

APPENDIX A

- Key to Verbatims
- Verbatim Respondent Answers to Q.11 – *“What was the nature of your problem or concern that last time you brought a problem or concern to the attention of someone working for the Village of Glen Ellyn?”*

What was the nature of your problem or concern that last time?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| 100007 | [Within past week or two, minor, very dissatisfied, not courteous, not friendly, long time] Usage and maintenance of parkway. Litter on our street. Health of tree on parkway. |
| 100020 | [1-2 months ago, major, somewhat dissatisfied, courteous, friendly, long time] Protecting the parkway tree during the recent road construction. Even after numerous requests to have the tree protected, it was never fenced. There was limited communication on the extent of work to be conducted on my property during street construction. |
| 100031 | [9-12 months ago, major, completely dissatisfied, not courteous, not friendly, not long time] I called the village manager or the development manager about the rumored issuance of a business license for the abortion clinic on Roosevelt Road. I was politely but imperiously assured that no such license had been issued. It of course had been issued a full year before and had just been renewed. The same lie was told to the larger newspaper chain (was it the Pioneer Press? they published their hearing the same story) so I wasn't alone. I am still aghast at the village's cowardly conduct at issuing that business license without public notification. Legally, Dr. Goyal had a right to open the business, but the public was not given a chance to offer its public opinion about whether his business belonged in our community. Perhaps the village management cares less about what happens in that portion of Glen Ellyn to the east of 355..... |
| 100032 | [Within past 3 or 4 weeks, major, somewhat dissatisfied, courteous, friendly, not long time] The 18 hole round time has increased dramatically, from weekend round times of 4 hours and 10 minutes to over 5 hours as a rule. Management is not doing what they can to solve the problem and move slow playing groups along. When Ed Posh or Woody were head pro you would never see 5 hours 18 hole rounds at the links. |
| 100045 | [Within past 3 or 4 weeks, minor, somewhat dissatisfied, courteous, friendly, long time] Parkway forestry approval to move an existing tree from back of yard to front parkway. |
| 100050 | [9-12 months ago, major, somewhat dissatisfied, courteous, friendly, not long time] Our street has not been repaved in the six years we have lived here. It is an embarrassment to everyone on the 300 block of Linden St. |
| 100054 | [4-6 months ago, major, somewhat dissatisfied, courteous, friendly, long time] A house nearby was being demolished and the power line seemed to still be connected to the house. I was concerned that the power line would be severed and someone would be hurt. |
| 100057 | [6-9 months ago, major, very dissatisfied, not courteous, not friendly, long time] It was regarding a variance for building an improvement to our home |
| 900009 | [9-12 months ago, minor, completely dissatisfied, courteous, friendly, long time] Trying to get a pool permit the "tree preservation guy - Dave" drove us crazy. Nothing was clear, his decisions were ridiculous and no decisions were ridiculous and no explained clearly. when applying for a permit the rules should be clearly explained. |
| 900015 | [1-2 months ago, minor, very dissatisfied, courteous, friendly, long time] Crosswalk lines and school crossing signs on street not painted in two years including this year again. |
| 900045 | [9-12 months ago, major, very dissatisfied, not courteous, not friendly, long time] |

What was the nature of your problem or concern that last time?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|--|
| | Parkway tree placement was the issue "Peggy" from "trees" was rude, uncooperative and unnecessarily difficult. This women seemed to go out of her way to be obstinate. |
| 900049 | [Within past week or two, major, somewhat dissatisfied, courteous, friendly, not long time] We received a \$500 water bill - which seemed really high! All we could do apparently was check the meter for leaks - estimated vs. actual meter readings are a problem - if a leak does exist, you don't know until you get a big bill! |
| 900053 | [6-9 months ago, major, completely dissatisfied, courteous, friendly, not long time] The roaring noise from I-355 caused by lack of a fence or wall on the Glen Ellyn side of the road. Glen Ellyn used to be a nice quiet and peaceful village. This noise could be easily eliminated. |
| 900054 | [4-6 months ago, major, very dissatisfied, courteous, friendly, long time] Broken water main. |
| 900057 | [Within past 3 or 4 weeks, major, very dissatisfied, not courteous, not friendly, long time] Construction project across street had a dangerously disorganized construction site including building material and debris. The village inspector had nothing but excuses for the builder. My impression was that the inspector was in the builder's pocket. |
| 900058 | [9-12 months ago, minor, somewhat dissatisfied, courteous, friendly, not long time] A water main leak under my driveway. The leak was fixed soon after I called, but they tore up the lawn, and when I went to plant grass in the spring, there were huge rocks and boulders that they just covered with a little soil and grass won't grow there. |
| 900089 | [6-9 months ago, minor, somewhat dissatisfied, courteous, friendly, long time] Speed on Main Street. Complying with one way signs/ enforcement. |
| 900097 | [9-12 months ago, minor, somewhat dissatisfied, courteous, friendly, long time] 1) Dead raccoon in street. I moved it to parkway to avoid it being driven over - called village to remove and was told that since it was no longer in street it wasn't their responsibility 2) Saw man in motorized wheelchair stuck on sidewalk/ street joint and helped him out. Called village to repair problem. Took 3+ calls over many months prior to getting problem fixed. |
| 900110 | [Within past week or two, major, completely dissatisfied, courteous, friendly, long time] We have a parkway tree that was planted under utility wires. It has been mutilated, and further mutilations occurred during the wingate basin project. We would like to remove the ugly tree and plant a new one, and we were told we cannot. Also, building and planning department has some ridiculous rules that are causing ugly renovations. |
| 900129 | [2-4 months ago, major, somewhat dissatisfied, courteous, friendly, long time] Big parkway tree had to be removed and with new planting rules, we couldn't put another tree in it's place. |
| 900130 | [9-12 months ago, major, very dissatisfied, courteous, friendly, not long time] Cutting of parkway trees were motivated for utility purposes. Parking issue in front of relatives home near Glenbard West. Police appeared to zero in on teens - parking ban 4 to 5 hrs. In one location is only enforced near the high school but not through the whole town. |

What was the nature of your problem or concern that last time?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| 900135 | [1-2 months ago, major, completely dissatisfied, not courteous, not friendly, not long time] Lack of safe traffic control during a temporary period (1 hour) of street construction creating dangerous driving conditions. Rt 53 left- turners denied access to spring ave. At high traffic time, 6pm Friday, causing cars to back up. "Trapped" car forced to u-turn on Rt 53 in very busy traffic. Local police refused to respond or aid in traffic control, and said it was a construction problem rather than a police problem. |
| 900138 | [1-2 months ago, major, somewhat dissatisfied, courteous, not friendly, long time] We received a pink notice of an incorrect fence installation. The person who answered was not helpful and I was not given the inspector or anyone who knew what was going on to talk to. At this point the builder - who installed the fence before we bought the house is working with the village to resolve the issue. |
| 900141 | [9-12 months ago, major, very dissatisfied, courteous, not friendly Answered long time] Flooding due to new construction next door. I really had to hire my own representation because the village would not respond until I hired my own engineer. |
| 900166 | [2-4 months ago, major, very dissatisfied, not courteous, not friendly, long time] Problem with neighbors remodeling and drainage problem took care of it myself by confronting neighbor. |
| 900173 | [4-6 months ago, minor, very dissatisfied, not courteous, not friendly, not long time] Repair the curbs in front that sewer contractor destroyed. The street and sanitation department did not make the contractor repair them. |
| 900180 | [2-4 months ago, minor, very dissatisfied, courteous, not friendly, not long time] We had an improper size garbage can - almost new - which had been used several weeks in a row and the garbage men broke it in front of us and threw it away because it was "too big." |
| 900199 | [6-9 months ago, major, somewhat dissatisfied, courteous, friendly, long time] Asking police department for return of my parkway (temporary signs) - they were thrown in the garbage. Asking Forestry department to check one of my trees. |
| 900206 | [2-4 months ago, major, somewhat dissatisfied, courteous, friendly, not long time] New house next door dug foundation very close to large tree in our yard. |
| 900231 | [1-2 months ago, major, very dissatisfied, courteous, friendly, long time] Both problems were water related. First weekday response was excellent. Second weekend response left a lot to be desired. |
| 900248 | [9-12 months ago, major, somewhat dissatisfied, courteous, friendly, long time] Discussion on sidewalk where none presently. |
| 900253 | [2-4 months ago, major, somewhat dissatisfied, courteous, friendly, not long time] |

What was the nature of your problem or concern that last time?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|--|
| | Tear down on adjacent property. Complaints were about noise, trash & cutting through the roots of trees on property line. |
| 900259 | [Within past 3 or 4 weeks, minor, completely dissatisfied, courteous, not friendly, long time] Street light on corner of Carleton and Hillside was removed from pole. Two phone calls to Don Fosters office have gone unanswered. |
| 900260 | [Within past 3 or 4 weeks, major, completely dissatisfied, courteous, not friendly, not long time] The village cut down large tree limbs/ branches of beautiful healthy trees supposedly for cement trucks (20 feet high?) for repaving of streets. The village has double standards, 1 for village, 1 for homeowners, on tree maint. & preservation. |
| 900261 | [NA, major, completely dissatisfied, courteous, not friendly, long time] Damage during street repair. |
| 900263 | [Within past 3 or 4 weeks, minor, somewhat dissatisfied, courteous, not friendly, long time] Broken delineator on corner and requested replacement. Still have not heard back. |
| 900266 | [2-4 months ago, minor, completely dissatisfied, not courteous, not friendly, long time] I had called the village permit area. I was disconnected once then received voice mail. I left 2 messages at 2 different times and never received a callback. Finally my 3rd attempt my question was answered which was whether a school having a yard sale needed a permit. |
| 900269 | [4-6 months ago, major, somewhat dissatisfied, courteous, not friendly, not long time] Traffic flow around a main street construction project. I talked to 3 people (in succession) and was finally put through to voice mail of the person I needed to speak to. |
| 900278 | [Within past 3 or 4 weeks, major, completely dissatisfied, courteous, friendly, not long time] Repair to my driveway from street/ sewer project last summer '03 still not fixed. Also, correction of crooked walkway from sidewalk to street has not been done (it's been 1 year.) |
| 900279 | [1-2 months ago, minor, very dissatisfied, courteous, not friendly, long time] Replacement of our parkway tree was not of our liking. Our parkway maple is to be replace with a diminutive crab tree. I informed the village forester who told me effectively to just "live with it". |
| 900283 | [Within past 3 or 4 weeks, minor, very dissatisfied, courteous, friendly, not long time] Neighbor's fence installed on our property. |
| 900294 | [1-2 months ago, major, completely dissatisfied, courteous, not friendly, long time] Pot holes in front of house. |
| 900297 | [1-2 months ago, minor, somewhat dissatisfied, not courteous, not friendly, not long time] There's no parking available in my subdivision - signs that exist were put up to keep COD students out. Our road is actually maintained by us - families here have 2 & 3 cars - all working jobs to keep up with your taxes. |
| 900307 | [6-9 months ago, major, somewhat dissatisfied, courteous, friendly, not long time] |

What was the nature of your problem or concern that last time?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|--|
| | We were victims of residential burglary. Police responded quickly, however didn't seem to do too thorough of an investigation. No one was ever charged to our knowledge. In weeks following, we became aware of many robberies in the area similar in manner to ours. There was never a public alert and many of us wondered why not? Is Glen Ellyn ashamed of this? I think our Police Department and administration should do better by us, the residents, your employers. An alert might have prevented other incidences. |
| 900316 | [2-4 months ago, major, somewhat dissatisfied, courteous, friendly, not long time] Street reconstruction and curb installation schedule for my neighborhood streets in the village's 20 year plan. |
| 900321 | [4-6 months ago, major, completely dissatisfied, courteous, friendly, long time] Placing overhead utilities (wires, transformers, switching units) for electric, telephone and cable TV underground. |
| 900347 | [4-6 months ago, minor, very dissatisfied, courteous, friendly, not long time] Crossing safety of kids at Forest Glen. Specifically at Highland and Oak. |
| 900354 | [Within past 3 or 4 weeks, minor, somewhat dissatisfied, courteous, friendly, long time] I received a parking ticket while my street was under construction and I parked for an hour on a blocked off part of Hill (no traffic there) at the construction crew head's direction. I came into protest the ticket - no one could help me but said they would call back -- they did not. I had to call them. |
| 900361 | [NA, major, completely dissatisfied, courteous, friendly, long time] Building department. Neighbor won't finish his house. |
| 900371 | [4-6 months ago, major, very dissatisfied, courteous, friendly, not long time] A neighbor shoots off fireworks every day (365) a continuing problem, always in the evening and often during the day. He targets certain neighbors every day when they arrive home or when lights go out in the evening. He shoots them off so their dogs bark, then laughs. He and his sons also work on cars constantly, painting and sanding which is smelled and seen in the neighborhood. |
| 900398 | [1-2 months ago, major, somewhat dissatisfied, courteous, friendly, long time] We need a stop sign and sidewalk one block from Forest Glen School. As of yet waiting for police department to respond to assistant principals calls, sidewalk? |
| 900400 | [Within past 3 or 4 weeks, major, somewhat dissatisfied, courteous, friendly, not long time] Potential street cave in associated with water main work. |
| 900407 | [1-2 months ago, major, somewhat dissatisfied, not courteous, not friendly, not long time] Road construction was blocking our street which is a dead end, so there was no way in or out (esp. Emergency vehicles). The man in public works told me to "call the police". There was no letter warning us of blockage. |
| 900408 | [2-4 months ago, major, somewhat dissatisfied, courteous, friendly, long time] Leaking fire hydrant around 520 W. St. Charles Road. Constant puddle of water in 3 driveways. In winter, water forms large ice area which is on St. Charles Rd -- very dangerous!! Village has been out to fix it several times -- problem still exists. |

What was the nature of your problem or concern that last time?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| 900410 | [4-6 months ago, major, somewhat dissatisfied, not courteous, not friendly, long time] Cut outs in sidewalks. |
| 900420 | [1-2 months ago, major, very dissatisfied, courteous, friendly, long time] Graffiti removal. I had to call three times to get it removed. Despite communication that it was all removed/ covered, it has not been. Also, graffiti that was covered was not done so discreetly. |
| 900427 | [2-4 months ago, major, completely dissatisfied, courteous, friendly, not long time] Inadequate signage on Rt 53 onto Spring Ave. (very difficult to see in ground white sign post - need large overhead spring ave sign on stop lights!) |
| 900431 | [1-2 months ago, major, somewhat dissatisfied, courteous, friendly, long time] Construction next door - set back rules. |

APPENDIX B

- Key to Verbatims
- Verbatim Respondent Answers to Q.18 – “*What type of business, store, event or activity would you like added to Downtown Glen Ellyn?*”

