SUMMARY OF RESPONSES OF THE VILLAGE OF VILLA PARK CITIZEN SURVEY

In the last week of July the Village of Villa Park mailed a citizen survey along with its Village Matters newsletter. The Village Matters Newsletter was mailed to approximately 9,700 homes within the Villa Park. The Village received 604 completed surveys, which is a 6.2 percent return rate. Below is a brief summary of the various responses per question.

DEMOGRAPHICS

Question 1: What is your gender?

Male Respondents:	36.4%
Female Respondents:	60.6%
No Response:	3.0%

Question 2: What is the highest level of education you achieved?

No High School Degree:	.7%
High School Graduate/GED:	23.3%
2 Year College Degree:	20.4%
4 Year College Degree:	33.8%
Master's Degree:	17.4%
Doctorate:	2.5%
No Response:	2.0%

Question 3: In which category is your age?

18-24 years:	.7%
25-34 years:	5.5%
35-44 Years:	16.4%
45-54 Years:	27.5%
55-64 Years:	22.8%
65-74 Years:	14.9%
75 Years and older:	10.1%
No Response:	2.2%

Question 4: What is your race or ethnic origin?

American Indian/Alaskan Native:	.8%
Asian/ Asian Indian/Pacific Islander:	.8%
African American:	.7%
Caucasian:	90.9%
Hispanic:	1.2%
Other:	.7%
No Response:	5.0%

Question 5: Is your residence owned or rented?

Rent:	5.3%
Own:	92.9%
Did Not Mark:	1.8%

Question 6: Which best describes the building you live in?

Single Family Home:	91.4%
Town Home:	2.0%
Apartment:	4.3%
Mobile Home:	.3%
Other:	.2%
Did Not Mark:	1.8%

Question 7: How long have you lived in Villa Park?

>2 years:	2.3%
2-5 Years:	5.5%
6-10 Years:	12.1%
11-20 Years:	22.8%
20 Years and above:	55.5%
Did Not Mark:	1.8%

Question 8: Are you currently employed?

Full-Time:	56.6%
Part-Time:	9.9%
Retired:	22.8%
Unemployed:	2.3%
Homemaker:	5.8%
No Response:	2.5%

Question 9: On most days how do you commute to work?

Motorized Vehicle Solo:	68.5%
Motorized Vehicle Group:	3.3%
Public Transportation:	.5%
Metra:	4.6%
Walk:	.5%
Bicycle:	.8%
Work at Home:	8.8%
Other:	6.6%
No Response:	6.3%

Question 10: Please rate the following categories of government performance as excellent, good, fair, or poor:

Value of services from the taxes paid to the Village:
Excellent:	2.2%
Good:	25.7%
Fair:	40.9%
Poor:	23.8%
Don't Know:	7.4%

The job Villa Park government does at welcoming citizen involvement:
Excellent:	4.5%
Good:	28.1%
Fair:	36.4%
Poor:	15.7%
Don't Know:	15.3%

The job Villa Park government does at listening to citizens:
Excellent:	3.1%
Good:	19.2%
Fair:	34.8%
Poor:	27.8%
Don't Know:	15.0%

The Villa Park Village government:
Excellent:	1.8%
Good:	23.2%
Fair:	40.5%
Poor:	22.6%
Don't Know:	11.9%

Dupage County government:
Excellent:	4.3%
Good:	29.8%
Fair:	40.6%
Poor:	10.4%
Don't Know:	14.9%

York Township government:

Excellent:	4.8%
Good:	26.2%
Fair:	35.8%
Poor:	10.9%
Don't Know:	22.4%

State government of Illinois:

Excellent:	1.7%
Good:	5.6%
Fair:	19.9%
Poor:	61.4%
Don't Know:	11.4%

Question 11: Please rate each of the following aspects of our Village as excellent, good, fair, or poor:

Overall direction the Village of Villa Park is taking:

Excellent:	1.8%
Good:	27.3%
Fair:	36.3%
Poor:	18.9%
Don't Know:	15.7%

Villa Park as a place to live:

Excellent:	8.1%
Good:	48.0%
Fair:	35.8%
Poor:	6.5%
Don't Know:	1.7%

Your Neighborhood as a place to live:

Excellent:	18.5%
Good:	47.8%
Fair:	22.4%
Poor:	8.6%
Don't Know:	2.6%

Villa Park as a place to raise children:

