



## Village of Willowbrook Citizen Survey

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

### DEMOGRAPHICS

1. Check the box that best describes your age.

Under 20  20-29  30-39   
40-49  50-59  60-69   
70 and over

2. How many people currently live in your home?

One  Two  Three  Four or more

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

Own Rent

Apartment

Own Rent

Condo

Townhome

Single-Family    
Home

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

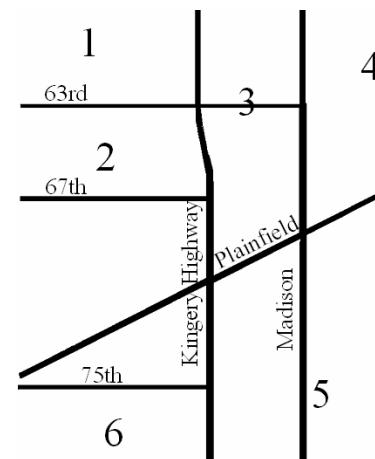
\$100,000 to \$149,999  \$150,000 and over

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

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



(1) West of Kingery, North of 63<sup>rd</sup>

(2) West of Kingery, from 67<sup>th</sup> to 63<sup>rd</sup>

(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

### QUALITY OF LIFE

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

Very Satisfied  Satisfied  Neutral

Dissatisfied  Very Dissatisfied

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

Much Better  Somewhat Better  The Same

Somewhat Worse  Much Worse  Don't Know

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

Employment Opportunities  Housing Affordability

Friendliness of Residents  Neighborhoods

Housing Quality  Shopping

Schools  Recreational Amenities

Diverse Population  Health Care Facilities

Religious Institutions  Location

Other \_\_\_\_\_

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

Crime/Drug Abuse  Housing Costs

Distance to Employer  Lack of Employment

Lack of Health Care Facilities  Lack of Public Transportation

Distance to Shopping  Recreational Amenities

Traffic Problems  Street Conditions

Population Diversity

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

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="checkbox"/> |
| 19. Employee's helpfulness and ability to solve the problem  | <input type="checkbox"/> |
| Willowbrook is part of a <u>consolidated dispatch center</u> ; all 911 calls are routed through the dispatch center. <u>If you called 9-1-1 for assistance, please rate the following:</u>   |                          |                          |                          |                          |                          |
| 20. Employee's attitude and behavior towards citizens  | <input type="checkbox"/> |
| 21. Employee's helpfulness and ability to solve the problem  | <input type="checkbox"/> |
| 22. The Willowbrook Police Department presently coordinates the following programs. Please indicate your <b>awareness and participation</b> with the programs listed: (Check all that apply) |                          |                          |                          |                          |                          |
| A. Explorer Program  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| B. SWAC (Senior Willowbrook Adult Connected)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| C. House Watch   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| D. Halloween Safety Bags/Glow Necklaces  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |
| E. Overnight Parking Registration (via the website)  |                          |                          |                          |                          |                          |

## 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?<br><br>Yes <input type="checkbox"/> No <input type="checkbox"/>   | 26. How do you conduct your routine Village business? (example: payment of water bills)<br><br>Online Bill Pay <input type="checkbox"/> In Person <input type="checkbox"/><br>Direct Debit <input type="checkbox"/> Drop Box <input type="checkbox"/><br>Other _____ Mail <input type="checkbox"/> |
| 24. If the demand for services requires additional revenue, how would you prefer to pay? (Please rank your order of preference with "1" being your first choice.)<br><br>Property Tax _____ User Fees _____ Utility Fees _____<br>Vehicle Stickers _____ Sales Tax _____ | 27. Is the Village's online bill pay system user friendly?<br><br>Yes <input type="checkbox"/> No <input type="checkbox"/>   |
| 25. How would you rate the Front Desk service at Village Hall?<br><br>Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/><br>Poor <input type="checkbox"/> Don't Know <input type="checkbox"/>                                |  |

## PUBLIC WORKS

| 28. Rate the quality of the following Village Services:                                | Excellent                | Good                     | Fair                     | Poor                     | Don't Know               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
| A. Street Maintenance  | <input type="checkbox"/> |
| B. Snow Plowing  | <input type="checkbox"/> |
| C. Street Sweeping   | <input type="checkbox"/> |
| D. Street Lighting   | <input type="checkbox"/> |
| E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance) | <input type="checkbox"/> |
| F. Condition of sidewalks in the Village   | <input type="checkbox"/> |
| 29. Rate your level of satisfaction with water service provided                        | <input type="checkbox"/> |

30. 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?

