurst. Some things have been done but not enough.

The area we are in floods regularly during severe storms.

There are areas of town that need help and have yet to receive it, such as Graue Woods.

There are corners in residential sections that still have trouble with flooding during storms.

There is a lot of flooding and standing water in yards around Elmhurst. It is against code to use the sewer for excess water drainage/run off, so a better, more efficient system needs to be developed.

There are still areas of the city which need stormwater relief.

We have had the city to our house and argue that it's not the new houses and that there is nothing they can do about the flooding when we know 100000000% that there was no flooding issue before all these new homes were being built. Every time it rains we hold our breath and pray that our basement doesn't flood. We have done everything we can on our end to prevent this from happening.

We still have flooding

Why issues at St. Charles and Cottage Hill?

You apply same codes-all of Elmhurst. Not everyone in flood zone.

Why are you dissatisfied with initiatives to maintain the environment?

City vehicles could be using natural gas. Charging stations needed.

Could be more

Could be more proactive finding solutions to mitigate the use of fossil fuels

Do more. More solar. More green. More compost. The land at centennial should have been kids gardens and intersect w seniors— relationships and pride for our seniors. Green space.

Does it exist?

Don't believe much solar exists although I could be wrong.

Don't see any attempts to increase use of solar or other environmental issues

Elmhurst uses gas, nuclear energy and coal as our primary energy sources. There's no reason to get an electric car until we have better options.

Focus less on this/focus on current town

Have not seen any initiatives.

Haven't notices much except solar powered stop signs.

Haven't seen/heard of many of these.

I am not aware of any initiatives of that sort. They are not made obvious to the public, especially to the youth to guide them in that direction

I am not very aware of what efforts are being made here so I can only infer that there are not many.

I am unaware of any efforts by the city to maintain our environment. Our cities and states should be leading the charge to protect our environment and I have not seen those efforts.

I don't feel that the city is doing enough to promote alternative power. There might be incentives, but do residents now about them?

I don't get the sense there are more options being made available or being advertised for residents.

I don't see many initiatives focused on this. It is interesting that there are four electric vehicle charging stations and that the city picks up the cost. But there are none south of the railroad track. I've used the free charges extensively so thank you. But would be happy to pay per use in exchange for additional charging stations.

I have seen no use of solar power. Nnor aware of alternative fuels in the city.

I see no effort in this direction

I see nothing in the city. No incentives considering climate change.

I think switch to solar cost more than it's worth

I wish the city took this more seriously: adding composting year-round (without additional fees that scare people off), opportunities to recycle our Christmas trees, usage of solar power for public buildings, not mowing all the grass in the many parks, encouraging recycling through clear guidance rather than the confusing handout currently on the city website, etc.

Is Elmhurst doing anything in this area?

It feels like there are none.

It is a waste of money to purchase and install more solar and charging stations at this point. Too expensive, wait until costs go down.

It seems like we are moving into a time where a lot more can be done to utilize new sources of energy.

It seems the push is just for show

Lack of this area

Mainly because I don't see any initiatives, but I'm sure there are some.

More charging stations, use by city

More incentives and more information readily available. At the time of this I do not even know if they have these initiatives.

Much of our infrastructure is outdated and needs to be updated to newer more up to date systems

Need to weigh increased cost

Needs to be more publicly available and cooperatively owned.

Not aware of Elmhurst doing anything

Not enough focus on solar, etc.

Not enough visibility to the efforts

Not obvious or enough. We should be leaders.

Our family would like to see the city do much more in the way of progressive measures for environmental sustainability.

Room for expansion and improvement

Savings the community never see.

See little activity

Seems to be low or no priority

Should be personal preference.

Should improve

Should see more solar on government buildings, green roof gardens, community gardens, better use of areas that are wasted grasslands.

The city needs to be more progressive with solar power and encourage and educate our homeowners also.

The city should be leading the way promoting more EV charging stations and transitioning to EV's in its own fleet as well wind and solar collection.

There is not a strong emphasis on this in the first place, and there are no real incentives to switch to more environmentally friendly alternatives

There isn't enough

This should not be a priority. There are many other things that outrank a currently unproven and incredibly expensive path.

Waste of money. Let the market drive uptake.

We don't need the initiatives

We just don't seem to do any of it or looked into it.

We need solar panels on city buildings and to speed up converting our fleet to alternative fuel vehicles.

Would love to see more solar

What additional services or programs, if any, do you think the City of Elmhurst could provide?

Additional/Improved Park District Services or Programs

A new and improved sports complex. Courts Plus is dated and old.

Dog parks (5)

Elmhurst needs a 3rd public pool.

Expansion of courts plus more pickleball carts.

Facility for youth sports programs with basketball/volleyball courts

I really, really, really want a dog park.

I think our parks need to be better maintained and more presentable

I think the park district needs to offer more classes or additional times of classes. There is always a wait list, and you literally have to set an alarm to get up as soon as registration opens and sign your kids up. It's insane and every parent I know complains about it.

I'd love if Elmhurst Park District could provide more kids programs. Many are filled within moments of EPD registration

Major sports venue at Berens Park

More park district programming for all ages

More pickleball courts in a central location (Park District)

More pickleball courts. All the new parks are for children only.

Most cities/towns have a park district facility for exercise-indoor walking, basketball, volleyball, etc., etc.

Offer more speed / acceleration / physical - sports development activities within the Park District.

Park District programs and summer camps -- always full

Provide more availability for summer camp. 37 kids in the waiting list is good enough to have another class

We need a large-scale yard house or sports facility for indoor youth sports in the winter

Senior Services or Programs

A senior center

A senior center for food, entertainment, and trips

Anything that will benefit disabled seniors like myself

Better senior services. Check out Elk Grove Village and Arlington Heights, to name a few, and see what they provide for their Senior population. Seems Elmhurst just wants the seniors to move out so their homes can be torn down and a million-dollar home can be built so that the city can collect more tax dollars.

Exercise programs for seniors without having to go to the Courts. Also, entertainment programs and trips.

For seniors, the courts and exercise facilities should be free or cost much less than they do!

Improve services for seniors and disabled

More elderly activities to connect

More senior programs (3)

More senior programs, for the many old folks in the community.

Need to provide a senior program with daily activities for socializing. The Abbey was a serious disappointment.

Programs that help senior homeowners-i.e., shoveling snow, etc.

Senior center. I know one is coming.

Senior citizen bus to get you to downtown Elmhurst

Senior citizen rec center, transportation system

Senior programs

Senior services

Senior-transportation, improved Park District activities

Seniors don't need weekly trash pickup.

More Recycling/Recycling Education

Additional electronics recycling, prescription medication take back events, etc. Other ways to be environmentally conscious

Clean-up, recycling, and electronic events should be in the fall or biannually.

Composting

Composting options

Composting programs

Electronics recycling site, not just once a year

Explore more city composting.

Explore more city recycling

Having dumpster/recycling area for various electronics. medication, etc.

Hazardous waste disposal

I think there could be a better educational campaign on recycling to keep residents informed (e.g. keeping plastic bags out of recycling).

Informational charts or lists of specific items okay to recycle

Material recycling programs

More community education on recycling

More education on composting and recycling

More electronics recycling options

Paper and confidential paper recycling-my residence does not provide this.

Recycling in public and businesses

Improved Public Safety

Concerned about safety

Have more law enforcement patrolling on foot or bicycle rather than patrol in vehicles only to encourage more approachable interaction with community members.

Have police (on bikes?) in parks and neighborhoods

I would love to see family self-defense courses taught by the police officers. I would happily pay for these.

Increase training for not using weapons for police.

Increased police presence throughout Elmhurst in the face of rapidly rising crime emanating from the City of Chicago.

More police patrol cars on streets

More police resources

Must stay ahead of crime (e.g. uptick in carjacking and other) and push for proper sentencing in DuPage as a deterrent.

Offer courses (by police) of safety precautions

There has been an uptick of small crimes (vandalism) etc. since the pandemic began. This is clearly the work of bored young people who need to be caught and dealt with in a way that makes them realize that their privileges don't make them above the law. I would love to see the city tackling this more aggressively.

More Yard Waste/Leaf Pickup

Additional free leaf pick up like other towns

Additional free yard waste day

Change the leaf pickup system to a vacuum truck

Extend garden waste pickup. Last year the leaves fell later and didn't get picked up.

Free leaf pickup

I think the city could provide more free leaf pick up days and include yard waste as a portion of the waste pickup.

Leaf curbside vacuum

Less expensive yard waste stickers

More free yard waste pickup

More leaf pickup in the fall

More leaf pickup

One day a year brush, tree branches pickup

One more tree pick-up day

Environmental Sustainability Initiatives

Assist residents with guidance on reducing carbon footprints, decreasing heat island effects, and navigating what is needed to charge an EV at home.

Charging stations for electric vehicles

Community solar

Community solar, additional environmental incentives and regulations

I believe the city should embrace more programs and opportunities to maintain the environment and encourage its residents to do the same.

More education about solar energy

More emphasis on green/environmentally friendly programs and services

Solar energy

Solar/geothermal/alternative energy incentives

More/Improved Bike Lanes/Bike Paths

Better bike lanes downtown as kids continuously ride on sidewalk.

Bike lanes to exit the town. Very dangerous on St Charles going west. Same on Lake Street.

Improvements to the bike path that crosses York Road

More bike lanes

More bike trails

More biking paths

More focus on bicycle paths

City Transportation

A free electric bus that runs from Butterfield Road to Grand Ave. at times that would benefit everyone.

Bring back the Elmhurst taxi program. Ride DuPage is subpar.

Create standard public transit loop between economic zones (make trolley year round and less of a gimmick).

In town city taxi/small bus service for senior citizens or others needing to get around in town.

In town transportation-regular and reliable

Trolley during all weekends

Animal Control

Also need animal control

Animal control

I would like to see Animal Control reinstated. With so much construction in the area, I am seeing an increase in displaced animals.

Improve dead animal removal from yards

Lack of animal control is a real issue.

Raccoon/skunk trapping and removal

Diversity, Equity, and Inclusion Initiatives

Continued/expanded welcome for people of all backgrounds, race, ethnicity, LGBTQ+

Diversity training

I would love to see the city creating a taskforce to more openly promote and create opportunities for more diversity in our city -- such as figuring out ways to help non-white people feel safe and heard in this city, creating more affordable housing options, creating an anti-racism committee that is actively looking for ways to address systemic racial issues in Elmhurst, etc.

Programs to hire more diversity among the workforce. Programs to attract more diverse residents to the community to purchase homes, property, and businesses.

Support organizations such as The Backyard Caucus that bring issues such as diversity, equity, and inclusion to the forefront.

Improved Street Maintenance/Repair

Busy street maintenance

Condition of streets

More street cleaning.

Road maintenance updated and improved

Sweeping leaves out of curbs in fall

Add/Replace Sidewalks

Better pedestrian walkways everywhere.

Replace sidewalk damage

Replacing sidewalks

Sidewalk shared replacement reinstated.

Sidewalks on the north side

Improved Business Attraction/Retention

Diversity in business licenses

It also seems you have a large number of vacant business locations. Why do we only draw on nail salons????

Long time ago you could buy in Elmhurst everything, without leaving town, now only banks, doctors' offices. Perhaps it is convenient after dealing with the banks you need doctors help- little irony on the end.

More shops on rt 98 and downtown

Provide a better planning commission for restaurants and other commerce within the city. How many more nail salons in tanning salons do we need

More Special Events

Bring back the carnival/craft fair and cool cars.

July 4 parade or fireworks

Live concerts in the summer

More festivals

More special events/concerts outdoors in parks

Better Snow Removal

Better snow plowing

Need better snow plowing

Snow removal

Snowplowing

Better Code Enforcement

Better code enforcement

Better neighborhood code/permit enforcement

For homes in downtown area especially, offer credits for those who rehab an old house or assistance financially if high cost is due to getting up to code.