Excellent:	10.4%
Good:	44.2%
Fair:	26.8%
Poor:	8.4%
Don't Know:	10.1%

Villa Park as a place to work:

Excellent:	3.8%
Good:	44.2%
Fair:	26.8%
Poor:	8.4%
Don't Know:	40.5%

Villa Park as a place to retire:

Excellent:	4.8%
Good:	22.4%
Fair:	26.2%
Poor:	25.0%
Don't Know:	21.7%

The overall quality of life in Villa Park:

Excellent:	5.5%
Good:	45.5%
Fair:	38.9%
Poor:	7.1%
Don't Know:	3.0%

Question 12: Using a scale of 1-5 where 1 is best and 5 is worst; please rate each of the following characteristics as they relate to our Village as a whole:

Overall Appearance of Villa Park:

Best:	2.2%
Somewhat Good:	22.2%
Average:	48.7%
Somewhat Bad:	19.7%
Poor:	5.3%
Did Not Mark:	2.0%

Overall quality of new development in Villa Park:

Best:	1.7%
Somewhat Good:	17.7%
Average:	37.6%
Somewhat Bad:	28.0%
Poor:	11.4%
Did Not Mark:	3.6%

Overall quality of business and service establishment in Villa Park:

Best:	2.0%
Somewhat Good:	28.0%
Average:	46.5%
Somewhat Bad:	17.2%
Poor:	4.0%

Did Not Mark: 2.3%

Recreational Opportunities:
Best: 6.0%
Somewhat Good: 39.6%
Average: 38.9%
Somewhat Bad: 9.4%
Poor: 3.0%
Did Not Mark: 3.1%

Villa Park employment opportunities:
Best: 1.0%
Somewhat Good: 7.6%
Average: 41.6%
Somewhat Bad: 25.0%
Poor: 11.3%
Did Not Mark: 13.6%

Educational opportunities:
Best: 8.8%
Somewhat Good: 33.6%
Average: 38.6%
Somewhat Bad: 10.8%
Poor: 2.2%
Did Not Mark: 6.1%

Opportunities to participate in social events and activities:
Best: 7.8%
Somewhat Good: 42.2%
Average: 37.7%
Somewhat Bad: 7.0%
Poor: 1.7%
Did Not Mark: 3.6%

Opportunities to participate in community matters:
Best: 8.1%
Somewhat Good: 40.1%
Average: 37.3%
Somewhat Bad: 8.9%
Poor: 1.8%
Did Not Mark: 3.8%

Availability of paths and walking trails:
Best: 41.1%
Somewhat Good: 42.4%
Average: 11.9%

Somewhat Bad:	2.3%
Poor:	.7%
Did Not Mark:	1.7%

Traffic flow on major streets:

Best:	12.3%
Somewhat Good:	49.5%
Average:	27.6%
Somewhat Bad:	6.8%
Poor:	1.7%
Did Not Mark:	2.2%

Amount of public parking:

Best:	9.9%
Somewhat Good:	47.0%
Average:	32.6%
Somewhat Bad:	5.6%
Poor:	1.2%
Did Not Mark:	3.6%

Availability of affordable quality housing:

Best:	7.8%
Somewhat Good:	44.3%
Average:	32.2%
Somewhat Bad:	6.8%
Poor:	4.1%
Did Not Mark:	4.8%

Availability of affordable quality health care:

Best:	5.6%
Somewhat Good:	29.0%
Average:	41.9%
Somewhat Bad:	7.6%
Poor:	4.5%
Did Not Mark:	11.4%

Availability of affordable quality food:

Best:	13.2%
Somewhat Good:	46.4%
Average:	27.8%
Somewhat Bad:	6.8%
Poor:	1.5%

Overall image or reputation of Villa Park:

Best:	2.3%
Somewhat Good:	22.7%
Average:	38.9%
Somewhat Bad:	25.5%
Poor:	9.1%
Did Not Mark:	1.5%

Question 13: Are rundown buildings, weed lots or junk vehicles a major problem, moderate problem, minor problem, or not a problem in our Village?

