

Village of Glendale Heights Community Survey

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NORTHERN ILLINOIS UNIVERSITY

**Center for
Governmental Studies**

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Executive Summary

The Village of Glendale Heights commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a multi-mode survey (online, mail, and telephone reminder calls) of residents. The purpose of the survey was to determine residents' opinions of living in the Village, Village provided services, and the areas the Village should focus their attention on in the next three years. The survey was conducted from April 18, 2022 to July 22, 2022. A total of 502 completed surveys was received.

Findings

Quality of Life in the Village of Glendale Heights

- More than two-thirds (67.0%) of residents rate the Village of Glendale Heights excellent (20.2%) or good (46.8%) as a place to live.
- The majority (69.7%) of respondents rate the ease of walking in the Village excellent (22.2%) or good (47.5%). More than one-half (56.7%) of respondents rate the ease of bicycling in the Village excellent (22.0%) or good (34.7%).
- More than one-half (56.0%) of respondents rate the overall appearance of the Village excellent (18.0%) or good (38.0%).
- Six out of ten (60.0%) respondents rate the variety of special events in the Village excellent (11.1%) or good (48.9%).
- The residents believe the three most important issues the Village of Glendale Heights faces are high taxes (37.8%), crime/safety (27.3%), and street maintenance/repair (17.3%).

Village of Glendale Heights Provided Services

- An importance-satisfaction analysis was conducted. The ratings of importance and the ratings of satisfaction of the services provided by the Village were looked at together. The analysis provides information on how much emphasis the Village should place on each service. The seven services below are rated by respondents as high importance and low satisfaction and are identified as "improvement opportunity" areas.
 - Neighborhood Street Maintenance and Repair
 - Business Attraction and Retention
 - Stormwater Management
 - Property Maintenance Regulation
 - Senior Citizens Programming and Services
 - Recreation Programming
 - Initiatives to Maintain the Environment

- The four services below are rated by respondents as high importance and high satisfaction and are identified as areas to “keep up the good work”.
 - Sanitary Sewer Maintenance and Repair
 - Water System Maintenance and Repair
 - Police
 - Garbage, Recycling, and Yard Waste Pickup
- Planning and Zoning and Special Events are rated by residents as low importance and low satisfaction and are identified as “low priority” areas:
- No services are rated as low importance and high satisfaction (“exceeding expectations”).
- The 11 police and public services asked about in the survey all receive high ratings for quality. Community oriented policing receives the highest rating (84.7% excellent or good) and nuisance enforcement receives the lowest rating (59.8% excellent or good).
- Almost all (98.4%) respondents feel safe in their neighborhood during the day, with 64.1% feeling very safe. When asked how safe they feel in their neighborhood at night the percentage of respondents who feel safe decreases to 91.0%, with 45.8% feeling very safe.
- The ratings of quality for the nine street maintenance and repair services asked about in the survey range from 49.5% excellent or good to 75.6% excellent or good. The street sweeping of curbs in their neighborhood (75.6% excellent or good) and street sweeping of curbs in business areas (74.6% excellent or good) receive the highest ratings. The surface conditions of neighborhood streets (49.5% excellent or good), conditions of street pavement and curbs in their neighborhoods (53.5% excellent or good), and conditions of sidewalks (53.6% excellent or good) receive the lowest ratings.
- Two-thirds (66.5%) of the respondents rate the overall quality of the services received from the Village of Glendale Heights as excellent (20.5%) or good (46.0%).
- Four-fifths or more of respondents think the Village of Glendale Heights should place a high priority on water system maintenance and repair (81.3%), sanitary sewer system maintenance and repair (80.6%), and neighborhood street maintenance and repair (79.9%) in the next three years. A total of 72.4% of respondents would like the Village to place a high priority on police services and 66.2% of respondents would like the Village to place a high priority on stormwater management in the next three years
- The largest percentage (65.4%) of respondents select police services as the top priority, street maintenance and repair (45.5%) as the second priority, and water system maintenance and repair (35.6%) as the third priority for the Village to focus on improving in the next three years.

Parks, Recreation, and Facilities

- More than one-half (58.2%) of respondents state that they have attended a Village of Glendale Heights recreation program or special event in the past five years.
- More than two-thirds (67.9%) of respondents say that they have visited a Village of Glendale

Heights recreation facility in the past five years.

- More than two-thirds (68.7%) of respondents use the Parks and Recreation brochure mailed to their home.
- More than one-half (56.1%) of respondents favor the Village adding a dog park. However, of these respondents, 66.9% would only favor adding a dog park if it cost the Village \$50,000 or less.
- 21.8% of respondents are interested in purchasing a garden plot.

Village Customer Service

- Of the 58.1% of residents who contacted the Village government in the past 24 months, the majority are satisfied with the customer service they received.
 - 89.5% indicate the staff were knowledgeable
 - 75.6% report the staff were courteous
 - 77.8% state the staff responded in a timely manner
 - 60.6% rate their overall experience as excellent or good
- Most (90.1%) respondents were able to find the appropriate person to contact and 67.3% indicate that they only had to contact one staff person to get assistance.

Village Communications

- One-half (50.8%) of respondents report they receive information about the Village of Glendale Heights from the Village bi-monthly newsletter, with 44.1% stating it is their most preferred source. More than one-third (35.5%) of respondents say they receive information about the Village from the Village website, with 14.4% reporting it is their most preferred source. More than three out of ten (32.7%) respondents indicate they receive information about the Village from the Village Facebook page, with 22.1% saying it is their most preferred source.
- About nine out of ten respondents find the Village website (91.2%) and the Village bi-monthly newsletter (90.2%) very or somewhat useful. Three-fourths (76.5%) of respondents find the e-signs very or somewhat useful and 71.5% of respondents find the Village Facebook page very or somewhat useful. Less than one-half of respondents find the Village cable access channel (44.0%) and the Village Twitter feed (35.6%) very or somewhat useful.
- Three-fifth (60.3%) of respondents rate the amount of the information and 61.2% rate the quality of information about community issues provided by the Village excellent or good.
- Slightly more than three-fifth (61.2%) of respondents rate the amount of the information and 56.5% rate the quality of information about Village services provided by the Village excellent or good.
- The majority (79.5%) of respondents are satisfied with the job the Village of Glendale Heights does in providing information to residents.

Economic Development

- Most (91.4%) respondents think it is important to attract new businesses, with 66.3% indicating it very important and 25.1% say it is somewhat important.
- When asked about the type of business they believe it is most important for the Village to attract, 71.9% of residents indicate a restaurant (24.3 percentage points more than any other business).

Diversity, Equity, and Inclusion in the Village

- The majority of respondents agree with the following statement regarding diversity, equity, and inclusion in the Village.
 - I and members of my household feel safe in the Village (94.7%)
 - When experiencing a non-emergency, I/members of my household feel comfortable calling the Village of Glendale Heights Police Department (93.8%)
 - I and members of my household are treated fairly and equitably (92.3%)
 - When experiencing a non-emergency, I/members of my household feel comfortable calling the Village of Glendale Heights Police Department (91.8%)
 - I believe the Village has effectively provided accommodations for myself and/or my family members (90.9%) (Note that this question was answered only by respondents who identify with a disability or who have a member of their household who identifies with a disability).
 - I and members of my household feel welcomed in the Village (86.4%)
 - I/members of my household feel I/we belong in the Village (85.3%)
 - I would recommend the Village as a place to live to others (79.0%)
 - The Village has made diversity, equity, and inclusion a priority (73.0%)
- A total of 70.5% of respondents rate the efforts of the Village government to implement strategies to address diversity, equity, and inclusion as excellent (31.3%) or good (39.2%).

Introduction

Background and Purpose

The Village of Glendale Heights commissioned the Center for Governmental Studies (CGS) at Northern Illinois University to conduct a multi-mode survey (online, mail, and telephone reminder calls) of residents. The purpose of the survey was to determine residents' opinions of living in the Village, Village provided services, and the areas the Village should focus their attention on in the next three years. The findings of the survey will be used for strategic planning.

Methodology

Questionnaire

A 56-question survey was developed by CGS and the Village of Glendale Heights staff. The following topics were covered in the questionnaire:

- Quality of life in the Village of Glendale Heights,
- Village of Glendale Heights government services,
- Village customer service,
- Village communications,
- Parks, recreation, and facilities,
- Economic development, and
- Diversity, equity, and inclusion in the Village.

The questionnaire was translated into Spanish. The questionnaire may be found in Appendix A.

Sample

A random sample of 2,000 households in the Village of Glendale Heights was provided by the Marketing Systems Group, a survey sampling firm. The sample included names, mailing addresses, email addresses, and telephone numbers.

Pretest

CGS pretested the questionnaire with approximately 20 households. The pretest was designed to gauge whether the respondents understood the questions being asked and could provide the necessary information.

Data Collection

Each household in the random sample was sent an invitation email with a unique ID code and a link to the survey. This email may be found in Appendix B.

Follow-up communications are important to get responses from as high a proportion of the sample as possible, as harder to reach respondents often have different experiences and responses than easier to reach respondents. Therefore, CGS sent up to six reminder emails to those who did not respond after the initial email. Three weeks after the invitation email was sent, nonresponding households were mailed a cover letter, the questionnaire, and a self-addressed, stamped envelope in which to return the questionnaire to CGS. The cover letter explained the purpose of the survey and how the results will be used, expressed assurances of confidentiality, identified the Village of Glendale Heights as the sponsor, and provided a web address and unique password for completing the online survey (See Appendix B). Two weeks after the questionnaire was mailed CGS made reminder calls to nonresponding households.

The survey was conducted from April 18, 2022 to July 22, 2022.

A total of 502 completed surveys were received. The margin of error for the survey is +/- 4.29 percentage points at the 95 percent level of confidence.

Data Analysis

The data was weighted on age, gender, race/ethnicity, educational attainment, and annual household income using information from the 2016-2020 American Community Survey. Data weighting on key demographic variables ensures that respondents to the survey are representative of the population of all adults in the Village of Glendale Heights and that the findings can be generalized to the total adult population.

Chi-square tests were used to test significance between demographic groups. All demographic differences reported are statistically significant at the $p \leq 0.05$ level.

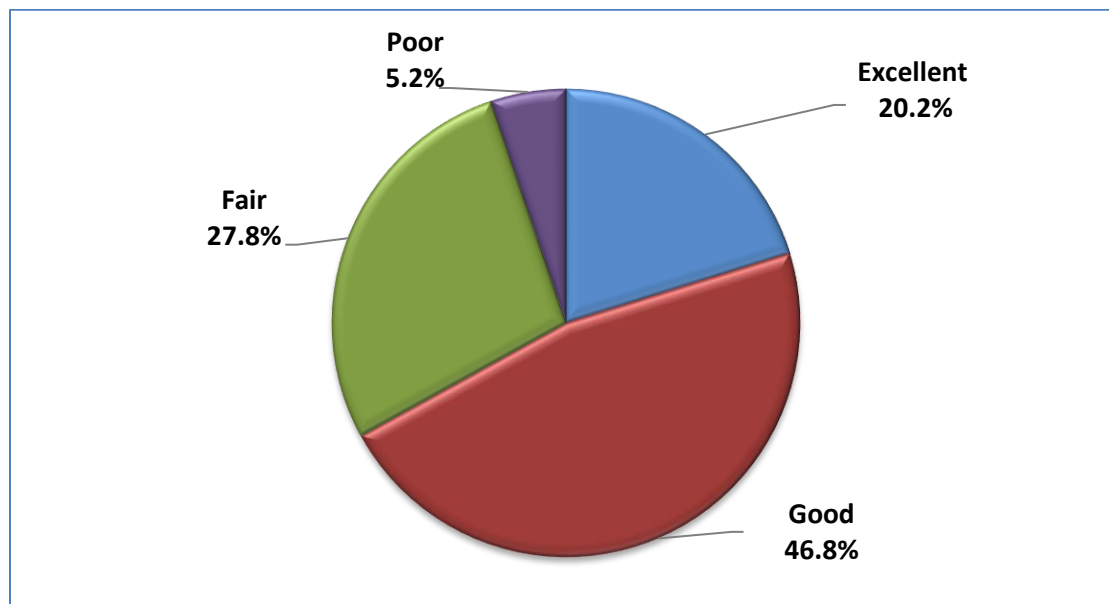
Findings

Quality of Life in the Village of Glendale Heights

The respondents were first asked a set of questions regarding their opinions of the quality of life in the Village of Glendale Heights. The respondents were asked their opinions of the Village of Glendale Heights as a place to live, their opinions of the ease of walking and bicycling in the Village, appearance of the Village, and variety of special events in the Village, and the top three issues the Village faces.

More than two-thirds (67.0%) of respondents rate the Village of Glendale Heights as a place to live excellent or good, however 27.8% of respondents rate the Village as a place to live fair and 5.2% of respondents rate the Village as a place to live poor (Figure 1).

Figure 1: Rating of Village of Glendale Heights as a Place to Live
How would you rate the Village of Glendale Heights as a place to live?



Demographic Differences

- Asians (85.1%) are most likely to rate the Village as a place to live excellent or good, followed by Hispanics (70.5%), and Blacks (62.5%). Whites (53.5%) and those of other races/ethnicities (51.1%) are least likely to rate the Village as a place to live excellent or good.
- Respondents who have lived in the Village less than five years (92.3%) are more likely than respondents who have lived in the Village five years or more (59.9%) to rate the Village as a place to live excellent or good.

- Respondents who rent their home (77.7%) are more likely than respondents who own their home (63.0%) to rate the Village as a place to live excellent or good.

Those respondents who rated the Village of Glendale Heights as a place to live excellent or good were asked why they gave that rating. The most common reasons are the good Village services (28.2%), it is safe (20.0%), it is quiet/peaceful (18.5%), it is convenient (17.9%), and they have not experienced any issues/they like living here (17.4%) (Table 1) (See Appendix C for verbatim comments).

Table 1: Reasons for Rating the Village as a Place to Live Excellent or Good

Why did you rate the Village of Glendale Heights as a place to live excellent or good?
(Multiple Responses Possible)

Reason	Percent
Good Village Services	28.2
Safe	20.0
Quiet/Peaceful	18.5
Convenient	17.9
Have Not Experienced Any Issues/Like Living Here	17.4
Clean/Well-Maintained	12.8
Good Schools	9.7
Diverse and Inclusive	6.2
Nice/Friendly People	5.6
Amount/Variety of Events/Activities	5.1
Affordable	5.1
Friendly Atmosphere/Sense of Community	5.1
Good Library	4.6
Other Reasons	12.3
Other Comments	15.9

Those respondents who rated the Village of Glendale Heights as a place to live fair or poor were asked why they gave that rating. The most common reasons are the high taxes (27.3%), the attraction of businesses/economic development (11.4%), the Village officials/leaders (11.4%), no downtown area (10.2%), streets not maintained/repared (10.2%), and properties not maintained (10.2%) (Table 2) (See Appendix C for verbatim comments).

Table 2: Reasons for Rating the Village as a Place to Live Fair or Poor

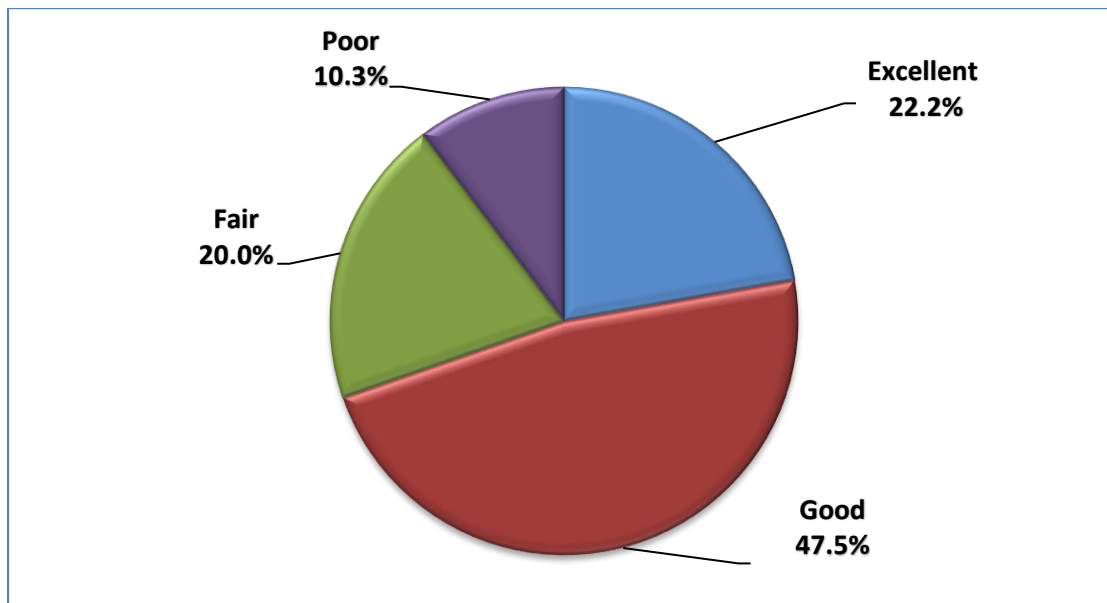
Why did you rate the Village of Glendale Heights as a place to live fair or poor? (Multiple Responses Possible)

Reason	Percent
High Taxes	27.3
Attraction of Businesses/Economic Development	11.4
Village Officials	11.4
No Downtown	10.2
Streets Not Maintained/Repaired	10.2
Properties Not Maintained	10.2
Schools	9.1
Not Clean/Well-Maintained	6.8
Too Many Permits Required	6.8
Crime	5.7
Police	4.5
Parks and Recreation	3.4
Other Reasons	44.3
Other Comments	9.1

The respondents were next asked to rate the ease of walking and bicycling in the Village, the overall appearance of the Village, and the variety of special events in the Village.

The majority (69.7%) of respondents rate the ease of walking in the Village excellent or good (Figure 2).

Figure 2: Rating of Ease of Walking in the Village
How would you rate the ease of walking in the Village?

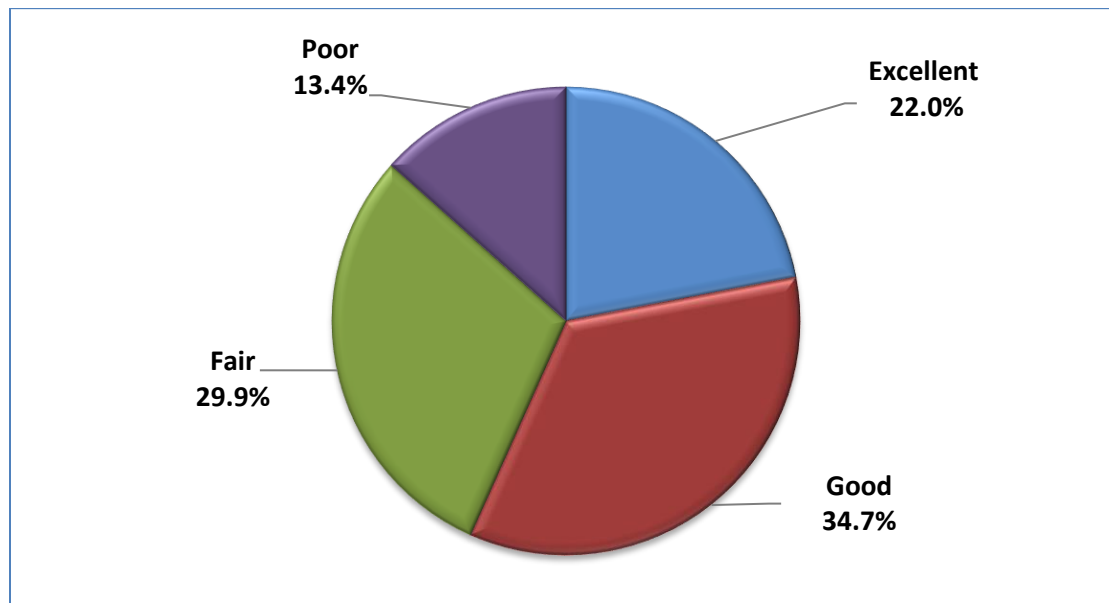


Demographic Differences

- No statistically significant differences are found for ease of walking in the Village by respondent's age, gender, race/ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

More than one-half (56.7%) of respondents rate the ease of bicycling in the Village excellent or good (Figure 3).

Figure 3: Rating of Ease of Bicycling in the Village
How would you rate the ease of bicycling in the Village?



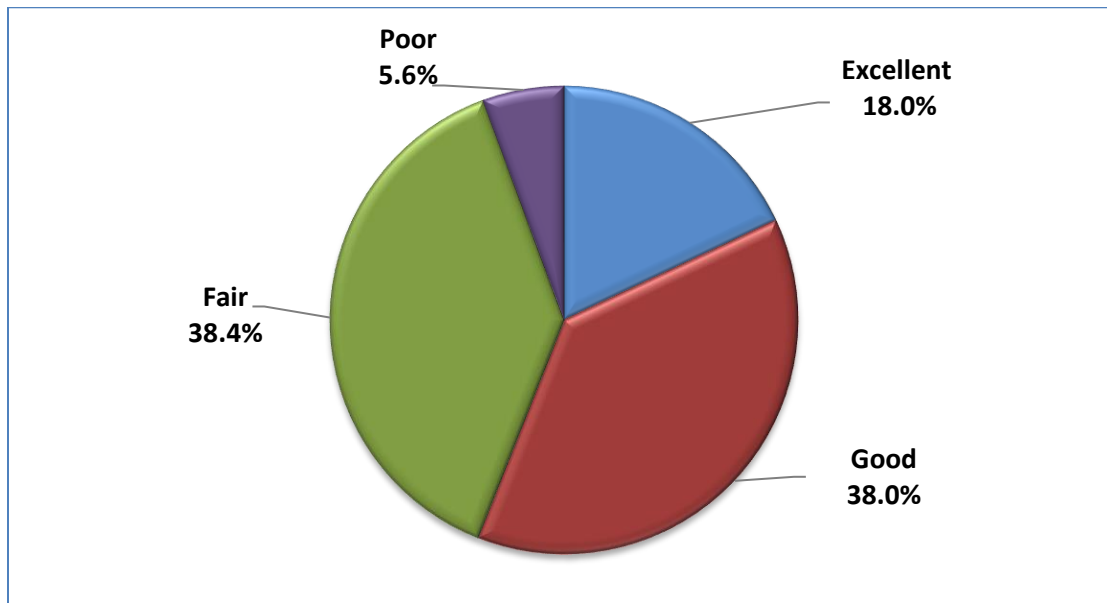
Demographic Differences

- No statistically significant differences are found for ease of bicycling in the Village by respondent's age, gender, race/ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

More than one-half (56.0%) of respondents rate the overall appearance of the Village excellent or good (Figure 4).

Figure 4: Rating of Overall Appearance of the Village

How would you rate the overall appearance of the Village?

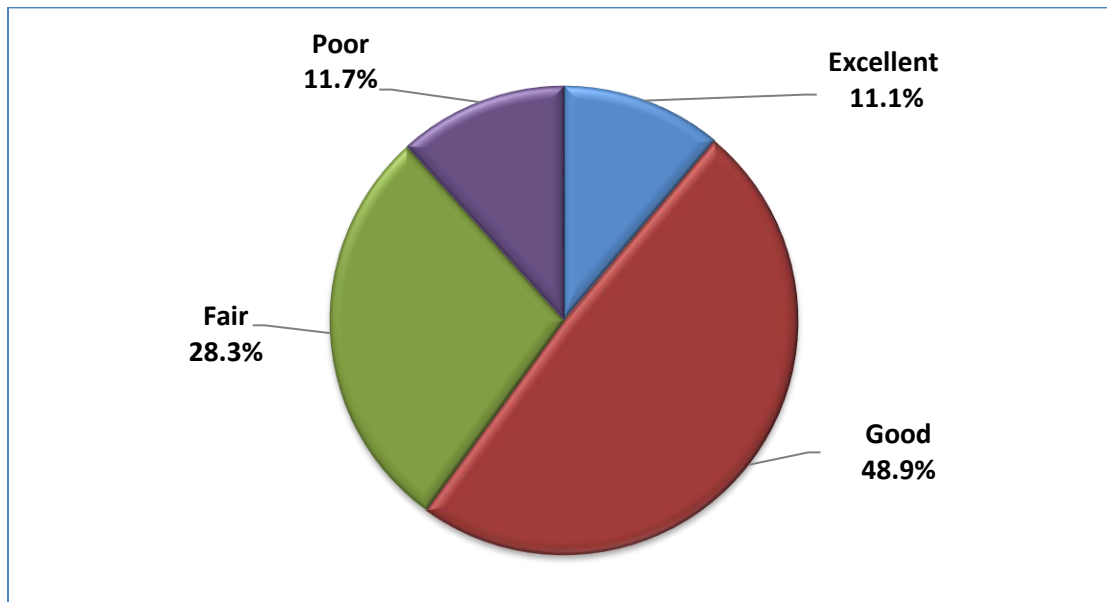


Demographic Differences

- Respondents who have lived in the Village less than five years (72.3%) are more likely than respondents who have lived in the Village five years or more (53.7%) to rate the overall appearance of the Village excellent or good.
- Respondents who rent their home (68.8%) are more likely than respondents who own their home (51.4%) to rate the overall appearance of the Village excellent or good.
- Respondents whose annual household income is less than \$100,000 (64.3%) are more likely than respondents whose annual household income is \$100,000 or more (43.4%) to rate the overall appearance of the Village excellent or good.

