

Appendix F:

Community Attitude Survey

In March and April 2000, the Village of Glen Ellyn undertook a *Community Attitude Survey* in order to “obtain statistically valid opinions from a random sample of Village residents to assist the Village Board and staff in the evaluation and improvement of Village services and long-range plans.”

Dimension Research Inc. undertook the *Community Attitude Survey* separate and apart from the Comprehensive Plan. However, the survey provided valuable input and background information for the planning process.

Survey Methodology

A sample number of residents were recruited by telephone and asked to accept “placement” of a written questionnaire.

Questionnaires were then mailed out to those respondents who accepted placement of the questionnaire.

Follow-up calls were made to each household to remind them to complete the questionnaire.

A total of 671 placement interviews were conducted. A total of 532 completed questionnaires were either returned to the Village or picked up by Dimension Research personnel.

Survey Highlights

The report prepared by Dimension Research, Inc. includes the following “highlights” from the *Glen Ellyn Community Attitude Survey*.

Glen Ellyn residents have many positive views about the community:

- Great atmosphere – friendly, “small-town” with a lot of community pride;
- Good schools;
- Good police and fire protection;
- Satisfaction with central business area;
- Good community / flow of information to citizens; and
- Fourth of July activities are well attended and well liked.

Changes since 1990 produced a dramatically improved outlook with regard to two issues in particular:

- Lake Michigan water has nearly eliminated dissatisfaction with Glen Ellyn water; and
- Dissatisfaction with taxes is much lower than in 1990, when many may have reacted to a recent property tax reassessment as well as the poorly performing economy.

Planning priorities for the future:

- Maintain Village character;
- Repair infrastructure – there appears to be support for necessary tax increase;
- Keep Glen Ellyn affordable;
- Continue to enhance Roosevelt Road corridor appearance; and
- Re-locate utility wires from above ground to underground.

Other emerging issues that bear watching:

- Dissatisfaction with growing volume of traffic;
- Concern for personal safety; and
- Negative view of replacement of smaller homes with larger ones – particularly with homes that tower above nearby homes.

A copy of the complete *Community Attitude Survey* report is available for review at the Glen Ellyn Department of Planning and Development.