Major:	21.2%
Moderate:	32.8%
Minor:	33.3%
Not a Problem:	8.4%
Don't Know:	4.3%

Question 14: Please select the top three issues or problems that you personally would like to see our Village government make a priority:

Crime, Drugs, Gangs:

Marked as priority:	75.5%
Unmarked:	23.8%
No Response:	.7%

Education:

Marked as priority:	23.2%
Unmarked:	76.2%
No Response:	.7%

Community Development:

Marked as priority:	40.6%
Unmarked:	58.9%
No response:	.5%

Economic Development:

Marked as priority:	55.0%
Unmarked:	44.5%
No Response:	.5%

Highway Transportation:

Marked as priority:	7.8%
Unmarked:	91.4%
No Response:	.8%

Water Cost and Quality:

Marked as priority:	24.3%
Unmarked:	75.0%
No Response:	.7%

Health Care:

Marked as priority:	3.6%
Unmarked:	95.5%
No Response:	.8%

Police Protection:

Marked as priority:	27.2%
Unmarked:	72.0%
No Response:	.8%

Fire Protection:

Marked as priority:	7.5%
Unmarked:	91.7%
No Response:	.8%

Pool System:

Marked as priority:	11.8%
Unmarked:	87.4%
No Response:	.8%

Other:

Marked as priority:	16.1%
Unmarked:	83.3%
No Response:	.7%

Don't Know:

Marked as priority:	1.3%
Unmarked:	97.8%
No response:	.8%

VILLAGE COMMUNICATION

Question 15: Have you experienced a face-to-face or telephone interaction with a Villa Park employee within the past 12 months? (Including fire, police, receptionists, planners or any others)?

Yes:	78.1%
No:	20.5%
Don't Know:	1.3%

Question 16: What was your impression of the Villa Park employee in your most recent contact? Rate each characteristic as excellent, good, fair, or poor.

Knowledge:

Excellent:	25.3%
Good:	36.8%
Fair:	14.1%
Poor:	8.6%
Don't Know:	15.2%

Responsiveness:

Excellent:	27.2%
Good:	31.3%
Fair:	16.1%
Poor:	10.1%
Don't Know:	15.4%

Professionalism and Courtesy:

Excellent:	30.3%
Good:	33.6%
Fair:	12.4%
Poor:	8.9%
Don't Know:	14.7%

Overall Impression:

Excellent:	28.0%
Good:	31.5%
Fair:	15.4%
Poor:	9.6%
Don't Know:	15.6%

Question 17: Have you visited the Village's website?

Yes:	77.2%
No:	20.9%
Don't Know:	2.0%

Question 18: From what sources do you receive information about our Village?

Village Matters Newsletter:	88.2%
Village Website:	3.9%
Newspapers:	4.5%
Cable T.V.:	1.5%
Other:	1.9%

Overall Police Department:
Best:	24.5%
Somewhat Good:	43.4%
Average:	17.5%
Somewhat Bad:	4.3%
Poor:	2.3%
Did Not Mark:	12.3%

Response Time of Police Department:
Best:	25.3%
Somewhat Good:	41.7%
Average:	14.6%
Somewhat Bad:	4.3%
Poor:	1.8%
Did Not Mark:	12.3%

Traffic Enforcement:
Best:	8.3%
Somewhat Good:	32.3%
Average:	30.1%
Somewhat Bad:	10.6%
Poor:	5.0%
Did Not Mark:	13.7%

Question 19: Have you ever been the victim of a crime?
Yes:	12.9%
No:	83.8%
Don't Know:	3.3%

Question 20: Please rate how safe you feel about the following in our Village as very safe, safe, unsafe, or very unsafe:

Violent Crime (e.g. rape, assault, robbery):
Very Safe:	7.8%
Safe:	50.7%
Unsafe:	25.0%
Very Unsafe:	8.9%
Don't know:	7.7%

Property Crimes (e.g. burglary, theft):
Very Safe:	3.1%
Safe:	39.9%
Unsafe:	37.1%
Very Unsafe:	14.2%

Don't Know: 5.6%

Environmental Hazards, including toxic waste:
Very Safe: 15.9%
Safe: 55.5%
Unsafe: 6.6%
Very Unsafe: 1.2%
Don't Know: 20.8%

Your neighborhood during the day:
Very Safe: 27.0%
Safe: 61.6%
Unsafe: 6.1%
Very Unsafe: 1.3%
Don't Know: 4.0%

Your neighborhood after dark:
Very Safe: 10.1%
Safe: 50.7%
Unsafe: 22.4%
Very Unsafe: 9.8%
Don't Know: 7.2%

Villa Park downtown area during the day:
Very Safe: 26.3%
Safe: 60.3%
Unsafe: 3.8%
Very Unsafe: .8%

Villa Park downtown area after dark:
Very Safe: 6.8%
Safe: 50.7%
Unsafe: 21.2%
Very Unsafe: 5.3%
Don't Know: 16.0%

Villa Park Metra area:
Very Safe: 1.5%
Safe: 21.2%
Unsafe: 32.6%
Very Unsafe: 29.1%
Don't Know: 15.6%

Question 21: Are you aware of our Village's Crime Free program?