Six out of ten (60.0%) respondents rate the variety of special events in the Village excellent or good (Figure 5).

Figure 5: Rating of Variety of Special Events in the Village
How would you rate the variety of special events in the Village?



Demographic Differences

- Respondents 65 years of age or greater (76.5%) and respondents 18-29 years of age (66.6%) are more likely than respondents 30-64 years of age (53.2%) to rate the variety of special events in the Village excellent or good.
- The percentage of respondents who rate the variety of special events in the Village excellent or good decreases as years living in the Village increases (less than five years, 82.5%; 5-10 years, 60.9%; 10 years or more, 50.6%).

The respondents were then asked what the three most important issues the Village of Glendale Heights faces and what should be done to solve each issue.

The respondents believe the three most important issues the Village of Glendale Heights faces are high taxes (37.8%), crime/safety (27.3%), and street maintenance/repair (17.3%) (Table 3) (See Appendix C for verbatim comments).

Table 3: Three Most Important Issues the Village of Glendale Heights Faces

What are the three most important issues the Village of Glendale Heights faces? (Multiple Responses Possible)

Issue	Percent
High Taxes	37.3
Crime/Safety	27.3
Street Maintenance/Repair	17.3
Village Leadership	13.3
Property Maintenance	11.8
Business Attraction/Retention	11.1
Parks and Recreation	11.1
Schools	10.7
Appearance of the Village	8.5
Fiscal Responsibility	6.3
Sidewalk Maintenance/Repair	5.5
More Community Events/Better Communication About Events	5.5
Village Communication with Residents	5.2
Buying or Selling a House	5.2
Traffic Violations	4.8
Lack of a Downtown	4.4
Police	4.4
Parking	4.1
Vehicle Stickers and Other Fees	3.7
Diversity, Equity, and Inclusion	3.7
Permits	3.3
Affordability	3.0
High Water Bills	3.0
Noise	3.0
Flooding	3.0

Issue	Percent
Senior Services	3.0
Street Lighting	2.6
Gangs	2.6
Transportation	2.6
Maintenance of Infrastructure	2.2
Parkway Trees	2.2
Other Issues with Village Provided Services	4.8
Other Issues	42.8

Table 4 summarizes the respondents' suggested solutions for the top three issues (See Appendix C for verbatim responses for all the issues).

Table 4: Suggested Solutions for Issues

What should be done to solve the issue? (Multiple Responses Possible)

Issue	Solutions
High Taxes	<ul style="list-style-type: none"> • Control spending • Attract more businesses • Find alternative revenue sources (e.g., cannabis dispensary)
Crime/Safety	<ul style="list-style-type: none"> • Hire more police • Increase police presence • Add more security cameras
Street Maintenance/Repair	<ul style="list-style-type: none"> • Periodically inspect roads • Repair roads as soon as they start to deteriorate • Spend funds/money

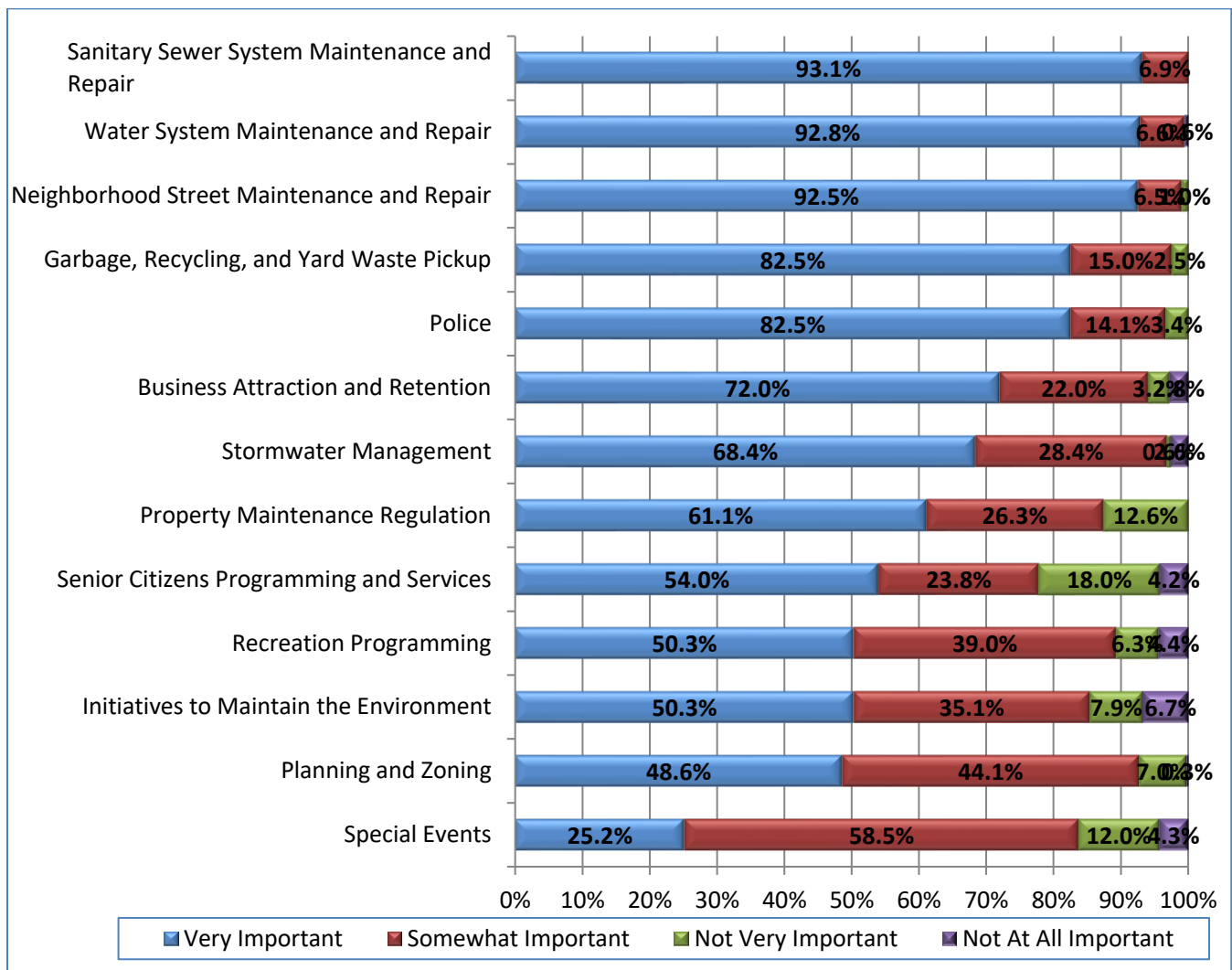
Village of Glendale Heights Provided Services

The next series of questions were about the importance of Village provided services, satisfaction with Village provided services, quality of Village g provided services, and areas the Village should focus on in the next three years.

More than four-fifths of respondents indicate sanitary sewer maintenance and repair (93.1%), water system maintenance and repair (92.8%), neighborhood street maintenance and repair (92.5%), garbage, recycling, and yard waste pickup (82.5%), and police (82.5%) services are very important to their household (Figure 6).

Figure 6: Importance of Village Provided Services

How important or unimportant to you and your household are each of the following Village of Glendale Heights provided services?



More than four-fifths (86.5%) of respondents 65 years of age or greater indicate senior citizens programming and services are very important.

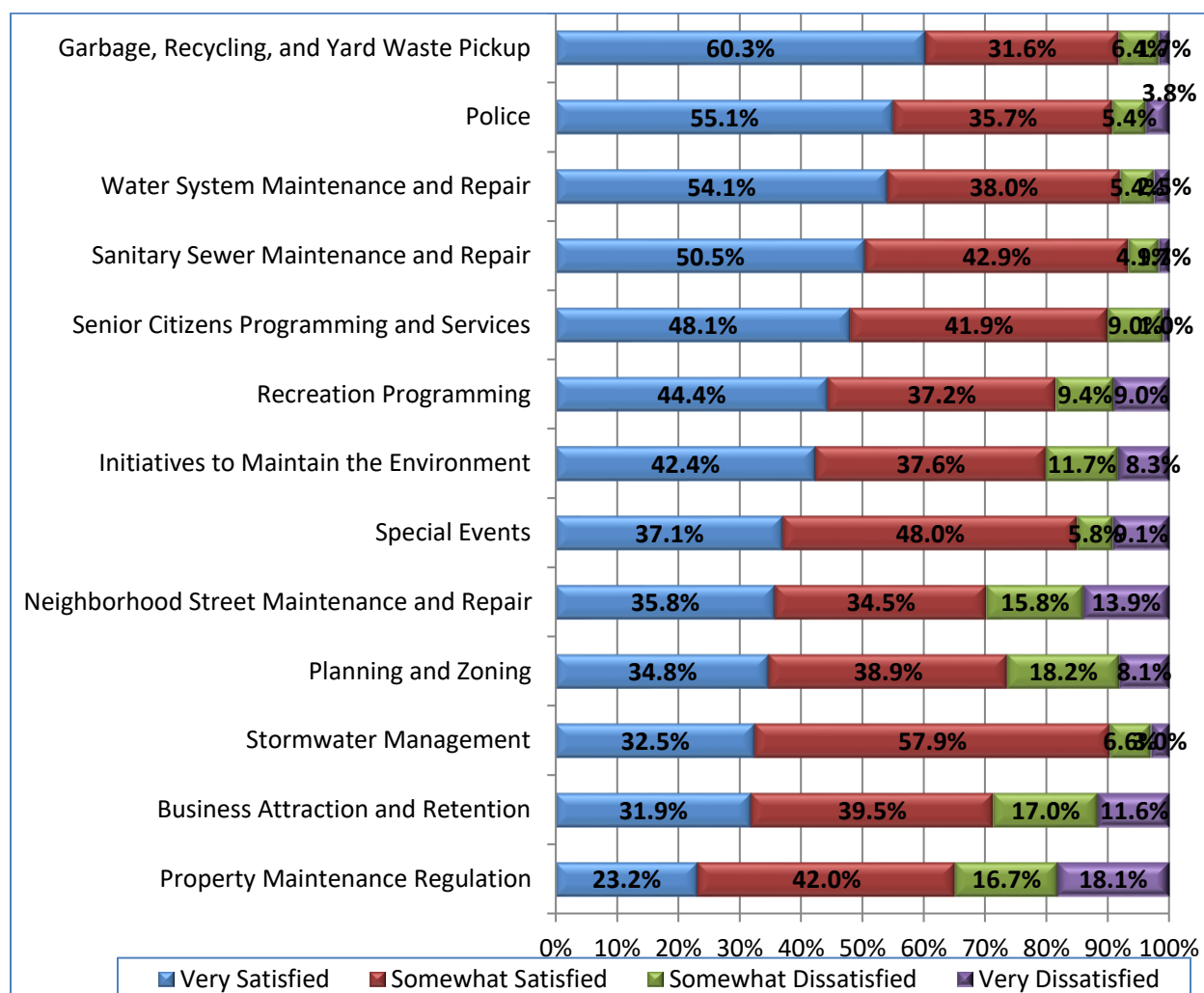
Demographic Differences

- The percentage of respondents who indicate **recreation programming** is very important decreases as respondent's age increases (18-29 years of age, 67.9%; 30-49 years of age, 49.5%; 50-64 years of age, 36.8%; 65+ years of age, 11.3%).

Among the Village provided services, garbage, recycling, and yard waste pickup receives the highest very satisfied responses (60.3% very satisfied). One-half or more of respondents are very satisfied with police (55.1%), water system maintenance and repair (54.1%), and sanitary sewer system maintenance and repair (50.5%) services (Figure 7).

Figure 7: Satisfaction with Village Provided Services

How satisfied or dissatisfied are you and your household with each of the following Village of Glendale Heights provided services?



More than four-fifths (82.4%) of respondents 65 years of age or greater are very satisfied with senior citizens programming and services.

Demographic Differences

- Respondents who are 65 years of age or greater (79.6%) and respondents who are 18-29 years of age (60.8%) are more likely than respondents who are 30-64 years of age (26.1%) to be very satisfied with **recreation programming**.
- Respondents who have lived in the Village less than five years (73.4%) are more likely than respondents who have lived in the Village five years or more (25.9%) to be very satisfied with **neighborhood street maintenance and repair**.
- Respondents who rent their home (57.5%) are more likely than respondents who own their home (31.6%) to be very satisfied with **neighborhood street maintenance and repair**.
- The percentage of respondents who are very satisfied with **business attraction and retention/economic development** decreases as years living in the Village increases (less than 5 years, 77.8%; 5-10 years, 26.3%; more than 10 years, 16.4%).
- Respondents who rent their home (61.5%) are more likely than respondents who own their home (26.1%) to be very satisfied with **business attraction and retention/economic development**.
- Respondents who rent their home (51.2%) are more likely than respondents who own their home (16.9%) to be very satisfied with **property maintenance regulation**.

An importance-satisfaction analysis was conducted. The ratings of importance and the ratings of satisfaction of the services provided by the Village were looked at together. The analysis provides information on how much emphasis the Village should place on each service. It identifies those services that require improvement, those that should be maintained, those that are a low priority, and those where emphasis can be reduced. Figure 8 displays the findings of the analysis.

The following services are rated by respondents as high importance and low satisfaction and are identified as “improvement opportunity” areas:

- Neighborhood Street Maintenance and Repair
- Business Attraction and Retention
- Stormwater Management
- Property Maintenance Regulation
- Senior Citizens Programming and Services
- Recreation Programming
- Initiatives to Maintain the Environment

The four services below are rated by respondents as high importance and high satisfaction and are identified as areas to “keep up the good work”:

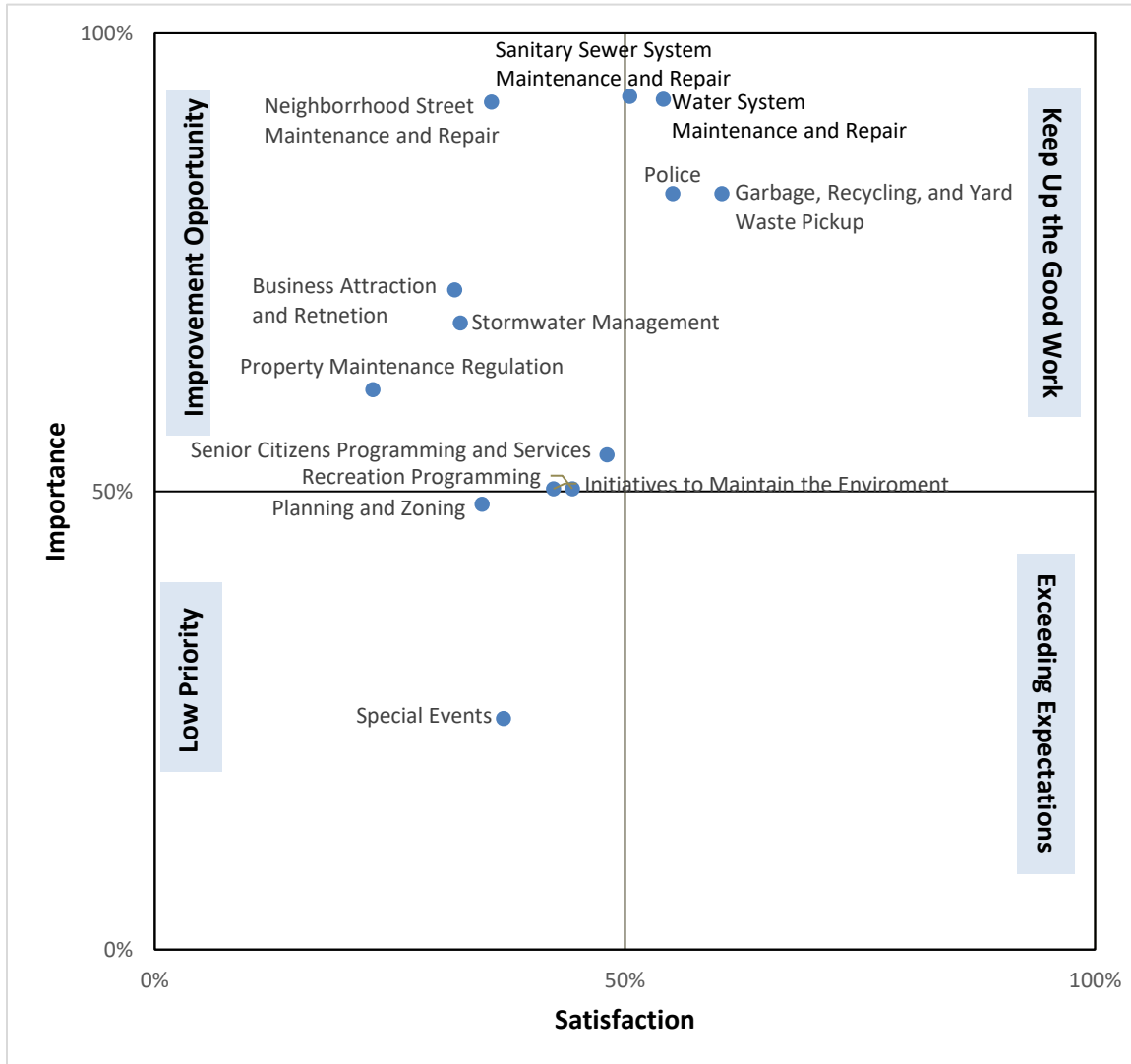
- Sanitary Sewer Maintenance and Repair
- Water System Maintenance and Repair
- Police
- Garbage, Recycling, and Yard Waste Pickup

The following services are rated by residents as low importance and low satisfaction and are identified as “low priority” areas:

- Planning and Zoning
- Special Events

No services are rated as low importance and high satisfaction (“exceeding expectations”).

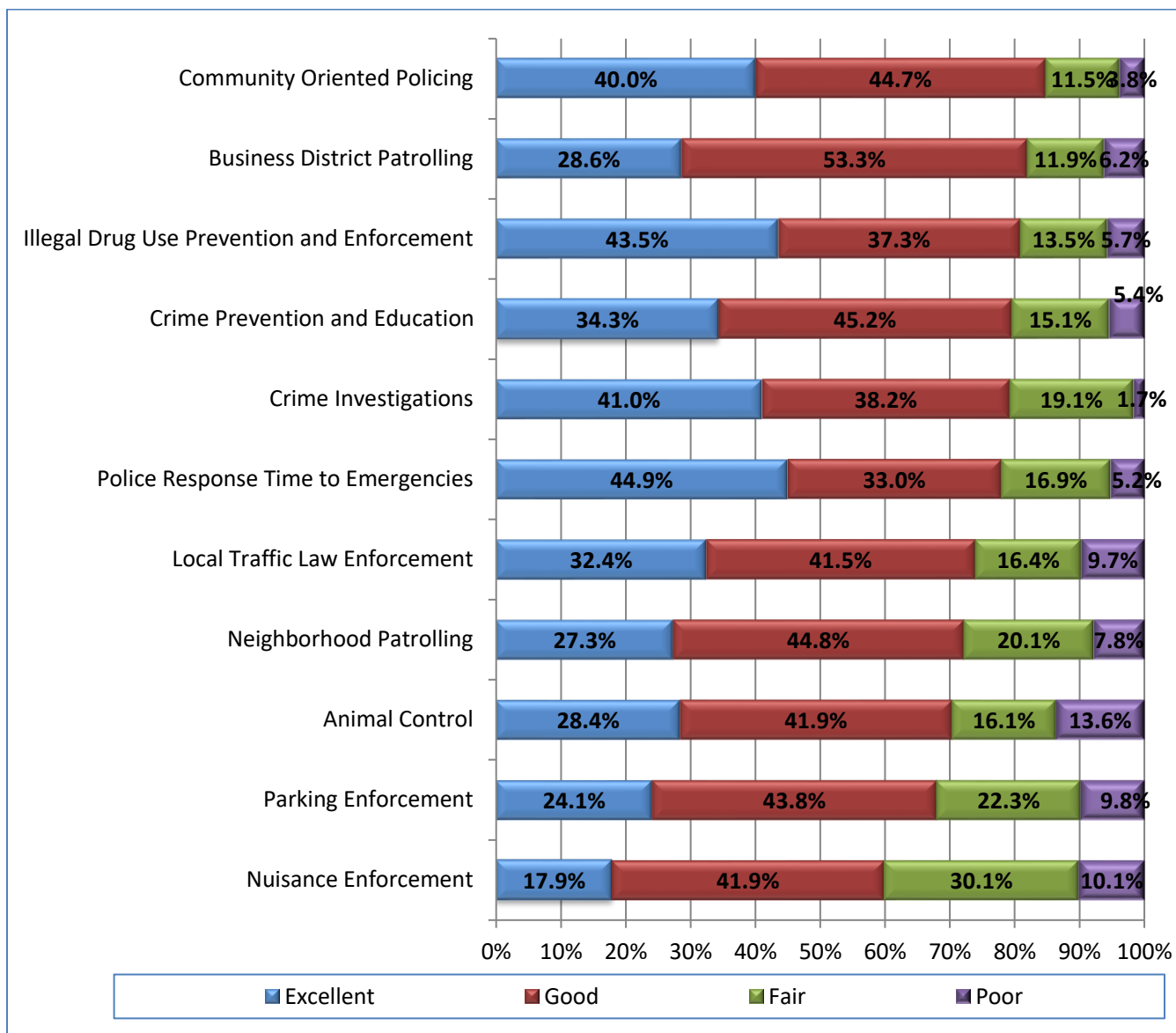
Figure 8: Importance-Satisfaction Matrix



The respondents were asked to rate the quality of 11 Village provided police and public safety services. All the services asked about receive high ratings. Community oriented policing receives the highest rating (84.7% excellent or good) and nuisance enforcement receives the lowest rating (59.8% excellent or good) (Figure 9).

Figure 9: Rating of Quality of Police and Public Safety Services

How would you rate the quality of the following Village of Glendale Heights provided police and public safety services?

