

VILLAGE OF WILLOWBROOK

2011 CITIZEN SURVEY



Contents

Section One:	Analysis of Significant Findings
Section Two:	Mean Scores for Survey Questions
Section Three:	Respondent Answers by Percentage
Section Four:	Survey Trends
Section Five:	Open-ended Responses

Section One

Analysis of Significant Findings

Willowbrook Citizen Survey 2011 ~ Significant Findings

Demographics

Most survey respondents (over 75%) are aged 50 and older. Over half (54%) are 60 years or older. Respondent households are small with 76.2% reporting a household of two or less persons. Respondents typically live in a single family home (43.5%) or condominium (37.9%), which they own (89.2%). Over half (70.4%) of all households report an annual income of over \$50,000, with 32% reporting over \$100,000, annually. 43.8% of all respondents have been residents for ten (10) years or less, while 31.3% of respondents have been residents for 20 years or more. The highest percentage of respondents reported to live West of Kingery, from 67th to 63rd Street.

Quality of Life

Respondents answered favorably with 100.0% reporting that they were “Very Satisfied” or “Satisfied” with the overall quality of life in Willowbrook. In fact, 60.3% replied they were “Very Satisfied with the overall quality of life in Willowbrook. When asked about the quality of life as compared to ten (10) years ago, 92.1% reported that life was the “Same” (41.8%), “Somewhat Better” (34.5%) or “Much Better” (15.8%).

Most respondents (81.9%) reported that “Location” is the greatest asset to living in Willowbrook while “Shopping” (59.9%) and “Schools” (43.9%) placed second and third. In the comments section, respondents also noted “the small town feel” and “low taxes” as advantages to living in Willowbrook. The top three reported disadvantages of living in Willowbrook were “Lack of Public Transportation”, “Traffic Problems” and “Housing Costs” receiving 27.8%, 25.3% and 9.3% of the responses, respectively.

Police

Overall safety scores were strong with an impressive 93.3% of respondents reporting that they felt safe and secure in Willowbrook. Respondents gave their highest scores for “Response Time” (94.1%), “Overall Performance” (93.7%) and “Feelings of Safety & Security” (93.3%). “Level of Traffic Enforcement” and “Officer Helpfulness & Ability to Solve Problems” received the lowest scores with an 84.1% and 86.6 % respectively. 9-1-1 Dispatch Services received strong scores with both “Employee Attitude and Behavior” and “Helpfulness and Attempts to Solve the Problem” at 91.3% and 90.4% respectively. When Mean Scores are considered, ten of the eleven Police Department services measured received “Excellent” ratings.

When gauging awareness about community safety programs, “Neighborhood Watch” (47.3%) scored the highest with “Child Restraint Use” (34.0%) and “Halloween Safety Program” (25.1%) coming in second and third. Awareness was the lowest for the “Operation Teddy Bear”, with 8.5% of respondents having heard of the program. Participation was highest for “Youth Photo Identification” (3.8%), “Child Restraint Use” (3.7%) and “Halloween Safety” (3.3%).

Finance

Overall, 86.4% of survey respondents report that they feel as though they receive a fair level of service for tax dollars paid to the Village of Willowbrook. If the demand for additional services requires additional revenue, respondents ranked “User Fees” as the preferred method of payment. “Sales Tax” and “Vehicle Stickers” were second and third choices for payment.

Front Desk Service at Village Hall received an impressive 92.7% satisfaction rating of “Excellent” and “Good” combined scores. Front Desk Service also received an “Excellent” score on the Mean Score Rated Scale. Roughly 40% of all survey respondents conduct Village business “By Mail” while about 22.4% use “Electronic Bill Pay” and 13.1% conduct business “In Person”. If offered with a “Convenience Fee”, 31.2% of respondents report that they would utilize “Online Bill Pay”.

Public Works

In rating the quality of Village services, combined scores for “Snow Plowing” scored the highest at 88.8% while “Street Maintenance” and “Street Sweeping” came in second and third with combined scores of 86.0% and 81.6%, respectively. The “Street Lighting” and “Condition of Sidewalks” also received strong combined “Excellent” and “Good” scores of 77.3% and 74.8% in satisfaction. Streetscape scored the lowest of all Village services with a combined score of 66.0%. Satisfaction with “Water Service” scored well with 86.8% of respondents scoring it “Excellent” or “Good”. Focusing on Village beautification projects, 82.9% of respondents say that they are satisfied with the scope and level of the projects to date. Respondents are nearly split with the funding for further beautification projects with 43.0% wanting to see more.

Building and Code Enforcement

When “Excellent” and “Good” scores are combined, maintenance of property received impressive scores on the survey. Overall, respondents gave higher scores for the maintenance of “Residential Properties” over “Non-Residential Properties”. In looking at “Residential Properties”, respondents gave higher combined scores for “Buildings” (95.3%) over Property (91.1%). Focusing on “Non-residential Properties”, combined scores were “Buildings” (89.9%) and “Property” (89.8%). When applying for a permit for construction or home improvement, 82.0% of respondents report that they received “Excellent” or “Good” instruction and information in order to successfully complete the project.

Planning and Development

When “Excellent” and “Good” scores are combined, respondents rate “Appearance” (93.1%), “Signage” (90.6%), “Parking” (89.3%) and “Access” (86.9%) highest when evaluating the quality of new non-residential developments in Willowbrook. “Traffic Circulation” received the lowest score at 71.8%. Survey respondents gave strong combined scores for new residential developments, with 90.7% rating the quality as “Excellent” or “Good”. When asked what type of residential developments they would like to see respondents ranked the choices in the following order: 1. Single Family Homes, 2. Townhomes, 3. Senior Housing, 4. Condominiums 5. Apartments. When

asked to rank the top five non-residential developments they would like to see, respondents answered as follows: 1. Restaurants, 2 Retail, 3. Theaters, 4. Light Industrial and 5. Medical Facilities. In the comments section, respondents noted that they would like to see more Day Care, Restaurants, Hardware Stores and Theatres. Respondents rate the following as the top five places to shop outside of Willowbrook: 1. Jewel, 2. Kohl's, 3. Home Depot, 4. Wal-Mart and 5. Costco. Within Willowbrook, respondents rate the following as the top five local places to shop: 1. Dominick's, 2. Target, 3. Town Center, 4.K-Mart, and 5. Whole Foods.

Parks and Recreation

When combined "Excellent" and "Good" scores are combined, satisfaction scores for the Parks and Recreation Department services scored very well. "Condition of the Park Grounds & other Park Facilities" received the highest combined score of 90.9%. "Condition of Playground Equipment" and "Staff Attitude & Knowledge" scored 89.4% and 86.7% respectively. "Park Landscaping" and "Organization of Recreation Programs" also scored well at 85.5% and 82.4%, respectively. Focusing on programming, respondents report the highest satisfaction with activities designed for "Children (Ages 6-11)" and "Preteen & Teen (Ages 12-19)", scoring 84.0% and 80.0% respectively. 76.5% of respondents rate the "Young Adult (Ages 20-25)" programming as "Excellent" or "Good" while "Adult (Ages 26-59)" programming receives a combined score at 75.8%. Of the six categories, "Senior Adult (Age 60+)" and "Pre K & Kindergarten (Ages 1-5)" programming received the lowest combined scores at 63.4% and 68.0%, respectively. In the comments section, respondents noted that they would most like to see additional adult and senior adult programming, with increased after hours of accessibility.

Overall, just over 30% of respondents participate in at least one Parks and Recreation Department program or event on an annual basis. Respondents indicate that they depend on the *Fun Guide* publication for program information, with a reported 78.9% readership and 85.6% finding the information useful. When asked about whether leashed animals should be allowed in Willowbrook Parks, 58.9% of survey respondents marked "Yes".

Communication

When asked about Internet access, 89.0% of respondents said that they had access either at home or at work, with 86.5% reporting a high-speed connection. 28.1% of survey respondents say they have visited the Village's website and of those, 71.6% find the website useful. 67.5% of survey respondents say they would find a "News & Events" e-mail service helpful. 20.0% of respondents stated they use the cable access channel 6 for information. Of those respondents, 52.9% found the cable access channel to be a helpful resource.

Section Two

Mean Scores for Survey Questions

Mean Scores for 2011 Rated Citizen Survey Questions

The rated items are on a four-point scale and can be interpreted as:

1-1.75=excellent, 1.76-2.5=good, 2.51-3.25=fair, and 3.26-4=poor.

