

# VILLAGE OF WILLOWBROOK

## 2015 CITIZEN SURVEY



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## Section One

# Analysis of Significant Findings

# Willowbrook Citizen Survey 2015 ~ Significant Findings

## **Demographics**

In December of 2015, Village staff distributed surveys to 1,000 randomly selected Willowbrook residents. The 2015 Willowbrook Citizen Survey had a response rate of 22.8%. Most survey respondents (about 79%) are aged 50 and older. Over half (58%) are 60 years or older. Respondent households are small with 63.1% reporting a household of two or less persons. Respondents typically live in a single family home (74.7%) or condominium (19.4%), which they own (95.8%). Over half (64.2%) of all responding households report an annual income of over \$75,000, with 49.2% reporting over \$100,000, annually. 28.7% of all respondents have been residents for ten (10) years or less, while an amazing 48.1% of respondents have been residents for 20 years or more. The highest percentage of respondents reported to live North of Plainfield, East of Madison.

## **Quality of Life**

Respondents answered favorably with 93.1% reporting that they were “Very Satisfied” or “Satisfied” with the overall quality of life in Willowbrook. In fact, 52.5% replied they were “Very Satisfied with the overall quality of life in Willowbrook”. When asked about the quality of life as compared to ten (10) years ago it was reported that life was “Somewhat Better” (38.5%), “About the Same” (35.6%), or “Much Better” (13.8%).

Most respondents (76.8%) reported that “Location” is the greatest asset to living in Willowbrook while “Schools” (55.7%) and “Shopping” (54.4%) placed second and third. In the comments section, respondents also noted “Ease of access to major highways & shopping”, “Willowbrook Town Center” and “Low Taxes” as advantages to living in Willowbrook. The top three reported disadvantages of living in Willowbrook were “Traffic Problems”, “Lack of Public Transportation” and “Housing Costs” receiving 39.5%, 22.8% and 11.0% of the responses, respectively. In the comments section, respondents also noted “High Cost of Taxes” and “Traffic” disadvantages of living in Willowbrook.

## **Police**

Overall safety scores were strong with 94.4% of respondents reporting they felt their level of safety and security within Willowbrook as either “Good” or “Excellent.” Respondents gave their highest scores for “Overall Performance” (94.4%), “Response Time” (91.9%), and “Non-Emergency Attitude and Behavior” (90.7%). “Level of Traffic Enforcement” and Officer Helpfulness & Ability to Solve Problems” received the lowest scores with 78.6% and 83.1% respectively. When asked to rate the level of assistance received when visiting or calling the Willowbrook Police Department, respondents stated “Employee Attitude & Behavior” was “Good” or “Excellent” 88.4% of the time.

9-1-1 Dispatch Services received strong scores with both “Employee Attitude and Behavior” and “Helpfulness and Attempts to Solve the Problem” being reported as “Good” or “Excellent” 97.1% and 93.8% respectively.

When Mean Scores are considered, seven of the eleven Police Department services measured received “Excellent” ratings.

When gauging awareness about community safety programs, “Neighborhood Watch” (33.8%) scored the highest, “Halloween Safety Program” (23.5%) coming in second, and the “Cadet/Explorer Program” at 19.9%. Awareness was the lowest for the “Operation Teddy Bear”, with 4.6% of respondents having heard of the program. Participation was highest for “Halloween Safety” (3.9%), “SWAC” (2.2%), and the “Neighborhood Watch” (1.8%).

### **Finance**

Overall, 87.9% of survey respondents report that they feel as though they receive a fair level of service for tax dollars paid to the Village of Willowbrook. If the demand for additional services requires additional revenue, respondents ranked “User Fees” as the preferred method of payment. “Sales Tax” and “Vehicle Stickers” were second and third choices for payment. “Utility Fees” was listed as the least desirable method of obtaining additional revenue.

Front Desk Service at Village Hall received a 95.0% satisfaction rating of “Excellent” and “Good” combined scores. Front Desk Service also received an “Excellent” score on the Mean Score Rated Scale. Approximately 38% of all survey respondents conduct Village business “By Mail” while about 27% use “Electronic Bill Pay” and 11.0% conduct business with “Direct Debit.” If offered with a “Convenience Fee”, 34.0% of respondents report that they would utilize “Online Bill Pay.” However, 66.0% of respondents report that they would not utilize the service.

### **Public Works**

In rating the quality of Village services, combined scores for “Street Maintenance” scored the highest with 87.8% of respondents scoring it “Excellent” or “Good.” Categories “Snow Plowing” and “Water Service” came in second and third with combined scores of 87.1% and 81.9%, respectively. “Streetscape” and “Street Lighting” scored the lowest of the public works services with a score of 61.5% and 66.2% respectively. Focusing on Village beautification projects, 82.1% of respondents say that they are satisfied with the scope and level of the projects to date. Respondents were almost split with respect to funding future beautification projects with 46.2% wanting to see more.

### **Building and Code Enforcement**

When “Excellent” and “Good” scores are combined, maintenance of property received high scores on the survey. In looking at “Residential Properties”, respondents gave higher combined scores for “Buildings” (88.6%) over Property (87.2%). Focusing on “Non-residential Properties”, combined scores were “Buildings” (90.2%) and “Property” (87.2%). When applying for a permit for construction or home improvement, 81.2% of respondents report that they received “Excellent” or “Good” instruction and information in order to successfully complete the project.

### **Planning and Development**

When “Excellent” and “Good” scores are combined, respondents rate “Appearance” (94.7%) and “Quality” (88.4%) the highest when evaluating the quality of new non-residential developments in Willowbrook. “Traffic Circulation” received the lowest score at 60.8%. Survey respondents gave strong combined scores for new residential developments, with 88.4% rating the quality as “Excellent” or “Good.” When asked what type of residential developments they would like to see respondents ranked the choices in the following order: 1. Single Family Homes, 2. Senior Housing, 3. Townhomes, 4. Condominiums 5. Apartments. When asked to rank the top five non-residential developments they would like to see, respondents answered as follows: 1. Restaurants, 2. Manufacturing, 3. Theaters, 4. Retail, and 5. Medical Facilities. In the comments section, respondents noted that they would like to see more Hardware Stores, Restaurants, Daycare Facilities, Grocery Stores, and Medical Facilities/Urgent Care. Respondents rate the following as the top five places to shop outside of Willowbrook: 1. Jewel, 2. Costco, 3. Wal-Mart, 4. Home Depot, 5. Oakbrook. Within Willowbrook, respondents rate the following as the top five local places to shop: 1. Target, 2. Whole Foods, 3. Willowbrook Town Center, 4. Bed, Bath, & Beyond, and 5. Michael’s.

### **Parks and Recreation**

When combined “Excellent” and “Good” scores are combined, satisfaction scores for the Parks and Recreation Department services scored very well. Both “Park Landscaping” and Condition of Park Grounds and Facilities received the highest combined score of 90.4%. “Condition of Park Equipment” received a score of 87.3% and “Organization of Park Programs” received 87.0%. “Staff Attitude and Knowledge” received the lowest combined score of 86.5%.

Focusing on programming, respondents report the highest satisfaction with activities designed for “Pre-K and Kindergarten (Ages 1-5)” received a rating of 84.0% while “Children (Ages 6-11)” received 69.7%. Respondents rate 62.5% of the “Senior Adult (Ages 60+)” programming as “Excellent” or “Good”. Of the six categories, “Young Adult Programs (Ages 20-25)” programming received the lowest combined scores at 45.4%. In the comments section, respondents noted that they would most like to see additional children’s and senior programming. There was a particular demand for increased senior activities ranging from day trips, exercise programs, and movie nights. Also of note was increased interest in park beautification and upgrading such as increased plant life, a pool, jogging/bike paths and stroller accommodations.

Overall, just under 36.3% of respondents participate in at least one Parks and Recreation Department program or event on an annual basis. Respondents indicate that they depend on the *Fun Guide* publication for program information, with a reported 75.0% readership, of which 87.5% find the information in the Fun Guide useful. When asked about whether leashed animals should be allowed in Willowbrook Parks, 55.8% of survey respondents marked “Yes” although many respondents commented there needs to be strict enforcement of an “owner’s clean up after their pets” policy.

### **Communication**

When asked about Internet access, 85.1% of respondents said that they had access at their home and 78.5% stated they have high-speed connection. At work, 47.8% of respondents stated that they have internet access, 46.5% of which have high-speed. 44.9% of survey respondents say they have visited the Village’s website and of those, 76.4% find the website useful. 74.9% of survey respondents say they would find a “News & Events” e-mail service helpful. 9.4% of respondents stated they would use the cable access channel 6 for information. Of those respondents, 38.1% found the cable access channel to be a helpful resource.

## Section Two

# Mean Scores for Survey Questions

## Mean Scores for 2015 Rated Citizen Survey Questions

*The rated items are on a four-point scale and can be interpreted as:  
1-1.75=excellent, 1.76-2.5=good, 2.51-3.25=fair, and 3.26-4=poor.*

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



### **Section Three**

## **Respondent Answers by Percentage**

# Village of Willowbrook Citizen Survey 2015 - Results

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

## DEMOGRAPHICS

1. Check the box that best describes your age.

Under 20	0.0%	20-29	0.9%	30-39	6.5%
40-49	13.4%	50-59	21.2%	60-69	29.0%
70 & over	29.0%				

2. How many people currently live in your home?

One 24.4% Two 38.7% Three 18.4% Four or more 18.4%

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

Apartment	4.6%	Own	95.8%
Townhome	1.4%	Rent	4.2%
Condo	19.4%		
Single-Family Home	74.7%		

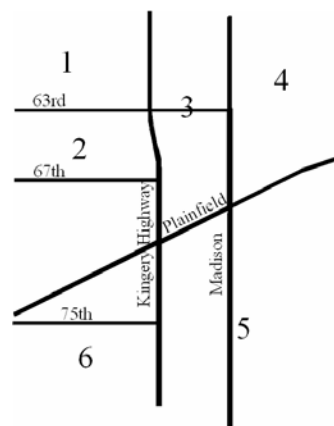
4 What is your combined household income?