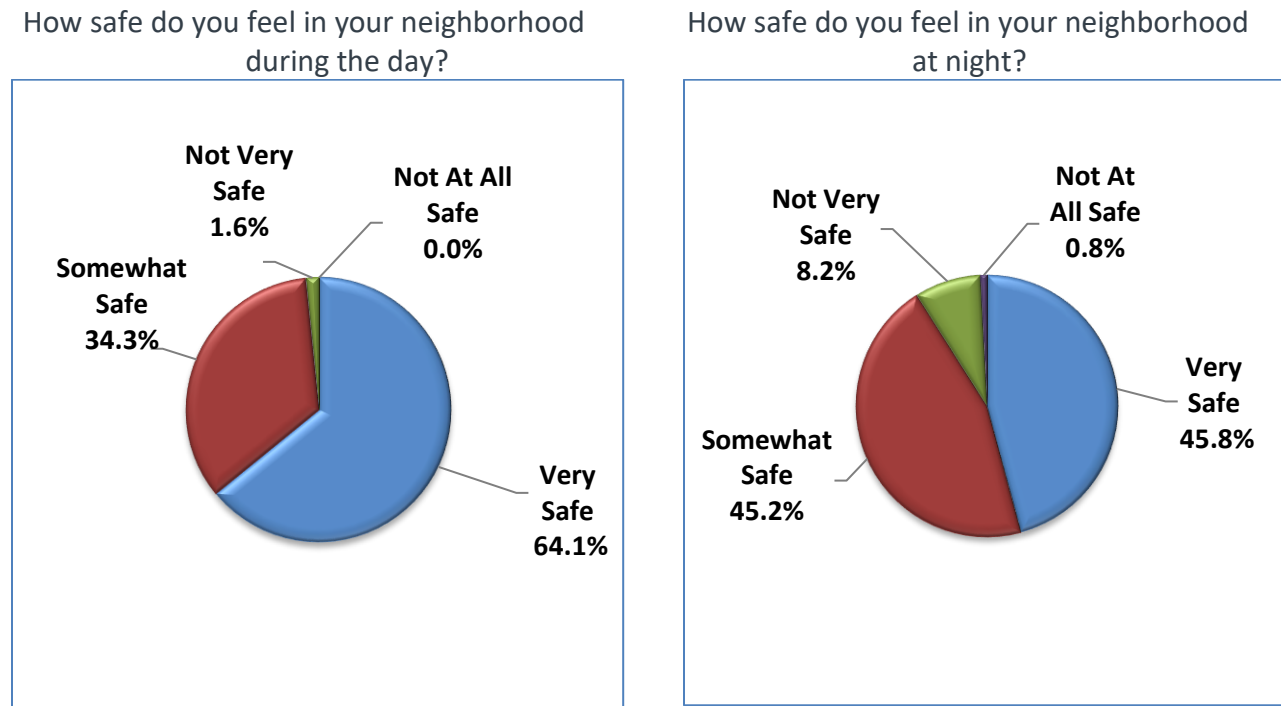


Demographic Differences

- No statistically significant differences are found for the ratings of quality of the 11 police and public safety services by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

Almost all (98.4%) respondents feel safe in their neighborhood during the day, with 64.1% feeling very safe. When asked how safe they feel in their neighborhood at night the percentage of respondents who feel safe decreases to 91.0%, with 45.8% feeling very safe (Figure 10).

Figure 10: Feel Safe in Their Neighborhood



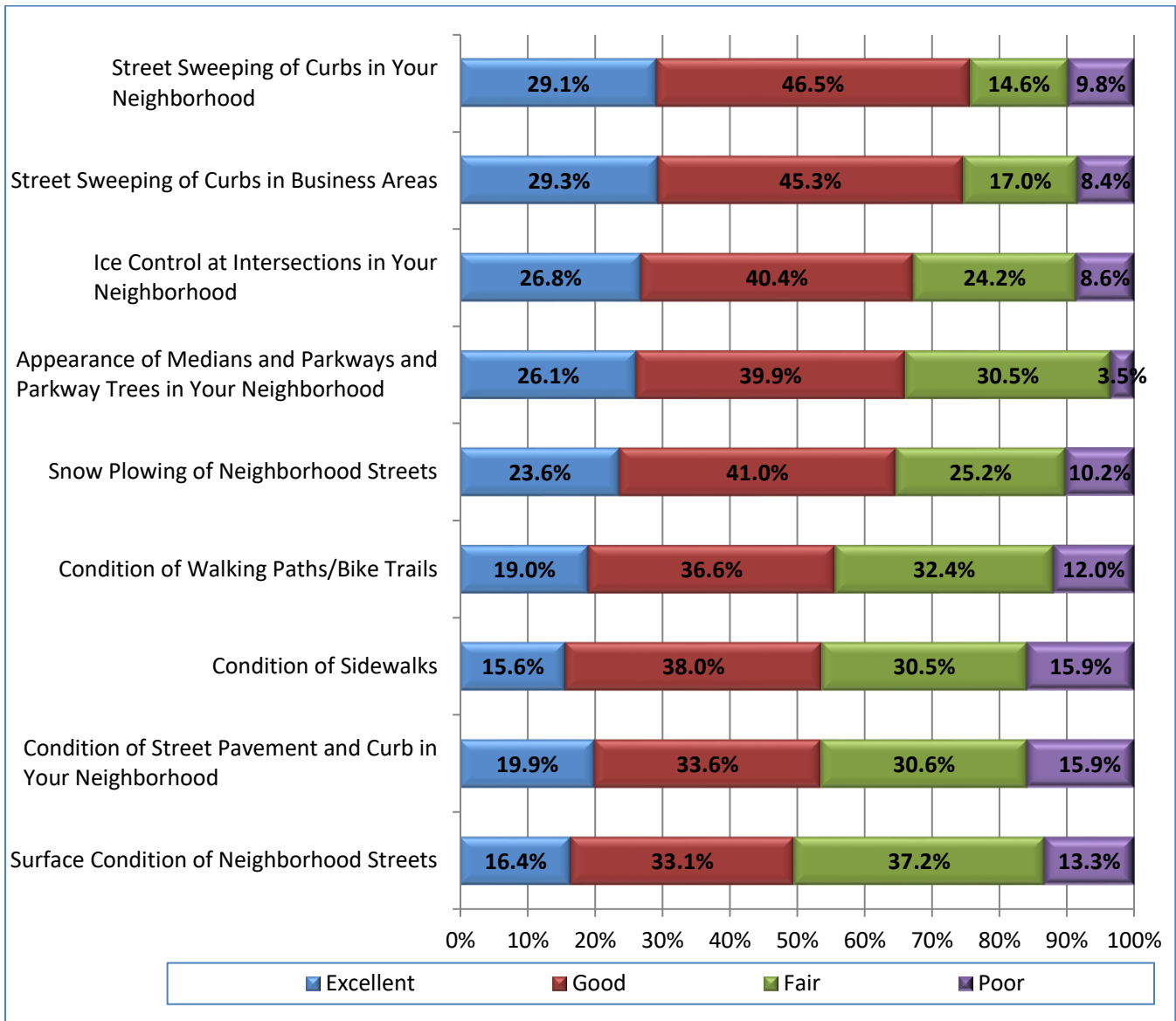
Demographic Differences

- No statistically significant differences are found for feeling safe in their neighborhood **during the day** by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.
- No statistically significant differences are found for feeling safe in their neighborhood **at night** by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

The respondents were asked to rate the quality of nine Village provided street maintenance and repair services. The ratings range from 49.5% excellent or good to 75.6% excellent or good. The street sweeping of curbs in their neighborhood (75.6% excellent or good) and street sweeping of curbs in business areas (74.6% excellent or good) receive the highest ratings. The surface conditions of neighborhood streets (49.5% excellent or good), conditions of street pavement and curbs in their neighborhoods (53.5% excellent or good), and conditions of sidewalks (53.6% excellent or good) receive the lowest ratings (Figure 11).

Figure 11: Rating of Quality of Street Maintenance and Repair Services

How would you rate the quality of the following Village of Glendale Heights provided street maintenance and repair services?



Demographic Differences

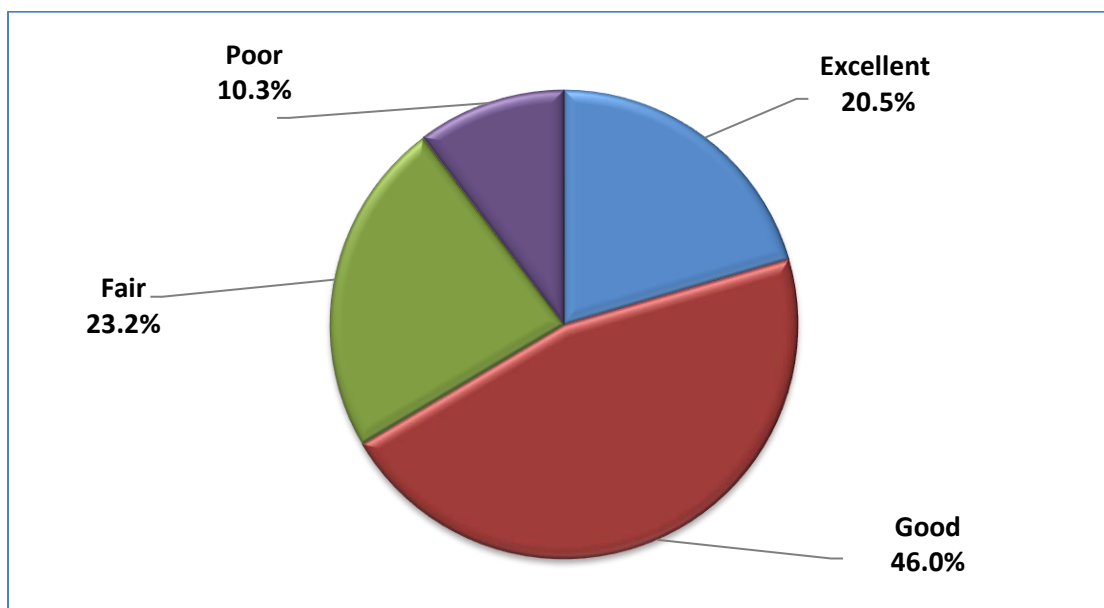
- Respondents who have lived in the Village less than 5 years (68.2%) are more likely than respondents who have lived in the Village 5 years or more (53.2%) to rate the **condition of walking paths/bike trails** excellent or good.
- Respondents who have lived in the Village less than 5 years (80.0%) are more likely than respondents who have lived in the Village 5 years or more (47.8%) to rate the **condition of sidewalks** excellent or good.

- Respondents who live in District 4 (80.0%) are most likely to rate the **condition of sidewalks** excellent or good, followed by respondents who live in District 2 (61.2%), District 5 (51.8%), District 1 (43.2%), District 6 (35.3%), and District 3 (26.9%).

Two-thirds (66.5%) of the respondents rate the overall quality of the services received from the Village of Glendale Heights as excellent or good (Figure 12).

Figure 12: Rating of Overall Quality of the Services Received from the Village

How would you rate the overall quality of the services you receive from the Village of Glendale Heights?



Demographic Differences

- Respondents who rent their home (80.9%) are more likely than respondents who own their home (61.4%) to rate the overall quality of the services they receive from the Village excellent or good.
- The percentage of respondents who rate the overall quality of the services they receive from the Village excellent or good decreases as years living in the Village increases (less than five years, 92.1%; 5-10 years, 68.2%; 10 years or more, 54.6%).

Those respondents who rated the overall quality of the services they receive from the Village of Glendale Heights excellent or good were asked why they gave that rating. They comment that they are satisfied with the quality of specific services (29.1%), the Village does a good job or they have had a positive experience (17.9%), they have had no problems or have no complaints (17.2%), the staff are friendly, helpful, courteous, and knowledgeable (17.2%), their questions are answered, their problems are resolved, they receive follow-up (6.0%), they receive a prompt

response (4.6%), and they receive a wide variety of services (4.0%) (See Appendix C for verbatim comments).

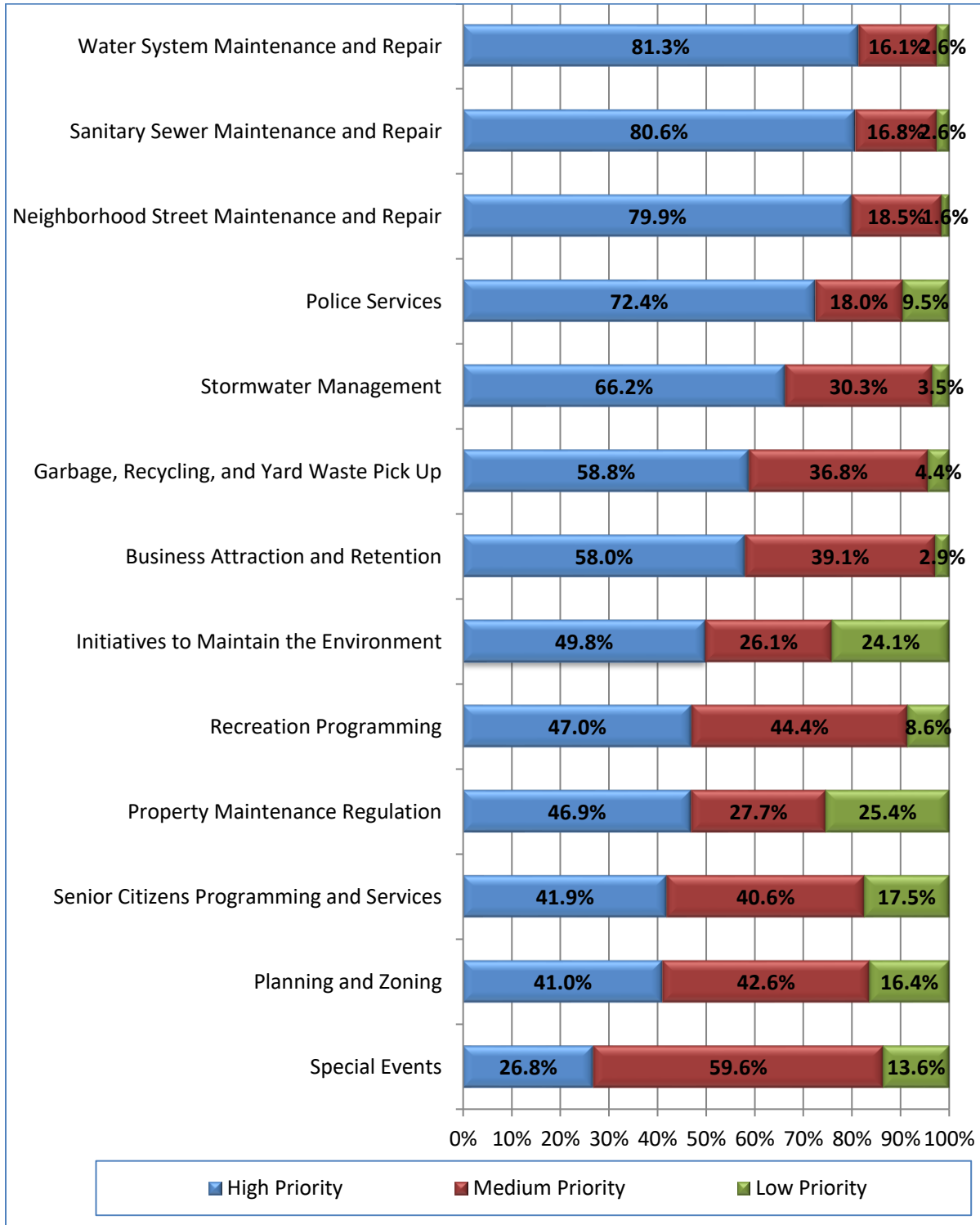
Those respondents who rated the overall quality of the services they receive from the Village fair or poor were asked why they gave that rating. The reasons include they are dissatisfied with specific services (most mention street maintenance and repair) (44.9%), they receive poor customer service (26.9%), there is a lack of communication about services (12.8%), and the minimum services are provided (7.7%) (See Appendix C for verbatim comments).

The respondents were next given a list of 13 Village government provided services and were asked how much of a priority the Village of Glendale Heights should place on each of the areas in the next three years.

Four-fifth or more of respondents think the Village of Glendale Heights should place a high priority on water system maintenance and repair (81.3%), sanitary sewer system maintenance and repair (80.6%), and neighborhood street maintenance and repair (79.9%) in the next three years. A total of 72.4% of respondents would like the Village to place a high priority on police services and 66.2% of respondents would like the Village to place a high priority on stormwater management in the next three years (Figure 13).

Figure 13: How Much of a Priority the Village Should Place on the Area

In the next three years, how much of a priority should the Village of Glendale Heights place on each of the following areas?



Demographic Differences

- The percentage of respondents who indicate the Village should place a high priority on **neighborhood street maintenance and repair** decreases as number of years living in the Village increases (5 years or less, 92.3%; 5-10 years, 80.2%; more than 10 years, 75.6%).
- Respondents who live in District 1 (97.0%) and respondents who live in District 6 (91.4%) are most likely to indicate the Village should place a high priority on **neighborhood street maintenance and repair** followed by respondents who live in District 2 (77.8%), District 5 (76.4%), District 3 (75.6%), and District 4 (43.3%).
- Hispanics (86.2%) are more likely than non-Hispanics (66.2%) to indicate the Village should place a high priority on **police services**.
- The percentage of respondents who indicate the Village should place a high priority on **police services** increases with age (18-29 years of age, 53.9%; 30-49 years of age, 61.3%; 50-64 years of age, 83.7%; 65+ years of age, 90.6%).
- Respondents who live in District 1 (89.4%) are most likely to indicate the Village should place a high priority on **stormwater maintenance** followed by respondents who live in District 2 (76.9%), and District 3 (65.0%). Respondents who live in District 4 (41.9%), District 6 (41.2%) and District 5 (30.4%) are less likely to indicate the Village should place a high priority on this area.
- The percentage of respondents who indicate the Village should place a high priority on **property maintenance regulation** decreases as number of years living in the Village increases (5 years or less, 67.7%; 5-10 years, 44.8%; more than 10 years, 38.8%).
- The percentage of respondents who indicate the Village should place a high priority on **senior citizen programming and services** increases with age (less than 50 years of age, 23.8%; 50-64 years of age, 48.4%; 65+ years of age, 55.8%).

A follow-up question asked respondents to select the top three areas the Village of Glendale Heights should devote resources and effort towards in the next three years by indicating which area the Village should put the greatest amount of resources and effort towards, which area the Village should put the second greatest amount of resources and effort towards, and which area the Village should put the third greatest amount of resources and effort towards in the next three years.

The largest percentage of respondents (64.5%) select police services as the area the Village should place the greatest amount of resources and effort towards in the next three years (Priority 1). The largest percentage of respondents (23.4%) select water system maintenance and repair as the area the Village government should place the second greatest amount of resources and effort towards (Priority 2). The largest percentage of respondents (17.0%) select neighborhood street maintenance and repair as the area the Village government should place the third greatest amount of resources and effort towards (Priority 3).

When the first, second and third priorities responses are combined, police services (64.5%) receive the highest percentage of responses, followed by neighborhood street maintenance and repair (45.5%) and water system maintenance and repair (35.6%) (Table 5).

Table 5
Area Village Should Devote the Greatest, Second Greatest, and Third Greatest Amount of Resources and Effort Towards

Of the areas listed, which area should the Village of Glendale Heights put the greatest amount of resources (staff, funding) and effort towards in the next three years? (Priority 1)
 Which area should the Village of Glendale Heights put the second greatest amount of resources (staff, funding) and effort towards in the next three years? (Priority 2)
 Which area should the Village of Glendale Heights put the third greatest amount of resources (staff, funding) and effort towards in the next three years? (Priority 3)

Area	Priority 1 Percent Selected	Priority 2 Percent Selected	Priority 3 Percent Selected	Priority 1, 2, and 3 Combined Percent Selected
Police Services	44.0	10.5	10.0	64.5
Neighborhood Street Maintenance and Repair	11.5	17.0	17.0	45.5
Water System Maintenance and Repair	5.2	23.4	7.0	35.6
Business Attraction and Retention	7.4	8.0	14.9	30.3
Special Events	8.3	4.2	5.5	18.0
Recreation Programming	1.9	7.6	8.4	17.9
Property Maintenance Regulation	4.3	3.5	7.4	15.2
Initiatives to Maintain the Environment	9.1	3.0	2.7	14.8
Sanitary Sewer System Maintenance and Repair	2.3	2.2	10.2	14.7
Senior Citizens Programming and Services	2.1	7.6	2.5	12.2
Planning and Zoning	0.3	6.1	5.0	11.4
Garbage, Recycling, and Yard Waste Pickup	1.4	3.4	5.9	10.7
Stormwater Management	2.2	3.4	3.3	8.9

Demographic Differences

- No statistically significant differences are found for the top three areas the Village government should devote resources and effort to in the next three years by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

When asked to name other potential areas of focus for the Village, respondents give a variety of answers. However, chief among them are crime/safety (11.6%), taxes (9.3%), and parks, recreation, and facilities (7.9%) (See Appendix C for verbatim responses).

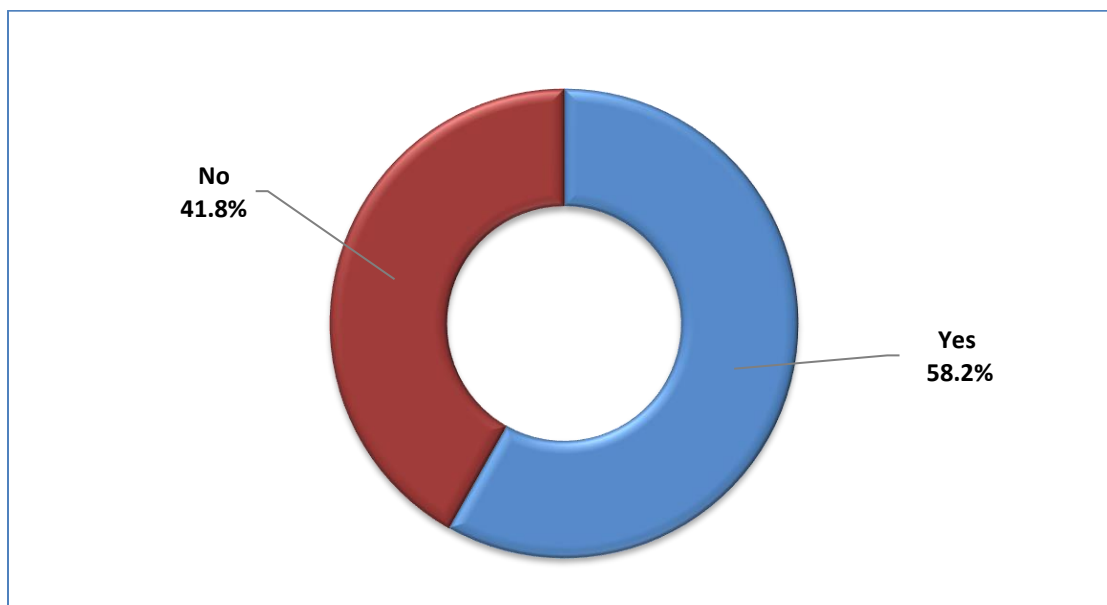
Parks, Recreation, and Facilities

Next, the respondents were asked a set of questions about the Village parks, recreation programs and special events, and recreation facilities, including future programming and park features.

More than one-half (58.2%) of respondents state that they have attended a Village of Glendale Heights recreation program or special event in the past five years (Figure 14).

Figure 14: Attended a Village Recreation Program or Special Event

In the past five years, have you attended a Village of Glendale Heights recreation program or special event?



Demographic Differences

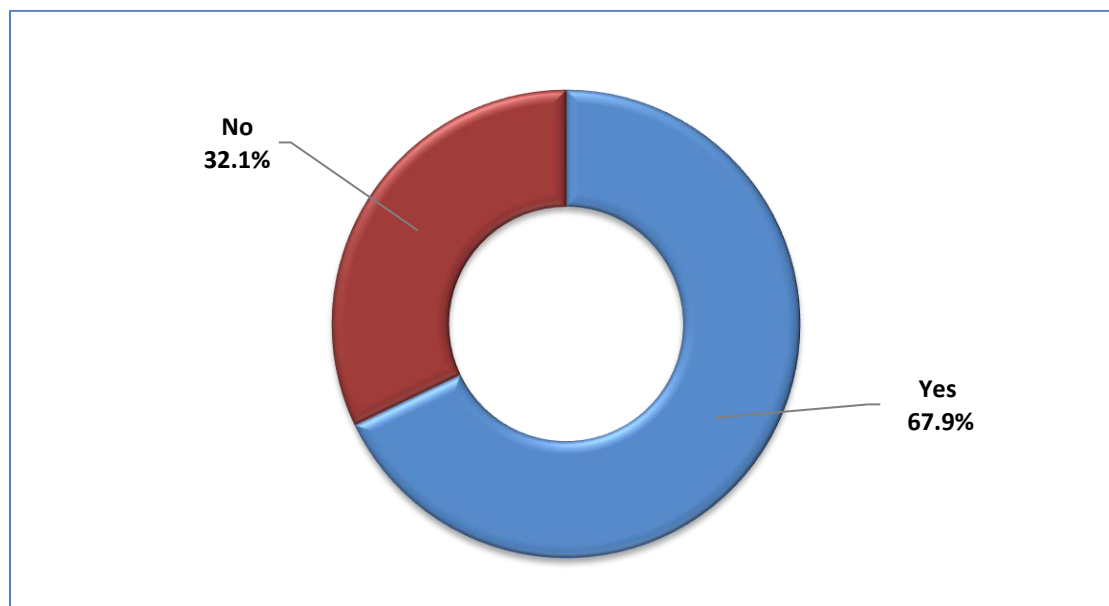
- Respondents 30-64 years of age (67.3%) are more likely than respondents 18-29 years of age (48.2%) and respondents 65 years of age or greater (48.1%) to have attended a Village recreation program or special event in the last five years.
- The percentage of respondents who have attended a Village recreation program or special event in the last five years increases as years living in the Village increases (less than five years, 40.0%; 5-10 years, 50.6%; 10 years or more, 69.4%).

