

A G E N D A

COMMITTEE OF THE WHOLE MEETING OF THE MAYOR AND BOARD OF TRUSTEES OF THE VILLAGE OF WILLOWBROOK TO BE HELD ON MONDAY, OCTOBER 23, 2023, AT 5:30 P.M. AT THE COMMUNITY RESOURCE CENTER (CRC), 825 MIDWAY DRIVE, WILLOWBROOK, IL, DUPAGE COUNTY, ILLINOIS

1. CALL TO ORDER
2. ROLL CALL
3. PLEDGE OF ALLEGIANCE
4. VISITORS' BUSINESS - Public Comment is Limited to Three Minutes Per Person
5. ITEMS FOR DISCUSSION:
 - a. [PRESENTATION - CITIZEN SURVEY RESULTS](#)
 - b. [DISCUSSION - ADDITIONAL PUBLIC WORKS MAINTENANCE VEHICLE PURCHASE](#)
 - c. [PRESENTATION - SNOWPLOW OPERATIONS MANUAL](#)
 - d. [DISCUSSION - A MEMORANDUM OF UNDERSTANDING BETWEEN THE VILLAGE OF WILLOWBROOK AND THE ILLINOIS FRATERNAL ORDER OF POLICE \(FOP\) LABOR COUNCIL FOR A RETIREMENT HEALTH SAVINGS PLAN](#)
 - e. [DISCUSSION - PAID LEAVE AMENDMENT](#)
6. ADJOURNMENT



COMMITTEE OF THE WHOLE

AGENDA ITEM NO: 5.a. SUBJECT: PRESENTATION – CITIZEN SURVEY RESULTS	DATE: October 23, 2023
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STAFF REPORT

TO: Mayor Trilla and Board of Trustees
FROM: Alex Arteaga, Assistant to the Village Administrator
Jody Wegrzynski, Administrative Assistant
THROUGH: Sean Halloran, Village Administrator

PURPOSE AND ACTION REQUESTED

Review of the results of the 2023 Citizen Survey. The results allow staff to focus on areas for improvement and can help develop strategic priorities and budgetary goals.

BACKGROUND/SUMMARY

The Citizen Survey has been completed every 1-2 years since at least 2007. In 2021, staff made a commitment to complete the survey every two years.

In 2021, residents who received the paper survey were encouraged to download and complete a PDF version to return by email. Of the surveys returned, 15.5% were submitted electronically. For the 2023 survey, residents were given an option for the first time to fill out the survey completely online. A paper survey was mailed to 600 randomly selected Willowbrook households in August 2023. The total response rate to the mailed survey was 17% compared to 13% in 2021. Recipients were given the option to complete the survey on paper, or online by scanning the QR code or entering the link provided in the cover letter. The manner of survey completion was split almost evenly between the three methods, although approximately two-thirds of respondents chose to complete the survey online: paper survey – 39%, online using the QR code – 30%, and online using the link – 31%.

In addition to the mailed survey, the online survey was promoted with a banner graphic on the Village's website home page, a Village Facebook post, and a QR code and URL included in the September water bill brief, Village View. These options resulted in an increase in returns of 35%. Of all the survey responses received, 75% were submitted electronically.

DEMOGRAPHICS

- ✓ Almost two-thirds (65%) of the respondents were aged 60 and over, rising to 78% of respondents over age 50. For respondents under age 50, the return rate was almost double that of the survey in 2021.
- ✓ About half (52%) of the households are made up of 2 or fewer persons with a quarter (24.7%) of households consisting of 4 or more people.
- ✓ Three-quarters of the respondents lived in single-family homes.



- ✓ Two-thirds (67%) of all responding households report an annual income of over \$100,000, with 45% reporting over \$150,000 annually.
- ✓ Nearly fifty percent (49%) of the respondents have been residents for 20 years or more. For this year's survey, 21.6% of respondents have resided in Willowbrook for 5 years or less. This is double the number of newer residents responding in 2021.
- ✓ The geographic area of residence was a generally representative sampling with half of the respondents representing the area west of Kingery, from 63rd to 67th (27.5%), and south of Plainfield, west of Kingery (23.3%).

Highlights of the various sections of the survey are as follows:

QUALITY OF LIFE

- ✓ 90% of respondents reported "Very Satisfied" or "Satisfied."
- ✓ Top 3 advantages of living in Willowbrook: Location – 78%, Schools - 63%, and Friendliness of Residents - 48%. These are the same top 3 advantages as 2021.

POLICE

- ✓ Regarding the level of safety and security felt within Willowbrook, 83.8% of residents responding reported either "Excellent" or "Good", as compared to 80.9% of residents responding in 2021.
- ✓ For those items reported as "Excellent" or "Good", respondents gave their highest scores for "Overall Performance" (93%), "Officer Attitude and Behavior" (91.6%), and "Police Response Time" (91.0%).
- ✓ When mean scores are considered, 9 out of the 11 Police Department benchmark services measured received "Excellent" ratings and 7 out of 11 services improved over the 2021 figures.

FINANCE

- ✓ Overall, 83.7% of survey respondents felt as though they receive a fair level of service for their tax dollars paid to the Village of Willowbrook.
- ✓ Front Desk service at the Village Hall received a 92% satisfaction rating of "Excellent" and "Good" combined scores; 56% rated the service as "Excellent". The mean score of 1.53 is also an "Excellent" rating and an improvement over 2021.

PUBLIC WORKS

- ✓ In rating the quality of Village services, the combined scores for "Snow Plowing" scored the highest with 90.6% of respondents scoring it "Excellent" or "Good", almost half (47%) scored the service as "Excellent". "Street Maintenance", "Street Sweeping" followed, with combined scores of 76.4% and 80%. Of note for "Street Sweeping", 31% of respondents marked "Don't Know".
- ✓ For the satisfaction level with the Village's water service, 89.3% of respondents selected "Excellent" or "Good". This is a decrease of almost 10% over the results of the 2021 survey.
- ✓ Focusing on Village beautification projects, the majority of respondents (63.4%) say that they are satisfied with the scope and level of the projects to date, although nearly 30% (29.8%) remain neutral. Unlike the results in 2021, the majority of respondents (54.6%) in 2023 were in favor of the Village funding future projects.



COMMUNITY DEVELOPMENT

In past years, the questions for the Community Development department were divided into two types of questions, those regarding Building and Code Enforcement, and those referring to Village Planning and Development. Although both categories fall under the purview of Community Development, the analysis has been divided as in past surveys.

Building and Code Enforcement

- ✓ When asked about maintenance of “Non-residential Properties”, “Buildings” were rated “Excellent” or “Good” 92.6%, while “Property” was 88.0%.
- ✓ For “Residential Properties”, “Buildings” were rated “Excellent” or “Good” 90.1%, while “Property” was 87.7%.
- ✓ When applying for a permit for construction or home improvements, 68.3% of respondents report that they received “Excellent” or “Good” instruction and information to successfully complete the project.
- ✓ Although the mean scores for the questions regarding “Building and Code Enforcement” fall at the “Good” level, all of the scores are better than 2021, and 4 out of 5 are better than 2017.

Zoning and Planning

Without much new development, respondents were more apt to skip this area, or, as 30-40% did, answer “Don’t Know”. Residents were, however, extremely vocal about the types of developments they would like to see.

The top three types of residential development preferred were:

1. Single Family Homes (63.9%)
2. Senior Housing (28.7%)
3. Townhomes (28.7%)

The top five types of non-residential developments preferred are below. The top four are the same as the 2021 survey:

1. Restaurants
2. Retail
3. Medical Facilities
4. Theaters
5. Services

For the types of services residents would like to see in Willowbrook, respondents were quite vocal, not only in the general category of businesses but also providing more specifics about those businesses:

- Restaurants: not fast food, full-service, sit-down, quality
- Grocery: less expensive, deli, bakery, wholesale clubs
- Bookstore
- Retail: boutiques, men’s and women’s clothing, specialty
- Auto
- Hardware: Ace, Home Depot, Menards

For shopping and services, both within and outside of Willowbrook, the results and comments of the survey indicated an increase in price consciousness and an increased frequency of wholesale retailers.

Respondents indicated they frequented the following stores outside of Willowbrook:

- Groceries – Jewel, Mariano’s, Costco, Walmart, Trader Joe’s, Aldi, Sam’s Club
- Clothing – Kohl’s, Oak Brook Mall, Macy’s, TJ Maxx, Nordstrom/Nordstrom Rack, Von Mauer
- Hardware – Home Depot, Menards, Ace Hardware
- Retail – Vintage Charm, Downtown Downers Grove, Downtown Hinsdale, Hallmark, PetSmart
- Personal Care – Osco, Bath & Body Works, personal services



Within Willowbrook, respondents rate the following as the top five local places to shop by category:

- | | |
|--------------|------------------|
| 1. Groceries | 4. Personal Care |
| 2. Retail | 5. Clothing |
| 3. Fast Food | |

Within Willowbrook, respondents rate the following as the top ten local places to shop by merchant:

- | | | |
|------------------------|---------------|--------------|
| 1. Pete's Fresh Market | 5. Marshalls | 9. Walgreens |
| 2. Target | 6. Michaels | 10. Ulta |
| 3. Whole Foods | 7. Binny's | |
| 4. Staples | 8. Portillo's | |

PARKS AND RECREATION

- ✓ There was a high percentage of “Don’t Know” responses selected in the Parks and Recreation section of the survey. For the questions on “Recreation Programs and Special Events” and “Staff Attitude and Knowledge”, about 50% of respondents indicated “Don’t Know” as their response. For the three questions on the conditions of the parks and playgrounds, 20-30% indicated “Don’t Know” for each question.
- ✓ Of the responses received for the Parks and Recreation questions, the combined “Excellent” and “Good” satisfaction scores for the Parks and Recreation Department services scored well. “Staff Attitude and Knowledge” received the highest rating at 87.2%. “Organization of Park Programs” received a combined “Excellent” and “Good” score of 86.8%. “Park Landscaping”, “Condition of Park Equipment” and “Condition of Park Grounds and Facilities” received combined scores of 86.6%, 87.0% and 84.2% respectively.
- ✓ In general, fewer than 10% of respondents chose “Fair” or “Poor” for the five scored areas. This increased the mean scores for these areas, moving all five into an “Excellent” rating as opposed to “Good” from the 2021 survey results. The greatest increase was seen for “Staff Attitude and Knowledge” and “Condition of the Grounds and Facilities”.

COMMUNICATION

- ✓ 64.6% of respondents said they had visited the Village’s website, while 95.1% said they found it helpful.
- ✓ When asked whether they found the “News & Events” email service helpful, 96.6% indicated they did, although 63.2% indicated they didn’t use the service.
- ✓ When rating their satisfaction with the way they receive information from the Village, 78.9% of respondents rated it “Excellent” or “Good”, almost 10% higher than the 2021 results, the first survey that included this question. Only 15% rated it “Fair”, down 10% from the 2021 survey. Additionally, the mean score changed from 2.22 to 1.97, still in the “Good” rating range, but much improved.



RESIDENT COMMENTS

- ✓ Sixty-nine of the 153 respondents (45%) provided additional comments.
- ✓ The department receiving the most comments was Police and 48% of their comments were related to traffic with an additional 25% offering commendations.
- ✓ The Community Development department received just slightly fewer comments with 45% of them concerning new business or other business development suggestions.
- ✓ Public Works comments were split between Village trees, brush pickup, the gateway signage, and snow plowing. A few residents also included requests to the Village for sound walls on Route 83.
- ✓ Parks & Recreation received 20% of the comments with many suggestions including those regarding events, fishing, dog parks, green space, and senior activities.
- ✓ Several comments were also received regarding how the Village communicates with the residents including requests for alerts, text alerts, and public access television.
- ✓ While the residents are very vocal in offering suggestions, comments, and concerns, they are also generous in their praise of the Village trustees and employees. Ten percent of the commenters praised the Village and expressed their overall satisfaction with the job being done.

FINANCIAL IMPACT

There is no financial impact on this survey.

RECOMMENDED ACTION:

This item is for information purposes only.

VILLAGE OF WILLOWBROOK

2023 CITIZEN SURVEY





2023 CITIZEN SURVEY

Contents

Section One	2	Section Two	7
Analysis of Major Findings	2	Mean Scores for Survey Questions.....	7
Methodology	3	Section Three.....	13
Demographics.....	3	Respondent Answers by Percentage .	13
Quality of Life	4	Appendix 1	41
Police	4	2023 Citizen Survey	41
Finance	5	Appendix 2	47
Public Works	5	Open Text Responses	47
Community Development.....	5		
Parks and Recreation.....	2		
Communication	6		
Resident Comments.....	6		

Section One

Analysis of Major Findings

Willowbrook Citizen Survey 2023 — Major Findings

Methodology

A paper survey was mailed to 600 randomly selected Willowbrook households in July 2023. The total response rate to the mailed survey was 17%. Recipients were given the option to complete the survey on paper, or online by scanning the QR code or entering the link provided in the cover letter. The manner of survey completion was split almost evenly between the three methods, although approximately two thirds of respondents chose to complete the survey online: paper survey – 39%, online using the QR code – 30%, and online using the link – 31%.

In addition to the mailed survey, the online survey was promoted with a banner graphic on the Village's website home page, a Village Facebook post, and a QR code and URL included in the September water bill brief, Village View. These options resulted in an increase in returns of 35%. Of all the survey responses received, 75% were submitted electronically.

The individual question response percentages were calculated based on the total number of responses to each question. Where the response "Don't Know" or "Does Not Apply" was offered as an option, the number of these responses were excluded from the calculations but included as a percentage of the total respondents.

Open ended questions were analyzed by tagging each response, based on its content, with the affected department, then categorized into general themes. Depending on the content of each response, some had only one department or category, while others were tagged with multiple departments or multiple categories. For example, in the "Comments" area, a response of "Nice environment that would benefit from recreational programs. I'd like to see some good restaurants here as well" was categorized under "Parks" and "Activities" as well as "CommDev" (Community Development) and "Development."

Demographics

The first section of the survey asked respondents about themselves.

- ✓ Almost two-thirds (65%) of the respondents were aged 60 and over, rising to 78% of respondents over age 50. For respondents under age 50, the return rate was almost double that of the survey in 2021.
- ✓ About half (52%) of the households are made of up 2 or fewer persons with a quarter (24.7%) of households consisting of 4 or more people.
- ✓ Three-quarters of the respondents lived in single-family homes.
- ✓ Over half (67%) of all responding households report an annual income of over \$100,000, with 45% reporting over \$150,000 annually.
- ✓ Fifty percent (49%) of the respondents have been residents for 20 years or more. For this year's survey, 21.6% of respondents have resided in Willowbrook for 5 years or less. This is double the number of newer residents responding in 2021.
- ✓ The geographic area of residence was a generally representative sampling with half of the respondents representing the number 2 and number 6 geographic areas:

1 West of Kingery, north of 63 rd	16.7%	2 West of Kingery, from 63 rd to 67 th	27.5%
3 North of Plainfield, east of Kingery, west of Madison	12.0%	4 North of Plainfield, east of Madison	18.0%
5 South of Plainfield, east of Kingery	2.7%	6 South of Plainfield, west of Kingery	23.3%

Quality of Life

When responding to their overall satisfaction with the quality of life in Willowbrook, 90% of residents reported “Satisfied” or “Very Satisfied”, of which 43% were “Very Satisfied”. When asked about the quality of life as compared to ten (10) years ago it was reported that life was “Much Better” or “Somewhat Better” by 42.5% of respondents and 45% as “About the Same”.

The top three advantages of living in Willowbrook were: “Location” – 78%, “Schools” – 63%, and “Friendliness of Residents” – 48%. These are the same top three advantages as the 2021 survey. “Shopping” and “Neighborhoods” followed with 47% and 43.6% respectively. In the comments section, “Low Taxes,” “Near Family/Friends” and “Parks & Greenspace” were seen as additional advantages.

The top three reported disadvantages of living in Willowbrook were “Traffic Problems,” “Lack of Public Transportation,” and “Crime/Dug Abuse,” comprising 55%, 27% and 19% of the responses respectively. Interestingly, sixteen percent of respondents chose “Other,” and added “Traffic/Road Issues,” “Lack of Downtown,” “Lack of Good Restaurants,” and “Dog Park,” among other disadvantages.

Police

Regarding the level of safety and security felt within Willowbrook, 83.8% of residents responding reported either “Excellent” or Good,” as compared to 80.9% of residents responding in 2021.

For those items reported as “Excellent” or “Good,” respondents gave their highest scores for “Overall Performance” (93%), “Officer Attitude and Behavior” (91.6%), and “Police Response Time” (91.0%). When mean scores are considered, 9 out of the 11 Police Department services measured received “Excellent” ratings and 7 out of 11 services improved over the 2021 figures.

“Police Efforts Regarding Criminal Activity” and “Level of Traffic Enforcement” received the lowest ratings with 73% and 75.6% respectively of respondents reporting “Excellent” or “Good”.

When asked to rate the level of assistance received when visiting or calling the Willowbrook Police Department, respondents indicated “Employee Attitude & Behavior” was “Excellent” or “Good” 86.4% of the time, while “Employee Helpfulness and Ability to Solve the Problem” received “Excellent” or “Good” from 88.8% of respondents. Over 50% of respondents indicated “Don’t Know” for the questions regarding in person or phone contact with the Police Department.

911 Dispatch Services received good scores for both “Employee Attitude and Behavior” and “Employee Helpfulness and Attempts to Solve the Problem” reported as “Excellent” or “Good” 86.8% and 82.7% respectively, both down from 2021. It is again interesting to note that for both questions, the number of residents who reported “Don’t know” was almost identical; 57% and 58% respectively.

When gauging awareness of community safety programs, “Overnight Parking Registration” scored the highest (53.5%, up 13% from 2021), “House Watch” came in second (48.9%, up 4%), followed by “Halloween Safety Program” (34.1%, up 2%). Participation was highest for the “Overnight Parking Registration” with 7.8% of respondents participating. The “House Watch” program had a 5.7% participation rate, down over 3% from 2021.

Awareness for the Community-Oriented Policing Events was the lowest at 33.1%, with 66.9% of respondents indicating they were unaware of the program.

Finance

Overall, 83.7% of survey respondents felt as though they receive a fair level of service for their tax dollars paid to the Village of Willowbrook.

Almost two-thirds of respondents conduct business with the Village using either “Online Bill Pay” (45.4%) or “Direct Debit” (19.9%). Most respondents, 85%, find the online bill pay system user friendly. Another 25% reported conducting business “By Mail”. Almost 30% of respondents visit the Village Hall “In Person” (15.6%) or use the “Drop Box” (13.5%). *Note: Multiple responses could be selected so the total may exceed one hundred percent.*

Front Desk service at the Village Hall received a 92% satisfaction rating of “Excellent” and “Good” combined scores; 56% rated the service as “Excellent”. The mean score of 1.53 is also an “Excellent” rating and an improvement over 2021.

Public Works

In rating the quality of Village services, the combined scores for “Snow Plowing” scored the highest with 90.6% of respondents scoring it “Excellent” or “Good,” 47% scored the service as “Excellent”. “Street Maintenance,” “Street Sweeping” followed, with combined scores of 76.4%, 80%. Of note for “Street Sweeping,” 31% of respondents marked “Don’t Know”.

“Street lighting,” “Streetscape,” and “Condition of Sidewalks” were scored “Excellent” or “Good” by only 68.0%, 69.0%, and 62.9% of respondents respectively. The mean scores of these categories reflect an overall “Good” rating level. Overall, five of the six services increased their scores over the 2021 survey.

For the satisfaction level with the Village’s water service, 89.3% of respondents selected “Excellent” or “Good.” This is a decrease of almost 10% over the results of the 2021 survey.

Focusing on Village beautification projects, the majority of respondents (63.4%) say that they are satisfied with the scope and level of the projects to date, although one third (29.8) remain neutral. Unlike the results in 2021, the majority of respondents (54.6%) in 2023 were in favor of the Village funding future projects.

Of respondents who provided suggestions for areas for beautification, the main arteries were the major focus, including Route 83/Kingery Highway and Plainfield Road. Several parks were also mentioned including Midway Park, Sawmill Creek and pond, Creekside Park, and Waterford Park.

Community Development

In past years, the questions for the Community Development department were divided into two types of questions, those regarding Building and Code Enforcement, and those referring to Village Planning and Development. Although now all fall under the purview of Community Development, the analysis has been divided as in past surveys.

Building and Code Enforcement

When “Excellent” and “Good” scores are combined, in looking at maintenance of “Non-residential Properties,” respondents gave slightly higher combined scores for “Buildings” (92.6%) over “Property” (88.0%). Unlike past years, the scores for maintenance of “Residential Properties” were lower than those for “Non-residential Properties,” with combined “Excellent” and “Good” ratings selected by 90.1% for “Buildings” and 87.7% for “Property.” The mean scores for each of these questions placed them at the

“Good” level. For “Residential” properties, 10% of respondents answered “Don’t Know,” while 24% answered “Don’t Know” for “Non-residential” properties.

Respondents who selected “Fair” or “Poor” for the maintenance questions were asked to provide examples or areas of concern. The most common areas cited for “Non-residential Properties” were Plainfield Road with “vacant properties” and Joliet Road appearing “run down.” For “Residential Properties,” the responses cited “overgrown,” “run down,” “hoarding,” “abandoned vehicles” and “rental and vacant properties” as reasons for a low rating.

When applying for a permit for construction or home improvements, 68.3% of respondents report that they received “Excellent” or “Good” instruction and information to successfully complete the project. Although this is slightly lower than the 2021 survey, the mean score improved slightly, although remaining at the “Good” level. For this question, almost half of the respondents (47.9%) selected “Don’t Know” as their answer.

Planning and Development

When “Excellent” and “Good” scores are combined, when evaluating the quality of new non-residential developments in Willowbrook, respondents rate “Appearance” (88.3%), “Access” (86.5%), and “Signage” (86.0%) the highest. As in past years, “Traffic Circulation” (62.5%) and “Parking” (77.2%) received the lowest scores. The percentage of respondents who selected “Don’t Know” for this question ranged from 30-40% over the five categories. The mean scores for all five areas remain at the “Good” level with three of five areas lower than the 2021 survey results.

Survey respondents gave good, combined scores for new residential developments, with 89.0% rating the quality as “Excellent” or “Good.” For this question almost half of the respondents, 43%, answered “Don’t Know.” When asked what type of future residential developments they would like to see, respondents ranked their choices in the following order, with “Single Family Homes” strongly in first position:

- | | |
|--------------------------------|-------------------------|
| 1. Single Family Homes (63.9%) | 4. Condominiums (13.0%) |
| 2. Senior Housing (28.7%) | 5. Apartments (3.7%) |
| 3. Townhomes (28.7%) | |

When asked to rank the top five types of non-residential developments they would like to see, respondents answered as with the following ranking. The top four are the same as the 2021 survey:

- | | |
|-----------------------|-------------|
| 1. Restaurants | 4. Theaters |
| 2. Retail | 5. Services |
| 3. Medical Facilities | |

For the types of services they would like to see more of in Willowbrook, respondents were quite vocal, not only in the general category of businesses, but also providing more specifics about those businesses:

- Restaurants: not fast food, full-service, sit-down, quality
- Grocery: less expensive, deli, bakery, wholesale clubs
- Bookstore
- Retail: boutiques, men’s and women’s clothing, specialty
- Auto
- Hardware: Ace, Home Depot, Menards

Respondents indicated they frequented the following stores outside of Willowbrook:

- Groceries – Jewel, Mariano's, Costco, Walmart, Trader Joe's, Aldi, Sam's Club
- Clothing – Kohl's, Oak Brook Mall, Macy's, TJ Maxx, Nordstrom/Nordstrom Rack, Von Mauer
- Hardware – Home Depot, Menards, Ace Hardware
- Retail – Vintage Charm, Downtown Downers Grove, Downtown Hinsdale, Hallmark, PetSmart
- Personal Care – Osco, Bath & Body Works, personal services

Within Willowbrook, respondents rate the following as the top five local places to shop by category:

- | | |
|--------------|------------------|
| 1. Groceries | 4. Personal Care |
| 2. Retail | 5. Clothing |
| 3. Fast Food | |

Within Willowbrook, respondents rate the following as the top ten local places to shop by merchant:

- | | |
|------------------------|---------------|
| 1. Pete's Fresh Market | 6. Michaels |
| 2. Target | 7. Binny's |
| 3. Whole Foods | 8. Portillo's |
| 4. Staples | 9. Walgreens |
| 5. Marshalls | 10. Ulta |

For shopping and services, both in and outside of Willowbrook, the results and comments of the survey indicated an increase in price consciousness and an increased frequency in patronizing discount and wholesale retailers.

Parks and Recreation

There was a high percentage of "Don't Know" responses selected in the Parks and Recreation section of the survey. For the questions on "Recreation Programs and Special Events" and "Staff Attitude and Knowledge," about 50% of respondents indicated "Don't Know" as their response. For the three questions on the conditions of the parks and playgrounds, 20-30% indicated "Don't Know" for each question.

Of the responses received for the Parks and Recreation questions, the combined "Excellent" and "Good" satisfaction scores for the Parks and Recreation Department services scored well. "Staff Attitude and Knowledge" received the highest rating at 87.2%. "Organization of Park Programs" received a combined "Excellent" and "Good" score of 86.8%. "Park Landscaping," "Condition of Park Equipment" and "Condition of Park Grounds and Facilities" received combined scores of 86.6%, 87.0% and 84.2% respectively.

In general, fewer than 10% of respondents chose "Fair" or "Poor" for the five scored areas. This increased the mean scores for these areas moving all five into an "Excellent" rating as opposed to "Good" from the 2021 survey results. The greatest increase was seen for "Staff Attitude and Knowledge" and "Condition of the Grounds and Facilities."

A question was added to this year's survey to gauge the reach of the Parks Department Program Guide. In response to whether they received the guide, 92.9% indicated they had. As for the information being helpful, 95% indicated it was.

Communication

The final section focused on communication between the Village and its residents. Regarding the question of visiting the Village's website, 64.6% of respondents said they had, while 95.1% said they found it helpful.

When asked whether they found the "News & Events" email service helpful, 96.6% indicated they did, although 63.2% indicated they didn't use the service. As a follow-up, regarding suggestions on how to improve the website, several respondents indicated they would like to see the names of employees and village officials with titles, pictures, and years of service. Other respondents indicated they would like the Village to implement some type of text notifications or updates. For the website, they asked to have the New Resident Handbook updated, updated Community Development pages, police reports and/or local news and developments, guide to programs (day trips, guest speakers, classes), and to make it easier to locate information. Several also noted "Pretty thorough," "Don't stop," and "Highly informative."

Asked as to whether they have used Channel 6, the public access station, of the 130 respondents to this question, only 13 residents (10% of respondents) said they had, all but 3 of whom found it helpful. Eight percent indicated they had no access and 55% were unaware of the service.

When rating their satisfaction with the way they receive information from the Village, 78.9% of respondents rated it "Excellent" or "Good," almost 10% higher than the 2021 results, the first survey that included this question. Only 15% rated it "Fair", down 10% from the 2021 survey. Additionally, the mean score increased from 2.22 to 1.97, still in the "Good" rating range, but much improved.

A question was added this year regarding the biannual newsletter, "Village View." Of the respondents, 87.1% indicated that they had received it and 91.3% found it helpful.

Resident Comments

The final question on the survey asked for any suggestions, recommendations, concerns, or comments. Sixty-nine of the 153 respondents (45%) provided additional comments. The results were tagged by department and general topic.

The department receiving the most comments was the Police and 48% of their comments were related to traffic with an additional 25% offering commendations.

The Community Development department received just slightly fewer comments with 45% of them concerning new business or other business development suggestions.

Public Works comments were split between Village trees, brush pickup, the gateway signage and snow plowing. A few residents also directed requests for soundwalls on Route 83 to the Village.

Parks & Recreation received 20% of the comments with many suggestions including those regarding events, fishing, dog parks, greenspace, and senior activities.

Several comments were also received with information on how the Village communicates with the residents including alerts, text alerts and public access television.

While the residents are very vocal in offering suggestions, comments, and concerns, they are also generous in their praise of the Village trustees and employees. Ten percent of the commenters praised the Village and expressed their overall satisfaction with the job being done.