Quality of Life	Question #	2007	2008	2011
Overall quality of life in Willowbrook	7	1.39	1.46	1.40
Quality of life in Willowbrook as compared to 10 years ago	8	2.47	2.38	2.44
Police	Question #	2007	2008	2011
Overall performance of the Willowbrook Police Department	11	1.65	1.63	1.62
Overall attitude and behavior of officers towards citizens	12	1.69	1.76	1.68
Feelings of safety and security within Willowbrook	13	1.67	1.63	1.70
Officers' helpfulness and ability to solve the problem	14	1.70	1.67	1.71
Level of traffic enforcement	15	1.98	1.99	1.94
Police department's response time	16	1.63	1.61	1.63
Police department's efforts regarding criminal activity	17	1.69	1.72	1.71
Police (Non-emergency)	Question #	2007	2008	2011
Employee's attitude and behavior towards citizens	18	1.63	1.64	1.7
Employee's helpfulness and attempts to solve the problem	19	1.64	1.68	1.72
Police (9-1-1 Dispatch)	Question #	2007	2008	2011
Employee's attitude and behavior towards citizens	20	1.51	1.56	1.59
Employee's helpfulness and attempts to solve the problem	21	1.50	1.65	1.61
Finance	Question #	2007	2008	2011
Front Desk service at Village Hall	25	1.65	1.74	1.64
Public Works	Question #	2007	2008	2011
Street Maintenance	28A	1.90	1.97	1.89
Snow Plowing	28B	1.84	1.85	1.77
Street Sweeping	28C	2.06	2.08	2.00
Street Lighting	28D	2.14	2.15	2.08
Streetscape	28E	2.22	2.30	2.20
Condition of sidewalks in the Village	28F	2.06	2.17	2.16
Level of satisfaction with water service provided	29	1.80	1.78	1.84

Mean Scores for 2011 Rated Citizen Survey Questions

The rated items are on a four-point scale and can be interpreted as:

1-1.75=excellent, 1.76-2.5=good, 2.51-3.25=fair, and 3.26-4=poor.

Building and Code Enforcement	Question #	2007	2008	2011
Maintenance of non-residential properties - Building	33A	1.95	1.91	1.93
Maintenance of non-residential properties - Property	33B	2.01	1.98	1.95
Maintenance of residential properties - Building	35A	1.84	1.97	1.87
Maintenance of residential properties - Property	35B	1.87	2.01	1.93
Quality of information to obtain a permit/complete the project	37	1.89	2	1.98
Planning and Development	Question #	2007	2008	2011
Quality of new non-residential developments - Appearance	38A	1.82	1.81	1.77
Quality of new non-residential developments - Traffic Circulation	38B	2.26	2.25	2.20
Quality of new non-residential developments - Parking	38C	1.96	1.9	1.88
Quality of new non-residential developments - Signage	38D	2.00	1.99	1.92
Quality of new non-residential developments - Access	38E	2.02	1.97	1.93
Quality of new residential developments	39	1.93	1.93	1.95
Parks and Recreation	Question #	2007	2008	2011
Organization of recreation programs and special events	45A	1.83	1.83	1.94
Staff attitude and knowledge	45B	1.70	1.86	1.80
Park landscaping	45C	1.89	1.97	1.89
Condition of the playground equipment	45D	1.90	1.97	1.79
Condition of the grounds and other park facilities	45E	1.85	1.97	1.80
Programs - Pre K and Kindergarten (Ages 1 – 5)	46A	2.00	2.05	2.08
Programs - Children (Ages 6 – 11)	46B	2.00	2.32	1.88
Programs - Preteen and Teen (Ages 12 – 19)	46C	2.18	2.47	1.95
Programs - Young Adult (Ages 20 – 25)	46D	2.35	2.75	2.06
Programs - Adult (Ages 26-59)	46E	2.39	2.76	2.12
Programs - Senior Adult (60+)	46F	2.00	2.16	2.32

Section Three

Respondent Answers by Percentage

Village of Willowbrook Citizen Survey 2011 - Results

For each question, indicate your response by placing an "X" in the appropriate box.

DEMOGRAPHICS

1. Check the box that best describes your age.

Under 20	0.0%	20-29	5.2%	30-39	9.0%
40-49	10.7%	50-59	21.5%	60-69	23.6%
70 & over	30.0%				

2. How many people currently live in your home?

One	35.5%	Two	40.7%	Three	22.1%	Four or more	1.7%
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3. Please indicate the type of home in which you currently live and whether you own or rent.

Apartment	8.6%	Own	89.2%
Townhome	9.9%	Rent	10.8%
Condo	37.9%		
Single-Family Home	43.5%		

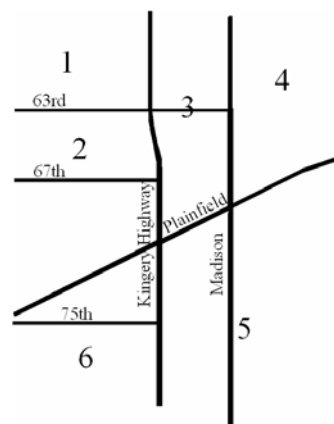
4 What is your combined household income?

Under \$25,000	8.7%	\$25,000 to \$49,999	20.9%
\$50,000 to \$74,999	24.8%	\$75,000 to \$99,999	13.6%
\$100,000 to \$149,999	15.0%	\$150,000 and over	17.0%

5. How long have you been a resident of Willowbrook?

Under 1 year	2.7%	1 -5 yrs	19.2%	6 – 10 yrs	21.9%
11-15 years	12.9%	16 – 20 yrs	12.1%	20+ yrs	31.3%

6. Please indicate the geographic area that most closely represents where you live:



(1) West of Kingery, North of 63rd	25.9%
(2) West of Kingery, from 67 th to 63rd	27.2%
(3) North of Plainfield, East of Kingery, West of Madison	9.6%
(4) North of Plainfield, East of Madison	16.2%
(5) South of Plainfield, East of Kingery	7.0%
(6) South of Plainfield, West of Kingery	14.0%

QUALITY OF LIFE

7. How satisfied are you with the *overall quality of life* in Willowbrook?

Very Satisfied	60.3%	Dissatisfied	0.0%
Satisfied	39.7%	Very Dissatisfied	0.0%

8. How would you rate the *quality of life* in Willowbrook today as **compared to** 10 years ago?

Much Better	11.0%	Somewhat Better	24.1%	The Same	29.1%
Somewhat Worse	4.2%	Much Worse	1.3%	Don't Know	30.3%

9. What do you consider to be the **major assets and advantages** of living in Willowbrook? (Select as many as apply.)

Employment Opportunities	1.7%	Housing Affordability	33.3%
Friendliness of Residents	35.0%	Neighborhoods	32.9%
Housing Quality	41.8%	Shopping	59.9%
Schools	43.9%	Recreational Amenities	13.1%
Diverse Population	17.3%	Health Care Facilities	11.4%
Religious Institutions	10.1%	Location	81.9%

10. What are the **major disadvantages** of living in Willowbrook? (Select as many as apply.)

Crime/Drug Abuse	3.8%	Lack of Employment	8.4%
Distance to Employer	8.0%	Lack of Public Transportation	27.8%
Lack of Health Care Facilities	6.3%	Recreational Amenities	8.9%
Distance to Shopping	3.8%	Street Conditions	8.0%
Traffic Problems	25.3%	Population Diversity	6.3%
Housing Costs	9.3%		

POLICE

*Please rate the **quality** of services you have received from the Willowbrook Police Department in the following areas:

	Excellent	Good	Fair	Poor	Don't Know
11. Overall performance of the Willowbrook Police Department	37.1%	38.4%	3.8%	1.3%	19.4%
12. Overall attitude and behavior of officers towards citizens	37.1%	35.0%	7.6%	1.7%	18.6%
13. How would you rate your feelings of safety and security within Willowbrook	35.0%	53.6%	5.9%	.4%	5.1%
14. Officers' helpfulness and ability to solve the problem you called/contacted the police about	30.0%	27.4%	7.2%	1.7%	33.8%
15. Level of traffic enforcement	20.3%	51.1%	11.8%	1.7%	15.2%
16. Police department's response time	27.8%	32.9%	3.4%	.4%	35.4%
17. Police department's efforts regarding criminal activity	20.3%	24.9%	4.2%	.8%	49.8%