Those respondents who have attended a Village of Glendale Heights recreation program or special event in the past five years were asked to indicate which one. The majority of respondents comment that they attended Glendale Heights Fest (60.3%) (See Appendix C for verbatim comments).

More than two-thirds (67.9%) of respondents say that they have visited a Village of Glendale Heights recreation facility in the past five years (Figure 15).

Figure 15: Visited a Village Recreation Facility

In the past five years, have you visited a Village of Glendale Heights recreation facility (Sports Hub, GH2O Aquatic Center, Center for Senior Citizens, Glendale Lakes Golf Club)?



Demographic Differences

- The percentage of respondents who have visited a Village recreation facility decreases as respondent's age increases (18-29 years of age, 78.3%; 30-49 years of age, 74.5%; 50-64 years of age, 68.4%; 65 years of age or greater, 45.3%).

- Respondents who have lived in the Village five years or less (83.1%) are most likely to have visited a Village recreation facility, followed by respondents who have lived in the Village more than 10 years (70.6%). Respondents who have lived in the Village 5-10 years (55.8%) are least likely to have visited a Village recreation facility.

Those respondents who have visited a Village of Glendale Heights recreation facility in the past five years were asked to indicate which one. More than two-fifths report they visited the Sports Hub (44.2%) and GH2O Aquatic Center (40.0%), one out of three (29.5%) have visited the Center for Senior Citizens, and more than one fifth (22.1%) have visited the Glendale Lakes Golf Club.

The respondents were then asked what recreation programming they would like to see in the future.

The respondents would like more events (13.2%), more youth/teen programs (12.2%), more senior programs (10.6%), and more sports programs (10.1%). About one out of ten (9.5%) indicate they don't know, 13.2% indicate none, 7.9% mention an additional facility or feature rather than a program, and 16.4% state they desire another type of programming (Table 6) (See Appendix C for verbatim responses).

Table 6: Desired Future Recreation Programming

What recreation programming would you like to see in the future? (Multiple Responses Possible)

Desired Programming	Percent
More Events	13.2
More Youth/Teen Programs	12.2
More Senior Programs	10.6
More Sports Programs	10.1
More Fitness/Exercise Programs	6.3
More Swim Programs	4.8
More Dance Programs	2.6
Don't Know	9.5
None	13.2
Additional Facilities/Features	7.9
Other Programming	16.4
Other Comments	8.5

Next, the respondents were asked what park features/equipment they would like to see in the future.

The respondents provide a variety of responses, including improved parks, facilities, and equipment (10.5%), walking paths (6.3%), playgrounds (5.8%), outdoor exercise equipment/stations (5.3%). About one out of ten (10.5%) indicate they don't know, 13.7% indicate none, and 23.2% state they desire another park feature/equipment (Table 7) (See Appendix C for verbatim responses).

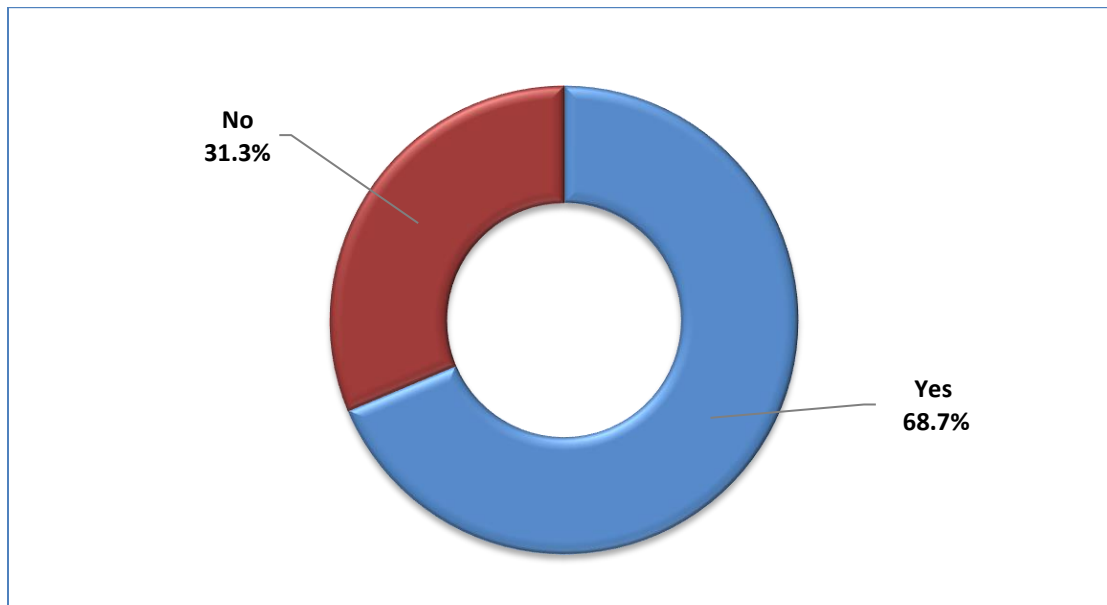
Table 7: Desired Future Park Features/Equipment

What park features/equipment would you like to see in the future? (Multiple Responses Possible)

Desired Park Feature/Equipment	Percent
Improved Parks/Facilities/Equipment	10.5
Walking Paths	6.3
Playgrounds	5.8
Outdoor Exercise Equipment/Stations	5.3
Bike Paths	3.7
Benches	3.2
Pickleball Courts	3.2
Picnic Areas	3.2
Dog Park	3.2
Water Fountains	2.6
Basketball Courts	2.6
Volleyball Courts	2.6
Music in the Parks	2.6
Indoor Pool	2.6
Splash Pads	2.6
Flowers/Flower Garden	2.1
Tennis Courts	1.6
Trees	1.6
Soccer Fields	1.6
Don't Know	10.5
None	13.7
Additional Park Features/Equipment	23.2
Other Comments	6.3

More than two-thirds (68.7%) of respondents say that they use the Parks and Recreation brochure mailed to their home (Figure 16).

Figure 16: Use the Parks and Recreation Brochure
Do you use the Parks and Recreation brochure mailed to you home?



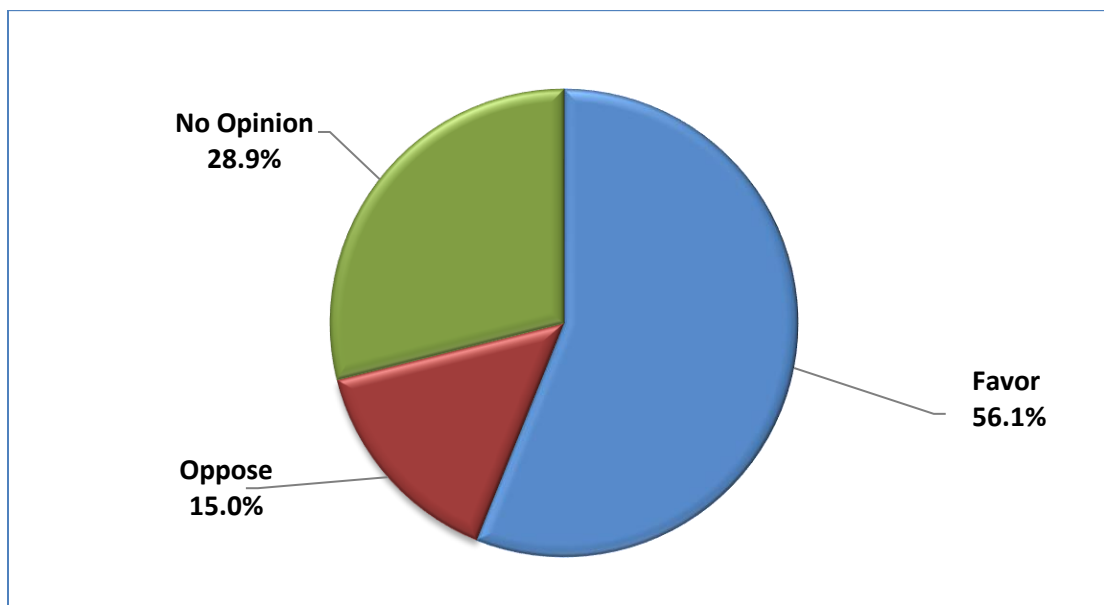
Demographic Differences

- The percentage of respondents who use the Parks and Recreation brochure decrease as years living in the Village increases (less than five years, 87.7%; 5-10 years, 69.0%; more than 10 years, 61.3%).

Those respondents who do not use the Parks and Recreation brochure were asked why not. One-fourth (24.7%) of respondents are not interested in the programs, 12.3% are disabled or elderly, 11.1% state they do not receive the brochure, and 9.9% say they look online (See Appendix C for verbatim comments).

When asked their opinion of the Village adding a dog park, more than one-half (56.1%) of respondents favor the addition of a dog park (Figure 17).

Figure 17: Opinion of the Village Adding a Dog Park
Do you favor or oppose the Village adding a dog park?



Demographic Differences

- Respondents who have lived in the Village less than five years (81.5%) are more likely than respondents who have lived in the Village five years or more (49.8%) to favor the Village adding a dog park.
- Respondents who rent their home (68.8%) are more likely than respondents who own their home (52.3%) to favor the Village adding a dog park.

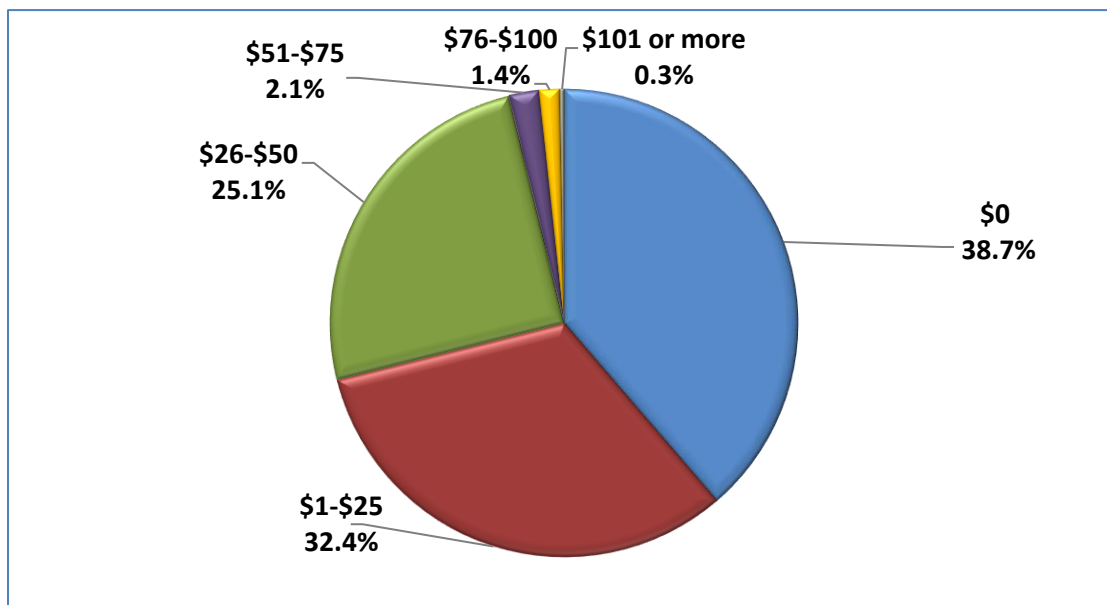
Those respondents who favor the Village adding a dog park were asked if a dog park cost the Village five possible dollar amounts would they be in favor of the Village adding one.

- Two-third (66.9%) of respondents indicate they would be in favor of adding a dog park if it cost the Village **\$50,000 or less**.
- More than two-fifths (41.4%) of respondents report they would be in favor of adding a dog park if it cost the Village **\$50,001-\$100,000**.
- More than one-fourth (26.0%) of respondents state they would be in favor of adding a dog park if it the cost Village **\$100,001-\$200,000**.
- One-seventh (14.9%) of respondents say they would be in favor of adding a dog park if it the cost Village **\$200,001-\$300,000**.
- Less than one-tenth (8.8%) of respondents indicate they would be in favor of adding a dog park if it cost Village **\$300,001 or more**.

Those respondents who favor the Village adding a dog park were asked how much they would be willing to pay per year to have a membership to the dog park. The respondents are divided on how much they would be willing to pay per year for a membership. More than one-third (38.7%) indicate they would pay \$0, 32.4% would pay \$1-\$25, and 25.1% would pay \$26-\$50. The rest (3.8%) of the respondents would pay \$51 or more for an annual membership to the dog park (Figure 18)

Figure 18: Amount Willing to Pay for an Annual Membership to the Dog Park

How much would you be willing to pay to have a membership to the dog park per year?

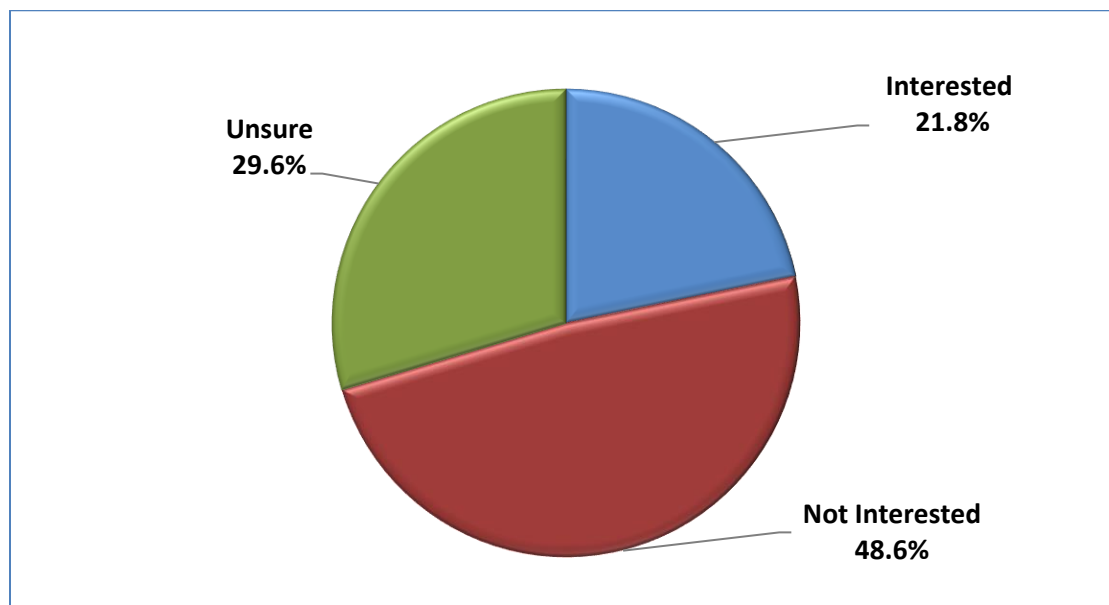


Demographic Differences

- No statistically significant differences are found for amount willing to pay for an annual membership to the dog park by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

Next, all respondents were asked about their interest in purchasing a garden plot in the planned community garden. More than one-fifth (21.8%) of respondents are interested, while almost one-half (48.6%) of respondents are not interested, and 29.6% are unsure (Figure 19).

Figure 19: Interest in Purchasing a Garden Plot in the Planned Community Garden
With the planning of a Community Garden, would you be interested or not interested in purchasing your own garden plot?

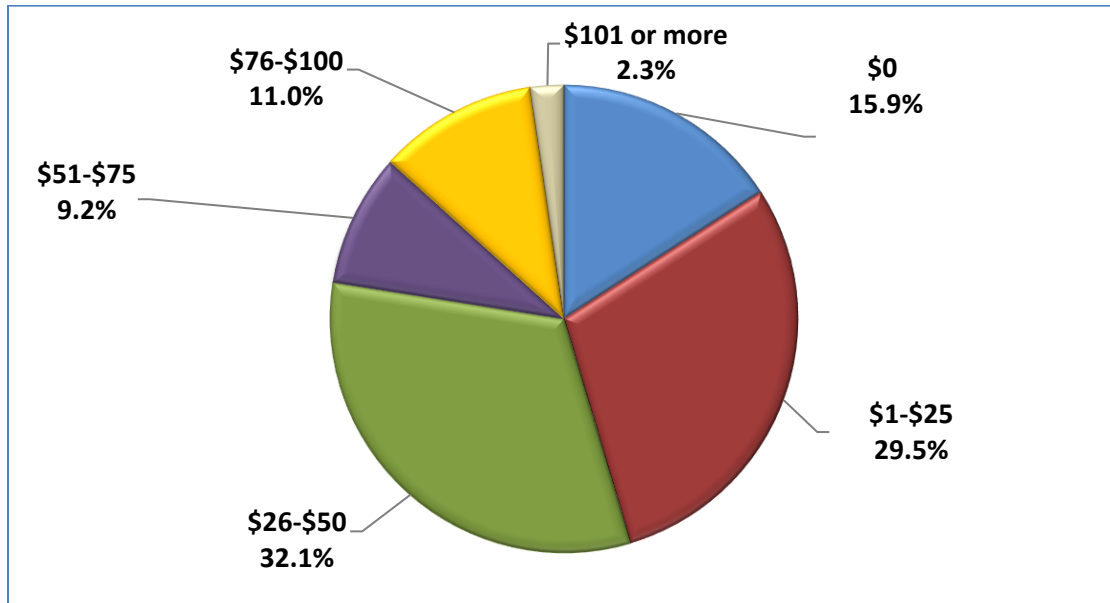


Demographic Differences

- Respondents who rent their home (30.4%) are more likely than respondents who own their home (20.1%) to be interested in purchasing a garden plot.

Those respondents who are interested in purchasing a garden plot in the planned community garden were asked how much they would be willing to pay annually. A total of 15.9% of respondent are willing to pay \$0. About three out of ten respondents are willing to pay \$1-\$25 (29.5%) or \$26-\$50 (32.1%). The rest (22.5%) of the respondents would pay \$51 or more for a garden plot in the planned community garden (Figure 20)

Figure 20: Amount Willing to Pay for a Garden Plot Annually
How much would you be willing to pay for a garden plot annually?



Demographic Differences

- No statistically significant differences are found for the amount willing to pay for a garden plot annually by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

Village of Glendale Heights Customer Service

The next section of the survey was about the customer service received from the Village of Glendale Heights. The respondents were asked about the reason for their most recent contact with the Village and then asked to rate several aspects of that contact and overall experience.

Almost three-fifth (58.1%) of respondents have contacted the Village of Glendale Heights in the past 24 months. More than one-fifth of the respondents contacted the Police Department (27.5%) or the Finance Department (22.2%). Other frequently contacted departments were Community Development (11.2%) and the Parks and Recreation Department (10.8%).

A total of 20.5% of respondents indicate they contacted the Village of Glendale Heights about a permit/inspection, 15.8% report they contacted the Village about a vehicle sticker, 12.9% state they contacted the Village about recreation programs/parks, 7.0% say they contacted the Village about bill payment or bill questions, and 6.4% comment they contacted the Village about parking (Table 8) (See Appendix C for verbatim comments).

Table 8: Reason for Most Recent Contact

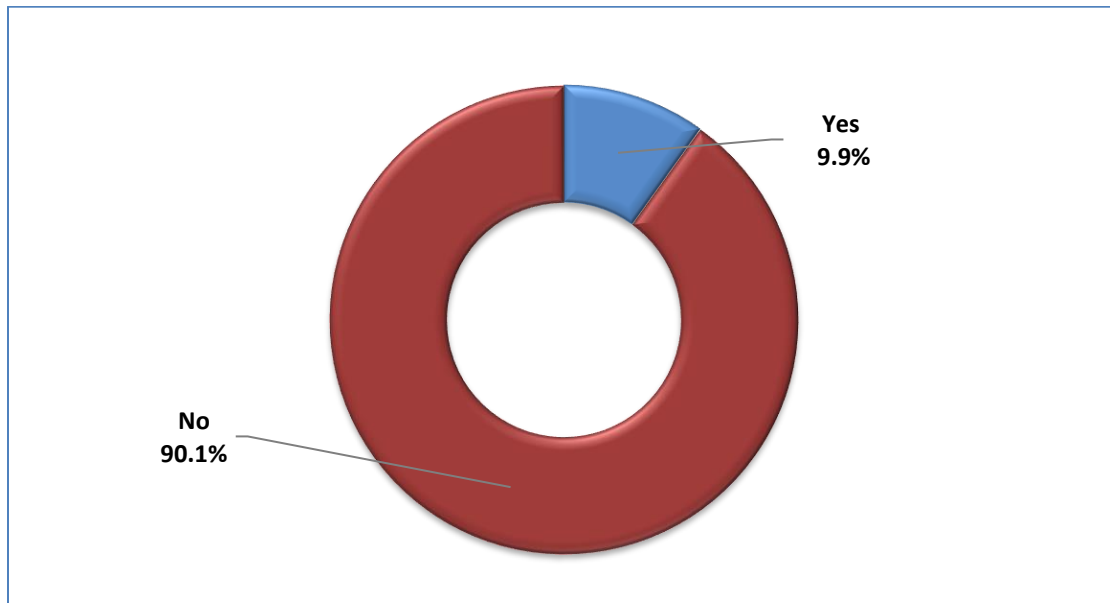
What was the reason(s) for your most recent contact? (MULTIPLE RESPONSES POSSIBLE)

Reason	Percent
Permit/Inspection	20.5
Vehicle Sticker	15.8
Recreation Programs/Parks	12.9
Bill Payment/Bill Questions	7.0
Parking	6.4
Street Maintenance/Repair	2.9
Trees/Bushes	2.9
Property Maintenance Violation	2.3
Snow Plowing	2.3
Code Enforcement	2.3
Other Reason	32.7

Most (90.1%) respondents state that they did not have difficulty finding the appropriate staff person to contact (Figure 21).

Figure 21: Difficulty Finding the Appropriate Staff Person to Contact

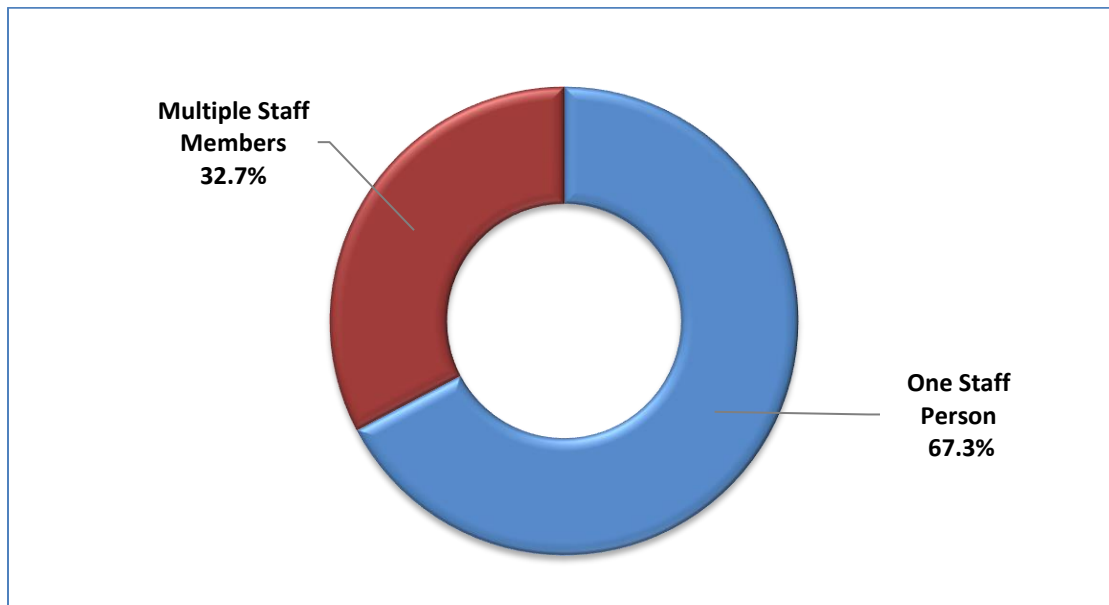
Did you have difficulty finding the appropriate staff person to contact?