Yes:	28.8%
No:	63.1%
Don't Know:	8.1%

FIRE DEPARTMENT

Overall Fire Department:

Best:	31.1%
Somewhat Good:	41.7%
Average:	8.4%
Somewhat Bad:	1.2%
Poor:	.8%
Did Not Mark:	16.7%

Response Time of Fire Department:

Best:	32.1%
Somewhat Good:	37.7%
Average:	8.9%
Somewhat Bad:	1.2%
Poor:	.7%
Did Not Mark:	19.4%

Villa Park emergency medical services:

Best:	29.8%
Somewhat Good:	38.6%
Average:	12.6%
Somewhat Bad:	1.2%
Poor:	1.0%
Did Not Mark:	16.9%

Public Works Department

Overall Public Works:

Best:	8.3%
Somewhat Good:	31.1%
Average:	30.0%
Somewhat Bad:	13.9%
Poor:	7.8%
Did Not Mark:	8.9%

Street Repair:

Best:	2.6%
Somewhat Good:	8.4%
Average:	17.9%
Somewhat Bad:	24.7%
Poor:	43.0%
Did Not Mark:	3.3%

Street Cleaning:

Best:	6.1%
Somewhat Good:	24.2%
Average:	31.6%
Somewhat Bad:	17.2%
Poor:	14.4%
Did Not Mark:	6.5%

Street Lighting:

Best:	6.8%
Somewhat Good:	30.1%
Average:	29.3%
Somewhat Bad:	17.2%
Poor:	12.1%
Did Not Mark:	4.5%

Snow Removal:

Best:	18.2%
Somewhat Good:	40.1%
Average:	21.0%
Somewhat Bad:	10.4%
Poor:	7.1%
Did Not Mark:	3.1%

Sidewalk Maintenance:

Best:	2.6%
Somewhat Good:	15.2%
Average:	27.8%
Somewhat Bad:	25.7%
Poor:	21.4%
Did Not Mark:	7.3%

Yard Pickup:

Best:	27.7%
Somewhat Good:	42.3%
Average:	18.9%
Somewhat Bad:	3.5%
Poor:	1.7%

Did Not Mark: 6.0%

Storm Drainage:
Best: 6.1%
Somewhat Good: 23.3%
Average: 27.6%
Somewhat Bad: 20.9%
Poor: 17.4%
Did Not Mark: 4.6%

Drinking Water:
Best: 25.3%
Somewhat Good: 23.3%
Average: 20.7%
Somewhat Bad: 4.5%
Poor: 2.0%
Did Not Mark: 4.0%

Sewer Service:
Best: 10.8%
Somewhat Good: 32.3%
Average: 29.8%
Somewhat Bad: 12.4%
Poor: 8.8%
Did Not Mark: 6.0%

Garbage Collection:
Best: 34.8%
Somewhat Good: 40.8%
Average: 15.4%
Somewhat Bad: 3.8%
Poor: 1.7%
Did Not Mark: 3.5%

Recycling:
Best: 32.9%
Somewhat Good: 41.6%
Average: 15.9%
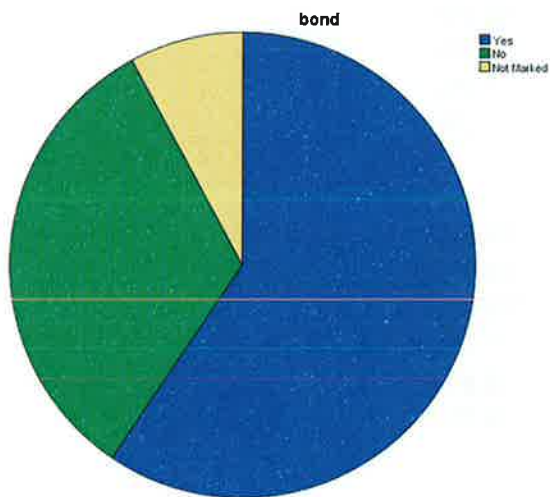Somewhat Bad: 4.5%
Poor: 1.3%
Did Not Mark: 3.8%

Permitting:
Best: 6.6%
Somewhat Good: 26.5%
Average: 29.8%

Somewhat Bad:	13.1%
Poor:	7.8%
Did not mark:	16.2%

BOND

Question 22: Would you support a bond referendum to pay for road improvements for our Village?

