



The City of Elmhurst 2018 Citizen Survey

Please complete the following if you are an adult (age 18 or older) in your household. Please circle the number or check the box that most closely reflects your opinion to the question. Once complete, mail survey back in the enclosed self-addressed stamped envelope, drop it off at City Hall, or complete it online **no later than June 4, 2018.** (Limited to one person per household)

1. How would you rate the quality of life in Elmhurst:	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Unsure</i>
In your neighborhood.....	1	2	3	4	5
The Elmhurst community as a place to live.....	1	2	3	4	5
The Elmhurst community as a place to raise children.....	1	2	3	4	5
The Elmhurst community as a place to retire.....	1	2	3	4	5
Physical appearance of public (City) property.....	1	2	3	4	5
Overall quality of life in Elmhurst now compared to 5 years ago.....	1	2	3	4	5

2. How would you rate the following characteristics of Elmhurst:	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Unsure</i>
Overall appearance.....	1	2	3	4	5
Cleanliness of Elmhurst.....	1	2	3	4	5
Conditions of streets.....	1	2	3	4	5
Ease of travel by car.....	1	2	3	4	5
Ease of travel by bicycle.....	1	2	3	4	5
Ease of travel by walking.....	1	2	3	4	5
Bike Parking.....	1	2	3	4	5
Commuter parking.....	1	2	3	4	5
Public parking options.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Elmhurst Public Library.....	1	2	3	4	5
Cultural Institutions.....	1	2	3	4	5
Quality of community events.....	1	2	3	4	5

3. Have you had any interaction with the City of Elmhurst in the last 12 months in the following areas:	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Unsure</i>
City Administration	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Police Department	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Fire Department	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Ambulance services	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Community Development	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Public Works	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Finance Department	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Contacted an elected official	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5
Called customer service	<i>Yes</i>		<i>No</i>		
If yes please rate the level of service you received...	1	2	3	4	5

4. What is your perception of public safety:	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Unsure</i>	<i>N/A</i>
Overall safety in Elmhurst.....	1	2	3	4	5	6
Safety in your neighborhood.....	1	2	3	4	5	6
Safety in downtown/commercial Elmhurst.....	1	2	3	4	5	6
Safety in Elmhurst public parks.....	1	2	3	4	5	6
Use of the CodeRED emergency information system.....	1	2	3	4	5	6
Traffic speed compliance.....	1	2	3	4	5	6
Visibility of police in neighborhood.....	1	2	3	4	5	6
Visibility of police in downtown area/shopping districts	1	2	3	4	5	6
Response time of emergency services.....	1	2	3	4	5	6
Response time of non-emergency services.....	1	2	3	4	5	6

5. How likely are you to:	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Unsure</i>
Recommend living in Elmhurst to someone.....	1	2	3	4	5
Remain in Elmhurst for the next 5 years.....	1	2	3	4	5
Attend community events.....	1	2	3	4	5
Recycle at home.....	1	2	3	4	5
Purchase goods or services locally.....	1	2	3	4	5
Read local news.....	1	2	3	4	5

6. Have you done the following the last 12 months:	<i>Yes</i>	<i>No</i>
Rode the Explore Elmhurst Express Trolley.....	1	2
Visited the Explore Elmhurst website (www.ExploreElmhurst.com) for information on community events.....	1	2
Visited the Elmhurst Public Library.....	1	2
Visited Elmhurst History Museum.....	1	2
Visited the Elmhurst Art Museum.....	1	2
Visited any of these other cultural venues: Elmhurst Symphony, Elmhurst Choral Union, Elmhurst College lectures/concerts, Elmhurst Children's Theatre, GreenMan Theatre Troupe, Other (please specify):	1	2
Shopped in Spring Road shopping district.....	1	2
Shopped in York & Vallette shopping district.....	1	2
Shopped in Butterfield & York shopping district.....	1	2
Shopped in Elmhurst Crossing (Route 83 & St. Charles) shopping district.....	1	2
Shopped in North York Street (North of North Ave.) shopping district.....	1	2
Used public transportation instead of driving.....	1	2
Walked or rode a bike instead of driving.....	1	2
Volunteered time to a group, club, or organization in Elmhurst.....	1	2
Watched online or on TV a local public meeting.....	1	2
Attended a local public meeting.....	1	2