Yes  No

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

Yes  No

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

## 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               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
| A. Building  | <input type="checkbox"/> |
| B. Property  | <input type="checkbox"/> |

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

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| 35. How well are the <i>residential properties</i> of the Village maintained in the following areas: | Excellent                | Good                     | Fair                     | Poor                     | Don't Know               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
| A. Building  | <input type="checkbox"/> |
| B. Property  | <input type="checkbox"/> |

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

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| 37. If you have applied for a permit to construct a deck, swimming pool, shed, fence, driveway, home improvement, etc., please rate the level of quality of instruction and information given to you to successfully obtain a permit and complete the project. | Excellent                | Good                     | Fair                     | Poor                     | Don't Know               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|  | <input type="checkbox"/> |
|  |                          |                          |                          |                          |                          |

## 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               |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|   | <input type="checkbox"/> |
| A. Appearance   | <input type="checkbox"/> |
| B. Traffic Circulation  | <input type="checkbox"/> |
| C. Parking  | <input type="checkbox"/> |
| D. Signage  | <input type="checkbox"/> |
| E. Access   | <input type="checkbox"/> |

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

## PLANNING AND DEVELOPMENT (continued)

|   |   |   |                                 |   |                                   |                                 |   |                                      |                                   |   |                                  |                                      |  |
|---|---|---|---------------------------------|---|-----------------------------------|---------------------------------|---|--------------------------------------|-----------------------------------|---|----------------------------------|--------------------------------------|--|
| <p>40. What type of <b>residential</b> developments would you like to see added to the community? (Check all that apply)</p> <p style="text-align: center;">Apartments <input type="checkbox"/>      Townhomes <input type="checkbox"/><br/>     Condominiums <input type="checkbox"/>      Single Family Homes <input type="checkbox"/><br/>     Senior Housing <input type="checkbox"/>      High Rise <input type="checkbox"/></p>   | <p>42. Please list types of <b>services</b> you would like to see more of in Willowbrook (i.e., daycare, auto repair, veterinary, etc.)</p> |   |                                 |   |                                   |                                 |   |                                      |                                   |   |                                  |                                      |  |
| <p>41. Rank the top five (5) non-residential developments you would like to see added to the Willowbrook <b>business community</b>: (1 through 5, with 1 being the most important)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;"><input type="checkbox"/> Retail</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> Hotels</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> Light Industrial</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> Services</td> <td style="text-align: center;"><input type="checkbox"/> Office</td> <td style="text-align: center;"><input type="checkbox"/> Medical Facilities</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> Restaurants</td> <td style="text-align: center;"><input type="checkbox"/> Theaters</td> <td style="text-align: center;"><input type="checkbox"/> Banquet Facilities</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/> Banking</td> <td style="text-align: center;"><input type="checkbox"/> Warehousing</td> <td style="text-align: center;"><input type="checkbox"/> Manufacturing</td> </tr> </table> |   | <input type="checkbox"/> Retail             | <input type="checkbox"/> Hotels | <input type="checkbox"/> Light Industrial | <input type="checkbox"/> Services | <input type="checkbox"/> Office | <input type="checkbox"/> Medical Facilities | <input type="checkbox"/> Restaurants | <input type="checkbox"/> Theaters | <input type="checkbox"/> Banquet Facilities | <input type="checkbox"/> Banking | <input type="checkbox"/> Warehousing | <input type="checkbox"/> Manufacturing |
| <input type="checkbox"/> Retail   | <input type="checkbox"/> Hotels   | <input type="checkbox"/> Light Industrial   |                                 |   |                                   |                                 |   |                                      |                                   |   |                                  |                                      |  |
| <input type="checkbox"/> Services   | <input type="checkbox"/> Office   | <input type="checkbox"/> Medical Facilities |                                 |   |                                   |                                 |   |                                      |                                   |   |                                  |                                      |  |
| <input type="checkbox"/> Restaurants  | <input type="checkbox"/> Theaters   | <input type="checkbox"/> Banquet Facilities |                                 |   |                                   |                                 |   |                                      |                                   |   |                                  |                                      |  |
| <input type="checkbox"/> Banking  | <input type="checkbox"/> Warehousing  | <input type="checkbox"/> Manufacturing      |                                 |   |                                   |                                 |   |                                      |                                   |   |                                  |                                      |  |