Approximately two-thirds (67.3%) of respondents report they only had to contact one staff person to get assistance with their question or problem (Figure 22).

Figure 22: Number of Staff Members Contacted to Get Assistance

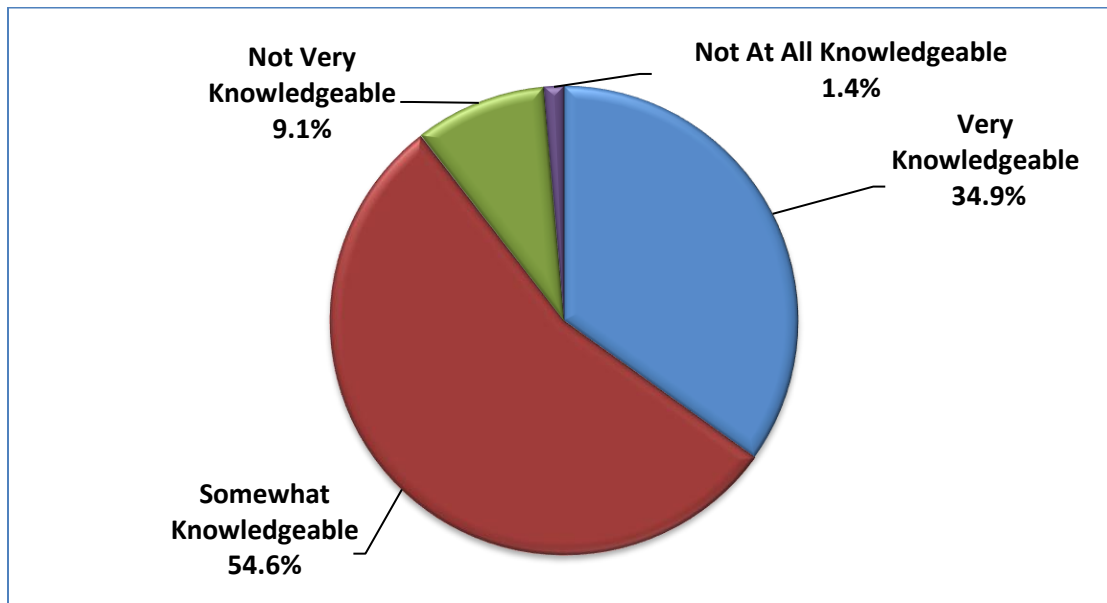
Was one staff person able to assist you or did you need to contact multiple staff members to get your question answered or your problem resolved?



The majority (89.5%) of respondents indicate the staff was knowledgeable, with 34.9% reporting the staff was very knowledgeable (Figure 23).

Figure 23: Degree of Knowledge of Staff

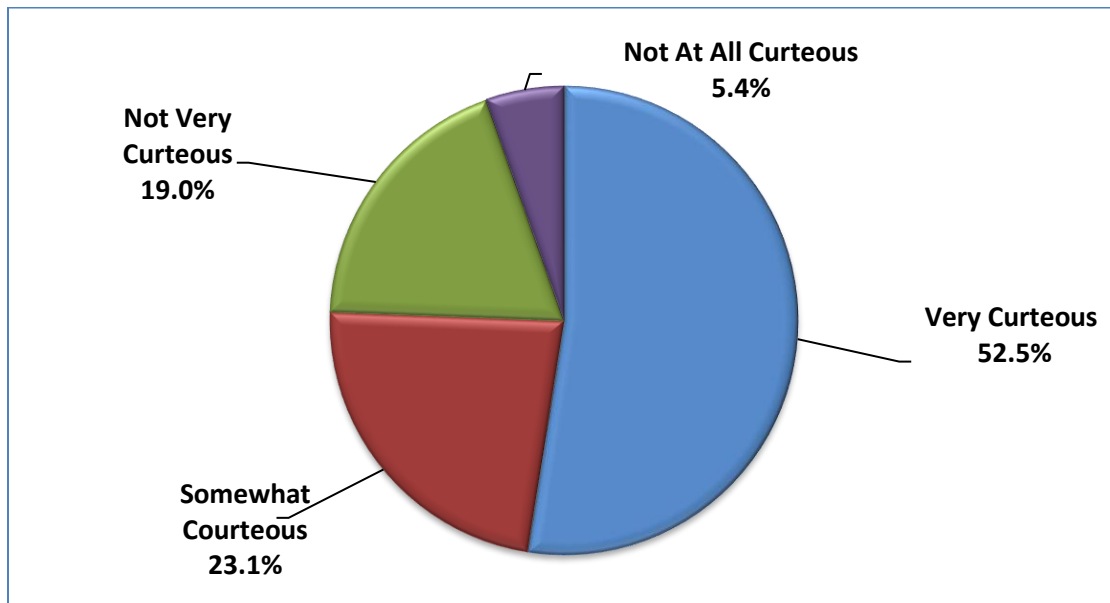
How knowledgeable was the staff?



The majority (75.6%) of respondents indicate the staff was courteous, with 52.5% reporting the staff was very courteous (Figure 24).

Figure 24: Degree of Courteousness of Staff

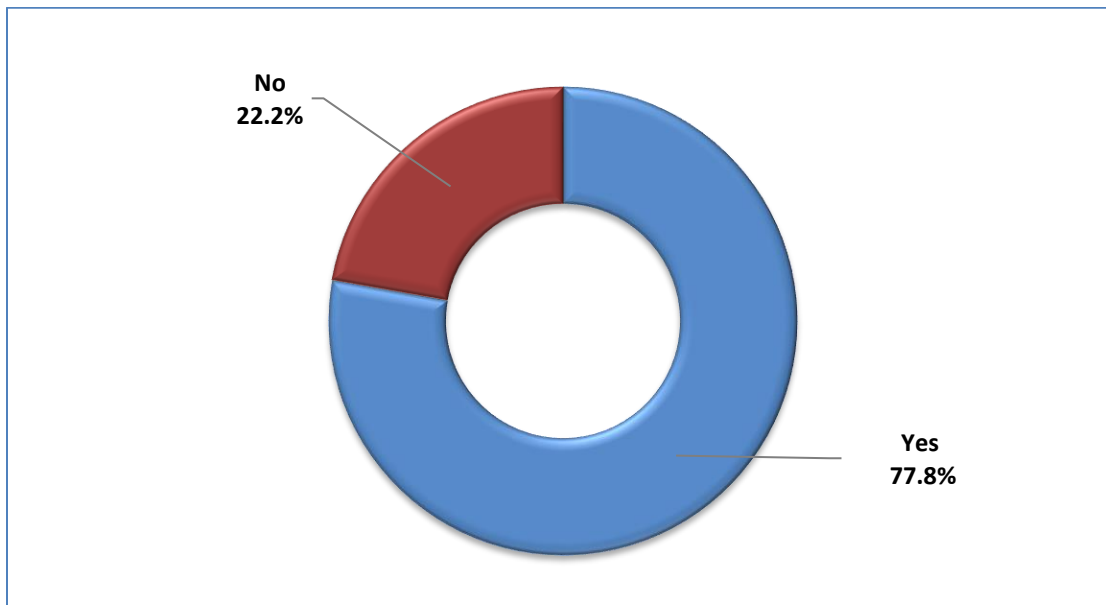
How courteous was the staff?



More than three-fourths (77.8%) of respondents state the staff responded in a timely manner (Figure 25).

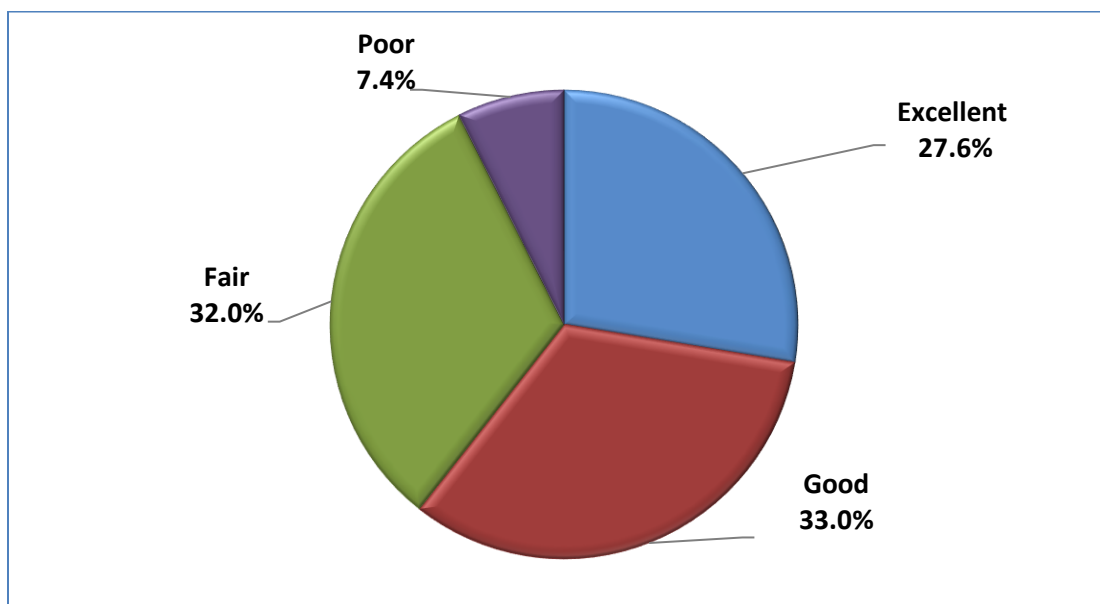
Figure 25: Timeliness of Response

Did the staff respond to you in a timely manner (within 48 hours, excluding weekends/holidays)?



Those respondents who contacted the Village of Glendale Heights were asked to rate their overall experience. The majority (60.6%) rate their overall experience as excellent or good (Figure 26).

Figure 26: Rating of Overall Experience
How would you rate your overall experience?



The respondents who gave a response of excellent or good cite that the reason they chose the response was because the staff was helpful/courteous/knowledgeable/professional (28.3%), the response was timely (20.2%), the problem was resolved/question answered (18.2%), they had no issues (5.1%) or another reason (30.3%) (See Appendix C for verbatim comments).

The respondents who gave a response of fair or poor cite that the reason they chose the response was because the staff was not knowledgeable/professional/courteous (33.3%), the problem was not resolved (15.6%), the response was not timely (6.7%) or another reason (37.8%) (See Appendix C for verbatim comments).

Village of Glendale Heights Communications

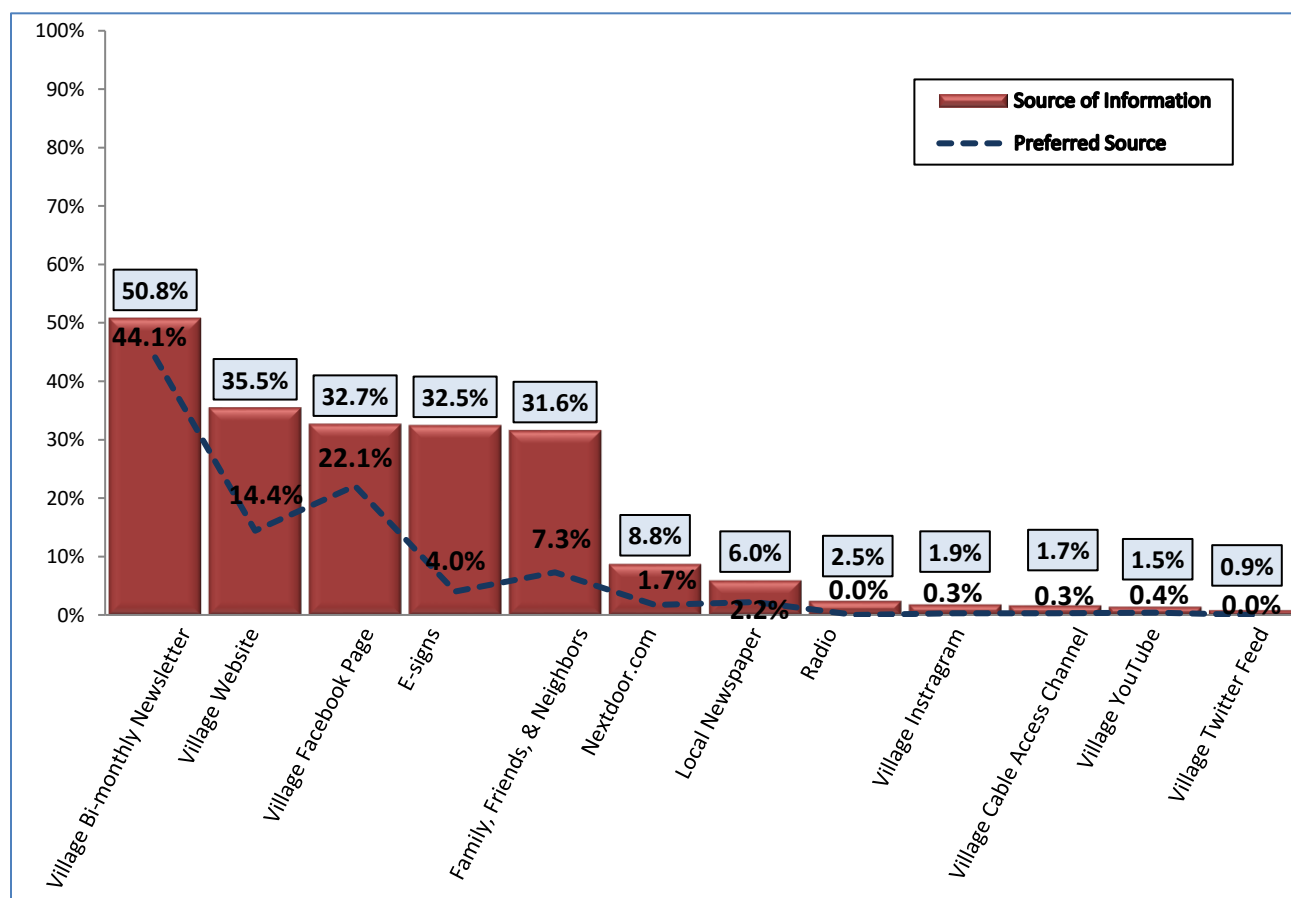
The next section of the survey was about Village communications. They were asked their sources of information about the Village of Glendale Heights, the usefulness of the sources of information provided by the Village of Glendale Heights, their opinions of several aspects of the Village provided information, and their overall satisfaction with the job the Village does in providing information to residents.

One-half (50.8%) of respondents report they receive information about the Village of Glendale Heights from the Village bi-monthly newsletter, with 44.1% stating it is their most preferred source. More than one-third (35.5%) of respondents say they receive information about the Village from the Village website, with 14.4% reporting it is their most preferred source. More than three out of ten (32.7%) respondents indicate they receive information about the Village from the Village Facebook page, with 22.1% saying it is their most preferred source (Figure 27). A total of 15.0% of respondents indicate that they do not receive information about the Village. 7.4% of respondents indicate they receive information about the Village from other sources. The main other source of information the respondents mention are other Facebook pages.

Figure 27: Sources of Information About the Village

From what sources do you receive information about the Village of Glendale Heights? (CHECK ALL THAT APPLY)

Which of the following is your most preferred source for receiving information about the Village of Glendale Heights? (SELECT ONLY ONE)



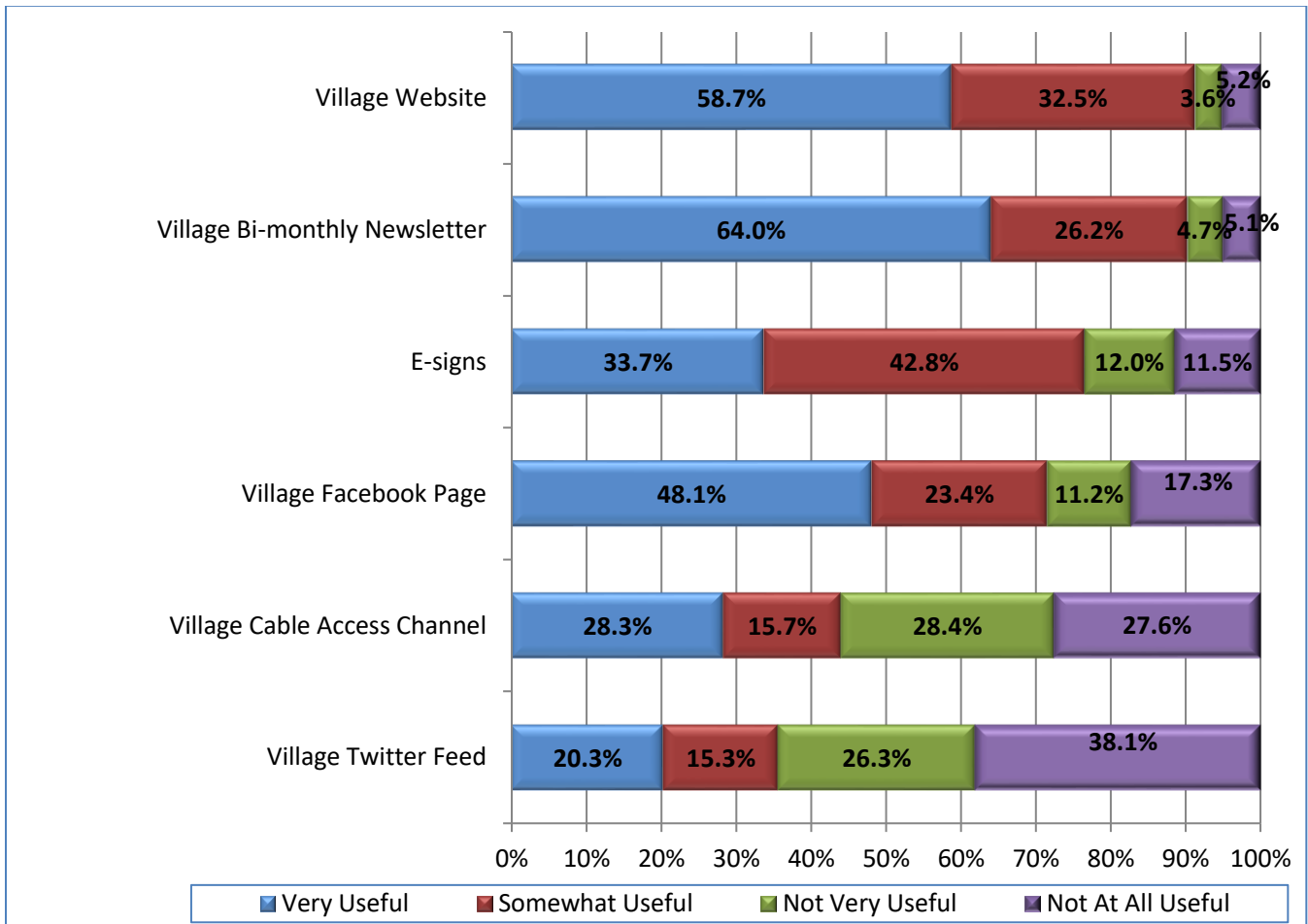
Demographic Differences

- The percentage of respondents who report they **receive information about the Village** from the **Facebook page** decreases as respondent's age increases (18-29 years of age, 41.2%; 30-49 years of age, 37.5%; 50-64 years of age, 31.6%; 65+ years of age, 5.7%).
- The percentage of respondents who report their **most preferred source** for receiving information about the Village is the **bi-monthly newsletter** increases as respondent's age increases (18-29 years of age, 34.4%; 30-49 years of age, 36.7%; 50-64 years of age, 53.4%; 65+ years of age, 70.6%).
- The percentage of respondents who report their **most preferred source** of receiving information about the Village is the **Facebook page** decreases as years living in the Village increases (less than five years, 49.2%, 5-10 years, 17.1%, 10 years or more, 6.0%).
- The percentage of respondents who report their **most preferred source** of receiving information about the Village is the **Facebook page** decreases as respondent's age increases (18-29 years of age, 31.0%; 30-49 years of age, 26.7%; 50-64 years of age, 13.8%; 65+ years of age, 8.8%).

About nine out of ten respondents find the Village website (91.2%) and the Village bi-monthly newsletter (90.2%) very or somewhat useful. Three-fourths (76.5%) of respondents find the e-signs very or somewhat useful and 71.5% of respondents find the Village Facebook page very or somewhat useful. Less than one-half of respondents find the Village cable access channel (44.0%) and the Village Twitter feed (35.6%) very or somewhat useful (Figure 28).

Figure 28: Usefulness of Sources of Information Provided by the Village

How useful to you and your household are the following sources of information provided by the Village of Glendale Heights?



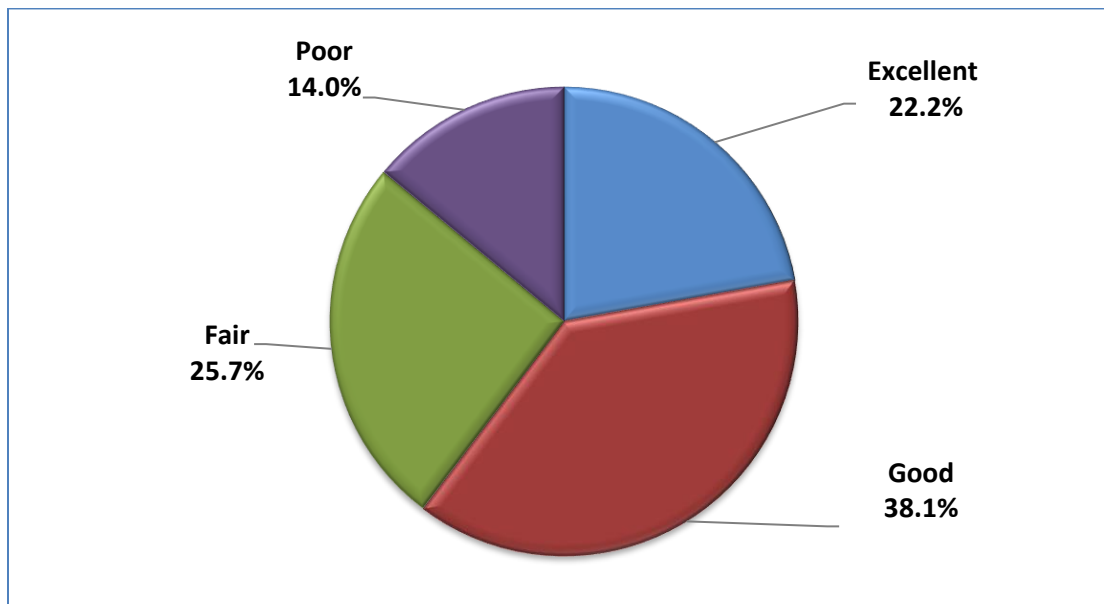
Demographic Differences

- Respondents who have lived in the Village less than five years (90.2%) are more likely than respondents who have lived in the Village five years or more (66.9%) to find the Village Facebook page very or somewhat useful.

Three-fifth (60.3%) of respondents rate the amount of the information about community issues provided by the Village excellent or good (Figure 29).

Figure 29: Rating of Amount of Information About Community Issues Provided by the Village

How would you rate the amount of information about community issues provided by the Village?



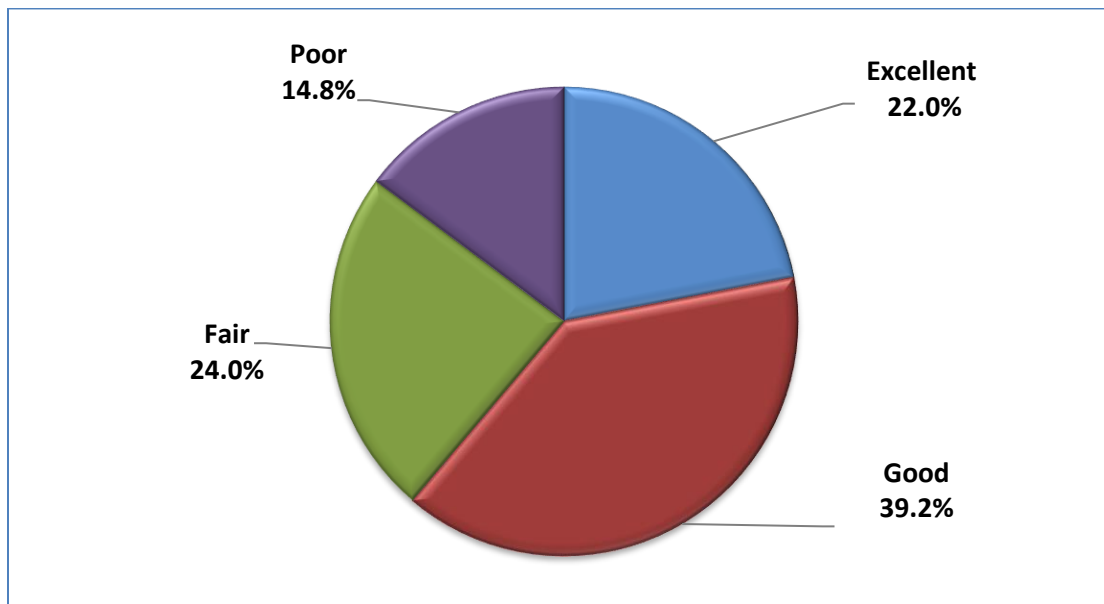
Demographic Differences

- Respondents 65 years of age or greater (88.5%) are more likely than respondents less than 65 years of age (53.6%) to rate the amount of information about community issues provided by the Village excellent or good.