Section Two

Mean Scores for Survey Questions

Mean Scores for Citizen Survey Rated Questions

The rated items are on a four-point scale, with 1 being the best and 4 is the worst, and can be interpreted as:

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

	2008	2011	2012	2013	2015	2017	2021	2023
Quality of Life								
7 Overall quality of life in Willowbrook	1.46	1.40	1.45	1.39	1.56	1.51	1.68	1.74
8 Quality of life in Willowbrook as compared to 10 years ago	2.38	2.44	2.59	2.43	2.48	2.42	2.44	2.64
Police								
11 Overall performance of the Willowbrook Police Department	1.63	1.62	1.69	1.65	1.58	1.57	1.61	1.49
12 Overall attitude and behavior of officers towards citizens	1.76	1.68	1.75	1.73	1.60	1.50	1.56	1.50
13 Feelings of safety and security within Willowbrook	1.63	1.70	1.78	1.71	1.88	1.68	1.87	1.81
14 Officers' helpfulness and ability to solve the problem	1.67	1.71	1.73	1.84	1.74	1.66	1.64	1.68
15 Level of traffic enforcement	1.99	1.94	2.07	1.89	2.04	1.97	1.91	2.08
16 Police department's response time	1.61	1.63	1.73	1.69	1.63	1.52	1.54	1.53
17 Police department's efforts regarding criminal activity	1.72	1.71	1.85	1.71	1.76	1.71	1.73	1.65
Police (Non-emergency)								
18 Employee's attitude and behavior towards citizens	1.64	1.70	1.65	1.67	1.66	1.64	1.60	1.54
19 Employee's helpfulness and attempts to solve the problem	1.68	1.72	1.71	1.72	1.72	1.64	1.67	1.57
Police (911 Dispatch)								
20 Employee's attitude and behavior towards citizens	1.56	1.59	1.60	1.55	1.49	1.58	1.50	1.66
21 Employee's helpfulness and attempts to solve the problem	1.65	1.61	1.63	1.55	1.58	1.64	1.63	1.71
Finance								
25 Front Desk service at Village Hall	1.74	1.64	1.59	1.73	1.58	1.58	1.56	1.53
Public Works								
28A Street Maintenance	1.97	1.89	1.90	1.78	1.78	1.89	2.08	1.86
28B Snow Plowing	1.85	1.77	1.78	1.61	1.66	1.72	1.75	1.03
28C Street Sweeping	2.08	2.00	2.05	1.94	2.08	1.98	2.38	1.93
28D Street Lighting	2.15	2.08	2.13	2.03	2.21	2.17	2.10	2.14
28E Streetscape	2.30	2.20	2.26	2.13	2.29	2.06	2.30	2.12

Mean Scores for Citizen Survey Rated Questions

The rated items are on a four-point scale, with 1 being the best and 4 is the worst, and can be interpreted as:

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

		2008	2011	2012	2013	2015	2017	2021	2023
28F	Condition of sidewalks in the Village	2.17	2.16	2.12	2.05	2.16	2.18	2.30	2.26
29	Level of satisfaction with water service provided	1.78	1.84	1.83	1.77	1.95	1.84	1.67	1.75
Building and Code Enforcement									
33A	Maintenance of non-residential properties - Building	1.91	1.93	1.91	1.86	1.88	1.83	1.86	1.77
33B	Maintenance of non-residential properties - Property	1.98	1.95	1.95	1.90	1.95	1.87	1.93	1.90
35A	Maintenance of residential properties - Building	1.97	1.87	1.91	1.91	1.91	1.91	1.91	1.90
35B	Maintenance of residential properties - Property	2.01	1.93	1.95	1.93	1.94	1.93	1.95	1.93
37	Quality of information to obtain a permit/complete the project	2.00	1.98	2.00	1.84	1.99	2.03	2.13	2.02
Planning and Development									
38A	Quality of new non-residential developments - Appearance	1.81	1.77	1.82	1.77	1.76	1.73	1.93	1.86
38B	Quality of new non-residential developments - Traffic Circulation	2.25	2.20	2.34	2.35	2.37	2.27	2.24	2.30
38C	Quality of new non-residential developments - Parking	1.90	1.88	1.96	2.01	2.05	1.88	1.98	2.08
38D	Quality of new non-residential developments - Signage	1.99	1.92	1.92	1.92	2.01	1.87	1.88	1.90
38E	Quality of new non-residential developments - Access	1.97	1.93	2.01	2.00	2.00	1.92	1.93	1.91
39	Quality of new residential developments	1.93	1.95	1.91	1.93	1.94	1.83	1.96	1.85
Parks and Recreation									
45A	Organization of recreation programs and special events	1.83	1.94	1.98	1.92	1.87	1.75	1.78	1.70
45B	Staff attitude and knowledge	1.86	1.80	1.94	1.89	1.86	1.69	1.79	1.60
45C	Park landscaping	1.97	1.89	1.91	1.93	1.79	1.71	1.88	1.74
45D	Condition of the playground equipment	1.97	1.79	1.82	1.89	1.85	1.70	1.85	1.72
45E	Condition of the grounds and other park facilities	1.97	1.80	1.92	1.96	1.83	1.73	1.91	1.75
Communication									
52	Rate satisfaction with how you receive information	N/A	N/A	N/A	N/A	N/A	N/A	2.22 ¹	1.97

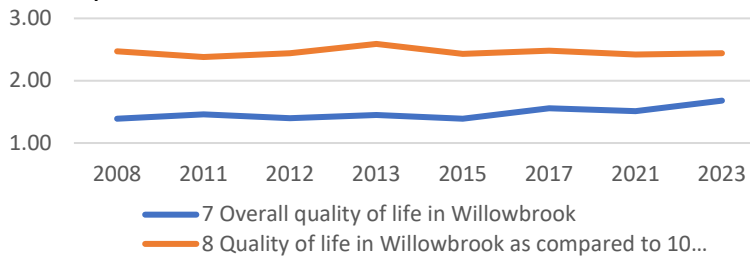
¹Question new for 2021 survey – no previous data

Mean Scores for Citizen Survey Rated Questions

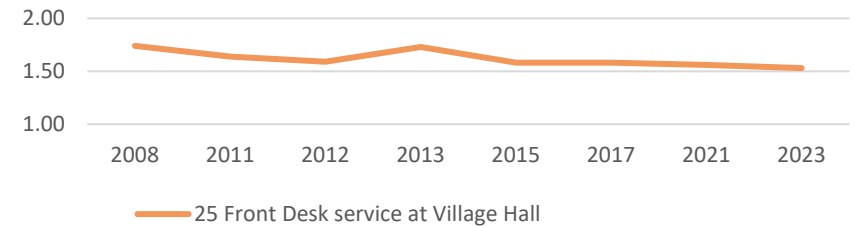
The rated items are on a four-point scale, with 1 being the best and 4 is the worst, and can be interpreted as:

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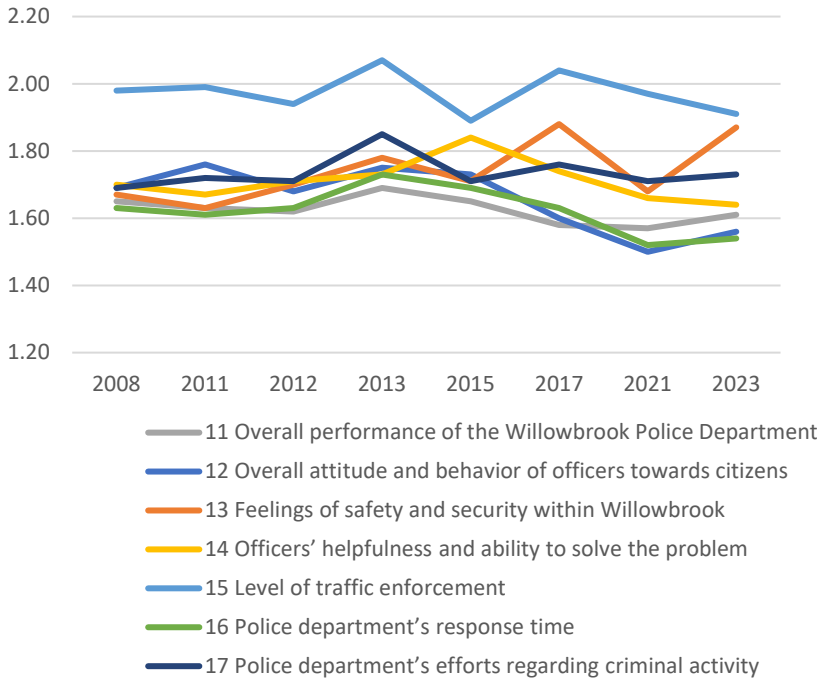
Quality of Life



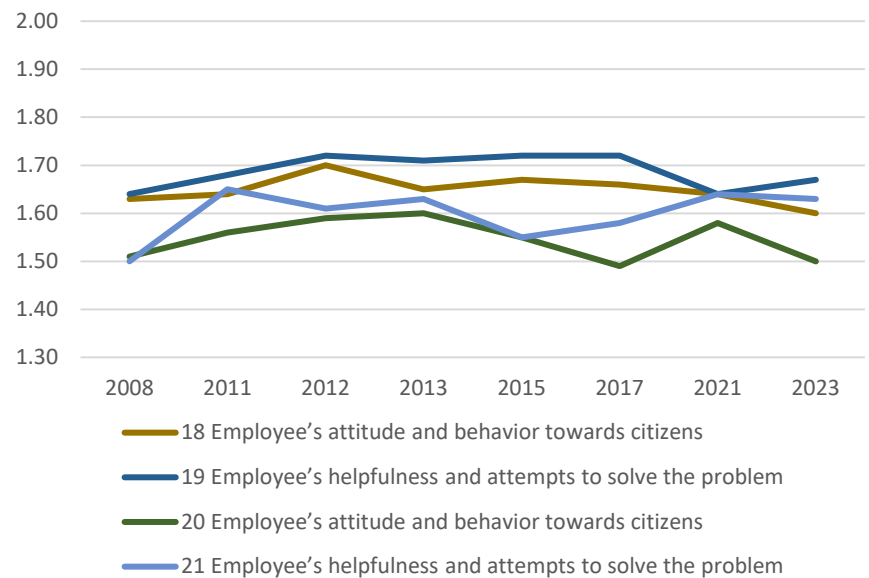
Front Desk



Police



Police (Non-Emergency & 911)

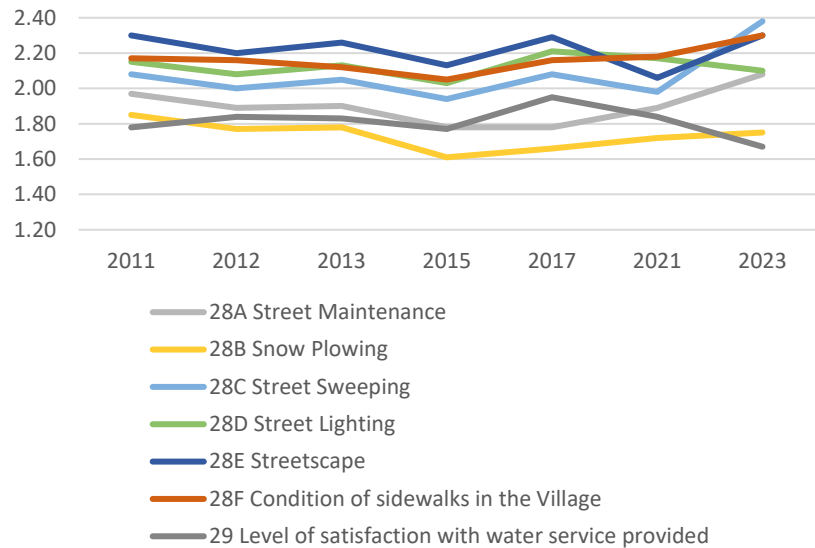


Mean Scores for Citizen Survey Rated Questions

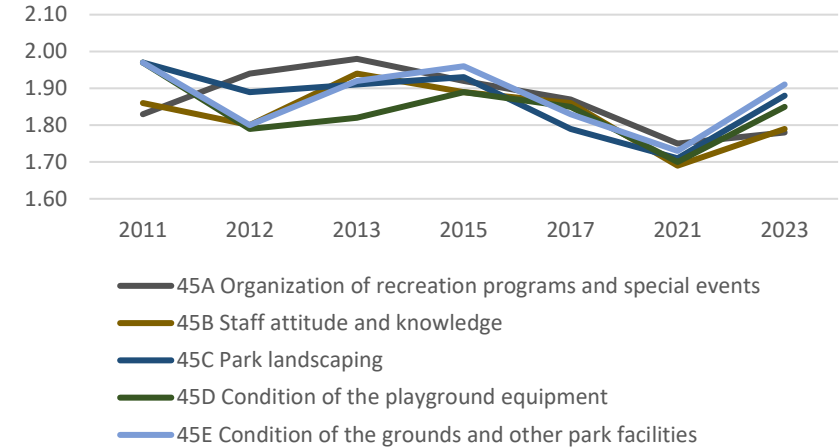
The rated items are on a four-point scale, with 1 being the best and 4 is the worst, and can be interpreted as:

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

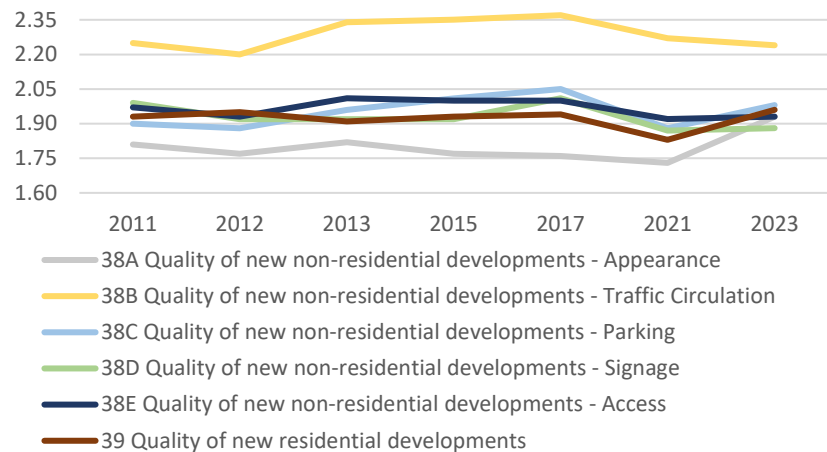
Public Works



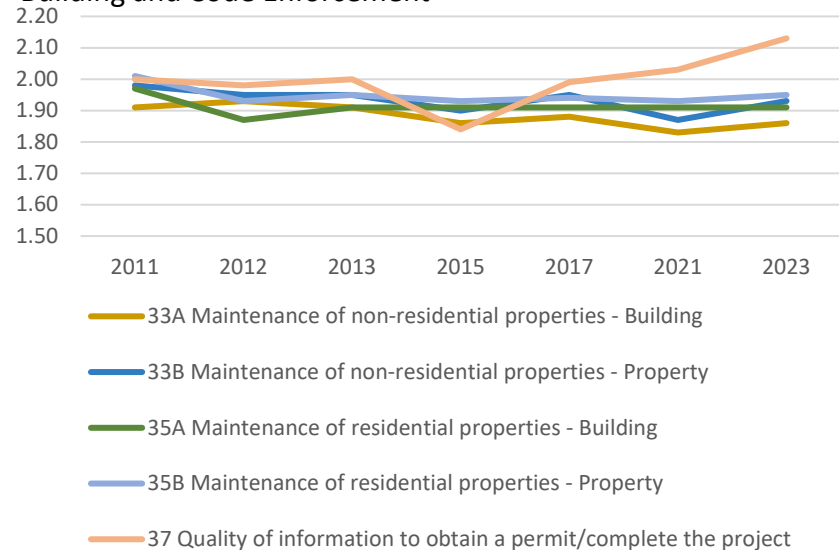
Parks & Recreation



Planning and Development



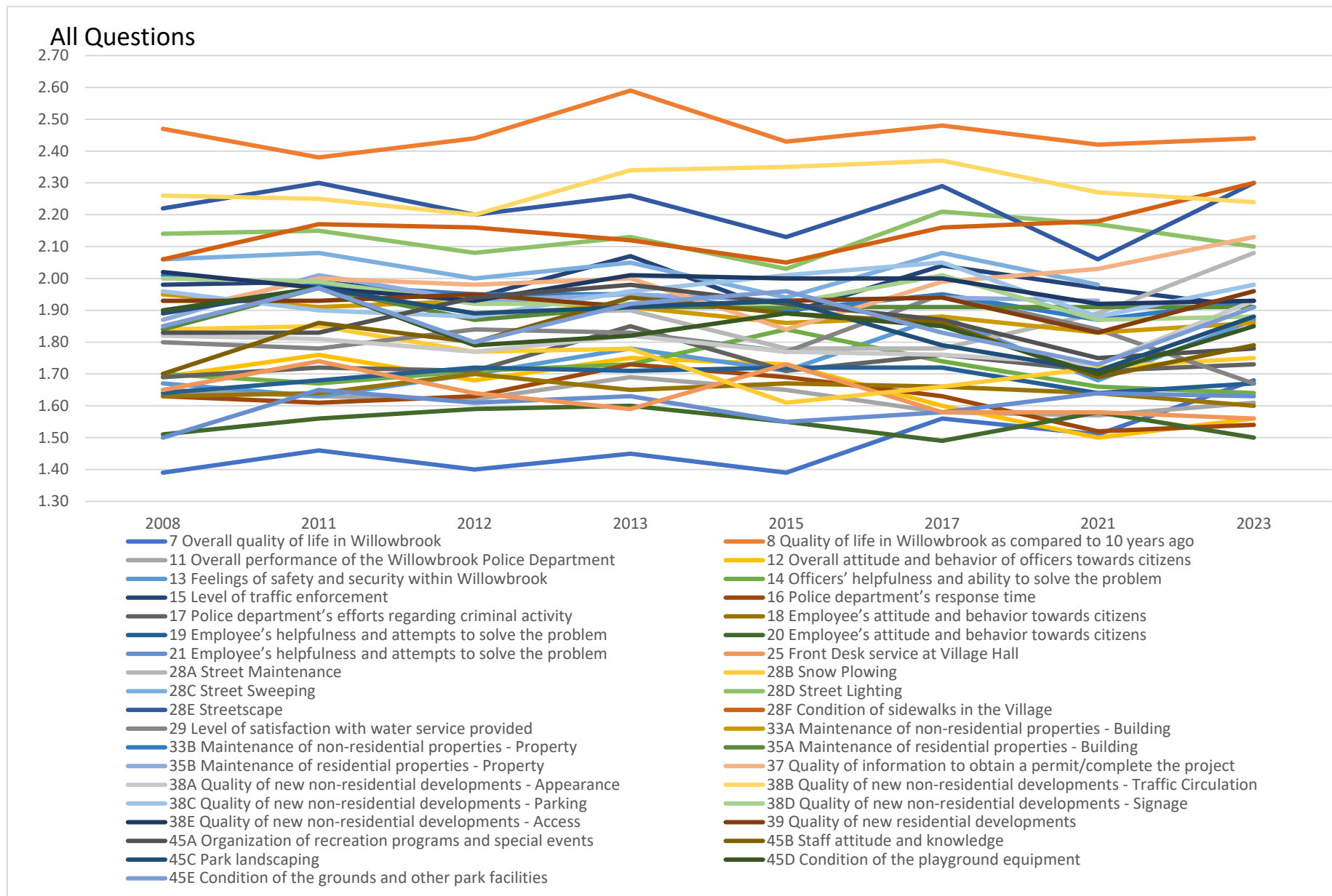
Building and Code Enforcement



Mean Scores for Citizen Survey Rated Questions

The rated items are on a four-point scale, with 1 being the best and 4 is the worst, and can be interpreted as:

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



Section Three

Respondent Answers by Percentage

#1 Check the box that best describes your age.

	Count	% of Total
Under 20	0	0.0%
20-29	1	0.7%
30-39	10	6.6%
40-49	22	14.6%
50-59	19	12.6%
60-69	39	25.8%
70 and over	60	39.7%
Answered	151	
Skipped	1	

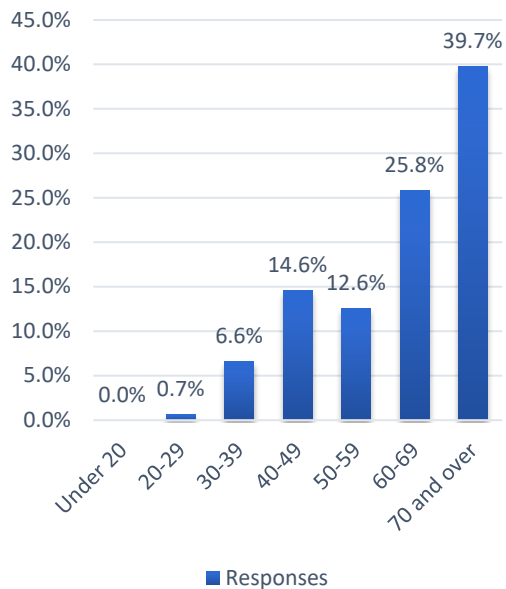
#2 How many people currently live in your home?

	Count	% of Total
1 Person	24	16.0%
2 People	78	52.0%
3 People	11	7.3%
4 or more	37	24.7%
Answered	150	
Skipped	2	

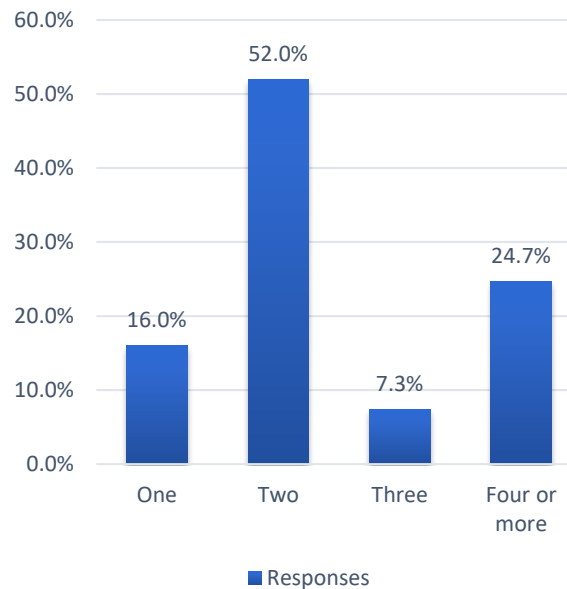
#3 Please indicate the type of home in which you currently live and whether you own or rent.

	Count	% of Total
Apartment	2	1.3%
Townhome	9	6.0%
Condo	23	15.2%
Single Family Home	112	74.2%
Own	89	58.9%
Rent	4	2.7%
Answered	151	
Skipped	1	

Respondent Age

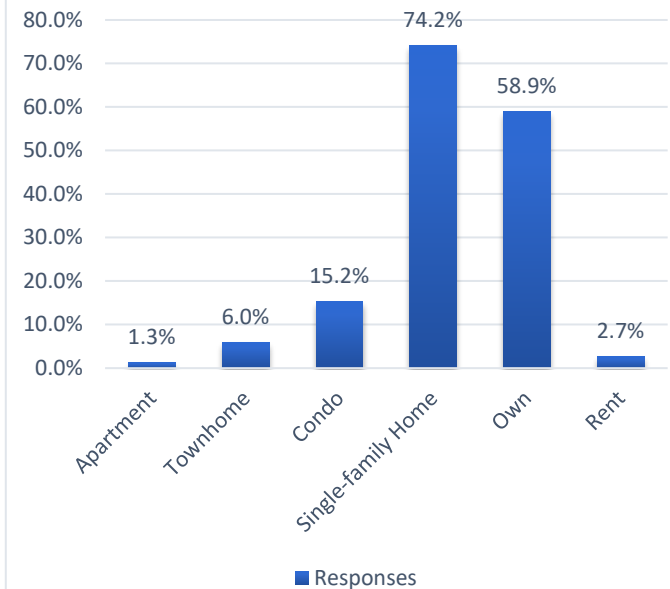


Number living in home



Type of Home

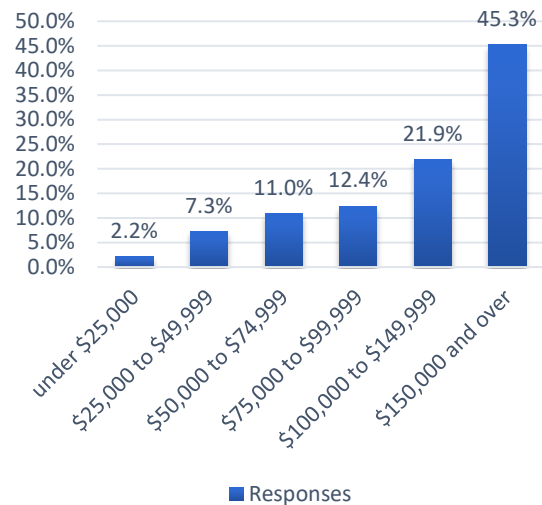
Own or Rent



#4 What is your combined household income?

	Count	% of Total
Under \$25,000	3	2.2%
\$25,000 to \$49,999	10	7.3%
\$50,000 to \$74,999	15	11.0%
\$75,000 to \$99,999	17	12.4%
\$100,000 to \$149,999	30	21.9%
\$150,000 and over	62	45.3%
Answered	137	
Skipped	15	

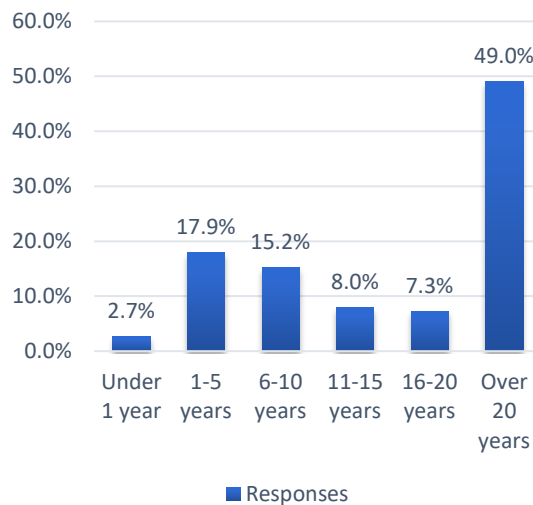
Combined Household Income



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

	Count	% of Total
Under 1 year	4	2.7%
1-5 years	27	17.9%
6-10 years	23	15.2%
11-15 years	12	8.0%
16-20 years	11	7.3%
20+ years	74	49.0%
Answered	151	
Skipped	1	

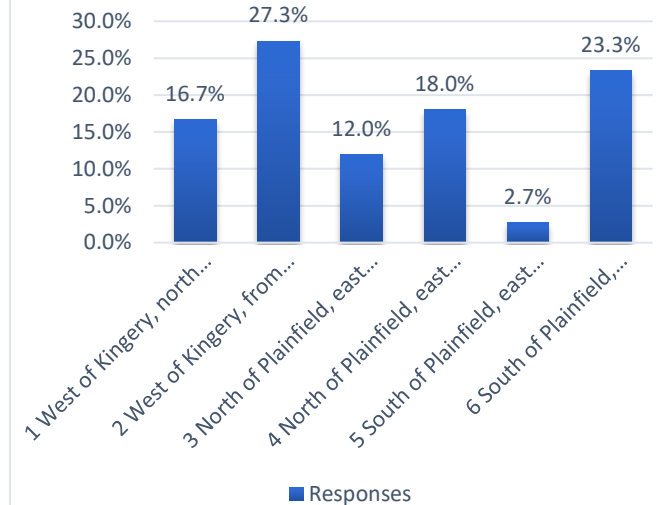
Length of Residency



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

	Count	% of Total
1 West of Kingery, North of 63rd	25	16.7%
2 West of Kingery, from 67th to 63rd	41	27.3%
3 North of Plainfield, East of Kingery, West of Madison	18	12.0%
4 North of Plainfield, East of Madison	27	18.0%
5 South of Plainfield, East of Kingery	4	2.7%
6 South of Plainfield, West of Kingery	35	23.3%
Answered	150	
Skipped	2	

Geographic Area



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

	Count	% of Total
1 Very Satisfied	63	42.6%
2 Satisfied	69	46.6%
3 Dissatisfied	9	6.1%
4 Very Dissatisfied	5	3.4%
0 Neutral	2	1.4%

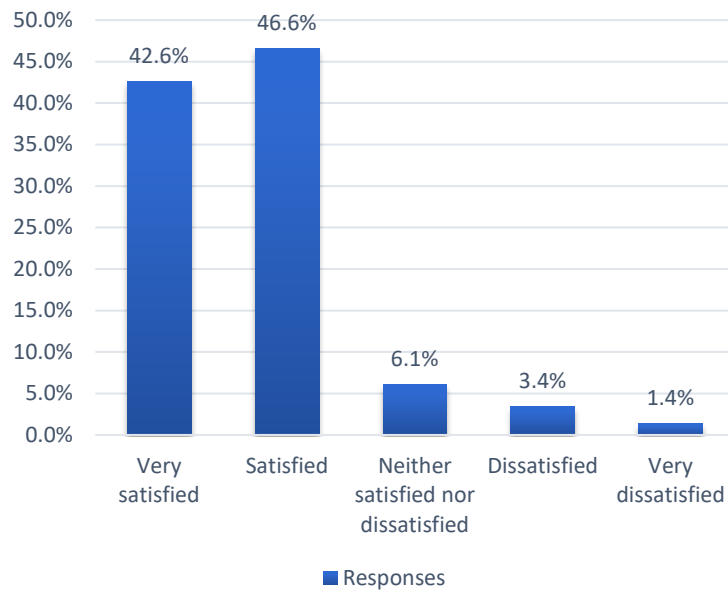
Mean 1.74
Answered 148
Skipped 4

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

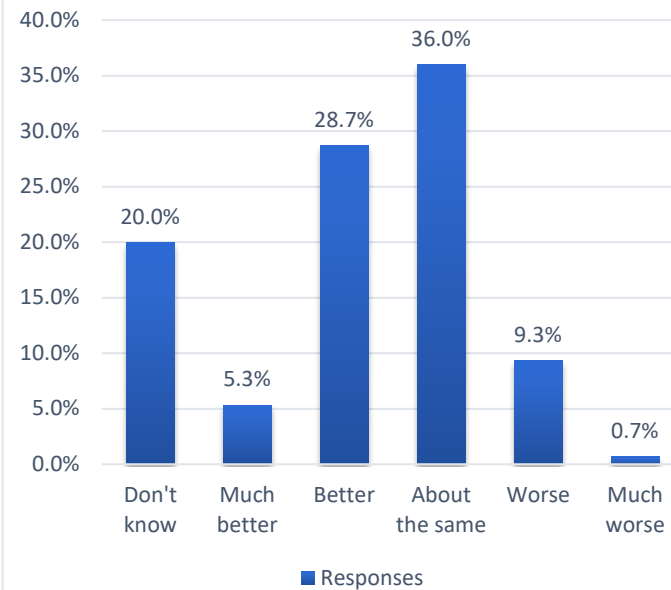
	Count	% of Total
1 Much Better	8	5.3%
2 Somewhat Better	43	28.7%
3 The Same	54	36.0%
4 Somewhat Worse	14	9.3%
5 Much Worse	1	0.7%
Don't Know	30	20.0%