If you came to the Willowbrook Police Department facility for assistance, or called the non-emergency phone number (325-2808) for assistance, please rate the following:

18. Employee's attitude and behavior towards citizens?	24.9%	26.6%	5.1%	1.3%	42.2%
19. Employee's helpfulness and attempts to solve the problem?	24.1%	26.2%	4.2%	2.1%	43.5%

Willowbrook is part of a consolidated dispatch service; all 911 calls are routed through this service. If you called 9-1-1 for assistance, please rate the following:

20. Employee's attitude and behavior towards citizens?	22.4%	17.7%	3.4%	.4%	56.1%
21. Employee's helpfulness and attempts to solve the problem?	22.4%	17.3%	3.4%	.8%	56.1%

22. The Willowbrook Police Department presently coordinates the following programs. Please indicate your **awareness and participation** with the programs listed: (Check all that apply)

	Aware	Participate	Not aware
A. Child Restraint Use Program (Car Seats)	34.0%	3.7%	62.3%
B. SWAC (Senior Willowbrook Adult Connected)	15.1%	2.3%	82.6%
C. Youth Photo Identification Program	17.8%	3.8%	78.4%
D. Neighborhood Watch	47.3%	3.2%	49.5%
E. Halloween Safety Bags/ Glow Necklaces	25.1%	3.3%	71.6%
F. Operation Teddy Bear	8.5%	.9%	90.6%

FINANCE

Approximately half a penny of every property tax dollar you pay goes to the Village. The Village portion of the property tax pays for special recreation needs. Other Village services are paid through utility taxes, telecommunication taxes, and the Village's share of sales tax, income tax, and other state administered taxes.

23. Do you feel you receive a fair level of service for the tax dollars you pay to the Village of Willowbrook?

Yes **86.4%** No **13.6%**

24. If the demand for services requires additional revenue, how would you prefer to pay? (Rank order of preference with "1" being first choice.)

Property Tax **5** User Fees **1** Utility Fees **4**

Vehicle Stickers **3** Sales Tax **2**

25. *How would you rate the Front Desk service at Village Hall?

Excellent **43.8%** Good **48.4%** Fair **7.3%**

Poor **0.0%**

26. How do you conduct your routine Village business? (example: payment of water bills)

Electronic Bill Pay	22.4%	In Person	7.2%
Direct Debit	8.9%	Drop Box	5.9%
Other	11.0%	Mail	39.7%

27. Many municipalities offer online payments of bills for a small convenience fee. If the Village were to offer online payments in the future, would you utilize this service?

Yes **31.2%** No **68.8%**

PUBLIC WORKS

28. Rate the quality of the following Village Services:	Excellent	Good	Fair	Poor	Don't Know
A. Street Maintenance	24.9%	55.7%	11.4%	1.7%	6.3%
B. Snow Plowing	35.4%	48.5%	7.2%	3.4%	5.5%
C. Street Sweeping	16.5%	45.1%	11.4%	2.5%	24.5%
D. Street Lighting	19.4%	52.3%	15.2%	5.9%	7.2%
E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)	16.0%	43.9%	27.4%	3.4%	9.3%
F. Condition of sidewalks in the Village	12.7%	51.1%	16.9%	4.6%	14.8%
29. Rate your level of satisfaction with water service provided	24.1%	42.6%	8.4%	1.7%	23.2%
<div> <div> 30. Over the past five years, the Village has undertaken beautification projects throughout the community including landscaped medians and entryways. Are you satisfied with the scope and level of these projects? Yes 82.9% No 17.1% </div> <div> 31. Would you like to see the Village fund additional beautification improvements? Yes 43.0% No 57.0% </div> <div> 32. If yes, where would you like to see additional beautification? <hr/> </div> </div>					

BUILDING AND CODE ENFORCEMENT

33. How well are the <i>non-residential properties</i> of the Village maintained in the following areas:	Excellent	Good	Fair	Poor	Don't Know
A. Building	12.7%	51.5%	6.8%	0.4%	28.7%
B. Property	11.0%	52.3%	6.8%	0.4%	29.5%
34. If you indicated "Fair" or "Poor", please provide examples of the non-residential area(s): <hr/>					
35. How well are the <i>residential properties</i> of the Village maintained in the following areas:	Excellent	Good	Fair	Poor	Don't Know
A. Building	14.8%	62.4%	3.4%	0.4%	19.0%
B. Property	13.9%	59.5%	5.9%	1.3%	19.4%
36. If you indicated "Fair" or "Poor", please provide examples of the non-residential area(s): <hr/>					
37. If you have applied for a permit to construct a deck, swimming pool, shed, fence, driveway, home improvement, etc., please rate the level of quality of instruction and information given to you to successfully obtain a permit and complete the project?	Excellent	Good	Fair	Poor	Don't Know
	28.0%	54.0%	10.0%	8.0%	NA

PLANNING AND DEVELOPMENT

38. How would you rate the quality of the following for <i>new non-residential</i> developments in Willowbrook:	Excellent	Good	Fair	Poor	Don't Know
A. Appearance	21.9%	46.0%	5.1%	0.0%	27.0%
B. Traffic Circulation	11.4%	41.4%	15.6%	5.1%	26.6%
C. Parking	17.3%	46.4%	6.8%	0.8%	28.7%
D. Signage	12.7%	52.3%	6.3%	0.4%	28.3%
E. Access	15.2%	46.4%	8.4%	0.8%	29.1%
39. How would you rate the quality of <i>new residential</i> developments in Willowbrook?	9.3%	40.1%	3.8%	1.3%	45.6%

PLANNING AND DEVELOPMENT (continued)

40. What type of **residential** developments would you like to see added to the community? (Check all that apply)

Apartments	3.0%	Townhomes	30.0%
Condominiums	8.9%	Single Family Homes	41.4%
Senior Housing	23.2%	High Rise	2.5%

41. Rank the top five (5) non-residential developments you would like to see added to the Willowbrook **business community**? (1 through 5, with 1 being the most important)

Retail 2	Hotels	Light Industrial 4
Services	Office	Medical Facilities 5
Restaurants 1	Theaters 3	Banquet Facilities
Banking	Warehousing	Manufacturing

42. Please list types of **services** you would like to see more of in Willowbrook (i.e., daycare, auto repair, veterinary, etc.)

43. Which stores do you regularly shop at located **outside** of Willowbrook?

44. Where in Willowbrook do you regularly shop?

PARKS AND RECREATION DEPARTMENT

45. If you have visited any parks or participated in any programs in the last 12 months sponsored by the Willowbrook Parks and Recreation Department, please indicate your general level of satisfaction of the following:

	Excellent	Good	Fair	Poor	Don't Know
A. Organization of recreation programs and special events	29.4%	52.9%	11.8%	5.9%	NA
B. Staff attitude and knowledge	33.3%	53.3%	13.3%	0.0%	NA
C. Park landscaping	26.4%	59.1%	13.6%	0.9%	NA
D. Condition of the playground equipment	31.9%	57.4%	10.6%	0.0%	NA
E. Condition of the grounds and other park facilities	29.1%	61.8%	9.1%	0.0%	NA

46. How satisfied have you been with the programs offered for:

A. Pre K and Kindergarten (Ages 1 – 5)	36.0%	32.0%	20.0%	12.0%	NA
B. Children (Ages 6 – 11)	24.0%	52.0%	12.0%	4.0%	NA
C. Preteen and Teen (Ages 12 – 19)	30.0%	50.0%	15.0%	5.0%	NA
D. Young Adult (Ages 20 – 25)	23.5%	52.9%	17.6%	5.9%	NA
E. Adult (Ages 26-59)	15.2%	60.6%	21.2%	3.0%	NA
F. Senior Adult (60+)	19.5%	43.9%	22.0%	14.6%	NA

47. How many programs or special events have you and/or your family participated in through the Willowbrook Parks and Recreation Department in the past 12 months?

None	69.2%	1-2	22.1%	3-5	7.2%
6-9	1.4%	10+	0.0%		

48. Based on the current program offerings found in the *Fun Guide* brochure, what types of programs would you like to see developed or improved?

49. The Willowbrook Parks and Recreation Department distributes the *Fun Guide* in April, August, and December. Do you read this guide?