Three-fifth (61.2%) of respondents rate the quality of the information about community issues provided by the Village excellent or good (Figure 30).

Figure 30: Rating of Quality of Information About Community Issues Provided by the Village

How would you rate the quality of information about community issues provided by the Village?



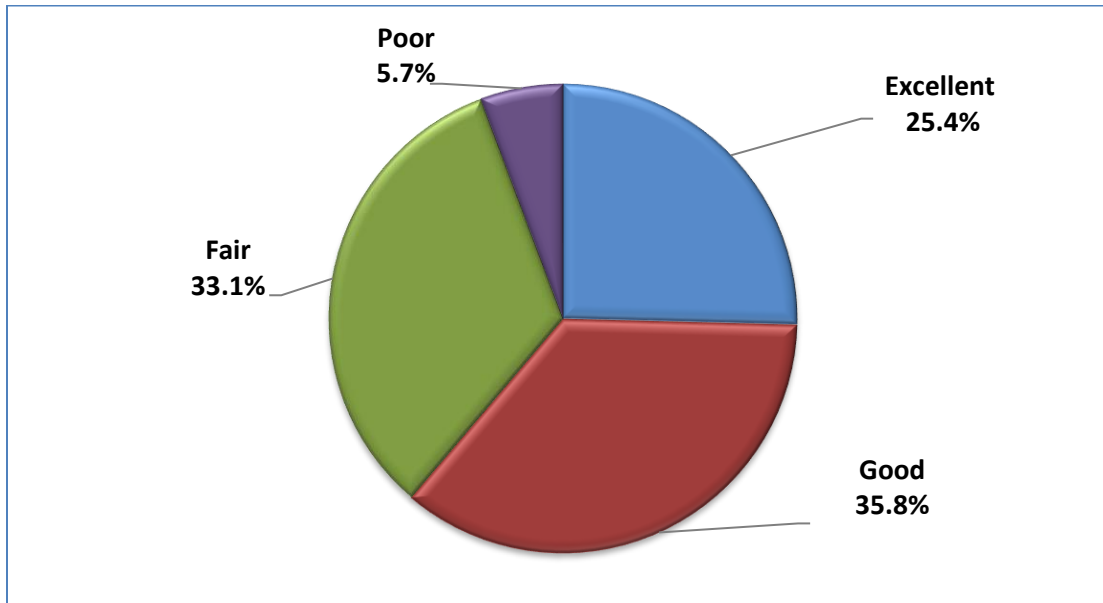
Demographic Differences

- Respondents 65 years of age or greater (86.3%) are more likely than respondents less than 65 years of age (55.1%) to rate the quality of information about community issues provided by the Village excellent or good.

Slightly more than three-fifth (61.2%) of respondents rate the amount of the information about Village services provided by the Village excellent or good (Figure 31).

Figure 31: Rating of Amount of Information About Village Services Provided by the Village

How would you rate the amount of information about Village services provided by the Village?



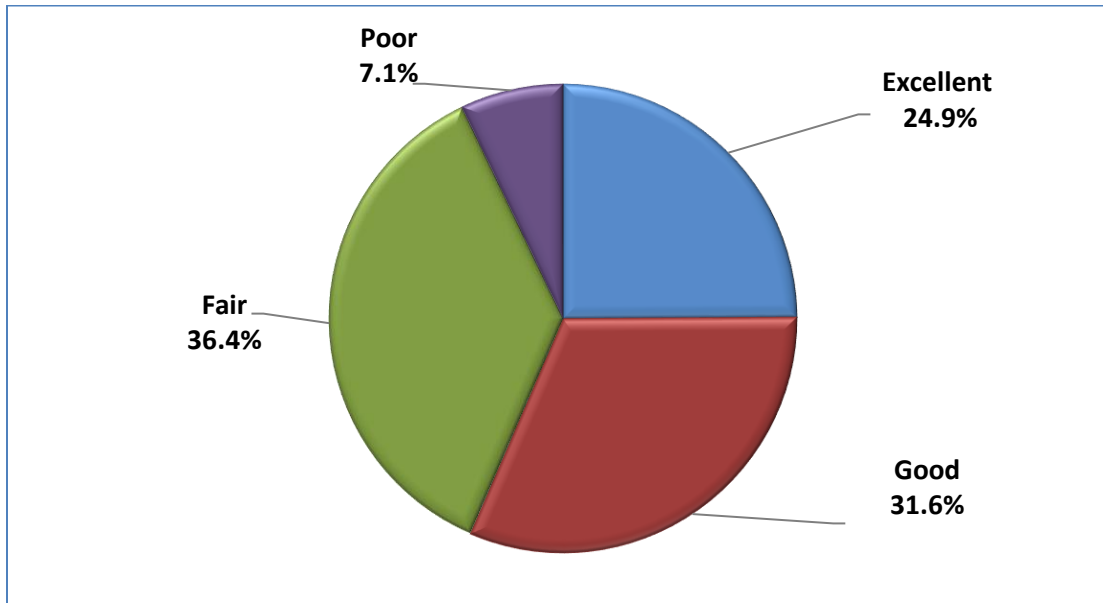
Demographic Differences

- Respondents 65 years of age or greater (86.3%) are more likely than respondents less than 65 years of age (55.7%) to rate the amount of information about Village services provided by the Village excellent or good.

More than one-half (56.5%) of respondents rate the quality of the information about Village services provided by the Village excellent or good (Figure 32).

Figure 32: Rating of Quality of Information About Village Services Provided by the Village

How would you rate the quality of information about Village services provided by the Village?



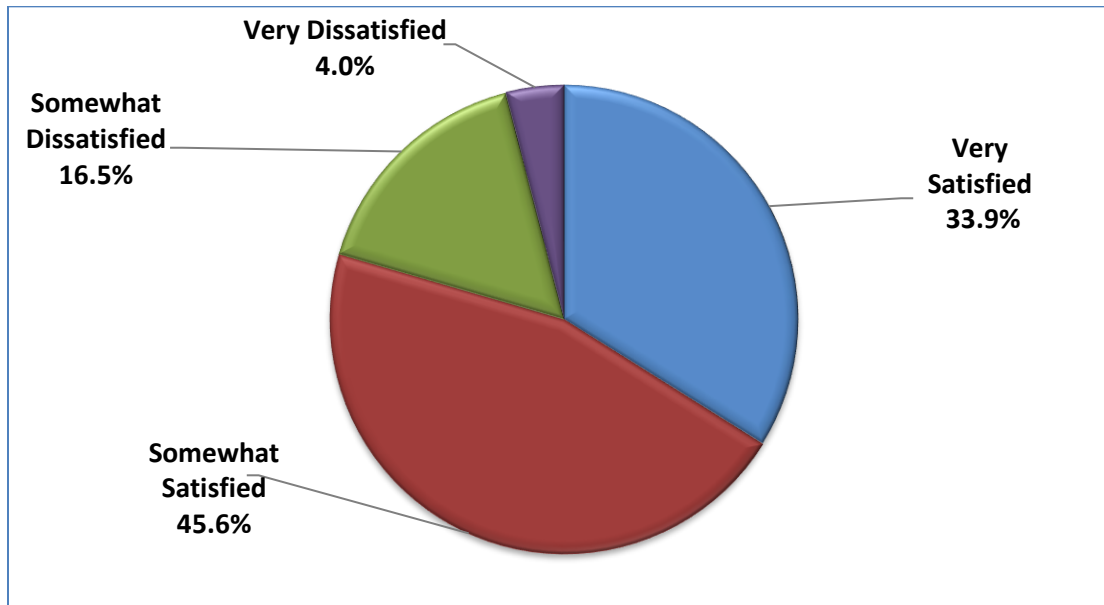
Demographic Differences

- Respondents 65 years of age or greater (68.6%) and respondents 18-29 years of age (64.6%) are more likely than respondents 30-49 years of age (50.0%) and respondents 50-64 years of age (41.5%) to rate the overall quality of the information about Village services provided by the Village excellent or good.

The majority (79.5%) of residents are satisfied with the job the Village of Glendale Heights does in providing information to residents (Figure 33).

Figure 33: Overall Satisfaction with the Job the Village Does in Providing Information to Residents

Overall, how satisfied or dissatisfied are you with the job the Village of Glendale Heights does in providing information to residents?



Demographic Differences

- Respondents whose primary language spoken at home is Spanish (90.0%) and respondents whose primary language spoken at home is English (80.6%) are more likely than respondents whose primary language spoken at home is another language (48.0%) to be satisfied with the job the Village does in providing information to residents.

Those respondents who are very or somewhat satisfied with the job the Village does in providing information to residents were asked the reason why. The most common responses are the Village provides needed information/readily available/sufficient/adequate information (24.8%) and the newsletter is informative/useful/well-written (13.6%) (See Appendix C for verbatim responses).

Those respondents who are somewhat or very dissatisfied with the job the Village does in providing information to residents were asked the reason why. The most frequent responses are they do not receive information from the Village (13.0%), the Village needs to send more information (8.7%), and the Village is not transparent (8.7%) (See Appendix C for verbatim responses).

The respondents provide the following suggestions for how the Village of Glendale Heights can improve communication with residents.

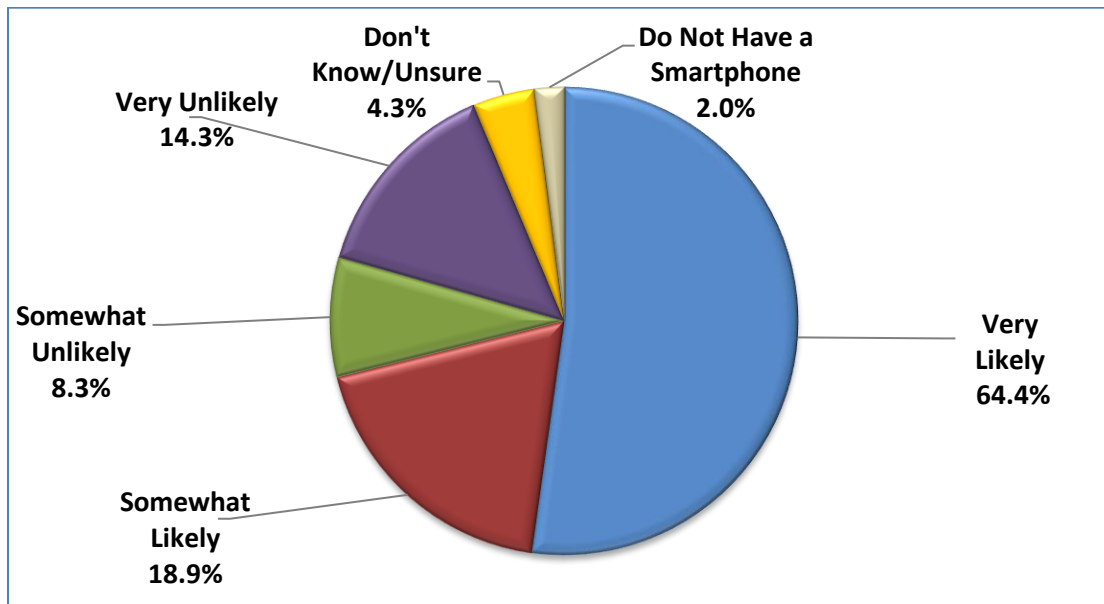
- Newsletter, including sending the newsletter more frequently and expanding/adding more information to the newsletter (13.5%)
- Send emails (9.8%)
- Greater use of social media (6.7%)
- Meetings with residents (5.7%)
- Send mailings (5.7%)
- Be more transparent (4.7%)
- Make residents aware of communication methods used (3.6%)
- Improve/update website (3.1%)
- E-signs (2.6%)
- Text messages (2.1%)
- Flyers (2.1%)
- Phone calls (2.1%)
- Radio/television (1.6%)
- Be timely (1.6%)
- Communicate more about events (1.6%)
- Listen to residents (1.6%)

A total of 18.7% of respondents provide other suggestions, 5.2% of respondents do not have any suggestion, 11.9% of respondents do not know , and 5.7% of respondents comment the Village is doing a good job of communicating with residents (See Appendix C for verbatim comments).

Almost two-thirds (64.4%) of residents are very or somewhat likely to use a Village of Glendale Heights app on their smartphone, 27.8% are somewhat or very unlikely, 5.3% don't know/unsure, and 2.5% do not have a smartphone (Figure 34).

Figure 34: Likelihood of Using a Village of Glendale Heights App

How likely or unlikely would you be to use a Village of Glendale Heights app on your smartphone?



Demographic Differences

- No statistically significant differences are found for likelihood of using a Village of Glendale Heights app by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

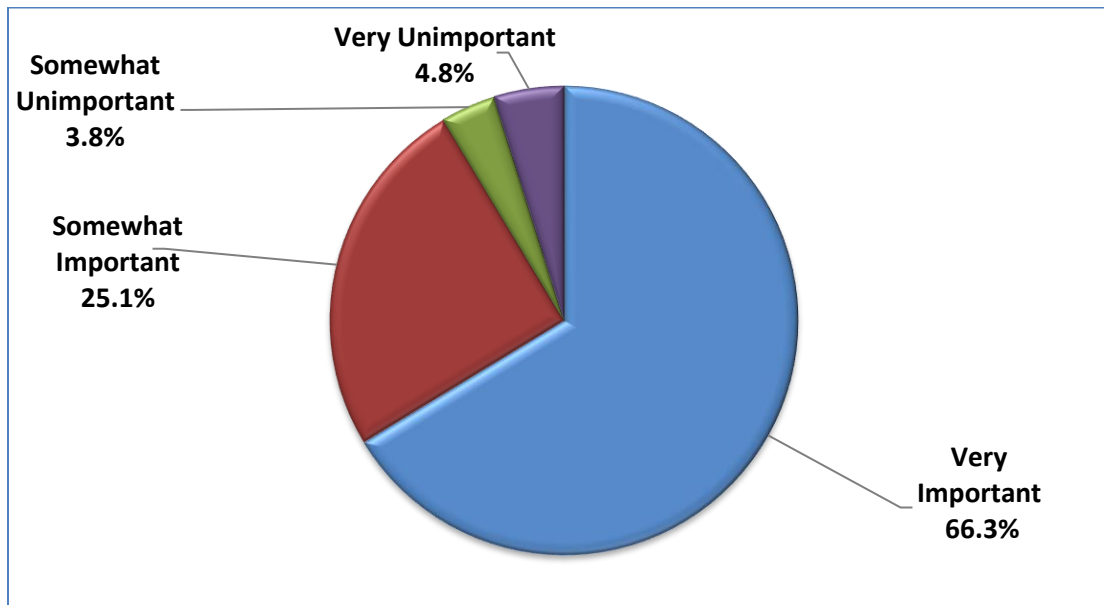
Economic Development

The next section of the survey was about economic development. The respondents were asked about the importance of attracting new businesses to the Village and the types of businesses they believe are most important for the Village to attract.

Most (91.4%) residents think it is important to attract new businesses to the Village; with 66.3% indicating it is very important (Figure 35).

Figure 35: Importance of Attracting New Businesses to the Village

How important or unimportant do you think it is to attract new businesses to the Village?

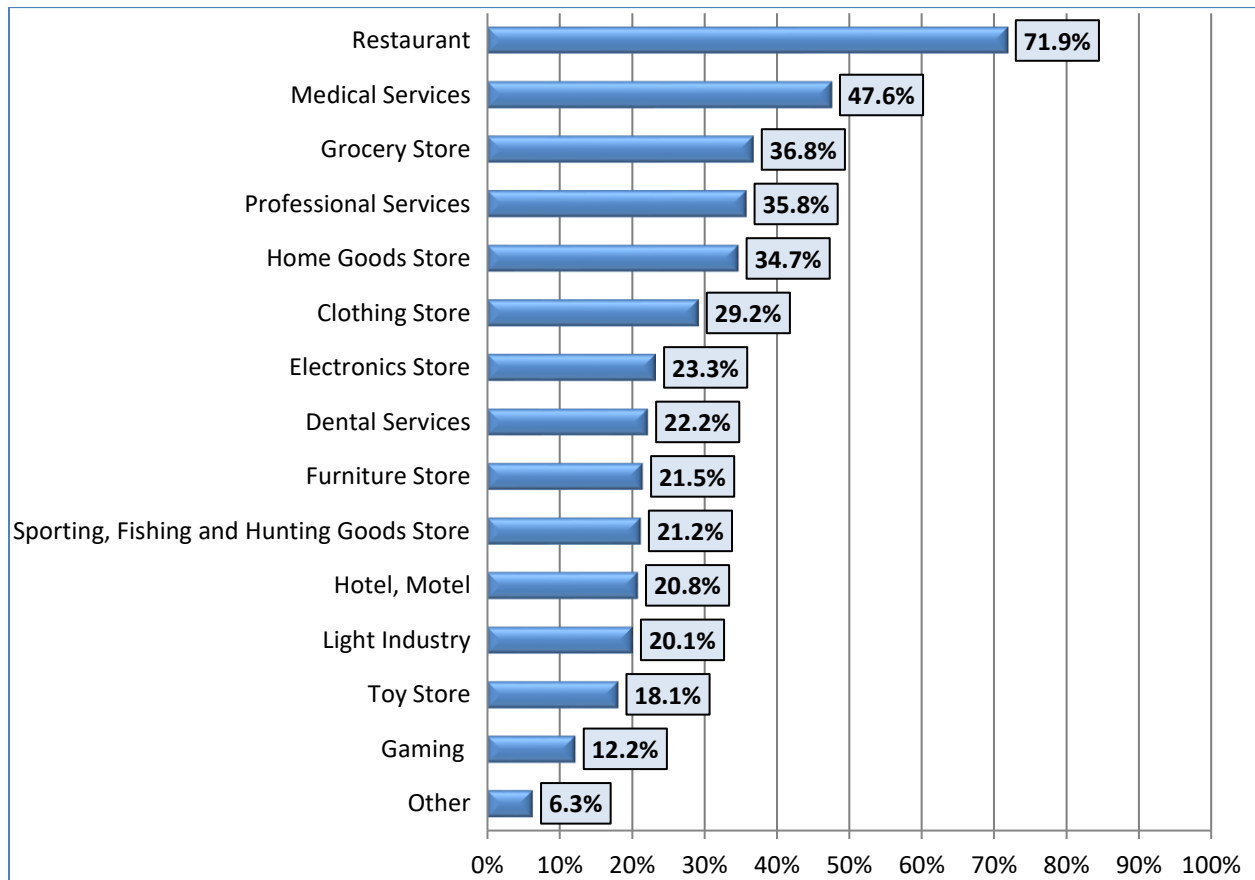


Demographic Differences

- No statistically significant differences are found for importance of attracting new businesses to the Village by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

When asked about the type of business they believe it is most important for the Village of Glendale Heights to attract, 71.9% of residents indicate a restaurant (24.3 percentage points more than any other business), 47.6% say medical services, 36.8% indicate a grocery store, 35.8% say professional services, and 34.7% indicate a home goods store. A total of 6.3% of the respondents indicate other types of businesses. The most common type of business mentioned was a cannabis dispensary (Figure 36).

Figure 36: Types of Businesses That Are Most Important for the Village to Attract
Which of the following types of businesses do you believe are the most important for the Village to attract? (CHECK ALL THAT APPLY)



Demographic Differences

- Respondents who live in District 1 (92.5%), respondents who live in District 5 (81.5%), and respondents who live in District 6 (80.0%) are more likely respondents who live in District 2 (59.3%), respondents who live in District 4 (58.1%), and respondents who live in District 3 (43.9%) to believe it is important for the Village to attract a restaurant.

Diversity, Equity, and Inclusion in the Village of Glendale Heights

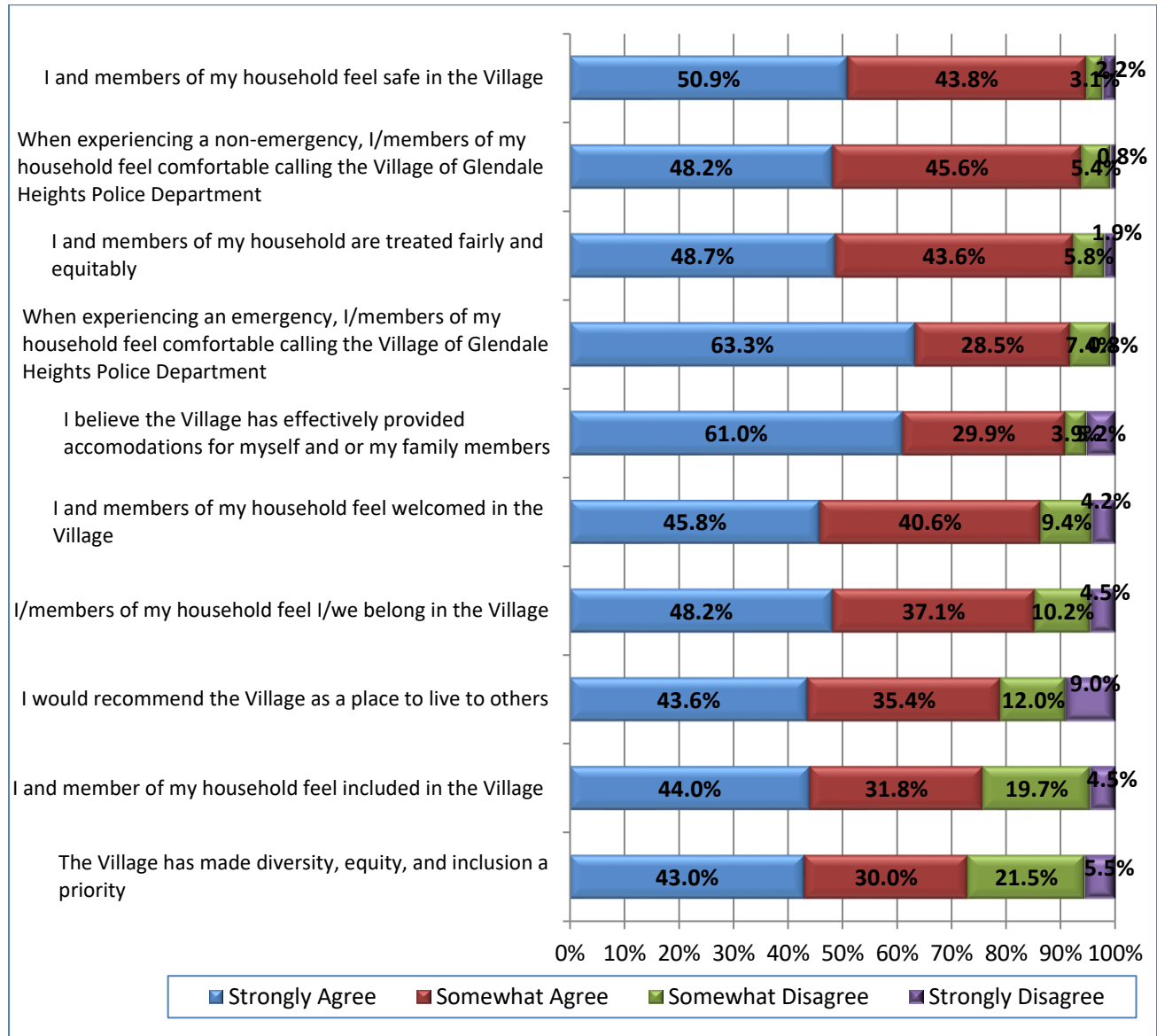
Next, the respondents were asked about diversity, equity, and inclusion in the Village of Glendale Heights. They were asked about their perceptions of diversity, equity, inclusion in the Village, their opinions of the job the Village government is doing in addressing diversity, equity, and inclusion, and what area of diversity, equity, and inclusion the Village should focus their attention on in the next three years.