Under \$25,000	4.8%	\$25,000 to \$49,999	16.6%
\$50,000 to \$74,999	14.4%	\$75,000 to \$99,999	15.0%
\$100,000 to \$149,999	17.1%	\$150,000 and over	32.1%

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

Under 1 year	4.7%	1 -5 yrs	13.2%	6 – 10 yrs	10.8%
11-15 years	15.6%	16 – 20 yrs	7.5%	20+ yrs	48.1%

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



(1) West of Kingery, North of 63rd	17.6%
(2) West of Kingery, from 63rd to 67th	20.0%
(3) North of Plainfield, East of Kingery, West of Madison	16.2%
(4) North of Plainfield, East of Madison	25.7%
(5) South of Plainfield, East of Kingery	4.3%
(6) South of Plainfield, West of Kingery	16.2%

## QUALITY OF LIFE

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

Very Satisfied	52.5%	Dissatisfied	5.5%
Satisfied	40.6%	Very Dissatisfied	1.4%

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

Much Better	13.8%	Somewhat Better	38.5%	The Same	35.6%
Somewhat Worse	10.3%	Much Worse	1.7%		

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

Employment Opportunities	2.2%	Housing Affordability	27.6%
Friendliness of Residents	44.3%	Neighborhoods	41.2%
Housing Quality	42.5%	Shopping	54.4%
Schools	55.7%	Recreational Amenities	13.2%
Diverse Population	14.9%	Health Care Facilities	13.6%
Religious Institutions	12.3%	Location	76.8%

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

Crime/Drug Abuse	10.5%	Lack of Employment	3.1%
Distance to Employer	7.9%	Lack of Public Transportation	22.8%
Lack of Health Care Facilities	7.0%	Recreational Amenities	7.9%
Distance to Shopping	4.8%	Street Conditions	8.3%
Traffic Problems	39.5%	Population Diversity	5.7%
Housing Costs	11.0%		

## 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	42.1%	39.5%	3.5%	1.3%	13.6%
12. Overall attitude and behavior of officers towards citizens	42.5%	31.1%	6.6%	1.8%	18.0%
13. How would you rate your feelings of safety and security within Willowbrook	28.1%	53.5%	12.3%	2.2%	3.9%
14. Officers' helpfulness and ability to solve the problem you called/contacted the police about	28.5%	23.2%	8.8%	1.8%	37.7%
15. Level of traffic enforcement	18.4%	46.1%	13.2%	4.4%	17.9%
16. Police department's response time	27.2%	27.6%	4.4%	0.4%	40.4%
17. Police department's efforts regarding criminal activity	22.4%	31.1%	5.3%	1.3%	39.9%

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

18. Employee's attitude and behavior towards citizens?	26.3%	24.6%	3.5%	1.8%	43.8%
19. Employee's helpfulness and attempts to solve the problem?	23.2%	23.2%	3.9%	2.2%	47.5%

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

20. Employee's attitude and behavior towards citizens?	17.5%	12.7%	0.9%	0.0%	68.9%
21. Employee's helpfulness and attempts to solve the problem?	14.0%	12.7%	1.3%	0.4%	71.6%

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

	Aware	Participate	Not aware
A. Cadet/Explorer	19.9 %	0.9 %	79.1 %
B. SWAC (Senior Willowbrook Adult Connected)	6.5%	2.3%	91.2%
C. Neighborhood Watch	33.8%	1.9%	64.4%
D. Halloween Safety Bags/ Glow Necklaces	23.5%	4.1%	72.4%
E. Operation Teddy Bear	4.6%	0.9%	94.5%

## FINANCE

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

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

Yes **87.9 %**      No **12.1%**

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

Property Tax **3**    User Fees **1**    Utility Fees **5**

Vehicle Stickers **4**    Sales Tax **2**

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

Excellent **47.1%**      Good **47.9%**      Fair **5.0%**

Poor **0.0%**

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

Electronic Bill Pay **27.6%**      In Person **9.6%**

Direct Debit **11.0%**      Drop Box **10.1%**

Other **6.6%**      Mail **38.2%**

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

Yes **34.0%**      No **66.0%**

## PUBLIC WORKS

28. Rate the quality of the following Village Services:	Excellent	Good	Fair	Poor	Don't Know
A. Street Maintenance	34.2%	47.8%	8.8%	2.6%	6.6%
B. Snow Plowing	45.6%	34.6%	9.6%	2.2%	8.0%
C. Street Sweeping	18.4%	33.3%	14.5%	4.8%	28.9%
D. Street Lighting	23.2%	37.7%	19.3%	11.8%	7.9%
E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)	14.9%	38.2%	26.8%	6.6%	13.5%
F. Condition of sidewalks in the Village	16.2%	44.7%	18.0%	5.7%	15.4%
29. Rate your level of satisfaction with water service provided	21.1%	40.4%	9.6%	3.9%	25.0%
<div> <div> 30. Over the past five years, the Village has undertaken beautification projects throughout the community including landscaped medians and entryways. Are you satisfied with the scope and level of these projects?  Yes <b>82.1%</b>      No <b>17.9%</b> </div> <div> 31. Would you like to see the Village fund additional beautification improvements?  Yes <b>46.2%</b>      No <b>53.8%</b> </div> <div> 32. If yes, where would you like to see additional beautification?  <hr/> </div> </div>					

## BUILDING AND CODE ENFORCEMENT

33. How well are the <i>non-residential properties</i> of the Village maintained in the following areas:	Excellent	Good	Fair	Poor	Don't Know
A. Building	16.7%	51.8%	7.0%	0.4%	24.1%
B. Property	14.0%	50.4%	7.9%	1.3%	26.3%
34. If you indicated "Fair" or "Poor", please provide examples of the non-residential area(s): <hr/>					
35. How well are the <i>residential properties</i> of the Village maintained in the following areas:	Excellent	Good	Fair	Poor	Don't Know
A. Building	18.0%	56.6%	9.2%	0.4%	15.8%
B. Property	16.7%	55.3%	9.2%	1.3%	17.5%
36. If you indicated "Fair" or "Poor", please provide examples of the non-residential area(s): <hr/>					
<div> <div> 37. If you have applied for a permit to construct a deck, swimming pool, shed, fence, driveway, home improvement, etc., please rate the level of quality of instruction and information given to you to successfully obtain a permit and complete the project? </div> <div> <div>Excellent</div> <div>Good</div> <div>Fair</div> <div>Poor</div> </div> </div> <div> <div>29.0%</div> <div>52.2%</div> <div>10.1%</div> <div>8.7%</div> </div>					

## PLANNING AND DEVELOPMENT

38. How would you rate the quality of the following for <i>new non-residential</i> developments in Willowbrook:	Excellent	Good	Fair	Poor	Don't Know
A. Appearance	21.9%	48.7%	3.9%	6.1%	19.4%
B. Traffic Circulation	9.2%	36.4%	21.9%	7.5%	25.0%
C. Parking	15.4%	41.7%	12.7%	3.1%	27.1%
D. Signage	13.2%	47.8%	7.0%	3.5%	28.5%
E. Access	16.7%	44.3%	9.6%	3.5%	25.9%
39. How would you rate the quality of <i>new residential</i> developments in Willowbrook?	10.1%	36.8%	5.3%	0.9%	46.9%

## PLANNING AND DEVELOPMENT (continued)

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

Apartments	2.6%	Townhomes	23.2%
Condominiums	11.8%	Single Family Homes	47.8%
Senior Housing	28.5%	High Rise	1.8%

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

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

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

44. Where in Willowbrook do you regularly shop?

\_\_\_\_\_

\_\_\_\_\_

## PARKS AND RECREATION DEPARTMENT

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

	Excellent	Good	Fair	Poor
A. Organization of recreation programs and special events	28.6%	58.4%	10.4%	2.6%
B. Staff attitude and knowledge	29.7%	56.8%	10.8%	2.7%
C. Park landscaping	31.6%	58.8%	8.8%	0.9%
D. Condition of the playground equipment	31.4%	55.9%	8.8%	3.9%
E. Condition of the grounds and other park facilities	28.1%	62.3%	7.9%	1.8%

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

A. Pre K and Kindergarten (Ages 1 – 5)	44.0%	40.0%	8.0%	8.0%
B. Children (Ages 6 – 11)	24.2%	45.5%	21.2%	9.1%
C. Preteen and Teen (Ages 12 – 19)	12.0%	40.0%	32.0%	16.0%
D. Young Adult (Ages 20 – 25)	13.6%	31.8%	31.8%	22.7%
E. Adult (Ages 26-59)	13.9%	38.9%	27.8%	19.4%
F. Senior Adult (60+)	21.9%	40.6%	25.0%	12.5%

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

None	63.8%	1-2	30.0%	3-5	5.3%
6-9	0.5%	10+	0.5%		

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Yes **75.0%** No **25.0%**

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

Yes **87.5%** No **12.5%**

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

\_\_\_\_\_

\_\_\_\_\_

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

Yes **55.8%** No **44.2%**

## COMMUNICATION

	Home	Work	Neither
53. Do you have access to the internet?	85.1%	47.8%	10.1%

54. Do you have a high-speed connection?	78.5%	46.5%	11.0%
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55. The Village operates a Village website at **www.willowbrookil.org**. Do you visit the website?

Yes	44.9%	No	55.1%
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56. If you visit the website, do you find it helpful?

Yes	76.4%	No	23.6%
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57. The Village currently offers a free “News & Events” email service on its website. Would you find this service helpful?

Yes	74.9%	No	25.1%
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58. What suggestions do you have to improve the Village website?

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

Yes **9.4%**      No **90.6%**

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

Yes **38.1%**      No **61.9%**

61. Later this year, the Village will be launching a Willowbrook Mobile App. The App will provide easy access to Willowbrook news, events, businesses, etc. via your smartphone. Would you find a resource like this helpful?

Yes **67.6%**      No **32.4%**

## FEEDBACK

61. Suggestions/Concerns/Comments:

[illegible]

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_

## Section Four

# Survey Trends

# Trends for Citizen Survey Questions

## 1. Check the box that best describes your age.

	Under 20	20-29	30-39	40-49	50-59	60-69	70 & over
2007	0.0%	3.8%	9.2%	16.8%	22.1%	24.0%	24.0%
2008	0.0%	5.6%	6.0%	15.1%	25.0%	26.3%	22.0%
2011	0.0%	5.2%	9.0%	10.7%	21.5%	23.6%	30.0%
2012	0.0%	3.5%	5.7%	10.9%	17.9%	27.9%	34.1%
2013	0.0%	2.8%	7.4%	10.2%	18.5%	30.1%	31.0%
2015	0.0%	0.9%	6.5%	13.4%	21.2%	29.0%	29.0%

## 2. How many people currently live in your home?

	One	Two	Three	4 or more
2007	33.3%	41.4%	24.9%	0.4%
2008	30.7%	46.8%	19.5%	3.0%
2011	35.5%	40.7%	22.1%	1.7%
2012	34.5%	41.0%	21.8%	2.6%
2013	35.0%	38.7%	16.6%	9.7%
2015	24.4%	38.7%	18.4%	18.4%

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

	Apartment	Town-home	Condo	SF Home	Own	Rent
2007	8.0%	11.4%	37.6%	43.0%	89.2%	10.8%
2008	6.8%	8.1%	36.0%	49.2%	91.9%	8.1%
2011	8.6%	9.9%	37.9%	43.5%	89.2%	10.8%
2012	8.3%	11.8%	39.0%	40.8%	91.7%	8.3%
2013	5.1%	8.3%	43.3%	43.3%	94.0%	6.0%
2015	4.6%	1.4%	19.4%	74.4%	95.8%	4.2%

## 4 What is your combined household income?

	Under \$25,000	\$25,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 and over
2007	6.3%	22.4%	18.4%	18.4%	16.1%	18.4%
2008	8.0%	25.5%	18.5%	11.5%	16.5%	20.0%
2011	8.7%	20.9%	24.8%	13.6%	15.0%	17.0%
2012	10.6%	20.7%	20.7%	15.2%	12.1%	20.7%
2013	3.7%	21.9%	19.3%	18.2%	16.6%	20.3%
2015	4.8%	16.6%	14.4%	15.0%	17.1%	32.1%