7. What is your preferred method of contacting the City to report a concern:	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>
By phone.....	1	2	3	4	5
City website through online form (www.elmhurst.org).....	1	2	3	4	5
Facebook.....	1	2	3	4	5
By mail.....	1	2	3	4	5
In person.....	1	2	3	4	5
Mobile app (if it became available).....	1	2	3	4	5

8. From which sources do you get information about the City:	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
"Front Porch" newsletter.....	1	2	3
Cable TV (Comcast-6 or AT&T-99).....	1	2	3
City website (www.elmhurst.org).....	1	2	3
Explore Elmhurst website (www.ExploreElmhurst.com).....	1	2	3
"Notify Me" (City e-mail or text messages).....	1	2	3
Elmhurst TV YouTube Page.....	1	2	3
Social media (Facebook, Twitter, Instagram).....	1	2	3
Utility bill inserts.....	1	2	3
Community events.....	1	2	3
City council meetings.....	1	2	3
Community workshops.....	1	2	3
Suburban Life (Elmhurst Press).....	1	2	3
Chicago Tribune Local.....	1	2	3
Elmhurst Independent.....	1	2	3
Daily Herald.....	1	2	3
Other (please specify):	1	2	3

9. Please rate how important it is for Elmhurst to focus on the following over the next 2 years:	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Unsure</i>
Public safety.....	1	2	3	4	5
Economic health.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Airplane noise/airport expansion.....	1	2	3	4	5
Stormwater management.....	1	2	3	4	5
Communication to residents.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Traffic.....	1	2	3	4	5
Parking.....	1	2	3	4	5
Senior services.....	1	2	3	4	5
Youth services.....	1	2	3	4	5
Bike paths/routes.....	1	2	3	4	5
Property taxes.....	1	2	3	4	5
Maintaining quality of life.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Variety of businesses.....	1	2	3	4	5
Other (please specify).....	1	2	3	4	5

10. Please answer the following:	<i>Yes</i>	<i>No</i>	<i>Indifferent</i>
Do you support the increased use of video technology to help investigate criminal activity?	1	2	3
Do you feel that there are wide varieties of housing options available in Elmhurst?	1	2	3
Do you support the development of a new Senior Center?	1	2	3
Do you support the development of an Indoor Sports Facility?	1	2	3
Do you support the development of a Performing Art Center?	1	2	3

11. Please rate what sustainability options you would like the City to focus on:	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Unsure</i>
Waste Reduction and Recycling.....	1	2	3	4	5
Energy Use Reduction and Alternative Energy.....	1	2	3	4	5
Transportation and Mobility.....	1	2	3	4	5
Water Resources and Conservation.....	1	2	3	4	5

12. What are the top 3 issues that you feel Elmhurst will face over the next 5 years?

- 1. _____
- 2. _____
- 3. _____

These last questions are about you and your household. All responses to this survey are anonymous.

13a. Which category reflects your age?

- 18-24 years
- 25-35 years
- 36-45 years
- 46-55 year
- 56-65 years
- Over 65 years

13b. What is your gender?

- Male
- Female
- Prefer not to say

13c. What is your ethnicity? (Mark one or more ethnicities that you consider yourself)

- American India or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- African American
- White
- Other
- Prefer not to say

13d. How long have you lived in Elmhurst?

- 5 years or less
- 21-35 years
- 6-10 years
- 36-50 years
- 11-20 years
- Over 50 years

13e. Which best describes the residence you live in?

- Single family house
- Building with more than one home (duplex, townhome, apartment, condominium)
- Other

13f. Do you own or rent your residence?

- Own
- Rent

13g. What is your current employment status?

- Employed
- Unemployed
- Retired

13h. Do you have any children under 18 years of age in your household?

- Yes
- No

13i. Are you or any members in your household 65 years of age or older?

- Yes
- No

13j. What is your household income?

- Less than \$30,000
- \$30,001 - \$50,000
- \$50,001 - \$70,000
- \$70,001 - \$100,000
- \$100,001 - \$200,000
- Over \$200,000

13k. How do you normally commute to work (if outside the home?)

- Personal vehicle
- Car-pool
- Bus to train
- Car to train
- Other (please specify): _____
- Walk to train
- Bike
- Walk
- Bike to train

14. General Comments & Suggestions:

If you rated any of the City's services excellent or poor, please describe why you felt strongly one way or the other.