Yes:	59.4%
No:	32.6%
Did Not Mark:	7.9%

bond

■ Yes
■ No
□ Not Marked

PARKS AND RECREATION DEPARTMENT

Overall Parks Department:

Best:	13.9%
Somewhat Good:	42.5%
Average:	27.2%
Somewhat Bad:	7.0%
Poor:	2.6%
Did Not Mark:	6.8%

Quality of parks:

Best:	13.1%
Somewhat Good:	39.4%
Average:	30.6%
Somewhat Bad:	6.3%
Poor:	3.1%
Did Not Mark:	7.5%

Quality of pools:

Best:	10.8%
Somewhat Good:	36.1%
Average:	28.5%
Somewhat Bad:	7.9%
Poor:	3.3%
Did Not Mark:	13.4%

Childcare Programs:

Best:	9.8%
Somewhat Good:	31.0%
Average:	25.7%
Somewhat Bad:	3.1%
Poor:	2.0%
Did Not Mark:	28.5%

Adult Programs:

Best:	6.1%
Somewhat Good:	27.2%
Average:	33.3%
Somewhat Bad:	5.6%
Poor:	2.6%
Did Not Mark:	25.2%

Athletic Programs:

Best:	5.5%
Somewhat Good:	31.3%
Average:	29.1%
Somewhat Bad:	7.9%
Poor:	3.0%
Did Not Mark:	23.2%

Question 23:   Would you support the construction of one new pool and closing of Jefferson and/or Lufkin pools?

Yes:	24.3%
No:	53.1%
Don't Know:	22.5%

pool_con

Legend: Yes, No, Don't Know
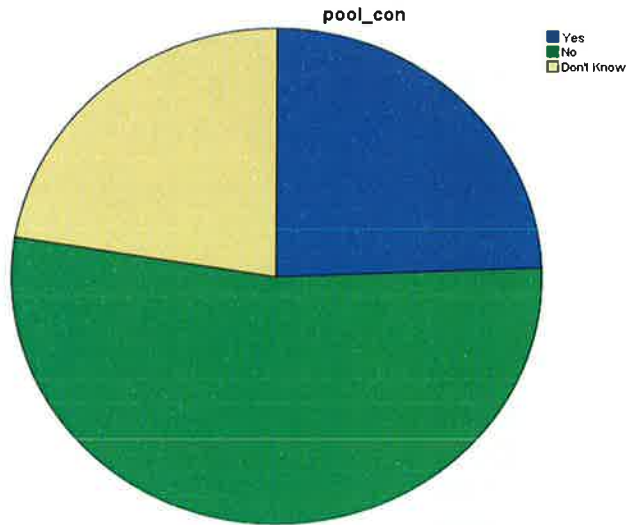
COMMUNITY AND ECONOMIC DEVELOPMENT

Overall Community and Economic Development:

Best:	2.2%
Somewhat Good:	14.6%
Average:	33.4%
Somewhat Bad:	22.4%
Poor:	13.1%
Did Not Mark:	14.4%

Land Use, Planning and Zoning:

Best:	2.3%
Somewhat good:	13.9%
Average:	33.9%
Somewhat Bad:	21.9%
Poor:	12.7%
Did Not Mark:	15.2%

Code Enforcement:

Best:	2.6%
Somewhat Good:	16.2%
Average:	29.5%
Somewhat Bad:	22.2%
Poor:	18.9%
Did Not Mark:	10.6%

Question 24: Below is a list of five economic development priorities for our Village please rank them in order of importance with 1 being the most important and 5 being the least important:

Roosevelt Road:

Priority:	10.1%
Very Important:	11.6%
Important:	12.9%
Somewhat Important:	22.0%
Low Importance:	32.0%
Did Not Mark:	11.4%

North Avenue:

Priority:	21.4%
Very Important:	11.8%
Important:	9.1%
Somewhat Important:	20.5%
Low Importance:	28.5%
Did Not Mark:	8.8%

St. Charles Road:

Priority:	26.8%
Very Important:	19.5%
Important:	33.8%
Somewhat Important:	9.1%
Low Importance:	3.6%
Did Not Mark:	7.1%