There are several homes on around the northeast corner that are in rough shape, and this detracts from other homes in this area and could lower property value.

Don't Know

Don't know (6)

I don't know.

Not sure (2)

Unsure

None

Can't think of any (5)

I cannot think of any.

I can't think of any right now.

I don't think there are additional services needed as we have a comprehensive program in place

I don't see a need for additional services at this time

I don't think there is an issue with lack of services and programs

I feel we have enough services at this time. Any more would be overkill and a strain on the city budget.

Improve on the ones in force. I don't believe new ones are necessarily needed.

No additional services or programs come to mind. I'd love to see evidence of diversity, equity, and inclusion within the services and programs we do have.

No additional services or programs.

None (17)

None from the perspective of a retired homeowner.

None I can think of at the moment

none you already have your hands full with all the current

None, I love everything Elmhurst has to offer

None. Cost too much now!

None. Cut back some services we don't need.

Not additional. Fix the existing.

Nothing that I can think of, just keep on doing what you're doing, but better.

Other Services or Programs

All-day kindergarten for all students

Anything that is good and reasonable

Bee prevention, attracting beekeeping and bees, insect prevention.

Better drainage of the walking paths in Eldridge Park. Been trying to get the Forestry Dept to fix for two years. A hazard when they freeze over in the fall and winter.

Better zoning

Chicago metro/L all the way to Elmhurst to make it more accessible

Consistent mail delivery

Consultants for homeowners

Easy online bill pay.

Enforce one-way streets more carefully. Create one-way alleys.

Expanded children's activities

Fall clean up. There used to be a spring and fall clean up and the fall cleanup has been eliminated for some reason

Free educational or recreational programs for kids during summer

I believe a significant investment is necessary to digitize and modernize city functions. The city website is challenging to navigate, and a high percentage of forms/functions still require paper forms / mail.

I think teenagers need a hangout where they can ride their bikes. Arcade, ping pong, bags, and maybe a diner all in one.

Improve traffic flow N-S through major streets. Traffic moves far too slow because of all the lights and stop signs.
 Large item pickup twice/year vs. once per year with garbage service
 Lighting in neighborhoods. Old, weak.
 Mental health
 Mental health emergency services
 More activities for the kids
 More attention to the residents and their needs especially related to the parkway, sidewalks and walking/biking paths
 More benches to sit
 More bridges to reduce issues freight trains cause.
 More community feedback on local projects
 More crosswalks on Butterfield Park area. Butterfield Road is dangerous from York St. East to Butterfield Park.
 More curbside cleanup days in summer
 More days of big item pickup for garbage
 More effort on beautification outside of downtown.
 More event spaces
 More green spaces
 More one-way streets or widen them. It is difficult to get down when cars parked on both sides of the street. Ugh.
 More valet parking around the hospital for the handicap people.
 No Mow Til Mother's Day program
 Noise control on Fourth of July (fireworks)
 Offer more and consistent education to our police/first responders on mental illness, race sensitivity etc.
 Parking overnight in street (in front of own house) without tickets
 Programs of emergency management and CERT and how to help people who do drugs.
 Promote programs to support youth activities and abate the growing mental health crisis in teens.
 Public access to gardening
 Public forums
 Reduce use and cost of large garbage cans
 Replacement of clay pipe sewer lines from sidewalks to street connections, remove tree roots from those lines, or collaborate with residents to remove and replace in bulk pricing way along with removal and replacement of lead water lines, remove old parkway trees that clog sewer lines.
 Restore parkway tree planting. I read that they had, but we have had no communication.
 Roundtable discussions or town halls
 Safer crossings York, St. Charles.
 Sell yard waste and refuse stickers at more stores.
 Sports and event center
 Stop sign on Mitchell at Prairie Path
 Stormwater assistance to homeowners beyond current

Tear down the abandoned lapidary museum and use the foundation to create an outdoor amphitheater for concerts or small plays

The city needs to work more closely with the state to reduce the big trucks, heavy traffic and speeders on North Ave (Rt.64). If trucks with more than 2 axles were not permitted the traffic would be reduced and the flow much better. Speed bumps/island along the street would also reduce the number of big trucks and slow the speeders. The number of cars will continue to increase due to the rising population and the big, new multi-owner buildings. The only way to make North Ave the residential street it is zoned & built & inhabited is to get rid of the big trucks & speeders. The only way this will happen is if the city works more actively with the state to effect change.

They could work out deal with Comcast for cheaper rates

Timing of stop lights could be improved

Tree trimming

Two big garbage days a year in the summer after school is out and in the fall.

Underground sump hook up to storm sewers to avoid flooding back yard, dumping on sidewalks, and freezing in winter.

Other Comments

Cheaper garbage rates and the freakin' water rates are out of control

Clean up the Garden Street by Highway 83 more. Most of the time is very dirty.

Code enforcement is a joke

Dispensary would bring tax money to a town that needs more tax dollars instead of the nickel and dime tax, i.e.. gas tax just for Elmhurst.

Elmhurst like when it was first started. Cool cars. Stickers for trash.

Elmhurst provides excellent services for all of their residents.

Focus less on new services and more on making the quality of existing services consistent across the city.

I think we should focus on lowering taxes rather than adding new services.

Lower taxes

North Elmhurst (York) still ugly and not properly invested in by the city in terms of beautification and integration into the city plan.

Police that act like kind human beings, not pompous jerks

Satisfied as is.

Should improve all departments

Stop driving city vehicles through parks and green spaces for garbage collection etc... so tired of seeing car tire ruts in green space grass areas, baseball, and soccer fields.

Stop spending on new, reduce current program, and give taxpayers back their money. We need smaller, less government.

Strive to actually figure out core functions and cut your budget

The city had a perfect opportunity for a new subdivision with a pre-k to 5th school and mini downtown entertainment, instead two newly built, massive shipping buildings sit empty on lake and grand.

The city needs to spend within its budget, stop raising taxes and fees.

The north side of Elmhurst should have schools and services that are just as good as the center of Elmhurst, but that is not yet the case, schools especially. It isn't equitable and is a lawsuit waiting to happen.

Traffic not properly accounted for in city plan, especially center of town

Variety in projects of building new residences. They all look like cookie monsters, Elmhurst downtown turn into one huge parking spot.

Would like to bring all of Elmhurst to the same level of opportunity, i.e., sidewalks, businesses, etc. Would love more transparency of how and why funds are spent where they are spent.

What services or programs, if any, do you think the City of Elmhurst could cut?

Vehicle Stickers

City stickers

Eliminate vehicle stickers like many other cities around us have.

Elmhurst car stickers. Why? Seems silly. If you need more money, collect via taxes. Nickel and dime feeling about this. A hassle to pay small fees separately. Same for alarm permit.

No city stickers

Parking stickers and alarm stickers. Especially paying for them 4 months apart, it's such a hassle

The annual city stickers

The car city sticker program - seriously, what's the point?

Vehicle sticker

Vehicle stickers. It baffles me why this is applicable still

Why do we have city stickers for cars?

Trolley

Cut free trolleys

Cut the trolley

Trolley (3)

Decrease Police Staff/Budget

If there is one area though that I feel we are over served it is the Police. We are a safe community, we just are.

Less money for militarizing police and more focus and funding for mental health professionals and counselors.

Police budget for militarization and weapons

Police force could be greatly reduced to fit with actual amount of crime issues in Elmhurst

Police force

Consultants

Consultants (2)

Contracting high-cost consultants to recommend changes that do not ultimately result in substantial positive change. (cost, v ROI) or in improved services

CRT consultants paid big bucks by school district for teaching fluff

Special Events

I think some of the downtown programs which are in place to bring people to town are not effective. For example, the trick-or-treating program where kids go from store to store to get candy just brings people from other neighborhoods that come in take the free candy and leave. This does not seem to add anything to our commerce and just brings lots of people here who add to congestion and take parking spaces. These free giveaway programs don't seem to benefit the community only others coming from outside of the community.

Some events could be done without like the carnival and Cars Under Stars.

Summer outdoor music

We actually hate the St. Patrick's Day parade, too. Too political and too much alcohol.

Decrease Library Funding

Library is over-funded.

The library does not need additional expansion.

I think the levy on the library is too high in regards to property taxes. That may be a separate issue however that the city can't control.

Library

Street Cleaning

Street cleaning

Street sweeping

Street sweeping. Done many times. There is nothing to sweep.

Fine Arts Center Not Needed

Fine arts center not needed, plenty nearby

Any of the cultural and arts programs we support would be missed, but if we had to tighten our belts they'd be a logical place to start.

Involvement in performing arts venue

Giving Money to Businesses

Giving money to businesses. I end up paying more because of it.

Handouts to businesses

Stop giving away tax dollars to the millionaire businesses and developers. Why are we giving hundreds of thousands of dollars to iMotorsports? New Star Home? The mayor and aldermen are spending OUR money too freely. Make smart decisions about how our tax dollars and fees are allocated.

Decrease School Funding

Schools can be fixed, demolition of schools will give a different vibe to the neighborhood, and it's nice to have an aged vibe.

Elementary school updates and costs

My personal opinion is that we are overpaying for our school services.

Decrease Park District Funding

Too much money spent on parks

Park expense

The Park District

Don't Know

Can't think of any (3)

Don't know (18)

Don't know answer

I don't know at this time, but there should be a thorough review with many different stakeholders that aren't part of the "group think".
I'm not close enough to make any suggestions
Not familiar enough to say.
Not knowledgeable
Not my place. You would know. Taxes! Yikes!
Not sure (10)
Not sure of all that is available
Not sure on this one.
Not sure. It would depend on usage
Not sure...I'm sure that there are some, but I don't know enough about all of the services so I can't really say
Probably we're not aware of everything offered, so we have to say don't know.
Unsure (2)

None

None (48)
None come to mind. I'd like to see a listing of all services to be able to answer this question.
None I can think of
None noted
None should be cut
None that I can think of
No services or programs to cut.
None, but keep additional hiring to a minimum. Watch budget growth.
None, offhand, and once cut, they'll not return, most likely
None. Need more but not sure what?
Don't cut any, we offer good things in our town.
Honestly, I don't think we need to really cut anything.
I don't think there are any. But I would hope our City Council is looking at all the departments to find ways to cut inefficiency and waste.
Nothing

Other Services and Programs

Anything labeled 'green'... unless it pays for itself with efficiency savings (no subsidies/tax dollars)
Building on every inch of land
Charging for yard waste pickup
Children programs
City equipment
Cut PACE buses they are empty or have very few people on them.
DARE
Decorations
Economic growth initiatives, anything doing with deforestation
Environmental. No more tree huggers
Museum should be privately funded.

Painting of fire hydrants - so many changes of colors and why?
Pensions for public employees.
Permits to large gatherings in our parks-i.e., Butterfield Park (no crowd control, lack of parking, trash, etc.)
Public works programs
Recycling
Reduce buildings (Lizzardo)
Sell water and wastewater system to larger company
Solar energy
Stickers for yard waste
Stop buying buildings and expensive land.
Storm water issues satisfactory now, further work doesn't make financial sense-if homes are flooding, buy them, demolish them and turn into park land.
The city center habit of putting huge metal flowers in street containers
The overnight street parking ban. If we have a sticker, and you know it's our car in front of our house, then leave us alone.
Vice and assistant positions

Other Comments

All services and programs are excellent
Please power wash the Schiller Parking Deck stairwells. They are disgusting!
10% across the board immediately, then go to zero base budgeting to get rid of as many programs as possible and as soon as possible-government is not the answer to almost all problems we have.
I think city government should strive to find 10% reduction in overall budget. Retain outside party (consultant) to ruthlessly cut costs and staff.
I would have to see a list of what they spend on what or who.
Anything that costs too much
Streamline jobs or share services with neighboring towns.
Better code enforcement with hoarders.
High taxes
Cut the high water bills
Those with minimal participation / enrollment. City would know what they are.
Park district should be dissolved and absorbed by the City government. Their offices are a waste of taxpayer dollars. Same thing goes for the library. Too many governmental units.
Not police- need more resources
i think there are too many separate districts in Elmhurst (park, school, etc.)
Have to see a list but don't overspend and have the county increase taxes. And don't tell me my home is an investment
If transparency was applied, there might be specifics that could be answered here.
More environmental incentives, regulations, etc. It would be nice if the city had a program whereby teenage Boy Scouts and Girl Scouts, or other young folks, could help the elderly community members with basic chores, such as salting their sidewalks in winter and mowing in

summer. I'd like to see the city support the endangered honeybee population by encouraging a "No Mow 'Till Mother's Day" campaign, as has been promoted in surrounding towns.