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

	Under 1 Year	1-5 Years	6-10 Years	11-15 Years	16-20 Years	20+ Years
2007	2.7%	24.2%	22.3%	12.9%	13.3%	24.6%
2008	3.9%	17.0%	17.5%	17.5%	12.2%	31.9%
2011	2.7%	19.2%	21.9%	12.9%	12.1%	31.3%
2012	4.5%	15.4%	14.0%	15.4%	15.8%	34.8%
2013	4.4%	13.6%	13.1%	12.6%	15.0%	40.8%
2015	4.7%	13.2%	10.8%	15.6%	7.5%	48.1%

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

	(1) West of Kingery, North of 63rd	(2) West of Kingery, from 67th to 63rd	(3) North of Plainfield, East of Kingery, West of Madison	(4) North of Plainfield, East of Madison	(5) South of Plainfield, East of Kingery	(6) South of Plainfield, West of Kingery
2007	23.9%	29.5%	12.4%	11.2%	6.4%	16.7%
2008	23.7%	26.3%	10.5%	17.1%	7.0%	15.4%
2011	25.9%	27.2%	9.6%	16.2%	7.0%	14.0%
2012	28.0%	31.2%	6.4%	15.6%	6.0%	12.8%
2013	21.2%	28.8%	10.1%	16.8%	6.7%	16.3%
2015	17.6%	20.0%	16.2%	25.7%	4.3%	16.2%



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

	Very Satisfied	Satisfied	Combined	Dissatisfied	Very Dissatisfied
2007	62.4%	36.0%	98.4%	1.6%	0.0%
2008	55.6%	43.2%	98.8%	0.9%	0.4%
2011	60.3%	39.7%	100.0%	0.0%	0.0%
2012	57.1%	41.6%	98.7%	0.4%	0.9%
2013	62.5%	36.6%	99.1%	0.0%	0.9%
2015	52.5%	40.6%	93.1%	5.5%	1.4%

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

	Much Better	Somewhat Better	Combined	The Same	Somewhat Worse	Much Worse
2007	16.7%	31.6%	48.3%	40.8%	9.8%	1.1%
2008	21.7%	33.7%	55.4%	33.1%	7.4%	4.0%
2011	15.8%	34.5%	50.3%	41.8%	6.1%	1.8%
2012	13.9%	30.6%	44.5%	43.4%	6.9%	5.2%
2013	15.1%	38.4%	53.5%	36.6%	8.1%	1.7%
2015	13.8%	38.5%	52.3%	35.6%	10.3%	1.7%

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

	Location	Shopping	Housing Quality	Friendliness of Residents	Schools	Neighbor-hoods
2007	83.6%	41.6%	43.1%	38.3%	38.3%	37.5%
2008	80.5%	48.5%	38.6%	32.0%	41.5%	34.9%
2011	81.9%	59.9%	41.8%	35.0%	43.9%	32.9%
2012	80.7%	50.6%	33.9%	38.2%	40.8%	32.6%
2013	78.1%	54.9%	42.4%	37.9%	48.2%	33.5%
2015	76.8%	54.4%	42.5%	44.3%	55.7%	41.2%

	Housing Affordability	Diverse Population	Recreational Amenities	Religious Institutions	Health Care Facilities	Employment Opportunities
2007	27.5%	17.1%	14.1%	10.0%	8.9%	3.0%
2008	30.3%	14.5%	14.1%	10.8%	7.5%	7.9%
2011	33.3%	17.3%	13.1%	10.1%	11.4%	1.7%
2012	31.3%	11.6%	13.7%	13.7%	14.2%	1.7%
2013	33.5%	17.0%	16.1%	10.7%	15.2%	4.0%
2015	27.6%	14.9%	13.2%	12.3%	13.6%	2.2%

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

	Traffic Problems	Lack of Public Transportation	Recreational Amenities	Housing Costs	Distance to Employer
2007	43.5%	29.0%	13.4%	10.8%	8.6%
2008	32.8%	32.8%	10.4%	12.9%	11.2%
2011	25.3%	27.8%	8.9%	9.3%	8.0%
2012	31.3%	30.5%	8.6%	12.4%	8.2%
2013	29.0%	29.0%	8.5%	10.7%	5.4%
2015	39.5%	22.8%	7.9%	11.0%	7.9%

	Lack of Health Care Facilities	Distance to Shopping	Street Conditions	Population Diversity	Lack of Employment	Crime/Drug Abuse
2007	7.4%	7.1%	4.8%	4.8%	4.8%	3.3%
2008	6.2%	7.5%	7.5%	4.1%	4.1%	4.6%
2011	6.3%	3.8%	8.0%	6.3%	8.4%	3.8%
2012	5.6%	3.4%	7.7%	5.2%	4.3%	6.4%
2013	4.9%	2.7%	5.4%	2.7%	3.1%	5.8%
2015	7.0%	4.8%	8.3%	5.7%	3.1%	10.5%

**11. Overall performance of the Willowbrook Police Department**

	Excellent	Good	Combined	Fair	Poor
2007	47.8%	41.9%	89.7%	8.4%	2.0%
2008	46.4%	45.4%	91.8%	7.2%	1.0%
2011	46.1%	47.6%	93.7%	4.7%	1.6%
2012	46.5%	42.2%	88.7%	7.0%	4.3%
2013	46.5%	45.9%	92.4%	3.8%	3.8%
2015	48.7%	45.7%	94.4%	4.1%	1.5%

**12. Overall attitude and behavior of officers towards citizens**

	Excellent	Good	Combined	Fair	Poor
2007	45.4%	42.9%	88.3%	8.8%	2.9%
2008	42.6%	42.1%	84.7%	12.3%	3.1%
2011	45.6%	43.0%	88.6%	9.3%	2.1%
2012	44.0%	40.0%	84.0%	12.6%	3.4%
2013	44.6%	42.3%	86.9%	9.1%	4.0%
2015	51.9%	38.0%	89.9%	8.0%	2.1%

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

	Excellent	Good	Combined	Fair	Poor
2007	41.0%	51.5%	92.5%	7.1%	0.4%
2008	42.7%	52.2%	94.9%	4.7%	0.4%
2011	36.9%	56.4%	93.3%	6.2%	0.4%
2012	34.4%	54.6%	89.0%	9.2%	1.8%
2013	37.7%	53.8%	91.5%	8.0%	0.5%
2015	29.2%	55.7%	84.9%	12.8%	2.3%

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

	Excellent	Good	Combined	Fair	Poor
2007	47.3%	39.6%	86.9%	8.9%	4.1%
2008	48.4%	40.0%	88.4%	7.7%	3.9%
2011	45.2%	41.4%	86.6%	10.8%	2.5%
2012	47.0%	38.3%	85.3%	9.4%	5.4%
2013	42.7%	38.0%	80.7%	12.0%	7.3%
2015	45.8%	37.3%	83.1%	14.1%	2.8%

**15. Level of traffic enforcement**

	Excellent	Good	Combined	Fair	Poor
2007	25.5%	55.9%	81.4%	14.2%	4.4%
2008	23.2%	59.6%	82.8%	12.3%	4.9%
2011	23.9%	60.2%	84.1%	13.9%	2.0%
2012	22.5%	55.5%	78.0%	14.8%	7.1%
2013	27.8%	56.8%	84.6%	13.6%	1.8%
2015	22.5%	56.1%	78.6%	16.0%	5.3%

**16. Police department's response time**

	Excellent	Good	Combined	Fair	Poor
2007	44.9%	47.6%	92.5%	6.8%	0.7%
2008	46.3%	47.6%	93.9%	4.8%	1.4%
2011	43.1%	51.0%	94.1%	5.2%	0.7%
2012	44.9%	40.4%	85.3%	11.8%	2.9%
2013	42.0%	49.0%	91.0%	7.7%	1.4%
2015	45.6%	46.3%	91.9%	7.4%	70.0%

**17. Police department's efforts regarding criminal activity**

	Excellent	Good	Combined	Fair	Poor
2007	40.3%	50.7%	91.0%	8.2%	0.7%
2008	38.7%	51.8%	90.5%	8.8%	0.7%
2011	40.3%	49.6%	89.9%	8.4%	1.7%
2012	36.1%	47.1%	83.2%	12.6%	4.2%
2013	40.2%	50.4%	90.6%	7.7%	1.7%
2015	37.2%	51.8%	89.0%	8.8%	2.2%

**18. Employee's attitude and behavior towards citizens?**

	Excellent	Good	Combined	Fair	Poor
2007	51.3%	35.3%	86.6%	12.0%	1.3%
2008	51.4%	35.8%	87.2%	10.1%	2.7%
2011	43.1%	46.0%	89.1%	8.8%	2.2%
2012	48.4%	41.0%	89.4%	8.2%	2.5%
2013	44.4%	46.0%	90.4%	7.9%	1.6%
2015	46.9%	43.8%	90.7%	6.3%	3.1%

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

	Excellent	Good	Combined	Fair	Poor
2007	50.3%	37.7%	88.0%	9.9%	2.0%
2008	47.9%	39.0%	86.9%	10.3%	2.7%
2011	42.5%	46.3%	88.8%	7.5%	3.7%
2012	47.9%	36.8%	84.7%	12.0%	3.4%
2013	44.6%	43.0%	87.6%	8.3%	4.1%
2015	44.2%	44.2%	88.4%	7.5%	1.5%

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

	Excellent	Good	Combined	Fair	Poor
2007	57.7%	36.1%	93.8%	4.1%	2.1%
2008	53.7%	37.9%	91.6%	7.4%	1.1%
2011	51.0%	40.4%	91.4%	7.7%	1.0%
2012	49.0%	42.0%	91.0%	9.0%	0.0%
2013	47.3%	50.5%	97.8%	2.2%	0.0%
2015	56.3%	40.8%	97.1%	0.1%	2.8%

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

	Excellent	Good	Combined	Fair	Poor
2007	60.2%	31.6%	91.8%	6.1%	2.0%
2008	51.5%	35.4%	86.9%	10.1%	3.0%
2011	51.0%	39.4%	90.4%	7.7%	1.9%
2012	46.5%	44.4%	90.9%	9.1%	0.0%
2013	49.4%	47.2%	96.6%	2.2%	1.1%
2015	49.2%	44.6%	93.8%	4.6%	1.5%

**22. The Willowbrook Police Department presently coordinates the following programs.**  
**Please indicate your awareness and participation with the programs listed:**

**A. Cadet/Explorer Program**

	Aware	Participate	Combined	Not aware
2007	NA	NA	NA	NA
2008	NA	NA	NA	NA
2011	NA	NA	NA	NA
2012	NA	NA	NA	NA
2013	NA	NA	NA	NA
2015	18.4%	0.9%	19.3%	73.2%

**B. SWAC (Senior Willowbrook Adult Connected)**

	Aware	Participate	Combined	Not aware
2007	22.8%	0.4%	23.2%	76.7%
2008	15.4%	0.5%	15.9%	84.2%
2011	15.1%	2.3%	17.4%	82.6%
2012	13.5%	2.9%	16.4%	83.7%
2013	14.3%	1.0%	15.3%	84.7%
2015	6.5%	2.3%	8.8%	91.2%

**C. Neighborhood Watch**

	Aware	Participate	Combined	Not aware
2007	56.3%	2.2%	58.5%	41.6%
2008	57.2%	5.0%	62.2%	37.8%
2011	47.3%	3.2%	50.5%	49.5%
2012	45.4%	2.9%	48.3%	51.7%
2013	38.2%	2.5%	40.7%	59.3%
2015	33.8%	1.9%	35.7%	64.4%