Mean 2.64
Answered 150
Skipped 2

Quality of Life



Quality of Life - 10 years ago



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

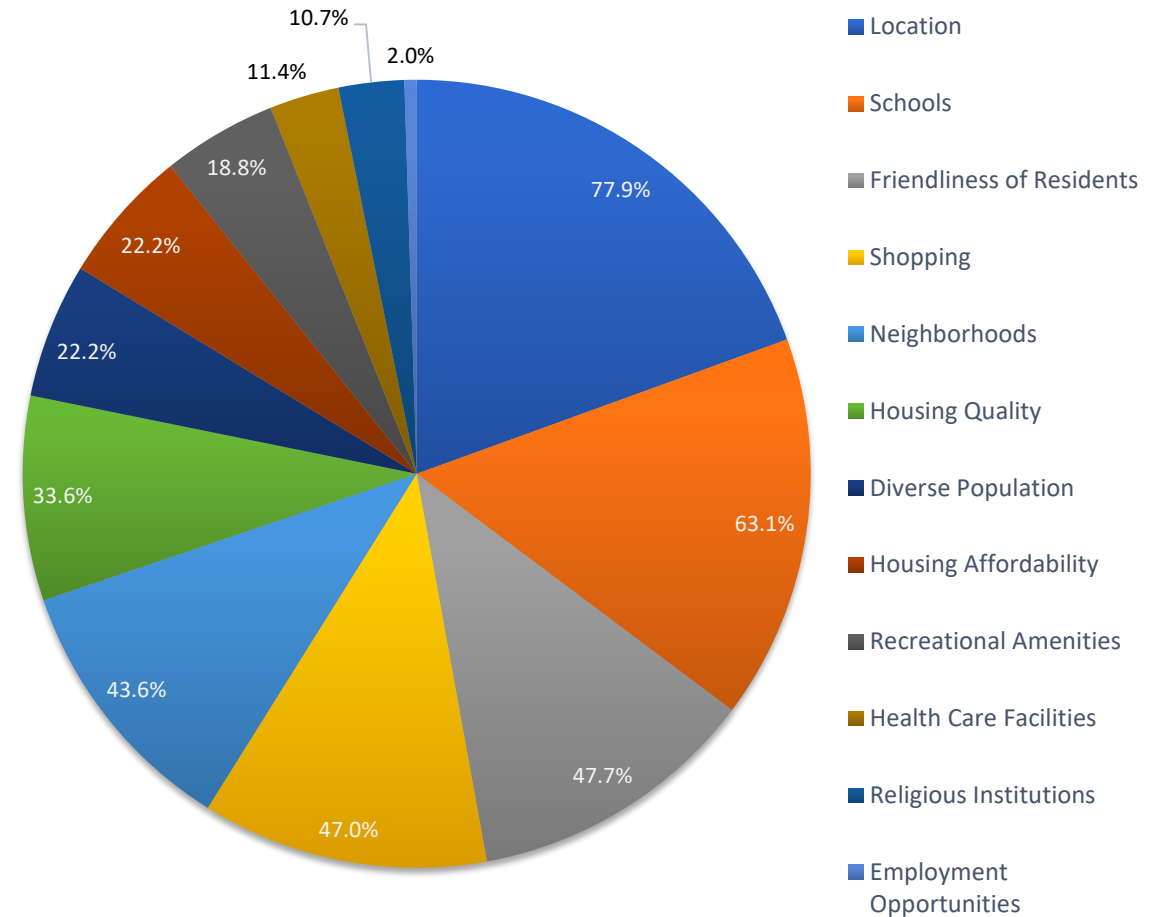
	Count	% of Total
Location	116	77.9%
Schools	94	63.1%
Friendliness of Residents	71	47.7%
Shopping	70	47.0%
Neighborhoods	65	43.6%
Housing Quality	50	33.6%
Diverse Population	33	22.2%
Housing Affordability	33	22.2%
Recreational Amenities	28	18.8%
Health Care Facilities	17	11.4%
Religious Institutions	16	10.7%
Employment Opportunities	3	2.0%
Answered	149	
Skipped	3	

Open Text Responses (7% identified "Other" advantages) – #9 Other major assets and advantages of living in Willowbrook

Highway Access
Near family / friends
Parks & Green Space
Low Taxes

Advantages

Note: More than one answer selected. Total may be more than 100%



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

	Count	% of Total
Traffic problems	72	55.0%
Lack of public transportation	35	26.7%
Other (please specify)	27	20.6%
Crime/drug abuse	25	19.1%
Housing costs	21	16.0%
Street conditions	20	15.3%
Recreational amenities	18	13.7%
Distance to employer	10	7.6%
Lack of health care facilities	10	7.6%
Population diversity	7	5.3%
Lack of employment	5	3.8%
Distance to shopping	4	3.1%
Answered	131	
Skipped	21	

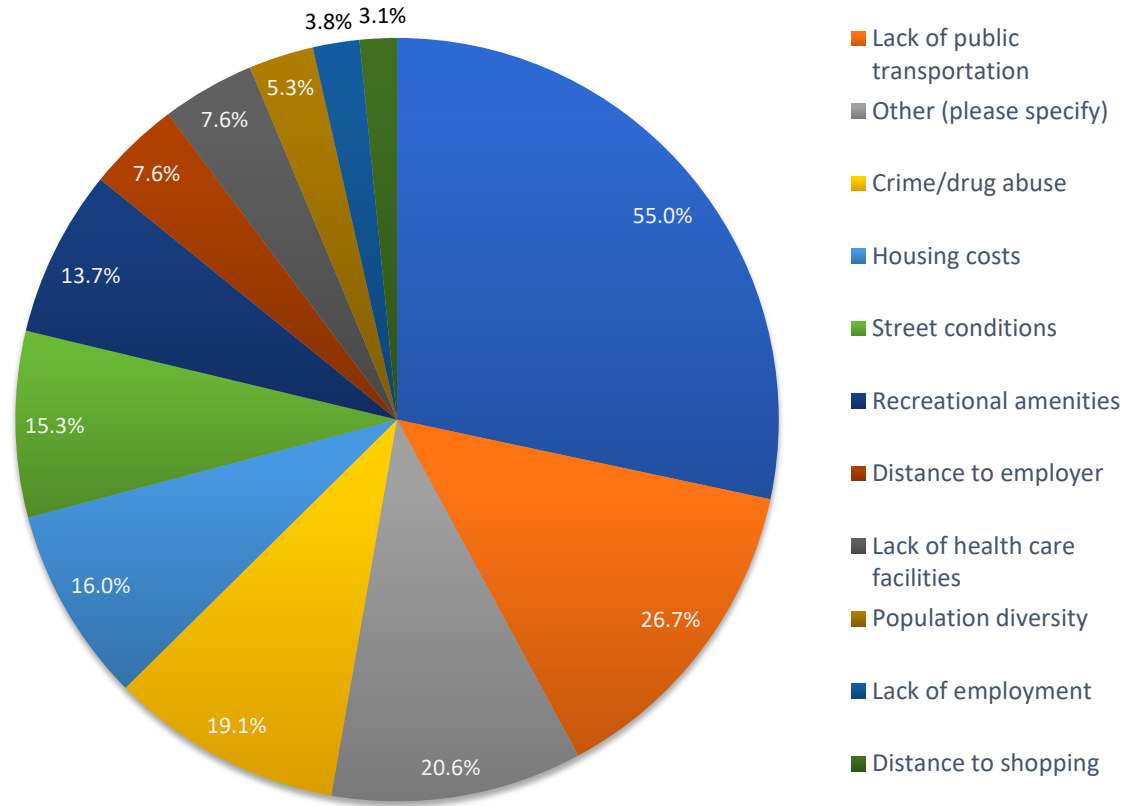
Open Text Responses (21% identified "Other" disadvantages) – #10 Other major disadvantages of living in Willowbrook

Lack of downtown Lack of good restaurants
Lack of sidewalks No dog park
Traffic / Road issues Water quality

6 of 27 respondents who included "Other" disadvantages added "None"

Disadvantages

Note: More than one answer selected. Total may be more than 100%

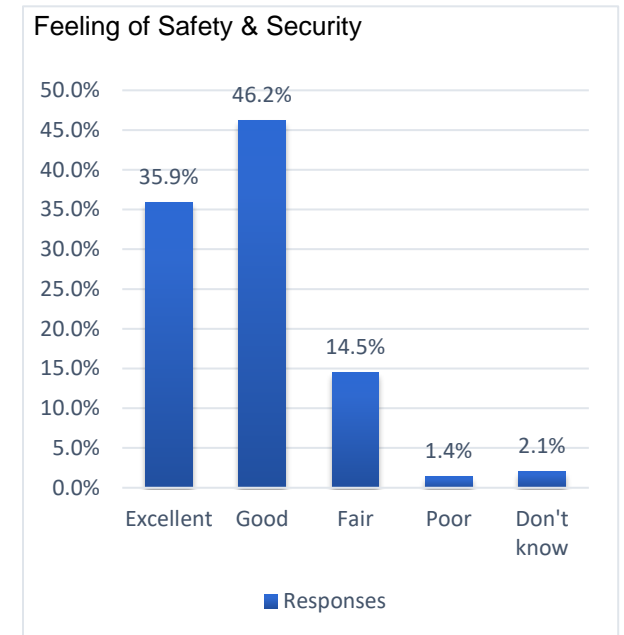
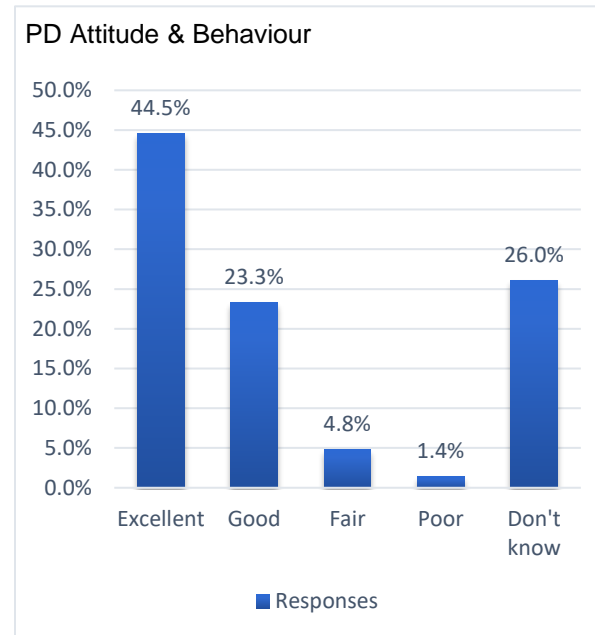
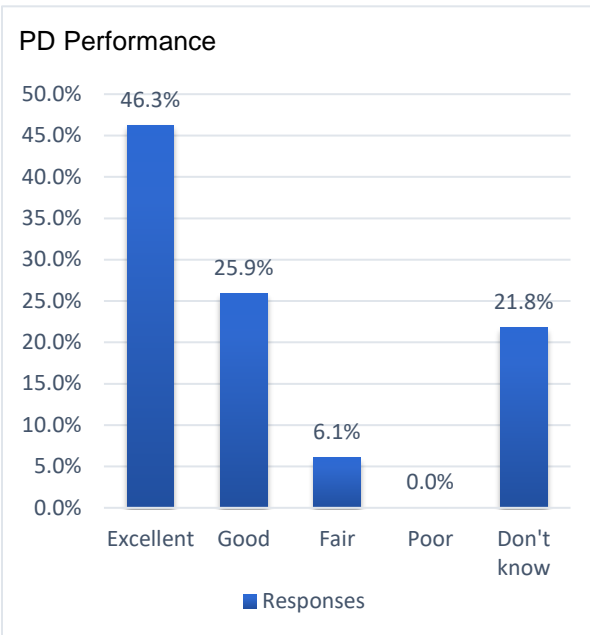


Please rate the quality of services you have received from the Willowbrook Police Department in the following areas:

#11 Overall performance of the Willowbrook Police Department		
	Count	% of Total
1 Excellent	68	46.3%
2 Good	38	25.9%
3 Fair	9	6.1%
4 Poor	0	0.0%
0 Don't Know	32	21.8%
Mean	1.49	
Answered	146	
Skipped	6	

#12 Overall attitude and behavior of officers towards citizens		
	Count	% of Total
1 Excellent	65	44.5%
2 Good	34	23.3%
3 Fair	7	4.8%
4 Poor	2	1.4%
0 Don't Know	38	26.0%
Mean	1.50	
Answered	146	
Skipped	6	

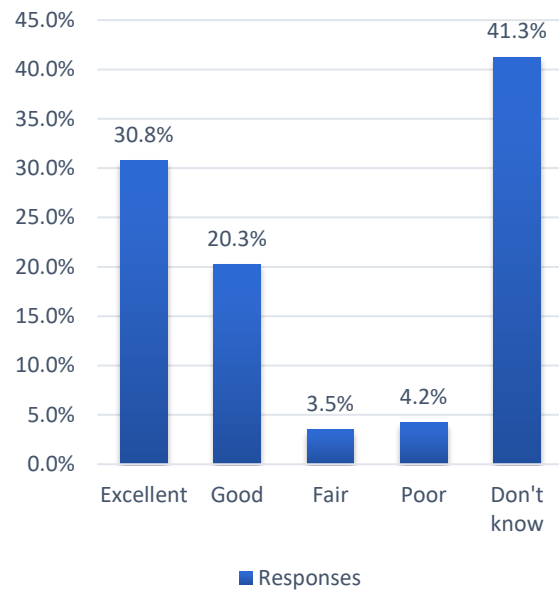
#13 How would you rate your feelings of safety and security within Willowbrook		
	Count	% of Total
1 Excellent	52	35.9%
2 Good	67	46.2%
3 Fair	21	14.5%
4 Poor	2	1.4%
0 Don't Know	3	2.1%
Mean	1.81	
Answered	145	
Skipped	7	



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

	Count	% of Total
1 Excellent	44	30.8%
2 Good	29	20.3%
3 Fair	5	3.5%
4 Poor	6	4.2%
0 Don't Know	59	41.3%
Mean	1.68	
Answered	143	
Skipped	9	

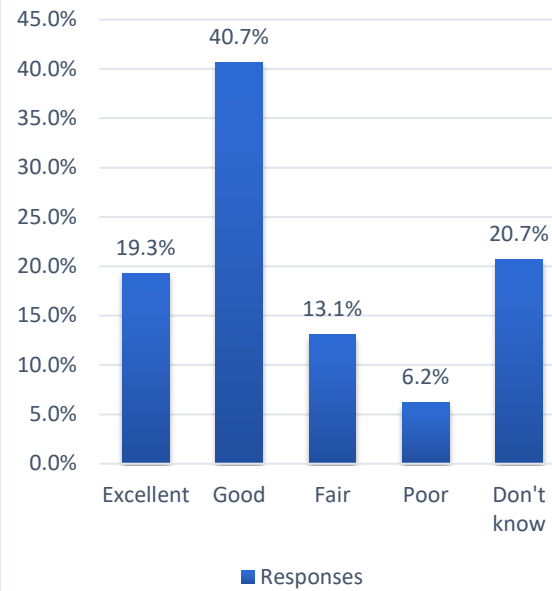
Officer Helpfulness



#15 Level of traffic enforcement

	Count	% of Total
1 Excellent	28	19.3%
2 Good	59	40.7%
3 Fair	19	13.1%
4 Poor	9	6.2%
0 Don't Know	30	20.7%
Mean	2.08	
Answered	145	
Skipped	7	

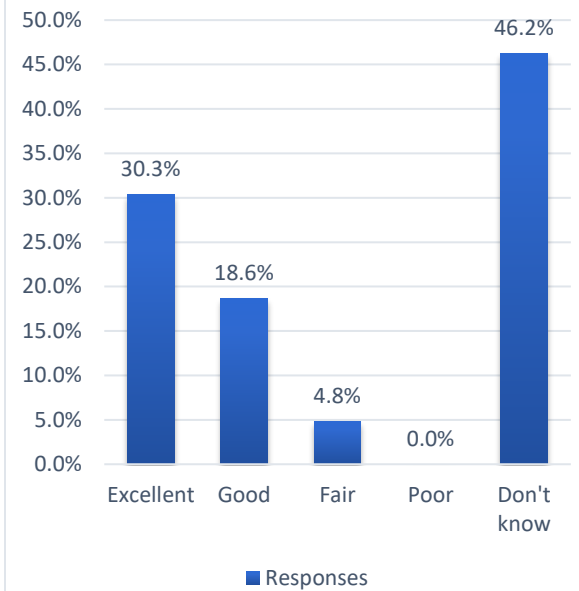
Traffic Enforcement



#16 Police department's response time

	Count	% of Total
1 Excellent	44	30.3%
2 Good	27	18.6%
3 Fair	7	4.8%
4 Poor	0	0.0%
0 Don't Know	67	46.2%
Mean	1.53	
Answered	145	
Skipped	7	

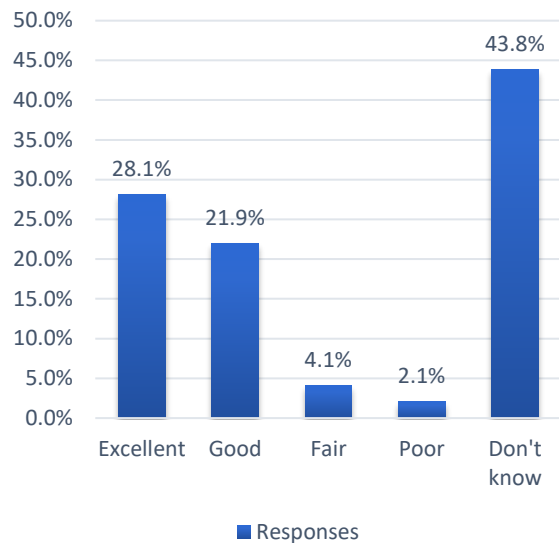
PD Response Time



#17 Police department's efforts regarding criminal activity

	Count	% of Total
1 Excellent	41	28.1%
2 Good	32	21.9%
3 Fair	6	4.1%
4 Poor	3	2.1%
0 Don't Know	64	43.8%
Mean	1.65	
Answered	164	
Skipped	6	

Criminal Activity Efforts

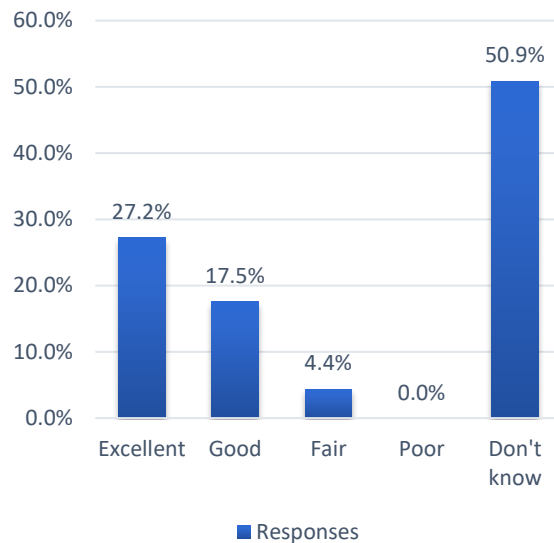


#18 and #19 if you came to the Willowbrook Police department facility for assistance, or called the non-emergency phone number (630-325-2808) for assistance, please rate the following:

#18 Employee's attitude and behavior towards citizens

	Count	% of Total
1 Excellent	31	27.2%
2 Good	20	17.5%
3 Fair	5	4.4%
4 Poor	0	0.0%
0 Don't Know	58	50.9%
Mean	1.54	
Answered	114	
Skipped	38	

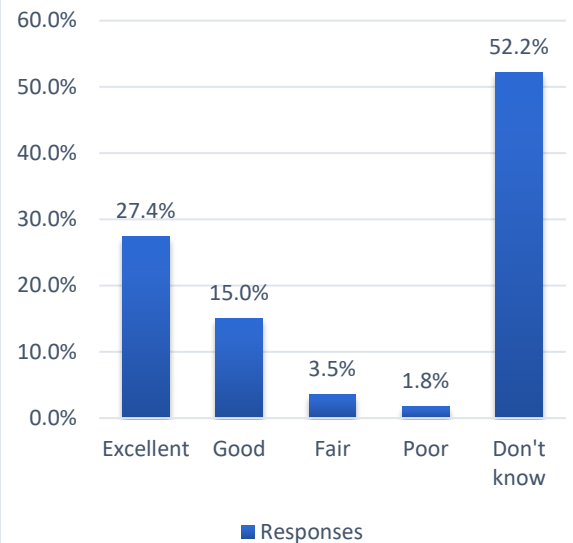
Office/Phone Attitude



#19 Employee's helpfulness and ability to solve the problem

	Count	% of Total
1 Excellent	31	27.4%
2 Good	17	15.0%
3 Fair	4	3.5%
4 Poor	2	1.8%
0 Don't Know	59	52.2%
Mean	1.57	
Answered	113	
Skipped	39	

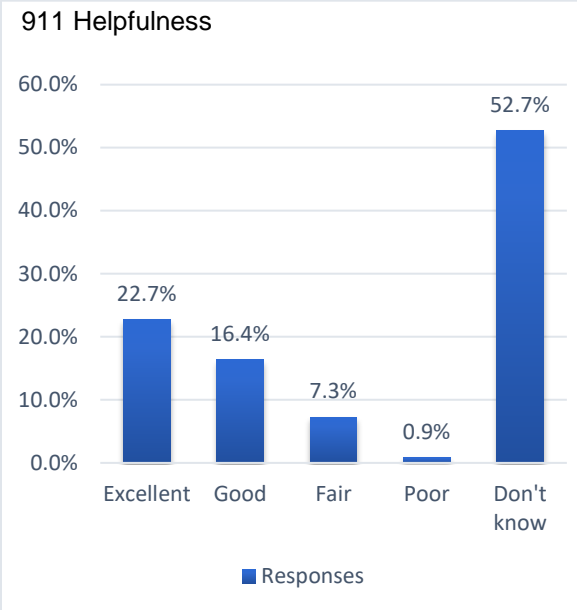
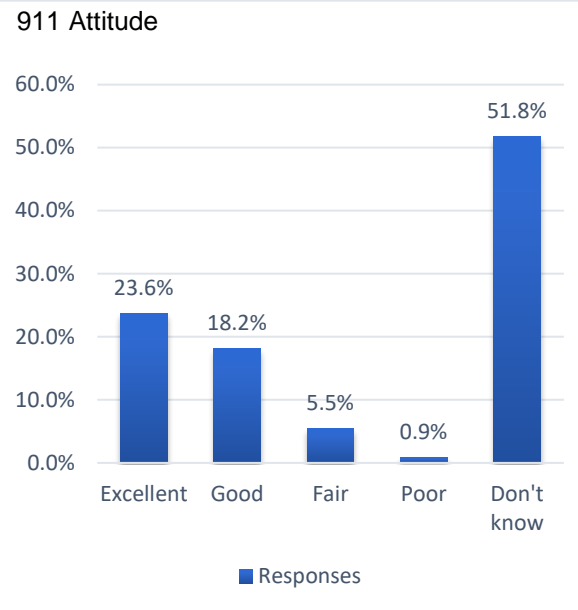
Office/Phone Helpfulness



#20 and #21 Willowbrook is part of a consolidated dispatch center; all 911 calls are routed through the dispatch center. If you called 9-1-1 for assistance, please rate the following:

#20 Employee's attitude and behavior towards citizens		
	Count	% of Total
1 Excellent	26	23.6%
2 Good	20	18.2%
3 Fair	6	5.5%
4 Poor	1	0.9%
0 Don't Know	57	51.8%
Mean	1.66	
Answered	110	
Skipped	42	

#21 Employee's helpfulness and ability to solve the problem		
	Count	% of Total
1 Excellent	25	22.7%
2 Good	18	16.4%
3 Fair	8	7.3%
4 Poor	1	0.9%
0 Don't Know	58	52.7%
Mean	1.71	
Answered	110	
Skipped	42	

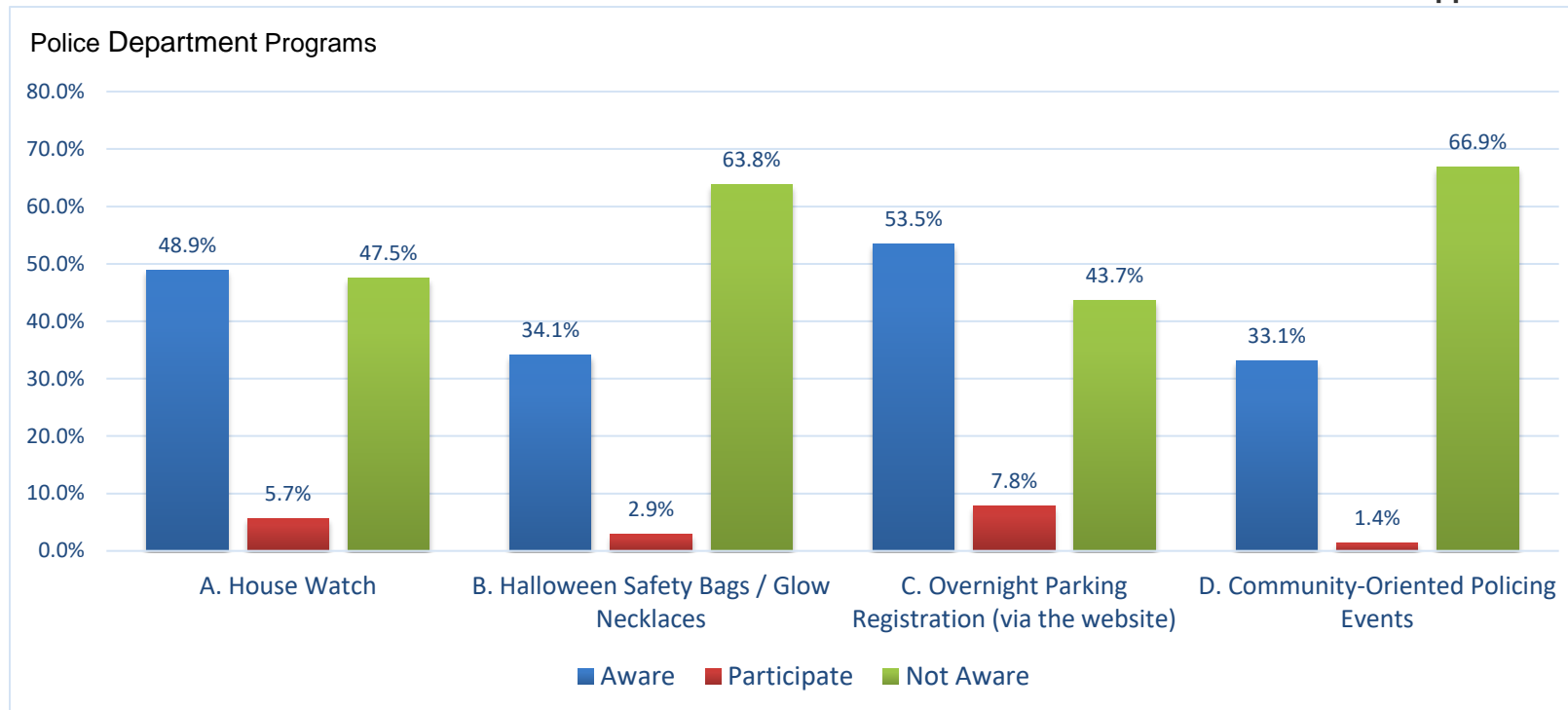


Since the 2021 Survey was conducted, the police department discontinued the Explorer and SWAC programs. The questions regarding the awareness of these were removed from the survey. A new program was added, Community-Oriented Policing Events.

#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	
	% of Total	Count	% of Total	Count	% of Total	Count
A. House Watch	48.9%	69	5.7%	8	47.5%	67
B. Halloween Safety Bags / Glow Necklaces	34.1%	47	2.9%	4	63.8%	88
C. Overnight Parking Registration (via the website)	53.5%	76	7.8%	11	43.7%	62
D. Community-Oriented Policing Events	33.1%	46	1.4%	2	66.9%	93

Answered 143
Skipped 9



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

	Count	% of Total
Yes	118	83.7%
No	23	16.3%

Answered 141
Skipped 11

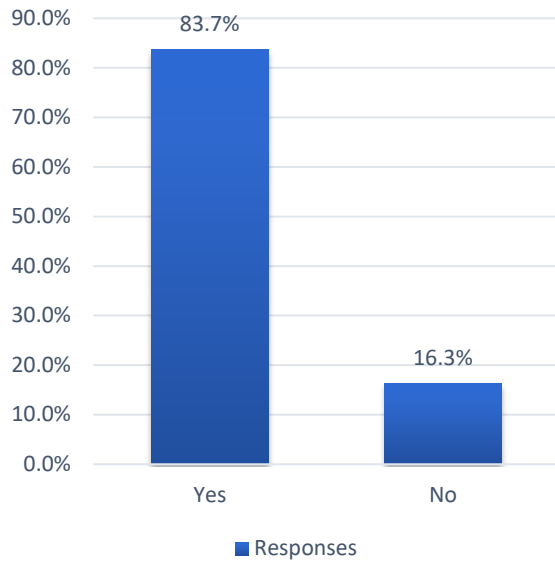
#24 How would you rate the Front Desk service at Village Hall?

	Count	% of Total
1 Excellent	51	35.4%
2 Good	32	22.2%
3 Fair	5	3.5%
4 Poor	2	1.4%
0 Don't Know	54	37.5%

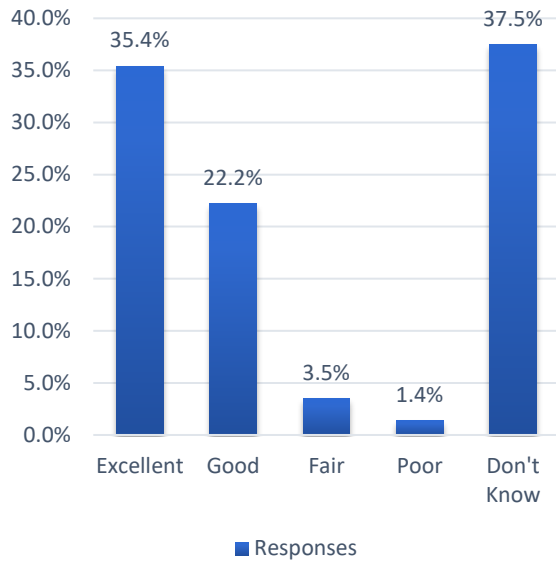
Mean 1.53

Answered 144
Skipped 8

Fair Level of Service



Front Desk Service



#25 How do you conduct your routine Village business? (Example: payment of water bills.)