Parking enforcement is a joke.

Services where participation is not good should be eliminated.

The city should look into any overlapping committees and any unfunded projects the state forces the city to do which are expensive and/or unnecessary.

Sometimes I see a group of city workers only 1 or 2 are actually working. How is the number of workers determined? Doesn't seem efficient.

We don't need all these different tax bodies, it's ridiculous.

Why did you rate your overall experience as fair or poor?

Because it took several attempts, and the issue was not resolved.
City said someone would contact me and no one ever has.
Constant phone tag to talk to code officer.
Dangerous broken sidewalks need replacement
Failed to return my call after I made 2 to 3 attempts to get information when my street will be repaired and paved - still have not heard response or date.
I never received the information requested or feedback that it wasn't available.
I pay all my bills on time. The last water bill never arrived, and the city threatened to shut off my water for 30 days past due.
Inadequate effort made in attempt to locate perpetrator(s) of the crime. Unsatisfactory follow-up to our concerns over this incident.
Inquired reason for only 1 of 2 vehicle stickers arriving in mail. Individual didn't know and wasn't helpful.
Issue not satisfactorily resolved neighbor continues to be an issue.
Issue with air bnb property was not resolved. Do not want to live next to a property that has different people staying every weekend.
It takes too long to get a simple permit, and way too long to get a normal permit.
Limited response "Don't have enough staff, I'll see what I can do."
Never got an answer to my question
No one seemed to be empowered to act
No real response
No response to the problem
No return phone call or follow up
Not able to get information for planning change to deck
Not competent, rude on phone, got conflicting answers. Website poorly designed!
Not knowledgeable as to who I should contact for my situation
Person answering phone had no idea where to transfer me. I left several voicemail messages with different people and finally got a response from someone only to hear it's not their problem. I pushed back for the city to handle it instead of an individual citizen.
Problem was resolved
Problems ongoing-not solved
Rude, could have saved me a lot of time by telling me I didn't need a permit instead of telling me to fill one out and then calling me back to tell me I didn't need one. Gee thanks.
Rude. Didn't seem to care about broken/dangerous sidewalk. No follow up
Should improve
Slow response time, too much red tape
Staff was nice; courteous, but the solution was out of their control.
Street director promised to clean up repairs. Did a lousy job of cleaning up mess made on parkway and our driveway.
Supervisor was off, subordinate could not handle
Talking to people was fine, their follow up on the issue at hand was poor.

The city staff employee was fine. My disgust was with the elected (and non-elected **[NAME REMOVED]**) people on the planning and zoning boards.

The person insisted on us doing extra above code just because they said so.

The sidewalk "repair" was only a patch to temporarily "fix" the problem. It looks lousy and the overall appearance of the sidewalk lining our street needs to be entirely redone

The woman took our information, but nothing got done. She certainly did not treat us with good customer service. I felt like she was annoyed that I bothered her. Only got sidewalk repaired (it was a tripping hazard) when my alderman noticed and contacted the office. It was fixed within one week. While grateful that it was fixed, I felt like I was just an ordinary citizen and the office woman felt it was okay to ignore me. We pay a lot in taxes we shouldn't have to get politicians to assist for basic needs

These people always act like you are bothering them. They are just plain rude.

Took 2 months to resolve. It seems they hoped I would give up and stop calling.

Took me calling three different times to find a person who could actually help me exchange my trash can for a smaller one. The first two didn't really know what to do and while they said they contacted the trash company; nothing was ever done. The third time it was done properly and quickly.

Took months for problem to be resolved

Tried to get info about shed setbacks. Never received a call back. Had to go in person to city hall to confirm the answers. Staff appeared bothered by my questions.

Verbal abuse from a police officer. Very unprofessional.

We are moving-got a call from City Hall that we had an open file for an inspection for work done-over 1 year ago. We emailed the coy the inspector gave us, but Elmhurst never had it in their file.

Went in person for answers to my questions and felt very unsatisfied with front desk.

Why are you dissatisfied with the job the City of Elmhurst does in providing information to residents?

Because I like to know crime, accidents, and what's going on in neighborhood online-it's not provided!

Because I'd like to know more about what is going on. Not everyone on Facebook.

Could use more information on police activities. Hiding real estate deals until the Patch gets ahold of it.

Didn't know of all the options and haven't heard much from the city.

Elmhurst provides a lot of information to its residence, but not necessarily the information desired.

Everything is political.

I didn't know about the different options to learn about what is going on.

In today's world the social media and websites are probably where most people get their information. Newspapers do not go into detail anymore, so a reliable website would be a good way to get accurate information.

In today's world you need someone dedicated to posting on social media to keep us all updated and informed.

Keep residents informed of crimes committed like our neighboring suburb.

More information should be available for upcoming projects and events.

More newsletters

Never know what is going on in short term

Not enough information about new, oversized proposed buildings

Not enough information on city events and entertainment.

Nothing much during COVID-safety issue

Should improve.

Sometimes it comes out after the fact. Also, the code red doesn't always go through. I find I get more information from people on Facebook.

The Front Porch is awesome— but it's a lot. A month at a glance is great on paper (even printable at home to save mailing) w a social notice that it's updated and ready to print for the month. A quarter is too much info/time for things to change but daily is too much. Weekly seems about right to act/participate- monthly to plan. Quarterly to forget about.

They either don't do anything new or don't communicate it.

Want more information about upcoming city events

We only find out about City Council votes almost after the fact. We need to know about these things proactively and are not able to attend meetings.

Website poorly organized, hard to find information, pages not linked.

Would like to see more information, more often. I often learn of events after the fact.

How can the City government improve communications with residents?

Greater/More Frequent Communication

A little more

Better notification of special events.

Can Front Porch be more frequent? Monthly versus quarterly?

Communicate more

Communicate upcoming topics at city hall meetings

Could always improve/provide more information

I like the weekly e-newsletters. More frequent or special edition of Front Porch?

Mail information, summary monthly

Make sure residents know about upcoming meetings about proposed buildings

Monthly newsletter (2)

Monthly newsletters instead of quarterly

Monthly distribution of Front Porch instead of quarterly

More detailed information pertaining to residents' homes

More frequent communication

More Front Porch mailers (make monthly?)

More notice/communication about upcoming events. More communication about community groups, organizations to join and get involved with. More communication about services offered by The Hub, community centers etc.

More often and more detailed

News Flash more often on decisions or discussions, i.e., what are they discussing on the old Lizzadro Building, how is the progression, projects underway.

Provide more newsletters to the residents

You cannot over communicate.

Improve Website

A reliable website

Continued focus on website

Easier to navigate website, including better search results.

Easier to use website. It's clunky and sort of not user-friendly :(

Have a city newsletter on their website. A specific newsletter site.

Improve city website

Improve the city website--it's bad.

Improve website.

Keep all webpages current

Keeping the website current

More information (detail) on Facebook page

More information on website

New website that does not allow feedback or comments. Don't need trolling, need basic facts, information.

Please improve the website. Seeking out information for basic questions requires numerous phone calls and paper forms.

Sometimes it is hard to wind your way through the website to get updates on various projects.
The website is hard to navigate
Update your website frequently
Website alerts
Website could be improved so that it shows all relevant information, and not just the most recently posted item.
Website not detailed enough-improve
Website should be updated. Have to dig around a lot for information.

Use Email to Communicate

Add email responses. It's 2022.
Consider your target audience. Instead of just visiting a website for City information have updates delivered directly to a resident via email or text messages.
COVID emails were timed randomly rather than on a weekly schedule.
Create more topic-specific email lists, then follow up on them.
Email (3)
Email direct official
Email newsletter and information
If special events or circumstances happen, I would find out faster on a email blast
Monthly email
Monthly email highlighting key information
Provide the city newsletter in a digital format that can be emailed to residents
Send email or text
Sign up people for email newsletter
Weekly email blast
Weekly email to any resident who provides email address
Weekly or biweekly email update

Send Information in Print Format

By sending letters
By sending weekly information with our mail
Continue mailing Front Porch Quarterly
Direct mailings
Flyers
I think a monthly postcard with some timely announcements would be appreciated by us non-Facebook/Twitter users
Letters like the Front Porch
Mail flyers
Mailings occasionally with a few months listing
More informative mail
More mailings
More written communication. Expanded Front Porch?
Old folks still like old school ways. Print works for them.
Printed documents

Send more information in paper format (newsletter, brochure)
Sending out specific mailers about targeted programs -solar energy, water mitigation, etc.

Make Residents Aware of Communication Methods Used

Better informing residents on where they can find info and how to communicate with city government

Educate residents on available communication sites

Ensure all residents know of these communication options

Explain various communication methods used by City.

Find a way to provide information about all of the ways that residents can seek info.

Honestly. I really don't know what communication and where it does come from. The Patch???

I don't know if people know where to go for general information.

I was unaware of some channels listed in the previous question. How could that list be communicated?

I wasn't aware of most of the city's communication forms.

Let residents know where we could find news without a computer. Not everyone has one or can afford internet.

Make residents aware of where city government information is updated.

Make sure communication options are delivered to each person/family's home yearly or every other year i.e., so each household has option to follow proper social media handles/pages and/or to sign up for email/text notifications.

Need to advertise the outlets more. No idea some of these outlets existed.

Publish resources where information is provided.

Greater Use of Social Media

Continue to increase the social media presence

I use Facebook a lot. Facebook might help you with other residents, too.

More Facebook (2)

More information on social media

More posts on social media

More regular posting on social media

More social media-Instagram etc.

More social media presence

Post often

Social media integration

More Transparency

Be more transparent

Be more transparent when it comes to program spending.

Be totally transparent.

More transparency

Promote transparency

Provide more transparency on meetings and issues.

They need to be more upfront with everyone with projects that are ongoing, issues the city is having.

Transparency

Transparency and honesty; facts instead of cliches

Transparency is the best policy

Transparency would be nice

More Communication From Alderman

Alderman reaches out

Having ward representative visit constituents

Hear from the Alderman more

I think the aldermen should communicate with their constituents, not just at election time.

More interaction with alderman on key topics

Why aren't the alderman reaching out to their constituents on a regular basis? Aren't they supposed to vote to represent our needs and wants? Yet, they vote for themselves or for big business.

More Timely Information

Be timely, complete, and accurate

Make communications in a timelier manner.

More timely information

Provide information timelier and provide more information.

Provide timely communications

Conduct Town Hall Meetings

Answer town hall questions

Conduct two town hall meetings each year.

Invest in public forum, town halls, symposiums, potlucks, etc.