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|---|
| 100007 | [Female, 45-49, Northeast] Better quality restaurants Too many activities and special events - give it a rest. Need a high-end cooking supply store. Better quality men's clothing store. Grocery store with extended hours. |
| 100008 | [Male, 45-49, Southeast] A few more restaurants. A teen center. |
| 100013 | [Female, 50-54, South of Roosevelt Rd.] More moderately priced restaurants. |
| 100015 | [Male, 25-29, Southwest] 1. More clothing stores for men. 2. Street festival on Main Street 3. Decorative fountain 4. Ice cream shop 5. Quizno's restaurant. |
| 100016 | [Male, 55-64, Northwest] Stationary; audio; young woman's clothes. |
| 100017 | [Female, 55-64, South of Roosevelt Rd.] Major grocery store. |
| 100018 | [Male, 45-49, Southeast] More restaurants, a CD store. |
| 100019 | [Male, 25-29, Southwest] Art Galleries, non-chain soup sandwich shop. |
| 100020 | [Male, 35-39, Southeast] Breakfast café. |
| 100022 | [Female, 50-54, Southwest] Department store like Mason's or McAllister's used to be. You can't buy reasonable underwear or socks in Glen Ellyn. |
| 100023 | [Male, 50-54, Southeast] Antiquarian bookstore, more frickin' banks!!! |
| 100026 | [Female, Under 25, Braeside] Outdoor theater. |
| 100028 | [Male, 65-74, Northeast] A modestly priced restaurant. |
| 100033 | [Male, 40-44, Northwest] DuPage Credit Union. |
| 100034 | [Female, 40-44, Southeast] A sandwich shop- NOT bagels or coffee. Someplace to sit down for a light lunch (club sandwich, a good salad) but not a hot dog. |
| 100035 | [Female, 35-39, Northwest] More family oriented restaurants and activities. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| 100036 | [Female, 65-74, Southeast] I would like to see longer business hours as I tend to go to shopping centers as I do most of my shopping in the evening and too many stores close at 5 pm. I would like to see a store where one could buy essentials such as underwear, socks, etc. |
| 100040 | [Male, 55-64, Southeast] I've grown tired of the Starbucks style of long lines, poor seating and its attraction for the "avant garde" clientele. I would like to see a Corner Bakery style business that hosts a wider variety of menu. I don't believe that we need any more home decor. |
| 100043 | [Female, 35-39, Southeast] Gap clothing store, a family-friendly restaurant/deli. |
| 100044 | [Female, 40-44, Southwest] Pet store. |
| 100045 | [Female, 45-49, Braeside] Women's clothing store for Plus sizes. Mideastern/Pakistani restaurant. Interfaith/multi cultural picnic at Lake Ellyn. |
| 100046 | [Male, 50-54, Northwest] Hobby/games store. |
| 100047 | [Female, 45-49, South of Roosevelt Rd.] Don't know, although I park in downtown Glen Ellyn every day, I rarely visit the store. There is never anywhere to park. |
| 100048 | [Female, 55-64, South of Roosevelt Rd.] Accessory - like Claire's, Thai Restaurant. |
| 100050 | [Female, 50-54, Northwest] A department store would be a nice addition to downtown. |
| 100051 | [Female, 45-49, Southeast] Clothing store. |
| 100052 | [Female, 45-49, Southeast] It would be nice to have a good book store downtown GE with a coffee area and a good selection such as a Borders.. maybe with music etc. I was sorry to see Michaels go. The concept was good perhaps it would have been better if the dinner prices were a little lower. I like the idea of boutique type stores but I rarely shop at them. I would prefer to see a couple of main stream stores for clothes shopping similar to Wheaton's Town Square over near Butterfield and Naperville Road. I am thinking of Eddie Bauer or Ann Taylor Loft or Banana Republic. Another thought is Walker Bros. pancake house would be great.. maybe they would consider coming to the western suburbs. Some of these would work well even on Roosevelt. |
| 100053 | [Male, 55-64, Northwest] Liquor Store, Sports Store. |
| 100054 | [Female, 35-39, Southwest] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Breakfast restaurant, Thai restaurant, bakery open 7 days/week. |
| 100055 | [Female, 50-54, Southwest] Teen clothing store such as Gap or Express. |
| 100056 | [Female, 30-34, South of Roosevelt Rd.] LOVE LADIES NIGHT OUT.. Movie Nights, more LOW KEY Grills... too many fancy places, more stores like Daffy Down Dilly... which does not exist now. |
| 100057 | [Male, 45-49, Northeast] A teen oriented clothing store or two; high end gift store; specialty food store / deli with good salad type lunch offerings; decent produce store (or major improvement to the downtown grocery's produce department). |
| 100058 | [Female, 35-39, Southeast] More variety at Farmers Market. |
| 100059 | [Male, 40-44, Northwest] Some ethnic restaurants, a really good deli. A cooking store. |
| 900003 | [Female, 75 or Older, Northeast] More fruits and veggies in the Friday market. Up-date Glen theater. Fewer banks. |
| 900004 | [Female, NA, Northwest] Sporting, art. |
| 900006 | [Male, 30-34, Southeast] Gas station. At least closer than it is now. |
| 900008 | [Female, 50-54, Southwest] Music store, sandwich shop, office supply, computer/ electronic tech store, (no chain stores please!!). |
| 900009 | [Male, 45-49, Northwest] No suggestions although I encourage you to keep it high end. |
| 900010 | [Female, 75 or Older, Southwest] A reasonably priced restaurant. |
| 900011 | [Female, 45-49, Northwest] Additional family restaurant. Jamba Juice, soapbox derby down Main Street, more local bands in July 4th parade. |
| 900012 | [Male, 50-54, Northeast] A high quality bakery, a high quality stationery store, a high quality fresh produce store, a teen clothing store. |
| 900015 | [Male, 75 or Older, Southwest] Deli (South of U.P.) |
| 900018 | [Male, 65-74, Northeast] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Children clothing store. |
| 900019 | [Female, 35-39, Northeast] An end of summer fair similar to the taste. |
| 900021 | [Male, 75 or Older, Southeast] Pool is a nice game - but? |
| 900022 | [Female, 50-54, Southeast] More opportunities for outdoor dining. |
| 900025 | [Male, 50-54, Southeast] Anchor store - Gap, Borders, ect. live local teen-age bands (high school). |
| 900026 | [Female, 50-54, Northwest] No more banks! |
| 900028 | [Female, 40-44, Southeast] I want our old Farmers Market back! More retail shops and less services. |
| 900029 | [Female, 50-54, Southeast] Seafood restaurant, general merchandise store (ala Target, but not necessarily chain) fresh flower stand (cheap, all year). |
| 900030 | [Male, 65-74, Northeast] No more banks needed! |
| 900032 | [Female, 35-39, Northwest] Fewer banks!, butcher shop, music store, bigger bookstore, a few chains such as: Williams-Sonoma, Jamba Juice, and Ann Taylor. I like McChesney and Miller but their hours are hard for me. |
| 900037 | [Female, 40-44, Southeast] Chili's, Baby Gap/ Gap, Williams Sonoma, Pottery Barn, other kid friendly stores and restaurants (no more Italian food!), pet store, shoe stores, Potbelly's. |
| 900039 | [Female, 35-39, Northwest] More child friendly eating and toy store. |
| 900040 | [Female, 50-54, Southwest] Chain stores open past 5:00 for people who work during the day. Stores with offerings that people actually need, not more gift stores that are too high priced. |
| 900041 | [Female, 45-49, Northwest] Knitting store, fabric/ quilting store. |
| 900042 | [Female, 75 or Older, Southwest] Apparel shops - women's. |
| 900045 | [Female, 50-54, South of Roosevelt Rd.] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|---|
| | Medium priced restaurant - reasonably priced clothes store. |
| 900047 | [Female, 45-49, Southwest] We need a good, reputable hotel or bed and breakfast!! luxury service. No more banks!!! we could use some "chains" Gap, Williams-Sonoma, etc. Nothing has ever replaced Spice and Easy for gourmet take out - real bakery (like Toni & Marie's in Hinsdale) would be nice - we were sorry to see the cheese shop go - we would love to have a good steak house, Sushi Bar, Japanese restaurant, fondue place to take out of town guest to - a butcher shop or deli would be great - it would be nice to have a gas station in town again--- not much is open for breakfast or lunch - a good toy store would be welcome. There isn't a decent newsstand in town - more restaurants should do take out for busy families - love Cold Stone!! |
| 900048 | [Male, 65-74, Southwest] A small department store would be nice and convenient. |
| 900049 | [Female, 35-39, Southeast] Maybe a smaller reasonably priced, more hip clothing store? Corner Bakery/ sandwich shop (not Einstein's - too limited of choices). |
| 900050 | [Male, 55-64, Southwest] Middle Eastern restaurant. |
| 900051 | [Female, 45-49, South of Roosevelt Rd.] A store similar to Archivers, fudge shop. Used/ rare books. Events: historical/ education events that are child friendly and low cost or free, motivational speakers, perhaps on environment. A multicultural celebration - could work the school on this. I'd like to see cross country skiing at Village Links with rental office there. Is there space for a winter-time inflatable indoor soccer dome? |
| 900053 | [Male, 75 or Older, Southeast] A store like Mason's or McAllister Wallace used to be. |
| 900054 | [Male, 35-39, Southeast] Gap, sporting goods store. |
| 900055 | [Male, 45-49, Southwest] More affordable restaurants, few bars, more stores with affordable prices, fewer resale shops with old junk, more shops with services like cleaners, shoe repair, etc, fewer coffee houses. More value in merchandise than junk at high prices! |
| 900056 | [Male, 65-74, Southeast] Classic autos on display, ice cream store, open nightly, more gift shops to replace Daffy Down Dilly. |
| 900058 | [Male, 55-64, South of Roosevelt Rd.] More casual, less expensive restaurants. |
| 900060 | [Female, 40-44, Northwest] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Better overall quality restaurants, better bookstore (independent, not borders), affordable women's clothing, pet store. More art fairs, more wine tastings, more sidewalk sales. Saturday Farmers Market or a produce market. |
| 900062 | [Female, 40-44, Southeast] A Gap or Old Navy - type store. I'd like to see stores that would draw more routine shopping in the village (i.e. too many "gift/ antique" stores) a "Corner Bakery" - type food store (open later than 6:00 pm) would also draw people downtown. |
| 900063 | [Male, 50-54, South of Roosevelt Rd.] Computer store. |
| 900066 | [Male, 65-74, Southeast] Veterans Day parade. |
| 900067 | [Male, 45-49, Northeast] Family restaurant - breakfast/ lunch/ dinner. |
| 900068 | [Male, 40-44, Southeast] Sporting goods store, (it would be nice if the fly fishing shop also offered hunting and shooting supplies) eg. Trout and Grouse in Northbrook or G.R. Young Outfitters in Lake Bluff, Il. |
| 900069 | [Female, 55-64, Northeast] Something to keep our teens interested in - shopping in town - clothing, soda fountains. Activities for teens- dancing, singing. |
| 900071 | [Female, 50-54, Southeast] More park benches for seating/ people watching. Sidewalk cafe's in Summer, more parking lots, activities/ events geared to H.S. kids to keep them active in community, i.e. places for them to hang out, etc. Later store hours for shopping, esp. on Sunday! |
| 900074 | [Female, 55-64, Southeast] I miss Little Hands. I, and family, do not like loud music at events. |
| 900078 | [Male, 65-74, South of Roosevelt Rd.] Sports store. |
| 900080 | [Male, 55-64, Northeast] Men's clothing. community bank - G.E./ Wheaton. |
| 900081 | [Female, 50-54, Northwest] Well, I miss Daffy Down Dilly and Alexanders, so I guess a gift store. |
| 900082 | [Female, 40-44, Northwest] General store, major chain clothing store, movie rental. |
| 900084 | [Female, 45-49, Northwest] Teenager's restaurant, Gap, American Eagle. |
| 900085 | [Female, 45-49, Southwest] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Art/ gallery stores and art shows. |
| 900086 | [Female, 35-39, Southeast] Children's store specialty, new toy store, updated womens/mens clothing, more lunch restaurants (kid-friendly). |
| 900087 | [Male, 55-64, Braeside] A dance club for teenagers that also provides games, some live music, some recorded music, and costume parties on Halloween, etc. We need a walk-in clinic for healthcare. |
| 900088 | [Female, 45-49, Southeast] Arcade/video game (per my kids). |
| 900089 | [Female, 65-74, Northeast] Fabric store. No more banks - how many are enough??? |
| 900092 | [Female, 45-49, Northwest] Clothing - ladies - Gap - music- cd - video. more restaurants - (diners). |
| 900093 | [NA, NA, NA] Bacon & eggs breakfast. |
| 900098 | [Male, 40-44, Northeast] Parking garage on Main South of tracks. |
| 900099 | [Female, 35-39, Southeast] Nice quality Asian (Chinese or Japanese or Sushi) restaurant. Full line toy store, restaurant for high tea, casual - big name clothing store. Kitchen stores (Williams - Sonoma). |
| 900100 | [Female, 45-49, Northeast] Businesses that are fairly priced -- to appeal to all groups. So kids don't have to spend a min. of \$5 for ice cream. More places like Blue Sky that is unfortunately going out of business because of big names like Starbucks. We need to support the "little" guys. |
| 900104 | [Female, 75 or Older, South of Roosevelt Rd.] A dress shop for large size women. |
| 900107 | [Female, 45-49, Northwest] Something for teenagers! More basic service and goods, like a record/cd store, ice cream shop, less expensive restaurants. There are hundreds of G.B. West kids traveling though downtown with money in the pockets, and very few places that appeal to them. |
| 900108 | [Male, 50-54, Southeast] Family restaurants (fine dining without children), bicycle shops, nice convenience store... better than one located at tracks and Park Ave. Deli shop. Reduce promoting homeless shelters for non-Glen Ellyn (DuPage) individuals. |
| 900109 | [Female, 35-39, Southeast] Downtown seems depressed. The town will need to consider inviting a chain store to join Gap?, other kids clothing?) in order to increase traffic of people. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|---|
| 900110 | [Female, 40-44, Southeast] Causal clothing - blue jeans! We need a Gap! It would also be nice to have a few more stores that teens would enjoy. |
| 900111 | [Female, 45-49, Southwest] No more banks!! |
| 900112 | [Male, 75 or Older, Northwest] Mens casual and sportswear store. |
| 900116 | [Male, 45-49, Southeast] Hobby & train store, Hallmark Store again, seasonal stores. |
| 900117 | [Male, 55-64, Southeast] High end French breakfast cafe. |
| 900119 | [Male, 40-44, Northwest] A sports bar is needed. A parking garage across from McChesney is greatly needed. |
| 900120 | [Male, 40-44, Northwest] Live theater would be great and it would bring more out of town patrons. I would like to suggest that all the downtown businesses be required to keep there windows clean. The Chinese restaurant is an eyesore. Maintaining clean windows goes a long way. |
| 900122 | [Female, 65-74, Southwest] Moderately priced clothing store |
| 900124 | [Male, 45-49, Northeast] Gas station and a wash room facility in Prairie Path park. Note: the floral clock was a ridiculous idea and a complete waste of money. |
| 900125 | [Female, 35-39, Southeast] Organic produce market (e.g. Whole Foods) no more banks please!! |
| 900128 | [Male, 40-44, Southwest] Need an anchor store - like the Gap. Need a place for kids to buy music/ cd's. |
| 900129 | [Male, 55-64, Northeast] Card shop, gift shop. |
| 900130 | [Female, 55-64, Southeast] Need to liven up downtown area, especially evenings & weekends. More restaurants disbursed throughout downtown i.e. lower priced restaurants such as Chilis, etc. to draw younger crowds. Popular stores ie. Gap, Pottery Barn, Renovation Hardware. Things geared to young adults and older teens. |
| 900131 | [Male, 65-74, Northeast] Women's clothing (medium priced). |
| 900132 | [Female, 75 or Older, Southeast] Stationary store. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|--|
| 900133 | [Female, 40-44, Northwest] Clothing stores, children's clothing. |
| 900135 | [Female, 30-34, Southeast] Food - a good sandwich shop ie. Italian subs; good bread & lunchmeat. A good family friendly destination (ie. like Red Robin - like burger place) shopping - a 'mid-range' (ie. not over priced) clothing store for women/ kids (Gap/ Gap Kids). |
| 900136 | [Female, 75 or Older, South of Roosevelt Rd.] Because of health problems we are a bit limited as to participating in activities in town. Parking problems on Main Street also limits our visits there. |
| 900137 | [Male, 65-74, Southeast] More parking for occasional train use and shopping. |
| 900138 | [Male, 30-34, Northwest] An October fest party w/ bands, beer/ wine, brats etc. Better Farmers Market with more produce vendors. Spice store (like Spice House) bread store (like Breadsmith). Taste of Glen Ellyn to have more local vendors & less non-specific commercial vendors. A good breakfast place like Lucky Platter in Evanston. Maybe not downtown but we need a good "hand" car wash. |
| 900139 | [Female, 65-74, Southeast] Department stores, cards and gifts. |
| 900141 | [Female, 40-44, Southeast] Family restaurant - hamburgers. |
| 900142 | [Female, 55-64, Northwest] High-end men's clothing store. |
| 900145 | [Female, 55-64, Southeast] Gap, Old Navy, William Sonoma - stores other than gift shops - more women's clothing. Maybe a fall fest similar to Wheaton's. |
| 900146 | [Male, Under 25, Southwest] Pet shop. |
| 900147 | [Male, 35-39, Southeast] A larger Farmers Market; more deli, fast food options (why wouldn't you let Corner Bakery put up a sign?) |
| 900149 | [Female, 35-39, Northeast] Gap, Corner Bakery, some major chain to sustain financial stability in our town. |
| 900150 | [Female, 75 or Older, Southeast] I miss Creative Gift and Flemings & McAllister, I never had to venture out of town, everything was here! Thank goodness for Crai's and Gresche's! |
| 900151 | [Female, 45-49, Southeast] A Gap store. More restaurants. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|--|
| 900154 | [Female, 65-74, Southeast] A department store. |
| 900155 | [Male, 75 or Older, Northwest] A full service grocery store with cut-rate wines and beer. Fresh foods and a deli counter (we used to have one, besides McChesney-Miller). |
| 900156 | [Male, 65-74, Northwest] Hot dog store near Glenbard West school for the high school kids. |
| 900157 | [Female, 40-44, South of Roosevelt Rd.] Gap/ Banana Republic. Unique coffee house like one on Main St. in Wheaton |
| 900159 | [Female, 35-39, South of Roosevelt Rd.] Better movie theater. |
| 900160 | [Female, 75 or Older, South of Roosevelt Rd.] Store to purchase electronic items (TV, DVD, telephone) etc. |
| 900162 | [Male, 75 or Older, Southwest] 1) A moderate priced ladies clothing store for middle aged and older people 2) A stationary store |
| 900169 | [Female, 65-74, Southwest] Carry out sandwich/ salad lunch (I work in town). Less expensive ice cream store. Major book store. |
| 900172 | [Female, 40-44, Northeast] Bigger retail offerings such as Gap, Corner Bakery. Bigger named retail stores, less giftware. |
| 900173 | [Male, 65-74, Northwest] Pool rooms. |
| 900174 | [Male, 40-44, Northeast] A store for teenagers to shop for clothes, a toy store, a child-friendly restaurant. Maybe a pet shop. A winter festival would be fun. |
| 900175 | [Female, 30-34, Southeast] Casual family restaurant that is open evenings; not opposed to larger chain stores such as Williams & Sonoma, Banana Republic, Gap, Pottery Barn, etc.; new bookstore. |
| 900177 | [Female, 50-54],[Female, 50-54, Movie theater - more than we currently have, arts & crafts supply store. |
| 900178 | [Female, 35-39, Southwest] Florists... that sell a variety of cut flowers (existing florists are weak). Kinko's copies, kids toys & clothes. |
| 900182 | [Female, 50-54, Northwest] Hallmark store. |
| 900183 | [Female, 55-64, Northwest] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|--|
| | A small department store. I would have said "an ice cream parlor" but now we have one! |
| 900186 | [Female, 65-74, Southeast] A department store would be great, or general store as was the case several years ago. |
| 900187 | [Female, 75 or Older, Northwest] Family restaurant - pancake house - Perkins! Miniature department store. Daffy Down Dilly & gift shop. |
| 900188 | [Male, 50-54, Northeast] Anything with staying capacity. Too many are here today and gone tomorrow. A pharmacy with prices competitive with Walgreen's and CVS would be my first choice. |
| 900190 | [Female, 55-64, Southwest] I miss the smaller, personable type office supply/ stationery store (with extensive stock), like the Village Stationers we used to have on Duane Street. A religious goods store. A large, fine dining restaurant. A restaurant serving European cuisine - German, Czech, etc. |
| 900192 | [Male, 30-34, South of Roosevelt Rd.] Ice cream parlor, toy store. |
| 900196 | [Male, 75 or Older, Northeast] Music and art store. |
| 900199 | [Female, 55-64, Northeast] Restaurant with better quality food. Women's clothes (other than Environments), ice cream place with a drive-up! (impossible to get to "Cold Stone"!). Harris Bank has "greatly" improved since it moved with its drive up capability. |
| 900202 | [Male, 65-74, Northwest] Dry goods store, moderate priced clothing store |
| 900204 | [Male, 35-39, Southwest] Octoberfest. |
| 900208 | [Female, 50-54, South of Roosevelt Rd.] Additional retail shops would enhance the downtown area. |
| 900209 | [Female, 40-44, Northwest] Continue to offer the latest of business opportunities. |
| 900210 | [Male, 50-54, Southwest] Too many "cutesy" stores selling trinkets & baubles. (1) like most, if not all Western suburbs we're in desperate need of quality restaurants. (2) look at downtown Naperville for its variety of stores. You could actually use only downtown and get by. Other than a few essentials (like banks, cleaners, etc - and these are fine.) There's not too much to shop for in Glen Ellyn. Anyone who doesn't live close comes here only rarely and not very occasionally for the few novelties downtown offers. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|--|
| 900211 | [Female, 45-49, Southeast] Larger sized woman & mens clothing store. |
| 900212 | [Male, 50-54, Southeast] Parking garage like downtown Wheaton. Lighting on the Prairie Path. |
| 900213 | [Female, 35-39, Northwest] Another "lunch" type of restaurant - another choice other than Eistensteins; large "anchor" store - ie. Gap, Banana Republic, etc. |
| 900214 | [Female, 35-39, Southeast] Don't know - but need less hair salons & banks. |
| 900219 | [Female, 30-34, Southwest] Glen Ellyn really needs some anchor stores to draw people downtown (ex. Gap, chain sandwich shops) the stores currently located downtown are quite boring and aimed at older people. How are businesses supposed to survive in downtown Glen Ellyn if there aren't any exciting stores to pull you downtown. |
| 900220 | [Male, 50-54, Southeast] Gap. |
| 900221 | [Female, 35-39, Southeast] Toy store, Thai store. |
| 900224 | [Female, 55-64, NA] Movies - music and shows in restaurants. Gifts, Flower shops. |
| 900226 | [Male, 40-44, Southwest] Taste of GE OK, but conflicts with lilac parade; maybe consider another date? S/B more emphasis on local eateries. More music concerts may be nice (or car show). Perhaps stage them at parking lot so crowds then go over to businesses to eat or shop. Add bakery store - open at night for people on way home from work! Scrapbooking supply store may be good. Affordable clothes, shoe or home furnishing store vs. all the boutiques. Add a light at Crescent and Park! Add a light at Prairie Path crossings. Dog day care. |
| 900228 | [Female, 75 or Older, Southwest] Variety store. |
| 900230 | [Female, 30-34, Northwest] Thai restaurant, Mexican restaurant, gaming youth & all ages store longer hours at grocery store - see Blue Goose in St. Charles, Il, gourmet kitchen & food store, chocolates, ice cream & gift |
| 900232 | [Female, 45-49, Southeast] More clothing stores, sandwich shop, bar, seafood restaurant, play/ theater productions, larger farmer market and held on a weekend day, ice skate rental, concessions at Lake Ellyn. |
| 900234 | [Female, 55-64, South of Roosevelt Rd.] Women's petite fashions. |
| 900239 | [Female, 40-44, Northeast] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Affordable businesses. |
| 900243 | [Male, 55-64, Northeast] High quality clothing store (men's & women's). |
| 900246 | [Male, 65-74, Southwest] Use parking lot North of theatre for a multi-level parking structure to facilitate downtown shopping. Also, organize a public hanging of people who want to retain the old buildings in the downtown area instead of bringing more modern structures & designs. |
| 900248 | [Female, 75 or Older, Northeast] Popular chain stores like Gap, etc. |
| 900252 | [Male, 40-44, Southeast] Nightclub for dancing (25 and older only to keep away underage children). |
| 900253 | [Male, 50-54, Southeast] Moderately priced restaurant (sit down) for lunch & breakfast (like an Egg Harbor) most restaurants in downtown area are expensive - except Einstein's. |
| 900254 | [Male, 45-49, NA] Would like to see more activity, outdoor dining. Cruise night etc. More high end stores. My two favorites are Naperville and Wheaton. |
| 900255 | [Female, 65-74, Southwest] Ladies clothing store. |
| 900257 | [Female, 75 or Older, South of Roosevelt Rd.] Parking garage. |
| 900258 | [Female, 75 or Older, Southwest] Taxi service at train station. |
| 900259 | [Male, 65-74, Southeast] Office supply. |
| 900260 | [Female, 50-54, South of Roosevelt Rd.] Brand name stores. Fewer mom/ pop businesses, more night life, better restaurants, later hours. "Fine arts" should be called "simple arts & crafts". "Taste of G.E." should be called "small sample of simple/ plain food". |
| 900261 | [Female, 55-64, Northeast] A deli (Augustine's). |
| 900262 | [Female, 65-74, Northwest] A dry goods store on the order of the old Mc Allister's - not a major retail store which is available in nearby malls! I hope the GE Development corp. is not planning a parking garage within the village downtown area nor any more restaurants! |
| 900263 | [Female, 75 or Older, Northeast] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Upholstery, furniture (like Cottingham's), sports wear stores for women. |
| 900264 | [Male, 45-49, Southwest] A place for teens to buy clothing (Gap) this will keep more shopping downtown. |
| 900266 | [Female, 30-34, Northeast] Video store/ music store, Mediterranean food, no more Italian food! I think taste of Glen Ellyn should actually have Glen Ellyn foods!!! |
| 900267 | [Male, 50-54, Northwest] A men's workout gym, similar to curves. A bead shop and other independent retailers. Another breakfast/lunch restaurant. A grocery store that stays open past 6 pm and is open on Sundays. A true Farmer's Market with locally grown fruits and vegetables. |
| 900268 | [Female, 40-44, Southeast] Retail type stores - Gap or children's Gap. A jazz fest or blues fest at Lake Ellyn. |
| 900271 | [Female, 50-54, Southeast] A shop like Cottage Gardens. I miss it. A high end gift store similar to Daffy Down Dilly or even better. Stores that are more boutique than predictable. |
| 900273 | [Male, 45-49, Northwest] Gap store, more reasonably priced clothes. |
| 900275 | [Female, 50-54, South of Roosevelt Rd.] Teen center. |
| 900277 | [Female, 45-49, Northwest] Clothing store for teenagers Gap, Old Navy, Express or similar. Internet cafe. |
| 900278 | [Female, 40-44, Southeast] More variety of restaurants, retail similar to Naperville. Winter carnival/ festival. No more banks! or Italian restaurants! |
| 900280 | [Male, 75 or Older, Southwest] Hobby shop: model railroads, airplanes (radio control), science toys, etc. |
| 900282 | [Male, 55-64, Northeast] Jeans store - casual clothing, outlet type store. |
| 900283 | [Male, 55-64, Southeast] Bank One, a good European deli/ bakery, ethnic shops. |
| 900286 | [Male, 55-64, Southwest] Major bookstore. |
| 900287 | [Female, 50-54, Southeast] A national retail store with drawing power (Gap) Coldstone and Starbucks are helpful. They draw people downtown and other businesses get more traffic. |
| 900290 | [Female, 35-39, Southwest] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Less high end boutiques. More known retail chains. More restaurants for families. |
| 900291 | [Female, 45-49, Northwest] Another microbrewery. |
| 900292 | [Male, 65-74, Southeast] More variety in women's, men's and children. Too many of the same type of children and infant shops. Too - too many banks taking up valuable retail space. |
| 900294 | [Male, 50-54, South of Roosevelt Rd.] More clothing stores. |
| 900295 | [Female, 40-44, Southeast] 1) Kid friendly casual restaurant for lunch etc. 2) Home decor and gifts store. |
| 900301 | [Male, 35-39, Northwest] Chain store retail (Gap, deli). |
| 900306 | [Female, 40-44, Southeast] Old Navy/ Gap, hamburger stand. |
| 900307 | [Female, 30-34, Northwest] A national retailer, a bar. |
| 900309 | [Male, 30-34, Northwest] Any big chain retail (i.e. the Gap, Ann Taylor, Pottery Barn, etc.) also more restaurants. We've done a good job lately, but we could do better. Also, we should have a Farmers Market that everyone (not just stay at home moms) can attend. |
| 900310 | [Male, 55-64, Southeast] Newsstand - expand bookstore - tea room - Great Harvest bakery - renovated theatre - day care for commuters. |
| 900311 | [Female, 55-64, Southeast] Stores, the types of stores that would enable me to avoid shopping malls i.e. reasonably priced children's and women's clothing stores. |
| 900312 | [NA, 40-44, Southeast] Need 1-2 national clothing chain (Gap....) to attract other business to downtown. The mom/pop stores are fading in Glen Ellyn. The level of stores needs to be raised. A national chain would start this process. |
| 900313 | [Male, 40-44, Southwest] Specialties - galleries. |
| 900317 | [Female, 40-44, Southwest] Some less expensive restaurants - not so high end, deli (not high end), will miss Blue Sky. |
| 900318 | [NA, 55-64, Southwest] Needlework and fabrics, art supplies, garden center, larger book store. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|--|
| 900319 | [Female, 45-49, Northeast] Please drop local elitism that resists major retailers! We could use a good shop like Williams Sonoma, Gap, Subway, etc! |
| 900322 | [Female, 40-44, Northwest] Clothing- major retailers (Gap like) love Naperville, music stores, toy stores, video stores, deli's, fabric stores. |
| 900323 | [Female, 40-44, Northeast] Casual restaurants. |
| 900324 | [Female, 25-29, Southeast] Family friendly dinner establishment that is not a bar. |
| 900325 | [Female, 55-64, Northwest] Ones that add charm and interest to downtown. |
| 900326 | [Female, 75 or Older, Southeast] I would like to be able to shop in a dry goods store, such as "McAllister and Wallace". Also, a nice clothing store like "Horsleys". They were very important to our family. I do not like going to the malls. |
| 900328 | [Female, 50-54, Southeast] Gas station. |
| 900329 | [NA, 75 or Older, Southeast] Art fair in downtown business area, more October fest activities. |
| 900331 | [Female, 50-54, Northeast] Miniature version of brand name store i.e. Gap, Victoria Secret, sports apparel, i.e. villages such as Hinsdale, Lake Forest etc. |
| 900332 | [Female, 40-44, Southeast] Corner Bakery, decorating store, kitchen store, high-end hobby store, no more banks! Asian restaurant, upgrade theatre. |
| 900333 | [Female, 50-54, Southeast] A family restaurant with modest prices and a varied menu that serves all economic groups and ages and is open from early morning to serve breakfast until late night to serve an "after movie" meal. We do not need another Italian restaurant in downtown Glen Ellyn! |
| 900334 | [Male, 65-74, Southeast] Less boutique, more varieties. |
| 900335 | [Female, 55-64, South of Roosevelt Rd.] Moderate priced clothing stores. Movie theatre with current films at a moderate price without sticky floors & seats. |
| 900336 | [Female, 35-39, South of Roosevelt Rd.] More restaurants & music (clubs). |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| Resp. | Comment |
|--------|---|
| 900339 | [Female, 35-39, Northwest] I would shop downtown Glen Ellyn 1-3 times per week if there were chain stores there. Williams-Sonoma, Banana Republic, Baby Gap, etc. would make it much more likely that I would come downtown and then go into the existing locally owned shops that I quite frankly wouldn't make a special trip to visit. A nice bakery/ lunch spot (small Dean & DeLuca - like) would bring me downtown at least once per week as well. |
| 900346 | [Female, 30-34, Southwest] Taste of G.E. is too early in the year. It's usually chilly when event is held. |
| 900347 | [Male, 35-39, Northwest] Casual, sit down restaurant. |
| 900348 | [Female, 40-44, Northwest] A Spring or Fall festival (instead of the winter, usually is too cold to come out or too warm for ice sculpters) or the taste of Glen Ellyn which is scheduled way too early and the event is usually rained out every year. Something new, perhaps tied to the history of Glen Ellyn (i.e. pumpkin carving, scarecrow festival, spring dance in the streets...(on Main Street.) A more progressive book store. A more upscale bakery/ sandwich shop (is it a coincidence that the hot dog man on Main Street is mobbed)? |
| 900349 | [Male, 55-64, South of Roosevelt Rd.] Quality book store, quality card store, Panera, Corner Bakery, Talbots, Egg Harbor. |
| 900353 | [Female, 65-74, Northeast] (Comfort) shoe stores, fast food, ice cream shop. |
| 900354 | [Female, 45-49, Southeast] Casual lunch places. A winter festival at Lake Ellyn - skating and such. |
| 900355 | [Female, 75 or Older, Southwest] Department store, American restaurant. |
| 900356 | [Female, 30-34, Southeast] Splash park. |
| 900357 | [Female, 35-39, Southwest] Gap - other clothing retail. Noodles and Company or Corner Bakery. Economical places to eat. |
| 900359 | [Female, 55-64, Southeast] Would like stores to all stay open on Thursday night. We would like to see the "old car night" return. We always ran into our friends and neighbors there. |
| 900360 | [Female, 65-74, Southeast] Would like a general gift shop like Daffy Down Dinty or Creative Gift again. Would like a general women's clothing store, stationery store, toy store. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| 900362 | [Female, 45-49, Southeast] Clothing store for entire family (i.e. Gap) sporting goods, teen center/ youth center with pool tables, ping pong, darts. |
| 900363 | [Female, 55-64, Northeast] Not sure, but please how many more banks do we need? |
| 900364 | [Female, 55-64, Southeast] Another cafe like Spice and Easy. I still miss that place! |
| 900368 | [Male, 35-39, Southeast] Glen Ellyn has prime retail/ restaurant locations taken up by banks! We could use some inexpensive restaurants that are not pizza/ Italian. |
| 900370 | [Male, 30-34, Southwest] There has never been a great place for teens/ young adults to go. There needs to be a place where kids in bands can play for their peers. They would be the entertainment. There could even be occasions where touring bands could play "all ages" shows. This would keep young people from traveling to Chicago (somewhat) this is a rough outline....stay away from anything to do with "gangster rap" and any gang-banger scenes!!! Having young adults congregate at dance-parties and live music would be great, but any "urban" activities should not be tolerated! (The whole idea is to keep "gang activity" boredom away from GE.) |
| 900372 | [Female, 40-44, Southeast] It would be nice to have even more diverse restaurants i.e. Thai, Indian. I love that there are family owned, unique restaurants downtown & not just chains. For shopping I do think an anchor store such as Gap, Banana Republic, would be nice - it's been with good results in Naperville & Wheaton. |
| 900375 | [Female, 35-39, NA] Decent - affordable shops. No more restaurants. Some entertainment to bring more people to the town to eat at the many restaurants. |
| 900376 | [Female, 45-49, Southeast] Upscale bakery, improved deli. |
| 900377 | [Female, 45-49, Braeside] Plus size woman's clothing. |
| 900378 | [Female, 35-39, Northwest] Restaurants other than "Italian". More lunchtime restaurant options. |
| 900379 | [Male, 50-54, Southeast] Pretty much satisfied with the variety of stores that are downtown. Can pretty much get everything I need on any given day. |
| 900381 | [Male, 30-34, Southwest] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | Anything but another bank. |
| 900383 | [Female, 40-44, Northeast] The Gap - I think it would attract revenue to Glen Ellyn and increase foot traffic to other businesses. There is too much redundancy in what is offered. Too many salons, banks, specialty gift stores. The restaurant choices are improving but still not great. Very inconsistent quality. |
| 900385 | [Female, 40-44, Northwest] Some more dining options. Perhaps gourmet prepared foods/ market. Upscale clothing. |
| 900387 | [Female, 35-39, Northwest] Stores of better quality. I go to Naperville often - great looking town. Wonderful shopping big name companies. |
| 900390 | [Female, 35-39, Southwest] Some Indian stores and restaurants. Women's club or gym. |
| 900391 | [Female, 50-54, Northeast] Large chain retailer such as Chicos, Gap, or American Eagle Outfitters. |
| 900392 | [Male, 65-74, Northwest] General clothing, Sears outlet. |
| 900393 | [Female, 40-44, Northeast] I would like to see more variety in the types of stores. It would be beneficial if there was a more reasonably priced children's store - Gap, Baby Gap!!! Also - another luncheon/ sandwich shop would be nice - Einstein bagels is always so crowded. I typically travel to our neighboring communities to find such stores. |
| 900397 | [Female, 35-39, Northwest] Gap, Kids Gap, Gymboree, Pottery Barn, Crate & Barrel, Egg Harbor cafe or other similar. |
| 900399 | [Male, 65-74, Northwest] Hallmark store. |
| 900401 | [Female, NA, Southwest] Here or Ross Rd corridor would like to see all purpose clothing store like McAllister. |
| 900403 | [Female, 45-49, Southwest] Teen stores. |
| 900405 | [Female, 75 or Older, Southeast] Stationary store. Notion and variety store. |
| 900406 | [Male, 40-44, Northwest] A clothing chain store. |
| 900407 | [Male, 45-49, Southeast] More restaurants. |
| 900408 | [Female, 35-39, Northwest] Village pub. Teen center. |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| 900409 | [NA, 45-49, Northwest] More restaurants. |
| 900416 | [Female, 50-54, Northwest] A grocery store that is open a little later in the evening and on Sunday afternoons of the quality of McChesneys (of course!). |
| 900419 | [Male, 45-49, Southeast] Casual eateries with outdoor seatings. |
| 900420 | [Male, 40-44, Southeast] I like the fact that there are no chain restaurants or stores. The stores are unique and enjoyable. |
| 900423 | [Male, 40-44, Southeast] Restaurant that caters to families...hot dogs, burgers, Italian beef, Italian sausage...like a Michael's but in downtown GE. |
| 900424 | [Female, 45-49, Southwest] A lunch restaurant, higher end than Einstein for moms and kids. |
| 900425 | [Female, 50-54, Northwest] Affordable women's/ teens clothing store. |
| 900427 | [Female, 40-44, Southeast] "Taste of Glen Ellyn" needs to have only Glen Ellyn restaurants!! Heard complaints that it costs too much - this event should live up to it's name! |
| 900429 | [Male, 35-39, Northwest] Video store, more clothing national chains such as Gap/ Banana Republic, breakfast/ lunch cafe, ice cream parlor, health club. |
| 900430 | [Female, 40-44, South of Roosevelt Rd.] More restaurants. |
| 900434 | [Male, 30-34, Northwest] Glen Ellyn needs to draw more stores that will draw business. Downtown Naperville would be a good example. |
| 900437 | [Female, 50-54, Southeast] Clothes for teenagers - Gap. |
| 900438 | [Female, 50-54, Southeast] A decent bakery, casual clothing for boys and young men, music, office and art supplies, more antique shops. Those used to be what made our downtown special. We sure don't need more gift shops or Italian restaurants. We certainly do not want chains. The reason to shop here is to find something different. |
| 900440 | [Female, 65-74, Southeast] Fabric store. |
| 900443 | [Female, 35-39, Northeast] |