	Count	% of Total
Online Bill Pay	64	45.4%
Direct Debit	28	19.9%
In person	22	15.6%
Drop Box	19	13.5%
Mail	36	25.5%
Other (please specify)	11	7.8%
Answered	141	
Skipped	11	

Open Text Responses – #25 How do you conduct routine Village business? (Other)

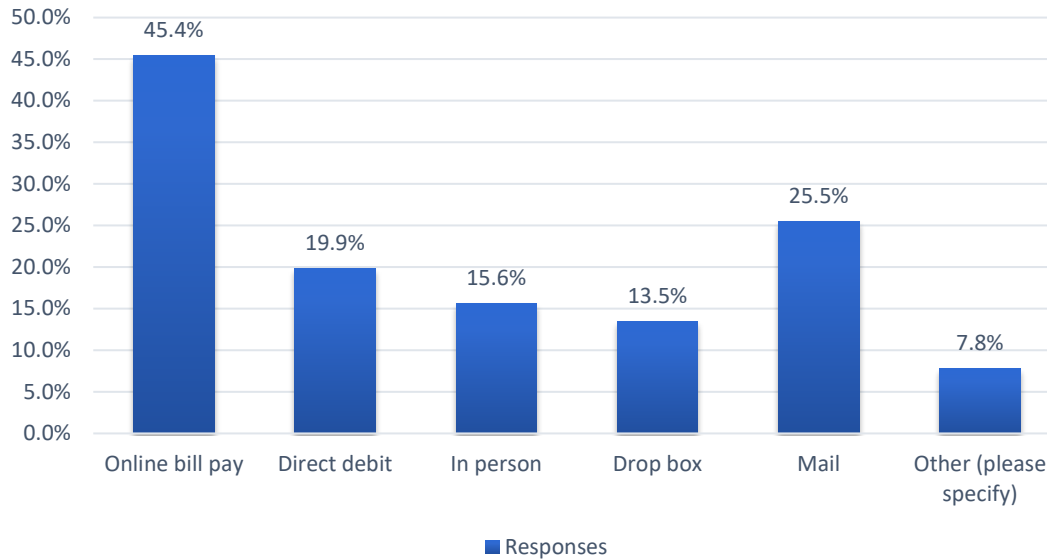
Bank bill pay	Auto-pay
HOA	Telephone

#26 Is the Village's online bill pay system user friendly?

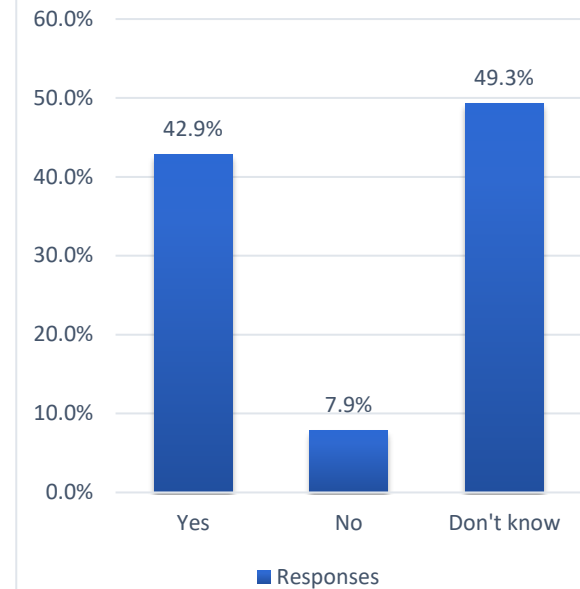
	Count	% of Total
Yes	60	42.9%
No	11	7.9%
Don't know	69	49.3%
Answered	140	
Skipped	12	

Conduct Business with Village

Note: More than one answer selected. Total may be more than 100%



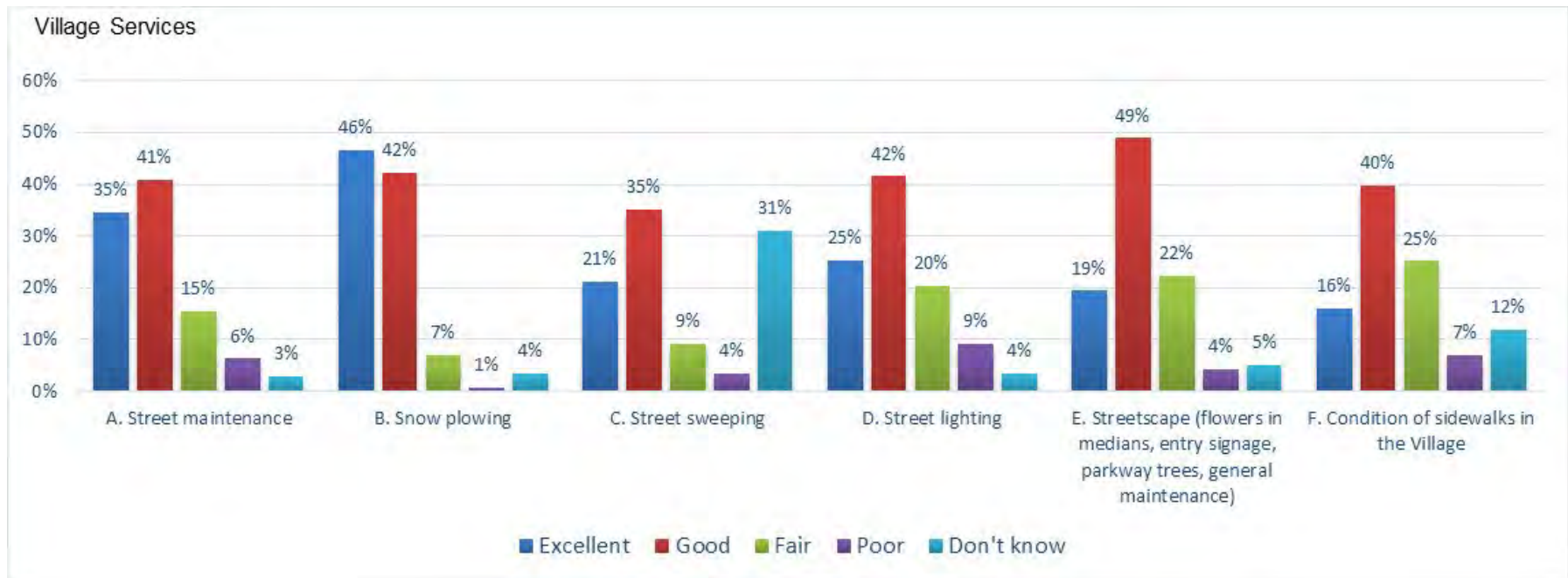
Online Bill Pay



#27 **PUBLIC WORKS** – Rate the quality of the following Village services:

	Excellent		Good		Fair		Poor		Don't know		Mean
	% of Total	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total	Count	
A. Street maintenance	35%	49	41%	58	15%	22	6%	9	3%	4	1.86
B. Snow plowing	46%	66	42%	60	7%	10	1%	1	4%	5	1.03
C. Street sweeping	21%	30	35%	50	9%	13	4%	5	31%	44	1.93
D. Street lighting	25%	36	42%	59	20%	29	9%	13	4%	5	2.14
E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)	19%	27	49%	68	22%	31	4%	6	5%	7	2.12
F. Condition of sidewalks in the Village	16%	23	40%	57	25%	36	7%	10	12%	17	2.26

Answered 144
Skipped 8



#28 Rate your level of satisfaction with water service provided

	Count	% of Total
1 Excellent	51	36.4%
2 Good	67	47.9%
3 Fair	10	7.1%
4 Poor	4	2.9%
0 Don't Know	8	5.7%
Mean	1.75	
Answered	140	
Skipped	12	

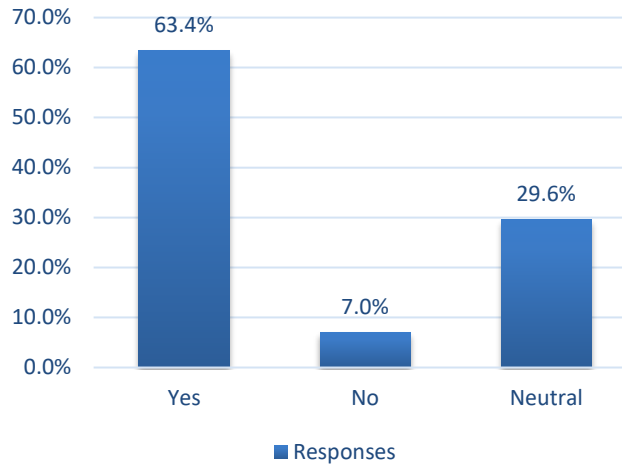
Water Service



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

	Count	% of Total
Yes	90	63.4%
No	10	7.0%
Neutral	42	29.6%
Answered	142	
Skipped	10	

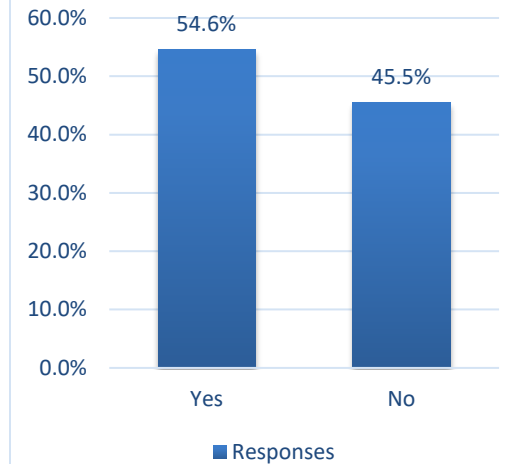
Street Beautification



#30 Would you like to see the Village fund additional beautification improvements?

	Count	% of Total
Yes	72	54.6%
No	60	45.5%
Answered	132	
Skipped	20	

Additional Street Beautification



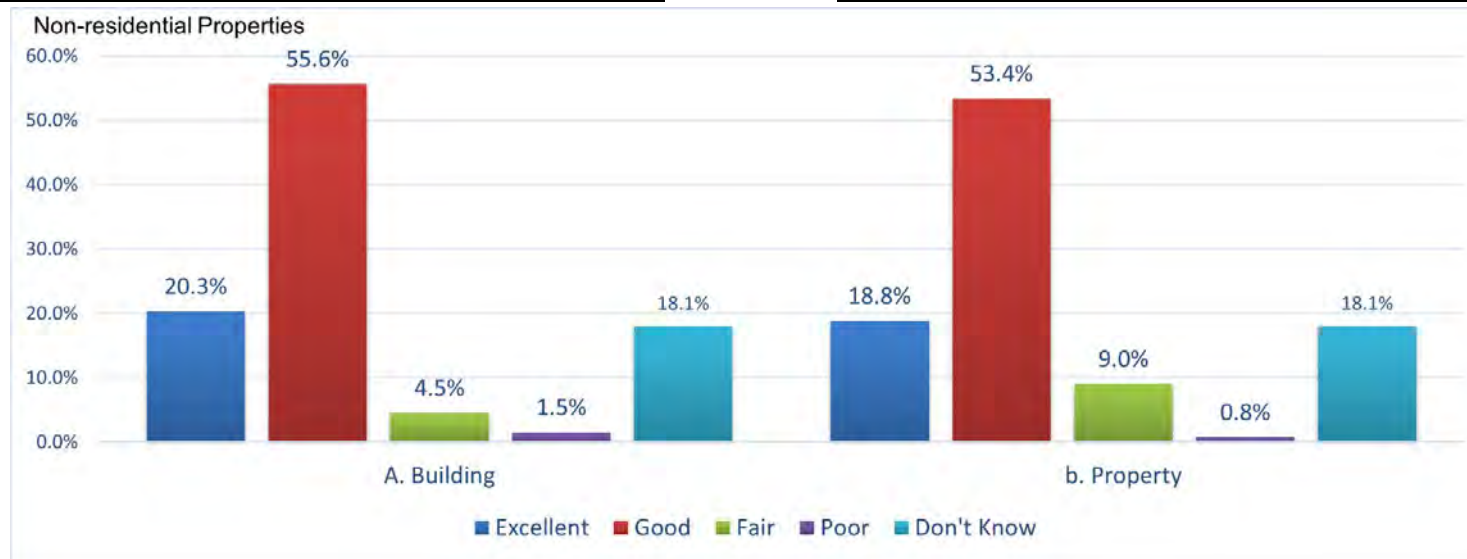
#30 Optional text – If yes, where would you like to see additional beautification? (35 responses)

- Route 83/Kingery Highway – trash, weed removal, native plantings
- Midway Park
- Route 83 from I55 to Midway Drive
- 83 from 67th to Plainfield
- Plainfield Road – trash clean up, develop closed businesses
- Sawmill Creek and pond
- More trees – parkways, evergreens
- Gateway signage plantings & lighting
- Creekside Park
- Waterford Park

#31 How well are the non-residential properties of the Village maintained in the following areas:

#31A Non-residential maintenance – BUILDING		
	Count	% of Total
1 Excellent	27	20.3%
2 Good	74	55.6%
3 Fair	6	4.5%
4 Poor	2	1.5%
0 Don't know	24	18.1%
Mean	1.77	
Answered	133	
Skipped	19	

#31B Non-residential maintenance – PROPERTY		
	Count	% of Total
1 Excellent	25	18.8%
2 Good	71	53.4%
3 Fair	12	9.0%
4 Poor	1	0.8%
0 Don't know	24	18.1%
Mean	2.30	
Answered	133	
Skipped	19	



#31 Clarification of "Fair" or "Poor" responses to the maintenance of *non-residential* buildings and property

ISSUE	LOCATION	ISSUE	LOCATION
Buildings	Joliet Road – run down appearance	Buildings	Plainfield Rd – vacant properties
Parks	Maintenance – Restrooms, tree debris, garbage bins, cracked asphalt, weeds, pond and creek	Empty Commercial	Fence off property

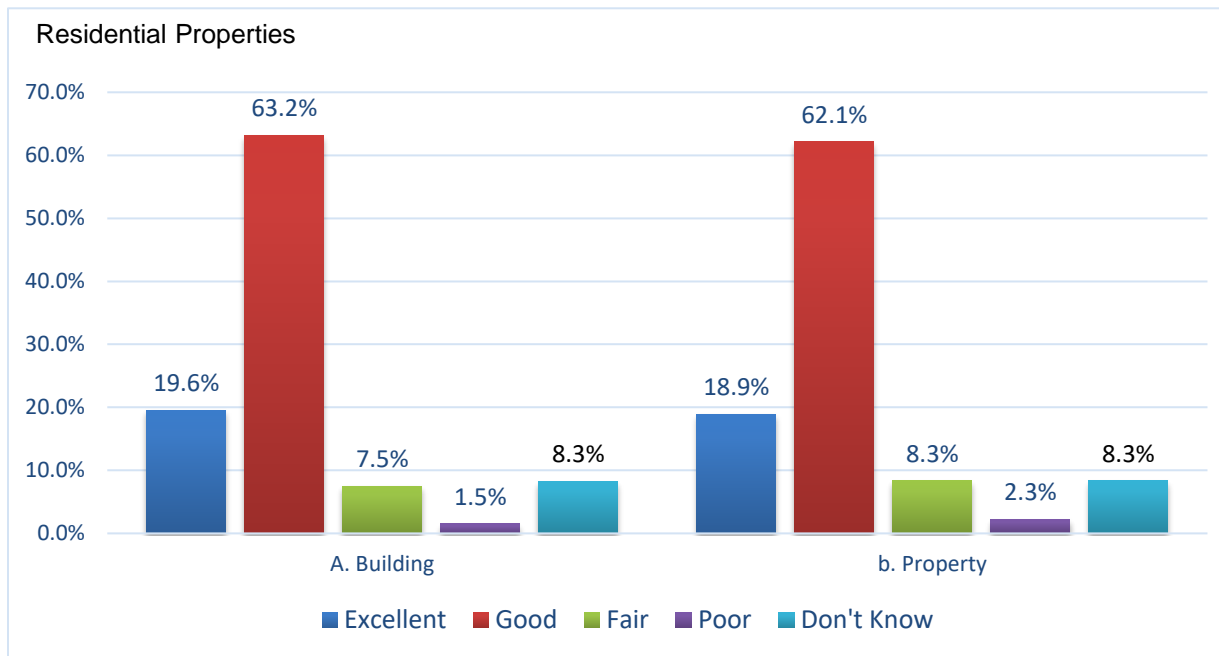
#32 How well are the residential properties of the Village maintained in the following areas:

#32A Residential maintenance – BUILDING

	Count	% of Total
1 Excellent	26	19.6%
2 Good	84	63.2%
3 Fair	10	7.5%
4 Poor	2	1.5%
0 Don't know	11	8.3%
Mean	1.90	
Answered	133	
Skipped	19	

#32B Residential maintenance – PROPERTY

	Count	% of Total
1 Excellent	25	18.9%
2 Good	82	62.1%
3 Fair	11	8.3%
4 Poor	3	2.3%
0 Don't know	11	8.3%
Mean	1.93	
Answered	133	
Skipped	19	

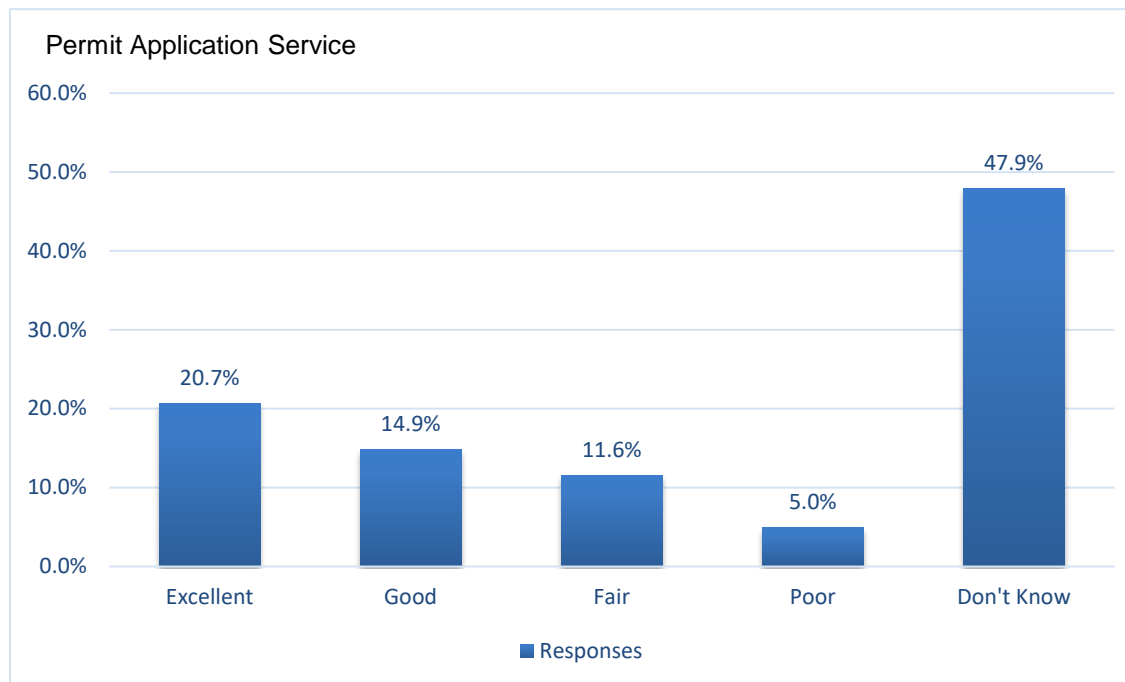


#32 Clarification of "Fair" or "Poor" responses to the maintenance of *residential* buildings and property

ISSUE	LOCATION
Overgrown, run down	North of 63rd – 59 th & Bentley, 59 th & Virginia
Lawns, weeds, buildings, hoarding, abandoned vehicles	Rental & vacant properties
Poor maintenance, grass not cut, garbage cans left out	Waterford subdivision

#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 instructions and information given to you to successfully obtain a permit and complete the project.

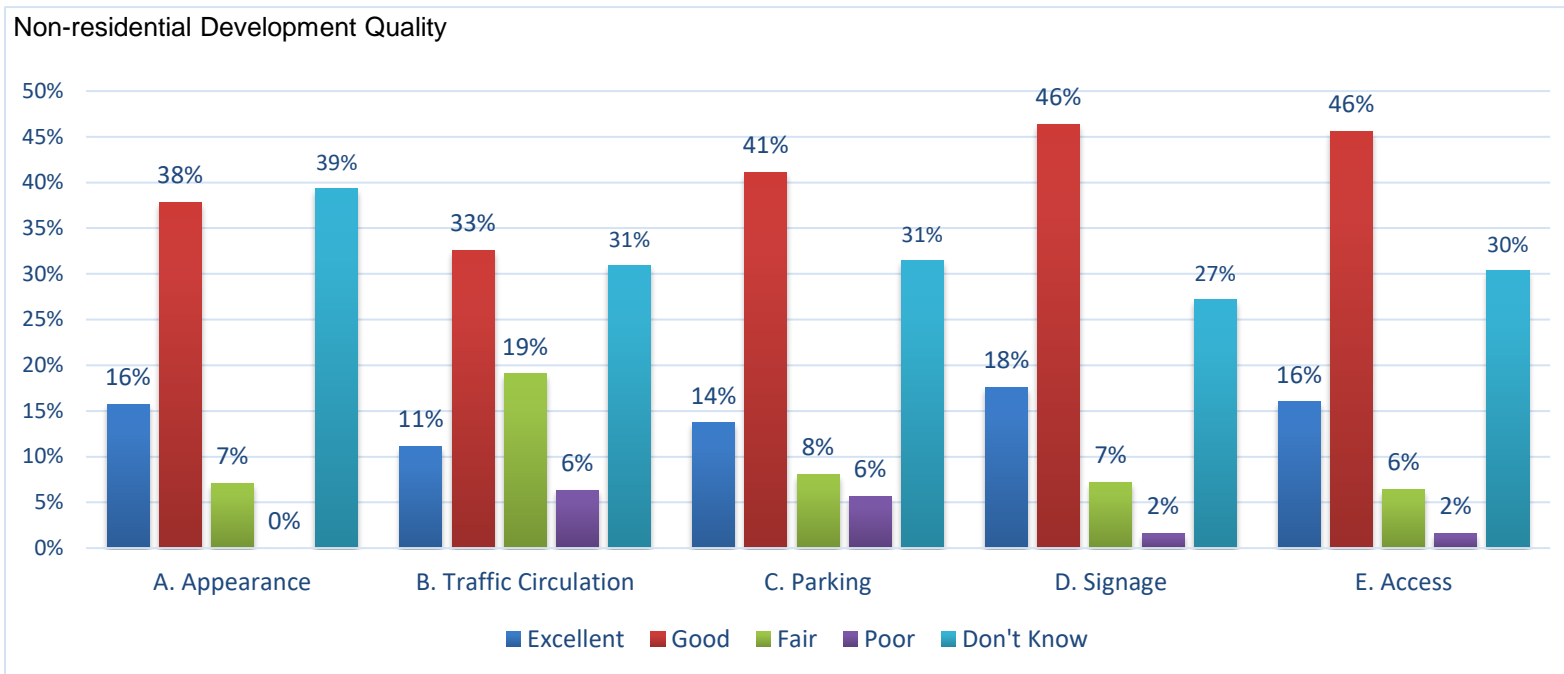
	Count	% of Total
1 Excellent	25	20.7%
2 Good	18	14.9%
3 Fair	14	11.6%
4 Poor	6	5.0%
0 Don't know	58	47.9%
Mean	2.02	
Answered	121	
Skipped	31	



#34 How would you rate the quality of the following for new non-residential developments in Willowbrook:

	Excellent		Good		Fair		Poor		Don't Know		Mean
	\$ of Total	Count	\$ of Total	Count	\$ of Total	Count	\$ of Total	Count	\$ of Total	Count	
A. Appearance	16%	20	38%	48	7%	9	0%	0	39%	50	1.86
B. Traffic Circulation	11%	14	33%	41	19%	24	6%	8	31%	39	2.30
C. Parking	14%	17	41%	51	8%	10	6%	7	31%	39	2.08
D. Signage	18%	22	46%	58	7%	9	2%	2	27%	34	1.90
E. Access	16%	20	46%	57	6%	8	2%	2	30%	38	1.91

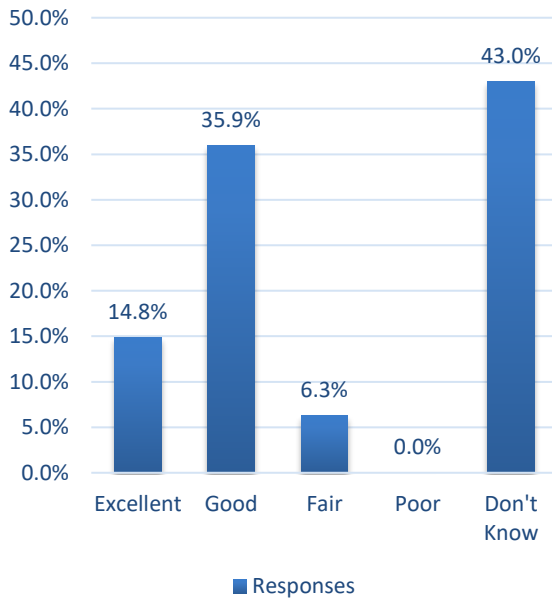
Answered 127
Skipped 25



#35 How would you rate the quality of new residential developments in Willowbrook?

	Count	% of Total
1 Excellent	19	14.8%
2 Good	46	35.9%
3 Fair	8	6.3%
4 Poor	0	0.0%
0 Don't Know	55	43.0%
Mean	1.85	
Answered	128	
Skipped	24	

New Residential Quality

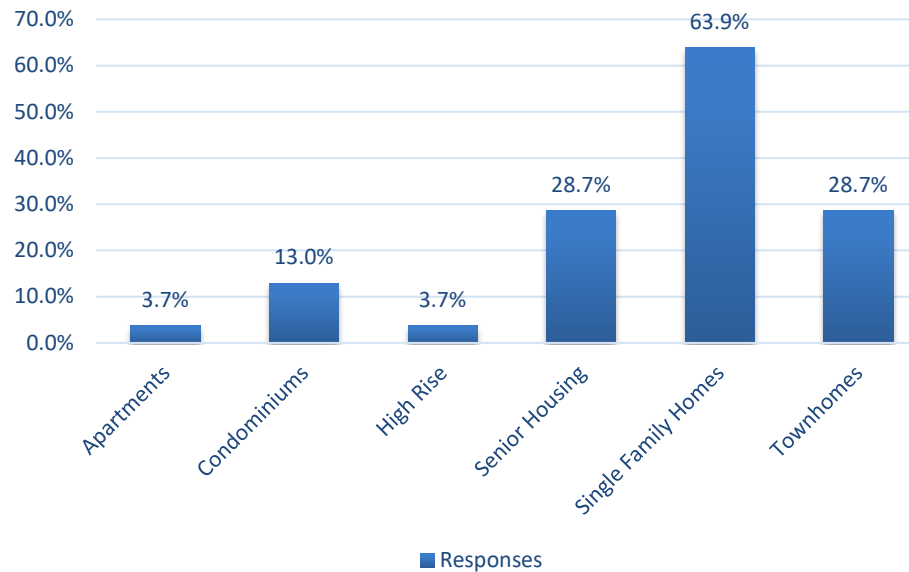


#36 What type of residential developments would you like to see added to the community? (Check all that apply.)

	Count	% of Total
Apartments	4	3.7%
Condominiums	14	13.0%
High Rise	4	3.7%
Senior Housing	31	28.7%
Single Family Home	69	63.9%
Townhome	31	28.7%
Answered	108	
Skipped	44	

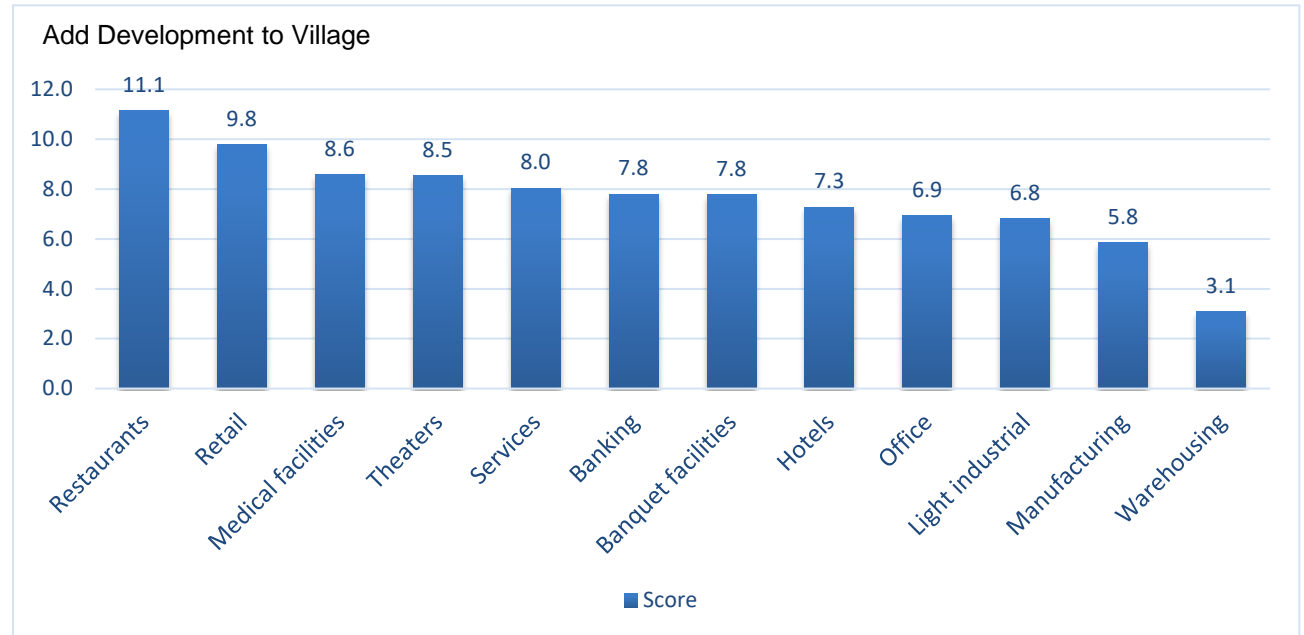
Types of New Residential Development

Note: More than one answer selected. Total may be more than 100%.