Town halls

Town Halls Q+A

More Information in Newspapers

A special section in Patch for city news

Arrange to have section of local paper dedicated to city

More in newspapers

More information in newspapers

Work with Elmhurst Patch

Don't Know

Don't know (14)

I am not an expert

I don't know (3)

I don't really know

No idea

Not sure (8)
Not sure. The local free paper is good
Unsure

Fine As Is/No Suggestions

As far as I know they already do a good job.
City communicates well. No changes needed.
Communication is fine
Communication is fine as it is now
Continue mailing Front Porch Quarterly
Continue to inform residents. Keep updating residents.
Doing great
I don't know if there is much more they can do. The information is out there but it is up to citizens to pursue it.
I don't look for too much, so I am satisfied.
I think communication is adequate.
I think it's ok
I think they are doing all they can.
Information avenues are sufficient
It seems fine
It's fine (2)
Keep doing what you are doing, I have not heard people complain that they are not informed.
Keep up the good work.
No specific suggestions at present
No suggestions (3)
None (2)
Nothing
Nothing more to add
Okay now
Satisfied as is
So far so good
They seem to be doing okay in this area
Think it's excellent

Other Suggestions

Be clear when communicating
Be clearer and to the point. You try to make it sound good and leave out important info. Then I have to call and confirm things.
Communicate via something other than computers
Consistent communication
Don't use social media
Encourage them (residents) to sign up for alerts
Group Telephone Message to land lines. This was done for the Covid immunizations by [NAME REMOVED] Office and it was much appreciated.

Have a cable channel detailing Elmhurst news and events
Have regular Police Roll Calls in the neighborhoods to discuss crimes and preventive efforts.
I like the idea of the Ward/Zone meetings (missed the last one); good use of the neighborhood meetings with the police shift changes too.
I love the email newsletter, but I think it could be improved with a bulleted list or something like that at the end that details the smaller issues/activities/events that have been happening in the city e.g., an update on what the Youth Commission is up to, etc.
I think more friendly reminders would be helpful
I think the app is a great start. I would just like to see it more refined.
I would like to see more local reporting on issues. Hearing directly from the City is just one side of the issues, so there will be a natural bias of one-sided communication.
I'd like to see sections in the Front Porch dedicated to celebrating LGBTQ+, Juneteenth, etc. I'd like to hear more about how we're addressing the lack of racial and economic diversity in Elmhurst, namely the very small Black population.
If work that will block streets in residential neighborhoods is scheduled, it would be helpful to alert affected residents. Our street was blocked for three days for sewer work, and no one let us know ahead of time.
Include in newspaper articles, social media sites
Keep doing surveys to get ongoing ideas as the city grows
Keep doing those neighborhood police roll calls. Face to face with all your neighbors nothing is better.
List on the website projects and KPIs
Market services that are available
More communication on solar and composting options
More explanation of things
More simplicity and clarity
Needs to provide more specific information on individual incidences of crime.
Provide an app
Provide information to different kinds of residents, i.e. race and age.
Provide the same information through all channels and perhaps they do this already.
Push it through all the million school weekly updates we get. Have Elmhurst schools just throw relevant City info/notices in the school communications to parents.
Remember that not everyone uses Facebook and/or Twitter, etc.
Send out annual report by email
Share events or emergencies with residents' cell phone and landline numbers
Some of the information is lacking or complicated
The app is awful. Totally illogical.
Use the free newspaper Independent
We enjoyed the police neighborhood informational meeting. Perhaps government officials could do more of these short gatherings in neighborhoods.
When we first moved here it would have been nice to have a city info packet because I had no idea who to call for what. And being from another state- and knowing zero people here a lot I had no idea about-

Other Comments

Communication is ok, it's the information that is lacking

Continue sending notifications/texts

Continue to inform residents. Keep updating residents.

Elmhurst offers so many wonderful things and has such great projects in the works, I would like to know more about them without having to go looking.

I see that there is a fair amount available that I am not using, and I plan to remedy that.

It's good to have all forms of communication to reach all age groups.

Why would you be likely to visit the museum?

For an Exhibit

An interesting exhibit (2)
Any new exhibits
Attractive exhibit
Cool exhibitions
Cool exhibits and museum day, is coming up
Current exhibit
Depending on exhibits
Depends on exhibit
Depends on exhibits-visited this year
Depends on the exhibit
Enjoy exhibits
Enjoy the exhibits
Exhibit (2)
Exhibit that I'm interested in
Exhibits
Exhibits are terrific!
For an exhibit
For interesting displays
Good exhibits or programs
Good exhibits.
Great exhibits
I am interested in the exhibits.
I enjoy the exhibits
I like the exhibits they have
I walk past it often and enjoy the exhibits.
If exhibit interest me or family
If the featured exhibit was something I was interested in.
if there is an exhibit of interest to me
If there was an exhibit that appealed to me
If they have an exhibit of interest
Interest in exhibit
Interest in exhibits
Interesting exhibits (4)
Interesting exhibits done well
Interesting new exhibit
Interesting, informative, and educational exhibits
Interesting, well-developed exhibits
It's an interesting place with interesting exhibits.
Like the exhibits
Like to see new exhibits (2)
Main exhibit

New exhibits (2)

New exhibits. Visitors from out of town.

Newest exhibit

Previously enjoyed exhibits

Special exhibits (4)

Specific exhibits that interest me

The food exhibit!

The history, pictures and exhibits are very good

They have a ton of cool exhibits, and it is free. It is a nice way to get out of the house, spend time downtown, and feel connected to the city. Makes me really feel like I live in a true place and not some random drive through town.

To see changing exhibits.

To view a particular exhibit. I am a member.

Usually very good exhibits on topics I enjoy

We go to all new exhibits.

When an exhibit interests me, i plan a visit

Would be our first visit; want to see the people of the prairie exhibit

For an Event/Program

An event

Beer festival

Events

For a social event (beer fest)

For events

fun events for the whole family

Good events and live within walking distance

Good programs

Great programs

Have enjoyed events in the past and look forward to future events.

I appreciate the programs they host, and their hard-working staff.

If they are having a special event that interested me.

If they had a program of interest

Interested in current events

Interesting events

Interesting programs

It depends on the event. I cannot say for sure what I am looking for, but so far, I have experienced the museum and would only go back for a special event.

Relevant events

Special program

Special programs of interest

The events are of interest to me.

They usually have interesting events at the museum

To attend a special event.

To see a particular presentation

Upcoming events

When there are events that interest me

Take Child(ren)

A new exhibit opens that would be interesting for my young kids.

Activities for my children or an exhibit that I find interesting. It is unlikely I will attend near term with my children given that masking is not required which makes it more dangerous for vulnerable children under 5 who cannot be vaccinated against COVID-19.

For my kids ages 5 and 7

Good place to bring kids

I appreciate their contribution to the community and feel that it is important to round out my son's education with non-school-based opportunities.

If the new exhibits are of high interest to my kids

Interesting, fun and something for my child to experience

Introduce grandkids to our history

Kid friendly exhibits

Kids

My daughter hasn't been there yet.

Need to know more about Elmhurst and keep kids informed

Summer activity with the grandchildren

Take grandkids there

Take grandsons

To take my kids

Young kids

To Learn About History of Elmhurst

As a more or less lifelong resident of Elmhurst, I love learning about our past, how we've developed, who was here before us.

Enjoy the history of Elmhurst and local topics

History of Elmhurst. The city is losing its culture.

Learn more about where we live

Learn what Elmhurst has grown from

Research on the history of my house.

To discover historical information about my specific neighborhood and home.

To see the old layout of Collegeview Golf Course

To see what's available, learn about community

Like History

I like history

I like history, but it depends on the exhibit.

I'm an Elmhurst history buff

Interested in history

Like history

Other Reasons

Been too long away
Books on tape
Close to home, very interesting, free
Convenient
Covers some interesting topics/always changing
Curiosity
Curiosity, interest
Enjoy museums
Family activities
Free days
Fun to do-getting out more now
Genealogy research
good place for teens to visit during summer months
Grade school projects on display
Have never been and would like to see it.
Have never been! Have lived here 5.5 years.
Have not gone since remodel
Haven't been there for a while, great place.
I am a foundation board member
I am a member.
I believe they are expanding so I would go see the new facilities
I have enjoyed it every time I have attended.
I have valued the museum as an important cultural institution
I haven't been yet and have wanted to go.
I haven't visited yet and I'd like to
I like the museum
I support the museum as a patron
I've been living here for a year, and I haven't visited yet. I'd like to.
It's an interesting place.
It's cool! And I'm due for a visit!
It's informative
Leisure
Member of the Elmhurst Heritage Foundation
Members
Museum days
Nice history recaps
Saw video about it, which was interesting. Plus, want to feel more a part of the community.
Something to do
Something to do with my family
To see what is there
To see what it has to offer. I have not been there.
To see what it's about. Appreciate what town has to offer.
To support it

To visit the topic being displayed
Too see what they have
Various topics
Very interesting topics
We appreciate art and museums

Other Comments

I love the museum. It's a staple of the city.
The limited hours are what prohibit me from visiting more frequently.
They need more events but it's interesting
Was there tonight for members' dinner

Why would you be unlikely to visit the museum?

No Interest

Doesn't interest me (3)
I don't find it interesting.
I have no interest
Lack of interest
Lack of interest in City history
Lack of interest in shows offered
Limited interest
Minimal interest
No interest (11)
No interest in it
No personal interest
Not enough interest
Not interested (12)
Not interested at this time
Not interested.
Not of interest
Not really interested-have been many times.
Not very interested

No Time/Too Busy

Busy
Busy schedule (2)
Busy with other activities
Just too busy in life. We like the museum, just never go.
Lack of time (2)
Love the museum but don't have much time to go.
Mostly because I don't have the time to do so :(It sounds very interesting and, in the past, our family has visited and enjoyed it.
No free time currently.
No time (6)
No time, but my family has been here since the 1880s
Other pressing items
Too busy
Too busy with other activities
Too many other things to do.
We don't have time
We are extremely busy

Exhibits/Programs/Events Not Interesting

Bland offerings

Exhibits not interesting to us at this time of our life

Exhibits not of vital interest to me

I do not find any of their exhibits interesting.

I do not find the programs relevant.

I haven't seen an exhibit that interests me

Lack of exhibits of interest

No interest with the current exhibit

Not a lot of interesting exhibits

Not engaged by the exhibit themes

Not interested in exhibits

Not interested in most topics they feature.

Not interested in subject matter

Not sure why I should. Little interest in offerings.

Not that much interesting content, seems a bit "dusty"

Nothing of interest for me

Nothing that interests us

Programs not very interesting

The exhibits have no interest to me and seem to be focused on what they want to show opposed to what people would be interested in

There's nothing interesting to see

Unlikely that there will be programming we find engaging, though occasionally there is.

Been There

Already have been

Already visited

Attended last year

Been there (2)

Been there before (2)

Been there done that

Been there, done it

Been there, done that

Been there. Have taken kids when they were younger.

Have been there in the past

I have no desire to visit again

I have visited before.

I was there in year 2020.

Seen it (2)

Visited somewhat recently

Went once; don't need to go again.

Went years ago

Lack of Awareness of the Museum/What Museum Has to Offer

Do not have enough information to know if worthwhile
Don't know much about it. Has never come up to go visit. No neighbor has ever told me we should go visit.
don't know much about what is going on there
I am not sure what is displayed there, if something there interested me I would likely visit than.
I do not know where it is located
I rarely hear of the programs offered
I really don't know anything about it.
Lack of info on my part.
Need more promotion of events
No idea for what. Did not know exists.
Not aware of a relevant event that my family would enjoy.
Not aware of what it offers
Not sure what is there
Unsure of programming at museum / other options for outings
Usually unaware of what's there to see.
We have lived here almost 5 years and don't know anything about it. We have never heard any friends/neighbors ever talk about it either.
Where is the Elmhurst History Museum? Is there parking?

No Children/Older Children

Children are grown.
Great when kids were younger, but we are doing other activities now.
Kids are older now, so we don't go to the museums as much.
No more kids at home
Wen when I had kids at home, and now I'm done.