Yes **78.9%** No **21.1%**

50. If you read the *Fun Guide*, do you find it helpful?

Yes **85.6%** No **14.4%**

51. What suggestions do you have to improve the distribution or content of the *Fun Guide*?

52. Do you think leashed animals should be allowed in Willowbrook parks?

Yes **58.9%** No **41.1%**

COMMUNICATION

	Home	Work	Neither
53. Do you have access to the internet?	83.1%	40.9%	11.0%
54. Do you have a high-speed connection?	71.7%	37.1%	13.5%
55. The Village operates a Village website at www.willowbrookil.org . Do you visit the website?			
Yes	28.1%	No	71.9%
56. If you visit the website, do you find it helpful?			
Yes	71.6%	No	28.4%
57. The Village currently offers a free “News & Events” email service on its website. Would you find this service helpful?			
Yes	67.5%	No	32.5%

58. What suggestions do you have to improve the Village website?

59. The Village posts information on public access channel 6. Do you use this resource for Village information?

Yes **20.0%** No **80.0%**

60. If you use the access channel as a resource, do you find it helpful?

Yes **52.9%** No **47.1%**

FEEDBACK

61. Suggestions/Concerns/Comments:

[illegible]

62. Please be advised that your individual responses will remain strictly confidential. Only collective responses will be provided in a final report for Village Officials. If you have expressed a specific concern that you would like addressed, by providing your name and address below, Willowbrook management staff will be able to respond directly to you.

Name: _____

Address: _____

Section Four

Survey Trends

Trends for Citizen Survey Questions

1. Check the box that best describes your age.

	Under 20	20-29	30-39	40-49	50-59	60-69	70 & over
2007	0.0%	3.8%	9.2%	16.8%	22.1%	24.0%	24.0%
2008	0.0%	5.6%	6.0%	15.1%	25.0%	26.3%	22.0%
2011	0.0%	5.2%	9.0%	10.7%	21.5%	23.6%	30.0%

2. How many people currently live in your home?

	One	Two	Three	4 or more
2007	33.3%	41.4%	24.9%	0.4%
2008	30.7%	46.8%	19.5%	3.0%
2011	35.5%	40.7%	22.1%	1.7%

3. Please indicate the type of home in which you currently live and whether you own or rent.

	Apartment	Town-home	Condo	SF Home	Own	Rent
2007	8.0%	11.4%	37.6%	43.0%	89.2%	10.8%
2008	6.8%	8.1%	36.0%	49.2%	91.9%	8.1%
2011	8.6%	9.9%	37.9%	43.5%	89.2%	10.8%

4 What is your combined household income?

	Under \$25,000	\$25,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 and over
2007	6.3%	22.4%	18.4%	18.4%	16.1%	18.4%
2008	8.0%	25.5%	18.5%	11.5%	16.5%	20.0%
2011	8.7%	20.9%	24.8%	13.6%	15.0%	17.0%

5. How long have you been a resident of Willowbrook?

	Under 1 Year	1-5 Years	6-10 Years	11-15 Years	16-20 Years	20+ Years
2007	2.7%	24.2%	22.3%	12.9%	13.3%	24.6%
2008	3.9%	17.0%	17.5%	17.5%	12.2%	31.9%
2011	2.7%	19.2%	21.9%	12.9%	12.1%	31.3%

6. Please indicate the geographic area that most closely represents where you live:

	(1) West of Kingery, North of 63rd	(2) West of Kingery, from 67th to 63rd	(3) North of Plainfield, East of Kingery, West of Madison	(4) North of Plainfield, East of Madison	(5) South of Plainfield, East of Kingery	(6) South of Plainfield, West of Kingery
2007	23.9%	29.5%	12.4%	11.2%	6.4%	16.7%
2008	23.7%	26.3%	10.5%	17.1%	7.0%	15.4%
2011	25.9%	27.2%	9.6%	16.2%	7.0%	14.0%

7. How satisfied are you with the overall quality of life in Willowbrook?

	Very Satisfied	Satisfied	Combined	Dissatisfied	Very Dissatisfied
2007	62.4%	36.0%	98.4%	1.6%	0.0%
2008	55.6%	43.2%	98.8%	0.9%	0.4%
2011	60.3%	39.7%	100.0%	0.0%	0.0%

8. How would you rate the quality of life in Willowbrook today as compared to 10 years ago?

	Much Better	Somewhat Better	Combined	The Same	Somewhat Worse	Much Worse
2007	16.7%	31.6%	48.3%	40.8%	9.8%	1.1%
2008	21.7%	33.7%	55.4%	33.1%	7.4%	4.0%
2011	15.8%	34.5%	50.3%	41.8%	6.1%	1.8%

9. What do you consider to be the major assets and advantages of living in Willowbrook? (Select as many as apply.)

	Location	Shopping	Housing Quality	Friendliness of Residents	Schools	Neighbor-hoods
2007	83.6%	41.6%	43.1%	38.3%	38.3%	37.5%
2008	80.5%	48.5%	38.6%	32.0%	41.5%	34.9%
2011	81.9%	59.9%	41.8%	35.0%	43.9%	32.9%

	Housing Affordability	Diverse Population	Recreational Amenities	Religious Institutions	Health Care Facilities	Employment Opportunities
2007	27.5%	17.1%	14.1%	10.0%	8.9%	3.0%
2008	30.3%	14.5%	14.1%	10.8%	7.5%	7.9%
2011	33.3%	17.3%	13.1%	10.1%	11.4%	1.7%

10. What are the major disadvantages of living in Willowbrook? (Select as many as apply.)

	Traffic Problems	Lack of Public Transportation	Recreational Amenities	Housing Costs	Distance to Employer
2007	43.5%	29.0%	13.4%	10.8%	8.6%
2008	32.8%	32.8%	10.4%	12.9%	11.2%
2011	25.3%	27.8%	8.9%	9.3%	8.0%

	Lack of Health Care Facilities	Distance to Shopping	Street Conditions	Population Diversity	Lack of Employment	Crime/Drug Abuse
2007	7.4%	7.1%	4.8%	4.8%	4.8%	3.3%
2008	6.2%	7.5%	7.5%	4.1%	4.1%	4.6%
2011	6.3%	3.8%	8.0%	6.3%	8.4%	3.8%

11. Overall performance of the Willowbrook Police Department

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	47.8%	41.9%	89.7%	8.4%	2.0%	NA
2008	46.4%	45.4%	91.8%	7.2%	1.0%	NA
2011	46.1%	47.6%	93.7%	4.7%	1.6%	NA

12. Overall attitude and behavior of officers towards citizens

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	45.4%	42.9%	88.3%	8.8%	2.9%	NA
2008	42.6%	42.1%	84.7%	12.3%	3.1%	NA
2011	45.6%	43.0%	88.6%	9.3%	2.1%	NA

13. How would you rate your feelings of safety and security within Willowbrook?

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	41.0%	51.5%	92.5%	7.1%	0.4%	NA
2008	42.7%	52.2%	94.9%	4.7%	0.4%	NA
2011	36.9%	56.4%	93.3%	6.2%	0.4%	NA

14. Officers' helpfulness and ability to solve the problem you called/contacted the police about

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	47.3%	39.6%	86.9%	8.9%	4.1%	NA
2008	48.4%	40.0%	88.4%	7.7%	3.9%	NA
2011	45.2%	41.4%	86.6%	10.8%	2.5%	NA

15. Level of traffic enforcement

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	25.5%	55.9%	81.4%	14.2%	4.4%	NA
2008	23.2%	59.6%	82.8%	12.3%	4.9%	NA
2011	23.9%	60.2%	84.1%	13.9%	2.0%	NA

16. Police department's response time

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	44.9%	47.6%	92.5%	6.8%	0.7%	NA
2008	46.3%	47.6%	93.9%	4.8%	1.4%	NA
2011	43.1%	51.0%	94.1%	5.2%	0.7%	NA

17. Police department's efforts regarding criminal activity

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	40.3%	50.7%	91.0%	8.2%	0.7%	NA
2008	38.7%	51.8%	90.5%	8.8%	0.7%	NA
2011	40.3%	49.6%	89.9%	8.4%	1.7%	NA

18. Employee's attitude and behavior towards citizens?

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	51.3%	35.3%	86.6%	12.0%	1.3%	NA
2008	51.4%	35.8%	87.2%	10.1%	2.7%	NA
2011	43.1%	46.0%	89.1%	8.8%	2.2%	NA

19. Employee's helpfulness and attempts to solve the problem?

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	50.3%	37.7%	88.0%	9.9%	2.0%	NA
2008	47.9%	39.0%	86.9%	10.3%	2.7%	NA
2011	42.5%	46.3%	88.8%	7.5%	3.7%	NA