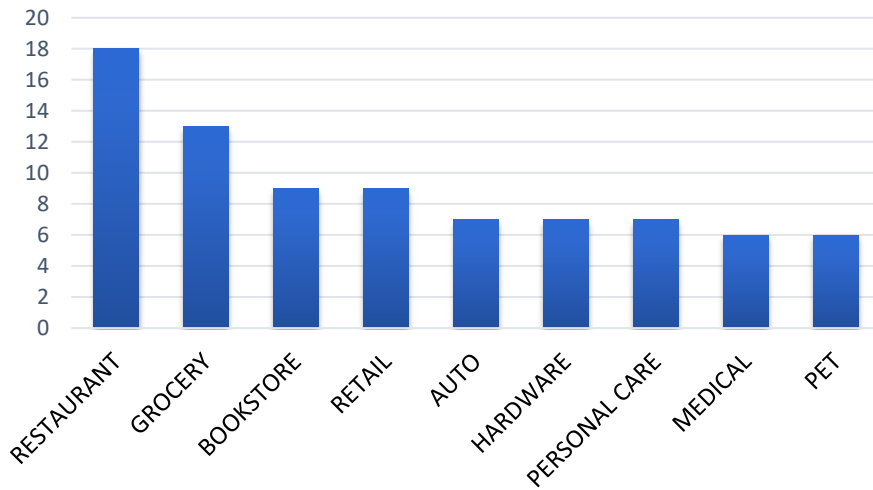


#37 Rank the top five (5) non-residential developments you would like to see added to the Willowbrook business community: (1 through 5, with 1 being the most important)

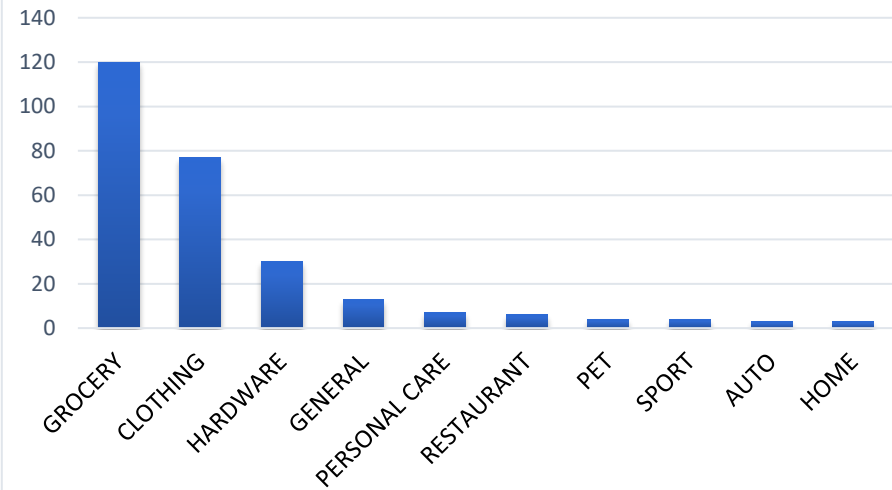
	RANK	SCORE
Restaurants	1	11.1
Retail	2	9.8
Medical facilities	3	8.6
Theaters	4	8.5
Services	5	8.0
Banking	6	7.8
Banquet facilities	7	7.8
Hotels	8	7.3
Office	9	6.9
Light industrial	10	6.8
Manufacturing	12	5.8
Warehousing	12	3.1



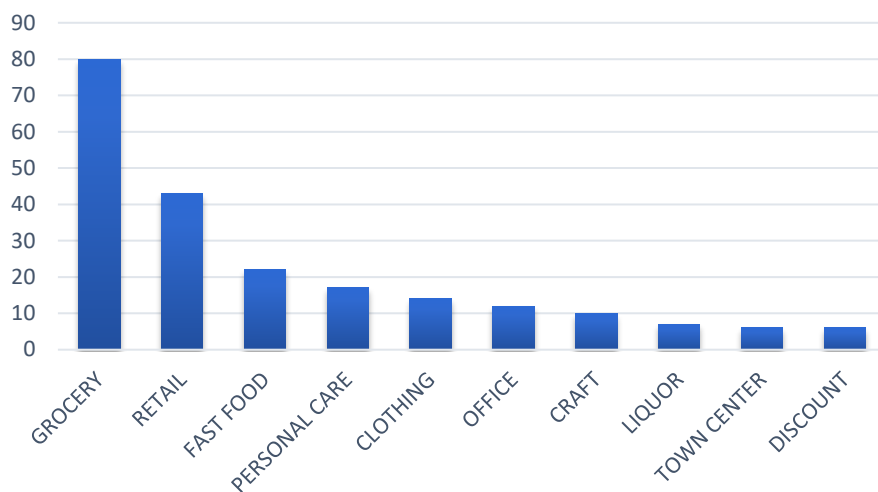
#38 List types of services you would like to see more of in Willowbrook.



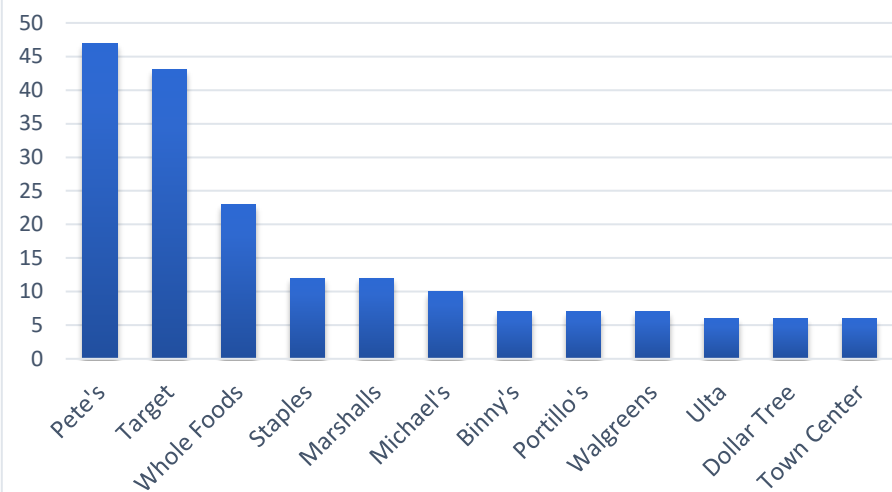
#39 Which stores do you regularly shop at located outside of Willowbrook?



#40 Where in Willowbrook do you regularly shop? (by category)



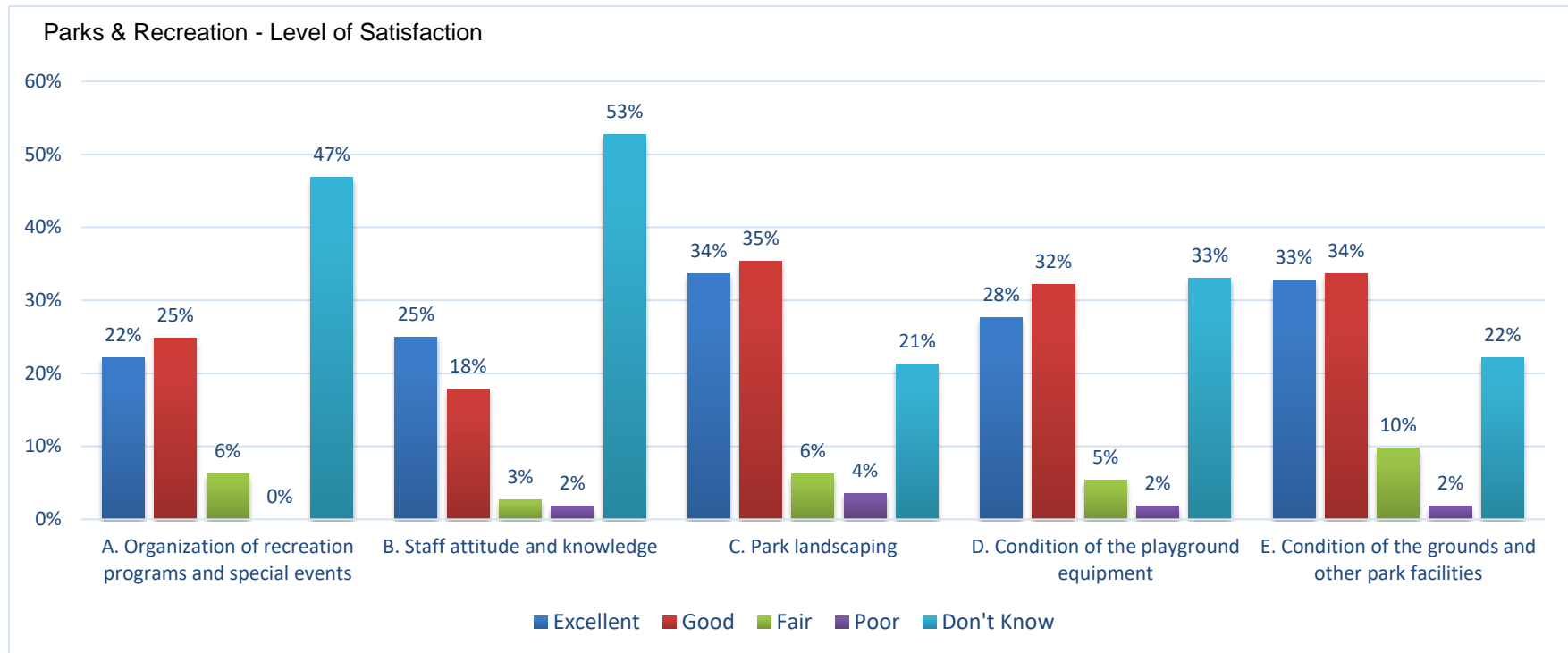
#40 Where in Willowbrook do you regularly shop? (by merchant)



#41 If you have visited any parks, or participated in any programs sponsored by the Willowbrook Parks & Recreation Department in the past 12 months, please indicate your general level of satisfaction of the following:

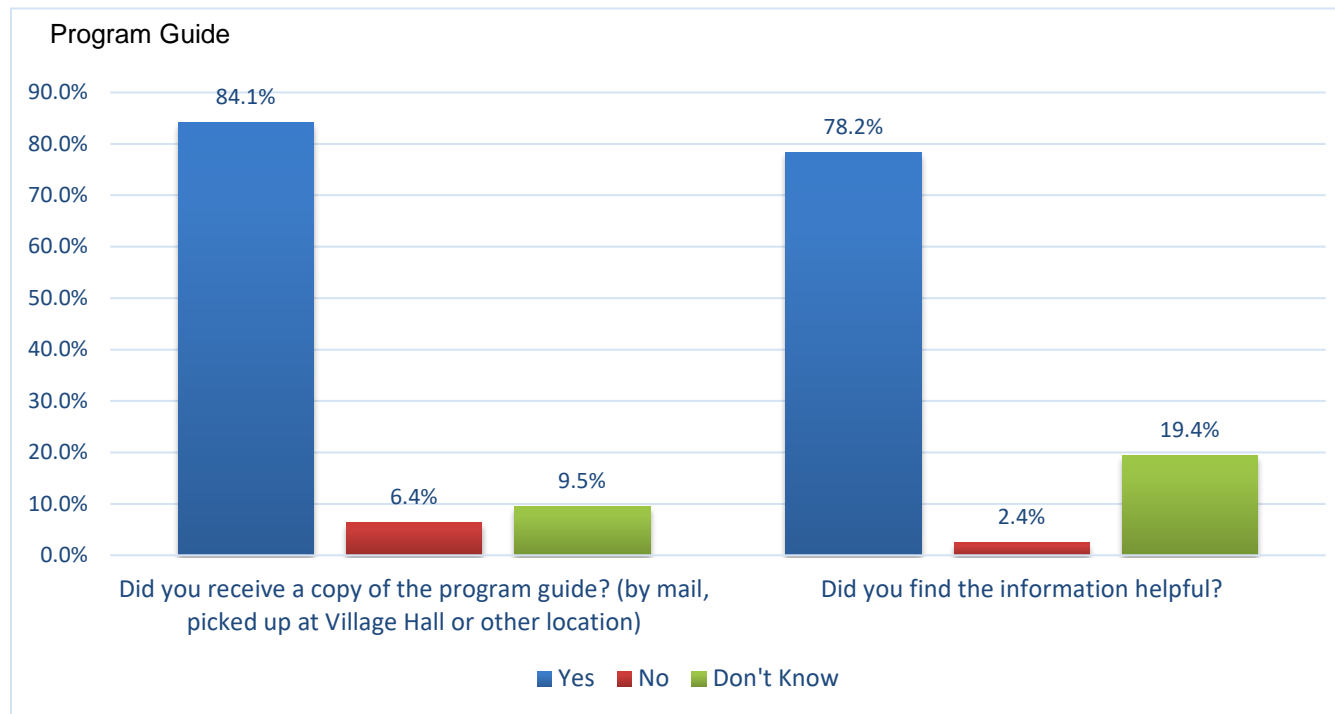
	Excellent		Good		Fair		Poor		Don't Know		Mean
	% of Total	Count	% of Total	Count	% of Total	Count	% of Total	Count	% of Total	Count	
A. Organization of recreation programs and special events	22%	25	25%	28	6%	7	0%	0	47%	53	1.70
B. Staff attitude and knowledge	25%	28	18%	20	3%	3	2%	2	53%	59	1.60
C. Park landscaping	34%	38	35%	40	6%	7	4%	4	21%	24	1.74
D. Condition of the playground equipment	28%	31	32%	36	5%	6	2%	2	33%	37	1.72
E. Condition of the grounds and other park facilities	33%	37	34%	38	10%	11	2%	2	22%	25	1.75

Answered 114
Skipped 38



#42 Twice a year the Parks & Recreation department publishes a program guide (Spring/Summer and Fall/Winter) listing programs available to Willowbrook residents. Please answer the following questions regarding this publication:

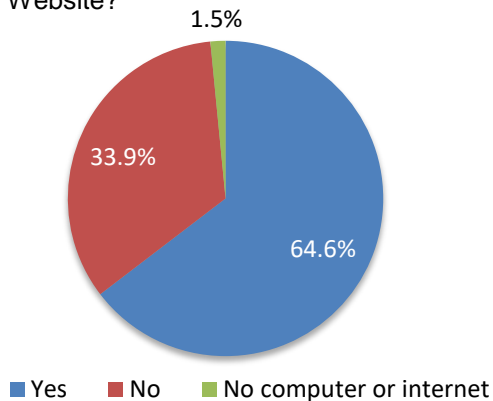
	Yes		No		Don't Know	
	% of Total	Count	% of Total	Count	% of Total	Count
Did you receive a copy of the program guide? (by mail, picked up at Village Hall or other location)	84.1%	106	6.4%	8	9.5%	12
Did you find the information helpful?	78.2%	97	2.4%	3	19.4%	24
Answered					126	
Skipped					26	



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

	Count	% of Total
Yes	84	64.6%
No	44	33.9%
No computer / internet	2	1.5%
Answered	130	
Skipped	22	

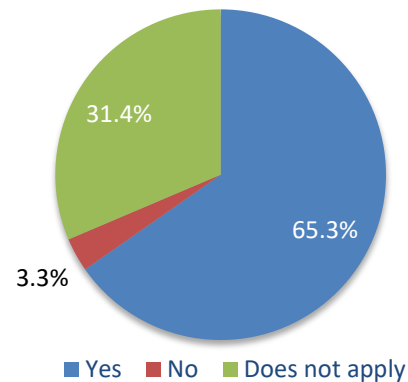
Visit Website?



#44 If you visit the website, do you find it helpful?

	Count	% of Total
Yes	79	65.3%
No	4	3.3%
Does not apply	38	31.4%
Answered	121	
Skipped	31	

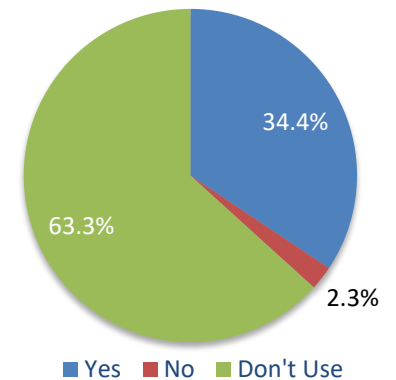
Website helpful?



#45 The Village currently offers a free "News & Events" email service on its website. Do you find this service helpful?

	Count	% of Total
Yes	44	34.4%
No	3	2.3%
Don't Use	81	63.3%
Answered	128	
Skipped	24	

Email "News & Events" helpful?



#46 What suggestions do you have to improve the Village website?

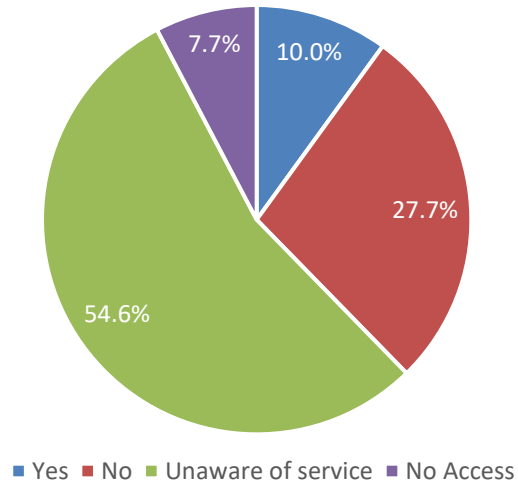
Answered: 24 Skipped: 128

- Pretty thorough
- Update New Resident Handbook
- Don't stop
- Keep doing what you're doing
- Access to Willowbrook info via cellphone – texts and calls
- Email News & Events
- Community Development pages
- Names and positions/roles of employees
- Police reports, local news/developments
- More user friendly, Senior activities
- Names, pictures, years of service officials and employees
- Text notifications
- Guide to programs - day trips, guest speakers, movie days, classes
- Easier to locate info
- Free family activities in the area
- Highly informative

#47 The Village also posts information on public access television Channel 6. Have you used this resource for Village information?

	Count	% of Total
Yes	13	10.0%
No	36	27.7%
Unaware of service	71	54.6%
No access	10	7.7%
Answered	130	
Skipped	22	

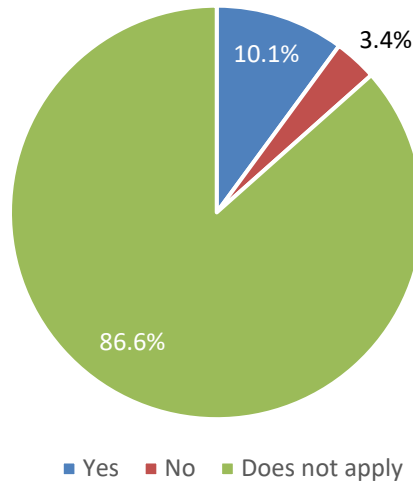
Used Channel 6?



#48 If you have used Channel 6 as a resource, did you find it helpful?

	Count	% of Total
Yes	12	10.1%
No	4	3.4%
Does not apply	103	86.6%
Answered	119	
Skipped	33	

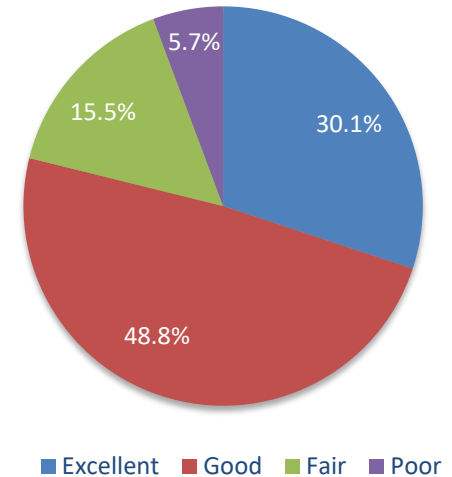
Channel 6 Helpful?



#50 How would you rate your satisfaction with the way you receive information from the Village?

	Count	% of Total
1 Excellent	37	30.1%
2 Good	60	48.8%
3 Fair	19	15.5%
4 Poor	7	5.7%
Mean	1.97	
Answered	123	
Skipped	29	

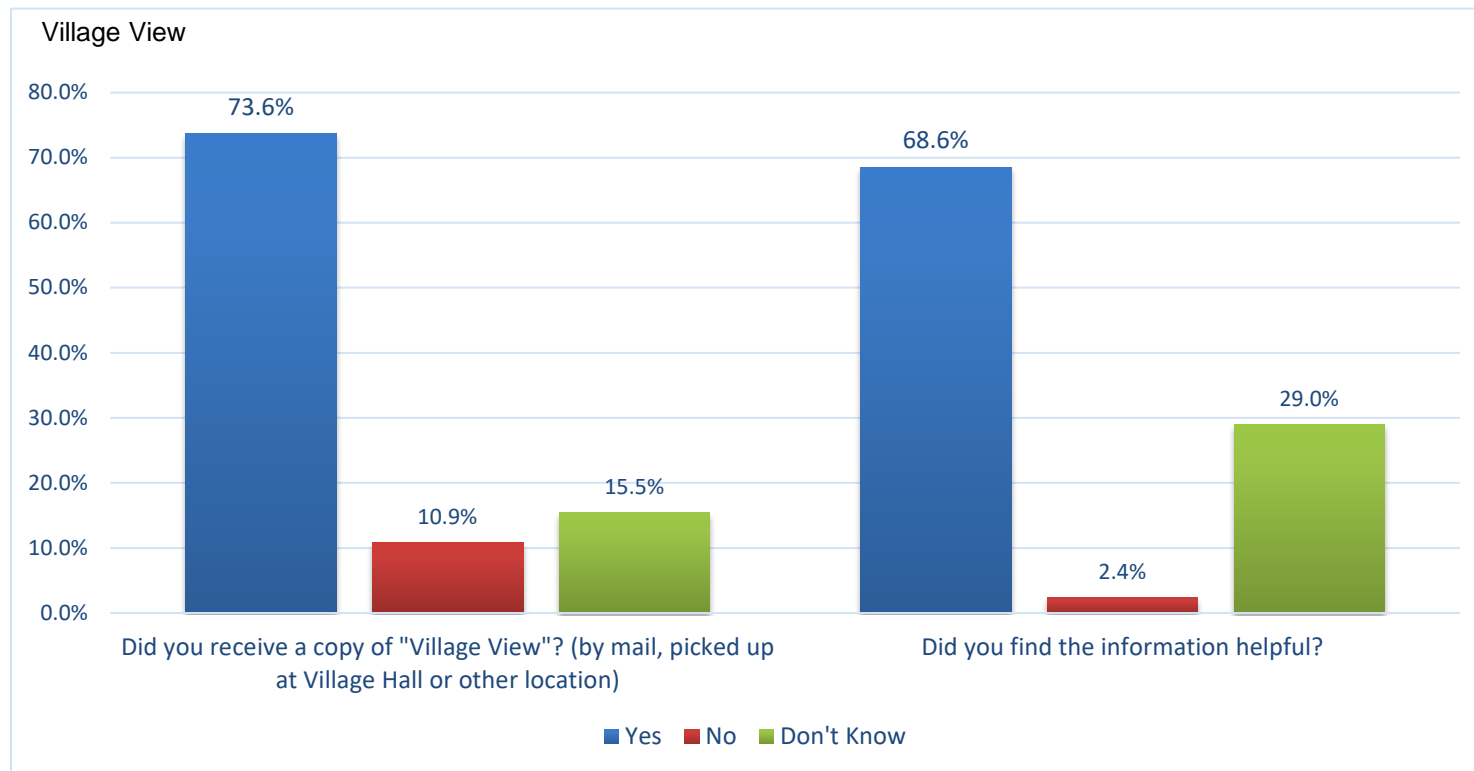
Information from Village



#49 In the past year, Village staff has published a biannual newsletter, "Village View," which includes a Mayor's message, short articles from each department and information on upcoming events. Please answer the following questions regarding this publication:

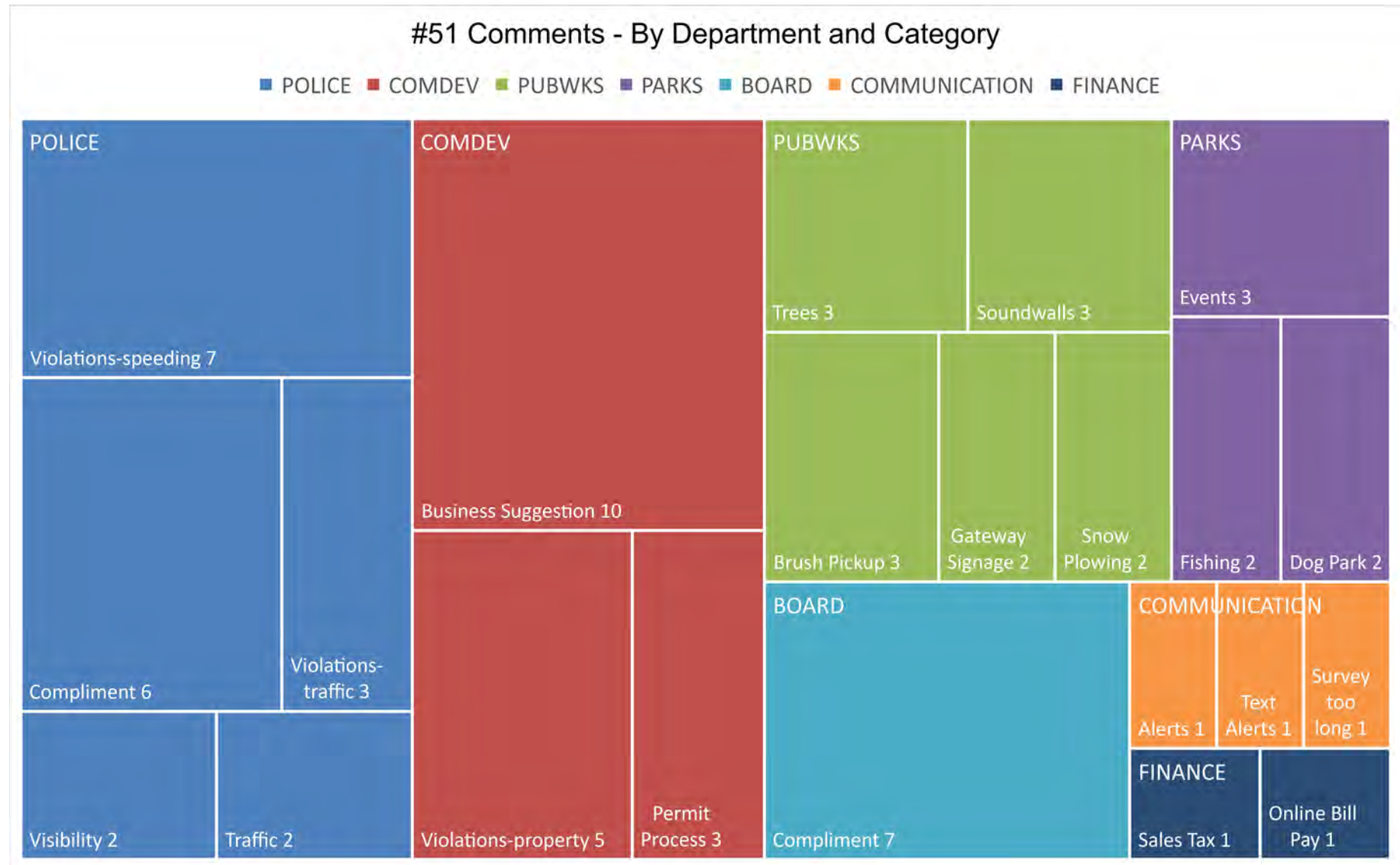
	Yes		No		Don't Know	
	% of Total	Count	% of Total	Count	% of Total	Count
Did you receive a copy of "Village View"? (by mail, picked up at Village Hall or other location)	73.6%	95	10.9%	14	15.5%	20
Did you find the information helpful?	68.6%	85	2.4%	3	29.0%	36

Answered 129
Skipped 23



#51 Suggestions / Recommendations / Concerns / Comments – **Answered: 69 Skipped: 83**

Most frequently raised topics by department



Appendix 1
2023 Citizen Survey



2023 Citizen Survey

DEMOGRAPHICS

1. Check the box that best describes your age.

- | | |
|--------------------------------|-----------------------------------|
| <input type="radio"/> Under 20 | <input type="radio"/> 50-59 |
| <input type="radio"/> 20-29 | <input type="radio"/> 60-69 |
| <input type="radio"/> 30-39 | <input type="radio"/> 70 and over |
| <input type="radio"/> 40-49 | |

2. How many people currently live in your home?

- | | |
|---------------------------|------------------------------------|
| <input type="radio"/> One | <input type="radio"/> Three |
| <input type="radio"/> Two | <input type="radio"/> Four or more |

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

- | | Own | Rent | | Own | Rent |
|-----------|-----------------------|-----------------------|--------------------|-----------------------|-----------------------|
| Apartment | <input type="radio"/> | <input type="radio"/> | Condo | <input type="radio"/> | <input type="radio"/> |
| Townhome | <input type="radio"/> | <input type="radio"/> | Single-family Home | <input type="radio"/> | <input type="radio"/> |

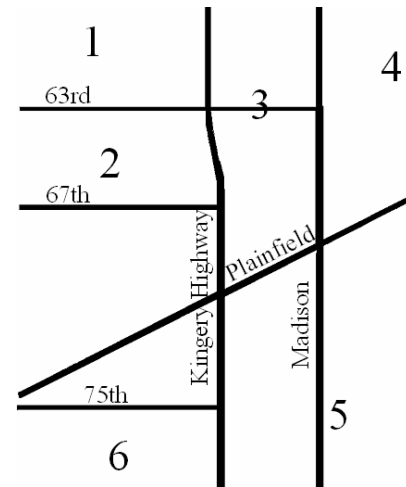
4. What is your combined household income?