**D. Halloween Safety Bags/ Glow Necklaces**

	Aware	Participate	Combined	Not aware
2007	27.4%	4.0%	31.4%	68.6%
2008	31.7%	5.5%	37.2%	62.8%
2011	25.1%	3.3%	28.4%	71.6%
2012	20.0%	3.4%	23.4%	76.6%
2013	24.5%	3.4%	27.9%	72.1%
2015	23.5%	4.1%	27.6%	72.4%

**E. Operation Teddy Bear**

	Aware	Participate	Combined	Not aware
2007	10.1%	0.4%	10.5%	89.4%
2008	6.4%	0.0%	6.4%	93.6%
2011	8.5%	0.9%	9.4%	90.6%
2012	8.3%	0.0%	8.3%	91.7%
2013	7.9%	1.0%	8.9%	91.1%
2015	4.6%	90.0%	5.5%	94.5%

**F. Child Restraint Use Program (Car Seats)**

	Aware	Participate	Combined	Not aware
2007	47.3%	0.9%	48.2%	51.8%
2008	35.9%	1.8%	37.7%	62.3%
2011	34.0%	3.7%	37.7%	62.3%
2012	30.1%	2.9%	33.0%	67.0%
2013	32.8%	3.4%	36.2%	63.7%
2015*				

*\*Willowbrook Police Department discontinued program*

**G. Youth Photo Identification Program**

	Aware	Participate	Combined	Not aware
2007	24.1%	3.7%	27.8%	72.2%
2008	22.5%	3.8%	26.3%	73.7%
2011	17.8%	3.8%	21.6%	78.4%
2012	16.6%	1.5%	18.1%	82.0%
2013	20.3%	3.0%	23.3%	76.7%
2015*				

*\*Willowbrook Police Department discontinued program*

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

	Yes	No
2007	89.0%	11.0%
2008	87.3%	12.7%
2011	86.4%	13.6%
2012	86.9%	13.1%
2013	89.6%	10.4%
2015	87.9%	12.1%

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

	User Fees	Sales Tax	Vehicle Stickers	Utility Fees	Property Tax
2007	1	2	3	4	5
2008	1	2	3	4	5
2011	1	2	3	4	5
2012	1	2	3	4	5
2013	1	2	3	4	5
2015	1	2	4	5	3

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

	Excellent	Good	Combined	Fair	Poor
2007	44.0%	48.2%	92.2%	6.5%	1.2%
2008	41.7%	44.4%	86.1%	12.6%	1.3%
2011	43.8%	48.9%	92.7%	7.3%	0.0%
2012	46.5%	48.0%	94.5%	5.5%	0.0%
2013	38.2%	51.1%	89.3%	10.7%	0.0%
2015	47.1%	47.9%	95.0%	5.0%	0.0%

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

	Electronic Bill Pay	In Person	Direct Debit	Drop Box	Mail	Other
2007	15.2%	13.0%	7.8%	6.3%	46.5%	11.2%
2008	17.0%	9.1%	7.9%	8.7%	48.1%	9.2%
2011	22.4%	7.2%	8.9%	5.9%	39.7%	15.9%
2012	19.3%	12.4%	8.2%	4.7%	35.2%	20.2%
2013	24.6%	10.3%	8.9%	6.3%	34.4%	15.5%
2015	27.6%	9.6%	11.0%	10.1%	38.2%	6.6%

**27. Many municipalities offer online payments of bills for a small convenience fee.**

**If the Village were to offer online payments in the future, would you utilize this service?**

	Yes	No
2007	28.0%	72.0%
2008	21.4%	78.6%
2011	31.2%	68.8%
2012	24.9%	75.1%
2013	31.5%	68.5%
2015	34.0%	66.0%

**28. Rate the quality of the following Village Services:**

**A. Street Maintenance**

	Excellent	Good	Combined	Fair	Poor
2007	24.7%	63.0%	87.7%	9.7%	2.6%
2008	23.6%	59.6%	83.2%	13.3%	3.6%
2011	26.6%	59.5%	86.1%	12.2%	1.8%
2012	26.1%	60.1%	86.2%	11.5%	2.3%
2013	31.1%	60.3%	91.4%	7.7%	1.0%
2015	36.6%	51.2%	87.8%	9.4%	2.8%

**B. Snow Plowing**

	Excellent	Good	Combined	Fair	Poor
2007	30.4%	51.3%	81.7%	10.9%	3.8%
2008	36.0%	45.8%	81.8%	15.6%	2.7%
2011	37.5%	51.3%	88.8%	7.6%	3.6%
2012	37.4%	51.4%	88.8%	6.5%	4.7%
2013	46.1%	46.6%	92.7%	7.4%	0.0%
2015	49.5%	37.6%	87.1%	10.5%	2.4%

**C. Street Sweeping**

	Excellent	Good	Combined	Fair	Poor
2007	21.0%	57.5%	78.5%	16.1%	5.4%
2008	21.4%	53.8%	75.2%	20.8%	4.0%
2011	21.8%	59.8%	81.6%	15.1%	3.4%
2012	21.5%	55.8%	77.3%	18.6%	4.1%
2013	27.0%	56.3%	83.3%	12.6%	4.0%
2015	25.9%	46.9%	72.8%	20.4%	6.8%

**D. Street Lighting**

	Excellent	Good	Combined	Fair	Poor
2007	18.9%	53.5%	72.4%	22.4%	5.3%
2008	19.5%	54.3%	73.8%	18.1%	8.1%
2011	20.9%	56.4%	77.3%	16.4%	6.4%
2012	19.9%	53.2%	73.1%	20.4%	6.5%
2013	24.8%	53.9%	78.7%	15.0%	6.3%
2015	25.2%	41.0%	66.2%	21.0%	12.9%

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

	Excellent	Good	Combined	Fair	Poor
2007	17.7%	49.6%	67.3%	25.7%	7.1%
2008	16.4%	46.6%	63.0%	27.9%	9.1%
2011	17.7%	48.4%	66.1%	30.2%	3.7%
2012	12.3%	58.5%	70.8%	20.3%	9.0%
2013	17.6%	56.9%	74.5%	20.1%	5.4%
2015	17.3%	44.2%	61.5%	31.0%	7.6%

**F. Condition of sidewalks in the Village**

	Excellent	Good	Combined	Fair	Poor
2007	20.1%	56.5%	76.6%	21.1%	2.4%
2008	16.2%	55.9%	72.1%	22.5%	5.4%
2011	14.9%	59.9%	74.8%	19.8%	5.4%
2012	14.2%	62.4%	76.6%	20.3%	3.0%
2013	20.3%	56.6%	76.9%	20.9%	2.2%
2015	19.2%	52.8%	72.0%	21.2%	6.7%

**29. Rate your level of satisfaction with water service provided**

	Excellent	Good	Combined	Fair	Poor
2007	33.0%	56.0%	89.0%	8.8%	2.2%
2008	32.8%	57.1%	89.9%	9.5%	0.5%
2011	31.3%	55.5%	86.8%	11.0%	2.2%
2012	35.9%	49.7%	85.6%	9.4%	5.0%
2013	34.0%	56.0%	90.0%	9.4%	0.6%
2015	28.1%	53.8%	81.9%	12.9%	5.3%

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

	Yes	No
2007	81.5%	18.5%
2008	83.8%	16.2%
2011	82.9%	17.1%
2012	86.9%	13.1%
2013	88.7%	11.3%
2015	82.1%	17.9%

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

	Yes	No
2007	47.3%	52.7%
2008	45.1%	54.9%
2011	43.0%	57.0%
2012	40.6%	59.4%
2013	51.1%	48.9%
2015	46.2%	53.8%

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

	Excellent	Good	Combined	Fair	Poor
2007	19.7%	67.7%	87.4%	10.1%	2.5%
2008	16.5%	76.9%	93.4%	6.0%	0.5%
2011	17.8%	72.2%	90.0%	9.5%	0.6%
2012	20.7%	69.2%	89.9%	8.3%	1.8%
2013	20.0%	73.8%	93.8%	6.3%	0.0%
2015	22.0%	68.2%	90.2%	9.2%	0.6%

**B. Property**

	Excellent	Good	Combined	Fair	Poor
2007	16.8%	68.4%	85.2%	12.1%	2.6%
2008	15.6%	72.2%	87.8%	11.1%	1.1%
2011	15.6%	74.3%	89.9%	9.6%	0.6%
2012	19.0%	68.7%	87.7%	10.4%	1.8%
2013	17.5%	74.7%	92.2%	7.8%	0.0%
2015	19.0%	68.5%	87.5%	10.7%	1.8%

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

**A. Building**

	Excellent	Good	Combined	Fair	Poor
2007	21.4%	73.6%	95.0%	4.5%	0.5%
2008	16.2%	74.3%	90.5%	6.2%	3.3%
2011	18.2%	77.1%	95.3%	4.2%	0.5%
2012	17.6%	74.6%	92.2%	7.3%	0.5%
2013	16.3%	77.7%	94.0%	4.9%	1.1%
2015	21.4%	67.2%	88.6%	10.9%	0.5%

**B. Property**

	Excellent	Good	Combined	Fair	Poor
2007	22.4%	69.6%	92.0%	6.1%	1.9%
2008	15.3%	71.9%	87.2%	9.4%	3.4%
2011	17.3%	73.8%	91.1%	7.3%	1.6%
2012	15.4%	75.5%	90.9%	7.4%	1.6%
2013	15.8%	76.5%	92.3%	6.0%	1.6%
2015	20.2%	67.0%	87.2%	11.2%	1.6%

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

	Excellent	Good	Combined	Fair	Poor
2007	38.6%	42.1%	80.7%	10.5%	8.8%
2008	30.9%	47.3%	78.2%	12.7%	9.1%
2011	28.0%	54.0%	82.0%	10.0%	8.0%
2012	29.6%	48.1%	77.7%	14.8%	7.4%
2013	39.1%	40.6%	79.7%	17.2%	3.1%
2015	29.0%	52.2%	81.2%	10.1%	8.7%

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

**A. Appearance**

	Excellent	Good	Combined	Fair	Poor
2007	18.2%	45.0%	63.2%	4.5%	1.1%
2008	29.3%	62.1%	91.4%	7.1%	1.5%
2011	30.1%	63.0%	93.1%	6.9%	0.0%
2012	25.9%	65.9%	91.8%	8.2%	0.0%
2013	27.1%	69.0%	96.1%	3.9%	0.0%
2015	29.4%	65.3%	94.7%	5.3%	0.0%

**B. Traffic Circulation**

	Excellent	Good	Combined	Fair	Poor
2007	15.0%	54.9%	69.9%	19.1%	11.0%
2008	13.0%	55.4%	68.4%	24.9%	6.7%
2011	15.5%	56.3%	71.8%	21.3%	6.9%
2012	7.6%	59.4%	67.0%	24.1%	8.8%
2013	12.0%	50.0%	62.0%	28.5%	9.5%
2015	12.3%	48.5%	60.8%	29.2%	9.9%