The majority of respondents agree with all of the statements regarding diversity, equity, and inclusion in the Village that were included in the survey.

- I and members of my household feel safe in the Village (94.7%)
- When experiencing a non-emergency, I/members of my household feel comfortable calling the Village of Glendale Heights Police Department (93.8%)
- I and members of my household are treated fairly and equitably (92.3%)
- When experiencing an emergency, I/members of my household feel comfortable calling the Village of Glendale Heights Police Department (91.8%)
- I believe the Village has effectively provided accommodations for myself and/or my family members (90.9%) (Note that this question was answered only by respondents who identify with a disability or who have a member of their household who identifies with a disability)
- I and members of my household feel welcomed in the Village (86.4%)
- I/members of my household feel I/we belong in the Village (85.3%)
- I would recommend the Village as a place to live to others (79.0%)
- I and member of my household feel included in the Village (75.8%)
- The Village has made diversity, equity, and inclusion a priority (73.0%) (Figure 37).

Figure 37: Perceptions of Diversity, Equity, and Inclusion in the Village

Please indicate if you agree or disagree with the following statements regarding diversity, equity, and inclusion in the Village.



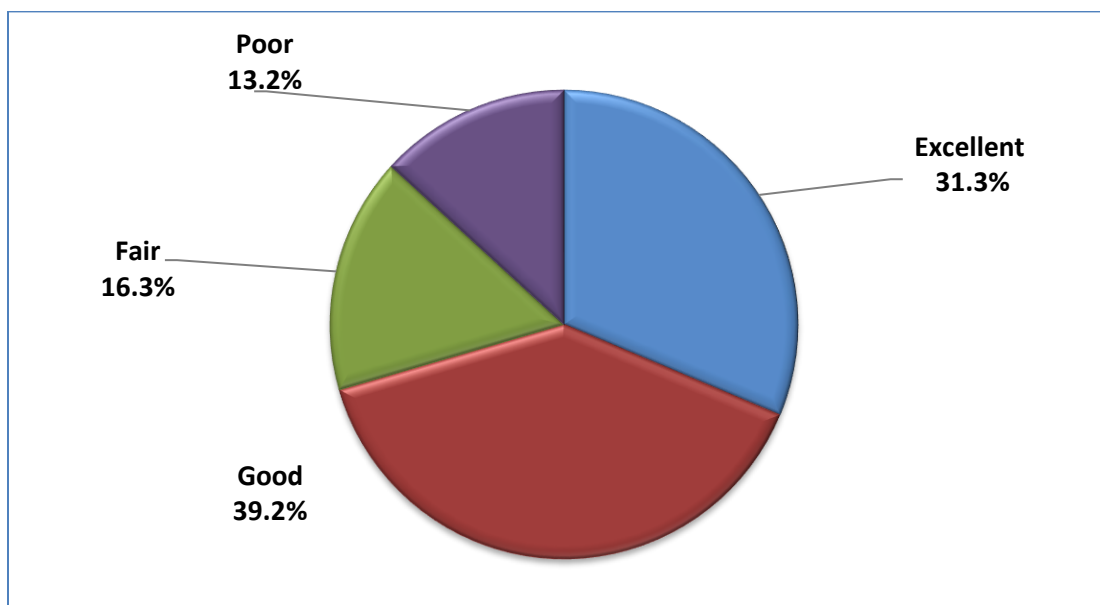
Demographic Differences

- Hispanics (78.7%) are **less likely** than non-Hispanics (90.6%) to agree with the statement I/members of my household feel I/we belong in the Village.
- Asians (98.3%) are most likely to recommend the Village of Glendale Heights as a place to live to others, followed by Hispanics (80.9%), Blacks (80.0%), and resident of other races/ethnicities (78.0%). Whites (67.5%) are least likely to recommend the Village of Glendale Heights as a place to live to others.

Seven out of ten (70.5%) respondents rate the efforts of the Village of Glendale Heights to implement strategies to address diversity, equity, and inclusion as excellent or good (Figure 38).

Figure 38: Rating of Efforts of the Village to Implement Strategies to Address Diversity Equity, and Inclusion

How would you rate the efforts of the Village of Glendale Heights to implement strategies to address diversity, equity, and inclusion?



Demographic Differences

- No statistically significant differences are found for the rating of efforts of the Village to implement strategies to address diversity, equity, and inclusion by respondent's age, gender, race ethnicity, educational attainment, annual household income, length of time living in the Village, location of residence in the Village, and whether they rent or own their home.

Those respondents who rated the efforts of the Village to implement strategies to address, diversity, equity, and inclusion as excellent or poor were asked the reason why. Most respondents mention that the Village is diverse, welcoming, and inclusive (See Appendix C for verbatim responses).

Those respondents who rated the efforts of the Village to implement strategies to address, diversity, equity, and inclusion as fair or poor were asked the reason why. The respondents state the Village employees are not diverse, they are not aware of the Village efforts, and efforts need improvement (See Appendix C for verbatim responses).

When asked what area of diversity, equity, and inclusion they think the Village should focus their attention on in the next three years, the respondents state community events/activities (9.4%), Village staffing/hiring practices (5.8%), physical accessibility (3.6%), treating all residents fairly (3.6%), inclusion of all residents (2.9%), make Village a safe place for all residents (2.9%), and schools/education (2.9%). A total of 16.7% of respondents indicate another areas, 18.1% of respondents did not know and 8.7% had no suggestions (Table 9) (See Appendix C for verbatim comments).

Table 9: Area of Diversity, Equity, and Inclusion the Village Should Focus Attention On

On what area of diversity, equity, and inclusion do you think the Village of Glendale Heights should focus their attention on in the next three years? (Multiple Responses Possible)

Area	Percent
Community Events/Activities	9.4
Village Staffing/Hiring Practices	5.8
Physical Accessibility	3.6
Treating All Residents Fairly	3.6
Inclusion of All Residents	2.9
Make Village a Safe Place for All Residents	2.9
Schools/Education	2.9
LGBTQ+	2.2
Developmental Disabilities/Intellectual Disabilities	2.2
Senior Citizens	2.2
More Interaction Between Resident	1.4
Communicating What the Village is Doing	1.4
Don't Know	18.1
None	8.7
Other Areas	16.7
Other Comments	16.7

Characteristics of Respondents and Their Households

The final set of questions asked about the characteristics of the respondent and their household.

The table below summarizes the characteristics of the survey respondents and their households.

Table 10: Characteristics of the Respondents and Their Households

Characteristic	Percent
<u>Respondent's Gender Identity</u>	
Male	49.3
Female	46.2
Gender Non-binary	0.0
Another Gender Identity	0.0
Prefer Not to Answer	4.4
<u>Respondent's Age</u>	
18-29	26.8
30-49	32.7
50-64	18.5
65+	17.5
Prefer Not to Answer	4.5
<u>Respondent's Race/Ethnicity</u>	
Asian	24.6
Black	6.0
Hispanic or Latino	30.9
Native American or Alaska Native	0.1
Native Hawaiian or Pacific Islander	0.0
White	30.8
Another Race	0.4
Two or More Races	2.7
Prefer Not to Answer	4.5
<u>Educational Attainment</u>	
Less than a High School Diploma	17.9
High School Diploma or GED	24.2
Trade school, some college, or Associates degree	29.1
BA degree or some graduate study, no degree	13.8
Graduate degree	15.0
<u>Employment Status</u>	
Employed Full-time	69.9
Employed Part-time	10.5
Retired	14.2
Full Time Homemaker	1.6
Unemployed	0.5

Characteristic	Percent
Other	3.3
<u>Work in Glendale Heights</u>	
Yes, outside the home	8.3
Yes, from home	13.2
No	78.5
<u>District Residence is Located</u>	
District 1	26.0
District 2	10.8
District 3	16.0
District 4	11.6
District 5	22.0
District 6	13.6
<u>Years Living in Glendale Heights</u>	
Less than 5 Years	20.9
5-10 Years	27.9
More Than 10 Years	51.2
<u>Rent or Own Home</u>	
Own	82.0
Rent	15.5
Other	2.5
<u>Primary Language Spoken in Home</u>	
English	72.0
Spanish	20.5
Other	7.5
<u>Annual Household Income</u>	
Less Than \$25,000	9.9
\$25,000 to Less Than \$50,000	18.7
\$50,000 to Less Than \$75,000	11.8
\$75,000 to Less Than \$100,000	15.2
\$100,000 to Less Than \$150,000	20.5
\$150,000 or More	10.7
Don't Know	0.6
Prefer Not to Answer	12.6

Of those respondents who indicate a language other than English or Spanish is the primary language spoken in their home, the languages they report speaking are:

- Filipino,
- Gujarati
- Polish,
- Tagalong,
- Ukrainian,
- Urdu, and
- Vietnamese.

Conclusions and Recommendations

Most residents are satisfied with the Village of Glendale Heights as a place to live. The residents comment the Village services are good, it is safe, it is quiet/peaceful, and it is convenient.

The respondents believe the Village is doing a good job of providing the following services: sanitary sewer maintenance and repair, water system maintenance and repair, police, and garbage, recycling, yard waste pickup. However, according to the respondents neighborhood street maintenance and repair, business attraction and retention, stormwater management, property maintenance regulation, senior citizens programming and services, recreation programming, and initiatives to maintain the environment need improvement. The Village government should focus on improving these areas.

The respondents think that the Village should place more effort on police services, street maintenance and repair and water system maintenance and repair in the next three years. The Village should focus on improving nuisance enforcement since this was rated low by residents, The Village should focus on improving the following three aspects of street maintenance and repair since they are rated low by respondents: the surface conditions of neighborhood streets, conditions of street pavement and curbs in their neighborhoods, and conditions of sidewalks.

The majority of respondents think it is important to attract new businesses to the Village. The type of business respondents would most like to see the Village of Glendale Heights work to attract is a restaurant. The Village government should consider attracting this type of restaurant.

Most respondents who contacted the Village in the past 24 months were satisfied with the customer service they received. They believe the staff were knowledgeable and courteous, and that the staff responded in a timely manner. The Village government should continue to provide the current level of customer service.

The majority of respondents feel welcomed, included, and safe in the Village and are satisfied with the job the Village of Glendale Heights is doing in addressing diversity, equity, and inclusion. However, Hispanics are less likely than non-Hispanics to feel they belong. The Village should further study why Hispanics feel this way.

Most respondents are satisfied with the job the Village of Glendale Heights is doing in communicating to residents. The Village should continue to provide information using a variety of communication methods.

Appendix A: Questionnaire (English and Spanish Version)



COMMUNITY SURVEY

1. Do you live in Glendale Heights?

☐ Yes

☐ No

☐ Don't know

IF YOU ANSWERED "NO" OR "DON'T KNOW" TO QUESTION 1 PLEASE DO NOT ANSWER THE REST OF THE QUESTIONS. FOR THIS SURVEY, WE NEED TO HEAR FROM PEOPLE WHO LIVE IN GLENDALE HEIGHTS. THANK YOU FOR YOUR TIME.

I. Quality of Life in the Village of Glendale Heights

2. How would you rate the Village of Glendale Heights as a place to live?

☐ Excellent

☐ Good → 2a. Why did you give this rating? _____

☐ Fair → 2b. Why did you give this rating? _____

☐ Poor → 2b. Why did you give this rating? _____

☐ Don't know

3. How would you rate each of the following aspects of the Village?

	Excellent	Good	Fair	Poor	Don't Know
a. Ease of Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of Bicycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Overall Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Variety of Special Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. A. What are the **three most important** issues the Village of Glendale Heights faces? B. What should be done to solve the issue?

A. Issue

1. _____
2. _____
3. _____

B. Solution

1. _____
2. _____
3. _____

II. Village of Glendale Heights Government Services

5. How would you rate the overall quality of the services you receive from the Village of Glendale Heights?

☐ Excellent

☐ Good → 5a. Why did you give this rating? _____

☐ Fair → 5b. Why did you give this rating? _____

☐ Poor → 5b. Why did you give this rating? _____

☐ Don't know

6. How important to you and your household are each of the following Village of Glendale Heights provided services?

	Very Important	Somewhat Important	Not Very Important	Not At All Important	Don't Know
a. Police Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Senior Citizens Programming and Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Special Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Recreation Programming (Athletics, fitness, camps, aquatics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Water System Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sanitary Sewer System Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Garbage, Recycling and Yard Waste Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Neighborhood Street Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Business Attraction and Retention/Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Planning and Zoning (Land use planning, zoning, and building permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Property Maintenance Regulation (Property monitoring, code enforcement, and regulation compliance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Stormwater Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Initiatives to Maintain the Environment (Solar power, alternative fuel vehicles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How satisfied or dissatisfied are you and your household with each of the following Village of Glendale Heights provided services?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. Police Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Senior Citizens Programming and Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Special Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Recreation Programming (Athletics, fitness, camps, aquatics)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Water System Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sanitary Sewer System Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Garbage, Recycling and Yard Waste Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Neighborhood Street Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Business Attraction and Retention/Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Planning and Zoning (Land use planning, zoning, and building permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
k. Property Maintenance Regulation (Property monitoring, code enforcement, and regulation compliance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Stormwater Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Initiatives to Maintain the Environment (Solar power, alternative fuel vehicles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How would you rate the quality of the following Village of Glendale Heights provided police and public safety services?

	Excellent	Good	Fair	Poor	Don't Know
a. Neighborhood Patrolling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Business District Patrolling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Parking Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Local Traffic Law Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Illegal Drug Use Prevention and Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Crime Investigations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Animal Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Nuisance Enforcement, including noise and parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Crime Prevention and Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Police Response Time to Emergencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Community Oriented Policing (Police Programs, Police Presence at Public Events, Adult/Youth Programming)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How safe do you feel in your neighborhood during the day?

- | | |
|--|--|
| <input type="checkbox"/> Very safe | <input type="checkbox"/> Not at all safe |
| <input type="checkbox"/> Somewhat safe | <input type="checkbox"/> Don't know/Not sure |
| <input type="checkbox"/> Not very safe | |

10. How safe do you feel in your neighborhood at night?

- | | |
|--|--|
| <input type="checkbox"/> Very safe | <input type="checkbox"/> Not at all safe |
| <input type="checkbox"/> Somewhat safe | <input type="checkbox"/> Don't know/Not sure |
| <input type="checkbox"/> Not very safe | |

11. How would you rate the quality of the following Village of Glendale Heights provided street maintenance and repair services?

	Excellent	Good	Fair	Poor	Don't Know
a. Appearance of Medians and Parkways and Parkway Trees in Your Neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Condition of Street Pavement and Curb in Your Neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ice Control at Intersections in Your Neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Snow Plowing of Neighborhood Streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Street Sweeping of Curbs in Business Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Street Sweeping of Curbs in Your Neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Surface Condition of Neighborhood Streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Condition of Sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Condition of Walking Paths or Bike Trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. In the next three years, how much of a priority should the Village of Glendale Heights place on each of the following areas?

	High Priority	Medium Priority	Low Priority	Don't Know
a. Police Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Senior Citizens Programming and Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Special Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Recreation Programming (Athletics, fitness, camps, aquatics, misc. programming)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Water System Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sanitary Sewer System Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Garbage, Recycling and Yard Waste Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Neighborhood Street Maintenance and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Business Attraction and Retention/Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Planning and Zoning (Land use planning, zoning, and building permits)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


	High Priority	Medium Priority	Low Priority	Don't Know
k. Property Maintenance Regulation (Property monitoring, code enforcement, and regulation compliance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Stormwater Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Initiatives to Maintain the Environment (Solar power, alternative fuel vehicles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


13. Of the areas listed in Question 12, which area should the Village of Glendale Heights put the greatest amount of resources (staff, funding) and effort towards in the next three years? Which area should the Village of Glendale Heights put the second greatest amount of resources (staff, funding) and effort towards in the next three years? Which area should the Village of Glendale Heights put the third greatest amount of resources (staff, funding) and effort towards in the next three years? Write in the letter of the area from Question 12.

Priority 1: _____ Priority 2: _____ Priority 3: _____

14. On what other issue(s) do you think the Village of Glendale Heights should focus their attention on in the next three years? _____

III. Parks, Recreation & Facilities

15. In the past five years, have you attended a Village of Glendale Heights recreation program or special event?
- ☐ Yes  15a. Please indicate which recreation program or special event. _____
- ☐ No


16. In the past five years, have you visited a Village of Glendale Heights recreation facility (Sports Hub, GH2O Aquatic Center, Center for Senior Citizens, Glendale Lakes Golf Club)?
- ☐ Yes  16a. Please indicate which recreation facility. _____
- ☐ No

17. What recreation programming would you like to see in the future? _____

18. What park features/equipment would you like to see in the future? _____

19. Do you use the Parks and Recreation brochure mailed to your home?

☐ Yes

☐ No  19a. Please explain why you don't use it? _____

20. Do you favor or oppose adding a dog park?

☐ Favor (**GO TO QUESTION 21**) ☐ Oppose (**GO TO QUESTION 23**) ☐ No Opinion (**GO TO QUESTION 23**)

21. If a dog park cost the Village the following amount, would you be in favor of the Village adding a dog park?

	Yes	No
a. \$50,000 or less	<input type="checkbox"/>	<input type="checkbox"/>
b. \$50,001-\$100,000	<input type="checkbox"/>	<input type="checkbox"/>
c. \$100,001-\$200,000	<input type="checkbox"/>	<input type="checkbox"/>
d. \$200,001-\$300,000	<input type="checkbox"/>	<input type="checkbox"/>
e. \$300,001 or more	<input type="checkbox"/>	<input type="checkbox"/>

22. How much would you be willing to pay to have a membership to the dog park per year?

- ☐ \$0
 ☐ \$26-\$50
 ☐ \$76-\$100
☐ \$1-\$25
 ☐ \$51-\$75
 ☐ \$101 or more

23. With the planning of a Community Garden, would you be interested or not interested in purchasing your own garden plot?

- ☐ Interested (**GO TO QUESTION 24**)
 ☐ Not Interested (**GO TO QUESTION 25**)
 ☐ Unsure (**GO TO QUESTION 25**)

24. How much would you be willing to pay for a garden plot annually?

- ☐ \$0
 ☐ \$26-\$50
 ☐ \$76-\$100
☐ \$1-\$25
 ☐ \$51-\$75
 ☐ \$101 or more

IV. Village of Glendale Heights Customer Service

25. In the past 24 months, have you contacted the Village of Glendale Heights?

- ☐ Yes (**GO TO QUESTION 26**)
 ☐ No (**GO TO QUESTION 34**)

PLEASE ANSWER QUESTIONS 26-33 FOR YOUR MOST RECENT CONTACT WITH THE VILLAGE.

26. Which department did you contact?

- | | |
|--|---|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Police |
| <input type="checkbox"/> Community Development (Economic Development/Planning and Zoning/Permits/Code Enforcement) | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> Elected Officials | <input type="checkbox"/> Parks & Recreation |
| <input type="checkbox"/> Finance (Water Billing/Vehicle Stickers) | <input type="checkbox"/> Glendale Lakes Golf Club |
| <input type="checkbox"/> Public Works (Streets/Fleets/Wastewater Treatment Plant) | <input type="checkbox"/> Center for Senior Citizens |
| | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| | <input type="checkbox"/> Unsure |

27. What was the reason(s) for your most recent contact? _____

28. Did you have difficulty finding the appropriate staff person to contact?

- ☐ Yes
 ☐ No

29. Was one staff person able to assist you or did you need to contact multiple staff members to get your question answered or your problem resolved?

- ☐ One Staff Person
 ☐ Multiple Staff Members

30. How knowledgeable was the staff?

- | | |
|---|---|
| <input type="checkbox"/> Very knowledgeable | <input type="checkbox"/> Not very knowledgeable |
| <input type="checkbox"/> Somewhat knowledgeable | <input type="checkbox"/> Not at all knowledgeable |

31. How courteous was the staff?

- | | |
|---|---|
| <input type="checkbox"/> Very courteous | <input type="checkbox"/> Not very courteous |
| <input type="checkbox"/> Somewhat courteous | <input type="checkbox"/> Not at all courteous |

32. Did the staff respond to you in a timely manner (within 48 hours, excluding weekends/holidays)?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

33. How would you rate your overall experience?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> Excellent | |
| <input type="checkbox"/> Good | 33a. Why did you give this rating? _____ |
| <input type="checkbox"/> Fair | |
| <input type="checkbox"/> Poor | 33b. Why did you give this rating? _____ |
| <input type="checkbox"/> Don't know | |

V. Village of Glendale Heights Communications

34. From what sources do you receive information about the Village of Glendale Heights? **(CHECK ALL THAT APPLY)**

- | | | |
|--|---|---|
| <input type="checkbox"/> e-Signs (Electronic Billboards) | <input type="checkbox"/> Village bi-monthly newsletter | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Village Facebook page | <input type="checkbox"/> Village website | <input type="checkbox"/> Do not receive information about the Village of Glendale Heights |
| <input type="checkbox"/> Village Twitter feed | <input type="checkbox"/> Radio | |
| <input type="checkbox"/> Village Instagram | <input type="checkbox"/> Local newspaper | |
| <input type="checkbox"/> Village YouTube page | <input type="checkbox"/> Nextdoor.com | |
| <input type="checkbox"/> Village Access Channel (GHTV) | <input type="checkbox"/> Family, friends, and neighbors | |

35. Which of the following is your **most** preferred source for receiving information about the Village of Glendale Heights? **(SELECT ONLY ONE)**

- | | | |
|--|--|---|
| <input type="checkbox"/> e-Signs (Electronic Billboards) | <input type="checkbox"/> Village Access Channel (GHTV) | <input type="checkbox"/> Local newspaper |
| <input type="checkbox"/> Village Facebook page | <input type="checkbox"/> Village bi-monthly newsletter | <input type="checkbox"/> Nextdoor.com |
| <input type="checkbox"/> Village Twitter feed | <input type="checkbox"/> Village website | <input type="checkbox"/> Family, friends, and neighbors |
| <input type="checkbox"/> Village Instagram | <input type="checkbox"/> Radio | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Village YouTube page | | |

36. How useful to you and your household are the following sources of information provided by the Village of Glendale Heights?

	Very Useful	Somewhat Useful	Not Very Useful	Not At All Useful	Not Applicable
a. Village website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Village Facebook page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Village Twitter feed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Village bi-monthly newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Village Cable Access Channel (GHTV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. e-Signs (Electronic Billboard)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37. How would you rate the following?

	Excellent	Good	Fair	Poor	Don't Know
a. AMOUNT of information about community issues provided by the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The QUALITY of information about community issues provided by the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The AMOUNT of information about Village services they provide to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The QUALITY of information about Village services they provide to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. Overall, how satisfied or dissatisfied are you with the job the Village of Glendale Heights does in providing information to residents?

- ☐ Very satisfied
☐ Somewhat satisfied → 38a. Why did you give this rating? _____
☐ Somewhat dissatisfied
☐ Very dissatisfied → 38b. Why did you give this rating? _____
☐ Don't know/Unsure

39. How can the Village of Glendale Heights improve communication with residents?

40. How likely or unlikely would you be to use a Village of Glendale Heights app on your smartphone?

- ☐ Very likely
☐ Somewhat likely
☐ Somewhat unlikely
☐ Very unlikely
☐ Don't know/Unsure
☐ Do not have a smartphone

VI. Economic Development

41. How important or unimportant do you think it is to attract new businesses to the Village?

- | | |
|--|--|
| <input type="checkbox"/> Very important (GO TO QUESTION 42) | <input type="checkbox"/> Very Unimportant (GO TO QUESTION 43) |
| <input type="checkbox"/> Somewhat important (GO TO QUESTION 42) | <input type="checkbox"/> Don't know (GO TO QUESTION 43) |
| <input type="checkbox"/> Somewhat unimportant (GO TO QUESTION 43) | |

42. Which of the following types of businesses do you believe are the most important for the Village to attract? (**CHECK ALL THAT APPLY**)

- | | | |
|--|---|---|
| <input type="checkbox"/> Restaurant | <input type="checkbox"/> Toy Store | <input type="checkbox"/> Dental services |
| <input type="checkbox"/> Electronics Store | <input type="checkbox"/> Home Goods Store | <input type="checkbox"/> Professional services (e.g., insurance, financial) |
| <input type="checkbox"/> Clothing Store | <input type="checkbox"/> Sports, Fishing, and Hunting Goods Store | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Hotel, Motel | <input type="checkbox"/> Light Industry (e.g., consumer goods) | |
| <input type="checkbox"/> Gaming (e.g., casino) | <input type="checkbox"/> Medical services | |
| <input type="checkbox"/> Furniture Store | | |
| <input type="checkbox"/> Grocery Store | | |

VII. Diversity, Equity, and Inclusion in the Village of Glendale Heights

The following questions are about your opinions of whether or not the Village is a welcoming and inclusive place that provides equitable and fair service to all.