- | | |
|--|--|
| <input type="radio"/> Under \$25,000 | <input type="radio"/> \$75,000 to \$99,999 |
| <input type="radio"/> \$25,000 to \$49,999 | <input type="radio"/> \$100,000 to \$149,999 |
| <input type="radio"/> \$50,000 to \$74,999 | <input type="radio"/> \$150,000 and over |

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

- | | |
|------------------------------------|-------------------------------------|
| <input type="radio"/> Under 1 year | <input type="radio"/> 1-5 years |
| <input type="radio"/> 6-10 years | <input type="radio"/> 11-15 years |
| <input type="radio"/> 16-20 years | <input type="radio"/> Over 20 years |

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



- | | | |
|----------|--|-----------------------|
| 1 | West of Kingery, north of 63 rd | <input type="radio"/> |
| 2 | West of Kingery, from 63 rd to 67 th | <input type="radio"/> |
| 3 | North of Plainfield, east of Kingery, west of Madison | <input type="radio"/> |
| 4 | North of Plainfield, east of Madison | <input type="radio"/> |
| 5 | South of Plainfield, east of Kingery | <input type="radio"/> |
| 6 | South of Plainfield, west of Kingery | <input type="radio"/> |

QUALITY OF LIFE

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

- | | | |
|--------------------------------------|---|-------------------------------|
| <input type="radio"/> Very Satisfied | <input type="radio"/> Satisfied | <input type="radio"/> Neutral |
| <input type="radio"/> Dissatisfied | <input type="radio"/> Very Dissatisfied | |

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

- | | |
|---|--|
| <input type="checkbox"/> Location | <input type="checkbox"/> Housing affordability |
| <input type="checkbox"/> Neighborhoods | <input type="checkbox"/> Friendliness of residents |
| <input type="checkbox"/> Housing quality | <input type="checkbox"/> Religious institutions |
| <input type="checkbox"/> Schools | <input type="checkbox"/> Recreational amenities |
| <input type="checkbox"/> Diverse population | <input type="checkbox"/> Health care facilities |
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Employment opportunities |
| <input type="checkbox"/> Other _____ | |

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

- | | | |
|--------------------------------------|---------------------------------------|----------------------------------|
| <input type="radio"/> Much better | <input type="radio"/> Somewhat better | <input type="radio"/> The same |
| <input type="radio"/> Somewhat worse | <input type="radio"/> Much worse | <input type="radio"/> Don't know |

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

- | | |
|---|--|
| <input type="checkbox"/> Crime/drug abuse | <input type="checkbox"/> Housing costs |
| <input type="checkbox"/> Distance to employer | <input type="checkbox"/> Lack of employment |
| <input type="checkbox"/> Lack of health care facilities | <input type="checkbox"/> Lack of public transportation |
| <input type="checkbox"/> Distance to shopping | <input type="checkbox"/> Recreational amenities |
| <input type="checkbox"/> Traffic problems | <input type="checkbox"/> Street conditions |
| <input type="checkbox"/> Population diversity | |
| <input type="checkbox"/> Other _____ | |



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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Overall attitude and behavior of officers towards citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. How would you rate your feelings of safety and security within Willowbrook?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Officers' helpfulness and ability to solve the problem you called/contacted the police about	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Level of traffic enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Police department's response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Police department's efforts regarding criminal activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you came to the Willowbrook Police Department facility for assistance, or called the non-emergency phone number (630-325-2808) for assistance, please rate the following:

18. Employee's attitude and behavior towards citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Employee's helpfulness and ability to solve the problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

20. Employee's attitude and behavior towards citizens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Employee's helpfulness and ability to solve the problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Aware	Participate	Not Aware
A. House Watch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Halloween Safety Bags / Glow Necklaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Overnight Parking Registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Community-Oriented Policing events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 park activities. 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 ☐ No

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

☐ Excellent ☐ Good ☐ Fair
☐ Poor ☐ Don't Know

25. How do you conduct routine Village business? (example: payment of water bills)? Please check all that apply:

☐ Online bill pay ☐ In person
☐ Direct debit ☐ Drop box
☐ Mail ☐ Other: _____

26. Is the Village's online bill pay system user-friendly?

☐ Yes ☐ No ☐ Don't Know



PUBLIC WORKS

27. Rate the quality of the following Village services:

	Excellent	Good	Fair	Poor	Don't Know
A. Street Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Snow Plowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Street Sweeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Street Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. Condition of sidewalks in the Village	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Rate your level of satisfaction with water service provided:

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

29. Over the past 5+ years, the Village has undertaken beautification projects throughout the community including landscaped medians, parks, and entryways. Are you satisfied with the scope of these projects?

☐ Yes ☐ No ☐ Neutral

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

☐ Yes ☐ No

If yes, where would you like to see additional beautification?

COMMUNITY DEVELOPMENT

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

	Excellent	Good	Fair	Poor	Don't Know
A. Building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you indicated "Fair" or "Poor", please provide examples of **non-residential area(s)**:

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

	Excellent	Good	Fair	Poor	Don't Know
A. Building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you indicated "Fair" or "Poor", please provide examples of **residential area(s)**:

33. 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.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

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

	Excellent	Good	Fair	Poor	Don't Know
A. Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Traffic Circulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



COMMUNITY DEVELOPMENT continued

35. How would you rate the quality of **new residential** development in Willowbrook?

Excellent	Good	Fair	Poor	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

<input type="checkbox"/> Apartments	<input type="checkbox"/> High Rise	<input type="checkbox"/> Single Family Homes
<input type="checkbox"/> Condominiums	<input type="checkbox"/> Senior Housing	<input type="checkbox"/> Townhomes

37. Rank the top five (5) **non-residential** developments you would like to see added to the Willowbrook **business community**. Enter numbers 1-5 by your choices, with number 1 being your most preferred.

_____ Banking	_____ Banquet facilities	_____ Hotels
_____ Light Industrial	_____ Manufacturing	_____ Medical Facilities
_____ Office	_____ Restaurants	_____ Retail
_____ Services	_____ Theater	_____ Warehousing

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

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

40. Where in Willowbrook do you shop regularly?

PARKS & RECREATION

41. If you have visited any parks, or participated in any programs sponsored by the Willowbrook Parks & Recreation Department in the past 12 months, 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Staff attitude and knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Park landscaping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. Condition of the playground equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. Condition of the grounds and other park facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42.. Twice a year the Parks & Recreation department publishes a program guide (Spring/Summer and Fall/Winter) listing programs available to Willowbrook residents. Please answer the following questions regarding this publication:

	Yes	No	Don't Know
Did you receive a copy of the program guide (by mail, picked up at Village Hall or other location)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you find the information helpful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

COMMUNICATION

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

☐ Yes ☐ No ☐ No computer or internet access

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

☐ Yes ☐ No ☐ Does not apply

45. The Village currently offers a free "News & Events" email service on its website. Do you find this service helpful?

☐ Yes ☐ No ☐ Don't use

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



COMMUNICATION continued

47. The Village also posts information on public access television Channel 6. Have you used this resource for Village information?

☐ Yes

☐ No

☐ Unaware of service

☐ No Access

48. If you have used Channel 6 as a resource, did you find it helpful?

☐ Yes

☐ No

☐ Does not apply

49. In the past year, Village staff has published a biannual newsletter, "Village View" which includes a Mayor's message, short articles from each department and information on upcoming events. Please answer the following questions regarding this publication:

	Yes	No	Don't Know
Did you receive a copy of "Village View"? (by mail, picked up at Village Hall or other location)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you find the information helpful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. How would you rate your satisfaction with the way you receive information from the Village?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

YOUR COMMENTS

51. Please share any suggestions, recommendations, concerns, questions, or comments you may have:

52. 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, please provide your name and preferred method of contact details below and the Village staff will respond to you directly.

Name:

Address:

Email:

Phone:

Appendix 2

Open Text Responses



#9 Other major assets and advantages of living in Willowbrook

Area of Advantage	Specific Area	Original Response
General	Location	Near family
General	Location	Close to friends nearby.
Parks	Greenspace	Greenspace and wildlife, soon to be greatly reduced
Parks	Greenspace	trees/green spaces
Police	Compliment	Incredible efforts made by Willowbrook Police Department in keeping crime down in our village
Public Works	Compliment	Lake Michigan water source
Taxes		Real Estate taxes good
Taxes		no income tax
Taxes		lower property taxes than most other neighboring towns
Taxes		Low taxes comparatively
Transportation	Location	Major highways are close to Willowbrook, IL.

#10 Major disadvantages of living in Willowbrook?

Area of Disadvantage	Specific Area	Original Response
CommDev	Downtown	- The upkeep of the general landscaping is lacking. - No downtown.
CommDev	Downtown	My only drawback on Willowbrook is the lack of a "downtown" area of businesses / restaurants.
CommDev	Downtown	No real downtown area or town center
CommDev	Restaurants	Lack of good restaurants
CommDev	Restaurants	Dining choices are poor
CommDev	Restaurants	Lack of restaurants
CommDev	Neighborhood	Seems sometimes like it is hard to figure out what is going on in terms of park district, etc. Lack of a neighborhood or town feel.
Parks	Events	
CommDev	Sterigenics	Sterigenics



#10 Major disadvantages of living in Willowbrook?

Area of Disadvantage	Specific Area	Original Response
General	None	nothing
General	None	none
General	None	N/A
General	None	N/A
General	None	no disadvantages
General	None	None
Parks	Greenspace	Loss of greenspace...excess congestion/traffic and development in residential areas...lack of transparency regarding crime in community...lack of consistent enforcement of code violations...
Police	Traffic	
Police	Crime	
CommDev	Code Violations	
Parks	Dog Park	With the growing number of people who have dogs, it would be great to designate dog park hours in the early AM and evening times for dogs to play off leash in one of the parks. KLM is a great alternative, but for a quick exercise for a dog to run around, it would be ideal to have a closer option.
Parks	Dog Park	No parks for residents to walk their dogs .
Police	Increased crime	crime is becoming more apparent
Public Works	Cost of utilities	significant cost of utilities
Public Works	Sidewalks	[noted by Crime/drug abuse] at school Darien & Burr Ridge [noted by Recreational amenities] sidewalks are lacking Division of schools HSHS V HCHS Subdivision of kids from Westmont Jr. High so divided
Police	Crime	
General	Schools	
Public Works	Sidewalks	Lack of sidewalks on residential streets.
Public Works	Water	Poor water quality (we do not have Lake Michigan water) and Clarendon Water has issues at least 1-2 times per year (broken main, poor quality, etc.)
Public Works	Sidewalks	
Public Works	Road Repair	Lack of sidewalks (our streets are narrow and traffic is heavy
Public Works	Streetlights	



#10 Major disadvantages of living in Willowbrook?

Area of Disadvantage	Specific Area	Original Response
CommDev	Development	due to the school on Virginia Avenue) While many neighbors enjoy walking with their families and pets, our streets are barely wide enough for two vehicles - and if there are cars parked on the street it's even more dangerous.
Public Works	Drainage	Our streets in this area have not been paved/sealed/resurfaced since we've moved here. No streetlights on neighborhood blocks (at least not in our area) We have concerns about the new housing development proposed on 61st and Bentley. Heavy rains in this area often do not drain well as it is and adding more housing to this area with the current infrastructure is concerning.
Public Works	Streets	[Street conditions item is starred]
Administration	Traffic	Need a sound deadening wall 83
Administration	Traffic	Need to fix RT 83 between 63rd and 75th to 3 lanes, so much pollution form all the vehicles sitting in grid lock pumping harmful gases into our homes
Public Works	Water / Drainage	Water and drainage issues.
Police	Officers	Need more police officers
Public Works	Water	Water quality

#25 How do you conduct routine Village business? (Other)

Method	Full response
BANK	We don't pay our water bills through the Village - our water is not supplied by Willowbrook
BANK	auto-pay
N/A	N/A have private septic & well
BANK	Bill pay through my bank.
HOA	HOA pays



#25 How do you conduct routine Village business? (Other)

Method	Full response
HOA	Included
PHONE	Telephone
HOA	Water is paid for in HOA at condo.
HOA	no bill condo
BANK	automated from bank account to the Village of Willowbrook

#30 Beautification Improvements - Free response - Where would you like to see additional beautification?

General Area	Specific Area	Original Response
None	None	applicable venues
None	None	I'm neutral on this issue.
Park	Creekside park	Creekside park is old and the sand is... not ideal. I'd like to see improvements at that park
Park	Creekside park	Creekside Park, Waterford Park
Park	Midway Park	Midway Park
Parks	Parks	public parks, green spaces on arterial streets
Parks	Sawmill Creek	Pond and Sawmill Creek of Borse Community Park
Roads	Bentley Ave.	Bentley Avenue more trees
Roads	Clarendon Hills Road	Clarendon Hills rd
Roads	Plainfield road	Willow Town Center is very nice
Roads	Route 83	rte 83
Roads	Route 83	Kingery
Roads	Route 83	Kingery Hgwy
Roads	Route 83	kingery is pretty ugly
Roads	Route 83	IL Route 83



#30 Beautification Improvements - Free response - Where would you like to see additional beautification?

General Area	Specific Area	Original Response
Roads	Route 83	Route 83
Roads	Route 83	Clean trash on 83
Roads	Route 83	It has gotten much better and it is appreciated. We do need more along route 83 between 67th and plainfield road. Attract businesses to the old bowling alley and encourage businesses along 83 to improve the exterior look of their parking lots and grassways.
Roads	Route 83	Rt 83 median between I55 and Midway Drive - this should be more welcoming - it's non descript now. Also would be nice to see beautification north of Plainfield past 63rd street on Rt 83
Roads	Route 83	Trees or greenery planted down route 83 similar to 75th median shrubbery/trees
Roads	Trees	More trees planted along streets in residential areas. Mid range goal should be to have every home have 2 trees in the parkway
Village	Compliment	Just keep doing what you're doing! Keep up the great work
Village	Gateway signs	Entry points where the plastic Willowbrook signs are located. Median along 75th
Village	Gateway signs	Public pool is needed. Noted new signage that looks good, but is not illuminated at night so the signs are useless at night. Spoke to Mr. Passero about adding some lights as a request from a resident and was blown off. Solar lights are so cheap and require little maintenance. I don't get this.
Village	General	Based on the questions above, we aren't even considered a part of Willowbrook. We don't use Willowbrook water, we don't have sidewalks in our area, completely unaware that there is a street sweeping program. Our mail is delivered by Clarendon Hills (if and when it's delivered). The streetscapes and signage installed is beautiful - but we would like to see some effort towards the streets and area where we reside.



#30 Beautification Improvements - Free response - Where would you like to see additional beautification?

General Area	Specific Area	Original Response
Village	Grass	Need grass growing in village easement
Village	Parkways	Have tree services remove dead limbs on street easement. Too many dead limbs. Willowbrook wanted lots of trees on easement. Too <u>many</u> limbs dying!!
Village	Plants	Repaint water towers More perenniel plantings More weed removal along highways
Village	Plants	Install wild grasses and prairie plants where possible to improve water retention, runoff and provide wildlife habitat.
Village	Roads	streetscape
Village	Trees	I would like to explore options for additional beautification, such as investing in fruitful trees instead of just trees
Village	Trees	Plant more evergreens and less trees with leaves!
Village	Trees	More trees planted if possible in community areas
Village	Waterford subdivision	Waterford subdivision
Village	Waterford subdivision	Waterford subdivision entry ways could add flowers. Plainfield Road is better but could be cleaned up to look more beautiful

#31 Clarification of "Fair" or "Poor" responses to the maintenance of *non-residential* buildings and property

Issue	Location	Original Response
Landscape	Park facilities	Needed to inform Village Board that community park restrooms, bulletin board broken, tree debris, garbage bins needed...asphalt cracked, weedy...pond and creek full of rocks and debris...too much that Village has not kept up maintenance on...
Buildings	Plainfield Road	buildings are old, look deserted. example, old bowling alley



#31 Clarification of "Fair" or "Poor" responses to the maintenance of *non-residential* buildings and property

Issue	Location	Original Response
Buildings	Plainfield Road	property & building south of Plainfield Rd. east of PNC bank
Landscape	Willowbrook Town Center	WTC [Willowbrook Town Center] is very nice, flowers, sitting area, clean plaza
Buildings	Village	empty commercial should be fenced off
Buildings	Village	vacant buildings
Buildings	Plainfield Road	I didn't mark fair or poor, but again, let's get some good businesses into the bowling alley and near Pete's where things closed down quickly.
Buildings	Joliet Road	Property on Joliet Rd. looks run-down

#32 Clarification of "Fair" or "Poor" responses to the maintenance of *residential* buildings and property

Issue	Location	Original Response
Home Condition	59th & Bentley	The area north of 63rd Street has multiple homes lacking in maintenance. Overgrowth of weeds, the abandoned house on 59th and Bentley that burned several months ago, the "pink" house on 59th and Virginia that continuously has renters who do not maintain the yard, etc. There's another house on Bentley completely encased by weeds and overgrowth.
Home Condition	Rental properties	Rental properties need to be maintained better... lawns, buildings & hoarding
Home Condition	Rental properties	Rental properties need to be inspected periodically for excessive vehicles, garbage, broken down windows, roofing, overgrowth of grass, weeds even onto bikepaths...this should also be noted...that most get permits and dumpsters and follow Village codes...others do so without Village permit and with Village not enforcing...
Home Condition	Pine Tree & Apple Tree	Southwest corner of Pine Tree and Apple Tree. Roof and rear porch need to be replaced - lowering my property values as a result.
Home Condition	Village	residents don't upkeep their landscape and makes the neighborhood look unpleasant. Houses are old and not updated.



#32 Clarification of "Fair" or "Poor" responses to the maintenance of *residential* buildings and property

Issue	Location	Original Response
Home Condition	West of 83, North of 63rd	with the exception of rental properties in my neighborhood [west of Kingery, north of 63rd]
Home Condition	Ridgmore West	Not sure what the village can do about this, but some homeowners really let things go. In Ridgmore west subdivision, falling malboxes an unkept homes really impac the neighborhood appeal.
Home Condition	Village	excellent in our neighborhood
Home Condition	Willow Lane	There is a wide variation. Two houses on Willow Ln. look like car repair or used car lots. One of the houses does house used cars or a business. Four old cars some without plates in addition to the residents cars is too many. The house next to it has an unused car in the grass with weeds growing around it.
Home Condition	Waterford subdivision	In waterford subdivision some houses are very poorly maintained.
Maintenance	Waterford subdivision	Waterford subdivision in general
Maintenance	Village	depending on area
Maintenance	Village	Garbage cans left out for days, grass not being cut
Maintenance	Village	Old cars parked in lawn with grass growing around them.
Maintenance	Village	Some homes seem to have unsightly mess around homes
Renovation	CommDev	Too long a time period to getvengineer approval on construction msintance and improvement
Vacant Properties	Village	the village doesn't seem to do much with properties that have been vacant for some time and the lawns and buildings are neglected.



#38 List types of *services* you would like to see more of in Willowbrook

Service Type	Original Response
Auto	auto repair
Auto	Auto repair
Auto	Auto repair
Auto	Auto repair
Auto	Auto repair
Auto	auto repair
Auto	car wash
Bookstore	Boostores
Bookstore	Bookstore
Bookstore	Bookstore
Bookstore	Bookstore
Bookstore	Bookstores
Bookstore	Bookstore
Bookstore	bookstore
Bookstore	Bookstore
Bookstore	Bookstore
Child Services	Daycare
Child Services	Preschool daycare
Child Services	Daycare
Commercial	Officers Training Facility...County, Village, State Police and Fire Training Center
Entertainment	Library
Entertainment	Village golf course



#38 List types of *services* you would like to see more of in Willowbrook

Service Type	Original Response
Entertainment	movie theater
Grocery	Bakery
Grocery	Sam's Club
Grocery	Meat market
Grocery	Deli
Grocery	Bakery
Grocery	Grocery
Grocery	Bakery (not a chain but like a Buzzy Bee)
Grocery	Deli
Grocery	Grocery
Grocery	Also a less expensive food shopping venue. Whole Foods too expensive for seniors. Many seniors live in LHV and Americana condos.
Grocery	Deli
Grocery	Grocery
Grocery	Small Grocery Stores
Hardware	hardware
Hardware	hardware
Hardware	hardware stores (Lowe's - Menards)
Hardware	I miss the ACE Hardware that closed years ago.
Hardware	We really need a hardware store
Hardware	Hardware store
Hardware	Hardware Stores
Medical	Mental health providers,



#38 List types of *services* you would like to see more of in Willowbrook

Service Type	Original Response
Medical	Dentists
Medical	Integrative Health
Medical	Hospital
Medical	hospitals
NA	Don't know
NA	N/A
NA	none
NA	None
NA	None
NA	[For questions 36 and 37, additional residential or non-residential developments, the following was written in: #36 None, no additional building necessary, #37 not necessary to add more developments] Not necessary b/c we live so close to neighboring towns who have these services
NA	Fill the vacant spaces first
NA	Not sure
Personal Care	nail places
Personal Care	hair cut places
Personal Care	barber shop
Personal Care	yoga
Personal Care	barber
Personal Care	nails
Personal Care	massage
Personal Care	massage



#38 List types of *services* you would like to see more of in Willowbrook

Service Type	Original Response
Pet	Pet supply
Pet	Animal Rescue/Shelter
Pet	Wildlife rehabbers
Pet	Vet
Pet	Dog daycare
Pet	Veterinary
Restaurant	A few decent restaurants (not carry-out focused or bar chain) and boutiques / gift shops
Restaurant	restaurants (no chains)
Restaurant	Restaurants, outdoor seating
Restaurant	[Note from #37 by restaurant ranking] real food, not fast food
Restaurant	family friendly restaurant/bar (like Tomato bar)
Restaurant	restaurants
Restaurant	full service restaurant
Restaurant	ice cream/yogurt
Restaurant	restaurants
Restaurant	cafes
Restaurant	coffee shop
Restaurant	Sit down restaurants
Restaurant	Restaurants
Restaurant	Restaurants at the shopping area at 63rd and Kingery.
Restaurant	Restaurants that stay open for evening dinner.
Restaurant	Restaurants. Not fast food.



#38 List types of *services* you would like to see more of in Willowbrook

Service Type	Original Response
Restaurant	quality restaurants
Restaurant	Amazing restaurants
Retail	Good florist
Retail	Retail
Retail	Retail
Retail	retail shops
Retail	gift shops
Retail	Small boutiques for clothing
Retail	upscale mens/womens clothing
Retail	specialty stores like card stores, landscaping
Retail	Clothing Stores
Senior Services	Senior transportation
Senior Services	Community services for Seniors...ride within community...cooling, warming facilities, meal delivery, wellness checking...like Darien's Community Service cars...
Senior Services	Senior Social Services
Services	Household maintenance/repair service (all-in-one)
Services	shoe repair
Services	tailor shop



2023 CITIZEN SURVEY

#39 Which stores do you regularly shop at located *outside* of Willowbrook?

[illegible]

#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Clothing	Kohl's
Clothing	Lululemon
Clothing	Macy's
Clothing	Macy's
Clothing	Macy's
Clothing	Macy's
Clothing	Macy's
Clothing	Macy's
Clothing	Macy's
Clothing	Macy's
Clothing	Marshalls
Clothing	Nordstrom / Nordstrom Rack
Clothing	Nordstrom / Nordstrom Rack
Clothing	Nordstrom / Nordstrom Rack
Clothing	Nordstrom / Nordstrom Rack
Clothing	Nordstrom / Nordstrom Rack
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Oak Brook Mall
Clothing	Old Navy
Clothing	Premium Outlet at Aurora
Clothing	Ralph Lauren
Clothing	Retail



#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Clothing	Retail
Clothing	Retail
Clothing	Talbots
Clothing	The Loft
Clothing	TJ Maxx
Clothing	TJ Maxx
Clothing	TJ Maxx
Clothing	TJ Maxx
Clothing	TJ Maxx
Clothing	TJ Maxx
Clothing	TJ Maxx
Clothing	TJ Maxx
Clothing	Von Mauer
Clothing	Von Mauer
Clothing	Von Mauer
Clothing	Yorktown
Entertainment	AMC Oak Brook
Garden	Wannemaker's
Grocery	Aldi
Grocery	Aldi
Grocery	Aldi
Grocery	Aldi
Grocery	Aldi
Grocery	Aldi
Grocery	Aldi
Grocery	Aldi
Grocery	Aldi
Grocery	Amazon Grocery
Grocery	Bakeries
Grocery	Breweries
Grocery	Brookhaven
Grocery	Brookhaven

#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Grocery	Brookhaven
Grocery	Brookhaven
Grocery	Brookhaven
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Costco
Grocery	Grocery
Grocery	Grocery
Grocery	Grocery
Grocery	Grocery
Grocery	Grocery
Grocery	Grocery
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel



#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Jewel
Grocery	Kirsten's Bakery
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's

#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Grocery	Mariano's
Grocery	Mariano's
Grocery	Mariano's
Grocery	Meier
Grocery	Meijer
Grocery	Sam's Club
Grocery	Sam's Club
Grocery	Sam's Club
Grocery	Sam's Club
Grocery	Sam's Club
Grocery	Sam's Club
Grocery	Shop and Save
Grocery	supermarkets
Grocery	The Farm
Grocery	Tony's
Grocery	Tony's
Grocery	Tony's
Grocery	Tony's
Grocery	Tony's
Grocery	Trader Joe's
Grocery	Trader Joe's
Grocery	Trader Joe's
Grocery	Trader Joe's
Grocery	Trader Joe's
Grocery	Trader Joe's
Grocery	Trader Joe's
Grocery	Trader Joe's
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart



#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart
Grocery	Walmart
Grocery	Warehouse
Hardware	Ace Hardware
Hardware	Ace Hardware
Hardware	Ace Hardware
Hardware	Harbor Freight
Hardware	Hardware
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot
Hardware	Home Depot

#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Hardware	Menards
Hardware	Menards
Hardware	Menards
Hardware	Menards
Hardware	Menards
Hardware	Menards
Hardware	Menards
Home	At Home
Home	Home Goods
Home	Target
Personal Care	Bath & Body Works
Personal Care	Oscos
Personal Care	Oscos
Personal Care	Personal Services
Personal Care	Walgreens
Personal Care	Walgreens
Personal Care	Walgreens
Pet	Pet Supplies
Pet	Petsmart
Pet	Petsmart
Pet	Two Bostons
Restaurant	Daily Scoop
Restaurant	Foxtail
Restaurant	McDonalds
Restaurant	Restaurants
Restaurant	Restaurants
Restaurant	Restaurants
Retail	Amazon
Retail	Big Box Stores
Retail	Brickyard
Retail	Cadence



#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Retail	Donen
Retail	Downtown Downers Grove
Retail	Downtown Downers Grove
Retail	Downtown Hinsdale
Retail	H Mart
Retail	Hallmark
Retail	Hallmark
Retail	Vintage Charm

#39 Which stores do you regularly shop at located *outside* of Willowbrook?

Type	Store(s)
Retail	Vintage Charm
Sport	Dick's
Sport	REI
Sport	Sporting Goods
Sport	Sporting Goods
Tech	Apple Store
Toys	Learning Express

#40 Where in Willowbrook do you regularly shop?

Store	Original response
Auto	Car Wash - Westmont
Auto	Citgo
Auto	Gas Stations
Auto	Shell
Bank	Chase Bank
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Marshalls
Clothing	Sketchers
Clothing	TJ Maxx
Craft	Michael's
Craft	Michael's
Craft	Michael's

#40 Where in Willowbrook do you regularly shop?

Store	Original response
Craft	Michael's
Craft	Michael's
Craft	Michael's
Craft	Michael's
Craft	Michael's
Craft	Michael's
Discount	Dollar Tree
Discount	Dollar Tree
Discount	Dollar Tree
Discount	Dollar Tree
Discount	Dollar Tree
Discount	Dollar Tree
Fast Food	Chick-fil-A
Fast Food	ChiShack
Fast Food	ChiShack
Fast Food	Dairy Queen
Fast Food	Dunkin'
Fast Food	Fast Food
Fast Food	Panera
Fast Food	Panera
Fast Food	Panera



2023 CITIZEN SURVEY

#40 Where in Willowbrook do you regularly shop?

[illegible]

#40 Where in Willowbrook do you regularly shop?

[illegible]



#40 Where in Willowbrook do you regularly shop?

Store	Original response
Grocery	Tony's
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Grocery	Whole Foods
Hinsdale Lake Commons	Hinsdale Lake Commons
Hinsdale Lake Commons	Hinsdale Lake Commons
Home	Bed, Bath & Beyond
Jewelry	Bela Cosa
Jewelry	Bela Cosa
Liquor	Binny's
Liquor	Binny's
Liquor	Binny's
Liquor	Binny's

#40 Where in Willowbrook do you regularly shop?

Store	Original response
Liquor	Binny's
Liquor	Binny's
Liquor	Binny's
None	None
None	None
None	None
None	None
None	None
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Office	Staples
Personal Care	Barber
Personal Care	Bath & Body Works
Personal Care	Magic Nails
Personal Care	Nail Salons
Personal Care	Ulta
Personal Care	Ulta
Personal Care	Ulta
Personal Care	Ulta
Personal Care	Ulta
Personal Care	Walgreens
Personal Care	Walgreens
Personal Care	Walgreens
Personal Care	Walgreens
Personal Care	Walgreens



2023 CITIZEN SURVEY

#40 Where in Willowbrook do you regularly shop?

[illegible]

#40 Where in Willowbrook do you regularly shop?

[illegible]

#46 What suggestions do you have to improve the Village website?

Area	Original response
Commendation	I think it's pretty thorough.
Commendation	Don't stop it
Commendation	Keep doing what you're doing!
Commendation	None, it's good
Commendation	Village website is highly informative.
Communication	We need more access to current Willowbrook info via cellphone...texts and calls to residents... emails and letters just don't always get priority attention
Communication	Email the News and Events to interested parties
Communication	add the service of SMS notification when there are an important matter to know
Content	Update the New Resident Handbook. Info incorrect & confusing for services like sewer.
Content	Community Development pages
Content	List the names of all employees and there positions/roles
Content	police reports, more local news, developments
Content	names/pictures service years of Willowbrook elected officials and employees
Content	We could use a similar Community House program with day trips, guest speakers, movie days, cooking classes, fine art program, such as paint classes, pottery classes,
Content	Free family activities in the area.
NA	none
NA	None
NA	N/A
NA	N/A
NA	Don't know



#46 What suggestions do you have to improve the Village website?