**C. Parking**

	Excellent	Good	Combined	Fair	Poor
2007	18.8%	67.9%	86.7%	12.1%	1.2%
2008	26.9%	59.6%	86.5%	9.8%	3.6%
2011	24.3%	65.1%	89.4%	9.5%	1.2%
2012	17.2%	70.4%	87.6%	11.2%	1.2%
2013	19.6%	63.3%	82.9%	13.9%	3.2%
2015	21.1%	57.2%	78.3%	17.5%	4.2%

**D. Signage**

	Excellent	Good	Combined	Fair	Poor
2007	20.7%	60.4%	81.1%	17.1%	1.8%
2008	20.3%	63.1%	83.4%	13.4%	3.2%
2011	17.6%	72.9%	90.5%	8.8%	0.6%
2012	19.0%	70.2%	89.2%	10.1%	0.6%
2013	18.2%	72.7%	90.9%	7.8%	1.3%
2015	18.4%	66.9%	85.3%	9.8%	4.9%

**E. Access**

	Excellent	Good	Combined	Fair	Poor
2007	17.9%	65.9%	83.8%	12.7%	3.5%
2008	20.6%	63.0%	83.6%	14.8%	1.6%
2011	21.4%	65.5%	86.9%	11.9%	1.2%
2012	15.4%	70.4%	85.8%	12.4%	1.8%
2013	17.6%	68.0%	85.6%	11.1%	3.3%
2015	22.5%	59.8%	82.3%	13.0%	4.7%

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

	Excellent	Good	Combined	Fair	Poor
2007	24.1%	61.4%	85.5%	12.0%	2.4%
2008	21.1%	65.8%	86.9%	11.8%	1.3%
2011	17.1%	73.6%	90.7%	7.0%	2.3%
2012	20.0%	70.4%	90.4%	8.0%	1.6%
2013	16.2%	75.2%	91.4%	7.6%	1.0%
2015	19.0%	69.4%	88.4%	9.9%	1.7%

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

	Apartments	Townhomes	Condos	Single Family Homes	Senior Housing	High Rise
2007	3.0%	26.8%	13.0%	44.2%	27.9%	1.5%
2008	3.3%	27.4%	10.4%	49.0%	22.4%	1.7%
2011	3.0%	30.0%	8.9%	41.4%	23.2%	2.5%
2012	3.0%	24.5%	12.9%	45.5%	27.0%	3.9%
2013	3.1%	29.9%	13.4%	47.3%	31.3%	3.1%
2015	2.6%	23.2%	11.8%	47.8%	28.5%	1.8%

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

	Restaurants	Retail	Theatres	Medical Facilities	Services	Light Industrial	Manufacturing
2007	1	2	3	4	5	NA	NA
2008	1	4	2	3	5	NA	NA
2011	1	2	3	5	NA	4	NA
2012	1	2	4	5	NA	3	NA
2013	1	3	2	5	NA	4	NA
2015	1	4	3	5	NA	NA	2

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

	Excellent	Good	Combined	Fair	Poor
2007	31.0%	54.9%	85.9%	14.1%	0.0%
2008	28.8%	59.1%	87.9%	12.1%	0.0%
2011	29.4%	52.9%	82.3%	11.8%	5.9%
2012	17.7%	67.7%	85.4%	12.9%	1.6%
2013	24.6%	61.5%	86.1%	10.8%	3.1%
2015	28.6%	58.4%	87.0%	10.4%	2.6%



**B. Staff attitude and knowledge**

	Excellent	Good	Combined	Fair	Poor
2007	40.3%	49.3%	89.6%	10.4%	0.0%
2008	30.5%	54.2%	84.7%	13.6%	1.7%
2011	33.3%	53.3%	86.6%	13.3%	0.0%
2012	22.6%	66.0%	88.6%	9.4%	1.9%
2013	28.1%	57.9%	86.0%	10.5%	3.5%
2015	29.7%	56.8%	86.5%	10.8%	2.7%

**C. Park landscaping**

	Excellent	Good	Combined	Fair	Poor
2007	26.1%	60.4%	86.5%	11.7%	1.8%
2008	24.5%	55.7%	80.2%	17.9%	1.9%
2011	26.4%	59.1%	85.5%	13.6%	0.9%
2012	22.6%	66.0%	88.6%	9.4%	1.9%
2013	25.2%	59.5%	84.7%	12.6%	2.7%
2015	31.6%	58.8%	90.4%	8.8%	0.9%

**D. Condition of the playground equipment**

	Excellent	Good	Combined	Fair	Poor
2007	22.9%	66.1%	89.0%	9.2%	1.8%
2008	18.0%	67.4%	85.4%	14.6%	0.0%
2011	31.9%	57.4%	89.3%	10.6%	0.0%
2012	26.8%	66.0%	92.8%	5.2%	2.1%
2013	23.2%	66.3%	89.5%	8.4%	2.1%
2015	31.4%	55.9%	87.3%	8.8%	3.9%

**E. Condition of the grounds and other park facilities**

	Excellent	Good	Combined	Fair	Poor
2007	27.1%	61.9%	89.0%	10.2%	0.8%
2008	17.0%	69.0%	86.0%	14.0%	0.0%
2011	29.1%	61.8%	90.9%	9.1%	0.0%
2012	20.6%	67.6%	88.2%	10.8%	1.0%
2013	19.4%	67.6%	87.0%	10.2%	2.8%
2015	28.1%	62.3%	90.4%	7.9%	1.8%

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

	Excellent	Good	Combined	Fair	Poor
2007	20.7%	62.1%	82.8%	13.8%	3.4%
2008	31.8%	36.4%	68.2%	27.3%	4.5%
2011	36.0%	32.0%	68.0%	20.0%	12.0%
2012	25.0%	46.4%	71.4%	17.9%	10.7%
2013	40.0%	50.0%	90.0%	5.0%	5.0%
2015	44.0%	40.0%	52.0%	8.0%	8.0%

**B. Children (Ages 6 – 11)**

	Excellent	Good	Combined	Fair	Poor
2007	17.2%	65.5%	82.7%	17.2%	0.0%
2008	24.0%	32.0%	56.0%	32.0%	12.0%
2011	32.0%	52.0%	84.0%	12.0%	4.0%
2012	16.0%	64.0%	80.0%	12.0%	8.0%
2013	30.0%	60.0%	90.0%	10.0%	0.0%
2015	24.2%	45.5%	69.7%	21.2%	9.1%

**C. Preteen and Teen (Ages 12 – 19)**

	Excellent	Good	Combined	Fair	Poor
2007	17.9%	53.6%	71.5%	21.4%	7.1%
2008	23.3%	23.3%	46.6%	36.7%	16.7%
2011	30.0%	50.0%	80.0%	15.0%	5.0%
2012	12.5%	58.3%	70.8%	16.7%	12.5%
2013	26.6%	57.1%	83.7%	7.1%	7.1%
2015	12.0%	40.0%	52.0%	32.0%	16.0%

**D. Young Adult (Ages 20 – 25)**

	Excellent	Good	Combined	Fair	Poor
2007	5.90%	58.80%	64.7%	29.40%	5.90%
2008	5.0%	30.0%	35.0%	50.0%	15.0%
2011	23.5%	52.9%	76.4%	17.6%	5.9%
2012	10.0%	70.0%	80.0%	10.0%	10.0%
2013	25.0%	41.7%	66.7%	16.7%	16.7%
2015	13.6%	31.8%	45.4%	31.8%	22.7%

**E. Adult (Ages 26-59)**

	Excellent	Good	Combined	Fair	Poor
2007	12.10%	48.50%	60.6%	27.30%	12.10%
2008	4.9%	34.1%	39.0%	41.5%	8.1%
2011	15.2%	60.6%	75.8%	21.2%	3.0%
2012	10.3%	51.3%	61.6%	17.9%	20.5%
2013	6.9%	55.2%	62.1%	24.1%	10.3%
2015	13.9%	38.9%	52.8%	27.8%	19.4%

**F. Senior Adult (60+)**

	Excellent	Good	Combined	Fair	Poor
2007	27.5%	50.0%	77.5%	17.5%	5.0%
2008	21.6%	48.6%	70.2%	21.6%	8.1%
2011	19.5%	43.9%	63.4%	22.0%	14.6%
2012	20.0%	52.5%	72.5%	17.5%	10.0%
2013	11.1%	55.6%	66.7%	22.2%	11.1%
2015	21.9%	40.6%	62.5%	25.0%	12.5%

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

	None	1 to 2	3 to 5	6 to 9	10 Plus
2007	69.2%	22.8%	7.2%	0.8%	0.0%
2008	71.7%	21.9%	5.5%	0.5%	0.5%
2011	69.2%	22.1%	7.2%	1.4%	0.0%
2012	72.3%	22.3%	3.9%	0.5%	1.0%
2013	70.9%	21.8%	4.9%	1.0%	1.5%
2015	63.8%	30.0%	5.3%	0.5%	0.5%

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

	Yes	No
2007	86.4%	13.6%
2008	86.2%	13.8%
2011	78.9%	21.1%
2012	79.5%	20.5%
2013	84.2%	15.8%
2015	75.0%	25.0%

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

	Yes	No
2007	89.0%	11.0%
2008	88.0%	12.0%
2011	85.6%	14.4%
2012	83.5%	16.5%
2013	85.6%	14.4%
2015	87.5%	12.5%

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

	Yes	No
2007	53.1%	46.9%
2008	60.0%	40.0%
2011	58.9%	41.1%
2012	58.5%	41.5%
2013	58.4%	41.6%
2015	55.8%	44.2%

**53. Do you have access to the internet?**

	Home	Work	Neither
2007	75.8%	37.9%	12.3%
2008	72.6%	43.2%	14.1%
2011	83.1%	40.9%	11.0%
2012	82.8%	38.2%	9.0%
2013	86.2%	41.5%	10.3%
2015	85.1%	47.8%	10.1%

**54. Do you have a high-speed connection?**

	Home	Work	Neither
2007	52.0%	33.5%	20.8%
2008	56.4%	36.9%	21.2%
2011	71.7%	37.1%	13.5%
2012	73.8%	35.2%	10.3%
2013	80.8%	38.4%	9.8%
2015	78.5%	46.5%	11.0%

**55. The Village operates a Village website at [www.willowbrookil.org](http://www.willowbrookil.org). Do you visit the website?**

	Yes	No
2007	30.1%	69.9%
2008	22.3%	77.7%
2011	28.1%	71.9%
2012	31.3%	68.7%
2013	36.2%	63.8%
2015	44.9%	55.1%

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

	Yes	No
2007	70.5%	29.5%
2008	79.0%	21.0%
2011	71.6%	28.4%
2012	78.8%	21.3%
2013	82.1%	17.9%
2015	76.4%	23.6%

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

	Yes	No
2007	NA	NA
2008	NA	NA
2011	67.5%	32.5%
2012	69.7%	30.3%
2013	76.7%	23.3%
2015	74.9%	25.1%

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

	Yes	No
2007	32.1%	67.9%
2008	24.8%	75.2%
2011	20.0%	80.0%
2012	16.7%	83.3%
2013	13.0%	87.0%
2015	9.4%	90.6%

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

	Yes	No
2007	70.4%	29.6%
2008	75.7%	24.3%
2011	52.9%	47.1%
2012	51.8%	48.2%
2013	50.0%	50.0%
2015	38.1%	61.9%