Villa Avenue:

Priority:	16.7%
Very Important:	26.8%
Important:	17.4%
Somewhat Important:	20.2%
Low Importance:	11.9%
Did Not Mark:	7.0%

Ardmore Avenue:

Priority:	25.0%
Very Important:	23.3%
Important:	16.7%
Somewhat Important:	14.7%
Low Importance:	12.6%
Did Not Mark:	7.6%

Question 25: In your most recent visit to our downtown areas of Ardmore Avenue and Villa Avenue in our Village –what led to your visit? (Please rank in order of importance 1-5):

Arts/Culture:

Priority:	2.5%
Somewhat Important:	3.1%
Important:	3.3%
Somewhat Important:	2.3%
Low Importance:	8.4%
Did Not Mark:	80.3%

Church:

Priority:	12.9%
Very Important:	4.6%
Important:	5.1%
Somewhat Important:	2.0%
Low Importance:	6.3%
Did Not Mark:	69.0%

City Hall:

Priority:	9.6%
Very Important:	4.8%
Important:	7.9%
Somewhat Important:	4.5%
Low Importance:	7.0%
Did Not Mark:	66.2%

Dining:

Priority:	7.9%
Very Important:	7.6%
Important:	6.6%
Somewhat Important:	6.3%
Low Importance:	7.0%
Did Not Mark:	64.6%

Bars:

Priority:	5.0%
Very Important:	3.3%
Important:	4.1%
Somewhat Important:	3.0%
Low Importance:	9.6%
Did Not Mark:	75.0%

Entertainment:

Priority:	3.6%
Very Important:	3.8%
Important:	3.1%
Somewhat Important:	4.0%
Low Importance:	8.6%
Did Not Mark:	76.8%

Passing Through:

Priority:	36.1%
Very Important:	5.1%
Important:	6.1%
Somewhat Important:	3.8%
Low Importance:	7.8%
Did Not Mark:	42.5%

Personal Trip:

Priority:	9.9%
Very Important:	9.1%
Important:	6.0%
Somewhat Important:	5.3%
Low Importance:	7.8%
Did Not Mark:	61.9%

Services:

Priority:	10.8%
Very Important:	7.5%
Important:	9.3%
Somewhat Important:	4.1%
Low Importance:	7.3%
Did Not Mark:	61.1%

Shopping:

Priority:	27.6%
Very Important:	12.1%
Important:	9.4%
Somewhat Important:	4.5%
Low Importance:	6.0%
Did Not Mark:	40.4%

Event:

Priority:	8.4%
Very Important:	7.3%
Important:	7.6%
Somewhat Important:	5.6%
Low Importance:	6.1%

Did Not Mark: 64.9%

Work:
Priority: 4.1%
Very Important: 2.2%
Important: 1.3%
Somewhat Important: .8%
Low Importance: 8.6%
Did Not Mark: 82.9%

Other:
Priority: 5.6%
Very Important: 3.5%
Important: 2.0%
Somewhat Important: 2.0%
Did Not Mark: 83.6%

UTILITIES

Question 26: Would you pay your Village utility bills online, if available?

Yes: 54.3%
No: 35.6%
Don't Know: 10.1%

LIBRARY

Overall Library:
Best: 27.6%
Somewhat Good: 46.0%
Average: 14.6%
Somewhat Bad: 2.8%
Poor: 2.5%
Did Not Mark: 6.5%

ANIMAL CONTROL

Animal Control:
Best: 4.6%
Somewhat Good: 26.8%
Average: 33.4%
Somewhat Bad: 11.1%
Poor: 7.8%
Did Not Mark: 16.2%

EASE OF COMMUTE

Commuter Parking:

Excellent:	12.3%
Good:	38.2%
Fair:	15.7%
Poor:	3.3%
Don't Know:	30.5%

Shopper Parking:

Excellent:	14.2%
Good:	57.1%
Fair:	20.0%
Poor:	2.3%
Don't Know:	6.3%

Ease of travel by car:

Excellent:	19.9%
Good:	58.8%
Fair:	16.7%
Poor:	1.7%
Don't Know:	3.0%

Condition of streets:

Excellent:	.8%
Good:	11.3%
Fair:	30.6%
Poor:	54.0%
Don't Know:	3.3%

Ease of travel by bike:

Excellent:	14.9%
Good:	32.1%
Fair:	17.7%
Poor:	7.3%
Don't Know:	27.9%