What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|--|
| | Anchor retail clothing store. No need for additional restaurants. |
| 900444 | [Male, 45-49, Southwest] Affordable children's clothing, record/ c/d store, renovated movie theater. |
| 900447 | [Female, 30-34, Southeast] Sports bar, Thai restaurant. |
| 900451 | [Female, 40-44, Southwest] A theater with plays, chamber music and jazz ensembles. Small cozy decent privately owned coffee shop. A high quality speciality anchor store to bring in traffic. Art galleries and unique clothing and foods. I want Glen Ellyn to feel like the best of Lake Geneva; Geneva, IL; Hinsdale and Wheaton downtowns without turning into a Naperville. Our Farmers Market should be high quality, thriving and great values drawing people from all surrounding towns. We should be a destination, shopping experience for neighboring villages. I'll drive to Geneva or Hinsdale or even Evanston for a special girls day. I now have to frequent Wheaton for a good coffee shop. Our art festival has become tacky and poor quality in recent years. I'd rather drive to Old Town or Geneva and St.Charles or Naperville than spend precious hours at ours. We want people to feel special in Glen Ellyn, not sad. We need good quaint signs and maps sending consumers to each corner of downtown Glen Ellyn. To grow we need to bring in spending dollars from elsewhere. |
| 900452 | [Male, 55-64, Southwest] Retail outlet featuring furniture, floor covering and home furnishing accessories. I would be interested in working with the proper people to explore the possibilities. (Also provided name and phone number.) |

APPENDIX C

- Key to Verbatims
- Verbatim Respondent Answers to Q.21 – “*What type of business, store, event or activity you like to have added to the Roosevelt Road corridor?*”