9-1-1 Dispatch**20. Employee's attitude and behavior towards citizens?**

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	57.7%	36.1%	93.8%	4.1%	2.1%	NA
2008	53.7%	37.9%	91.6%	7.4%	1.1%	NA
2011	51.0%	40.4%	91.4%	7.7%	1.0%	NA

21. Employee's helpfulness and attempts to solve the problem?

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	60.2%	31.6%	91.8%	6.1%	2.0%	NA
2008	51.5%	35.4%	86.9%	10.1%	3.0%	NA
2011	51.0%	39.4%	90.4%	7.7%	1.9%	NA

**22. The Willowbrook Police Department presently coordinates the following programs.
Please indicate your awareness and participation with the programs listed:****A. Child Restraint Use Program (Car Seats)**

	Aware	Participate	Combined	Not aware
2007	47.3%	0.9%	48.2%	51.8%
2008	35.9%	1.8%	37.7%	62.3%
2011	34.0%	3.7%	37.7%	62.3%

B. SWAC (Senior Willowbrook Adult Connected)

	Aware	Participate	Combined	Not aware
2007	22.8%	0.4%	23.2%	76.7%
2008	15.4%	0.5%	15.9%	84.2%
2011	15.1%	2.3%	17.4%	82.6%

C. Youth Photo Identification Program

	Aware	Participate	Combined	Not aware
2007	24.1%	3.7%	27.8%	72.2%
2008	22.5%	3.8%	26.3%	73.7%
2011	17.8%	3.8%	21.6%	78.4%

D. Neighborhood Watch

	Aware	Participate	Combined	Not aware
2007	56.3%	2.2%	58.5%	41.6%
2008	57.2%	5.0%	62.2%	37.8%
2011	47.3%	3.2%	50.5%	49.5%

E. Halloween Safety Bags/ Glow Necklaces

	Aware	Participate	Combined	Not aware
2007	27.4%	4.0%	31.4%	68.6%
2008	31.7%	5.5%	37.2%	62.8%
2011	25.1%	3.3%	28.4%	71.6%

F. Operation Teddy Bear

	Aware	Participate	Combined	Not aware
2007	10.1%	0.4%	10.5%	89.4%
2008	6.4%	0.0%	6.4%	93.6%
2011	8.5%	0.9%	9.4%	90.6%

23. Do you feel you receive a fair level of service for the tax dollars you pay to the Village of Willowbrook?

	Yes	No
2007	89.0%	11.0%
2008	87.3%	12.7%
2011	86.4%	13.6%

**24. If the demand for services requires additional revenue, how would you prefer to pay?
(Rank order of preference with "1" being first choice.)**

	User Fees	Sales Tax	Vehicle Stickers	Utility Fees	Property Tax
2007	1	2	3	4	5
2008	1	2	3	4	5
2011	1	2	3	4	5

25. How would you rate the Front Desk service at Village Hall?

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	44.0%	48.2%	92.2%	6.5%	1.2%	NA
2008	41.7%	44.4%	86.1%	12.6%	1.3%	NA
2011	43.8%	48.9%	92.7%	7.3%	0.0%	NA

26. How do you conduct your routine Village business? (example: payment of water bills)

	Electronic Bill Pay	In Person	Direct Debit	Drop Box	Mail	Other
2007	15.2%	13.0%	7.8%	6.3%	46.5%	7.4%
2008	17.0%	9.1%	7.9%	8.7%	48.1%	3.3%
2011	22.4%	7.2%	8.9%	5.9%	39.7%	11.0%

**27. Many municipalities offer online payments of bills for a small convenience fee.
If the Village were to offer online payments in the future, would you utilize this service?**

	Yes	No
2007	28.0%	72.0%
2008	21.4%	78.6%
2011	31.2%	68.8%

28. Rate the quality of the following Village Services:**A. Street Maintenance**

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	24.7%	63.0%	87.7%	9.7%	2.6%	NA
2008	23.6%	59.6%	83.2%	13.3%	3.6%	NA
2011	26.6%	59.5%	86.1%	12.2%	1.8%	NA

B. Snow Plowing

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	30.4%	51.3%	81.7%	10.9%	3.8%	NA
2008	36.0%	45.8%	81.8%	15.6%	2.7%	NA
2011	37.5%	51.3%	88.8%	7.6%	3.6%	NA

C. Street Sweeping

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	21.0%	57.5%	78.5%	16.1%	5.4%	NA
2008	21.4%	53.8%	75.2%	20.8%	4.0%	NA
2011	21.8%	59.8%	81.6%	15.1%	3.4%	NA

D. Street Lighting

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	18.9%	53.5%	72.4%	22.4%	5.3%	NA
2008	19.5%	54.3%	73.8%	18.1%	8.1%	NA
2011	20.9%	56.4%	77.3%	16.4%	6.4%	NA

E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	17.7%	49.6%	67.3%	25.7%	7.1%	NA
2008	16.4%	46.6%	63.0%	27.9%	9.1%	NA
2011	17.7%	48.4%	66.1%	30.2%	3.7%	NA

F. Condition of sidewalks in the Village

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	20.1%	56.5%	76.6%	21.1%	2.4%	NA
2008	16.2%	55.9%	72.1%	22.5%	5.4%	NA
2011	14.9%	59.9%	74.8%	19.8%	5.4%	NA

29. Rate your level of satisfaction with water service provided

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	33.0%	56.0%	89.0%	8.8%	2.2%	NA
2008	32.8%	57.1%	89.9%	9.5%	0.5%	NA
2011	31.3%	55.5%	86.8%	11.0%	2.2%	NA

30. Over the past five years, the Village has undertaken beautification projects throughout the community including landscaped medians and entryways. Are you satisfied with the scope and level of these projects?

	Yes	No
2007	81.5%	18.5%
2008	83.8%	16.2%
2011	82.9%	17.1%

31. Would you like to see the Village fund additional beautification improvements?

	Yes	No
2007	47.3%	52.7%
2008	45.1%	54.9%
2011	43.0%	57.0%

33. How well are the *non-residential properties* of the Village maintained in the following areas:

A. Building

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	19.7%	67.7%	87.4%	10.1%	2.5%	NA
2008	16.5%	76.9%	93.4%	6.0%	0.5%	NA
2011	17.8%	72.2%	90.0%	9.5%	0.6%	NA

B. Property

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	16.8%	68.4%	85.2%	12.1%	2.6%	NA
2008	15.6%	72.2%	87.8%	11.1%	1.1%	NA
2011	15.6%	74.3%	89.9%	9.6%	0.6%	NA

35. How well are the *residential properties* of the Village maintained in the following areas:

A. Building

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	21.4%	73.6%	95.0%	4.5%	0.5%	NA
2008	16.2%	74.3%	90.5%	6.2%	3.3%	NA
2011	18.2%	77.1%	95.3%	4.2%	0.5%	NA

B. Property

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	22.4%	69.6%	92.0%	6.1%	1.9%	NA
2008	15.3%	71.9%	87.2%	9.4%	3.4%	NA
2011	17.3%	73.8%	91.1%	7.3%	1.6%	NA

37. If you have applied for a permit to construct a deck, swimming pool, shed, fence, driveway, home improvement, etc., please rate the level of quality of instruction and information given to you to successfully obtain a permit and complete the project?