Not Geared to Younger Children

Do not see a need within next 12 months. Kids are too young to enjoy.
Our kids are very young and unless there is an event geared toward young kids, we tend to be doing sports and other things on the weekends.
Small kids
The attractions are not tailored to younger children

Other Reasons

81 years old, trouble walking
Building is too old and moldy
Continued concern about COVID.
COVID (3)
COVID is still here and unnecessary mingling seems ill advised.
Difficult accessibility
Don't know why I should
Fee is too high!

Have never been - usually too crowded for special events
Haven't been there ever
Hours of operation
I don't visit museums very frequently
I don't have a good reason. It's just not on my radar. If a friend or family member wanted to go, I'd gladly join them. I am unlikely to initiate a visit.
I don't think about it and have a teen who is not interested. (Sorry)
I don't think about it-caregiver for husband
I have a bad knee so I cannot walk that much
I have other interests that take up my time.
I haven't been there yet!
I think the kiddos would be bored
It would need to be an interesting exhibit. I like the upcoming restaurant idea though.
It's not our thing
Just don't do it.
Just not a priority
Just unlikely
Lifestyle
Lived here 3 years haven't been yet
More interested in arts and sports
Never able to schedule
Never have since 1994
never really thought about going there in the 25 years we have lived here
No need
No one to go with
No transportation
Not a fan of museums
Not a museum I visit
Not a priority (2)
Not appealing to our family; not very interesting for the kids
Not my thing (2)
Old age
Other interests
Parking
Prefer Chicago museums
Prefer to visit art museum with little time I have.
Sorry no reason, just not something I'm rushing to do
The bulk of their collection is media that are better viewed online than in person; scan it all and call it a day.
They don't seem to change their displays a lot
This sounds ridiculous, but I don't make the effort to go because it's so easy to get there. Because it's so easy, I don't have to make a special plan, but then I don't go.
Too old
Too small, not enough there to warrant a visit

Unsure

Usually forget about the museum

We are in the process of moving.

We might, but we've been saying that for 7 years and never have!

Who cares? It is a tiny suburb of Chicago, not really known for much of anything other than a nice quality of life, in a train town, close to the city.

Working and only time to visit is on Sundays

Other Comments

I have tried once to use their computer program and was unable to access their site, so I have never tried again. That is my shortcoming.

I love that it is here, and I have seen many exhibits that I know I would enjoy going to, but it just always seems to fall off my radar after I read their mailed pamphlet. Perhaps an email blast would be a useful reminder. (I am barely on social media.)

Seems like something I'd only visit once

The Historical Museum is getting to be a luxury item that the city can't support at its current level. Most other cities/towns museums aren't even open 5 days a week. I believe, that if an analysis was done, you would find the same core group of people going to the most of the museum's events. I don't think that cutting back on the museum would change the quality of life in Elmhurst or its property values.

What topics/themes/events/services would you like to see the Elmhurst History Museum explore in future programs or exhibits?

History of Elmhurst/Local History

City history

Elmhurst history (4)

Elmhurst history exhibitions

Generally unknown history of Elmhurst

History of Elmhurst (4)

History of local area

History of the city

History of town

History of town, surrounding towns and popular areas, how present places and things came to be

History-local and beyond

I always find the history of the town interesting

I enjoy information about Elmhurst

I like to learn about the history of Elmhurst.

Local history (5)

Love the history of Elmhurst exhibits

More local history-families, places, events

Not sure at the moment. Things about historical Elmhurst are good.

Specific history to Elmhurst

Elmhurst Through the Decades

1960's Elmhurst

70-90s Elmhurst

Decade by decade

Early decades of people and activities in Elmhurst

Early history-settlements

Elmhurst during the Civil War

Elmhurst in the 1940s

Elmhurst in the 20s

Elmhurst through the decades

History unique to the area across different eras

Living history information (what it was like to live in Elmhurst through the decades

Story of how Elmhurst citizens lived and played in different eras, and what different amenities were available and used

Very early Elmhurst history

Elmhurst Residents

Biographies on notable Elmhurst residents (e.g. Sandburg)

Elmhurst founders/pioneers

Exhibits with pictures of our first residents showing how they lived, what work they performed, what life was like.

Famous/recognized Elmhurstians— like the distinguished Dukes

Focus on families that ran businesses and shaped Elmhurst, like mine did.

Founders of Elmhurst

History of inhabitants

History of residents

History of the people of the city

Stories about Elmhurst lifers

Stories about people from the past who have influenced the way the community is now

Stories of local people, long time families of Elmhurst. Not just famous.

History of Elmhurst Businesses

Area-related business histories

Change of downtown stores and appearance over the years

History of Elmhurst businesses (3)

History of former Ford dealership on York Road

How the businesses have changes over the years

I think it would be fun to have an exhibit of the stores in downtown Elmhurst by the years. People who grew up in Elmhurst love talking about honey girl and the stores we grew up going to

Long standing local businesses

Past businesses

Some of the old stores-Robi's/Leonard's/Soukup's/Grant's

Programs for Children/Families

Activities for children

Anything that might entice youth to put down their smart phones and interact with other humans. Specifically, though maybe history of music. Evolution of pop culture culminating in a battle of the bands or some music event???

Family interest

Interactive events that combine education on Elmhurst and activity for the kids/teens.

Kid friendly exhibits

Kids' events/hands-on activities

More child friendly topics and activities

More focused on family events

More kid-friendly stuff

More programs for children to engage them in history

Something teens would be interested in.

History of Specific Areas of Elmhurst

Centre City (downtown) changes through the years
History of Elmhurst neighborhoods
History of the neighborhoods
History of uptown
Information on college view area (old golf course)
Maybe the development of the Prairie Path.
Prairie Path history
Spring Rd. business district history
The history of Elmhurst's various neighborhoods.
West side areas and north side areas--their history.

Elmhurst Architecture

Architecture and how we're preserving— not tearing down
Architecture (4)
Architecture in Elmhurst.
History of Elmhurst architecture
Neighborhood architecture

Railroads/Trains

All of railroads in Elmhurst
Chicago, Aurora, and Elgin Railroad
Metra
More trains
Railroad event
Railroad history
Trains

Sports

Sports with emphasis on Chicago and local teams
Collector sports card themes
Sports (5)

Music Events

Music (3)
Free jazz
Jazz, music
Bring in music. Venue to have bands.

Chicago History

Chicago area history

Chicago history (2)

Chicago history exhibitions

Chicago memorabilia

Local history of Chicago, i.e., Al Capone, the Great Fire, how Chicago's neighborhoods developed

Elmhurst Schools

Education system

History of York High

How York High School has changed over the years

School history

Schools

Indigenous People

About Indians

Indigenous history

More Native American exhibits

Native American history

Native Americans in Elmhurst (prior to settlement)

Don't Know

Don't know (19)

Have no ideas

I do not know

No idea (2)

Not sure (6)

Unknown

Unsure (4)

No Suggestions/No Interest

Don't have any ideas right now.

Don't have any suggestions.

I have nothing to comment on.

No current recommendation

No suggestions (4)

Other Suggestions

Always interested in transportation, e.g., RRs, history of city sidewalks (of all things!)

Animal programs

Anything food related

Anything local on Illinois or Midwest

Beer Can collections and collectors. I still have mine displaying in my basement from when it was all the craze back in the 70's.

Black history
 Bring Elmfest back and cars under the stars
 Celebration events of important dates in Elmhurst history
 Christmas events
 Civil rights activism
 Climate solutions
 Cocktail hours, craft beer events
 Diversity
 DuPage County history (3)
 Environmental engineering (like Elmhurst University and Salt Creek drainage strategies)
 Exhibits about different races
 Exhibits on cars/planes/ships
 Exhibits on cool and not super controversial historical people like Teddy Roosevelt
 Exhibits on the cinema
 Gender equality and activism
 Genealogy
 Growth from small town
 Historic homes
 Historic related free crafts
 History of land development in Elmhurst
 Horticulture
 How about an outdoor picnic and we all dress in old fashioned clothes-that would be fun?
 How about the history of Scouting and its impact on Elmhurst and the boys and girls in this community?
 How the city became a city
 I enjoyed anything about the "Peanuts"
 I like the Beer themed one...it sounded fun.
 I love seeing old pictures of Elmhurst comparing them to current
 I think an exhibit focused on pretty colors and Instagram-worthy visuals/picture spots would attract many people who otherwise would not stop in, and then they could learn about Elmhurst's history as well.
 LGBTQ+ history
 Local authors and painters. Past and present.
 Local civil war veterans and any experiences they had or how our community played a role in that effort.
 Local photographs
 Magic
 Maybe how the creek and rail lines helped to make Elmhurst a desirable location.
 Medical history.
 Military history around Memorial Day and Veterans Day.
 More in-depth explorations of singular aspects of Elmhurst history (e.g., the history of York Road, the history of the quarry, etc.)
 More information about life in city of Elmhurst. What the city of Elmhurst looked like before becoming a city.

More member events, for all ages-more community involvement
More outdoor fests
Movie theme
Old historic homes
Old historic houses in Elmhurst
Old maps of city
Past and present photos
Past public officials
Pop culture history
Pre-Elmhurst history
Public speakers
Racial history of Elmhurst
Reenactments
Regional history
Riverview-The legacy of Joe Newton
Science
Social justice
Speakers on timely topics at Education Center
St. Nick Day
Systemic racism
Taste of Elmhurst
The art exhibits
The environment
The manufacturing of products and how things are made.
The origins and the histories of the churches present in Elmhurst
Throwback events for Elmhurst specifically
Unique local stories
Wedding dresses-old pictures
Westward expansion
What DuPage and Elmhurst looked like before settlements and after.
Whiskey/Bourbon event. Tequila event.
Women's history
World War 2
Would like more quarry tours. I was not able to participate in that event in the past.

Other Comments

I don't know why it exists.
I have always thought their ideas are so inventive and amazing. I don't think I could add anything to what I've already seen them offer.
I think they do an amazing job
I would like the building to be the destination (I can discuss...)
Liked the Elmhurst history and It's a Wonderful Life display
Make it more interesting for all ages. Change it up!
Presently doing a great job with exhibits

The current variety of topics/themes/events is acceptable appropriate.
They always seem to come up with worthy exhibits. Not sure my input would be helpful.
They do a good job bringing interesting programs and exhibits
They do a great job! Keep the events coming. No specific group or event that I can think of.
They have a good mix of programs-keep up the good work!
They're so good at being topical and interesting, why suggest?
Topics/themes always interesting.

General Comments

1) Better cooperation between city, park district, and D205. 2) Revisit slot machines, especially at VFW. 3) Loss of Lizzadro Museum was a real shame. 4) Street/sidewalk restaurant seating is a plus 5) Should be a free program for homeowners near York High School to park their own autos in front of their own homes during the school day! 6) What does the city expect to learn from a \$32,500 study of traffic patterns in College View?

1. Email newsletters from the city should include CLEAN links (not links with tracking or adds or whatever else is contained in the trailing alphanumeric gibberish). 2. Email announcements from the city should contain the whole message without requiring clicking through to a webpage. 3. Although the Post Office is a federal issue, mail delivery has changed considerably (and for the worse) and advocacy from the city would be appreciated.

1. Please add sidewalks to Ward 3. 2. Please add loop sidewalk around Conrad Fischer Park. (Connect east sidewalk by Conrad Fischer School south sidewalk by Victory Parkway.) Currently kids are running around park on wet grass. I am walking my son to school through mud and water. 3. Main sidewalk to Conrad Fischer School is very narrow. When passing another person, I have to step into grass area (Wilson St. -> from Conrad Fischer to Victory Parkway intersection.)