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 100008 | [Male, 45-49, Southeast] Electronic/computer type store. |
| 100013 | [Female, 50-54, South of Roosevelt Rd.] Department store. |
| 100015 | [Male, 25-29, Southwest] 1. More popular restaurant chains 2. More gas stations 3. Traffic light to exit Jewel shopping plaza onto Roosevelt 4. More interesting architecture (more up-scale look) 5. Starbucks 6. Clothing stores, such as Old Navy or Gap. |
| 100018 | [Male, 45-49, Southeast] Better restaurants, large bookstore, children's clothing store. |
| 100019 | [Male, 25-29, Southwest] I think there is enough variety, the overall vision for the appearance of the corridor needs to be developed...because it really is an eye sore for the village. |
| 100020 | [Male, 35-39, Southeast] Restaurant. |
| 100022 | [Female, 50-54, Southwest] Department store. |
| 100026 | [Female, under 25, Braeside] Gas stations. |
| 100029 | [Male, 50-54, Northeast] Building supplies store. |
| 100031 | [Female, 45-49, Braeside] No more banks! (kidding....) okay as is, but the lack of code on sign appearance in the non-strip stores is a little ugly. |
| 100033 | [Male, 40-44, Northwest] Apparel, shoes, bookstore. |
| 100034 | [Female, 40-44, Southeast] A sit-down family restaurant, but preferably not a chain (like Denny's) which runs 24 hours and attracts the after-bar crowd. |
| 100035 | [Female, 35-39, Northwest] More selection of ethnic restaurants, higher end shopping area. |
| 100036 | [Female, 65-74, Southeast] I would like to see a high end restaurant. I am quite pleased with what Pickwick is turning into. I would like to see the village continue to support the Trader Joes and the Binnys! |
| 100040 | [Male, 55-64, Southeast] It is prime for major hotel development that would include restaurants. However, there must be something done to alleviate traffic tie-ups during rush hour. |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 100044 | [Female, 40-44, Southwest] Books/ music. |
| 100045 | [Female, 45-49, Braeside] Women's plus size clothing store. Wedding banquet hall that enables people to bring in their own food. Taste of Pakistan day with ethnic food and clothing for sale. |
| 100046 | [Male, 50-54, Northwest] Hobby/games. |
| 100047 | [Female, 45-49, South of Roosevelt Rd.] Restaurant. |
| 100048 | [Female, 55-64, South of Roosevelt Rd.] Banquet facility. |
| 100050 | [Female, 50-54, Northwest] Target department store or Bed Bath and Beyond. |
| 100051 | [Female, 45-49, Southeast] Nicer restaurant. |
| 100052 | [Female, 45-49, Southeast] I would like to see a good book store (e.g. Borders), if not downtown then on Roosevelt. Roosevelt would also be a good place for some nice shopping such as a couple of clothing stores i.e. Ann Taylor Loft or Banana Republic or Eddie Bauer or J. Jill. |
| 100054 | [Female, 35-39, Southwest] Too many already, but if possible TJ Maxx |
| 100056 | [Female, 30-34, South of Roosevelt Rd.] Target... Something practical... Too many car dealers... Not enough places to eat. |
| 100057 | [Male, 45-49, Northeast] Teen apparel; electronics. |
| 100058 | [Female, 35-39, Southeast] Gas stations with better access. |
| 100060 | [Male, 30-34, South of Roosevelt Rd.] More restaurants, clothes store, Starbucks!! |
| 900004 | [Female, na, Northwest] Nicer restaurant. |
| 900008 | [Female, 50-54, Southwest] Music store, office supply, computer/tech. |
| 900009 | [Male, 45-49, Northwest] Better restaurants. |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| 900010 | [Female, 75 or older, Southwest] A larger grocery store in the market plaza. |
| 900022 | [Female, 50-54, Southeast] Grocery stores, cleaners, coffee shop, ice cream, restaurants. |
| 900029 | [Female, 50-54, Southeast] No more banks! No more gas stations! No more fast food restaurants. How about a green space somewhere with picnic tables and parking. |
| 900030 | [Male, 65-74, Northeast] No more banks needed! |
| 900032 | [Female, 35-39, Northwest] Nicoll Way - park is ugly, Park to Main is only slightly better. The brickwork is nice but it can't hide the large and tacky signage and strip malls are rarely attractive. The Shell is unattractive and large - they should have been required to do the more attractive version of Shell chain like I have seen in Hinsdale and Barrington. The in and out of that station causes traffic jams and accidents. Who agreed to the Pay Day Loan and used car dealerships? |
| 900033 | [Female, 30-34, Northwest] Office supply. |
| 900035 | [Female, 55-64, South of Roosevelt Rd.] No more gas stations, please! |
| 900037 | [Female, 40-44, Southeast] Less banks, more specialty stores, more family restaurants - sandwich shops/ places to go for lunch. |
| 900040 | [Female, 50-54, Southwest] Chain stores open past 5:00 for people who work during the day. Stores with offerings that people actually need, not more gift stores that are too high priced. |
| 900041 | [Female, 45-49, Northwest] Fabric store. |
| 900045 | [Female, 50-54, South of Roosevelt Rd.] Casual dining, casual clothing store. |
| 900047 | [Female, 45-49, Southwest] That mattress store/ camera shop sticks out like a buck tooth!!! Add trees, trees, trees!! Fewer signs, less neon, no Spanish signs please. Lose the "self service" at Jewel - no one uses it! Angle parking West of Jewel - that lot is a nightmare!!! |
| 900048 | [Male, 65-74, Southwest] A small department store would be nice and convenient. |
| 900049 | [Female, 35-39, Southeast] |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| | I understand that the Bargway-site will be redeveloped - maybe some nice restaurants/ retail etc? As is, there is a lot of "cheap" (for lack of a better word) type of stores - Motel 6, Cash 'n Checking, etc. space. |
| 900050 | [Male, 55-64, Southwest] Middle Eastern restaurant - just as downtown, we need one in the village. |
| 900051 | [Female, 45-49, South of Roosevelt Rd.] A shoe store similar to playless; office supply; Aldi's; a store similar to Archivers; dine in Mexican restaurant; Bed Bath and Beyond; Borders. Events: sidewalk sale. We went to the "opening event" for Roosevelt Road with trolley rides and that was great. |
| 900055 | [Male, 45-49, Southwest] Stop light for Jewel mall, business to generate tax revenue East of 355, hardware store/ home center. |
| 900056 | [Male, 65-74, Southeast] Door county fish boil. |
| 900058 | [Male, 55-64, South of Roosevelt Rd.] I would like to see sidewalks taken better care of and better accommodations for bikes and pedestrians, better police enforcement of existing traffic laws. Someone should fix the N.E. Corner of Roosevelt and Lambert. |
| 900060 | [Female, 40-44, Northwest] I don't know if it can be done given volume and speed of traffic. |
| 900063 | [Male, 50-54, South of Roosevelt Rd.] No more liquor stores or banks. |
| 900064 | [Female, 45-49, Southeast] Lou Malnati's. |
| 900066 | [Male, 65-74, Southeast] Area on South side Bargeway needs improvement with access from Taft for new stores. |
| 900067 | [Male, 45-49, Northeast] Better restaurants. |
| 900068 | [Male, 40-44, Southeast] Sporting goods store, (it would be nice if the fly fishing shop also offered hunting and shooting supplies) eg. Trout and Grouse in Northbrook or G.R. Young Outfitters in Lake Bluff, IL. |
| 900071 | [Female, 50-54, Southeast] Eliminate car dealers and loan businesses. Nicer restaurants. Not chains and fast foods. A music store (cd's, etc.) would be nice. |
| 900074 | [Female, 55-64, Southeast] Return of a fabric store. |
| 900075 | [Male, 65-74, South of Roosevelt Rd.] Ambulance service to family doctor's affiliation to hospital. |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 900078 | [Male, 65-74, South of Roosevelt Rd.] Italian food store. |
| 900079 | [Male, 75 or older, South of Roosevelt Rd.] Joanne Fabrics. |
| 900081 | [Female, 50-54, Northwest] Scrapbooking store or a Michael's crafts. |
| 900084 | [Female, 45-49, Northwest] Discount retailer mall (eg. Marshalls, TJ Maxx, Bed Bath & Beyond, etc.) |
| 900087 | [Male, 55-64, Braeside] Free bus service along Roosevelt Road that also goes to the central business district. |
| 900088 | [Female, 45-49, Southeast] Discount - Target. |
| 900089 | [Female, 65-74, Northeast] Fabric store. |
| 900092 | [Female, 45-49, Northwest] More upscale clothing and restaurants. |
| 900100 | [Female, 45-49, Northeast] We need another gas station -- or a moderate priced restaurant. Not another financial institution. How many banks are going to be on Main & Roosevelt now -- 3!! Why?? |
| 900104 | [Female, 75 or older, South of Roosevelt Rd.] An upscale restaurant |
| 900107 | [Female, 45-49, Northwest] A better Chinese restaurant. A family type restaurant. A movie theatre. |
| 900110 | [Female, 40-44, Southeast] Gap! If we can't add it in downtown. |
| 900111 | [Female, 45-49, Southwest] Sit down restaurants. No more banks!! |
| 900116 | [Male, 45-49, Southeast] Great American Bagel store. |
| 900119 | [Male, 40-44, Northwest] A book store, a sporting goods store. |
| 900120 | [Male, 40-44, Northwest] Fine dining restaurants |
| 900122 | [Female, 65-74, Southwest] Variety store |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 900124 | [Male, 45-49, Northeast] Car dealerships and other tax paying entities to help offset the growing burden on residents. |
| 900125 | [Female, 35-39, Southeast] Organic produce market (e.g. Whole Foods) no more banks please!!!! |
| 900128 | [Male, 40-44, Southwest] Too many banks! Existing stores look like "hodge podge" - Amoco, used car etc. look bad. Need nice retail. |
| 900130 | [Female, 55-64, Southeast] More popular type stores such as the Gap, Pottery Barn - maybe some more casual dining restaurants - too many banks! A book store, Renovation Hardware. |
| 900132 | [Female, 75 or older, Southeast] No more banks! More restaurants. |
| 900135 | [Female, 30-34, Southeast] Mall type stores: Ann Taylor, Gap etc. - similar to the great Danada Town Square shopping area. |
| 900138 | [Male, 30-34, Northwest] Hand carwash, higher end retail, good steak house (local, not a chain) no additional strip malls, more large retailers, more space similar to Danada Square in Wheaton. |
| 900139 | [Female, 65-74, Southeast] A formal restaurant, nice hotel |
| 900140 | [Male, 75 or older, South of Roosevelt Rd.] Dunkin donuts. |
| 900141 | [Female, 40-44, Southeast] Family restaurant. |
| 900142 | [Female, 55-64, Northwest] Office supply store (Office Depot, etc.). |
| 900145 | [Female, 55-64, Southeast] Gap, Old Navy, Williams Sonoma, women's clothing, T.J. Maxx, home store |
| 900151 | [Female, 45-49, Southeast] More nice restaurants. I miss the bowling alley. |
| 900159 | [Female, 35-39, South of Roosevelt Rd.] Real movie theatre. |
| 900161 | [Male, 65-74, South of Roosevelt Rd.] Clean up the vacant properties |
| 900163 | [Female, 45-49, South of Roosevelt Rd.] Laundry mat. |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 900170 | [Male, 75 or older, Southwest] A bowling alley. |
| 900173 | [Male, 65-74, Northwest] Pool room. |
| 900177 | [Female, 50-54, Braeside] Art & crafts supplies, ceramic store & classes, restaurants that stay open late. |
| 900179 | [Male, 45-49, South of Roosevelt Rd.] I don't know any more to add but I also believe we do not need any more strip mall type businesses. |
| 900180 | [Male, 40-44, South of Roosevelt Rd.] I would like to see a higher quality hardware store - with more variety also. A few more upscale restaurants would be nice too, not just fast foods. |
| 900187 | [Female, 75 or older, Northwest] Perkins Pancake (24 hour family restaurant.) Great American Bagel. |
| 900188 | [Male, 50-54, Northeast] It is such a hassle to navigate Roosevelt Road that I would prefer that be razed and become forest preserve/ recreational land. Since that is not a likely proposition, convert to high tax revenue use such as automotive dealerships. |
| 900189 | [Female, 50-54, South of Roosevelt Rd.] Certainly no more banks!! |
| 900190 | [Female, 55-64, Southwest] I miss the smaller, personable type office supply/ stationery store (with extensive stock) like the Village Stationers we used to have on Duane Street. A religious goods store. A large, fine dining restaurant. A restaurant serving European cuisine - German, Czech, etc. |
| 900192 | [Male, 30-34, South of Roosevelt Rd.] Starbucks. |
| 900195 | [Male, 40-44, South of Roosevelt Rd.] Car wash. |
| 900196 | [Male, 75 or older, Northeast] Walmart/ Target. |
| 900199 | [Female, 55-64, Northeast] Better restaurants, a hardware store with more stock than Ace. |
| 900204 | [Male, 35-39, Southwest] Dunkin Donuts, with a drive-thru! |
| 900210 | [Male, 50-54, Southwest] |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| | Bring some type of business or even industry here. We need help with the tax base. I'd like to tell people that such and such is made here or this service is done here, or that there's a concentration of this type of whatever, etc. More reason to work here - what about a business that brings actual jobs - and good jobs. |
| 900211 | [Female, 45-49, Southeast] Too many banks - a good reasonably priced steak house would be nice. |
| 900212 | [Male, 50-54, Southeast] More fast to moderately fast food restaurants & bagel store. |
| 900213 | [Female, 35-39, Northwest] Another "lunch" type of restaurant - another choice other than Eisenstein's; large "anchor" store - i.e.. Gap, Banana Republic, etc. Though I would prefer the downtown area for most of the business mentioned. |
| 900214 | [Female, 35-39, Southeast] Higher quality restaurants. |
| 900219 | [Female, 30-34, Southwest] Glen Ellyn needs great family style restaurants (beside fast food). |
| 900221 | [Female, 35-39, Southeast] Thai restaurant. |
| 900224 | [Female, 55-64,not answered Car services (no more banks), beauty parlors - landscape, benches - clean the front of the stores. |
| 900226 | [Male, 40-44, Southwest] Shoe store - do we really need any more banks? |
| 900232 | [Female, 45-49, Southeast] Movie theater, more restaurants, family entertainment shops. |
| 900236 | [Male, 55-64, Northwest] I'd rather see fewer instead of more businesses. I object to the photo store close to Roosevelt. |
| 900241 | [Female, 55-64, Southwest] Long John Silvers, Boston Market, Brown's Chicken. |
| 900244 | [Female, 65-74, South of Roosevelt Rd.] It's crowded enough now (traffic). |
| 900245 | [Female, 30-34, Northeast] A Target. |
| 900246 | [Male, 65-74, Southwest] Build no more Hinsbrook Bank like buildings - no more strip malls - some kind of protected way of "legally" exiting Market Plaza. |
| 900251 | [Female, 40-44, Southeast] |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| | Restaurants, anything but more banks!! |
| 900253 | [Male, 50-54, Southeast] Do something with the old Bargeway gas station, it's an eyesore. |
| 900254 | [Male, 45-49, na] Less car. More selection of national chain restaurants (not fast food) i.e. Fazollis (fast food Italian), Chili's, Outback, or local legends like Gino's, Lou Malantis, Barnaby's. |
| 900260 | [Female, 50-54, South of Roosevelt Rd.] Brand name stores, Barnes & Noble, Borders, Gap, better restaurants. The Shell station at Park & Roosevelt causes immense traffic problems as does the Park Blvd entrance to Jewel. The traffic lights at Park & Main St. to cross Roosevelt Road are too short. |
| 900262 | [Female, 65-74, Northwest] Improve the parking/ traffic pattern in the Roosevelt strip mall with Jewel, Blockbuster, Panera etc. |
| 900263 | [Female, 75 or older, Northeast] Full service gas stations (not self-service), Culvers restaurant. |
| 900264 | [Male, 45-49, Southwest] No more banks!! More specialty stores. More restaurants. |
| 900267 | [Male, 50-54, Northwest] A large bookseller, an office supply store, an Old Navy store. |
| 900275 | [Female, 50-54, South of Roosevelt Rd.] Movie theater. |
| 900278 | [Female, 40-44, Southeast] Target or office supply store. Improve the Jewel store - too small. Drive thru coffee shop. Corporate buildings to increase tax revenue. |
| 900282 | [Male, 55-64, Northeast] Gap. |
| 900283 | [Male, 55-64, Southeast] Restaurants such as Applebee's or a Ruby Tuesday (moderately priced variety restaurant). |
| 900286 | [Male, 55-64, Southwest] Greater variety of restaurants - specialty food store (eg. Whole Foods). |
| 900287 | [Female, 50-54, Southeast] No more banks!!! |
| 900290 | [Female, 35-39, Southwest] No more banks! There is a good mix, but appearance needs to be upgraded. |
| 900292 | [Male, 65-74, Southeast] Clothing shops - too many banks - need sport shops. |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 900294 | [Male, 50-54, South of Roosevelt Rd.] More book stores. |
| 900295 | [Female, 40-44, Southeast] No more banks or hair salons or grocery stores. Need a few nicer businesses - book stores, music, clothing - larger retail chains, nicer restaurants. |
| 900301 | [Male, 35-39, Northwest] Target, Kohl's. |
| 900309 | [Male, 30-34, Northwest] Any big chain retail (i.e. The Gap, Ann Taylor, Pottery Barn, etc.) also more restaurants. We've done a good job lately, but we could do better. Also, we should have a Farmers Market that everyone (not just stay at home moms) can attend. |
| 900310 | [Male, 55-64, Southeast] Gas station on North side of street. Fresh fruit and vegetable store. Breakfast restaurant - better access than Danby's. |
| 900311 | [Female, 55-64, Southeast] Something like a children's/ Baby Gap or Carters outlet. |
| 900316 | [Male, 45-49, Southeast] Teen girl clothing stores, snowboarding stores, snowboard shop. Men's/ teen boy apparel store. |
| 900317 | [Female, 40-44, Southwest] Not sure but certainly not another bank, dry cleaners or fast food place. |
| 900318 | [na, 55-64, Southwest] Needlework and fabrics, art supplies, garden center, larger bookstore. |
| 900321 | [Male, 65-74, Southwest] Please bring power lines under ground, those crossing Roosevelt Road. Major business complex - housing trade associations - to help with taxes to village. |
| 900322 | [Female, 40-44, Northwest] No more banks - book stores, clothing retailers such as TJ Maxx or Steinmart, Great American Bagel. |
| 900325 | [Female, 55-64, Northwest] Ones that get rid of the strip feel and bring in revenues. |
| 900326 | [Female, 75 or older, Southeast] A nice sit down restaurant and a clothing store |
| 900327 | [Female, 50-54, Southwest] I would like to see the removal of the eyesores of Glen Ellyn Auto and Bargway gas station. |
| 900329 | [na, 75 or older, Southeast] More October fest activities. |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 900332 | [Female, 40-44, Southeast] Restaurants that are more popular, up-scale. Better quality clothing stores. |
| 900333 | [Female, 50-54, Southeast] A teen "activity" center. I suggest a location that is centrally located and visible to police and parents. A good location, in my opinion, would be at the corner of Roosevelt Rd. and Nicole Way (where the billiards store used to be and is now empty.) |
| 900343 | [Female, 45-49, South of Roosevelt Rd.] 3 lanes for increased traffic, decrease the bottle neck from 3 to 2 lanes from 355 into town. |
| 900349 | [Male, 55-64, South of Roosevelt Rd.] Office supply, evening family dining, Target. |
| 900352 | [Male, 25-29, South of Roosevelt Rd.] No more banks. Glen Ellyn has probably doubled the number of banks in the last year. Name brand restaurant or other nicer restaurant. |
| 900353 | [Female, 65-74, Northeast] Boston Chicken. |
| 900354 | [Female, 45-49, Southeast] Home store, craft store. |
| 900356 | [Female, 30-34, Southeast] Splash park. |
| 900359 | [Female, 55-64, Southeast] We miss Walter E. Smithe furniture and the old Bosa Donuts and Dunkin Donuts. |
| 900360 | [Female, 65-74, Southeast] Discount store like Marshalls or TJ Max. |
| 900362 | [Female, 45-49, Southeast] Family entertainment (bowling). |
| 900365 | [Female, 30-34, South of Roosevelt Rd.] I'd like those motel apartments behind Oberweiss cleaned up or knocked down. |
| 900368 | [Male, 35-39, Southeast] Too many banks & pharmacies in key locations, fix up the closed businesses on South side. |
| 900370 | [Male, 30-34, Southwest] Maybe this would a better, more centralized area for a young adult or teen club... I don't mean high-tech disco! A space with some sound equipment... Sort of a "community business". Kids could be encouraged to be involved in how a business is run. How to pay bills, how much to charge, how to decorate. Of course skilled adults will be there to supervise. |
| 900376 | [Female, 45-49, Southeast] Borders. |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| Resp. | Comment |
|--------|---|
| 900377 | [Female, 45-49, Braeside] More restaurants. |
| 900385 | [Female, 40-44, Northwest] More upscale restaurants, shops. |
| 900387 | [Female, 35-39, Northwest] Anything would look better than what is on the corner of Roosevelt and Nicole Way - empty buildings some for 5,6 years now. The city should be concerned in the general appearance in this area. I did read this is getting fixed - not fast enough!! |
| 900388 | [Male, 35-39, Southeast] Sports bar - national chain store (Gap, Old Navy.) |
| 900393 | [Female, 40-44, Northeast] Again - more variety - there is enough space to get a larger - higher end housewares store i.e. Williams Sonoma, Pottery Barn, etc. |
| 900397 | [Female, 35-39, Northwest] Chili's or other similar restaurant, Joes Crab Shack or similar. Old Navy and/ or Gap. Movie theater. |
| 900401 | [Female, not answered Southwest] A clothing all purpose store like McAllister here on Roosevelt Rd corridor or downtown! A restaurant like Glen Oak in downtown Glen Ellyn - a similar type on Roosevelt Rd. |
| 900405 | [Female, 75 or older, Southeast] More bench's in Panfish Park and better parking. |
| 900407 | [Male, 45-49, Southeast] More variety of restaurants. |
| 900410 | [Female, 45-49, Southeast] Steak and Shake. |
| 900422 | [Male, 55-64, Southwest] Office supply store. |
| 900425 | [Female, 50-54, Northwest] Starbucks (by Jewel). |
| 900427 | [Female, 40-44, Southeast] Gap. |
| 900434 | [Male, 30-34, Northwest] There is not much space to add a business or store. Cleaning up the vacant lots and business that are a bit run down. |
| 900438 | [Female, 50-54, Southeast] |

What type of business, store, event or activity would you like to have added to the Roosevelt Rd. corridor?

| <u>Resp.</u> | <u>Comment</u> |
|--------------|---|
| | There is no place to get basic household needs i.e. bedding, kitchen items, office supplies, clothing. |
| 900444 | [Male, 45-49, Southwest] Hobby shop or craft store. |
| 900451 | [Female, 40-44, Southwest] By the way, the street lighting is nice on Roosevelt Road. You feel different on this stretch vs. in Wheaton or Lombard but need more banners. We need some businesses that will bring in lots of tax dollars to help us out. That corporate tax base could go along ways in revenues/ sq foot for us. Not sure how we can find the next Accenture or Microsoft but I wish you lots of luck. Also, as we draw people into Glen Ellyn with high traffic businesses like Unos etc. can we have postcards of shops/ restaurants and events like how premium outlet malls do? |
| 900452 | [Male, 55-64, Southwest] Retail outlet featuring furniture, floor covering and home furnishing accessories. I would be interested in working with the proper people to explore the possibilities. (Also provided name and phone number.) |
| 900453 | [Female, 40-44, Southeast] No opinion - but do we really need so many banks? |

APPENDIX D

- Record of Dialings – Placement
- Record of Dialings – First Reminder Calls
- Record of Dialings – Second Reminder Calls
- Telephone Exchange Match With 60137 Zip Code
- Supervisor Instructions – Placement
- Placement Questionnaire
- Cover Letter for Initial Mail Questionnaire
- Mail Questionnaire
- 2000 Mail Questionnaire
- Supervisor Instructions – First Reminder Call
- First Reminder Call Questionnaire
- Supervisor Instructions – Second Reminder Call
- Second Reminder Call Questionnaire
- Reminder Post Cards
- Cover Letter for 2nd Mail Questionnaire

Record of Dialings
Community Long Range Attitude Survey Placement

| | Total Dialings | | Non Braeside Sample | | Braeside Sample | |
|----------------------------|----------------|------|---------------------|------|-----------------|------|
| | | | | | | |
| Total Dialings | 11730 | 100% | 10992 | 100% | 738 | 100% |
| No Answer | 3585 | 31% | 3465 | 32% | 120 | 16% |
| Busy | 796 | 7% | 763 | 7% | 33 | 4% |
| Disconnect | 636 | 5% | 565 | 5% | 71 | 10% |
| Contact | 6713 | 57% | 6199 | 56% | 514 | 70% |
| Business/ Fax/ Modem | 1089 | 16% | 1077 | 17% | 12 | 2% |
| Answering Machine | 2887 | 43% | 2626 | 42% | 261 | 51% |
| Respondent Not Available | 833 | 12% | 739 | 12% | 94 | 18% |
| Available Respondent | 1904 | 28% | 1757 | 28% | 147 | 29% |
| Initial Refusal | 531 | 28% | 504 | 29% | 27 | 18% |
| Privacy Manager | 2 | 0% | 2 | 0% | 0 | 0% |
| Respondent Rejected | 167 | 9% | 130 | 7% | 37 | 25% |
| ^ Willing & Able | 1204 | 63% | 1121 | 64% | 83 | 56% |
| Not Live In Glen Ellyn | 424 | 35% | 412 | 37% | 12 | 14% |
| Lives In Glen Ellyn | 780 | 65% | 709 | 63% | 71 | 86% |
| Not Willing To Participate | 114 | 15% | 90 | 13% | 24 | 34% |
| Willing To Participate | 666 | 85% | 619 | 87% | 47 | 66% |
| ^ Qualified | 666 | 55% | 619 | 55% | 47 | 57% |
| Interview Terminated | 25 | 4% | 22 | 4% | 3 | 6% |
| Interview Completed | 641 | 96% | 597 | 96% | 44 | 94% |
| Male Completes | 299 | 47% | 282 | 47% | 17 | 39% |
| Female Completes | 342 | 53% | 315 | 53% | 27 | 61% |