Area	Original response
NA	N/A
NA	N/A
Navigation	could be more user friendly, senior activities
Navigation	Make it easier to locate information

#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
Administration	Commendation	Village is doing a good job.
Administration	Commendation	My compliments to the Village Trustees and Village employees (all of them) who work hard day in/day out to make Willowbrook a great place to live. Thank you.
Administration	Commendation	Doing a very good job. Thanks
Administration	Commendation	Keep up the good work.
Administration	Commendation	Overall satisfied and like the tax structure.
Administration	Commendation	Excellent in raising children, location, easy to get around streets, hways, visiting Burr Ridge, Hinsdale and surrounding villages.
Administration	Communication	I receive a lot more information from Burr Ridge than Willowbrook via text and email. I am a resident of Willowbrook I would prefer more from the Mayor of Willowbrook. During the pandemic this was very apparent.
Administration	Communication	[comment added to question #47 re: Channel 6] I recently saw this by accident but it could be useful in future.
Administration	Communication	Notification of tornado warnings etc from Village of WB.
Administration	Communication	1/3 I like the regular texts from Burr Ridge that I get. I wish Willowbrook would text more about events. Most recent was the Juneteeth [sic] shooting. It can be good news & warnings
Administration	Communication	Note on question 47 regarding using Channel 6 - I used the old WHBC channel



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
Administration	Communication	Please start including return envelopes with any correspondence, or water billing that you intend on us returning to you. I have lived many places and Willowbrook is the only place that never includes a return envelope. If you want us to pay online then offer paperless billing!
Administration	Communication	1/3 Survey is way to long, I almost stopped a few times...
Administration	General	Most of our social activities are with our church located outside of Willowbrook.
Administration	Multiple	<p>We are long term residents...and we are very very happy with HALF of the Village Police Department...and have repeatedly indicated how kind, professional and helpful they are...whereas we also have had to deal with officers who are crude and unprofessional...and make no attempt to resolve our fears...but the good will out. Also...there is a daytime, nonER dispatch female who responds to calls regarding Willowbrook with a very rude demeanor...just tell me YES or NO...there is a way to talk to people...and one of our biggest issues...besides nonResidents getting better care than Residents...is recognize that residents like us are trying to keep things nice...pick up garbage, shop locally, raise family right...but we have been told by police that living next to a park...expect crime! Get more security! Don't bother trespassers...</p> <p>It really is alot to put on Residents, especially long term ones like us...it is alot to have us call about excess this and code question that, to endure excessive noise, and have to report things that really should be police visibility and local Trustee and code enforcement responsibilities...we are always encouraged to see Willowbrook develop into a residential community that has lots of healthy things to offer its residents...not cheap overcrowded congested areas...not industrial parks within single family homes...if someone got hurt in Willowbrook...the nearest hospital is too far away...if the Trustees vote to tear up all the greenspaces in areas to put in pickleball courts...you will encourage outsiders to use...and that is insulting to those of us who pay alot for peace, quiet, diverse neighborhoods with decent schools, honorable Police (of which...there are alot...but those bad actors...).</p> <p>It would be great to be allowed to put as many branches as we need to out on branch pick up days...like we used to</p> <p>It would be awesome if ponds would have fish, birds et al</p>



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
		<p>It would be great if traffic would flow out of residential areas...one-way streets?? and that speed limits and NO TRUCK signs would actually mean something</p> <p>It would be the best...if LOCAL contractors could get our Village Business...Tamelng, etc</p> <p>It would be nice if we hire our residents for positions</p> <p>Please have a plan for HOMELESS or needy in Willowbrook...the most wonderful of young people need to get help to spend the night safely...even in motels or Police facilities nearby...how do we know...they WALK past our home...we give money and conversation...</p> <p>but there are far too many cheats in our area of Willowbrook...no permits...Police won't enforce repeat violations...using schools to bring out of district services...lets help the little residents, the Seniors, the homeless, the animals...not be a Village that lets Air BNB operation, overcrowding, nonpermit construction and destruction of greenspace...not even a single willow tree in Borse Park...</p>
Administration	Services	[Comment on question 26 "...online bill pay system user-friendly?"] you should be able to pay full amount - not two amounts
Administration	Services	2/2 ...Have heard that Chicago wants suburbs to take in illegal immigrants [sic]. I do not [do not is double underlined] want our tax dollars allocated to illegal activity. Including those who claim refugee status. This is a federal problem not a local Willowbrook problem.
Administration	Suggestion	<p>3/3 ...Daniel Burnham is perhaps best known for his famous statement:</p> <p>Make no little plans. They have no magic to stir men's blood and probably will not themselves be realized. Make big plans, aim high in hope and work, remembering that a noble, logical diagram once recorded will never die, but long after we are gone will be a living thing, asserting itself with ever growing insistency. Remember that our sons and grandsons are going to do things that would stagger us.</p> <p>The residents are counting on staff members for improvements. Make no small plans!</p>
Administration	Taxes	1 /2 Sales tax too high. Need to coordinate and work with State of Illinois to reduce high rates. Sales tax is one of our major tax expenditures. ...
Board	Commendation	3/3...Mayor - Excellent



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
CommDev	Development	2/3 ...a great addition to Willowbrook would be a small restaurant like Zazas in Westmont. Bernard's is too cafeteria-ish, and Madison's / Stats are too bar-ish. Dell Rea's is great (as is Oishi Sushi) but it would be great to have a cozy place for dinner that we can go to regularly. I'm sure it would be successful. It would also be great to get some fun retail like Vintage Charm or something else more upscale in one of the storefronts. (I would have loved a theatre on Cass in Westmont where the car wash is going.) We have enjoyed Willowbrook since we moved here 3 years ago and will continue to shop locally as much as possible...
CommDev	Development	The Village is kept nice. We have lived here for 35 years. I wish a regular restaurant could succeed at 63rd and Route 83. That area hasn't had a decent restaurant for years (Sandwich Factory was the last decent staple in there). Across the way, Bernard's has made it and is very good, but it would be nice to have another choice. It was also nice having a Hallmark in there (yes, years ago); it would be great to have something like the downtown areas have - like a Vintage Charm or other gift/boutique shop. Keep up the good work! Karrie Kummere
CommDev	Development	I think the village has greatly improved over the past 15th s that I've lived here. Much more family friendly activities and building the WTC. Just wish we had more restaurants with outside seating. And a place for teenagers to hang out.
CommDev	Development	1/4 Enhance visual quality of the properties on Kingery Hwy and Plainfield; being the main/.important / vibrant zone of Willowbrook.
CommDev	Development	3/3...A community gathering place - outside would be nice Thanks for asking...
CommDev	Development	Forgot to mention a yoga studio on businesses to suggest. Shop at target also.
CommDev	Development	Less section 8 housing.



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
CommDev	Development	<p>The Village has become more congested in terms of traffic over the past few years. While it is nice to have stores & businesses close by adding more development (both residential & non-residential) will only compound this issue. In addition, I think we have a nice balance of residential options (single-family homes, condos, etc.) currently. And we have wonderful space to walk & enjoy green spaces & trees as well. Continuing to build/add more houses, apartments, etc. would alter the feel of Willowbrook; it is a relatively peaceful & family friendly place as it is now. It would be a shame if this changed.</p> <p>No need to contact me. Thank you for taking my feedback into consideration. I have enjoyed living in this area for many years. [11-15 year resident]</p>
CommDev	Development	2/2... I'd like to see some good restaurants here as well...
CommDev	Development	We like living here after living in Chicago for many years. The only thing we miss are the restaurants and bars in Chicago. Willowbrook and the surrounding communities cannot compare.
CommDev	Development	<p>Bring Best Buy to Willowbrook.</p> <p>Bring IHOP (International House of Pancakes) to Willowbrook.</p>
CommDev	Development	Please find a casual sit-down restaurant for the former Juicy-O location that does NOT utilize drive through service and a clothing store for the empty store next to Ulta.
CommDev	Enforcement	4/4 ...Village of Willowbrook should [previous word underlined] impose regulations on weed trees maintenance for residential buildings
CommDev	Enforcement	<p>Concern: Neighbor at 403 Waterford Dr. has 2 non-operative vehicles parked in the driveway. The pick-up truck blocks the sidewalk and the other vehicle was in an accident. Both vehicles should be repaired or junked. I feel it brings value of our neighborhood down. The individuals residing in the home are renters.</p> <p>I would like my concern to remain confidential</p> <p>Thank you :)</p>
CommDev	Enforcement	...Clean up of old run down houses
CommDev	Enforcement	Why are giant R.V.s allowed to be parked in home owner's drive ways. They are unsightly!



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
CommDev	Permits	From our experience and the experience of others we have talked to the permit process for ALL work done on homeowners policy's is poor. It takes way too much time and is not handled well at all. We want people to get permits in our town to guarantee quality construction, but if these horror stories keep circulating others will just not apply for the permits.
CommDev	Permits	Permits for updating residential properties, which is needed for a majority of the homes takes an excessive amount of time and makes it very discouraging. I also feels like it discourages homeowners from obtaining a permit, which is not ideal. The turnaround time I received trying to put in a pool was 2-3 weeks for each response which delayed the start date of my project by 4 months. I think this is completely unacceptable and inconvenient.
CommDev	Permits	1/4 I found permit somewhat confusing, esp. arranging inspection on short time project...
NONE	NONE	N/A
NONE	NONE	None
Parks	Activities	Boy's Little League
Parks	Activities	3/4 ...Be nice to have bathrooms at the parks Summer [illegible] for bringing people together; OK[illegible] art fair, festivals, etc...
Parks	Activities	A Park District Fitness Center would be very nice. (maybe pay to use/join)
Parks	Activities	1/2 Nice environment that would benefit from recreational programs...
Parks	Activities	I do not like the cost of the social events of the Village of Willowbrook Burr Ridge Park District Active Adults Group. I would prefer to keep costs minimal to encourage more people to attend - not everyone has the same money as those from Burr Ridge.
Parks	Commendation	Overall, very happy with living in Willowbrook. Looking forward to the updates to Midway Park and Borse Park.
Parks	Facilities	I moved from a dog friendly city. Even maintains dog waste dispenser bags in parks. Willowbrook isn't dog friendly. Residents walk dogs in streets. Unsafe for both. Especially in winter when easy to fall. Burr Ridge & Darien have places that allow dog walking. Why don't any of our parks?
Parks	Facilities	1/3 Other than a dog park or designated dog park hours in an existing park, ...



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
Parks	Facilities	It's wonderful to have a waterpark
Parks	Facilities	It would be nice to partner with neighboring towns for golf privileges or ice skating/hockey
Parks	Facilities	Park ponds are favorite fishing spots for many residents. Like most retention ponds, they get choked with algae as a result of fertilizer run off. This makes fishing difficult. I would like to see the ponds treated for algae twice a year.
Parks	Question	3/4 ...Why Willowbrook does not have Park district?...
Parks	Seniors	2/4 ...I'm unsure about what's happening with the Seniors' activities...
Police	Commendation	With respect to the additional businesses, etc., to add to Willowbrook, at this point we feel our Police Department is already working around the clock in keeping our village safe. Wasn't there just recently a prostitution bust at LaQuinta? We certainly don't need more hotels. With respect to banking and banquet facilities - again, our police are already working overtime and don't need additional crowds (banquets) or attractions (banks) to add to their lists. We also don't need another Sterigenics incident. The two areas that we listed as "good" under Police was not a complaint against the PD - it's simply that they are just outnumbered. Route 83 has become the new Santa Fe Speedway and you can hear sirens all day long from first responders. None of that is a mark against Willowbrook and/or the Willowbrook Police Department - this is definitely a problem throughout Cook and DuPage counties that needs to be addressed.
Police	Commendation	1/2 [comment written in by #12 Police overall attitude and behavior] Nice at bingo...
Police	Commendation	4/4 ...[This item is starred] I noticed presence of police vehicles and patrolling throughout the village. I also witnessed an officer gently questioning a "rough person" to see if he needed help. It made me very proud of the officer.
Police	Commendation	4/4 ...Police are wonderful doing vacation watch!
Police	Commendation	2/3...Police Cheif - Excellent he really cares, same for his staff...
Police	Communication	I think ti would be useful to form neighborhood watches to better engage the community oriented policing practices and perhaps a civilian police academy would be useful as well



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
Police	Enforcement	3/3 ...One thing we noticed: someone on our cul-de-sac leaves their light blue SUV on the street for several nights in a row, and there is never a ticket in the AM. They must be calling it into the police every night, but I wonder why they just don't pull it into their large driveway? Not a huge deal, just sort of strange. Thanks!
Police	Enforcement	Posted speed limit (25 mph) not adhered too [sic]. Traffic has increased as well as driver's speed. 40-plus not uncommon.
Police	Enforcement	Please have more community events for the residents of Willowbrook. #1 concern is the excessive speeding on Midway Drive & Brookbank Road. Cars fly up the hill [<u>fly up the hill</u>] & don't slow down for people & children crossing at Midway & Brookbank. This intersection has a bus stop for Gower Middle, too. Very dangerous crossing intersection!!!
Police	Enforcement	We live on 79th St. It has become such a hazard trying to walk because of no sidewalk. People speed in the 25 mph zone and we have made the police department aware of this various times. Something needs to be done to enforce safety!
Police	Enforcement	1/2 need more police presence on CHR at Gower West and enforcement of speed limits on CHR from 79th to 75th also street light on same stretch of road which is very dark ,...
Police	Enforcement	[Note: Respondent returned a paper survey and did not complete the back side of the sheets, i.e. even pages, so many questions are incomplete] I always see your department sitting around at Walgreen's, Target, parks, stores. Shouldn't you be serving & protecting?
Police	Enforcement	I really wish they would put speed bumps on Eleanor off of 75th Street. The sign that was implemented doesn't stop cars from speeding down that block or on 75th Place. Does a child have to be hurt before its considered?
Police	Enforcement	2/4...Cars are always passing stopped school buses on C.H. [Clarendon Hills] Road..
Police	Enforcement	I like the signs which stipulate no noise zones throughout Willowbrook. I would suggest a way to enforce such law.



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
Police	Enforcement	My backyard is on Plainfield Rd. I have a fence. My son lives on corner of Rodgers and Somerset Rd. His backyard is also on Plainfield. He has a fence also. The speed limit on Plainfield between Garfield and Madison is 45. Way to fast. [Note: previous sentence double underlined-jw] There has been a few accidents with people turning into Waterford sub. on to Rodgers. 10 years ago a car turning onto Rodgers off of Plainfield drove into my sons back right yard. Crashed through fence into back yard. I think maybe cars r coming to fast or mayb even a stop sign or light on that corner would slow everyone down.
Police	Enforcement	Would like to see more visible police presence 24 hours in Lake Hinsdale Village
Police	Enforcement	we live near corner of 63rd an Bentley Avenue - on Bentley - and 3 of 4 drivers here have been rear-ened turning onto Bentley from 63rd heading west. This corner is extremely angerous andd needs a traffic light. or at the very least a flashing yellow sign and pedestrian crossing. Can something be done to make 63rd and Bentley Avenue safer?
Police	Enforcement	Enforcement of speed limits on Midway Dr.,Clarendon Hills Rd.and 79th. St.
Police	Enforcement	2/3 ...Formulate a plan with all surrounding suburbs to alleviate traffic congestion with red lights. Computer timed lights that monitor traffic to improve the flow of traffic is something that everyone benefits from. Partner with surrounding communities and IDOT to link all of the lights together with one central source to improve traffic flow. This would improve traffic and congestion. This has been done in LA in California. See the link below: https://www.nytimes.com/2013/04/02/us/to-fight-gridlock-los-angeles-synchronizes-every-red-light.html
Public Works	Commendation	Like the new Willowbrook signs on entrances to the town Appreciate no electric outages!
Public Works	Maintenance	2/4 ...Give more attention to public parks 9scale, landscaping) etc...improve greenery maintenance along Plainfield...
Public Works	Maintenance	3/4 ...In the past 2 years I've called about crumbled sidewalk and dead tree with no action...
Public Works	Maintenance	Last brush pick up was not well articulated as to the dates to the public



#51 Suggestions / Recommendations / Concerns / Comments

Category	Subcategory	Original response
Public Works	Maintenance	Too many times I mentioned trimming dead limbs from parkway trees. I have 3 large [double underlined] Maple on parkway. It makes me sick to see drying at top of trees!! I tried once to have some dead limbs trimmed; but company would not anything on Village property.
Public Works	Maintenance	Would like to see more street lighting even if its funded through property taxes...
Public Works	Maintenance	Provide free leaf pickup in the fall for Willowbrook residents as provided by other villages (Oak Brook).
Public Works	Maintenance	Plant more trees in the park way in Waterford
Public Works	Maintenance	2/3 ...-Wish our sidewalks would be continuous & a LARGE bike/walk lane on 63rd would be created...
Public Works	Roads	Suggest sound barrier south of Midway Drive on Rt 83. Concerned with crime and littering
Public Works	Roads	Turn right lane at 63rd and Clarendon Hills Road
Public Works	Roads	Love this town but need noise deadening walls 83
Public Works	Roads	1/3 Place lights on the new masonry Willowbrook signage Consider a sound wall at 83 on the west side south of 75th St that abuts residential housing for soundproofing the area...
Public Works	Snow plowing	Companies involved in street plowing should be very careful with mail boxes and lawns. Entrances to driveways must be cleared by the Village after street plowing. This is very difficult to do especially with seniors. I don't think residence (sic) would mind paying extra for this service.
Public Works	Snow plowing	2/2 ...[starred item from #27 B. Village Services Snow Plowing] Our mail box & (post) was hit twice in 5 years - Willowbrook said they would take [care] of it - never did
Public Works	Storm sewers	2/2 ...storm sewers are needed on CHR between 79th and 75th instead of ditches which are in bad shape like Darien did this work on 67th and also CHR . Gower West looks awesome CHR needs attention, Thank You



COMMITTEE OF THE WHOLE

AGENDA ITEM NO: 5.b. SUBJECT: DISCUSSION – ADDITIONAL PUBLIC WORKS MAINTENANCE VEHICLE PURCHASE	DATE: October 23, 2023
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STAFF REPORT

TO: Mayor Trilla and Board of Trustees
FROM: Andrew Passero, Public Works Foreman
THROUGH: Sean Halloran, Village Administrator

PURPOSE AND ACTION REQUESTED

Discussion about the need for an additional maintenance vehicle, a Bobcat UW56 Tool Cat, for the Public Works Department.

BACKGROUND/SUMMARY

Public Works staff have a continuing need for an additional vehicle for facilities and street maintenance. The Bobcat Tool Cat is a versatile, four-season machine used by many municipalities. The Bobcat machine offers over fifty (50) different attachments available for purchase.

Staff are proposing to purchase an angle broom, heavy-duty bucket, snow pusher, and salt spreader. The sixty-eight-inch (68") angle broom will be used to clean the streets after water main breaks, routine village-owned parking lot cleaning, snow clearing within the permeable parking lots, and add sand to the brick parking lots on an annual basis. The snow and ice control attachments will reduce the number of outsourced contractors called in for routine tasks during the winter season. Additional attachments can be purchased in the future and used to maintain the ball fields, complete job site restoration work in-house, and receive and unload heavy deliveries made to the public works facility. The Tool Cat will be utilized by Public Works, Parks, and the Police Department. This utility vehicle comes standard with a fully enclosed, heated, and cooled cab. Police Department staff can use this vehicle during larger park events and patrol areas of the parks unreachable by their squad cars.

The Tool Cat will come with a sixty (60) month, 2,000-hour extended warranty. All warranty and preventive maintenance work will take place at the public works facility, eliminating the need for a trailer to transport the Tool Cat for service. The proposed deluxe, road-ready package will include turn signals, headlights and taillights, sideview mirrors, and a backup alarm allowing staff to drive the vehicle on village-owned streets from job site to job site.

FINANCIAL IMPACT

If the Board provides positive feedback, staff will request a budget amendment at a future Board of Trustees meeting. As of right now, the cost is \$103,192.01 and includes the above-mentioned four attachments as well as the extended warranty. This machine was publicly bid out through Sourcewell.

While staff expenditures are nearly 10% lower than expected at this time, staff will recommend using existing appropriated funds that have come in under budget.

RECOMMENDED ACTION

Staff are seeking feedback on the equipment purchase.



COMMITTEE OF THE WHOLE

AGENDA ITEM NO: 5.c. SUBJECT: PRESENTATION – SNOW OPERATIONS MANUAL	DATE: October 23, 2023
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STAFF REPORT

TO: Mayor Trilla and Board of Trustees
FROM: Andrew Passero, Public Works Foreman
THROUGH: Sean Halloran, Village Administrator

PURPOSE AND ACTION REQUESTED

Presentation of the 2023 Snow and Ice guide.

BACKGROUND/SUMMARY

As part of the 2023-2024 Strategic Initiatives, Public Works staff was tasked with updating its Snowplow Operations Manual. In 2018, staff made changes to the plow routes by creating a fifth route. In 2022, the Village entered into a contract with a snow removal contractor, NJ Ryan, who brings equipment that has never been used by a contractor on village roads in the past. Also, since the last update of the Snowplow Operations Manual, there have been several changes in vendors for repair, and equipment.

The purpose of this Manual is to provide a guide to the Board and to residents of snow plowing operations within the Village. Included in this guide you will find the updated plow routes, a list of all village-owned equipment and contractor equipment, the costs associated with the contractor's equipment, and an updated set of expectations regarding snow plowing operations from the Public Works staff and contractors.

FINANCIAL IMPACT

None

RECOMMENDED ACTION:

This item is for informational purposes only.

SNOWPLOW OPERATIONS MANUAL

2023 - 2024



Village of
WILLOWBROOK

Introduction

The following report is an annual Village of Willowbrook snow plan and an update for the mobilization of contracted snow plowing services. Below, please find the designated routes along with the designated contractor. The contractual snow plowing services shall take effect once a minimum of 1.5 inches of snowfall has occurred. Attached, please find updated hourly rates as provided by the vendors.

Location-Route 1 Southwest Corner Orange

Route Incorporates:

Farmingdale Subdivision
Clarendon Hills Road to the West
Route 83 to the East
79th Street to the South
75th Street to the North

Designated Contractor

Willowbrook- 5 Ton International Truck
NJ Ryan- Plow truck with salter

Location-Route 2 Northeast Corner Green

Route Incorporates:

Waterford Subdivision
Rodgers Farm Subdivision
Garfield Ridge
Ridgefield

Designated Contractor

Willowbrook- 5 International Truck
NJ Ryan- Bobcat with push box
NJ Ryan- Plow truck with salter

Location-Route 3 Central Route Blue

Route Incorporates:

Plainfield Manor
Martin Court
Ridgemoor East
Ridgemoor West
Adams Street

Designated Contractor

Willowbrook- 1 Ton Dump Truck
NJ Ryan- Plow truck with salter

Location-Route 4 Northwest Corner Pink

Route Incorporates:

58th Street to the North
67th Street to the South
Route 83 to the East
Western Avenue to the West

Designated Contractor

Willowbrook- 5 Ton International Truck
NJ Ryan- Plow truck with salter

Location-Route 5 Executive Route Yellow

Route Incorporates:

Frontage Road to the South
Plainfield Road to the North
Madison Street to the East
Route 83 to the West
Village Hall
Community Park

Designated Contractor

Willowbrook- 1 Ton Dump Truck
NJ Ryan- Plow truck with salter
NJ Ryan- Bobcat with push box

VILLAGE OF WILLOWBROOK POLICY AND PROCEDURES FOR SNOW AND ICE REMOVAL

I. Policy

- A. The objective of the Village Snow Removal operation is to remove snow from all streets under the jurisdiction of the Village within four (4) hours after the conclusion of a snowfall. Should snow accumulate in excess of three inches (3"), the length of time to remove snow from the streets will be increased proportionately.
- B. The Village Snow Removal operation will commence when snow accumulations reach one inch (1") or otherwise determined by the Public Works Foreman.
- C. The Village Ice Control operation will commence upon notification that hazardous conditions exist on Village roads by the Police Department or other Village personnel.

The principle objective of salting operations is to provide safe and available roads for residents and businesses.

- D. In the event of a Police or Fire emergency requiring snow removal, such operation shall have the highest priority.
- E. All roads falling under DuPage County Jurisdiction shall not, under any circumstance, be plowed or salted by the Village. When conditions exist that these roads require maintenance, the Village will contact DuPage County Highway Department.

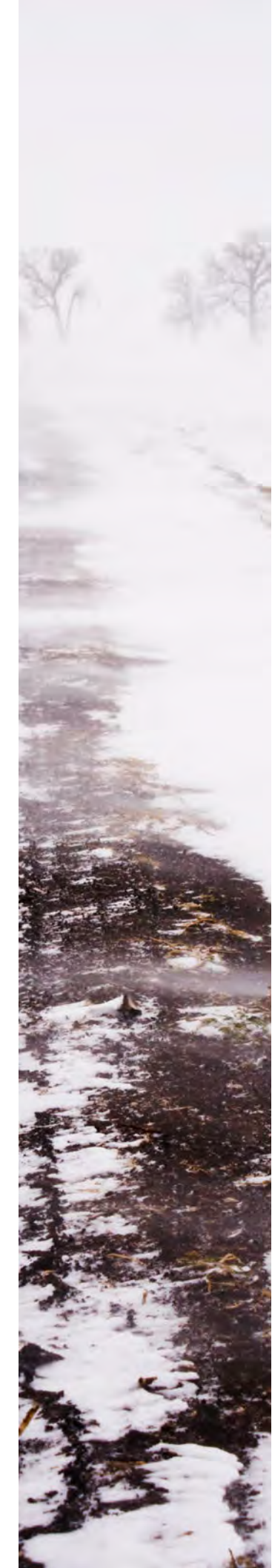


II. RULES AND RESPONSIBILITIES

- A. Snow Removal in the Village of Willowbrook is a function of the Public Works Department and is under the direction of the Village Administrator.
- B. The Public Works Foreman is responsible for the supervision of all snow removal resources. The primary functions of this individual include quality control, surveillance of progress from the field, and troubleshooting.
- C. The Village relies on the use of contracted assistance under certain circumstances to provide snow removal services under the supervision of Village personnel. Contracted assistance is often necessary due to the length, severity, and frequency of winter storms to provide superior snow removal services and to ensure the safety of Village employees throughout the winter season. Typically, contractors will not be deployed unless a storm is minimally expected to produce in excess of one and a half inches (1.5") of accumulation on the streets. Use of contracted assistance is authorized by the Public Works Foreman.
- D. Each driver will be assigned a route at the time they are called out and expected to follow it unless otherwise directed by the Public Works Foreman. Zone sheets and route maps will be supplied to each driver.
- E. Each driver is responsible for maintenance of his vehicle and if he/she detects a mechanical problem-return to the garage immediately.
- F. While plowing snow, drivers will not exceed the speed limit of twenty (20) miles per hour.
- G. At no time are drivers to leave their assigned route unless ordered by the Public Works Foreman.

III. CITIZENS REQUEST FOR SERVICE/COMPLAINT

- A. All citizen inquiries regarding snow removal procedures should be directed to either the Public Works Foreman or Administrative Services Coordinator.
- B. The Administrative Services Coordinator will keep a detailed log of all calls. Public Works Foreman or Administrative Services Coordinator, whoever takes the call, shall obtain the location of the request for service/complaint. Should the request be for a County maintained road, the Village will inform the individual that the County has instructed the Village not to remove any snow or ice, from their highway system. The County has indicated that should the Village attempt to remove any snow or ice, the Village will then become liable for damages caused by our actions. The Village will give the caller the telephone number for the County Highway Department in order that they can request service directly.

- 
- C. The Public Works Foreman will review all requests for service/complaints, modifying the Snow and Ice Removal Procedures when appropriate.

SPECIAL ROUTE NOTES:

- A. Village Building parking lots – before 8:00 A.M.
- B. All trucks are to be fueled and loaded before each shift change.

SNOW ROUTE #1

Midway Drive
Clarendon Hills Rd - 79th St to 75th St
79th Street
Brookbank Road
Virginia Court
Eleanor Place
Arlene Avenue

**The following roads shall have
only hills and intersections salted:**

Sheridan Drive
Cherry Tree Lane
Blackberry Lane
Apple Tree Lane
Honey Locust Lane
Pine Tree Lane
Hawthorn Lane
Sugarbush Lane

SNOW ROUTE #2

Waterford Subdivision
Garfield Ridge Court
Ridgefield Lane

SNOW ROUTE #3

Caitlin Court
Ridgemoor Drive and Lane Court
64th Street
Thurlow Street
Soper Avenue
Martin Court
69th Street
68th Street
68th Place
Quincy Street
67th Place
Adams Street
69th Street
Ridgemoor West Subdivision

SNOW ROUTE #4

Clarendon Hills Road - 67th St to 59th St
7th Street - Route 83 to Clarendon Hills Rd
59th Street - Western to Holmes
Western - 59th Street to 61st Street
Bentley - 65th Street to 58th Street
Chatelaine Court
Willowood Lane
60th Court
61st Street to Bentley
Virginia Avenue to 58th Street
Tennessee Avenue to 58th Street
Tennessee Ave south of 63rd to Village limits
Coralynn Court
Alabama Avenue to 58th Street
Holmes Avenue to 58th Place
58th Place - Holmes & Clarendon Hills Road

SNOW ROUTE #5

Executive Drive
Willowbrook Center Parkway
Quincy Street
71st Street
Monroe Street
Soper Avenue
Village Hall
Borse Memorial Park

SNOW REMOVAL CONTRACTORS

NJ Ryan Tree & Landscape



DaRin Ryan – Owner/Operator



Equipment List

- (2) 2020 S650 Bobcat 74 HP
 - (3) 2022 S770 Bobcat 92 HP
 - (4) 2021 F450 Salt Truck with plows
 - (2) 2022 International Plow Truck with spreaders (6 wheelers)
 - (2) John Deere 244K loader
 - (2) 2019 Sterling Rolloff Trucks
 - (2) 2018 S850 Bobcat 100 HP
 - (2) 2021 Bobcat 923 Telly
 - (3) 2022 GMC Pickup with plow
 - (2) 2021 F350 Flat Bed with plow
 - (1) 344 John Deere Loader
- All trucks have 9' - 10' plows*



REPAIR VENDORS

Rush Truck Center

4655 South Central Avenue
Chicago, IL 60638



24-hour shop

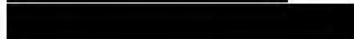
B&E Auto

15W760 N Frontage Rd
Burr Ridge, IL 60527



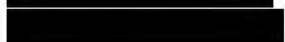
Commercial Tire

1105 N 30th Ave
Melrose Park, IL 60160



Lindco Equipment Sales, Inc.