1. The city needs to regulate the footprint of new houses being built and the fact that the builders raise the grade of the lot the house will be on. Both factors contribute to flooding in existing residential lots with no concern for a remedy by the city. Also, the city allows large cement pads for basketball or other sports to be built, also causing flooding for neighboring lots. 2. The city needs to enforce the required upkeep of houses and lots by homeowners. It is unfair to neighboring houses to have to deal with house/lot that is not maintained. 3. City needs to enforce how builders respect neighbors when building a house. Parking issues, cleaning up after themselves on sidewalks and streets and the condition of streets after they dig them up.

1. The police need to patrol the southeast side of Elmhurst. (East of York Street and south of the Prairie Path.) Cars are left out all night, especially near the border of Berkeley. 2. The downtown area is being too build up with large cement boxes. The charm of the area is being ruined and we wanted this look we would move to downtown Chicago. Many, many years ago, I moved from Chicago to Elmhurst for its charm and schools and it is a "large, little town" that is a small city but with a feel of a small town. Let's keep it this way.

A survey is a wonderful way to communicate with the community. Thank you, Elmhurst, for taking the initiative to improve our town.

At Poplar railroad crossing, east sidewalk has a big hole. Very dangerous for walking and riding bike. Too many 8 story buildings.

Being retired, many of the questions you asked are not pertinent to me.

Better job with snow removal. More challenging curriculum in the schools. More police patrol down streets. More street sweeping. Plant more trees.

Bicyclists need to be trained in etiquette and rules: incentive program class with gift certificates to participate: "On your left or right when approaching another person walking, cycling, etc." "No texting while bicycling" "Really should avoid riding on sidewalks especially, near or in downtown area." We have a lot of expendable income to spend in Elmhurst (seniors.) Find ourselves going to Cook County restaurants for COVID safety protocols and Morton Arboretum to walk. Need to consider safety of residents and their comfort. Many who are immunocompromised.

Biggest issues are the uncontrolled home building and poor postal delivery service, neither of which we can do anything about.

bring back the taste of Elmhurst and car shows

Crime is becoming a problem—smash and grab, car converters, drive-by robberies. People using Roosevelt Road, I-290, and North Avenue to make escape—very worrisome and fairly recent trend. Taxes are high, pushing people out and maybe out of Illinois.

Density of apartment-condo buildings are destroying what Elmhurst used to be. Too much traffic!

Diversity is important to me in my community

Don't over build. More senior housing options Traffic

Don't you dare close one of the two pools or the history museum. I was born and raised here and am so incredibly lucky that I was able to move here after college. However, if this cost-of-living issue is not addressed I am going to be a unicorn and one of the last to be able to do this.

We need to fix this cost-of-living issue. Otherwise, we will become less and less diverse and less sustainable and once it hits its breaking point this city fabric and all that makes it great WILL fall apart fast. Rich people will move in, get bored and move out and the city will be neglected and without identity because there won't be families that have roots here to care for it and love it. I love urban planning. The key here is not more development in our parks or "unused" land but in the right kinds of development. We can't keep turning 2 houses that held 8-12 people into homes with 1-3 people. Elmhurst is a diamond in the rough in the United States. Layouts like this are not made anymore, even though they really need to be. Don't let a place like this fall apart by letting it be filled up with only mansions. People don't need that much freaking space. We need better multifamily housing (split levels and granny flats) that don't cost more than most houses to move into.

Downtown looks so nice, and the police and garbage/recycling personnel have been truly wonderful! I'm proud to live here and love showing it off to out-of-town visitors!

Elmhurst Connect is a great service. Very helpful!

Elmhurst has done an outstanding job over the years. Street maintenance, public works services, community events have been top-notch. Keep up the great work!

Elmhurst is a great community with good schools, mostly nice people, and a great geographic location with proximity to Chicago and major highways and tollways. Elmhurst could do more to encourage efforts to support the environment, like solar energy and composting. Elmhurst should do more to improve the York and Vallette business district with restaurants and building improvements. Please focus on keeping ample convenience free parking so residents can support local businesses. Keep offering free entertainment like concerts. The free trolley is nice Elmhurst should continue to prioritize safety of residents to prevent gun violence, burglaries, carjackings, and hate crimes.

Elmhurst is a great place to live and raise a family. We have been residents for over 35 years. We love the eclectic neighborhoods and convenient location to Chicago and the suburbs. The parks, schools, downtown, hospital, college are all pluses. We are concerned about the amount of apartment buildings going up in the downtown area. We love Elmhurst it has a Glen Ellyn/Hinsdale feel, not an Oak Park "City" feel. Parking is difficult, traffic is terrible, and the apartments are contributing to these issues. Also, the property taxes have tripled on our home, and we can no longer afford to retire in Elmhurst. The town is losing most residents our age due to excessive property taxes; they are out of hand.

Elmhurst is a great place to live,
 Elmhurst is a great town to live in and raise a family. Keep the downtown area thriving
 Elmhurst is a nice town but needs to continue to grow and expand to meet the needs of residents. It also doesn't have a particularly inviting image to those outside the area. Hinsdale and LaGrange seem to have a better image.
 Elmhurst is an ok place to live. Need more senior available resources because overall population getting older. Due to cost of living here and taxes it's pushing the older families out.
 Elmhurst is extremely livable and a wonderful community. However, I worry about it becoming homogenized and losing its character. Housing is an issue. New houses look the same. Many are ostentatious and have no sense of scale relative to lot sizes. Elmhurst should be concerned about how to attract the kind of people that will support diversity, sustainability, and social justice.
 Elmhurst is good but could be great. More attention to downtown development. A chain restaurant would not hurt. Also, too many gyms, hair salons, yoga places.
 Elmhurst is great-the downtown has a good mix of businesses and restaurants/entertainment. The downtown, especially around food/restaurants, need to be cleaned regularly. The proposed 9-story condo building on York Street between 2nd and 3rd will stick out and negatively impact the character of the downtown. It will set a bad precedent, which will be hard to undo. York should be lower buildings consistently and focus on business and restaurant use.
 Elmhurst is not for empty nesters, retirees, or seniors. New construction has created traffic congestion, stormwater problems, overcrowded schools, and overabundance of huge houses on small lots. The city lets the contractors get away with anything. Taxes are through the roof with school building. Doesn't make sense to live here if you don't have children attending schools. The traffic is obscene down York Rd. I can get to Lombard and Villa Park faster than north Elmhurst! Bunch of snobby wannabe Hinsdale people! So Elmhurst wants the small houses gone!
 Elmhurst is pricing out most seniors that have lived here for years. Taxes skyrocketing and housing stock limited. New homes most above \$1 million. Downtown area going upward (height wise) and even condos >\$700,000. North areas of Elmhurst are neglected compared to south. Crime is worse, but not city's fault. Need to patrol neighborhoods more than currently doing.
 Elmhurst is still a nice city to live in but can always improve.
 Elmhurst used to be a nice and safe place to live. However, for the past 5 years, it has been changing and not for the better. Soon, it will be as bad as Chicago. The new mural on the Elmhurst College building facing the Union Pacific west railroad tracks is an eyesore. I sure hope it's temporary. It really makes Elmhurst look like a trashy place to live. It looks like Chicago.
 Farmers Market is in an overcrowded location, No Handicap Parking. Berens Park would make an excellent location for this market. Plenty of available Parking.
 Get a good bakery in town.
 Get business downtown. And not workout centers.
 Great place to live here in Elmhurst, but they should do fall leaf pickups here like they do in Mt. Prospect. You just take your leaves and put (rake) them on the curb on certain days. It works well. Also, Elmhurst needs to build big sports complexes like they have in Bolingbrook, Mt. Prospect and Schaumburg. Those complexes are so impressive, and we have the room at Berens Park; therefore, this very lovely and family-friendly town should have one too!
 Have a child (grand) living here with her mother [in response to question about children living in home]

Have a great day!

Have found the city employees to be helpful and friendly. A really good group of people. Would be nice to have some new affordable housing for seniors, or more of a property tax break. But I realize the schools and services are costly. I moved here 4 years ago from Oakwood, OH, a suburb of Dayton, which is a unique, special town (city) of 9,000 people. Elmhurst is similar in many ways, as in the community feel, beauty, and schools. It's an easy city to transition to, with everything being so close and accessible. Feels like home here. My son and grandchildren are here, hence the move. Thanks for including me in this survey. I may not be the best source, since I've only been here 4 years.

Have lived in Elmhurst over 50 years. Children born, raised, educated in Elmhurst and they are responsible adults.

I am not a disgruntled old lady. I am highly concerned about how elitist Elmhurst has become. Part of this problem is a matter of teardowns. How many houses that come on the market are bought by builders instead of individuals? Most of the home on my street (Colfax) are still standing and could be sold to first time home buyers with middle class incomes? Want to bet on how many of them are still here in five years? Sad.

I am so glad this survey is finally over!

I appreciate Elmhurst's attempts to embrace flora, it is even in the logo. As my answers show (I hope), there should be more available to the public here in Elmhurst, forums for people to decide what "community" is, gardens to provide a place where food self-reliance is real, and social programs where skilled workers can host events where people can learn new skills.

I appreciate these efforts to promote Elmhurst as a good place to live. My choice to move here 52 years ago was a best choice. RJB (Respondent attached his business card to survey, number 22)

I believe a strong community encompasses an open, fluid relationship between the city government, the school district, and the park district. All three entities must be in harmony in order for Elmhurst to be the best it can be.

I did not know about "city weekly e-newsletter" so I went online to try to sign up. The first 2 times landed on a page that was malformed. On my 3rd try, I was able to sign up. It did not say it would be weekly. One of the places I tried described it as monthly, but that went to a bad page anyway. I don't like how we are giving money away to businesses (unless its in a TIF district), but all in all, I love Elmhurst. I have ancestors who were some of the original employees of the store quarry in the 1880s, who were greenskeepers at the old Elmhurst golf club, and other ancestors who started the Cottage Hill Cafe in 1929 on First Street and then Stevens Steak House in the 1950s. Elmhurst is home to me. I'm not a fan of how much real estate taxes keep going up because that means I'd be an idiot to retire here on a fixed income. My kids might not be able to afford to raise their families in Elmhurst either. I also wish our city leaders cared more about the residents than they did about their resumes.

I enjoyed this survey and hope it helps in some way in making Elmhurst an even better community. Thank you.

I feel like the north side is neglected a bit. Our mayor and city council care more about downtown and the southside. It has become very expensive to live in Elmhurst. At the same time, violent crimes is on the rise. We also need a better contract for the garbage. There is no reason for the expensive yard waste sticker and extra can stickers. Many other cities eliminated vehicle sticker and Elmhurst should too.

I find it very unprofessional to ask how much a person makes

I have been concerned for many years that the footprint of the new homes does not allow for groundwater to be absorbed. Therefore, all downspouts and sump pump discharge should go into a retention tank beneath their driveway to be held and released after the rainfall. Currently the residential downspouts and sump pumps enter the storm sewer system within seconds during a rainstorm.

I have been in my home for over 50 years. I really love Elmhurst. I originally moved here because my brother lived in area. Also, my husband was a realtor, which was to our benefit! Also, great place to raise children. Now some of my grandkids live in Elmhurst and are getting a great education as well as great opportunities for extra activities. In fact, my 10 year old granddaughter was just given an exemplary youth service award, and she is only in fifth grade.

I have lived in Elmhurst for 70 years. I am dismayed by 2 developments: 1) Building mega-mansions on lots that are too small and infringing on existing neighborhoods. 2) Destruction of downtown area by building oversized apartment and condo buildings that don't fit and are not attractive. Traffic congestion on York Street gets even worse and cannot be widened. Recycling is available for most everything but paper, especially confidential papers. Please provide this service.