DRI #04-226P

Record of Dialings
 Community Long Range Attitude Survey Reminder Calls #1

| | Total | |
|--|-------|------|
| Total Dialings | 1430 | 100% |
| No Answer | 145 | 10% |
| Busy | 51 | 4% |
| Disconnect | 0 | 0% |
| Contact | 1234 | 86% |
| Business/ Fax/ Modem | 0 | 0% |
| Answering Machine | 684 | 55% |
| Respondent Not Available | 145 | 12% |
| Available Respondent | 405 | 33% |
| Initial Refusal | 0 | 0% |
| Privacy Manager | 0 | 0% |
| Respondent Rejected | 0 | 0% |
| ^ Willing & Able | 405 | 100% |
| Not Receive Questionnaire - Remail | 20 | 5% |
| Received Questionnaire | 385 | 95% |
| Won't Return Questionnaire | 7 | 2% |
| Will Return Questionnaire / Enter Online | 378 | 98% |
| ^ Qualified | 378 | 93% |
| Interview Terminated | 0 | 0% |
| Interview Completed | 378 | 100% |
| Not Received - Resend | 20 | |
| Will Not Return By Oct 25 | 7 | |
| Will Return by Oct 25 | 295 | |
| Already Returned / Done Online | 56 | |
| Deads | 7 | |

Record of Dialings
 Community Long Range Attitude Survey Reminder Calls #2

| | <u>Total</u> | |
|--|--------------|------|
| Total Dialings | 910 | 100% |
| No Answer | 121 | 13% |
| Busy | 48 | 5% |
| Disconnect | 1 | 0% |
| Contact | 740 | 81% |
| Business/ Fax/ Modem | 0 | 0% |
| Answering Machine | 339 | 46% |
| Respondent Not Available | 101 | 14% |
| Available Respondent | 300 | 41% |
| Initial Refusal | 0 | 0% |
| Privacy Manager | 0 | 0% |
| Respondent Rejected | 0 | 0% |
| ^ Willing & Able | 300 | 100% |
| Not Receive Questionnaire - Remail | 7 | 2% |
| Received Questionnaire | 293 | 98% |
| Won't Return Questionnaire | 28 | 10% |
| Will Return Questionnaire / Enter Online | 265 | 90% |
| ^ Qualified | 265 | 88% |
| Interview Terminated | 0 | 0% |
| Interview Completed | 265 | 100% |
| Not Received - Resend | 7 | |
| Will Not Return By Oct 25 | 28 | |
| Will Return by Oct 25 | 87 | |
| Already Returned / Done Online | 143 | |
| Deads | 36 | |

DRI #04-226R

TELEPHONE EXCHANGE MATCH
 WITH ZIP CODE 60137
 AREA CODE (630)

| Exchange | Number of Listed Residential Phones | Number of Listed Residential Phones in Zip Code 60137 | Percent of Listed Residential Phones in Zip Code 60137 | Percent of Zip Code 60137 Residential Phones in Exchange | Cumulative Percent of Zip Code 60137 Residential Phones in Exchange | Resulting Incidence by Inclusion |
|----------------|-------------------------------------|---|--|--|---|----------------------------------|
| 446 | 23 | 23 | 100% | 0% | 0% | 100% |
| 469 | 2735 | 2361 | 86% | 27% | 28% | 86% |
| 858 | 2907 | 2423 | 83% | 28% | 56% | 85% |
| 790 | 1883 | 1532 | 81% | 18% | 73% | 84% |
| 545 | 959 | 760 | 79% | 9% | 82% | 83% |
| 942 | 752 | 593 | 79% | 7% | 89% | 83% |
| 534 | 160 | 109 | 68% | 1% | 90% | 83% |
| Sampling Frame | 9,419 | 7,801 | 83% | 90% | | |
| 793 | 20 | 3 | 15% | 0% | 90% | 83% |
| 474 | 89 | 7 | 8% | 0% | 91% | 82% |
| 424 | 333 | 17 | 5% | 0% | 91% | 79% |
| 705 | 413 | 20 | 5% | 0% | 91% | 76% |
| 678 | 242 | 11 | 5% | 0% | 91% | 75% |
| 268 | 751 | 34 | 5% | 0% | 91% | 70% |
| 889 | 500 | 22 | 4% | 0% | 92% | 67% |
| 916 | 900 | 39 | 4% | 0% | 92% | 63% |
| 932 | 1273 | 55 | 4% | 1% | 93% | 57% |
| 792 | 277 | 11 | 4% | 0% | 93% | 56% |
| 953 | 894 | 32 | 4% | 0% | 93% | 53% |
| 495 | 1358 | 40 | 3% | 0% | 94% | 49% |
| 620 | 1466 | 43 | 3% | 0% | 94% | 45% |
| 629 | 1740 | 50 | 3% | 1% | 95% | 42% |
| 627 | 2334 | 57 | 2% | 1% | 96% | 37% |
| 691 | 299 | 7 | 2% | 0% | 96% | 37% |
| 653 | 2570 | 54 | 2% | 1% | 96% | 33% |
| 221 | 959 | 18 | 2% | 0% | 96% | 32% |
| 668 | 3152 | 58 | 2% | 1% | 97% | 29% |
| 681 | 969 | 17 | 2% | 0% | 97% | 28% |
| 682 | 1827 | 32 | 2% | 0% | 98% | 27% |
| 588 | 871 | 15 | 2% | 0% | 98% | 26% |
| 784 | 769 | 13 | 2% | 0% | 98% | 25% |
| 871 | 1242 | 19 | 2% | 0% | 98% | 24% |
| 665 | 2917 | 42 | 1% | 0% | 99% | 23% |
| 510 | 1464 | 21 | 1% | 0% | 99% | 22% |
| 462 | 1538 | 22 | 1% | 0% | 99% | 21% |
| 752 | 1125 | 16 | 1% | 0% | 99% | 21% |
| 260 | 1179 | 15 | 1% | 0% | 100% | 20% |
| 690 | 2675 | 32 | 1% | 0% | 100% | 19% |
| 933 | 719 | 6 | 1% | 0% | 100% | 19% |
| | 46,284 | 8,629 | 19% | 100% | | |

Percent of unlisted phones in Dupage County is 45.1%.

Data source -- Survey Sampling, Inc. (7/19/2004)

Supervisor's Instructions
Community Long Range Attitude Survey– Placement
DRI #04-226

Purpose

The purpose of this study is to recruit respondents within the Village of Glen Ellyn to complete a mail survey regarding the long range planning goals of the Village.

Method

Placement recruiting will be completed by telephone. The questionnaire will then be mailed to respondents agreeing to participate in the survey. After one week, respondents will be re-contacted to see if they have received and completed the questionnaire.

Quota

Total quota for this study is 640 placements. 600 placements will be completed using Sample 1 and the remaining 43 completes must come from Sample 2.

Although there are no male/female quotas, interviewers should always ask for the male head of the household first. If the MHH is not available or there is no MHH, the female head of house should then be interviewed. The production report should list the number of completes by gender so that changes to the screening can be made if necessary.

Files

For the job meeting and testing, use 226PTST for both the questionnaire and sample files. For actual interviewing, the file name for the questionnaire is 04-226p. Sample 1 is named 4226P-1 (600 completes) and Sample 2 is named 4226P-2 (43 completes).

Interview

- Q.A
(Qy.3) Interviewers should use caution to ensure that the respondent's gender is recorded correctly.
- Q.B
(Qy.4) Respondents must live within the Village limits in order to qualify for the survey. Although while we have purchased the sample to include only those living in Glen Ellyn, it is possible that the sample is not 100% accurate..
- Q.E
(Qy.8-25) Obtain the respondent's name and address so questionnaires can be mailed. If a respondent gives a city address other than Glen Ellyn should be marked as an edit and faxed to Lombard on a daily basis. Before they can be sent a questionnaire we will have to verify that they qualify for the survey.

Make sure interviewers have "Caps Lock" on in order to type all mailing information in upper case. You can use arrow, insert, and delete keys to make corrections. Be sure each entry is correct before going to the next question, since it is much easier to correct it here.

Be sure to include the apartment number, if necessary. Product will be sent via US Mail so you may accept P.O. Boxes AS LONG AS THE POST OFFICE BOX IS AT THE GLEN ELLYN POST OFFICE..

Verify respondent's name and mailing address carefully and completely following SOP's. Items needing to be changed will have to be completely re-typed. Even if you only change one item, when the screen comes back up, please verify the complete name and address information again.

Verify the respondent's phone number. If the phone number does not match, enter the correct phone number. To store the phone number properly, we must use Query's "change phone number" routine. After they enter the correct phone number, it will ask the interviewers to dial the number. Make sure interviewers understand that they should just ignore that instruction and press <enter> twice to continue.

- (Qy.28) Record the respondent number and phone number on the Tally Sheet.

Label Transmittal

At the end of each night's interviewing, create the file containing the mailing label information for that night's dialing and put it in the transmission directory.

Sign-Out/ Production Report

Sign the study out by sample group. Also provide a breakdown of male and female completes. Finally, addresses will need to be checked to be sure that quotas are defined and assigned correctly. Sample 2 completes should have one of the following street names for their address:

Briar St.,
Brighton St.,
Cheltenham Dr.,
Heather Ln.,
Londonberry Ln.,
Royal Glen Dr.,
St. James Pl.,
Surrey Dr.,
Windemere Dr.

If an address from Sample 1 contains one of the above streets, please be sure to mark it as an edit and faxed it to Lombard on a daily basis.

Shipping

At the conclusion of each phase of interviewing, please zip up the questionnaire, batch files and sample files and place them in the TXQUERY directory.

| |
|--------------------|
| PLACEMENT SCREENER |
|--------------------|

HELLO, THIS IS ____ FROM DIMENSION RESEARCH. WE'RE CONDUCTING A SURVEY ON BEHALF OF THE VILLAGE OF GLEN ELLYN.

- A. (ARE YOU/ MAY I PLEASE SPEAK WITH) THE (MALE/FEMALE) HEAD OF YOUR HOUSEHOLD?

No -- Discontinue

Yes -- Continue

- B. WE HAVE BEEN ASKED TO CONDUCT A SURVEY FOR THE GLEN ELLYN VILLAGE ADMINISTRATION AND THE VILLAGE BOARD. THEY WOULD LIKE TO LEARN THE OPINIONS OF CITIZENS TO HELP THEM IN MAKING LONG-RANGE PLANS FOR THE VILLAGE OF GLEN ELLYN.

DO YOU LIVE WITHIN THE GLEN ELLYN VILLAGE LIMITS, OR NOT?

No – Discontinue

Yes – Continue

- C. WE WOULD LIKE TO HAVE YOU TO PARTICIPATE IN THIS STUDY BY COMPLETING A QUESTIONNAIRE THAT WE WOULD MAIL TO YOU. YOU WOULD RECEIVE THE QUESTIONNAIRE IN ABOUT 2 DAYS. IT MAY BE COMPLETED AT YOUR LEISURE DURING THE FOLLOWING WEEK OR SO. WE EXPECT THAT MOST PEOPLE WILL TAKE BETWEEN 30 AND 45 MINUTES TO COMPLETE THE SURVEY. YOU MAY EITHER FILL OUT THE QUESTIONNAIRE AND DROP IT OFF AT THE VILLAGE DROP BOX OUTSIDE THE CIVIC CENTER, OR ACCESS A WEBSITE ONLINE TO ENTER YOUR RESPONSES AT YOUR CONVENIENCE. LET ME ASSURE YOU THAT ALL RESPONSES YOU GIVE WILL REMAIN CONFIDENTIAL. NO QUESTIONNAIRE WILL BE LOOKED AT ON AN INDIVIDUAL BASIS.

WOULD YOU BE WILLING TO PARTICIPATE IN THIS STUDY FOR US?

No – Discontinue

Yes – Continue

- D. THANK YOU FOR AGREEING TO PARTICIPATE. YOU WILL RECEIVE THE QUESTIONNAIRE IN THE MAIL IN A COUPLE OF DAYS. A LETTER WILL ALSO BE INCLUDED EXPLAINING A LITTLE MORE ABOUT THE STUDY. IN ORDER TO ENSURE YOUR OPINIONS ARE INCLUDED IN THE RESULTS OF THE SURVEY, WE ASK THAT YOU COMPLETE THE SUREVEY, EITHER BY PAPER OR ELECTRONICALLY, IN A TIMELY MANNER.

WE WILL CALL YOU AGAIN ABOUT A WEEK AFTER YOU GET THE QUESTIONNAIRE TO MAKE SURE YOU RECEIVED IT.

- E. IN ORDER TO MAIL YOU THE QUESTIONNAIRE, I NEED TO OBTAIN SOME MAILING INFORMATION.

- FIRST, MAY I PLEASE HAVE YOUR FULL NAME?
- WHAT IS YOUR STREET ADDRESS?

Verify all mailing information including spelling

- F. NOW I WOULD LIKE TO VERIFY YOUR PHONE NUMBER.

- G. THANK YOU AGAIN FOR PARTICIPATING IN THIS STUDY. THE QUESTIONNAIRE WILL ARRIVE IN A COUPLE OF DAYS IN THE MAIL.

SATISFACTION WITH CURRENT VILLAGE SERVICES

1. Please circle the number that best indicates how satisfied or dissatisfied you are with each Village service listed below.

| | Highly Dissatisfied | Very Dissatisfied | Somewhat Dissatisfied | Somewhat Satisfied | Very Satisfied | Highly Satisfied | No Opinion |
|---|------------------------|----------------------|--------------------------|-----------------------|-------------------|---------------------|---------------|
| Police service | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Fire protection service | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Snow removal | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Street cleaning | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Quality of main streets | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Quality of side streets | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Quality of street in front of your house | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Water drainage on your street | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Street lighting | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Quality of sidewalks | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Completeness of the sidewalk network | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Maintenance of parkway trees | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Garbage/ recycling collection | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Water quality | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Communication/ information flow to citizens | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Village Links golf course | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Public Library | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Preservation of historic houses & buildings | 1 | 2 | 3 | 4 | 5 | 6 | 0 |

FUTURE VILLAGE SERVICE LEVEL ADJUSTMENTS

2. Village government may face major decisions concerning budgets over the next several years. There may have to be budget cutbacks in some areas. This would be required in order to help pay for new programs or to help pay for increased service levels in other areas.

Please circle the number that best indicates how you feel each service level below should be adjusted in the future.

| | Major Cutback in Service Level | Modest Cutback in Service Level | Maintain Present Service Level | Increase Service but Don't Raise Taxes | Increase Service & Raise Taxes if Necessary | No Opinion |
|---|---|--|---|---|--|---------------|
| Police service | 1 | 2 | 3 | 4 | 5 | 0 |
| Fire protection service | 1 | 2 | 3 | 4 | 5 | 0 |
| Snow plowing – main streets | 1 | 2 | 3 | 4 | 5 | 0 |
| Snow plowing – side streets | 1 | 2 | 3 | 4 | 5 | 0 |
| Street improvement in front of your house | 1 | 2 | 3 | 4 | 5 | 0 |
| Water drainage improvement on your street | 1 | 2 | 3 | 4 | 5 | 0 |
| Street lighting | 1 | 2 | 3 | 4 | 5 | 0 |
| Sidewalk repairs | 1 | 2 | 3 | 4 | 5 | 0 |
| Fill in gaps in sidewalk network | 1 | 2 | 3 | 4 | 5 | 0 |
| Maintenance of parkway trees | 1 | 2 | 3 | 4 | 5 | 0 |
| Communication/ flow of information to citizens | 1 | 2 | 3 | 4 | 5 | 0 |
| Placement of utility wires underground | 1 | 2 | 3 | 4 | 5 | 0 |
| Preservation of historical houses and buildings | 1 | 2 | 3 | 4 | 5 | 0 |
| Enhancing appearance of downtown business area | 1 | 2 | 3 | 4 | 5 | 0 |
| Enhancing appearance of Roosevelt Road corridor | 1 | 2 | 3 | 4 | 5 | 0 |

DEALINGS WITH VILLAGE OF GLEN ELLYN EMPLOYEES

Please think of Village employees such as police, public works employees involved in water and sewer as well as those involved with streets and trees, Village Links employees, and Civic Center employees such as those in the cashier's office, planning and permits and Village administration.

3. In the past 12 months, have you, or a member of your household, had a problem or concern that you brought to the attention of someone working for the Village of Glen Ellyn? (Circle one answer below)

Yes -1
(Go to Question number 12, if you answer "no" to this question) -- No -2

4. How many times in the past 12 months did you, or a household member, bring a problem or concern to the attention of someone working for the Village of Glen Ellyn?

5. When was the last time you brought a problem or concern to the attention of someone working for the Village of Glen Ellyn? (Circle one answer below)

Within past week or two -1
Within past 3 or 4 weeks -2
1-2 months ago -3
2-4 months ago -4
4-6 months ago -5
6-9 months ago -6
9-12 months ago -7
Don't remember when -0

6. Were you treated with courtesy by the Village employee(s) that time, or not? (Circle one answer below)

Yes -1
No -2

7. Was service provided in a friendly manner, or not? (Circle one answer below)

Yes -1
No -2

8. Did it take a long time to get the help or information you wanted, or not? (Circle one answer below)

Yes -1
No -2

9. Did you consider the matter to be a minor issue or a major issue? (Circle one answer below)

Minor -1
Major -2

10. Overall, how satisfied were you with the response to your problem or concern? (Circle one answer below)

Completely satisfied -1
Very satisfied -2
Somewhat satisfied -3
Neither satisfied nor dissatisfied -4
Somewhat dissatisfied -5
Very dissatisfied -6
Completely dissatisfied -7

(Answer this question if "dissatisfied" with response to your problem or concern)

11. What was the nature of your problem or concern that last time?

If you would like more follow-up on your problem or concern, please make a copy of this page and mail it to: Village Manager Gary Webster at the Civic Center, 535 Duane Street, Glen Ellyn, IL 60137. Be sure to include your name, address and a phone number where you can be reached.

VILLAGE COMMUNICATIONS PROGRAM

The following questions deal with how the Village of Glen Ellyn supplies information and communicates with the citizens about events, activities and services in the Village.

12. Which of the information sources listed below do you regularly utilize to find out about events and activities in the Village of Glen Ellyn or about services offered by the Village?