## Section Five

# Open- ended Responses

# Willowbrook Citizen Survey 2015

## Open Ended Responses

*\* Content has been taken directly from citizen responses. Common spelling and grammar errors may be present*

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

- Easy access to roadways
- Taxes
- Lower RE taxes than Hinsdale!
- Airport
- Fairly safe and secure
- Low taxes
- Taxes and highway access
- Low taxes
- Good access to highways

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

- None
- No disadvantage
- Expensive
- Increased crime
- Lack of grocery
- Increase in section 8 housing
- I know PACE is available, but only with special request and effort
- Taxes have skyrocketed, probably causing us to sell and move
- Recent disturbing events not carried to public. They may be isolated incidents but gives a perception that something is going on, and no info is shared w/residents
- None
- Taxes!
- The traffic on CH Road between 59th & 67th has become horrible- non-moving from around 4:30-6:30pm
- High cost of water
- It has gotten way too congested. Too many businesses have been coming in and traffic can't handle it. All this business is bringing crime.
- None
- Route 83
- Pete's will make a mess of traffic
- Plainfield road traffic, Route 83 traffic, Madison traffic
- One crazy neighbor upstairs
- I don't see any major disadvantages
- Willowbrook is a good place to live
- High water bills
- Lack of sidewalks- why checked street conditions

- We need a nearby grocery store which is NOT whole foods (too expensive) Do whatever we can to get Pete's Fresh to open in the old Kmart space ASAP!!
- Crime/drugs are creeping into our region. Hins. South H.S. vicinity getting dangerous + stabbing a few years back & shots fired recently
- Crime is going up!
- Wish there were good grocery shops where kmart was
- Ice covered sidewalks in winter directly caused by sump pumps/gutters depositing water (DIRECTLY) onto sidewalks. This causes people to have to walk in the streets, which is very dangerous. Willowbrook is the only community I know that allows this
- Neighbors difficult to like
- Lack of city center within walking distance
- Public transportation
- Not conducive for seniors; Go back to stickers for garbage--too expensive how water bills too high. Borse lighting and parking issues
- Rogers Farm has had many vandalism w/cars in driveway!
- The village administration seems to be more interested in business than community
- I don't have any major disadvantage
- None
- Plowing when snow on the ground isn't the best, both side streets and main roads. Also, traffic lights heading West on 63rd street at intersection of Route 83 & 63rd are not well timed!! The green light is definitely too short when proceeding West....also, too many people heading East on 63rd and turning North onto Route 83 ignore the left turn lights, constantly going through red lights make intersection extremely dangerous!!
- Occasional vandalism on 59th St, just west of clarendon hills Road
- Very concerned about the missing person/dead resident by four seasons and the rape in the area behind staples
- Lack of care by the village in maintaining the neighborhoods. Police Department is reactive not pro-active
- R.E. Taxes
- Section 8 housing
- Too many unkempt rental properties
- High property taxes for seniors (senior freeze exemption useless) Not enough value added senior discounts/ financial help for water, gas, and electric.
- Way too crowded. New shopping centers along 63rd and new one on Plainfield & 83. Way to much traffic increased over past 30 years
- Traffic lights on rt 83 between midway and 63rd street are terrible. Lights are not synced
- Need more light for pedestrians; remove power lines, barely there
- High taxes
- Open culverts that retain water and mosquitos; creek behind our property needs dredging.
- Traffic issues have grown enormously in the last 5+ years. Rt 83 is a jam most days between 55th to I-55 Madison during rush hour also
- After 30 years, some of these disadvantages apply to us. I'm happy with all aspects of living in Willowbrook

- Newer updated anything. No upscale stores or restaurants. Traffic congestion + poor traffic accessibility. Hinsdale South has a poor reputation. Why don't residents in the area have a choice of schools or must improve south. Need good lights to stop traffic down 68th St, Police don't keep us informed on area problems.
- Annoying Canada Geese Population
- Like all suburbs, this one is getting too congested. Need public transportation and walkable shopping
- We love living in WB. We love our home and neighborhood. We need to keep property taxes from rising
- Lack of a hardware store in town. Why not contact Lou Manfredini-wgn radio host on sat. mornings an expert "Mr. Fix-it" guy re homes. He owns a couple Ace Hardware stores now. Would the empty whole foods be a good fit for a hdwe. Store--or is it too big?
- Route 83 noise and construction
- There needs to be a left-turn lane on 83 N into the Whole Foods parking lot before 63rd St
- Plainfield need stop signs or stop light, between Madison + Rt 83
- None
- Lack of street lighting\* lack of sidewalks \* 8 at least at street intersections; \*\* on majority of "minor" streets in geographic area 1. No central "downtown" type of shopping/business" district for pedestrians
- Taxes are very high!

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

- Parks
- Roads, parks
- Like What?
- Everywhere possible
- Trees in medium
- Route 83
- Borse Park, Route 83 from Street to I-55
- Unsure
- "?"
- Increase number of trees required for new shopping areas & public lands
- Median of Route 83/ between Plainfield and
- Monument signs that say "Welcome to Willowbrook"
- Parks
- No specifics, you are doing a great job
- Indoor playground
- In residential areas, not just commercial
- Waterford subdivision entrances are very run down. Need plants.
- Borse factory/Willowbrook Ford (the back) looks like a dump!!!
- Along 75th st/ rt 83 entrance sign
- Would like to see a difference from the communities when you drive into Willowbrook
- More flowers planted/ trees planted by shopping center on 63rd/ rt 83
- Do not cut trees
- Parks(6+)
- Gateways to the Village need to be added--see the level of design and quality of Burr Ridge

- Southeast corner of rt 83 + plainfield--too many utility posts there (ugly)
- In my neighborhood
- Main streets
- 63rd + rt 83 area
- Along 83 + parks
- All over!
- Streets
- Where are these improvements??
- Parks; lighting during holidays
- More landscaping and trees
- Parks; also on parkway between Madison/
- Rt 83 location
- Around park signs and entrances to Village
- More use of native plant in parks
- See main streets in the village
- At the entryways to the subdivisions
- Lighting at night in parks
- Along rt 83 and along
- Sidewalks, curbs, & powerlines underground
- Add more light around and main street beautification
- Around parks and subdivision entrance
- Old kmart location and cross section light by gas station
- Grants
- Medians
- Parks and shopping center
- Anywhere, just keep up the good work
- Parks, main intersections
- More landscaping and better (nicer) signage when "entering" Willowbrook along major streets

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

- Clear bushes on sidewalk by rt 83 between 67th and willow In
- Rt 83 & plainfield (kmart) an eyesore to our village
- Kmart building and lot is an eyesore!!! Willowbrook Inn is unappealing
- Quincy street, Borse, Willowbrook ford (back end) st really looks like the ghetto!
- Kmart property an eyesore
- Hall & Police Department
- The old kmart on plainfield is an eyesore vacant-get Pete's Fresh OPEN!
- Don't know- but what is up with the old kmart?
- Rt 83 could have better landscaping
- Old kmart location and gas stations wendys
- Empty lots- old kmart (how long will it be vacant); 36) some residents have let their property go.
- The kmart plaza is an eyesore. Owners need to be doing work or sell it to someone who will.
- Nearly all of the "smaller" shopping areas on rt 83, between 63rs and 75th require updating



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

- I wish after garbage day residents brought in their cans
- In my subdivision, farmingdale, there are many houses that the homeowners have let go. It's not the same as when we moved here.
- Rental home- codes poorly enforced- noise level and parking
- Area 3 and 4 in map
- Some are very poor-- weeds & lawn mowing
- There are a couple rundown houses
- Many neighbors called the village many times this summer for an abandoned house
- In Waterford there are some run down homes that need to be addressed. Paint & landscaping
- Along plainfield; 73rd ct
- In the area of 79th/ CH Rd/ Arabian Farm
- Some homes and yards are not as well kept as others
- Houses on 67th need to be cleaned up, poor appearance
- There are some run down houses in the village
- Waterford subdivision -(some) homeowners are not maintaining the exterior of their homes or their landscaping
- The lawn care in waterford is not very good. Some houses we visited are maintained only fairly
- I'm trying to see what they do to improve areas. I see nothing being done.
- Landscape over growth, some properties used as commercial & residential landscaping, etc.
- Costco; mariano's; home depot
- The Village maintenance of sawmill creek is lacking

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

- Adult/youth counseling YMCA
- Art education
- Auto repair (5)
- Bakery (3)
- Beauty salon
- Big-name retail
- Bookstore
- Butcher Shop
- Clothing (3)
- Coffee (3)
- Cooking Classes
- Costco
- Day Care/ Preschool (7)
- Downsized stores
- Electric/ Computer Repair (2)
- Furniture
- Grocery (9)
- Hallmark
- Hardware (9)

- Home maintenance
- Hotels
- Ice cream shop
- Judo
- Localized post office (2)
- Medical/Healthcare (9)
- Playground facilities
- Restaurants (3)
- Secretary of State
- Senior center/senior related
- Shoe Repair
- Social Security
- Something for kids
- Tailor
- Theater (3)
- Transportation(3)
- Veterinary (3)
- Walmart
- YMCA

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

- Aldi (8)
- AMC
- Ann Taylor
- Antique store
- Art Van
- Aurora Outlet
- Autozone
- Barnes and Noble (3)
- Bakery
- Best Buy (2)
- Bookstore (2)
- Brookhaven (7)
- Burhops Seafood
- Burr Ridge (2)
- Caputos (2)
- Card Store
- Carsons (2)
- Casey's (2)
- CD Cleaners
- Clara's
- Clothing (11)
- Costco (27)
- Department Store

- Dick's Sporting Goods
- Dollar Store
- Downers Grove
- Dress Barn
- Dry Cleaner
- DSW
- Eddy Bauer
- Electronic
- Fine Dining
- Fruit Store
- Fruitful Yield
- Gas
- Grocery (22)
- Hanna Anderson
- Hardware (6)
- H-Mart
- Hobby Lobby
- Home Depot (19)
- Home Economist
- Home Goods (2)
- JCPenney (3)
- Jewel (46)
- Joanne Fabrics (2)
- Jolie Boutique
- Jos A Bank
- Kristen's Bakery
- Kohls (16)
- Kramer (4)
- McDonald's
- Meat Market
- Meijer (2)
- Menards (7)
- Movie Theater
- Nature's Best (2)
- Nordstrom (7)
- Oakbrook (19)
- Old Navy (3)
- Paint Store
- Pet
- Pete's (4)
- Petsmart
- REI
- Restaurants (3)
- Retail
- Ross
- Sam's Club (8)

- Shell Gas
- Shoe Carnival
- Shoe Store (2)
- Shop 'n Save (2)
- Stein Mart
- TJMaxx (12)
- Tony's (6)
- Toy Stores
- Trader Joe (7)
- Ulta
- Ultrafoods (3)
- Victoria Secret
- Von Maur (3)
- Walgreens (3)
- Walmart (24)
- White House Black Market
- Yorktown (5)