Shop Facility
Daryl Lindesmith
8765 Louisiana St.
Merrillville, IN 46410



Weld-All

728 Vandustrial Dr
Westmont, IL 60559



West Side Tractor Sales

1400 W. Ogden Ave.,
Naperville, IL 60563




Pirtek


(24 HR Hose Service)
1499 Tonne Rd.,
Elk Grove Village, IL 60007



VILLAGE EMPLOYEES

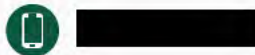
 Andrew Passero



 Brian Decker



 Patrick Kanaverskis



 Carl Anderson



2023-2024 ROCK SALT CONTACT INFORMATION

VENDOR –MORTON SALT INC. Order Phone: 

Village of Willowbrook-Customer Number is **PSD 4017275-01**

Andrew Passero, Public Works Foreman, is the contact person for ordering. One (1) truckload contains 20-24 tons of salt. Orders are placed in 20-ton increments. Our Salt Dome holds 600 tons of salt.

The Public Works Foreman will keep a running count of the total amount of salt ordered for the season.

Staff will occasionally order a chemically treated product called "Thawrox", when temperatures get extremely cold. Public Works Foreman will determine when to order "Thawrox". Follow the same ordering procedure, except specify "Thawrox" instead of salt.



OTHER GOVERNMENTAL AGENCIES

Illinois Department of Transportation - Right-of-Way Road Maintenance

17 W 125 Butterfield Road
Villa Park, IL 60181

 (Main)
(Overnight)

DuPage County – Maintenance Department

140 N. County Farm Road
Wheaton, IL 60187

 (Snow Main Number)
(Main Number)

Downers Grove Township – Highway/Streets

4340 Prince Street
Downers Grove, IL 60515

Main Number

Highway Main

Garage Number

2023-2024 CONTRACTOR RATES

NJ Ryan Tree & Landscape

Pick-up truck \$95 per hour
Dump truck \$95 per hour
Skid steer \$95 per hour
Laborer \$95 per hour

Other equipment available for snow plowing and cost of attachments

High flow snow blower	\$125 per hour
Push plow angle blade 9'-10'	\$50 per hour
Plow truck with V box salt spreader and 10' plow	\$135 per hour
Bobcat with 10' pusher	\$95 per hour
Snow blowers	\$50 per hour
Pickup truck with 9' plow	\$95 per hour
John Deere loaders	\$175 per hour
Roll off truck (6-wheeler)	\$95 per hour

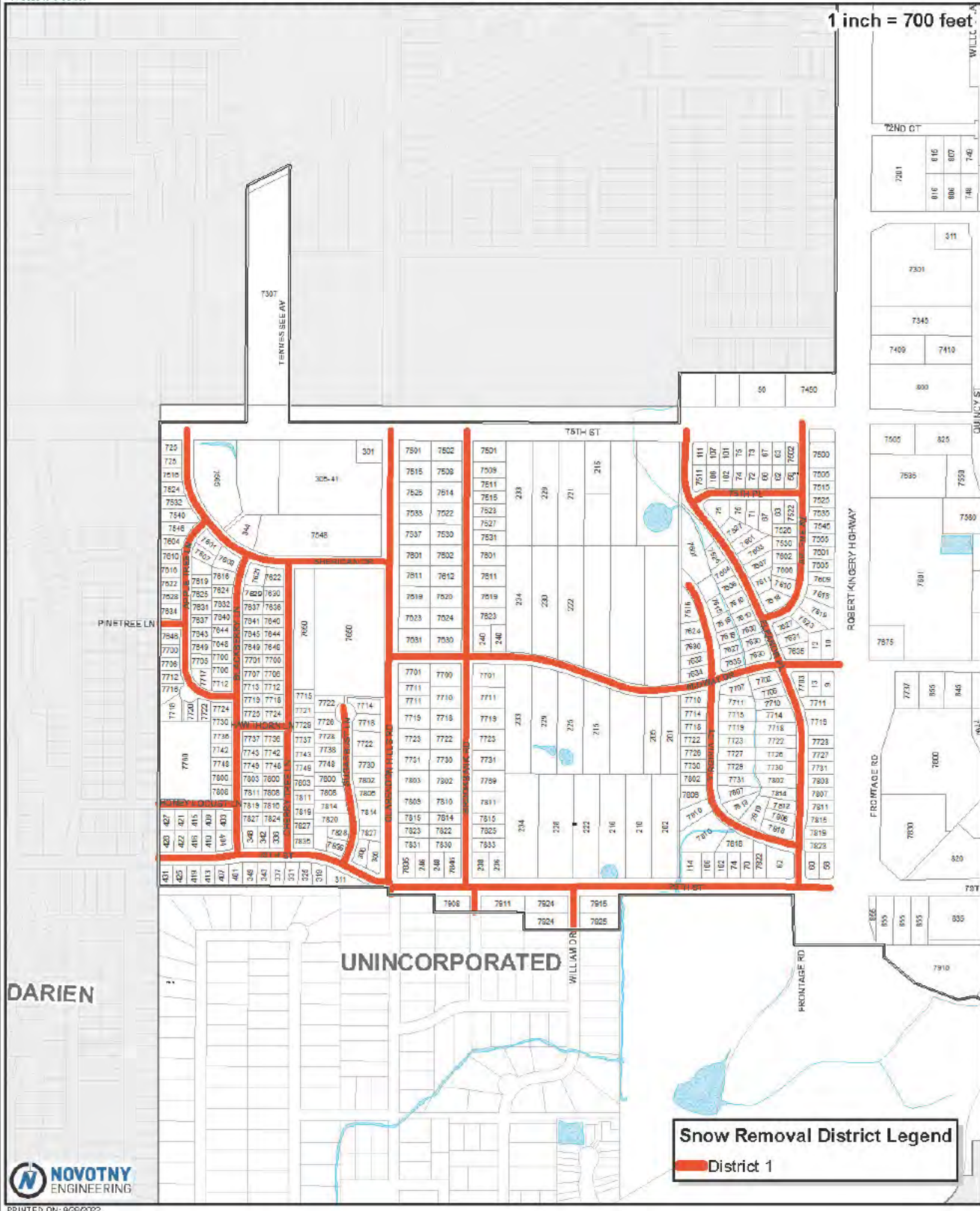




VILLAGE OF WILLOWBROOK SNOW REMOVAL DISTRICT MAP - DISTRICT 1



1 inch = 700 feet



PRINTED ON: 9/26/2022

1 inch = 700 feet



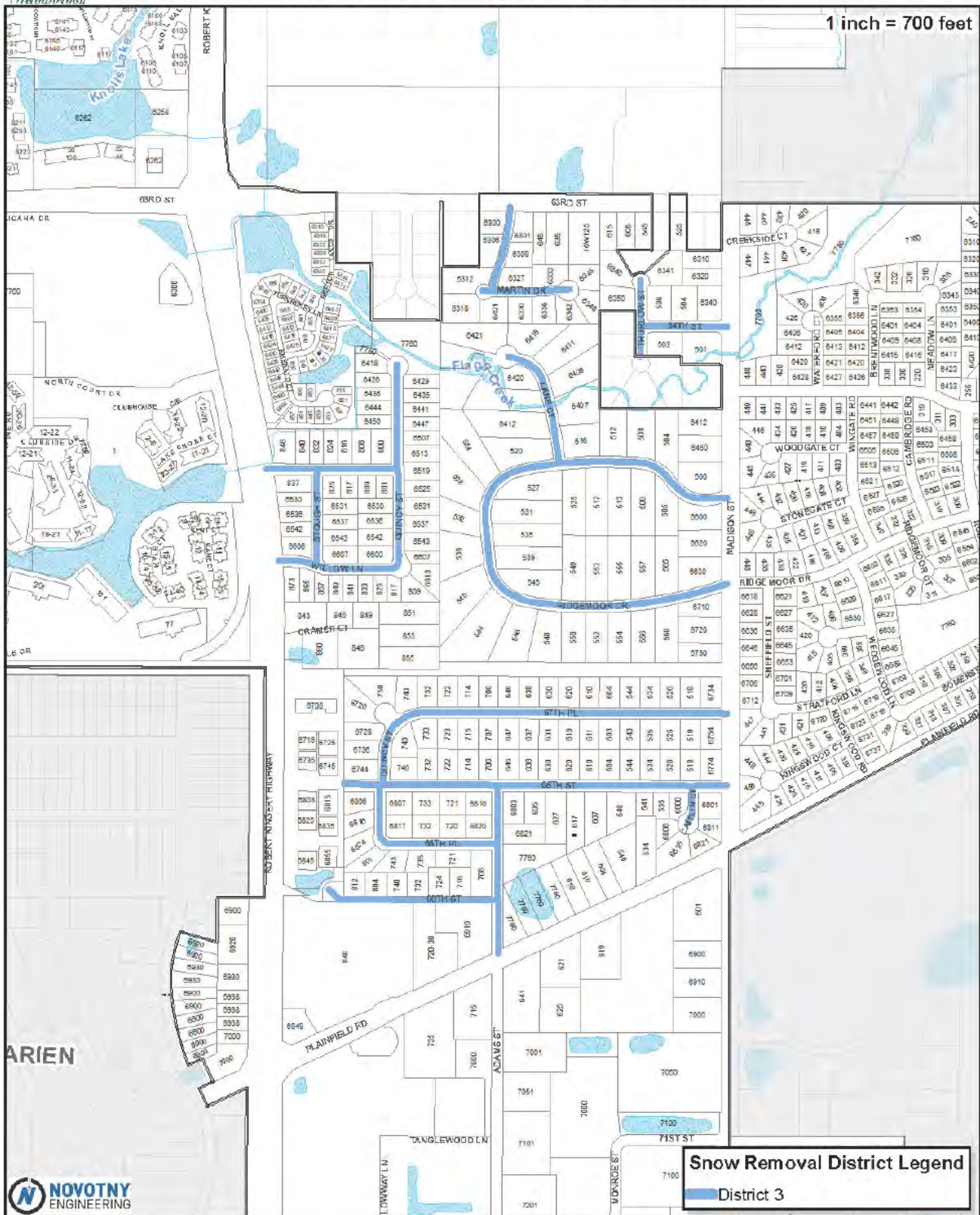


VILLAGE OF WILLOWBROOK

SNOW REMOVAL DISTRICT MAP - DISTRICT 3



1 inch = 700 feet



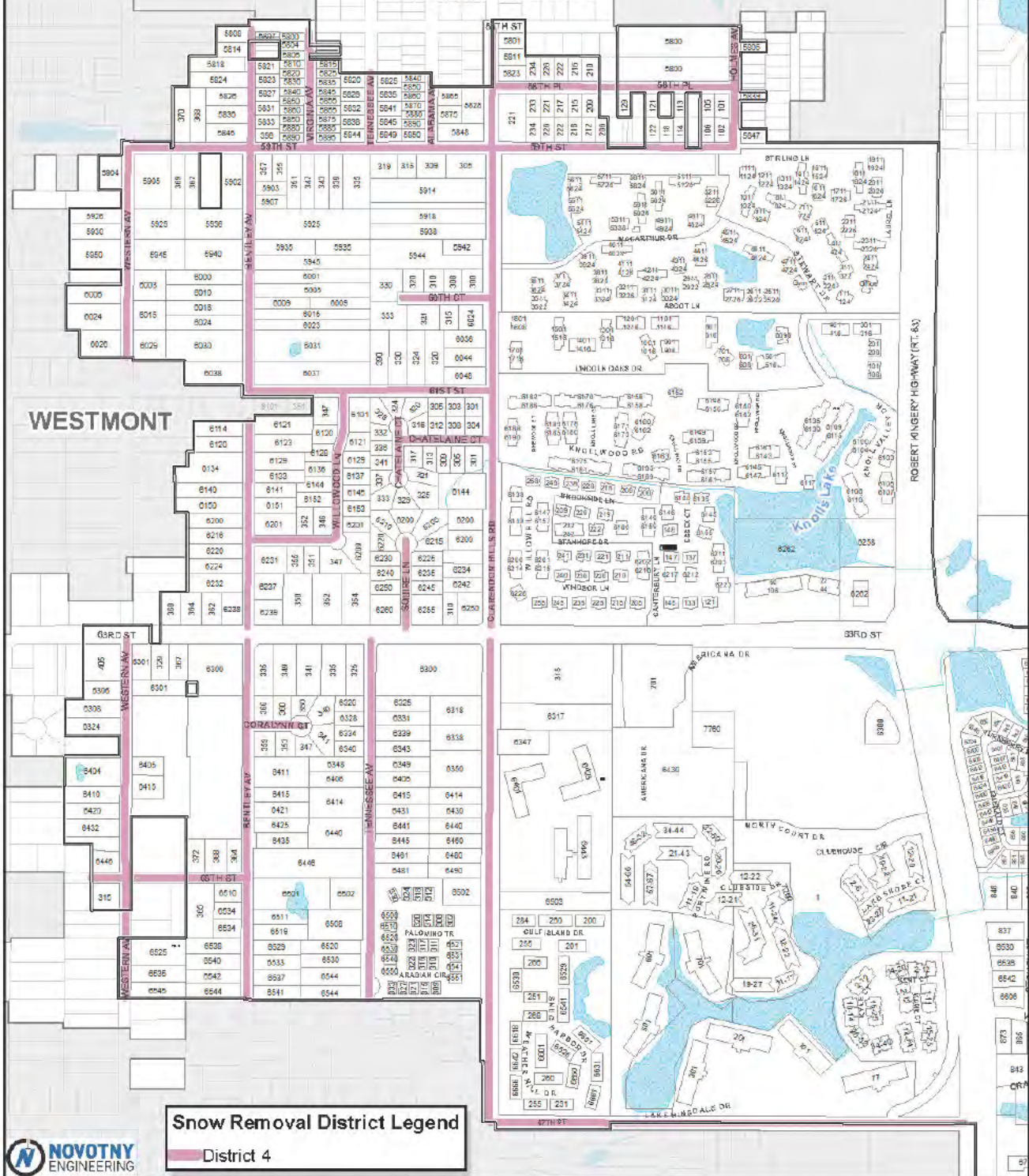
NOVOTNY
ENGINEERING

PRINTED ON: 9/26/2022



CLARENCE HILLS 1 inch = 700 feet

UNINCORPORATED



Snow Removal District Legend

District 4



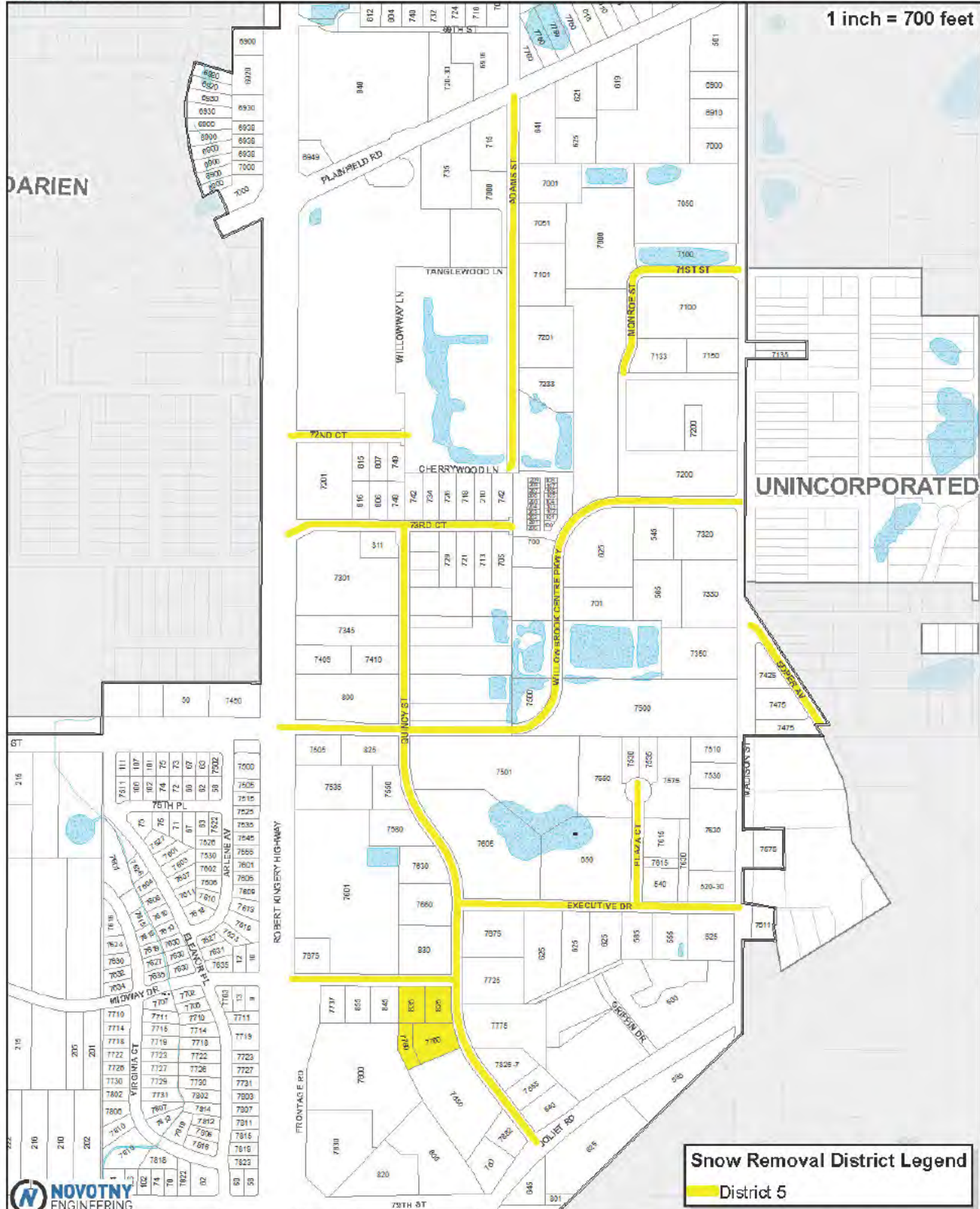
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VILLAGE OF WILLOWBROOK SNOW REMOVAL DISTRICT MAP - DISTRICT 5



1 inch = 700 feet

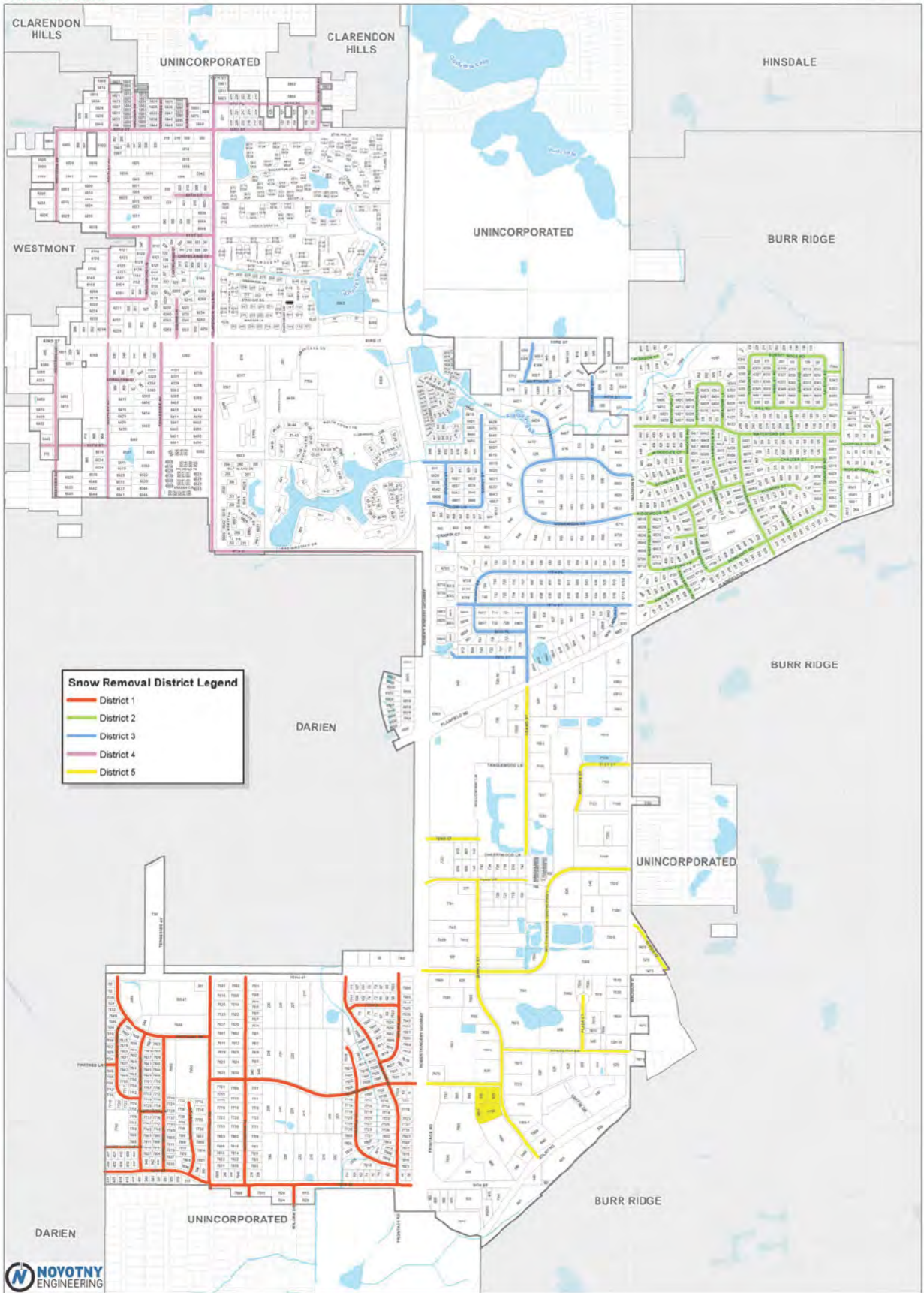




VILLAGE OF WILLOWBROOK SNOW REMOVAL DISTRICT MAP



1 INCH = 500 FEET
TOTAL SHEET SIZE: 11" x 17"





COMMITTEE OF THE WHOLE

AGENDA ITEM NO: 5.d.

DATE: October 23, 2023

SUBJECT:

DISCUSSION – RESOLUTION TO EXECUTE A MEMORANDUM OF UNDERSTANDING BETWEEN THE VILLAGE OF WILLOWBROOK AND THE ILLINOIS FRATERNAL ORDER OF POLICE (FOP) LABOR COUNCIL FOR A RETIREMENT HEALTH SAVINGS PLAN

STAFF REPORT

TO: Mayor Trilla and Board of Trustees

FROM: Lauren Kaspar, Chief of Police

THROUGH: Sean Halloran, Village Administrator

PURPOSE AND ACTION REQUESTED

Staff is seeking discussion of a resolution authorizing the Mayor and Village Clerk to execute a memorandum of understanding between the Village of Willowbrook and the Illinois Fraternal Order of Police (FOP) Labor Council establishing a Retirement Health Savings (RHS) plan.

BACKGROUND/SUMMARY

In October of 2022, the Village Board approved a collective bargaining agreement covering the wages, benefits, terms and conditions of employment of all sworn police officers employed by the Village of Willowbrook in the ranks of patrol officer or sergeant, which agreement has a term expiring April 30, 2026.

Section 18.16 of the Agreement provides that the Village will establish payroll deductions and/or transfers for a Retirement Health Savings Plan, upon designation by the Union, and said Section also provides that the Village shall not be required to contribute to the Plan nor be responsible for any costs associated with the Plan, except that the Village shall pay the enrollment or other fees necessary to establish such Plan, but not to maintain such Plan.

In July of 2023, the Union informed the Village that it has designated that the payroll deductions and transfers to the Plan shall be as set forth hereinafter in this Memorandum of Understanding.



The Village and the Union agree as follows:

- The Village shall establish a Retirement Health Savings Plan through the National Public Pension Fund Association (NPPFA).
- Commencing the first payroll following January 1, 2024, the Village shall deduct the following amounts from the base pay of employees within the bargaining unit:
 - (a) employees with 0-2 years of service, 0% of base pay;
 - (b) employees who have completed 2 years of service until completion of 8 years of service, 2% of base pay;
 - (c) employees who have completed 8 years of service and thereafter, 3% of base pay.

Under the terms of the Retirement Health Savings Plan, all current employees of the bargaining unit, as of December 31st, 2023, shall have a one-time opportunity to opt-out of participating in the Retirement Health Savings Plan. Once that election is made, it may not be reversed or changed. Any employees of the bargaining unit who are hired on or after January 1st, 2024, shall be required to enroll in the Retirement Health Savings Plan.

FINANCIAL IMPACT

Per the Collective Bargaining Agreement, the Village shall not be required to contribute to the Plan nor be responsible for any costs associated with the Plan, except that the Village shall pay the enrollment or other fees necessary to establish such Plan, but not to maintain such Plan.

RECOMMENDED ACTION:

Approve the resolution.

**MEMORANDUM OF UNDERSTANDING
REGARDING THE ESTABLISHMENT OF A
RETIREMENT HEALTH SAVINGS PLAN**

THIS MEMORANDUM OF UNDERSTANDING is entered into by and between the VILLAGE OF WILLOWBROOK ("Village") and the ILLINOIS FRATERNAL ORDER OF POLICE LABOR COUNCIL ("Union") this _____ day of September, 2023.

WHEREAS, the Village and the Union are parties to a collective bargaining agreement covering the wages, benefits, terms and conditions of employment of all sworn police officers employed by the Village of Willowbrook in the ranks of patrol officer or sergeant, which agreement has a term expiring April 30, 2026 ("Agreement"); and

WHEREAS, Section 18.16 of said Agreement provides that the Village will establish payroll deductions and/or transfers for a Retirement Health Savings Plan ("Plan"), upon designation by the Union, and said Section also provides that the Village shall not be required to contribute to the Plan nor be responsible for any costs associated with the Plan, except that the Village shall pay the enrollment or other fees necessary to establish such Plan, but not to maintain such Plan; and

WHEREAS, the Union has informed the Village that it has designated that the payroll deductions and transfers to the Plan shall be as set forth hereinafter in this Memorandum of Understanding.

NOW, THEREFORE, the Village and the Union agree as follows:

Section 1. The Village shall establish a Retirement Health Savings Plan through the National Public Pension Fund Association (NPPFA).

Section 2. Commencing the first payroll following January 1, 2024, the Village shall deduct the following amounts from the base pay of employees within the bargaining unit:

- (a) employees with 0-2 years of service, 0% of base pay;
- (b) employees who have completed 2 years of service until completion of 8 years of service, 2% of base pay;
- (c) employees who have completed 8 years of service and thereafter, 3% of base pay.

Section 3. Under the terms of the Retirement Health Savings Plan, all current employees of the bargaining unit, as of December 31, 2023, shall have a one-time opportunity to

opt-out of participating in the Retirement Health Savings Plan. That election is an irrevocable election, it may not be reversed or changed. Any employees of the bargaining unit who are hired on or after January 1, 2024 shall be required to enroll in the Retirement Health Savings Plan.

IN WITNESS WHEREOF, the Village and the Union have executed this Memorandum of Understanding on the date first set forth hereinabove.

VILLAGE OF WILLOWBROOK

ILLINOIS FRATERNAL ORDER OF
POLICE LABOR COUNCIL

By: _____

By: Kev S. [Signature] 09.25.23

[Signature]

[Signature]



COMMITTEE OF THE WHOLE

AGENDA ITEM NO: 5.e. SUBJECT: DISCUSSION – PAID LEAVE AMENDMENT	DATE: October 23, 2023
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STAFF REPORT

TO: Mayor Trilla and Board of Trustees
FROM: Sean Halloran, Village Administrator
THROUGH: Sean Halloran, Village Administrator

PURPOSE AND ACTION REQUESTED

Discussion about the paid leave amendment and its impact on the Village.

BACKGROUND/SUMMARY

On March 13, 2023, Illinois Governor J. B. Pritzker signed the Paid Leave for All Workers Act ("Act"). The Act is the first statewide paid leave law in Illinois; it mandates paid leave "for any reason" for employees. The new Act, including the leave accrual requirements, will take effect on January 1, 2024. The Act applies to Illinois employers of any size, including most state and local government employers.

The law does not apply to employees covered by a collective bargaining agreement who work in the construction industry or for a national and international parcel, document, and freight transportation service (including delivery and pickup). In all other cases, the law will not affect bona fide CBAs in effect on Jan. 1, 2024 (July 1, 2024 for state agencies), but CBAs after that date will have to explicitly waive the law's requirements in clear and unambiguous terms.

Paid leave under the Act may be taken by an employee for any reason of the employee's choosing, or for no reason at all, and must be provided by the employer upon the employee's request, which request may be provided to the employer without advance notice, if the leave is not foreseeable as determined by the employee. The Act excludes certain governmental employers from the mandates of the Act, including school districts and park districts, but fails to exclude municipalities from the mandates of the Act. The workforce of the Village provides essential and continuing governmental services, including police and public works services, the operations of which could be severely disrupted by the application of the above-referenced impromptu leave mandated under the Act.

Home-rule municipalities have the ability, through the use of home rule powers, to exclude themselves, as a municipal employer, from coverage under the Act. By taking this approach, Village employees will not be given the additional 40 hours of paid leave through the Act. However, the benefits provided to full-time employees of the Village exceed the benefits afforded under the Act. Union employees receive paid leave benefits under the applicable collective bargaining agreement, and non-union employees receive paid leave benefits recently approved by the Board in 2022 through the update to the Employee Handbook. If the Board took action to exclude the Village from coverage under the Act, there would be no change to existing benefits afforded to employees of the Village.



Staff recommends the Board take the following actions prior to January 1, 2024:

- The Village Board will approve an ordinance that will preempt itself as a municipality from the state's Paid Leave Act.
- The Village Board will approve the Employee Handbook as an ordinance.

FINANCIAL IMPACT

There is no financial impact regarding this discussion item.

RECOMMENDED ACTION:

Staff are seeking feedback with regard to the effects of the Illinois Paid Leave for All Workers Act.