(Circle all answers that apply to you)

- Glen Ellyn Newsletter and Special Reports -1
- Annual Village Calendar -2
- Cable television -3
- Glen Ellyn Internet web site -4
- Downtown business area message board -5
- Newspapers -6
- Word of mouth -7
- Posters displayed in Glen Ellyn businesses -8
- (Write the other source in the open area to the left) -- Some other source -9
- None of the above -0

13. Please circle the number representing your answer to each question below.

| | <u>Yes</u> | <u>No</u> | <u>Not Sure</u> |
|---|------------|-----------|-----------------|
| Do you receive the Glen Ellyn Newsletter and Special Reports? | 1 | 2 | 0 |
| Do you receive the annual Village calendar? | 1 | 2 | 0 |
| Do you subscribe to <u>cable</u> TV (Comcast or Wide Open West)? | 1 | 2 | 0 |
| Do you subscribe to <u>satellite</u> TV (Direct TV, Dish TV, etc.)? | 1 | 2 | 0 |
| Do you have dial-up Internet access? | 1 | 2 | 0 |
| Do you have high-speed Internet access? | 1 | 2 | 0 |
| Do you read the Village message board at the corner of Main & Crescent in the downtown business area? | 1 | 2 | 0 |

14. Please circle the number that best indicates how useful each information source listed below is to you in learning about activities and events in the Village of Glen Ellyn, or about services offered by the Village.

| | <u>Not at All Useful</u> | <u>Slightly Useful</u> | <u>Somewhat Useful</u> | <u>Very Useful</u> | <u>Extremely Useful</u> | <u>No Opinion</u> |
|---|--------------------------|------------------------|------------------------|--------------------|-------------------------|-------------------|
| Glen Ellyn Newsletter and Special Reports | 1 | 2 | 3 | 4 | 5 | 0 |
| Annual Village calendar | 1 | 2 | 3 | 4 | 5 | 0 |
| Village information channel on cable TV | 1 | 2 | 3 | 4 | 5 | 0 |
| Live broadcast of Village Board meetings on cable TV | 1 | 2 | 3 | 4 | 5 | 0 |
| Re-broadcast of recorded Village Board meetings on cable TV | 1 | 2 | 3 | 4 | 5 | 0 |
| Glen Ellyn internet web site | 1 | 2 | 3 | 4 | 5 | 0 |
| Message Board in downtown business area | 1 | 2 | 3 | 4 | 5 | 0 |
| Daily or weekly newspapers | 1 | 2 | 3 | 4 | 5 | 0 |

SPECIAL EVENTS AND ACTIVITIES

15. Please circle the number that indicates if you, or a family member, attended each public event listed below in the past 12 months. If attended, indicate how much the event was enjoyed.

| | <u>Did Not Attend</u> | <u>Attended</u> | | <u>Did Not Enjoy It</u> | <u>Enjoyed It Somewhat</u> | <u>Enjoyed It Very Much</u> | <u>No Opinion</u> |
|--|-----------------------|-----------------|---|-------------------------|----------------------------|-----------------------------|-------------------|
| Taste of Glen Ellyn and/or Village Fair | 1 | 2 | → | 1 | 2 | 3 | 0 |
| Cardboard Regatta at Lake Ellyn | 1 | 2 | → | 1 | 2 | 3 | 0 |
| 4 th of July parade | 1 | 2 | → | 1 | 2 | 3 | 0 |
| 4 th of July fireworks | 1 | 2 | → | 1 | 2 | 3 | 0 |
| Summer Farmers Market in downtown | 1 | 2 | → | 1 | 2 | 3 | 0 |
| Fine arts festival at Lake Ellyn | 1 | 2 | → | 1 | 2 | 3 | 0 |
| Day after Thanksgiving, Holiday Walk in the downtown business area | 1 | 2 | → | 1 | 2 | 3 | 0 |

DOWNTOWN BUSINESS AREA

16. Please circle the number that best indicates how satisfied or dissatisfied you are with the downtown business area in terms of each aspect below.

| | <u>Not at All Satisfied</u> | <u>Fairly Satisfied</u> | <u>Very Satisfied</u> | <u>Completely Satisfied</u> | <u>No Opinion</u> |
|---|-----------------------------|-------------------------|-----------------------|-----------------------------|-------------------|
| Overall appearance | 1 | 2 | 3 | 4 | 0 |
| Landscaping | 1 | 2 | 3 | 4 | 0 |
| Condition of sidewalks | 1 | 2 | 3 | 4 | 0 |
| Snow removal from sidewalks | 1 | 2 | 3 | 4 | 0 |
| Snow removal from streets | 1 | 2 | 3 | 4 | 0 |
| Snow removal from parking lots | 1 | 2 | 3 | 4 | 0 |
| Number of benches for sitting | 1 | 2 | 3 | 4 | 0 |
| Availability of parking on weekdays | 1 | 2 | 3 | 4 | 0 |
| Availability of parking on Saturdays | 1 | 2 | 3 | 4 | 0 |
| Amount of traffic | 1 | 2 | 3 | 4 | 0 |
| Business hours | 1 | 2 | 3 | 4 | 0 |
| Variety of stores | 1 | 2 | 3 | 4 | 0 |
| Variety of restaurants | 1 | 2 | 3 | 4 | 0 |
| Special events and activities | 1 | 2 | 3 | 4 | 0 |
| Friendliness of service at the businesses | 1 | 2 | 3 | 4 | 0 |

17. How often do you typically visit downtown Glen Ellyn? Would you say it is ... ? (Circle one answer below)

- 3 or more times a week -1
- Once or twice a week -2
- Once every 2 weeks -3
- Once every 3 weeks -4
- Once a month -5
- Once every 2 or 3 months -6
- 2 or 3 times a year -7
- Once a year -8
- Never -0

18. What type of business, store, event or activity would you like to have added to downtown Glen Ellyn?

ROOSEVELT ROAD CORRIDOR

19. Please circle the number that best indicates how satisfied or dissatisfied you are with the Roosevelt Road corridor (between Finley Road and Lorraine Road) in terms of each aspect below.

| | <u>Not at All Satisfied</u> | <u>Fairly Satisfied</u> | <u>Very Satisfied</u> | <u>Completely Satisfied</u> | <u>No Opinion</u> |
|---|-----------------------------|-------------------------|-----------------------|-----------------------------|-------------------|
| Overall appearance | 1 | 2 | 3 | 4 | 0 |
| Landscaping | 1 | 2 | 3 | 4 | 0 |
| Street lighting | 1 | 2 | 3 | 4 | 0 |
| Size of business signs | 1 | 2 | 3 | 4 | 0 |
| Number of business signs | 1 | 2 | 3 | 4 | 0 |
| Ease of entering and leaving parking lots | 1 | 2 | 3 | 4 | 0 |
| Amount of traffic | 1 | 2 | 3 | 4 | 0 |
| Business hours | 1 | 2 | 3 | 4 | 0 |
| Variety of stores | 1 | 2 | 3 | 4 | 0 |
| Variety of restaurants | 1 | 2 | 3 | 4 | 0 |
| Special events and activities | 1 | 2 | 3 | 4 | 0 |
| Friendliness of service at the businesses | 1 | 2 | 3 | 4 | 0 |

20. How often do you typically visit buildings along Roosevelt Road? Would you say it is ... ? (Circle one answer below)

- | | | | |
|------------------------|----|--------------------------|----|
| 3 or more times a week | -1 | Once a month | -5 |
| Once or twice a week | -2 | Once every 2 or 3 months | -6 |
| Once every 2 weeks | -3 | 2 or 3 times a year | -7 |
| Once every 3 weeks | -4 | Once a year | -8 |
| | | Never | -0 |

21. What type of business, store, event or activity would you like to have added to the Roosevelt Road corridor in Glen Ellyn?

HOUSING

22. Please circle the number that best indicates your agreement or disagreement with each statement below.

| | <u>Disagree Strongly</u> | <u>Disagree Moderately</u> | <u>Agree nor Disagree</u> | <u>Agree Moderately</u> | <u>Agree Strongly</u> | <u>No Opinion</u> |
|---|--------------------------|----------------------------|---------------------------|-------------------------|-----------------------|-------------------|
| Removal of smaller houses adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 |
| Construction of larger replacement houses, adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 |
| Construction of houses that are much higher than neighboring houses, adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 |
| Construction of 3 to 5 story multi-family buildings in, or near the downtown business area, adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 |

GLEN ELLYN PUBLIC LIBRARY

23. Please circle the number that indicates how often you, or members of your household, used the Glen Ellyn Library in the past 12 months.

| | <u>Never</u> | <u>Once or Twice a Year</u> | <u>Once Every Few Months</u> | <u>Once a Month</u> | <u>Several Times a Month</u> | <u>Once a Week or More</u> | <u>Not Sure</u> | <u>Doesn't Apply to Me</u> |
|--------------------------------------|--------------|-----------------------------|------------------------------|---------------------|------------------------------|----------------------------|-----------------|----------------------------|
| Adult family members | 1 | 2 | 3 | 4 | 5 | 6 | 0 | |
| Children 18 years of age, or younger | 1 | 2 | 3 | 4 | 5 | 6 | 0 | 7 |

24. Do you agree or disagree that the reading and reference materials in the Glen Ellyn Library meet the needs of you and members of your household? (Circle one answer below)

- Agree strongly -1
- Agree moderately -2
- Disagree moderately -3
- Disagree strongly -4
- No opinion -0

OTHER IMPORTANT ISSUES

25. When we talk of open space, we mean land that has no residential or commercial buildings on it. It may or may not have trees, and may or may not have been developed for recreational use. Considering the amount of open space in the Village, would you say there is ... ? (Circle one answer below)

- Too much -1
- Just the right amount -2
- Too little -3
- No opinion -0

26. Would you be in favor of, or opposed to, raising property taxes by an amount equal to what is collected from Village vehicle stickers (\$25 per car), so the vehicle stickers would be eliminated? (Circle one answer below)

- In favor of raising property taxes and eliminating vehicle stickers -1
- Oppose raising property taxes and eliminating vehicle stickers -2
- Not sure -0

27. Please circle the number that best indicates how safe you feel, personally, in each situation listed below.

| | <u>Not at All Safe</u> | <u>Not Very Safe</u> | <u>Somewhat Safe</u> | <u>Very Safe</u> | <u>Extremely Safe</u> | <u>Completely Safe</u> |
|--|------------------------|----------------------|----------------------|------------------|-----------------------|------------------------|
| In your neighborhood during daylight hours | 1 | 2 | 3 | 4 | 5 | 6 |
| In the downtown business area during daylight hours | 1 | 2 | 3 | 4 | 5 | 6 |
| In the Roosevelt Road corridor during daylight hours | 1 | 2 | 3 | 4 | 5 | 6 |
| In your neighborhood at night | 1 | 2 | 3 | 4 | 5 | 6 |
| In the downtown business area at night | 1 | 2 | 3 | 4 | 5 | 6 |
| In the Roosevelt Road corridor at night | 1 | 2 | 3 | 4 | 5 | 6 |

28. Please circle the number that best indicates how safe you believe children are while they are in the Glen Ellyn schools listed below.

| | <u>Not at All Safe</u> | <u>Not Very Safe</u> | <u>Somewhat Safe</u> | <u>Very Safe</u> | <u>Extremely Safe</u> | <u>Completely Safe</u> |
|-----------------------------|------------------------|----------------------|----------------------|------------------|-----------------------|------------------------|
| Elementary schools | 1 | 2 | 3 | 4 | 5 | 6 |
| Junior high/ Middle schools | 1 | 2 | 3 | 4 | 5 | 6 |
| High schools | 1 | 2 | 3 | 4 | 5 | 6 |

29. How much extra would you be willing to pay each month, on average, on your Com Ed electricity bill to pay for the removal of overhead utility wires throughout the Village and have them buried underground? (Circle one answer below)

- I am not willing to pay anything extra -1
- \$0.01 - \$2.00 -2
- \$2.01 - \$4.00 -3
- \$4.01 - \$6.00 -4
- \$6.01 - \$8.00 -5
- \$8.01 - \$10.00 -6
- More than \$10.00 per month, on average -7

30. How much extra would you be willing to authorize each month as a contribution to help support the Glen Ellyn Volunteer Fire Company, and have it collected on your monthly Village water bill? (Circle one answer below)

- I am not willing to authorize any contribution -1
- \$0.01 - \$2.00 -2
- \$2.01 - \$5.00 -3
- \$5.01 - \$10.00 -4
- \$10.01 - \$15.00 -5
- More than \$15.00 per month -6

31. How often do you use the Metra train at the Glen Ellyn train station? (Circle one answer below)

- 3 or more times a week -1
- Once or twice a week -2
- Once every 2 weeks -3
- Once every 3 weeks -4
- Once a month -5
- Once every 2 or 3 months -6
- 2 or 3 times a year -7
- Once a year -8
- Never -0

32. How satisfied are you with the appearance of the train station and its surrounding grounds? (Circle one answer below)

- Completely satisfied -1
- Very satisfied -2
- Somewhat satisfied -3
- Neither satisfied nor dissatisfied -4
- Somewhat dissatisfied -5
- Very dissatisfied -6
- Completely dissatisfied -7
- No opinion -8

SOLID WASTE COLLECTION

The Village’s contract with BFI for the collection of residential solid waste will expire in August 2005, so this winter the Village will be seeking competitive proposals for a new multi-year contract. Before testing the market, the Village would like to explore the views of residents with respect to collection services.

Beginning in 1981, the Village implemented standard weekly residential collections by contracting with a single waste hauler to service the entire community. In general, there are three types of collection programs a municipality may offer, each with unlimited recycling collection:

All Sticker Program - All refuse containers require the use of a pre-paid sticker. Residents pay for what they use.

Flat Fee Program - Unlimited collection of refuse where everyone pays the same monthly fee.

Modified Program - Everyone pays the same monthly fee for the first container each week with pre-paid stickers required for additional containers.

Terms of Current Contract:

- ? The Village currently has a modified program. Residents currently pay \$10.80 per month for weekly collection of one 33 gallon container of refuse and unlimited collection of recycling. Yard waste, and additional 33 gallon containers of refuse, require a \$2 sticker for collection. The fee on the monthly utility bill in excess of \$10.80 pays for seasonal brush and branch pickup, as well as the unlimited spring pickup that occurs every-other-year.
- The Village has now arranged for BFI to offer larger containers for residents if they are willing to pay an additional monthly fee directly to BFI. For an additional fee, BFI will pick up a 65 gallon container of refuse each week. For a greater additional fee, BFI will pick up a 95 gallon container of refuse each week.
- Solid waste is currently collected throughout the Village on Monday, each week.

33. Some people believe that a system requiring residents, who put out more refuse to pay through the use of pre-paid stickers, is a better system. How much do you agree with that idea? (Please circle the number below indicating your degree of agreement)

| | | | | | | | | | | |
|------------------------|---|---|---|---|---|---|---|---|----|---------------------|
| Do not Agree At All | | | | | | | | | | Agree Completely |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

34. Some people believe that a system where everyone pays the same monthly fee and it allows residents to put out as much refuse and yard waste as they want each week is a better system. How much do you agree with that idea? (Please circle the number below indicating your degree of agreement)

| | | | | | | | | | | |
|------------------------|---|---|---|---|---|---|---|---|----|---------------------|
| Do not Agree At All | | | | | | | | | | Agree Completely |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

35. Some people believe that the use of pre-paid stickers for extra waste collection encourages residents to recycle. How much do you agree with that idea? (Please circle the number below indicating your degree of agreement)

| | | | | | | | | | | |
|------------------------|---|---|---|---|---|---|---|---|----|---------------------|
| Do not Agree At All | | | | | | | | | | Agree Completely |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

36. How important is it to you that recycling be encouraged throughout the Village? (Please circle the number below indicating the importance to you)

| | | | | | | | | | | |
|-------------------------|---|---|---|---|---|---|---|---|----|------------------------|
| Not at all Important | | | | | | | | | | Extremely Important |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

37. Some people believe that the appearance of the Village is enhanced by having all refuse and recycling picked up on the same single day throughout the Village. How much do you agree with that idea? (Please circle the number below indicating your degree of agreement)

| | | | | | | | | | | |
|------------------------|---|---|---|---|---|---|---|---|----|---------------------|
| Do not Agree At All | | | | | | | | | | Agree Completely |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

38. Some people believe it would cost residents less if refuse and recycling were collected on a single day throughout the Village, but on a day other than Monday each week. How much more would you be willing to pay in order to continue to have trash picked up on Monday each week? (Please indicate the percentage extra you would be willing to pay)

I am willing to pay _____ % extra on my monthly bill

39. If refuse and recycling continues to be picked up on just one day throughout the Village, which day, Monday through Friday, would you like to have it picked up? (Please circle the number below indicating your choice)

| | | | | |
|--------|---------|-----------|----------|--------|
| Monday | Tuesday | Wednesday | Thursday | Friday |
| -1 | -2 | -3 | -4 | -5 |

40. Some people believe it would cost residents less if refuse and recycling collections were spread over multiple days. Each resident would have their collection on the same day each week, but different areas of the Village would be picked up on different days. How much more would you be willing to pay in order to continue to have all the trash throughout the entire Village picked up on just one day? (Please indicate the percentage extra you would be willing to pay)

I am willing to pay _____ % extra on my monthly bill

41. The requirement for stickers might be eliminated, if everyone paid more each month for their waste collection. How much more would you be willing to pay in order to eliminate the use of stickers for extra waste collection? (Please indicate the percentage extra you would be willing to pay)

I am willing to pay _____ % extra on my monthly bill

42. Everyone could put out as much as 65 gallons (currently 33 gallons allowed) of refuse each week if everyone paid more for their waste collection. How much more would you be willing to pay in order to be able to put out up to 65 gallons of refuse each week? (Please indicate the percentage extra you would be willing to pay)

I am willing to pay _____ % extra on my monthly bill

43. Everyone could put out as much as 95 gallons (currently 33 gallons allowed) of refuse each week if everyone paid more for their waste collection. How much more would you be willing to pay in order to be able to put out up to 95 gallons of refuse each week? (Please indicate the percentage extra you would be willing to pay)

I am willing to pay _____ % extra on my monthly bill

44. Having an unlimited trash pickup day each spring costs everyone more. How much more would you be willing to pay in order to have an unlimited trash pickup day each spring? (Please indicate the percentage extra you would be willing to pay)

I am willing to pay _____ % extra on my monthly bill

45. **Possible Future Contract:** It is possible that under the next solid waste collection contract, the waste hauler will provide households with a new container that has wheels and a hinged cover that would allow automated pick-up by a mechanical arm on the garbage truck. The cost of monthly pick-up will depend on the size of the container selected for use by the Village. Below are four different possibilities for a new solid waste collection contract for the Village of Glen Ellyn.

In the box next to the possibility you like the most, place a "1." In the box next to the possibility you like next most, place a "2." In the box next to the possibility you like next most, place a "3," and, in the box next to the possibility you like the least, place a "4."

Residents would pay \$14 per month to put out one 65-gallon container of refuse each week. Additional refuse would require a \$2 pre-paid sticker for each additional 35-gallon container. An unlimited spring pick-up would occur every-other-year.

Residents would pay a flat rate of \$18 per month for unlimited refuse removal, meaning they could put out as much refuse each week as they want. This would make the unlimited spring pick-up unnecessary.

Residents would pay \$10 per month to put out one 35-gallon container of refuse each week. Additional refuse would require a \$2 pre-paid sticker for each additional 35-gallon container. An unlimited spring pick-up would occur every-other-year.

Residents would pay no monthly fee, but every 35-gallon container of refuse would require a \$2.50 pre-paid sticker. An unlimited spring pick-up would occur every-other-year.

TRAFFIC

46. Considering traffic in the Village of Glen Ellyn in general, do you think it is ...? (Circle one answer below)

- Frequently a problem -1
- Occasionally a problem -2
- Seldom a problem -3
- Not a problem -4
- No opinion -0

47. Do you agree or disagree that the speed of traffic in the Village is a problem? (Circle one answer below)

- Agree strongly -1
- Agree moderately -2
- Neither agree nor disagree -3
- Disagree moderately -4
- Disagree strongly -5
- No opinion -0

48. How interested are you in having the speed of traffic enforced more closely? (Circle one answer below)

- Definitely interested -1
- Probably interested -2
- Not sure if interested -3
- Probably not interested -4
- Definitely not interested -5
- No opinion -0

49. Do you agree or disagree that waiting for trains to pass in order to cross the Union Pacific railroad tracks downtown is a major inconvenience to you? (Circle one answer below)

- Agree strongly -1
- Agree moderately -2
- Neither agree nor disagree -3
- Disagree moderately -4
- Disagree strongly -5
- No opinion -0

RECREATION & ENTERTAINMENT

In answering questions in this section, keep in mind that some facilities are operated and maintained by the Village of Glen Ellyn, some by the Glen Ellyn Park District, some by other organizations or businesses.