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	38.6%	42.1%	80.7%	10.5%	8.8%	NA
2008	30.9%	47.3%	78.2%	12.7%	9.1%	NA
2011	28.0%	54.0%	82.0%	10.0%	8.0%	NA

38. How would you rate the quality of the following for *new non-residential* developments in Willowbrook:

A. Appearance

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	18.2%	45.0%	63.2%	4.5%	1.1%	NA
2008	29.3%	62.1%	91.4%	7.1%	1.5%	NA
2011	30.1%	63.0%	93.1%	6.9%	0.0%	NA

B. Traffic Circulation

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	15.0%	54.9%	69.9%	19.1%	11.0%	NA
2008	13.0%	55.4%	68.4%	24.9%	6.7%	NA
2011	15.5%	56.3%	71.8%	21.3%	6.9%	NA

C. Parking

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	18.8%	67.9%	86.7%	12.1%	1.2%	NA
2008	26.9%	59.6%	86.5%	9.8%	3.6%	NA
2011	24.3%	65.1%	89.4%	9.5%	1.2%	NA

D. Signage

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	20.7%	60.4%	81.1%	17.1%	1.8%	NA
2008	20.3%	63.1%	83.4%	13.4%	3.2%	NA
2011	17.6%	72.9%	90.5%	8.8%	0.6%	NA

E. Access

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	17.9%	65.9%	83.8%	12.7%	3.5%	NA
2008	20.6%	63.0%	83.6%	14.8%	1.6%	NA
2011	21.4%	65.5%	86.9%	11.9%	1.2%	NA

39. How would you rate the quality of new residential developments in Willowbrook?

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	24.1%	61.4%	85.5%	12.0%	2.4%	NA
2008	21.1%	65.8%	86.9%	11.8%	1.3%	NA
2011	17.1%	73.6%	90.7%	7.0%	2.3%	NA

40. What type of *residential* developments would you like to see added to the community? (Check all that apply)

	Apartments	Townhomes	Condos	Single Family Homes	Senior Housing	High Rise
2007	3.0%	26.8%	13.0%	44.2%	27.9%	1.5%
2008	3.3%	27.4%	10.4%	49.0%	22.4%	1.7%
2011	3.0%	30.0%	8.9%	41.4%	23.2%	2.5%

41. Rank the top five (5) non-residential developments you would like to see added to the Willowbrook *business* community? (1 through 5, with 1 being the most important)

	Restaurants	Retail	Theatres	Medical Facilities	Services	Light Industrial
2007	1	2	3	4	5	NA
2008	1	4	2	3	5	NA
2011	1	2	3	5	NA	4

45. If you have visited any parks or participated in any programs in the last 12 months sponsored by the Willowbrook Parks and Recreation Department, please indicate your general level of satisfaction of the following:**A. Organization of recreation programs and special events**

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	31.0%	54.9%	85.9%	14.1%	0.0%	NA
2008	28.8%	59.1%	87.9%	12.1%	0.0%	NA
2011	29.4%	52.9%	82.3%	11.8%	5.9%	NA

B. Staff attitude and knowledge

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	40.3%	49.3%	89.6%	10.4%	0.0%	NA
2008	30.5%	54.2%	84.7%	13.6%	1.7%	NA
2011	33.3%	53.3%	86.6%	13.3%	0.0%	NA

C. Park landscaping

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	26.1%	60.4%	86.5%	11.7%	1.8%	NA
2008	24.5%	55.7%	80.2%	17.9%	1.9%	NA
2011	26.4%	59.1%	85.5%	13.6%	0.9%	NA

D. Condition of the playground equipment

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	22.9%	66.1%	89.0%	9.2%	1.8%	NA
2008	18.0%	67.4%	85.4%	14.6%	0.0%	NA
2011	31.9%	57.4%	89.3%	10.6%	0.0%	NA

E. Condition of the grounds and other park facilities

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	27.1%	61.9%	89.0%	10.2%	0.8%	NA
2008	17.0%	69.0%	86.0%	14.0%	0.0%	NA
2011	29.1%	61.8%	90.9%	9.1%	0.0%	NA

46. How satisfied have you been with the programs offered for:**A. Pre K and Kindergarten (Ages 1 – 5)**

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	20.7%	62.1%	82.8%	13.8%	3.4%	NA
2008	31.8%	36.4%	68.2%	27.3%	4.5%	NA
2011	36.0%	32.0%	68.0%	20.0%	12.0%	NA

B. Children (Ages 6 – 11)

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	17.2%	65.5%	82.7%	17.2%	0.0%	NA
2008	24.0%	32.0%	56.0%	32.0%	12.0%	NA
2011	32.0%	52.0%	84.0%	12.0%	4.0%	NA

C. Preteen and Teen (Ages 12 – 19)

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	17.9%	53.6%	71.5%	21.4%	7.1%	NA
2008	23.3%	23.3%	46.6%	36.7%	16.7%	NA
2011	30.0%	50.0%	80.0%	15.0%	5.0%	NA

D. Young Adult (Ages 20 – 25)

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	5.90%	58.80%	64.7%	29.40%	5.90%	NA
2008	5.0%	30.0%	35.0%	50.0%	15.0%	NA
2011	23.5%	52.9%	76.4%	17.6%	5.9%	NA

E. Adult (Ages 26-59)

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	12.10%	48.50%	60.6%	27.30%	12.10%	NA
2008	4.9%	34.1%	39.0%	41.5%	8.1%	NA
2011	15.2%	60.6%	75.8%	21.2%	3.0%	NA

F. Senior Adult (60+)

	Excellent	Good	Combined	Fair	Poor	Don't Know
2007	27.5%	50.0%	77.5%	17.5%	5.0%	NA
2008	21.6%	48.6%	70.2%	21.6%	8.1%	NA
2011	19.5%	43.9%	63.4%	22.0%	14.6%	NA

47. How many programs or special events have you and/or your family participated in through the Willowbrook Parks and Recreation Department in the past 12 months?

	None	1 to 2	3 to 5	6 to 9	10 Plus
2007	69.2%	22.8%	7.2%	0.8%	0.0%
2008	71.7%	21.9%	5.5%	0.5%	0.5%
2011	69.2%	22.1%	7.2%	1.4%	0.0%

49. The Willowbrook Parks and Recreation Department distributes the *Fun Guide* in April, August, and December. Do you read this guide?

	Yes	No
2007	86.4%	13.6%
2008	86.2%	13.8%
2011	78.9%	21.1%

50. If you read the Fun Guide, do you find it helpful?

	Yes	No
2007	89.0%	11.0%
2008	88.0%	12.0%
2011	85.6%	14.4%

52. Do you think leashed animals should be allowed in Willowbrook parks?

	Yes	No
2007	53.1%	46.9%
2008	60.0%	40.0%
2011	58.9%	41.1%

53. Do you have access to the internet?

	Home	Work	Neither
2007	75.8%	37.9%	12.3%
2008	72.6%	43.2%	14.1%
2011	83.1%	40.9%	11.0%

54. Do you have a high-speed connection?

	Home	Work	Neither
2007	52.0%	33.5%	20.8%
2008	56.4	36.9%	21.2%
2011	71.7	37.1%	13.5%

55. The Village operates a Village website at www.willowbrookil.org. Do you visit the website?

	Yes	No
2007	30.1%	69.9%
2008	22.3%	77.7%
2011	28.1%	71.9%

56. If you visit the website, do you find it helpful?

	Yes	No
2007	70.5%	29.5%
2008	79.0%	21.0%
2011	71.6%	28.4%

57. The Village currently offers a free "News & Events" e-mail service on its website. Would you find this service useful?

	Yes	No
2007	NA	NA
2008	NA	NA
2011	67.5%	32.5%

64. The Village used to post information on public access channel 6. Did you use this resource for Village Information?

	Yes	No
2007	32.1%	67.9%
2008	24.8%	75.2%
2011	20.0%	80.0%

65. If you use the access channel as a resource, do you find it helpful?

	Yes	No
2007	70.4%	29.6%
2008	75.7%	24.3%
2011	52.9%	47.1%

Section Five

Open-ended Responses

Willowbrook Citizen Survey 2011

Open Ended Responses

9. What do you consider to be the major assets and advantages of living in Willowbrook? (Other)

- Accessibility to I-55, 355, 75th Street & shopping
- Affordable Property Tax
- Clean, Quiet, Peaceful
- Close to both highways
- Friendliness of Village staff, Low Real Estate Taxes
- Good transportation connections
- Like the new Target & new restaurants
- Reasonable property taxes
- Safety of the area
- Small town quality, quiet, nice neighbors, no riff raff in the neighborhood, no street lights/sidewalks is nice
- Taxes
- Trees! Space between homes!