## PARKS AND RECREATION DEPARTMENT

|   |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <p>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:</p>   |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"></td> <td style="width: 15%; text-align: center;">Excellent</td> <td style="width: 15%; text-align: center;">Good</td> <td style="width: 15%; text-align: center;">Fair</td> <td style="width: 15%; text-align: center;">Poor</td> <td style="width: 15%; text-align: center;">Don't Know</td> </tr> </table>  |                          |                          |                          |                          |                          |   | Excellent                | Good                     | Fair                     | Poor                     | Don't Know               |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
|   | Excellent                | Good                     | Fair                     | Poor                     | Don't Know               |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">A. Organization of recreation programs and special events</td> <td style="width: 10%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>B. Staff attitude and knowledge</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>C. Park landscaping</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>D. Condition of the playground equipment</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>E. Condition of the grounds and other park facilities</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> |                          |                          |                          |                          |                          | A. Organization of recreation programs and special events | <input type="checkbox"/> | B. Staff attitude and knowledge | <input type="checkbox"/> | C. Park landscaping | <input type="checkbox"/> | D. Condition of the playground equipment | <input type="checkbox"/> | E. Condition of the grounds and other park facilities | <input type="checkbox"/> |
| A. Organization of recreation programs and special events   | <input type="checkbox"/> |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
| B. Staff attitude and knowledge   | <input type="checkbox"/> |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
| C. Park landscaping   | <input type="checkbox"/> |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
| D. Condition of the playground equipment  | <input type="checkbox"/> |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |
| E. Condition of the grounds and other park facilities   | <input type="checkbox"/> |   |                          |                          |                          |                          |                          |                                 |                          |                          |                          |                          |                          |                     |                          |                          |                          |                          |                          |  |                          |                          |                          |                          |                          |   |                          |                          |                          |                          |                          |

## COMMUNICATION

|  |   |      |           |      |      |      |
|--|---|------|-----------|------|------|------|
| <p>46. The Village operates a Village website at <a href="http://www.willowbrookil.org">www.willowbrookil.org</a>. Do you visit the website?</p> <p style="text-align: center;">Yes      No</p>  | <p>51. If you used the public access channel as a resource, did you find it helpful?</p> <p style="text-align: center;">Yes      No</p> |      |           |      |      |      |
| <p>47. If you visit the website, do you find it helpful?</p> <p style="text-align: center;">Yes      No</p>  |   |      |           |      |      |      |
| <p>52. How would you rate your satisfaction with the way you receive information from the Village?</p>   |   |      |           |      |      |      |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"></td> <td style="width: 15%; text-align: center;">Excellent</td> <td style="width: 15%; text-align: center;">Good</td> <td style="width: 15%; text-align: center;">Fair</td> <td style="width: 15%; text-align: center;">Poor</td> </tr> </table> |   |      | Excellent | Good | Fair | Poor |
|  | Excellent   | Good | Fair      | Poor |      |      |
| <p>48. The Village currently offers a free "News &amp; Events" e-mail service on its website. Do you find this service helpful?</p> <p style="text-align: center;">Yes      No</p>   |   |      |           |      |      |      |
| <p>49. What suggestions do you have to improve the Village website?</p>  |   |      |           |      |      |      |
| <p>50. In the past, the Village has posted information on public access channel 6. Have you used this resource for Village information?</p> <p style="text-align: center;">Yes      No</p>   |   |      |           |      |      |      |

53. Suggestions/Recommendations/Concerns/Comments:

54. 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, Village staff will be able to respond directly to you.

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

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

Phone/Email: \_\_\_\_\_

***To submit online form, download file, save, and send as  
an email attachment to: shalloran@willowbrook.il.us***