I have lived in Elmhurst for many years. I have seen parts of the area go from country to more city. I find it a good place to raise a family and retire. Neighbors are important. Elmhurst is a caring community. Elmhurst offers many options for families and individuals. The Elmhurst bike paths, parks, museums, and outdoor parks and enjoyed by all. For education is also exceptional. I like living here, but i think it's getting too crowded. Visitors have nowhere to park.

I love Elmhurst, but it seems that it headed in a direction that focuses too much on how we can increase revenue when it should be how can we make Elmhurst the best place for our residents to live.

I love Elmhurst. I can't imagine living and raising my family anywhere else. Politics are very good here. We work through disagreements, may argue a bit, but it's all for the best to be the best city Elmhurst can be. Parks are wonderful. Churches are active and vital. Neighborhoods need to be more connected and human to each other. Happy to walk in neighborhood safely and feel the freedoms of this town and country we live.

I love living in Elmhurst.

I love living in Elmhurst. It really has been a lovely community to raise a family in. I wish the downtown area was a bit more attractive and a bit better utilized; I also wish that police would care a bit more about speeding on my street during certain hours, not just the "wealthier" areas like Vallette street. Also, I wish that the sidewalks would be better maintained as things are cracking all over the place (I live in Bryn Haven). Overall, though, we have truly loved living in this town.

I paid over \$6,000.00 for a new blacktop driveway. A few months later, the village tore up my new apron to put in new curbs. Instead of replacing the entire apron, they only replaced half of it, so now I have weeds growing up between the two sections, plus they voided my warranty by doing so. After putting in new curbs, the snowplow driver took out a big chunk of the new curb with his plow. it looks worse now than it ever did. So basically, my new driveway was ruined for nothing. I also don't know why they made the intersection of Commonwealth and Butterfield left

turn on arrow only. When the light is green, you should be able to turn onto Butterfield. Total waste of time and gas to wait for the arrow without a car in sight.

I think Elmhurst is building too many apartment buildings and it bothers me a lot that we must pay extra for extra yard waste and garbage pickup when we pay more taxes than surrounding towns with lower taxes that didn't have to pay. City stickers included also.

I think property values are concern of Elmhurst citizens, and Elmhurst citizens do not welcome diversity or welcome any events that might bring minorities to town. Ordinances are too strict-e.g., no chickens in backyard. Elmhurst schools want to turn out students who reflect parental values-not students who love thinking and learning. City services are good, people feel safe. Elmhurst citizens for the most part like ambience of the town.

I think that Elmhurst is a good suburb, but the reason I moved here was the town look and feel. The building that is going on in and around the town have changed that. I think they should limit the amount of permits to build these giant homes in the neighborhoods. They make the taxes escalate for anyone with a moderate sized home.

I think the city has great schools and is aesthetically lovely. It needs to focus on its soul. Where do we want to be in the fight for climate change, health equity, social justice, and education? We need to be leaders in implementing alternative energy, inclusive programs, promoting business safety in the context of COVID, and protecting our children from hate. This means not banning books in schools, promoting school and community mental health programs, restricting the militarization of our police and instead funding social services and ensuring we promote racial, ethnic, and socioeconomic diversity in our town. This all requires creativity, open-mindedness, and competent administration.

I think the police are overzealous on issues that do not pose significant risk to the general public and are more nuisance in fractions. I would prefer that they spend more time and energy on keeping our town a safe place to live and preventing theft

I truly think that adding racial and economic diversity in Elmhurst (both in terms of residents and businesses) is vital to keeping the city attractive to newcomers in the coming years. It looks stale and dated as is -- like an out-of-touch relic.

I wish there would be better enforcement of laws regarding illegal fireworks activity in my neighborhood.

I wish they would stop tearing down homes and stop building condos that are ugly and too tall which don't fit in. Look at First St. and Addison St. It's so hideous. It took the small-town image out of Elmhurst. I heard the apartment on Haven Rd. will be a teardown. It's been there a long time. It's beautiful in and out. Far better than the new condos. If the politicians want condos, etc., go and live in downtown Chicago. Leave our Elmhurst town alone.

I would like to see a "no left turn" sign going south on Prospect and Cottage Hill at the St. Charles intersection during rush hours. Good job overall.

I would like to see an actual investigation of the police leadership. I have read articles and think the city isn't being responsive or responsible with our tax dollars. Also, from what I hear, we are having a hard time recruiting police. Perhaps this is due to the reputations of the police leadership. I would also like to see more money invested in our town-especially in indoor sports centers/pools and performing arts center. We have a lot of tax dollars, and the community should be benefitting. Also, we need to stop allowing large/oversized houses to be built on small lots.

Small underground water storage and a fine paid isn't forward thinking. We need to plan for the next 50-100 years, not be short sighted.

I would like to see center medians with plantings on Third and West Ave. and on Second and West Ave. Traffic has become deplorable! Cars often go well beyond the speed limit and when there is a freight train traffic is backed up for long periods of time. People often lose their temper and yell, swear and beep their horns.

I would love to one day own a home in Elmhurst

I would not wish to sound negative about the building changes that have evolved. I know progress is inevitable and sometimes needed. But I sometimes miss the solid middle class feel of the town. I am glad to have raised 4 children in the sweet spot of not overtly having to keep up with the Joneses while trying to help formulate their value systems. There was a reason why we never looked to buy in Hinsdale.

I'm in the military and have lived all over the country and been all over the country. Elmhurst is by far the best town out there! I can't wait to retire and live there permanently!

I've lived in Elmhurst going on 53 years. Born, raised, and live on the property I grew up on. Love this town. Graduate of York and Elmhurst College.

If laws or codes are going to be ignored, do away with them.

It is a shame to have lived in Elmhurst most of my life but have to move when retired due to tax burden.

It seems like Elmhurst still operates under certain rules and restrictions from the past. It would be beneficial for it to consider modernizing some of those restrictions to allow for growth of businesses and attract the influx of varying families that are looking to move to the suburbs from the city. Consider opening a children's museum in addition to the WIP performance arts center. Work on decreasing the number of flights over Elmhurst as this will potentially push families to leave for other suburbs. Ensure quality of schools. Attempt to incentivize Trader Joe's despite previous failed attempt. Work with certain businesses associations like the Southport Corridor in the city to draw businesses to consider opening another location in Elmhurst.

I've seen many changes in Elmhurst since being born here in the 40's. I try not to be a senior who can't accept change (if that were true, we'd all still be living in teepees!) But I do miss the small town feel of the Elmhurst of my youth. I understand that more housing brings in more money, but it also brings so much congestion. I hope this survey helps you all come up with the answers. Good luck.

Just to re-iterate that's its a shame we can't take advantage of the current marijuana laws and allow the sale/tax inside the city somewhere even in an industrial area like Addison does.

Keep all city personnel working to be friendly with residents when meeting them or when we pay bills etc. Say "thank you" to us when we pay bills as that is their salary.

Less government. Stop trying to do everything for everyone. Strengthen the idea of the individual and make them self-reliant rather than having them with their hand out to the city. Stop saying yes -> no! is much better. Stop CRT in our schools. Stop mandates of all kinds. Stop saying you're following the science when you shut down schools -> kids don't get COVID (yes, but the numbers are astronomically small and they are less affected.) Protect free speech. Fight cancel culture.

Like Elmhurst a lot. Need to change the image that the north and south sides are different towns. Local congestion, noise, and light during events held at IC football. When we moved to Elmhurst, the events happened during the day, but when the field was upgraded with lights, there is a

much greater commotion in the evening that can last as late as 10-11 PM. The next day, there is always litter to pick up. I don't know who approved the lights but should have been a poll and the field should be available to the public since it is next to a public path. It would serve the community better if the field was in Butterfield Park.

Love my town!

Love the walkability of our location!

Lower taxes, tell the snowplow people to stop blocking my driveway, and build bridges over railroad tracks in the downtown area. Finally lower taxes once again.

Move forward and respect the past. Listen to feedback and apply it. Don't ask for it and ignore it. Do not let the train station look like it doesn't belong. Look at Glen Ellyn and Hinsdale. Don't misstep like the Marke again

Move the post office to a less congested area and use that space for the new entertainment on 1st Ave. No parking will make traffic jams.

My biggest complaint with the city is poor street maintenance and no salt in winter. My street (200 block of North Clinton) is worse than a parking lot paved with speed bumps due to every other house getting knocked down and rebuilt with mansions. The builders do cuts for water, sewer, and gas that leave the street like a minefield. In the winter, go for a drive across the 290 in Berkeley a few hours after a big snow. For a town with far less resources, Berkeley seems to find a way to add salt and make roads passable, whereas Elmhurst secondary streets are skating rinks. My other concern is with all the new homes, the tax collections double or triple. My entire street is practically rebuilt. With an average increase of 10-15k per home, why is my street pavement so horrendous? What is the town doing with all the extra revenue?

My comments currently are jaded by a bad neighbor. Disappointed that city was unable to rectify situation.

My husband and I do not like at all what is happening in the downtown area. The new buildings are monstrous. They are way too big, ugly architecture. The zoning committee does not care at all about the concerns of people who actually live in this town. Objecting does absolutely no good. What about the people on Hoven Street who are now going to be looking at a huge brick wall. What about the people on Eggleston who now have to endure Roberto's parking lot. And what about the people on Addison Street in the development that was called Fountain Square because they were supposed to be looking at green space with a fountain not looking out their living room windows at an ugly condo building instead.

My wife and I have lived here in the same house 52 years! We raised our two adopted Korean boys in this house. We love the schools, the parks and recreation opportunities (such as courts and the excellent public library), access to major highways and public transportation (Metra), feeling safe when walking on the streets (sidewalks), access to good shopping-a lot to like about Elmhurst! Elmhurst Symphony-outstanding! We don't enjoy so many huge, lot-filling houses going up where some older but still good homes were before-a new house next to us is only about 10 feet from ours, blocking some of our light and exposure. Thankfully the family who lives there are very neighborly and have become a real asset to the neighborhood as well. We enjoy watching their three children grow and develop!

Need more senior services and explanation of services on paper (Note: Do not have a computer).

No performing arts center at the proposed center of town location! Terrible location for a performing arts venue. Do not support performing arts at the location on 1st St. Full support of our police and fire departments.

No sidewalks in my area is dangerous. I live next to a park. Park draining water on my property causes flooding and danger because in a heavy rain no emergency vehicles can get to my house. Most of Elmhurst has sidewalks. Why is Ward 3 neglected.

On weekend nights, the music blaring from cars on North Avenue is very loud. It's probably impossible to stop, but thought I'd mention it. It would be nice to have a Michael's Arts and Crafts store in Elmhurst.

One of the great parts of Elmhurst is that it is affordable for all people regardless of income. It's best when it's not an elitist community such as Hinsdale and anyone can afford to live here. Find more ways to reduce the property tax burden that has skyrocketed and forced out too many good, hard-working, blue-collar people.

Our only real complaint is speeders with damaged/missing mufflers. During construction, dirt, speeding on Addison is a significant problem.

Overall Elmhurst is a great place to live and raise a family. Our location is in the center of almost everything. If I have a concern, it is the changing political landscape of our county and the crime that is moving into our community from Chicago.

Overall, the city does a great job. A few tweaks to some services (Park District) would go a long way.

Overall, the city needs to start listening to residents and stop putting businesses and developers above our needs. Stop using tax money to fund these "buddies" of the mayor and city council.

Overall, very pleased with the City of Elmhurst. Biggest disappointment has been with park district programs. Also disappointed with school kindergarten lottery system. I feel that there are more families in need with little availability for programs. Would like to see more programs and time slots for children even or also family events throughout the year. Thank you for your time.

Overall, Elmhurst is a great place to raise family. Main concern is that teardowns and overbuilding of "McMansions" will have a negative effect on the neighborhood appeal of our city.

Overall, Elmhurst is an excellent community for a senior resident. We have great parks, a wonderful library, and good schools. I am fortunate to live in a good neighborhood.