10. What are the major disadvantages of living in Willowbrook? (Other)

- I-55 needs to be widened.
- Too Few ""Quality"" trees in residential parkways.
- Sidewalks in residential areas are uneven (Wife fell last winter and broke wrist)
- Can't bring my leashed Beagle to a local park."
- Lack of sidewalks all over.
- Too many strip malls.
- Lack of a long term plan to make it like Burr Ridge or Hinsdale.
- Schools are mediocre for the taxes we pay.
- Taxes
- 75th Street is so bumpy to travel on
- A bus route up Route 83 to Oakbrook would be great. I would like to see Chicago & the suburbs have light rail like they have in Denver.
- Activities for seniors (volunteers)
- Bottleneck on Route 83 between 63rd & 67th from 3-6 pm, Medians need landscaping on Route 83, Better restaurants not all fast food
- Burning
- Car was keyed in parking lot.
- Do not maintain cul-de-sac in summer.
- Don't know
- Garbage contract stickers were better & affordable, light at Route 83 & Midway too long, No GOOD grocery store. Meijers would be nice.
- Have lived in Willowbrook for the past 30 years. It has become way too congested with too many shops.
- High taxes
- Highway street lighting

- I can't think of any disadvantages. I think it's great!
- I have not heard good things about the Maerker School District. Wish it would improve!
- Inability to walk throughout entire Village.
- Inconsistent code enforcement or no code enforcement
- Intersection of Route 83 & 63rd Street, also Route 83 & Plainfield Road
- Lack of a central "Downtown" area - similar to Clarendon Hills, Westmont or Hinsdale
- Lack of street lights at park site
- No central Post Office
- No Community Center/Park Events
- No Downtown/Main Street for shops/etc
- No Lake Michigan Water
- No Sidewalks N/S
- None (5)
- Not very attractive town - feels like one big strip mall.
- Over-building as large lots are sub-divided.
- Poor snow removal & ongoing problems with the light at 63rd & Route 83.
- Property values have decreased
- Public pool would be nice though.
- Sense of community is lacking. New Willowbrook Town Center is not a community anchor as advertised.
- Shortage of churches.
- Should have more programs for people 50+ years old.
- Corner of 63rd & Route 83 while turning there is a big pot hole still not fixed yet. So many places like that in the Village to be taken care of."
- Sidewalk Conditions, Insufficient brush collection days
- Storm sewer problems. Water does not flow to 59th Street.
- The cost of garbage collection is way too high
- The last street repair was very poorly asphalted. It was a very poor quality compared to previous street applications. Our school ratings have dropped & crime has increased. We now always lock our doors.
- There are none!
- Too many variations in housing prices. Too many low priced condos, apartments & homes.
- Traffic on Route 83 sometimes
- Unlawful use of fireworks
- Supercenter
- Would like a senior center
- Would like more of a downtown community area.

26. How do you conduct your routine Village business? (Other)

- Assessment Payment (2)
- Association Fees
- By phone (5)
- Condo Fees (12)

32. If yes, where would you like to see additional beautification? (Other)

- 63rd & Clarendon Hills Road
- 75th Street
- A lot of the issue is that cheap maintenance companies are hired who destroy the look with bad planting and pruning at the Village Hall and pond on Plainfield.
- Add more sidewalks
- All over
- Along all major streets - especially "entrances" and "exits" from the Village.
- Along Kingery & Plainfield
- Along Route 83
- Anywhere
- Anywhere along Route 83
- Can the Route 83 median be planted with perennials/native plants? Also please remove bushes on Plainfield @ Kmart because they are hazardous.
- Entrance to Waterford subdivision
- Entrances to the Parks & malls
- Expand the landscaping throughout the Village not just certain wealthier areas.
- Fix cracked sidewalks
- Flowering trees along the streets
- Handicap street light
- I am unaware of the Village's efforts in this regard.
- In this economy cut back (pun intended) like the rest of us.
- Intersections of Route 83
- Just keep up with it. It looks nice.
- Kmart lot at their expense!!!
- Maintain bushes/trees that impede public sidewalks
- Maintain current improvements better
- Maintenance/improvements to park entrances
- Median planting along Route 83
- Money should be used to maintain the Village's roads.
- More parkway trees/Replace the dead ones
- More trees added. Waterford subdivision entrance
- Near Willowbrook Signage at Streets & Parks
- Need much more trees, shrubs, plants & flowers
- Need to hold on expenses.
- Northwest part of Route 83 and 63rd Street
- Not if it costs us more.
- Not in the current economy
- On Route 83 we need large trees/flowers/buffer hedges. Route 83 is an eyesore.
- Park that is East of Route 83 and just South of 63rd is a mess!
- Parks
- Plainfield & Cass intersection
- Plainfield Road & Route 83 at the mall
- Plainfield Road, Madison Street, 63rd Street, Route 83
- Plant trees not flowers.

- Quality trees in residential areas (Parkways)
- Relocation / removal of the electrical box at Waterford entrance on Madison.
- Removing tall grasses & weeds along various roadways/sidewalks
- Route 83 & Midway
- Route 83, 75th Street, 78th Street
- Sidewalks
- Sidewalk from 79th Street to 75th Street needs attention.
- Sidewalk on the northside of 79th Street Required
- Street Signs
- The back of Kmart! Kmart argues that fence (northside of fence) belongs to the Village!
- Town Center

34. If you indicated "Fair" or "Poor", please provide examples of the non-residential area(s).

- Borse Park pond is full of litter as is the creek. Stanchions removed from Midway Park left holes never filled.
- Kmart is terrible - An eye sore to us that live behind it!
- Kmart is an eyesore
- K-Mart on Plainfield Road & Route 83 looks terrible
- Landscaping along Route 83. Some strip malls could use some updating.
- Most good however Kmart continues to be POOR.
- Route 83 easements, Plainfield Road, Clarendon Hills Road
- Strip malls along Route 83 look run down.
- Walgreens

36. If you indicated "Fair" or "Poor", please provide examples of the residential area(s).

- 67th St houses not kept up 83 to Clarendon Hills Road. No sidewalks/tree debris/overgrown
- A few neighborhoods have "sketchy" areas. Virginia Avenue for example
- Encourage homeowners to trim bushes & trees & maintain painted areas.
- I think there are some properties that look run down and could use sprucing up, yards also.
- Junk or cars not used in the driveway. Also mailboxes need replacing.
- Lake Hinsdale Village does not provide wheel chair access to the shopping center.
- Many residents do not take pride in the exteriors of their homes.
- Some residences look tired and unattended and old.
- Swimming pool owners MUST NOT drain their pools onto neighbor's property!!!
- There are places that are left to grow weeds (grass?) and are cluttered.
- Unkempt lawns, poorly painted houses
- Unoccupied properties on Clarendon Hills Road south of 75th & some on 75th.
- Varies - Three Willowbrook corners at Plainfield/Madison where utilities are always being worked on.
- Waterford - very ugly, dated or NO landscaping

42. Please list types of services you would like to see more of in Willowbrook (i.e., daycare, auto repair, veterinary, etc.)

- A nice Village Hall, Recreation Center with pool, racquetball, etc.
- Animal Shelter

- A place to pick seniors up (a bus).
- Art Gallery/Cultural venue
- Auto Repair (6)
- Bakery (2)
- Book Stores (3)
- Daycare (8)
- Meijer
- More playgrounds
- Dental Offices (3)
- Dry Cleaners
- Facilities to take college courses.
- Community sports/exercise center would be great.
- Good Restaurants
- Grocery stores (3)
- Gym
- Hardware - Ace Hardware on Route 83 & 63rd Street is gone due to poor signage!
- Hardware Stores (6)
- Home Improvement (esp. now that Ace is leaving)
- Home Improvement Stores (Menards, Lowes, etc)
- Ice Cream Shop
- Kindergarten School, Dry Cleaners (Big Store Type), Senior Daycare & support services
- Low price dry cleaner, UPS Store
- Lower priced food (i.e. ALDI)
- Mail/Postal Services, Movie Theaters
- Medical (3)
- Medical - MDs, DDS
- More family oriented activities & recreational facilities.
- None (7)
- Parks-Bike Trails
- Pet Store
- Places of worship
- Public Pool (4)
- Public Transportation (2)
- Rec Center (Pool), Lowes or Home Depot
- Full Service Post Office (3)
- Restaurants (7)
- Restaurants, Shopping,
- Retail (i.e. Trader Joes or similar)
- Senior programs that are partially paid for through the city seniors
- Shopping Mall
- Small grocery
- Splash Park, swimming pool
- Theater would be great, Fancy one like the one at the Bolingbrook promenade
- Theaters (6)
- Prompt-Care Medical Center
- TJ Maxx

- Trader Joes
- Urgent care, Home Furnishing, Senior Center, Ice Cream Shop, Indian Food
- Veterinary (3)
- We have everything we need
- Would like to preserve green space in Willowbrook. Too many vacant strip malls outside of Willowbrook