50. Please circle the number that best indicates how frequently, on average, you, or a member of your household, uses each of the facilities listed below.

| | <u>Never</u> | <u>Once or Twice a Year</u> | <u>Once Every Few Months</u> | <u>Once a Month</u> | <u>Several Times a Month</u> | <u>Once a Week or More</u> | <u>Not Sure</u> |
|-------------------------------------|--------------|-----------------------------|------------------------------|---------------------|------------------------------|----------------------------|-----------------|
| Panfish Park | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Lake Ellyn and park | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Main Street Recreation Center | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Spring Avenue Recreation Center | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| B.R. Ryall YMCA | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Glen Ellyn Civic Center | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Glen movie theater in downtown area | 1 | 2 | 3 | 4 | 5 | 6 | 0 |

51. Please circle the number that best indicates how frequently, on average, you, or a member of your household, uses each of the facilities listed below during the season they are available for use.

| | <u>Never</u> | <u>Once or Twice a Season</u> | <u>Once Every Few Months</u> | <u>Once a Month</u> | <u>Several Times a Month</u> | <u>Once a Week or More</u> | <u>Not Sure</u> |
|---|--------------|-------------------------------|------------------------------|---------------------|------------------------------|----------------------------|-----------------|
| Village Links golf facility | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Sunset Park and pool | 1 | 2 | 3 | 4 | 5 | 6 | 0 |
| Holes and Knolls miniature golf course at Maryknoll | 1 | 2 | 3 | 4 | 5 | 6 | 0 |

52. What do you particularly like about living in Glen Ellyn?

53. What do you dislike about living in Glen Ellyn?

54. After answering all of these questions, what would you say are the three most important issues facing Glen Ellyn during the next five years? *(Please list in order of importance)*

1. _____

2. _____

3. _____

CLASSIFICATION

55. Indicate your gender

- Male -1
- Female -2

56. How long have you lived in Glen Ellyn?

- Less than one year -1
- 1-3 years -2
- 4-5 years -3
- 6-10 years -4
- 11-15 years -5
- 16-20 years -6
- 21-30 years -7
- Over 30 years -8

57. Indicate your type of residence

- Single-family house -1
- Duplex -2
- Townhouse -3
- Condominium -4
- Apartment -5

58. Do you own or rent your home?

- Own -1
- Rent -2

59. How many people, including all children, currently live in your household?

- One -1
- Two -2
- Three -3
- Four -4
- Five -5
- Six -6
- Seven -7
- Eight -8
- Nine or more -9

60. Indicate how many children, from each group below, age 18 or younger, currently live in your household

- College students _____
- High school students _____
- Junior high/ Middle school students _____
- Grade school students _____
- Of an age to attend pre-school _____
- Younger than pre-school age _____

61. Indicate your age

- Under 25 -1
- 25-29 -2
- 30-34 -3
- 35-39 -4
- 40-44 -5
- 45-49 -6
- 50-54 -7
- 55-64 -8
- 65-74 -9
- 75 or Older -0

62. Indicate your current employment status

- Employed part-time -1
- Employed full-time -2
- Not employed -3
- Retired -4

63. If employed, where do you work?

- In my home -1
- Outside my home, but in Glen Ellyn -2
- Outside Glen Ellyn -3

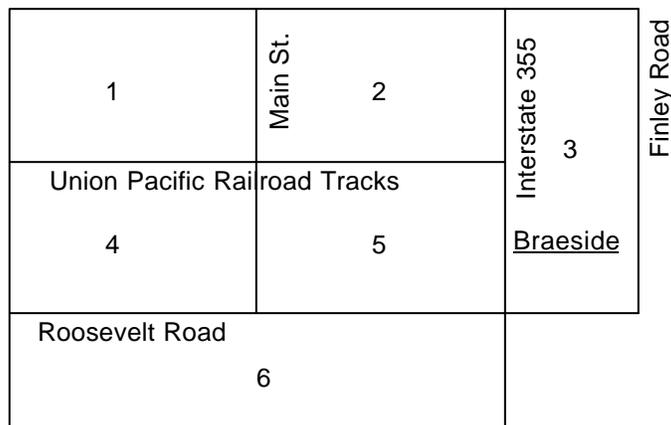
64. Indicate your spouse's current employment status

- No other adult in household -0
- Employed part-time -1
- Employed full-time -2
- Not employed -3
- Retired -4

65. If employed, where does your spouse work?

- In our home -1
- Outside our home, but in Glen Ellyn -2
- Outside Glen Ellyn -3

66. Indicate where your household is located



- Area 1 Northwest -1
- Area 2 Northeast -2
- Area 3 Braeside -3
- Area 4 Southwest -4
- Area 5 Southeast -5
- Area 6 South of Roosevelt Rd. -6

Between September 17 and October 5, you may complete this questionnaire on line at www.dimensionresearch.com/glen-ellyn
 Be sure to use the following access code:
123ABC456DEF789

SATISFACTION WITH CURRENT VILLAGE SERVICES

1. Please circle the number that best indicates how satisfied or dissatisfied you are with each Village service listed below.

| | <u>Highly Dissatisfied</u> | <u>Very Dissatisfied</u> | <u>Somewhat Dissatisfied</u> | <u>Somewhat Satisfied</u> | <u>Very Satisfied</u> | <u>Highly Satisfied</u> | <u>No Opinion</u> | |
|---|--------------------------------|------------------------------|----------------------------------|-------------------------------|---------------------------|-----------------------------|-----------------------|-------|
| Police protection | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (106) |
| Fire protection | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (107) |
| Snow removal | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (108) |
| Street cleaning | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (109) |
| Quality of main streets | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (110) |
| Quality of side streets | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (111) |
| Quality of street in front of your house | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (112) |
| Water drainage on your street | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (113) |
| Street lighting | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (114) |
| Quality of sidewalks | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (115) |
| Maintenance of parkway trees | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (116) |
| Garbage/ recycling collection | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (117) |
| Water quality | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (118) |
| Communication/ information flow to citizens | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (119) |
| Village Links golf course | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (120) |
| Public Library | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (121) |

FUTURE VILLAGE SERVICE LEVEL ADJUSTMENTS

2. Village government may face major decisions concerning budgets over the next decade. There may have to be budget cutbacks in some areas. This would be required in order to help pay for new programs or to help pay for increased service levels in other areas.

Please circle the number that best indicates how you feel each service level below should be adjusted in the future.

| | <u>Major Cutback in Service Level</u> | <u>Modest Cutback in Service Level</u> | <u>Maintain Present Service Level</u> | <u>Increase Service but Don't Raise Taxes</u> | <u>Increase Service & Raise Taxes if Necessary</u> | <u>No Opinion</u> | |
|---|---|--|---|---|--|-----------------------|-------|
| Police service | 1 | 2 | 3 | 4 | 5 | 0 | (122) |
| Fire protection service | 1 | 2 | 3 | 4 | 5 | 0 | (123) |
| Snow plowing – main streets | 1 | 2 | 3 | 4 | 5 | 0 | (124) |
| Snow plowing – side streets | 1 | 2 | 3 | 4 | 5 | 0 | (125) |
| Street cleaning | 1 | 2 | 3 | 4 | 5 | 0 | (126) |
| Normal street maintenance | 1 | 2 | 3 | 4 | 5 | 0 | (127) |
| Normal storm sewer maintenance | 1 | 2 | 3 | 4 | 5 | 0 | (128) |
| Normal sanitary sewer maintenance | 1 | 2 | 3 | 4 | 5 | 0 | (129) |
| Major street improvements | 1 | 2 | 3 | 4 | 5 | 0 | (130) |
| Major storm sewer improvements | 1 | 2 | 3 | 4 | 5 | 0 | (131) |
| Major sanitary sewer improvements | 1 | 2 | 3 | 4 | 5 | 0 | (132) |
| Street improvement in front of your house | 1 | 2 | 3 | 4 | 5 | 0 | (133) |
| Water drainage improvement on your street | 1 | 2 | 3 | 4 | 5 | 0 | (134) |

... *Continued from previous page.*

Please circle the number that best indicates how you feel each service level below should be adjusted in the future.

| | Major Cutback in Service <u>Level</u> | Modest Cutback in Service <u>Level</u> | Maintain Present Service <u>Level</u> | Increase Service but Don't Raise Taxes | Increase Service & Raise Taxes if Necessary | No <u>Opinion</u> | |
|---|--|---|--|---|--|----------------------|-------|
| Street lighting | 1 | 2 | 3 | 4 | 5 | 0 | (135) |
| Sidewalk repairs | 1 | 2 | 3 | 4 | 5 | 0 | (136) |
| Maintenance of parkway trees | 1 | 2 | 3 | 4 | 5 | 0 | (137) |
| Communication/ flow of information to citizens | 1 | 2 | 3 | 4 | 5 | 0 | (138) |
| Placement of utility wires underground | 1 | 2 | 3 | 4 | 5 | 0 | (139) |
| Preservation of historical houses and buildings | 1 | 2 | 3 | 4 | 5 | 0 | (140) |
| Enhancing appearance of downtown business area | 1 | 2 | 3 | 4 | 5 | 0 | (141) |
| Enhancing appearance of Roosevelt Road corridor | 1 | 2 | 3 | 4 | 5 | 0 | (142) |

FUTURE VILLAGE REVENUE SOURCES

3. It is possible that additional sources of revenue may have to be used in the future.

Please circle the number that best indicates how acceptable the revenue sources below would be to you.

| | Not at All <u>Acceptable</u> | Slightly <u>Acceptable</u> | Somewhat <u>Acceptable</u> | Very <u>Acceptable</u> | Highly <u>Acceptable</u> | No <u>Opinion</u> | |
|---|---------------------------------|-------------------------------|-------------------------------|---------------------------|-----------------------------|----------------------|-------|
| Increase real estate property taxes | 1 | 2 | 3 | 4 | 5 | 0 | (143) |
| Begin collecting transfer tax on <u>seller</u> of home | 1 | 2 | 3 | 4 | 5 | 0 | (144) |
| Increase user fees for recreational facilities | 1 | 2 | 3 | 4 | 5 | 0 | (146) |
| Increase Village vehicle sticker fee | 1 | 2 | 3 | 4 | 5 | 0 | (147) |
| Increase water and sewer fee | 1 | 2 | 3 | 4 | 5 | 0 | (148) |
| Increase garbage/ recycling collection user fee | 1 | 2 | 3 | 4 | 5 | 0 | (149) |
| Increase building permit fee | 1 | 2 | 3 | 4 | 5 | 0 | (150) |
| Increase local sales tax (excluding food and drugs) | 1 | 2 | 3 | 4 | 5 | 0 | (151) |
| Encourage the addition of sales-tax-generating businesses | 1 | 2 | 3 | 4 | 5 | 0 | (152) |

4. As you may know, a five percent tax on utilities currently funds most roadway and drainage system improvements in Glen Ellyn. Major roads are largely in good to excellent condition. Neighborhood street repair needs, and drainage system improvement needs, are increasing faster than current taxes can keep up with. A proposal has been made that the Village borrow \$16 Million (through the sale of bonds) to pay for the drainage system improvements in the near future. Then, expected tax revenues would pay for timely neighborhood street repairs. Property taxes would rise while the bonds were being paid off. Presently a Glen Ellyn house with a market value of \$270,000 has a property tax bill of about \$6,200. Of that, only about \$400 currently goes to the Village.

Please circle the number on each line below that indicates how willing you would be to pay higher property taxes to help pay for the needed water drainage system improvements and the timely repair of neighborhood streets in Glen Ellyn.

| <u>Tax impact on \$270,000 house</u> | Not at All <u>Willing</u> | Slightly <u>Willing</u> | Somewhat <u>Willing</u> | Very <u>Willing</u> | Highly <u>Willing</u> | |
|---|------------------------------|----------------------------|----------------------------|------------------------|--------------------------|-------|
| Increase property taxes about \$375 per year for 7 years | 1 | 2 | 3 | 4 | 5 | (153) |
| Increase property taxes about \$275 per year for 10 years | 1 | 2 | 3 | 4 | 5 | (154) |
| Increase property taxes about \$200 per year for 14 years | 1 | 2 | 3 | 4 | 5 | (155) |

ALLOCATION OF VILLAGE REVENUES

5. Although there are many areas in which the Village spends money, we would like you to only consider those listed below. Imagine that the Village has an amount of money to spend on the areas listed below. How would you allocate every \$100,000 of that amount of Village money among the alternatives listed below?

Place amounts of money on the blank lines below so that the amounts add up to \$100,000. Place a zero on any line on which you believe the Village should spend no money.

| | | |
|-----------|-----------|---|
| (156-161) | \$ _____ | Police department staff or facilities |
| (162-167) | \$ _____ | Street maintenance |
| (168-173) | \$ _____ | Street water drainage |
| (206-211) | \$ _____ | More sidewalks/ sidewalk repair |
| (212-217) | \$ _____ | Install curb and gutter where none currently exist |
| (218-223) | \$ _____ | Addition/ maintenance of parkway trees |
| (224-229) | \$ _____ | Communication/ flow of information to citizens |
| (230-235) | \$ _____ | Relocate utility wires from above ground to underground |
| (236-241) | \$ _____ | Preservation of historical houses and buildings |
| (242-247) | \$ _____ | Appearance of downtown business area |
| (248-253) | \$ _____ | Appearance of Roosevelt Road corridor |
| (254-259) | \$ _____ | Purchase and create more open space in Village |
| (260-265) | \$ _____ | Reduce speed of traffic in Village |
| (266-271) | \$ _____ | Provide youth programs/ facilities |
| (272-277) | \$ _____ | Subsidies to provide transportation services for seniors and for the handicapped |
| (272-277) | \$ _____ | Subsidies for day care and hot meals programs for seniors |
| (306-311) | \$ _____ | Subsidies to reduce various fees (water & sewer, vehicle license, etc.) for senior citizens |
| (312-317) | \$ _____ | Village sponsored program to encourage the addition of sales-tax-generating businesses |
| (318-323) | \$ _____ | Reduce utility tax |
| (324-329) | \$ _____ | Reduce real estate property taxes |
| | \$100,000 | TOTAL |

DEALINGS WITH VILLAGE OF GLEN ELLYN EMPLOYEES

Please think of Village employees such as police, public works employees, Village Links employees, and Civic Center employees.

6. In the past 12 months, have you, or a member of your household, had a problem or concern that you brought to the attention of someone working for the Village government? (Circle one answer below)

Yes -1 (330)

(Go to Question number 15, if you answer "no" to this question) -- No -2

7. How many times in the past 12 months did you, or a household member, bring a problem or concern to the attention of someone working for the Village of Glen Ellyn?

_____ (331-332)

8. When was the last time you brought a problem or concern to the attention of someone working for the Village of Glen Ellyn? (Circle one answer below)

- Within past week or two -1
- Within past 3 or 4 weeks -2
- 1-2 months ago -3
- 2-4 months ago -4 (333)
- 4-6 months ago -5
- 6-9 months ago -6
- 9-12 months ago -7
- Don't remember when -0

9. Were you treated with courtesy by the Village employee(s) that time, or not? (Circle one answer below)

Yes -1 (334)
No -2

10. Was service provided in a friendly manner, or not? (Circle one answer below)

Yes -1 (335)
No -2

11. Did it take a long time to get the help or information you wanted, or not? (Circle one answer below)

Yes -1 (336)
No -2

12. Did you consider the matter to be a minor issue or a major issue? (Circle one answer below)

Minor -1 (337)
Major -2

13. Overall, how satisfied were you with the response to your problem or concern? (Circle one answer below)

- Completely satisfied -1
- Very satisfied -2
- Somewhat satisfied -3
- Neither satisfied nor dissatisfied -4 (338)
- Somewhat dissatisfied -5
- Very dissatisfied -6
- Completely dissatisfied -7

(Answer this question if "dissatisfied" with response to your problem or concern)

14. What was the nature of your problem or concern that last time?

_____ (339) _____

_____ (340) _____

_____ (341) _____

_____ (342) _____

If you would like more follow-up on this issue, please make a copy of this page and mail it to: Village Manager Gary Webster at the Civic Center, 535 Duane Street, Glen Ellyn, IL 60137. Be sure to include your name, address and a phone number where you can be reached.

TRAFFIC

15. Considering traffic in the Village of Glen Ellyn in general, do you think it is ...? (Circle one answer below)

- Frequently a problem -1
- Occasionally a problem -2
- Seldom a problem -3 (343)
- Not a problem -4
- No opinion -0

16. Do you agree or disagree that the speed of traffic in the Village is a problem? (Circle one answer below)

- Agree strongly -1
- Agree moderately -2
- Neither agree nor disagree -3
- Disagree moderately -4 (344)
- Disagree strongly -5
- No opinion -0

17. How interested are you in having the speed of traffic enforced more closely? (Circle one answer below)

- Definitely interested -1
- Probably interested -2
- Not sure if interested -3 (345)
- Probably not interested -4
- Definitely not interested -5
- No opinion -0

18. Do you agree or disagree that too many large trucks travel on the streets of the Village? (Circle one answer below)

- Agree strongly -1
- Agree moderately -2
- Neither agree nor disagree -3
- Disagree moderately -4 (346)
- Disagree strongly -5
- No opinion -0

HOUSING

19. Please circle the number that best indicates your agreement or disagreement with each statement below.

| | <u>Disagree Strongly</u> | <u>Disagree Moderately</u> | <u>Neither Agree nor Disagree</u> | <u>Agree Moderately</u> | <u>Agree Strongly</u> | <u>No Opinion</u> | |
|---|------------------------------|--------------------------------|---|-----------------------------|---------------------------|-----------------------|-------|
| Removal of smaller houses adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 | (347) |
| Construction of larger replacement houses, adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 | (348) |
| Construction of houses that are much higher than neighboring houses, adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 | (349) |
| Construction of 3 to 5 story multi-family buildings in, or near the downtown business area, adversely affects Village character | 1 | 2 | 3 | 4 | 5 | 0 | (350) |

DOWNTOWN BUSINESS AREA

20. Please circle the number that best indicates how satisfied or dissatisfied you are with the downtown business area in terms of each aspect below.

| | <u>Not at All Satisfied</u> | <u>Fairly Satisfied</u> | <u>Very Satisfied</u> | <u>Completely Satisfied</u> | <u>No Opinion</u> | |
|---|-----------------------------|-------------------------|-----------------------|-----------------------------|-------------------|-------|
| Overall appearance | 1 | 2 | 3 | 4 | 0 | (351) |
| Landscaping | 1 | 2 | 3 | 4 | 0 | (352) |
| Condition of sidewalks | 1 | 2 | 3 | 4 | 0 | (353) |
| Snow removal from sidewalks | 1 | 2 | 3 | 4 | 0 | (354) |
| Snow removal from streets | 1 | 2 | 3 | 4 | 0 | (355) |
| Snow removal from parking lots | 1 | 2 | 3 | 4 | 0 | (356) |
| Number of benches for sitting | 1 | 2 | 3 | 4 | 0 | (357) |
| Number of trash containers | 1 | 2 | 3 | 4 | 0 | (358) |
| Street lighting | 1 | 2 | 3 | 4 | 0 | (359) |
| Availability of parking on weekdays | 1 | 2 | 3 | 4 | 0 | (360) |
| Availability of parking on Saturdays | 1 | 2 | 3 | 4 | 0 | (361) |
| Amount of traffic | 1 | 2 | 3 | 4 | 0 | (362) |
| Business hours | 1 | 2 | 3 | 4 | 0 | (363) |
| Variety of stores | 1 | 2 | 3 | 4 | 0 | (364) |
| Variety of restaurants | 1 | 2 | 3 | 4 | 0 | (365) |
| Friendliness of service at the businesses | 1 | 2 | 3 | 4 | 0 | (366) |

21. How often do you typically visit downtown Glen Ellyn? Would you say it is ... ? (Circle one answer below)

- 3 or more times a week -1
- Once or twice a week -2
- Once every 2 weeks -3
- Once every 3 weeks -4
- Once a month -5 (367)
- Once every 2 or 3 months -6
- 2 or 3 times a year -7
- Once a year -8
- Never -0

22. Compared to three years ago, would you say you visit downtown Glen Ellyn ... ? (Circle one answer below)

- A lot more often -1
- A little more often -2
- About as often -3 (368)
- A little less often -4
- A lot less often -5
- Did not live in Glen Ellyn 3 years ago -0

(Answer this question if visiting downtown Glen Ellyn either "more" or "less" often than 3 years ago)

23. Why have you changed the frequency with which you visit downtown Glen Ellyn compared to three years ago?

| | |
|-------|------------|
| ----- | (369)----- |
| ----- | (370)----- |
| ----- | (371)----- |

ROOSEVELT ROAD CORRIDOR

24. Please circle the number that best indicates how satisfied or dissatisfied you are with the Roosevelt Road corridor (between Finley Road and Lorraine Road) in terms of each aspect below.

| | <u>Not at All Satisfied</u> | <u>Fairly Satisfied</u> | <u>Very Satisfied</u> | <u>Completely Satisfied</u> | <u>No Opinion</u> | |
|---|-----------------------------|-------------------------|-----------------------|-----------------------------|-------------------|-------|
| Overall appearance | 1 | 2 | 3 | 4 | 0 | (372) |
| Landscaping | 1 | 2 | 3 | 4 | 0 | (373) |
| Street lighting | 1 | 2 | 3 | 4 | 0 | (374) |
| Size of signs | 1 | 2 | 3 | 4 | 0 | (375) |
| Number of signs | 1 | 2 | 3 | 4 | 0 | (376) |
| Ease of entering and leaving parking lots | 1 | 2 | 3 | 4 | 0 | (377) |
| Amount of traffic | 1 | 2 | 3 | 4 | 0 | (378) |
| Business hours | 1 | 2 | 3 | 4 | 0 | (406) |
| Variety of stores | 1 | 2 | 3 | 4 | 0 | (407) |
| Variety of restaurants | 1 | 2 | 3 | 4 | 0 | (408) |
| Friendliness of service at the businesses | 1 | 2 | 3 | 4 | 0 | (409) |

25. How often do you typically visit buildings along Roosevelt Road? Would you say it is ... ? (Circle one answer below)

- 3 or more times a week -1
- Once or twice a week -2
- Once every 2 weeks -3
- Once every 3 weeks -4
- Once a month -5 (410)
- Once every 2 or 3 months -6
- 2 or 3 times a year -7
- Once a year -8
- Never -0

26. Compared to three years ago, would you say you visit buildings along Roosevelt Road ... ? (Circle one answer below)

- A lot more often -1
- A little more often -2
- About as often -3 (411)
- A little less often -4
- A lot less often -5
- Did not live in Glen Ellyn 3 years ago -0

(Answer this question if visiting buildings along Roosevelt Road either "more" or "less" often than 3 years ago)

27. Why have you changed the frequency with which you visit buildings along Roosevelt Road compared to three years ago?

----- (412)-----

----- (413)-----

----- (414)-----

RECREATION & ENTERTAINMENT

In answering questions in this section, keep in mind that some facilities are operated and maintained by the Village of Glen Ellyn, some by the Glen Ellyn Park District, some by School Districts and some by other organizations or businesses.