Overall, I believe the city has knowledgeable and conscientious employees. I also think that the City Council/Administration dropped the ball when they kept issuing stormwater debt series after debt series without a dedicated revenue source. Now, they will have to raise property taxes, institute stormwater fees or some combination thereof.

Overall, police, fire, EMT great. City hall needs improvement, especially with females at front desk. I'm concerned with Elmhurst becoming overpopulated with all new development, maybe bringing crime into area.

People owning multimillion dollar homes should pay a higher dollar % when special assessments are assigned.

People throw trash on streets, which goes into Salt Creek. Lawn services do not pick up the trash. They run over the trash and make the problem worse. Consecution workers, utility workers don't pick to this trash. City inspectors should monitor house construction for trash. Try to be a green city!

Permit parking in downtown area should be reviewed and reduced. Parking restrictions should be expanded on some streets (NB Arlington at Park Ave.) City and park district should do more tree pruning.

Please address the walkability along York Road!

Please continue to focus on crime and preventing crime. The Elmhurst police do a good job so please ensure that they stay well-funded and have the necessary resources. Also, please continue to make sensible choices and guard downtown area from poor urban planning.

Please don't follow the herd. Teach children discipline and critical thinking and civic responsibility. Don't let the identity politics trend define our education system, which is already so far behind Asia and Eastern Europe.

Please get rid of the city car Stickers!!!!!!! What a pain

Please respect the rules in place and the citizens opinions when providing decisions to building developers. It's important to continue to grow the city and be progressive but people with lots of money shouldn't get special considerations just because they have money. Rules are in place for a reason

Please stop building condos, and please fix the fields

Police-Fire Department: outstanding in concern and care. Prompt (fast) to help. City service is outstanding and do their best to help. Most concerned and caring. Property owners take pride (care) about how their home looks. Elmhurst is a good place to live. I've raised our family in Elmhurst and both our daughters are doing well. One daughter had 3 boys. One a West Point grad. One with a PHD from Yale and one an actuary. Our other daughter has been a store manager for Home Depot, Michaels, Lowes, and now CEO for Lowes. Elmhurst has good schools, outstanding fire department and police department. You feel safe walking and at the park.

Real estate taxes too high. City government too large. School district too wasteful.

Roads need a lot of work. Need to work to regulate freight rail traffic. Too much, too often and loud. Add restaurants, shops and entertainment. Follow what Evanston is doing in this respect.

Sell water department and allocate those resources elsewhere

Seniors should be assessed different from families with kids. They use the schools. We should pay as well, but at a lower rate. If not, provide health club facilities at no charge in exchange for all we pay for schools we don't use.

Should improve

Sidewalk water, the stretch of sidewalk in front of our house fills quickly with an extensive pool of water any time it rains a fair amount. Pedestrians have to walk around it. This can last for hours, even into the next day. We have contacted the city about this more than once, but it has not been palpably mitigated. Problem existed when we moved here in 2004 and still does. Re #27 [Amount of information provided by City services]: the issue is not only the amount of information but timeliness as well (for future reference in survey construction. The evolution of Elmhurst, especially the replacement of older homes by larger homes that blot out most of their yards, and scale and look of the downtown build-up, have to my mind made the town less desirable to live in. Construction of rental townhomes directly across from us, with destruction of a decent wooded area-and more of the same to come in the next year or two-has had the same effect for me. Also, loss of wildlife habitat in the area as a result.

Streets need major repair throughout Elmhurst

Suggestion: 1) County clean at 290/294 ramp entrance/exit. Looks so bad entering North Avenue into Elmhurst. Trash, etc., bushes. Bad entry area. 2) Love Elmhurst. Taxes keep going up and going up. Sad.

Taxes are terrible. New constructions are treated like residents and residents are treated like pests. Landscapers are like hells angels blocking streets corners, fire hydrants. Working early or late or several hours in one location.

Thank you for asking!

Thank you for involving me in this survey! I've lived here for 15 years and I'm very happy with my decision. No town is perfect, but Elmhurst is very close.

Thank you for the survey. We have enjoyed living in Elmhurst and are very grateful for the city's work on flooding. As time passes, we are increasingly frustrated with the lack of inclusivity and diversity, the lack of senior programming and support (including affordable housing) and the increased emphasis on drinking. Lots of bars and wine! Traffic is getting worse, taxes are increasing, businesses are closing. Once children leave the district, there is no point in staying here. And why do we need car stickers?

Thanks for conducting this survey. I am interested in hearing a synthesis of the responses and next steps it suggests city leadership and citizens take

The aldermen in our ward are underwhelming.

The biggest driver of property values in Elmhurst is public school quality. This quality is going downhill. The school board should be asked quarterly what they are doing to improve student outcomes and not be Oak Park or Lyons Township idiocy. The library seems to do a lot of meaningless programming. More local meeting/event space for residents to use or access would be appreciated. Love the police meet and greets in the neighborhood. Include fire as well?

The city does a fine job providing services for our residents. My only wish is that our spring cleanup date would fall in May not April or it be scheduled in the fall September or October. We used to have a cleanup day in both spring and fall.

The city is well managed. We would like to see hoop houses become acceptable for those who want to garden with them. The Schiller Parking Deck stairwells are very dirty and need power washing.

The city of Elmhurst is a wonderful place to live. Unfortunately, on a fixed income, the tax burden is too high. Police, fire, and paramedic are all outstanding. The city hall staff is exceptional. The people who plow the streets are just phenomenal.

The city staff is great. Our public works dept is excellent. Our police dept is the best.

The differing tax rates across Elmhurst is unfair and doesn't make sense. Even though I live here, I do not recommend Elmhurst to friends and co-workers moving to Illinois

The parks are one of the greatest features in Elmhurst. I'd like to commend the park district management. They are well maintained and regularly updated as needed. Use them all the time! Could offer a better discount for seniors at Courts Plus! Really wish there was more racial and economic diversity.

Too many new buildings over 4 stories has detrimentally changed the character of the Downtown shopping district. New business license for banks and hair stylists should issued. Too many already that reduce sales tax income. Sell weed instead.

types of stores in downtown; too much same; not enough variety. Elmhurst is a wealthy community, yet no shops such as high-end chocolatier (not Kilwins; a chain); bread/sweets

bakery. I miss these types of stores I can just walk to. The entire downtown, with the exception of the restaurants, are nail spas, health gyms. Not enough interesting like gelato shop; gourmet chocolates; fresh baguettes/bakery. Too much same, same. Let's attract some new and interesting vendors!

Very disappointed in construction, both downtown and residential. Too many high-rise multi-unit buildings-what happened to green space around residential homes? What happened to height limitations on buildings-zoning changes to accommodate developers?

We chose to move to Elmhurst when we were having our first child 43 years ago. My husband grew up in Oak Park, but we fell in love with Elmhurst for its green space and small-town feel. Our kids could walk to the movies on their own safely and everyone kept an eye on everyone's kids. We are so sad to see the loss of lawns and sunlight to mega-mansions and the high-rise apartments with a transient population who have no incentive to invest in our town. You cannot drive around town between 3-6 PM. The Hagans Avenue development project was the final straw-allowing outside developers to skew "front + side" definitions to the detriment of the town is disingenuous. We thought the 2016 downtown plan was to prevent monstrosities after the Elmhurst Place Apartments were built.

We have lived in Elmhurst over 30 years and have seen many changes. It is important to maintain a mix of affordable housing, including rental, condos/townhomes and single-family homes for all levels of income. I don't want to see Elmhurst become a rich people's town. Elmhurst is a great location. Its challenge is maintaining a sense of community, limiting congestion and overbuilding, and keeping the trees!

We love Elmhurst! We have safety concerns regarding recent thefts. We appreciate the police department and its vigilance. The emergency (ambulance) services are outstanding. The library is the star of Elmhurst.

We love living in Elmhurst. We just don't want to see it lose its charm by overdeveloping and driving / pricing out ordinary folks.

We need more EV fast charging stations.

We need more museums to replace the Lizzadro. I would love to see even more family-owned businesses downtown. Elmhurst really needs a European bakery/cafe—not a chain like Panera Buildings that are in bad shape, like the one next to Edible Arrangements should be revived or town down at owners' expenses. A wider variety of restaurants would be attractive: Indian, Middle Eastern, Greek, Scandinavian. How could more interesting stores be attracted to Elmhurst: antique store, gift shops? We need a bed and breakfast or hotel. I've spoken to many people who would like to see a Trader Joe's in Elmhurst. Create permanent outdoor seating areas and wider sidewalks downtown; the orange plastic barriers are not very pretty. Have more outdoor art installations. Example: the installation by the Marke is very nice. Need more like this. Elmhurst could steal some ideas from Carmel, Indiana to attract visitors."

We need to maintain our conservative roots. The community used to have a very strong faith base. We need to get back to that and be proud of it.

We should bring back the 4th of July parade.

We would answer this survey much differently pre-COVID, pre-teardown of hospital and neighbor houses. Pre-teardown of York High, Hawthorne, and Lincoln Schools. Don't like the move to make downtown more like Oak Park. Don't like tall building, traffic they bring and darker downtown. Especially hate view from passenger train of downtown featuring Beerhead and

other less quaint businesses. Dislike the no parking areas by restaurants-due to COVID, less safe sidewalks, less safe parking garages. If I wanted to live in a town like Oak Park, I would have bought there. Dislike ruined streets from teardown and rebuild of houses-especially on my street now. Husband pressing to move out of Elmhurst after over 70 years living here!

We would like for Park District to offer more picnic areas that have electricity and shelter areas to be cleaner and tables not chained down. Also-Aurora, Naperville, Plainfield, all have huge facilities to go walk, exercise, sign up for fitness classes, teams, volleyball, basketball, pickleball etc. Berens Park sand volleyball nets should offer teams that can have friendly weekly tournaments like neighboring Berkley and Naperville do.

We would like to see better enforcement of the 4-way stop at Madison and York. We rarely are in the city center except for visits to the library and post office. We are still not eating in restaurants and don't shop at boutiques in town, so it is hard to rate city center.

When I moved to Elmhurst in 1978 the city recommended using a water softener. Since that time the quality of water has failed to improv on a sustained basis. Buildup is often visible on faucets and shower heads, and anyone with a sense of taste and smell feels compelled to buy bottled water. Per the city's own website, the level of water hardness exceeds the USGS limits that distinguishes hard and soft water. For all the tax money we pay it's incredible that the city fails in this most basic matter.

When we first moved in, the parkway outside of our home was well-maintain lawn. The city had to make repairs (sewer? gas?). After the repairs, their repair of the parkway was abysmal. They did not use enough dirt, so the level is now lower than the curb. They used grass seed that was loaded with weed seed. Parkway now looks awful and is a poor visual to people entering downtown Elmhurst. In addition, it makes it difficult to place our garbage cans there as the terrain is uneven and, when wet, it is a virtual mud pit. If the city cannot afford to replace the parkway to its original condition, they should just brick it in, as right now it looks terrible.

While we don't take advantage of all the Elmhurst has to offer, we are glad to know what's out there if we need it.

Why do you allow Dulles Cleaners to monitor that 10-minute parking spot and call the police on days and times that the store is not even open?? and allow him to call the police?

Will elaborate on streets. On all streets there is parking on both sides of the street and when you drive down and someone is coming from the other direction, if there is no place to park, you must back down the street. Especially Second and Third Avenue. The school busses have trouble getting down the streets, too!

Would be great if Elmhurst offered activities for adults aged 65+.. Not everyone retires and gets older and does nothing. Staying active and learning how challenges keeps us health, not drugs from doctors because a person does nothing to be creative, strong etc.

Would like to see more police patrolling speeds by Eldridge Park. Lots of speeding down spring road.

Would like to see Trader Joe's move into the city limits.