45. Which stores do you regularly shop at located outside of Willowbrook?

- 75th & Lemont, 87th & Boughton Rd, 63rd & Cass, 75th & Woodward
- Ace Hardware
- ALDI (12)
- Ambercrombie
- Anderson's Books
- Ann Taylor
- Anything involving heavy trucking
- Archivers Memories & Beyond
- Auto Zone
- Bakery
- Bally's
- Bank
- Barnes & Noble (5)
- Bass Pro
- Best Buy (8)
- Bookstore (2)
- Borders (4)
- Brookhaven (14)
- Burr Ridge Center (4)
- Caputo's (3)
- Carson's (8)
- Christopher Banks
- Clothing (4)
- Coldwater Creek
- Cost Plus World Market
- Costco (28)
- Country House
- County Line Square
- Department Stores
- Dick's Sporting Goods (2)
- Discount stores
- Dollar Store
- Downtown Hinsdale
- Dress Barn (3)
- DSW
- Everything but stores & gas stations
- Factory Card (2)

- Factory Outlets
- Fruitful Yield
- Gap (3)
- Gas (3)
- Grocery (10)
- Gymboree
- Hobby Lobby (2)
- Home Depot (33)
- JC Penney's (7)
- Jewel (52)
- JoAnn Fabrics (8)
- Kirschbaums
- Kohl's (41)
- Kramer Foods (2)
- Lane Bryant
- Lord & Taylor
- Lowe's (3)
- Macy's (10)
- Marshall's (12)
- Medical Offices
- Meijer's (5)
- Menard's (12)
- Michigan Ave (Loop),
- Nature's Best
- Niemans
- Non-Chain Restaurants
- Nordstrom's (5)
- Oakbrook (30)
- Oberweiss
- Office Max
- Petco (2)
- Petsmart (7)
- Pier 1
- REI
- Retail department stores
- Sam's Club (11)
- Sears (2)
- Shoe Carnival
- Target
- The Patio (3)
- Theaters
- TJ Maxx (12)
- Toys R US
- Trader Joe's (13)
- Tues Morning
- Ultra (15)

- UPS
- Von Maur (4)
- Walgreens
- Wal-Mart (30)
- Wendy's
- West Marine
- Westbrook (9)
- Yorktown (10)

44. Where in Willowbrook do you regularly shop?

- 55th & Route 83
- 63rd & Route 83
- 75th & Route 83
- Ace Hardware (13)
- All along Route 83 (3)
- Baker's Square (2)
- Bank of Willowbrook
- Bed Bath & Beyond (32)
- Begeman Jewelers,
- Bev's Hallmark,
- Binny's (4)
- Bo-Rics (3)
- Center with Bernard's
- Chipotle
- David Anthony,
- Dentist
- Dominick's (92)
- Dominos,
- Dry Cleaners
- Dunkin Doughnuts
- Fannie Mae,
- Gas Stations (3)
- GNC,
- Goodwill,
- Grocery Stores (7)
- Hallmark (6)
- Juicy-O (2)
- Kmart (25)
- Lake Hinsdale Commons
- Lasaak Deli (9)
- Malahini Terrace
- Michaels (15)
- Mobil
- Panera (5)
- Portillos (12)

- Pot Belly
- Quality Tire
- Radio Shack,
- Restaurants (2)
- Route 83 & 63rd St
- Route 83 & 75th Street
- Shoe Repair Shop
- Shopping center at 63rd & Route 83,
- Sport Clips,
- Sports Authority (10)
- Staples (30)
- Starbucks (2)
- Target (70)
- T-Mobile
- Walgreens (18)
- Westown Auto
- Whole Foods (18)
- Willowbrook Town Center (24)

48. Based on the current program offerings found in the Fun Guide brochure, what types of programs would you like to see developed or improved?

- 40-50 Something singles events
- A pool would be great.
- A Taste of Willowbrook
- Add more kids sports for older kids/not just tots & younger kids.
- Additional activities for seniors (dance classes, current events group).
- Additional outreach to seniors of all ages, not just the elderly!
- Adult Ed
- Baby Classes
- Badminton,
- Ballroom Dancing,
- Better gatherings for seniors, Special trips if you can afford it
- Better location/room for the yoga & workout classes.
- Books clubs,
- Bridge
- Card clubs besides just bridge.
- Children's soccer programs,
- Children's summer camps
- Children's tennis programs,
- Community fireworks display
- Community garage sales.
- Concerts in the park,
- Consider additional programs more broadly offered with Burr Ridge. We tend to go to Burr Ridge Parks to participate in their programs.
- Continue girls lacrosse/add boys lacrosse.

- Craft classes,
- Craft fairs at Mall,
- Cycling groups
- Dancing lessons,
- Different photography classes.
- Early childhood
- Exercise programs for adults"
- Expand hours for working people.
- Family Events
- Fitness for seniors
- Free walking indoors in the winter
- Gardening (A community area plus classes)
- Gardening classes
- Golf for Teens
- I can't drive anymore and I'd like to go to the park but I can't without a car.
- Indoor pool
- Joint programs with the Indian Prairie Library (i.e. Gardening, couponing, etc)
- Lacrosse,
- Latin Dances
- Lots more things for teens & young adults. More clubs & groups
- Meditation,
- More "community" events or links with other Villages (Holly Days - Westmont; Parades - Hinsdale; Daisy Days - Clarendon Hills)
- More adult programs that are local, more hours of availability
- More classes for adults age range 30-50.
- More fitness programs
- More Movie Nights,
- More online access
- More playgrounds
- More professional sports events
- More programs directed toward girls ages 5-10.
- More programs for children ages 1-5. Why doesn't Willowbrook have a swimming pool? That would be nice!!!
- More programs for kids under 3 years old. I didn't participate because there weren't many. Although my kids are getting older. I would definitely like to see more fitness programs for adults other than yoga & Pilates.
- More programs for seniors
- More senior get-togethers
- More variety of dates offered. Many are only offered 1 day per week, try mixing the days around within the year, not always the same day all year.
- More winter & summer outdoor activities for all ages.
- More yoga
- More Yoga, Dance & Games for seniors.
- My children are grown now but for over 25 years it has been the same problem - we had to go to Westmont for Bball, Clarendon Hills for Little League. The Village is so divided with school

district that there is no sense of community in park programs. Being north of 67th Street was always a problem with feeling like an outsider.

- Pre-teen activities. We go to Burr Ridge Park District for everything.
- Senior Outings
- Social Dances for Adults
- Softball, more sports related programming for adults.
- Sports leagues
- Summer band programs,
- Tai Chi for adults/seniors,
- There are few classes for seniors. Tai Chi would be wonderful; perhaps some arts & crafts classes.
- Unable to participate due to time constraints.
- Water Aerobics
- Women's self defense class
- Would love a community pool.
- Yoga (5)
- Zumba,

51. What suggestions do you have to improve the distribution or content of the Fun Guide?

- Put extra copies out at local stores.
- Add more detail. Offer programs for younger children
- Add some way for residents to request activities they would like to have available
- Adding additional programs.
- Distribution is good, goes to mail. Fun Guide needs updated look/content
- Don't spend the money.
- Either more offerings or more links with joint offerings from other park districts.
- Email it instead of paper or give that option (3)
- It is so limited and always has been. With such limited space & resources there is a limit to what you can offer.
- Fewer Co-operatives with Countryside & more with Burr Ridge and Hinsdale.
- Mail it to those that have signed up for classes/events
- Monthly Emails
- More options for young adults to get more involved
- More Programs
- More programs offered at more times for all ages.
- More senior fun.
- More senior functions & not so expensive
- No improvements needed.
- Not for my age group. (age 20-29)
- On-line
- Online/email delivery to reduce paper use.
- Only needs to be twice a year.
- Please lower the prices of some of the classes.
- Put it on school websites to attract more local kids.
- Tabs for Age groups or bright color codes
- Unclear how Willowbrook partners with other cities, is there a public pool?

57. What suggestions do you have to improve the Village website?

- Better promotion of events.
- Clear indication if water/sprinkling restrictions.
- For what I have needed it seemed all good.
- Have not looked at it closely - a vast improvement over the old one though.
- Have not seen it yet.
- Haven't looked at the website - one with a directory or telephone & email addresses for community services.
- If people want to get more involved, explain how to go about that.
- It is ok, no changes necessary.
- Keep it clean & uncluttered
- More Job Ads
- Please post neighborhood crime alerts.
- Post any Village employment opportunities.
- Put the Fun Guide somewhere on the Home Page for easier access.
- Some advertising in the library or in your Fun Guide (front page)