**44. Where in Willowbrook do you regularly shop?**

- 63rd and Route 83 (2)
- ATI Physical Therapy
- Bank (1)
- Bank of America
- Bed, Bath and Beyond (22)
- Bella Cosa
- Bernard's Café
- Binny's (5)
- Blueberry Hill
- Chick-Fil-A
- Cleaners
- Dairy Queen
- Fannie May
- Fedex
- Ford
- Gas Stations (3)
- Goodwill (6)
- Grocery (2)
- Jimmy Johns
- Laask (6)
- Magic Nails
- Michaels (14)
- Office Supply
- Oishi Sushi
- Panera (3)

- Patio
- Penels Hair Design
- Phillies
- PNC Bank
- Portillos (5)
- Post Office
- Quality Tire and Auto (2)
- Restaurants (3)
- Route 83 and Plainfield (7)
- Shoe Repair
- Sports Authority (8)
- Staples (12)
- Target (53)
- Tobacco Nest
- Town Center (24)
- Ultimate Golf (2)
- Walgreens (10)
- Whole Foods (42)
- Willowgrove Pet Clinic

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

- 5k Runs
- Adult programs
- Archery
- Athletics
- Ballroom Dancing/ Dance
- Burr Ridge Park programs (2)
- Bus tours/ Day trips (7)
- Cards &/or Bingo
- Chess
- Children's programs (5)
- Computer proficiency/ Computer programing class (2)
- CPR/First Aid training
- Dog Park
- Early childhood classes (2)
- Educational programs
- Family events (2)
- Fishing
- Indoor walking/playground (2)
- Karate
- Lego Engineering
- More ways for the community to interact (2)
- Music programs
- None

- Park concerts
- Pickle Ball
- Senior exercise (2)
- Senior programs (4)
- Summer movie nights
- Summer sports
- Teen programs (2)
- Yoga
- Zumba

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

- This actually was the best one! Prior to BR WB Park Department and facilities were very poor!
- None (6)
- It's fine
- Don't Know (4)
- Prefer more substantial magazine, newspapers get tossed
- Look at Darien's courses and costs. Much much better.
- More readily available in the community
- Have never seen it (3)
- Don't receive this (3)
- More affordable prices for seniors (2)
- More programs for seniors
- More programs for teenagers
- Great
- Mailing preference (2)
- Since I have not availed myself of the Fun Guide I find it difficult to respond
- No Comment
- I did not know about it. Is it in the Willowbrook Village brochure? I always read that
- WB needs more academic intellectual venues
- No internet
- Email
- Provide free copies to all area elementary and middle schools, and Indian Prairie Library; also, coffee shops and restaurants in town center area

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

- Update search engine
- None (7)
- More user friendly/ Easier Navigation (6)
- It's Fine
- "?"
- To have agenda available when the email announcing the meeting goes out

- Have a link for police alerts
- Mobile needs to be more friendly
- More current news and info/real time news (4)
- Needed a tree, could not find images
- Just recently I was looking for Halloween trick or treating info and couldn't find anything
- Too many clicks to get what you need
- Update it more often, give more advance notice for brush pick up and amnesty day
- No comment (2)
- Info on discounts for park programs
- Better graphics
- Add events to calendar, local business search

## **60. Suggestions/Concerns/Comments:**

### **Administration**

- Living in the village is getting too expensive especially for seniors who rely on fix income. Please provide senior discounts on garbage fees, water bills, etc.
- The state and Willowbrook should fund street lighting for the intersection of 63rd and rt 83
- Leadership & financial matters are handled very good.
- I think licensing fees for businesses make more sense than continuing to get money from residents. They should pay for the privilege of coming into W.B.--if we don't think we are worth it, why would they. If we are associated with Burr Ridge, we need to hold to their standards and think of WB as a partner NOT the poor ugly step sister!
- How about better Budgeting & Not raising Fees/Taxes=that is good management. Apps and website just tells me you are looking for things to spend on
- Keep sales tax revenue high; keep property tax (Residential) low; Do not incorporate new areas into Village if it shifts some tax burden of services to current residents
- Reduce Village expenditures. The administrative salaries for police, fire and office personnel exceed the norm. #24 demand for additional revenue! The use it or lose it spending practices. One would think that with the tax revenue from the new mall and Portillo's there would be no need for additional revenue.
- Willowbrook is a good place to live and raise a family. I'm not happy with property taxes but that is a burden living in DuPage county. I definitely am against Village stickers.
- No Tax increase at all. Property Tax very high. House Price estimation is very high compared to real price. School district management is paid very high. The tax on house are very high if we try to sell \$100K less than what if it is estimated house does not sell. NOT TAX increase at ALL please
- Since I can't afford a computer or Iphone; I think a "paper" newsletter would be helpful; on this I know, I'm not alone
- The village seems to have forgotten the residents and is more concerned about the business opportunities in the village. All open land is being sold off in such a way the residents aren't made aware of the sale until after it has happened.
- Any movement on allowing chickens on residential sites?
- Madison is dark and not friendly to pedestrians. The power lines need to be banned. They are a dangerous eyesore.

- Create guide for all local businesses
- The tree removal and replacement in the parkways was excellent

## Planning & Development

- Make a beautiful walk path for promoting walking in the Willowbrook Village ie. Naperville river walk
- Since not everyone drives or has multiple vehicles available, more public transportation would be helpful- rt 83, 63rd, to the Willowbrook Shopping Center to work, to cass+ 63rd to go to mall.
- Add a Menards or Lowes (Home Improvement Store)
- Traffic has gotten crazy. I have called the village about the kmart parking lot Mosque traffic + been told "that's a county issue"
- Have lived here for decades--have always felt village divided by school districts, sidewalk restrictions, difficulty of accessing parks due to busy roadways. No sense of unity. Parking in shopping area Plainfield + rt 83 is horrible! Way to many restaurants--with retail stores undersized and not worth shopping at. I got to yorktown bbb & michaels at 75th and Lemont. Not worth wasting my time at Willowbrook location- poor planning!!
- Better signage for crosswalks especially near shopping areas
- I was disappointed when Dominick's @ rt 83 + 63rdst closed. Whole Foods is great, but too expensive and "mission-driven" for our weekly shopping needs. I hate to see the old K-mart space continuing to languish when Pete's Fresh Market could be in there--let's get them opened ASAP! They have a great business model and would really add to the quality of life around here. And NO I have no connection to Pete's Fresh other than loving their stores elsewhere!
- I love living here, but my main complaint would be trying to get from the parking lot to the staples store without getting killed. That area in front of the store is a speedway and drivers pay no attention to the cross-walks. There needs to be a stop prior and a more usable sidewalk.
- Traffic pattern in the town center can be better. Everyone is following the same traffic circle which makes the traffic clogged.
- Please speed up the process to finish the work at the Willowbrook Inn. Provide property updates for that project and the K-Mart property development. It is frustrating that the lot has been vacant for 3+ years.
- Section 8 housing should be limited to apartment complexes. Willowbrook should take the approach Oak Park set in place for segregation. In the past 8 years the class of people has changed and not for the better
- Landscaping is beautiful around town. Thankful for that!!
- I personally think we have a great community in Willowbrook. With flowers and extra nice roadside greenery would help sell Willowbrook to others.
- Walgreen's parking lot is a mess. People driving in and out without looking out for anyone. Can't "Watch" signs be posted to remind people to be alert to pedestrians?? (I am really a happy Willowbrook resident.)
- Some of the new retail development is good--this needs to be extended to all the retail areas in the Village, the Village should encourage/prompt property owners to make upgrades & renovations; while conditions of residential properties range from excellent to poor, the Village needs to encourage all property owners to maintain their properties to the highest levels. Some owners struggle w/simple things like repainting and basic yard maintenance



- The Village is lacking an overall "image" communities like Burr Ridge are constantly working to improve their image & identity. The country line road corridor is one example. Willowbrook can do the same, however, the Village is full of missed opportunities. Good quality landscape architects and land planners should be used. Please don't scrimp like Darien. Their improvements are totally uninspired and cheap looking
- I was disappointed when Dominick's @ rt 83 + 63rdst closed. Whole Foods is great, but too expensive and "mission-driven" for our weekly shopping needs. I hate to see the old K-mart space continuing to languish when Pete's Fresh Market could be in there--let's get them opened ASAP! They have a great business model and would really add to the quality of life around here. And NO I have no connection to Pete's Fresh other than loving their stores elsewhere!
- No more grocery stores! Also, why promote new builds use & improve current vacant (buildups). No more "rape" of current land/wet lands. We need "green space" which prevent flooding & have a habitat for animals/birds
- Need street lights in some areas, 68th, 67th, south of 55 w of 83
- There needs to be a left-turn lane on 83 N into the Whole Foods parking lot before 63rd st
- Sidewalks on residential streets; cars go very fast down 79th street (east of Clarendon Hills Rd) and without sidewalks. I feel very unsafe walking w/my children down this street; add more street lights. Especially in neighborhoods that do not have sidewalks.

## Police

- The village does a very bad job enforcing the village codes. Enforce cell phone laws- i.e. driver use cameras + use red lite cameras + make lanes clearly marked + enforced. I.E. No landscape trucks parked in them + No cars!
- Better traffic enforcement of speed limits
- Too much drinking in creekside park and drug use by teens!
- Radar on side streets by kindercare would be nice as people often fly down 68th st
- I really suggest that the police take some training on kindness and compassion. I have had the unfortunate experience of hearing gossip by one officer about me that was shared by another. I understand sharing info about cases but they should not result in bias and inuendo. It completely undermines my feelings of safety.
- One main recommendation: Willowbrook should pass a law that vehicles parked in driveways must not block the sidewalk. My daughter tries to ride her bike, but she is forced to go onto the street in order to go around cars that are blocking the sidewalk. This poses a danger to children. We had this law in Westchester. It was enforced (with tickets), and it was very successful.
- I really appreciate the police presence; when I rated my thoughts on crime I was referring to our break in on 2005. The response time was good and they brought the bloodhound and seemed to investigate. There was ZERO followup--we found that disappointing.
- I would love to see an automated phone service for emergencies- such as bad weather. If the sirens go off we cannot hear it in our house. One phone call to a data base would notify every Willowbrook resident
- Too many businesses have been allowed bringing in more crime.
- In the last 10 years or so many things have changed. High School has more problems from apartment complexes that have Section 8. At times I have been afraid to walk. Different faces walking down our streets. Not friendly; Willowbrook police awesome!!! Very helpful!!! Hope we can pull together as a town!!
- Thank you Willowbrook Police Department for always willing to help and arriving in a timely fashion even for non-emergencies!

- It was a bit disconcerting to learn a robbery was committed down the block from us in broad daylight last month; other than that incident, we love our home & community
- The biggest issue we have concerns the speeding on 59th street, we think this could be patrolled better. ALSO we have had our car keyed in the driveway (late evening). We leave our lights on thru-out the night to discourage this activity Overall--would like to see more police presence on 59th
- I like the overall service from Village & Police department.
- Police patrolling areas for people NOT stopping at stop signs (such as the new whole foods) it is like there is no stop sign at the point of leaving & Americana Drive
- In lieu of the tragic home invasion and a robbery on south Virginia Ct, WB needs a greater police presence. We need something like community policing; The red light turn camera on Midway has a short left light and I got and Paid a ticket last year. You could not get on the website to see the violation properly. I feel this red light program needs to be revisited. I know it was in error!
- I'm impressed with Police Alert-awareness-of crime.
- Police need to patrol more
- Also we have no lights on our street & I think if we did parents wouldn't be to scared to let their children come around on Halloween. Also without lights our homes are easy targets for crime...