28. Please circle the number that best indicates how frequently, on average, you, or a member of your household, uses each of the facilities listed below.

| | <u>Never</u> | <u>Once or Twice a Year</u> | <u>Once Every Few Months</u> | <u>Once a Month</u> | <u>Several Times a Month</u> | <u>Once a Week or More</u> | <u>Not Sure</u> | |
|--|--------------|-----------------------------|------------------------------|---------------------|------------------------------|----------------------------|-----------------|-------|
| Panfish Park | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (415) |
| Lake Ellyn and park | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (416) |
| Main Street Recreation Center | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (417) |
| Elementary school gyms or play areas | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (418) |
| Junior high school gyms or play areas | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (419) |
| High school gyms or play areas | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (420) |
| B.R. Ryall YMCA | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (421) |
| Glen Ellyn Civic Center | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (422) |
| Glen movie theater in downtown business area | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (423) |
| McAninch Arts Center at College of DuPage | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (424) |

29. Please circle the number that best indicates how frequently, on average, you, or a member of your household, uses each of the facilities listed below during the season they are available for use.

| | <u>Never</u> | <u>Once or Twice a Season</u> | <u>Once Every Few Months</u> | <u>Once a Month</u> | <u>Several Times a Month</u> | <u>Once a Week or More</u> | <u>Not Sure</u> | |
|---|--------------|-------------------------------|------------------------------|---------------------|------------------------------|----------------------------|-----------------|-------|
| Village Links golf facility | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (425) |
| Village Green (Lambert Rd.) athletic fields | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (426) |
| Sunset Park and pool | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (427) |
| Ackerman Park softball/ soccer fields | 1 | 2 | 3 | 4 | 5 | 6 | 0 | (428) |

30. When we talk of open space, we mean land that has no residential or commercial buildings on it. It may or may not have trees, and may or may not have been developed for recreational use. Considering the amount of open space in the Village, would you say there is ... ? (Circle one answer below)

- Too much -1
- Just the right amount -2 (429)
- Too little -3
- No opinion -0

PUBLIC EVENTS

31. Please circle the number that indicates if you, or a family member, attended each public event listed below in the past 12 months. If attended, indicate how much the event was enjoyed.

| | <u>Attended</u> | <u>Did Not Attend</u> | | <u>Did Not Enjoy It</u> | <u>Enjoyed It Somewhat</u> | <u>Enjoyed It Very Much</u> | <u>No Opinion</u> | |
|---|-----------------|-----------------------|-------|-------------------------|----------------------------|-----------------------------|-------------------|-------|
| Taste of Glen Ellyn and/or Village Fair | 1 | 2 | (430) | 1 | 2 | 3 | 0 | (436) |
| Cardboard Regatta at Lake Ellyn | 1 | 2 | (431) | 1 | 2 | 3 | 0 | (437) |
| 4 th of July parade | 1 | 2 | (432) | 1 | 2 | 3 | 0 | (438) |
| 4 th of July fireworks | 1 | 2 | (433) | 1 | 2 | 3 | 0 | (439) |
| Fine arts festival at Lake Ellyn | 1 | 2 | (434) | 1 | 2 | 3 | 0 | (440) |
| Day after Thanksgiving walk in downtown business area | 1 | 2 | (435) | 1 | 2 | 3 | 0 | (441) |

VILLAGE COMMUNICATIONS PROGRAM

The following questions deal with how the Village of Glen Ellyn supplies information and communicates with the citizens about events, activities and services in the Village.

32. Which of the information sources listed below do you regularly utilize to find out about events and activities in the Village of Glen Ellyn or about services offered by the Village?

(Circle all answers that apply to you)

- Glen Ellyn Newsletter and Special Reports -1
- Annual Village Calendar -2
- Cable television -3
- Glen Ellyn Internet web site -4
- Downtown business area message board -5
- Newspapers -6 (442)
- Radio -7
- Word of mouth -8
- Posters displayed in Glen Ellyn businesses -9
- (Write the other source in the open area to the left) -- Some other source -0
- None of the above -X

33. Please circle the number representing your answer to each question below.

| | <u>Yes</u> | <u>No</u> | <u>Not Sure</u> | |
|---|------------|-----------|-----------------|-------|
| Do you receive the Glen Ellyn Newsletter and Special Reports? | 1 | 2 | 0 | (443) |
| Do you receive the annual Village calendar? | 1 | 2 | 0 | (444) |
| Do you subscribe to <u>cable</u> TV? | 1 | 2 | 0 | (445) |
| Do you have Internet access? | 1 | 2 | 0 | (446) |
| Do you read the Village message board at the corner of Main & Crescent in the downtown business area? | 1 | 2 | 0 | (447) |

34. Please circle the number that best indicates how useful each information source listed below is to you in learning about activities and events in the Village of Glen Ellyn, or about services offered by the Village.

| | <u>Not at All Useful</u> | <u>Slightly Useful</u> | <u>Somewhat Useful</u> | <u>Very Useful</u> | <u>Extremely Useful</u> | <u>No Opinion</u> | |
|---|--------------------------|------------------------|------------------------|--------------------|-------------------------|-------------------|-------|
| Glen Ellyn Newsletter and Special Reports | 1 | 2 | 3 | 4 | 5 | 0 | (448) |
| Annual Village calendar | 1 | 2 | 3 | 4 | 5 | 0 | (449) |
| Village information channel on cable TV | 1 | 2 | 3 | 4 | 5 | 0 | (450) |
| Village Board meetings on cable TV | 1 | 2 | 3 | 4 | 5 | 0 | (451) |
| Glen Ellyn internet web site | 1 | 2 | 3 | 4 | 5 | 0 | (452) |
| Message Board in downtown business area | 1 | 2 | 3 | 4 | 5 | 0 | (453) |
| Daily or weekly newspapers | 1 | 2 | 3 | 4 | 5 | 0 | (454) |

GLEN ELLYN PUBLIC LIBRARY

35. Please circle the number that indicates how often you, or members of your household, used the Glen Ellyn Library in the past 12 months.

| | <u>Never</u> | <u>Once or Twice a Year</u> | <u>Once Every Few Months</u> | <u>Once a Month</u> | <u>Several Times a Month</u> | <u>Once a Week or More</u> | <u>Not Sure</u> | <u>Doesn't Apply to Me</u> | |
|--------------------------------------|--------------|-----------------------------|------------------------------|---------------------|------------------------------|----------------------------|-----------------|----------------------------|-------|
| Adult family members | 1 | 2 | 3 | 4 | 5 | 6 | 0 | | (455) |
| Children 18 years of age, or younger | 1 | 2 | 3 | 4 | 5 | 6 | 0 | 7 | (456) |

36. Do you agree or disagree that the reading and reference materials in the Glen Ellyn Library meet the needs of you and members of your household? (Circle one answer below)

- Agree strongly -1
- Agree moderately -2
- Disagree moderately -3 (457)
- Disagree strongly -4
- No opinion -0

OTHER IMPORTANT ISSUES

37. If a miniature golf course were located somewhere in Glen Ellyn, how frequently do you think you, or members of your household, would use it during the season?

- Once a week or more often -1
- Several times a month -2
- Once a month -3 (458)
- Once every few months -4
- Once or twice a season -5
- Never -6
- Not sure -0

38. Would you be in favor of, or opposed to, raising property taxes by an amount equal to what is collected from Village vehicle stickers (\$15 per car), so the vehicle stickers would be eliminated?

- In favor of raising property taxes and eliminating vehicle stickers -1
- Oppose raising property taxes and eliminating vehicle stickers -2 (459)
- Not sure -0

39. Please circle the number that best indicates how safe you feel, personally, in each situation listed below.

| | Not at All <u>Safe</u> | Not Very <u>Safe</u> | Somewhat <u>Safe</u> | Very <u>Safe</u> | Extremely <u>Safe</u> | Completely <u>Safe</u> | |
|--|---------------------------|-------------------------|-------------------------|---------------------|--------------------------|---------------------------|-------|
| In your neighborhood during daylight hours | 1 | 2 | 3 | 4 | 5 | 6 | (460) |
| In the downtown business area during daylight hours | 1 | 2 | 3 | 4 | 5 | 6 | (461) |
| In the Roosevelt Road corridor during daylight hours | 1 | 2 | 3 | 4 | 5 | 6 | (462) |
| In your neighborhood at night | 1 | 2 | 3 | 4 | 5 | 6 | (463) |
| In the downtown business area at night | 1 | 2 | 3 | 4 | 5 | 6 | (464) |
| In the Roosevelt Road corridor at night | 1 | 2 | 3 | 4 | 5 | 6 | (465) |

40. Please circle the number that best indicates how safe you believe children are while they are in the Glen Ellyn schools listed below.

| | Not at All <u>Safe</u> | Not Very <u>Safe</u> | Somewhat <u>Safe</u> | Very <u>Safe</u> | Extremely <u>Safe</u> | Completely <u>Safe</u> | |
|---------------------|---------------------------|-------------------------|-------------------------|---------------------|--------------------------|---------------------------|-------|
| Elementary schools | 1 | 2 | 3 | 4 | 5 | 6 | (466) |
| Junior high schools | 1 | 2 | 3 | 4 | 5 | 6 | (467) |
| High schools | 1 | 2 | 3 | 4 | 5 | 6 | (468) |

41. How satisfied are you with the availability of buses, taxis and dial-a-ride, to take you where you want to go?

- I do not need those transportation services -1
- Completely satisfied -2
- Very satisfied -3
- Somewhat satisfied -4 (469)
- Somewhat dissatisfied -5
- Very dissatisfied -6
- Extremely dissatisfied -7

42. What type of business, store or retail establishment would you most like to have locate in Glen Ellyn?

_____ (470) _____

_____ (471) _____

GENERAL COMMENTS ABOUT GLEN ELLYN

43. What do you particularly like about living in Glen Ellyn?

(506) _____
(507) _____
(508) _____
(509) _____
(510) _____
(511) _____
(512) _____
(513) _____

44. What do you dislike about living in Glen Ellyn?

(514) _____
(515) _____
(516) _____
(517) _____
(518) _____
(519) _____
(520) _____
(521) _____

45. After answering all of these questions, what would you say are the three most important issues facing Glen Ellyn during the next five years? (Please list in order of importance)

1. _____

2. _____

3. _____

(522) _____
(523) _____
(524) _____
(525) _____
(526) _____
(527) _____
(528) _____
(529) _____

CLASSIFICATION

46. Indicate your gender

Male -1 (530)
 Female -2

47. How long have you lived in Glen Ellyn?

Less than one year -1 11-15 years -5
 1-3 years -2 16-20 years -6 (531)
 4-5 years -3 21-30 years -7
 6-10 years -4 Over 30 years -8

48. Indicate your type of residence

Single-family house -1
 Duplex -2
 Townhouse -3 (532)
 Condominium -4
 Apartment -5

49. Do you own or rent your home?

Own -1 (533)
 Rent -2

50. How many people, including all children, currently live in your household?

One -1 Five -5
 Two -2 Six -6
 Three -3 Seven -7 (534)
 Four -4 Eight -8
 Nine or more -9

51. Indicate how many children, from each group below, age 18 or younger, currently live in your household

College students _____ (535)
 High school students _____ (536)
 Junior high school students _____ (537)
 Grade school students _____ (538)
 Of an age to attend pre-school _____ (539)
 Younger than pre-school age _____ (540)

52. Indicate your age

Under 25 -1 45-49 -6
 25-29 -2 50-54 -7
 30-34 -3 55-64 -8 (541)
 35-39 -4 65-74 -9
 40-44 -5 75 or Older -0

53. Indicate your current employment status

Employed part-time -1
 Employed full-time -2 (542)
 Not employed -3
 Retired -4

54. If employed, where do you work?

In my home -1
 Outside my home, but in Glen Ellyn -2 (543)
 Outside Glen Ellyn -3

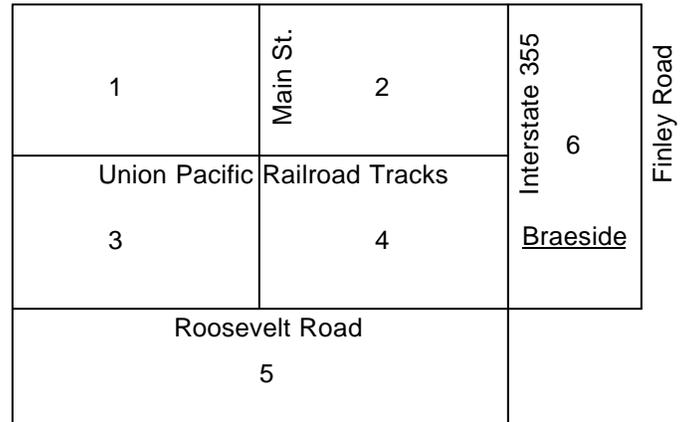
55. Indicate your spouse's current employment status

No other adult in household -0
 Employed part-time -1
 Employed full-time -2 (544)
 Not employed -3
 Retired -4

56. If employed, where does your spouse work?

In our home -1
 Outside our home, but in Glen Ellyn -2 (545)
 Outside Glen Ellyn -3

57. Indicate where your household is located



Area 1 - Northwest -1
 Area 2 - Northeast -2
 Area 3 - Southwest -3 (546)
 Area 4 - Southeast -4
 Area 5 - South of Roosevelt Rd. -5
 Area 6 - Braeside -6

Supervisor's Instructions
Community Long Range Attitude Survey- Reminder Calls
DRI #04-226

Purpose

The purpose of this study is to contact respondents for the second time who were sent a mail survey and determine if they have completed and returned the questionnaire or not.

Method

Reminder calls will be completed by telephone.

Quota

640 qualifies placements were made. We will attempt to contact all respondents who have yet to return the questionnaire or fill out the survey online. The sample will be updated daily to include only those respondents who have not returned a questionnaire or completed it on the web.

Files

For the job meeting and testing, use 226R2TS for both the questionnaire and sample files. For actual interviewing, the file name for both the questionnaire and sample is 4226R2.

Interview

Q.INTRO (Qy.5) Since we did not ask for a specific call-back time at the placement, no answer and answering machine will be handled as normal and called back 26 hours later. If the respondent is not available, attempt to schedule a callback if possible.

Q.A (Qy.8) If they have not received the questionnaire, we will thank respondent and discontinue.

Q.B (Qy.9) There is a drop box similar to a mail box outside the civic center where respondents can deposit their questionnaire. If they feel more comfortable taking the questionnaire inside they can do so as long as they leave the questionnaire with the cashier.

Label Transmittal

At the end of each night's interviewing, create a file containing the mailing label information for Don's use.

HELLO, THIS IS _____ FROM DIMENSION RESEARCH. ARE YOU/ MAY I PLEASE SPEAK WITH _____?

I'M CALLING TO FOLLOW-UP ON THE QUESTIONNAIRE WE SENT YOU FOR THE VILLAGE OF GLEN ELLYN.

- A. WE SPOKE WITH YOU A FEW DAYS AGO AND YOU INDICATED THAT YOU WOULD DROP A COMPLETED QUESTIONNAIRE OFF AT THE VILLAGE DROP BOX IN FRONT OF THE CIVIC CENTER OR COMPLETE IT ONLINE. HAVE YOU COMPLETED THE QUESTIONNAIRE AND BEEN ABLE TO DROP THE QUESTIONNAIRE OFF YET OR ENTER IT ONLINE, OR NOT?

If "Yes" -- Go to Q.C

If "No" -- Continue

If "Not Received Questionnaire" -- Go to Q.D

- B. WE WOULD LIKE TO HAVE ALL SURVEYS COMPLETED AND TURNED IN BY OCTOBER 25TH. THE OPTION TO COMPLETE THE SURVEY ONLINE (IS NO LONGER AVAILABLE/ WILL ONLY BE AVAILABLE UNTIL THURSDAY OCTOBER 7TH). DO YOU THINK YOU'LL BE DONE FILLING IT OUT AND BE ABLE TO DROP IT OFF AT THE CIVIC CENTER (BY OCTOBER 25TH/ OR COMPLETE IT ONLINE IN TIME)?

By Oct 25: Go to Q.C

Won't finish by Oct. 25 – Go to Q.D

- C. THANK YOU SO MUCH FOR PARTICIPATING IN THE SURVEY AND TAKING THE TIME TO SHARE YOUR OPINIONS. SINCE ONLY A LIMITED NUMBER OF SURVEYS WERE HANDED OUT YOUR PARTICIPATION IS VERY IMPORTANT IN SHAPING THE DECISIONS FOR THE VILLAGE OF GLEN ELLYN. HAVE A GOOD DAY/ EVENING.

Thank and discontinue

- D. THANK YOU SO MUCH FOR YOU WILLINGNESS TO PARTICIPATE IN THE SURVEY.

(If not received)

UNFORTUNATELY THERE IS NOT ENOUGH TIME TO RE-SEND YOU ANOTHER SURVEY AND FINISH IT IN TIME. HAVE A GREAT EVENING/ DAY.

Thank and discontinue



Last month we contacted you by telephone and you agreed to participate in the Glen Ellyn Community Attitude study. Your questionnaire was mailed the day after we spoke with you so you should have received it. We encourage you to complete the survey and drop it off at the village drop box outside the Civic Center by October 25. If you have any questions, please contact Pia Nagel at Dimension Research 630-916-0040.

Dimension Research, Inc.

200 West 22nd Street Suite 240 • Lombard, Illinois 60148-4883 • (630) 916-0040 Fax (630) 916-0836

October 29, 2004

Dear Study Participant:

First of all, I want to thank you for agreeing to participate in the survey we are conducting for the Village of Glen Ellyn. In mid-September we contacted 641 residents of Glen Ellyn on behalf of the Village Board and President. At that time you, and the other 640 people, agreed to complete a questionnaire that is intended to help the Village Board and Village administration understand the views of citizens so that they may better act on your behalf.

I've got good news and I've got bad news. The good news is that, as of today, we have received 435 completed questionnaires. **The bad news is that we have yet to receive the remaining 206 questionnaires.**

Study participants were chosen in a random manner so that answers from them would accurately represent the views of all Village residents. In order for this to hold true, we need to hear back from as many of the original group as possible. With that in mind, we are making one final attempt to get views from study participants who have not yet responded. Included with this letter is another questionnaire as well as a postage-paid business reply envelope that can be used to mail back your questionnaire. You have received this mailing because we have not yet received your completed questionnaire. If you think you have returned one, we can only tell you that we didn't get it.

Some people are concerned that this study is not really anonymous. I would like to put your fears on that matter to rest. Each questionnaire has an access code printed at the bottom of the last page. This code was used for two reasons. First, it prevented an individual from completing the questionnaire via the internet and dropping off a completed version at the Civic Center, thus having their answers count twice. Second, it allows us to re-contact only those individuals for whom we do not already have a completed questionnaire. The access code will not become a part of the data record for the study. Your answers will never be looked at individually. They will be combined with everyone else's answers and analyzed in a combined fashion. We have no interest in how individual people responded. We only care about the collective response of the study participants.

We have been told many different things by different people for whom we do not yet have a completed questionnaire. We been told ... "My husband dropped it off." "I mailed it in." "I'm going to complete it right away and send it in." "I never got it in the first place." "I took it to the Police Desk." "My daughter dropped it off but I'm not sure where." "It's too long and I haven't had time to complete it yet." "I've been out of town." "I'll drop it off by the weekend." ... etc. We've also heard from some people that the section on Solid Waste Collection was too difficult.

Some study participants completed the questionnaire via the Internet between September 17 and October 5. Others have completed the questionnaire and dropped in the collection box in front of the Civic Center on Duane Street. We had intended to stop collecting questionnaires on Monday, October 25. However, in the interest of getting a higher response rate, we are extending the deadline to include any questionnaire post-marked by Saturday, November 6.

We urge you to complete the entire questionnaire, but if one section seems too difficult, skip that section, complete the rest, and then mail it in. Thanks for your help. We look forward to hearing from you.

Sincerely,

Wesley R. Peters