### **Public Works**

- I would like to have a branch pick up after wind storms and the leaves cleaned from streets more often
- Add yard waste amnesty day would be helpful
- Have called 3 times in regards to four street lights being out on Clarendon Hills rd since August- they are still out and it is very dark on our street- can't this issue be addressed
- We live in a Condo which doesn't recycle. We would like to have a place to drop off clean recycled every day items. We recycle newspapers at the Darien library. We drop off recycled items (cans & bottles) at our daughter (when we visit) or son in law who lives in Willowbrook when we drive to 63rd st.
- Appreciate the fall and spring brush pick up as well as "junk" day.
- CUT DOWN all infected trees on public/private property
- Lower price of republic lawn stickers or have a service that vacuums leave at the street like surrounding towns have
- Fix manhole at 67th & Madison
- Over grown bushes impeding sidewalks, fences (residential) looking terrible, vacant property not maintained
- Snow plowing has always been excellent, especially compared to Hinsdale streets. The employee in the water department and village hall have been very courteous and helpful.
- The broken sewer pipes on our street were looked at, as it Floods our Neighborhood's property & subsegate ours-- we were told it was too often to fix
- On the whole, a great job done by all departments of the village, except for the high water rates. Virginia in water department responds to calls promptly and is extremely polite considering the amount of complaining she must hear about water rates over which she has no control
- Reduce water bill. Costs are outrageous!
- Please stop the snowplow workers on the street from deliberately plowing snow from the streets onto the sidewalks at street corners. When I walk into the street to go around the 3-4' high piles of snow at the sidewalk corners. Thanks!

- The utility are far too high for those on a fixed income. Lets go back to stickers for garbage pick up--reduce the fees by more than 50%
- Go back to stickers for refuse! We have no alt for garbage! Annual raises unfair. We want to pay for what we need! Not republic's drive by charge if we have no garbage!; water getting too expensive; Less litter & no ripped grass.
- I think willowbrook does an outstanding job with snow removal thank you
- We had a very negative experience with the water department that took A MONTH to resolve. I did not feel that I was treated with respect. I felt I was being strung along and not given any information.
- Clean up pond & dredge by the Knoll's and behind 63rd street shops
- Flooding in back yards between 68th and 67th place!
- I would like to have a branch pick up after wind storms and the leaves cleaned from streets more often. Also, some Towns or villages plow the last 2ft of driveways for seniors. The end of driveway can be all ice + even a snowblower does not work!
- Only issues we have is, we believe our subdivision is really due for a re-surfacing, our curbs are setting, sinking. We do not have great drainage on our corner lot. When I asked a P.W. crew about it--believe they said in 2017- Roads are same since 1999. Our curbs and parkway grass overflow during storms
- Water rates are way too high! I maintain my grass by watering my lawn to keep it green. It would be appreciated if water bills during the spring + summer months be mailed on a monthly basis. My water bill due on 12/15 over \$850 for the quarter. It would be fantastic for monthly water bills due to the high cost of our water.
- Some Villages have their sidewalks plowed by a man in a covered tractor keeping their sidewalks clear + clean of snow all winder. How about our "V.O.W." Doing the same?
- Water rates are too high; measures shall be taken to reduce water rate
- The tree removal and replacement in the parkways was excellent
- Leaves & Tree Pick-up Monthly, we have 17 trees on our lot, 2 times a year is no-where near enough. We would like a free pick-up from Sept –Dec
- Increase brush pick up to 3x per year

## **Finance**

- How about some 401k for the city employees. It would certainly help to cut costs.
- New employees put on 401 retirement plans
- Remove fees when paying online
- 

## **Building/Code Enforcement**

- It's difficult for residents to get projects approved (permits strict) yet homes are often not maintained to the same standard
- I have a general concern for lack of respect of motorists in relation to children getting on/off school buses during the week. It would be nice if more resources could be utilized to ensure the safety of our children getting on/off bus safely if they need to cross the street to do so.
- More signage on Madison for Speed and traffic enforcement

- There are too many residential houses that are rental properties that are not maintained, they bring the overall beauty of a neighborhood down. Code enforcement is very lax
- The village does a very bad job enforcing the village codes. Enforce cell phone laws- i.e. driver use cameras + use red light cameras + make lanes clearly marked + enforced. I.E. No landscape trucks parked in them + No cars!
- Fencing requirements for picket fences are ridiculous--the wide spacing required between pickets will not even keep a 25lb dog in the yard (or out of the yard) because of the wide spaces required between pickets. Even coyotes can get in by squeezing between.

## **Parks & Recreation**

- Partner with health club to improve prices
- Would love to see the rec. center
- When my children were young, they participated in park district programs which were excellent.
- Also dogs should only be allowed in the parks if owners are ticketed for not cleaning up after their pets.
- Please improve our Park district courses offered to children, Burr Ridge is no better and the costs are crazy. I am a Daisy Girl Troop leader and must give the Police Dept a shout out. They were wonderful + kind at our Field Trip last year.
- Since I can't afford a computer or Iphone; I think a "paper" newsletter would be helpful; on this I know, I'm not alone
- Our social time was with family and Church, not the park programs, but that's just habit- I think the family/ kid programs are important.
- How about gardener plots?
- Would like a community pool
- Would like to see more native plants and naturalized areas in our parks (love the area west at 83 + North of Plainfield unfortunately it is block by a row of evergreens)
- A little fair upgrading of the village look will help a lot; more trees, better looking parks, an overall improved physical condition.
- The American flag and POW flag at Willow pond is pitiful. Let's honor the Veterans with proper size flags, monument, lighting, and landscaping. What is there now does no justice to our Veterans
- 1) We would LOVE to see Creekside park updated. There are lots of families moving into Rogers Farm subdivision and it would be great to see upgrades made to the park (sidewalks allowing stroller + bike access; no sand, updated equipment, etc.) 2) Waterford Park updates are great! Similar updates to creekside would be appreciated
- Add a jogging/walking path (not paved) around prairie trail; bike park on midway
- Definitely more lighting in the parks. Some of them during the late evening and mostly, especially among residential properties.
- We live across from prairie trail park. The Canada Geese population pose a health and nuisance problem for the park itself and our private property. We have witnessed individuals with baby carriages walkers and runners being forced off the sidewalk to avoid geese and/or their droppings. The geese droppings pose a health hazard when they are vaporized by lawn mowers. Geese crossing the road cause a traffic hazard. The geese population was minimized a few years back, but seems to be increasing again the last two years.
- We lack the program offerings of Burr Ridge, Hinsdale, Darien, and Westmont.

- Where is community spirit? My late wife and daughter were both Willowbrook citizens of the year. We need more community activates. The Willowbrook 50th was great etc. There is much more out of space! Dinner, dancing, etc!
- Let dogs in parks, movie nights in summer
- More Community Events (like the Holiday Party\*) that would cover older children and families too; More programs for local families in need, perhaps free regular transportation to PRC in Westmont; (provide job training, clothes, food pantry); Holiday Thanksgiving, X-Mas, Easter meals either through basket donations for those in need or better yet "soup kitchen" style services by Village of W- volunteers- lots of people would help Collection drives for warm clothes"scholarships" for kids to attend Parks & Recs Programs in the summer
- Need to do some regarding geese- all the poop in the parks
- Partner with other villages (swim passes)

### **Positive Feedback**

- Waterford Park updates are great!
- Keep up the good work!
- Landscaping is beautiful around town. Thankful for that
- Proud to be a resident of willowbrook
- The tree department (Garret) has been extremely helpful. He is always current with info and quick to respond.
- I've lived in Willowbrook for over 30 years. I love living in Willowbrook because of its location, friendliness of residents and village employees, + safety. When my children were young, they participated in park district programs which were excellent.
- Snow plowing has always been excellent, especially compared to Hinsdale streets. The employee in the water department and village hall have been very courteous and helpful. Leadership & financial matters are handled very good.
- Great job all Around!
- When my children were young, they participated in park district programs which were excellent.
- I really appreciate the police presence; when I rated my thoughts on crime I was referring to our break in on 2005. The response time was good and they brought the bloodhound and seemed to investigate,
- I like the overall service from Village & Police department.
- I love my town. We have been here for 32 years! Landscaping is beautiful around town. Thankful for that!! Willowbrook police awesome!!! Very helpful!! Hope we can pull together as a town!!
- I personally think we have a great community in Willowbrook. With flowers and extra nice roadside greenery would help sell Willowbrook to others.
- Everything is awesome. Keep going. Thanks
- The tree removal and replacement in the parkways was excellent
- In our opinion, Village of Willowbrook, all village personnel, and Mayor FRANK TRILLA did a tremendous job to improve our town and made a lot of improvements! We are very grateful and proud to be residents of Willowbrook! Thank you!!
- I like living in Willowbrook; I think the towns people do the best they can-- I hope so anyway. I wish all of us good health + good luck do your best- and we will too.
- As a younger woman, my family + I used the parks for their space + playgrounds. My kids + I loved them! I am very pleased with the additional shopping area at 83 and Plainfield, Target.

- We have lived here ten years and 40 years in Darien & we love this area. Any dealing we have had with your police department has been great. I have never liked Darien police department
- Generally love living in Willowbrook. Great Location, easy access to everything!
- The recent road improvements in the Timberlake area are wonderful! The roads are more safer for bicycling, walking, and the roads look great. I also applaud the Village response to the recent attack on a young resident, the police work and response was great, feel safe while the hunt was on for the attacker, great police presence
- I think Willowbrook does an outstanding job with snow removal thank you
- We love our home & community
- Great community and friendly people
- Love our community
- Willowbrook is a very good community to live in. Given proximity to highway, it is very conveniently located, close to downtown. Excellent schools and low taxes are major benefits. It is a semi-urban place, which we like very much because of all the conveniences it offers. A little fair upgrading of the village look will help a lot; more trees, better looking parks, an overall improved physical condition. Overall, it is an excellent, convenient, and affordable, nice place to live
- I am a 92 yr old widow, living in Lake Hinsdale Village for 28yrs. I feel comfortable and safe here. Thank you, Mayor Trilla.
- Since I will be moving this coming Jan. I would like to let you know how I have enjoyed living in Willowbrook. In the last 35 years have lived in 3 houses in Willowbrook.
- Very happy living in Willowbrook since late 1999. Schools have been great for our children. Happy with Willowbrook P.D. We live in Rogers Farm Development.
- The Willowbrook 50th was great
- I'm impressed with Police Alert-awareness-of crime; Willowbrook (is a) great town

### **Miscellaneous**

- Lived here before there was a Willowbrook
- Don't have a smartphone
- What kind of village do you want to be? All things to all people? Not Gonna happen
- I may have visited your website but do not remember. I may check it in the future for the News & Events Section.
- Freeze the multi family residents
- Q 59 - what channel would that be on Uverse?
- Seniors helped fund and build the Village of Willowbrook for the past 30+ years, they should not be priced out because they are on a fixed income.
- We don't have many answers because we just move here one month ago. I hope we will love this place!
- Make Willowbrook the Village of "Kindness and Caring"
- Too many coyotes (need to figure out how to get rid of these animals)