43. Please indicate if you agree or disagree with the following statements regarding diversity, equity, and inclusion in the Village.


	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
a. I/we members of my household feel I/we belong in the Village of Glendale Heights. Belonging describes the feeling of being welcomed, included, accepted, or valued as part of a group.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I and members of my household feel welcomed in the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I and members of my household feel included in the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I and members of my household feel safe in the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I and members of my household are treated fairly and equitably in the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
f. If you or a member of your household is an individual who identifies with a disability: I believe the Village has effectively provided accommodations for myself and/or my family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. When experiencing an emergency, I/members of my household feel comfortable calling the Village of Glendale Heights Police Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. When experiencing a non-emergency, I/members of my household feel comfortable calling the Village of Glendale Heights Police Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. I would recommend the Village as a place to live to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. The Village of Glendale Heights has made diversity, equity, and inclusion a priority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44. On what area of diversity, equity, and inclusion do you think the Village of Glendale Heights should focus their attention on in the next three years?

45. How would you rate the efforts of the Village of Glendale Heights to implement strategies to address diversity, equity, and inclusion?

☐ Excellent

☐ Good  45a. Why did you give this rating? _____

☐ Fair 

☐ Poor  45b. Why did you give this rating? _____

☐ Don't know

VIII. Personal and Household Characteristics

Finally, we would like to know a little more about you and your household. This information will help us make sure that our data represents everyone in Glendale Heights.

46. How many years have you lived in the Village of Glendale Heights?

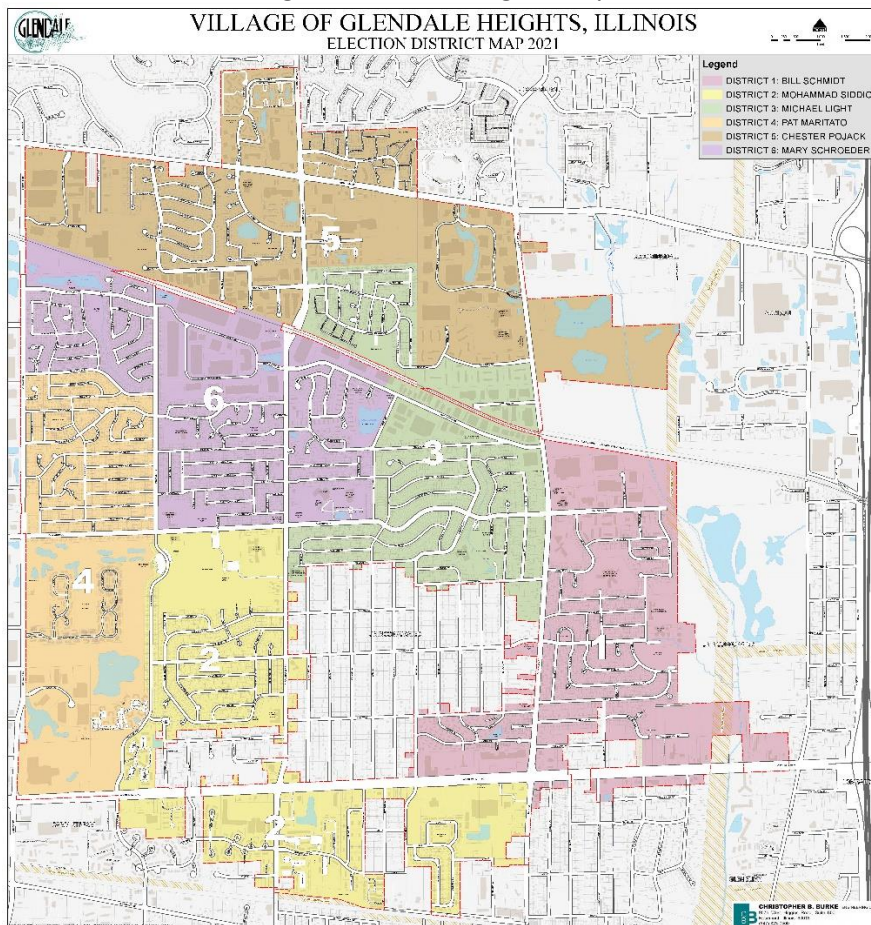
☐ Less than 5 years

☐ 5-10 years

☐ More than 10 years

☐ Prefer not to answer

47. In which District of the Village of Glendale Heights do you live?



- ☐ District 1
☐ District 2

- ☐ District 3
☐ District 4

- ☐ District 5
☐ District 6

48. What is your age?

- ☐ 18-29
☐ 30-49

- ☐ 50-64
☐ 65+

- ☐ Prefer Not to Answer

49. What is your gender?

- ☐ Male
☐ Female

- ☐ Gender non-binary
☐ Another gender identity,
not listed here

- ☐ Prefer not to answer

50. Are you ...? (CHECK ALL THAT APPLY)

- ☐ White
☐ Hispanic, Latino or Spanish
☐ Black/African American or
of African Origin

- ☐ Native American or
Alaskan Native
☐ Asian
☐ Middle Eastern or North
African

- ☐ South Asian
☐ Another race (PLEASE
SPECIFY) _____
☐ Prefer not to answer

51. What is the primary language spoken in your home?

- ☐ English
☐ Spanish

- ☐ Other (PLEASE SPECIFY) _____

52. What is your highest degree or level of education you have completed?

- | | |
|--|---|
| <input type="checkbox"/> Less than a high school diploma | <input type="checkbox"/> Bachelor's degree or some graduate study, no degree |
| <input type="checkbox"/> High school graduate or GED | <input type="checkbox"/> Graduate school degree (Master's, Ph.D., J.D., M.D.) |
| <input type="checkbox"/> Trade school, some college, or Associate degree | |

53. What is your current employment status?

- | | |
|---|---|
| <input type="checkbox"/> Employed full time (GO TO QUESTION 54) | <input type="checkbox"/> Full-time student (GO TO QUESTION 55) |
| <input type="checkbox"/> Employed part time (GO TO QUESTION 54) | <input type="checkbox"/> Unemployed (GO TO QUESTION 55) |
| <input type="checkbox"/> Retired (GO TO QUESTION 55) | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Full-time homemaker (GO TO QUESTION 55) | (GO TO QUESTION 55) |

54. Do you work in the Village of Glendale Heights?

- ☐ Yes, outside the home
- ☐ Yes, from home
- ☐ No, I work in the city/village/town/municipality of: _____

55. Which of the following best describes the type of home you live in?

- | | | |
|---|---|---|
| <input type="checkbox"/> Single Family House (Own) | <input type="checkbox"/> Condominium (Rent) | <input type="checkbox"/> Apartment |
| <input type="checkbox"/> Single Family House (Rent) | <input type="checkbox"/> Townhome (Own) | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Condominium (Own) | <input type="checkbox"/> Townhome (Rent) | |

56. Please consider all sources of income, before taxes, for everyone living with you in 2021. What was your 2021 annual household income?

- | | | |
|--|--|---|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$50,000-\$74,999 | <input type="checkbox"/> \$200,000 or more |
| <input type="checkbox"/> \$15,000-\$24,999 | <input type="checkbox"/> \$75,000-\$99,999 | <input type="checkbox"/> Don't know/Unsure |
| <input type="checkbox"/> \$25,000-\$34,999 | <input type="checkbox"/> \$100,000-\$149,999 | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> \$35,000-\$49,999 | <input type="checkbox"/> \$150,000-\$199,999 | |

THANK YOU FOR YOUR PARTICIPATION. PLEASE RETURN YOUR COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE TO THE CENTER FOR GOVERNMENTAL STUDIES, 1425 W LINCOLN HWY, DEKALB, IL 60115.



ENCUESTA COMUNITARIA

1. ¿Vive en Glendale Heights?

☐ Sí

☐ No

☐ No lo sé

SI HA RESPONDIDO "NO" O "NO LO SÉ" A LA PREGUNTA 1, NO RESPONDA AL RESTO DE LAS PREGUNTAS. PARA ESTA ENCUESTA, NECESITAMOS ESCUCHAR A PERSONAS QUE VIVEN EN GLENDALE HEIGHTS. GRACIAS POR SU TIEMPO.

I. Calidad de vida en la localidad de Glendale Heights

2. ¿Cómo calificaría a la localidad de Glendale Heights como un lugar para vivir?

☐ Excelente

☐ Bueno → 2a. ¿Por qué le dio esta calificación?

☐ Regular

☐ Malo → 2b. ¿Por qué le dio esta calificación?

☐ No lo sé

3. ¿Cómo calificaría cada uno de los siguientes aspectos de la localidad?

	Excelente	Bueno	Regular	Malo	No lo sé
a. Facilidad para caminar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Facilidad para andar en bicicleta	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Aspecto general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Variedad de eventos especiales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. A. ¿Cuáles son los **tres problemas más importantes** a los que se enfrenta la localidad de Glendale Heights? B. ¿Qué debería hacerse para resolver este problema?

A. Problema



1. _____
2. _____
3. _____



B. Solución

1. _____
2. _____
3. _____

II. Servicios gubernamentales de la localidad de Glendale Heights

5. ¿Cómo calificaría la calidad general de los servicios que recibe de la localidad de Glendale Heights?

- ☐ Excelente 
- ☐ Buena  5a. ¿Por qué le dio esta calificación?

- ☐ Regular 
- ☐ Mala  5b. ¿Por qué le dio esta calificación?

☐ No lo sé

6. ¿Qué importancia tiene para usted y su familia cada uno de los siguientes servicios brindados por la localidad de Glendale Heights?

	Muy importante	Relativamente importante	Poco importante	Nada importante	No lo sé
a. Servicios de policía	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Programas y servicios para ciudadanos adultos mayores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Eventos especiales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Programas de recreación (deportes, entrenamiento físico, campamentos, deportes acuáticos)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Mantenimiento y reparación del sistema de agua potable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Mantenimiento y reparación del sistema de alcantarillado sanitario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Basura, reciclaje y recolección de residuos de jardinería	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Mantenimiento y reparación de las calles del vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Atracción y retención de empresas/desarrollo económico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Planificación y zonificación (planificación territorial, zonificación y permisos de construcción)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Regulación del mantenimiento de la propiedad (control de la propiedad, aplicación del código y cumplimiento de la normativa)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Gestión de las aguas pluviales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Iniciativas para cuidar el medio ambiente (energía solar, vehículos de combustible alternativo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. ¿Cuán satisfechos o insatisfechos están usted y su familia con cada uno de los siguientes servicios brindados por la localidad de Glendale Heights?

	Muy satisfechos	Relativamente satisfechos	Relativamente insatisfechos	Muy insatisfechos	No lo sé
a. Servicios de policía	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Programas y servicios para ciudadanos adultos mayores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Eventos especiales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Programas de recreación (deportes, entrenamiento físico, campamentos, deportes acuáticos)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Mantenimiento y reparación del sistema de agua potable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Mantenimiento y reparación del sistema de alcantarillado sanitario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Basura, reciclaje y recolección de residuos de jardinería	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Mantenimiento y reparación de las calles del vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Atracción y retención de empresas/desarrollo económico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Planificación y zonificación (planificación territorial, zonificación y permisos de construcción)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Regulación del mantenimiento de la propiedad (control de la propiedad, aplicación del código y cumplimiento de la normativa)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Gestión de las aguas pluviales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Iniciativas para cuidar el medio ambiente (energía solar, vehículos de combustible alternativo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. ¿Cómo calificaría los siguientes servicios de policía y seguridad pública brindados por la localidad de Glendale Heights?

	Excelente	Bueno	Regular	Malo	No lo sé
a. Patrullaje del vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Patrullaje del distrito comercial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Aplicación de las normas de estacionamiento	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Aplicación de la ley de tránsito local	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Prevención del consumo de drogas ilegales y sanciones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Investigación de delitos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Control de animales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Aplicación de la normativa sobre perturbaciones, incluidos los ruidos y las fiestas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Prevención y educación sobre la delincuencia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Tiempo de respuesta de la policía a las emergencias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Vigilancia policial orientada a la comunidad (programas de la policía, presencia policial en eventos públicos, programa para adultos/jóvenes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. ¿Se siente seguro/a en su vecindario durante el día?

- ☐ Muy seguro/a
☐ Relativamente seguro/a
☐ Poco seguro/a
- ☐ Para nada seguro/a
☐ No lo sé/No estoy seguro/a

10. ¿Se siente seguro/a en su vecindario durante la noche?

- ☐ Muy seguro/a
☐ Relativamente seguro/a
☐ Poco seguro/a
- ☐ Para nada seguro/a
☐ No lo sé/No estoy seguro/a

11. ¿Cómo calificaría la calidad de los siguientes servicios de mantenimiento y reparación de calles brindados por la localidad de Glendale Heights?

	Excelente	Bueno	Regular	Malo	No lo sé
a. Aspecto de las medianas y avenidas, y de los árboles de las avenidas en su vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Estado del pavimento de las calles y del bordillo en su vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Control del hielo en las intersecciones de su vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Limpieza de la nieve de las calles del vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Barrido de calles en zonas comerciales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Barrido de los bordes de las calles de su vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Estado de las calles del vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Excelente	Bueno	Regular	Malo	No lo sé
h. Estado de las aceras	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Estado de los senderos para caminar o de los carriles para bicicletas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. En los próximos tres años, ¿qué prioridad debiera darle la localidad de Glendale Heights a cada una de las áreas siguientes?

	Prioridad alta	Prioridad media	Prioridad baja	No lo sé
a. Servicios de policía	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Programas y servicios para ciudadanos adultos mayores	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Eventos especiales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Programas de recreación (deportes, entrenamiento físico, campamentos, deportes acuáticos, programas varios)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Mantenimiento y reparación del sistema de agua potable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Mantenimiento y reparación del sistema de alcantarillado sanitario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Basura, reciclaje y recolección de residuos de jardinería	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Mantenimiento y reparación de las calles del vecindario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Atracción y retención de empresas/desarrollo económico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Planificación y zonificación (planificación territorial, zonificación y permisos de construcción)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Regulación del mantenimiento de la propiedad (control de la propiedad, aplicación del código y cumplimiento de la normativa)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Gestión de las aguas pluviales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Iniciativas para cuidar el medio ambiente (energía solar, vehículos de combustible alternativo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


13. De las áreas enumeradas en la pregunta 12, ¿a qué área la localidad de Glendale Heights debería destinar la mayor cantidad de recursos (personal, financiación) y esfuerzos en los próximos tres años? ¿A qué área la localidad de Glendale Heights debería destinar la segunda mayor cantidad de recursos (personal, financiación) y esfuerzos en los próximos tres años? ¿A qué área la localidad de Glendale Heights debería destinar la tercera mayor cantidad de recursos (personal, financiación) y esfuerzos en los próximos tres años? Escriba la letra del área de la pregunta 12.

Prioridad 1: _____ Prioridad 2: _____ Prioridad 3: _____


14. ¿En qué otro(s) asunto(s) cree que la localidad de Glendale Heights debería centrar su atención en los próximos tres años? _____

III. Parques, recreación e instalaciones

15. En los últimos cinco años, ¿asistió a un programa de recreación o un evento especial de la localidad de Glendale Heights?

- ☐ Sí  15a. Indique a cuál programa de recreación o evento especial. _____
- ☐ No

16. En los últimos cinco años, ¿visitó alguna instalación de recreación de la localidad de Glendale Heights? (Sports Hub, GH2O Aquatic Center, Centro para ciudadanos adultos mayores, Glendale Lakes Golf Club)?

- ☐ Sí  16a. Indique a cuál instalación de recreación o evento especial. _____
- ☐ No

17. ¿Qué programa de recreación le gustaría ver en el futuro? _____

18. ¿Qué atracciones/equipos le gustaría ver en el parque en el futuro?

19. ¿Utiliza el folleto de parques y recreación que se envía por correo postal a su casa?

- ☐ Sí
- ☐ No  19a. Explique por qué no lo usa _____

20. ¿Está a favor o en contra de sumar un parque para perros?

- ☐ A favor (**PASAR A LA PREGUNTA 21**) ☐ En contra (**PASAR A LA PREGUNTA 23**) ☐ No tengo una opinión al respecto (**PASAR A LA PREGUNTA 23**)

21. Si un parque para perros le costase la cantidad siguiente a la localidad, ¿estaría a favor de que la localidad sume un parque para perros?

	Sí	No
a. \$50,000 o menos	<input type="checkbox"/>	<input type="checkbox"/>
b. \$50,001 a \$100,000	<input type="checkbox"/>	<input type="checkbox"/>
c. \$100,001 a \$200,000	<input type="checkbox"/>	<input type="checkbox"/>
d. \$200,001 a \$300,000	<input type="checkbox"/>	<input type="checkbox"/>
e. \$300,001 o más	<input type="checkbox"/>	<input type="checkbox"/>

22. ¿Cuánto estaría dispuesto/a a pagar por año para ser miembro del parque para perros?

- ☐ \$0 ☐ \$26 a \$50 ☐ \$76 a \$100
- ☐ \$1 a \$25 ☐ \$51 a \$75 ☐ \$101 o más

23. Con la planificación de un jardín comunitario, ¿le interesaría o no comprar su propia parcela de jardín?

☐ Interesado/a **(PASAR A LA PREGUNTA 24)**

☐ No interesado/a **(PASAR A LA PREGUNTA 25)**

☐ No estoy seguro/a **(PASAR A LA PREGUNTA 23)**

24. ¿Cuánto estaría dispuesto/a a pagar por año por una parcela de jardín?

☐ \$0

☐ \$26 a \$50

☐ \$76 a \$100

☐ \$1 a \$25

☐ \$51 a \$75

☐ \$101 o más

IV. Servicio de atención al cliente de la localidad de Glendale Heights

25. ¿Se ha comunicado con la localidad de Glendale Heights en los últimos 24 meses?

☐ Sí **(PASAR A LA PREGUNTA 26)**

☐ No **(PASAR A LA PREGUNTA 34)**

RESPONDA LAS PREGUNTAS 26 A 33 ACERCA DE SU ÚLTIMO CONTACTO CON LA LOCALIDAD.

26. ¿Con qué departamento se comunicó?

☐ Administración

☐ Desarrollo comunitario (desarrollo económico/planificación y zonificación/permisos/aplicación del código)

☐ Funcionarios electos

☐ Finanzas (facturación del servicio de agua/etiquetas adhesivas para vehículos)

☐ Obras públicas (calles/flotas de vehículos/planta de tratamiento de aguas residuales)

☐ Policía

☐ Recursos humanos

☐ Parques y recreación

☐ Glendale Lakes Golf Club

☐ Centro para ciudadanos adultos mayores

☐ Otro (ESPECIFICAR) _____

☐ No estoy seguro/a

27. ¿Cuál fue el motivo de su último contacto? _____

28. ¿Tuvo dificultades para contactar al personal adecuado?

☐ Sí

☐ No

29. ¿Bastó la ayuda de un solo miembro del personal o tuvo que comunicarse con varios miembros del personal para que respondan su pregunta o resuelvan su problema?

☐ Un miembro del personal

☐ Varios miembros del personal

30. ¿Cuán calificado estaba el personal?

☐ Muy calificado

☐ Relativamente calificado

☐ Poco calificado

☐ Para nada calificado

31. ¿Qué tan cortés fue el personal?

☐ Muy cortés

☐ Relativamente cortés

☐ Poco cortés



☐ Para nada cortés



32. ¿El personal le ha respondido de manera oportuna (en un plazo de 48 horas, excluidos los fines de semana y días festivos)?

☐ Sí

☐ No

33. ¿Cómo calificaría su experiencia en general?

- ☐ Excelente 
- ☐ Buena  33a. ¿Por qué le dio esta calificación?
-

- ☐ Regular 
- ☐ Mala  33b. ¿Por qué le dio esta calificación?
-

- ☐ No lo sé

V. Comunicaciones de la localidad de Glendale Heights

34. ¿De qué fuentes recibe información sobre la localidad de Glendale Heights? **(MARCAR TODAS LAS QUE CORRESPONDAN)**

- | | | |
|--|--|---|
| <input type="checkbox"/> Letreros electrónicos (carteleras electrónicas) | <input type="checkbox"/> Canal de acceso de la localidad (GHTV) | <input type="checkbox"/> Familiares, amigos y vecinos |
| <input type="checkbox"/> Página de Facebook de la localidad | <input type="checkbox"/> Boletín informativo quincenal de la localidad | <input type="checkbox"/> Otros (ESPECIFICAR) _____ |
| <input type="checkbox"/> Twitter de la localidad | <input type="checkbox"/> Sitio web de la localidad | <input type="checkbox"/> No recibo información sobre la localidad de Glendale Heights |
| <input type="checkbox"/> Instagram de la localidad | <input type="checkbox"/> Radio | |
| <input type="checkbox"/> Página de YouTube de la localidad | <input type="checkbox"/> Periódico local | |
| | <input type="checkbox"/> Nextdoor.com | |

35. ¿Cuál de las siguientes es su fuente **preferida** para recibir información sobre la localidad de Glendale Heights? **(SELECCIONAR SOLO UNA)**

- | | | |
|--|--|---|
| <input type="checkbox"/> Letreros electrónicos (carteleras electrónicas) | <input type="checkbox"/> Página de YouTube de la localidad | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Página de Facebook de la localidad | <input type="checkbox"/> Canal de acceso de la localidad (GHTV) | <input type="checkbox"/> Periódico local |
| <input type="checkbox"/> Twitter de la localidad | <input type="checkbox"/> Boletín informativo quincenal de la localidad | <input type="checkbox"/> Nextdoor.com |
| <input type="checkbox"/> Instagram de la localidad | <input type="checkbox"/> Sitio web de la localidad | <input type="checkbox"/> Familiares, amigos y vecinos |
| | | <input type="checkbox"/> Otros (ESPECIFICAR) _____ |

36. ¿En qué medida las siguientes fuentes de información proporcionadas por la localidad de Glendale Heights son útiles para usted y su familia?

	Muy útiles	Relativamente útiles	Poco útiles	Para nada útiles	No aplica
a. Sitio web de la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Página de Facebook de la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Twitter de la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Boletín informativo bimestral de la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Canal de acceso por cable de la localidad (GHTV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Letreros electrónicos (carteleras electrónicas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37. ¿Cómo calificaría lo siguiente?

	Excelente	Bueno	Regular	Malo	No lo sé
a. CANTIDAD de información sobre la comunidad proporcionada por la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. La CALIDAD de la información sobre asuntos de la comunidad proporcionada por la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. La CANTIDAD de información sobre servicios de la localidad que le brindan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. La CALIDAD de información sobre servicios de la localidad que le brindan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. En general, ¿cuál es su grado de satisfacción o insatisfacción con el trabajo que realiza la localidad de Glendale Heights a la hora de proporcionar información a los residentes?

- ☐ Muy satisfecho/a
☐ Relativamente satisfecho/a → 38a. ¿Por qué le dio esta calificación?

☐ Relativamente insatisfecho/a → 38b. ¿Por qué le dio esta calificación?
☐ Muy insatisfecho/a

☐ No lo sé/No estoy seguro/a

39. ¿De qué manera la localidad de Glendale Heights puede mejorar la comunicación con los residentes?

40. ¿Cuán probable o improbable sería que use la aplicación de la localidad de Glendale Heights en su teléfono inteligente?

- ☐ Muy probable
☐ Relativamente probable
☐ Relativamente improbable
☐ Muy improbable
☐ No lo sé/No estoy seguro/a
☐ No tengo un teléfono inteligente

VI. Desarrollo económico

41. ¿Qué importancia cree que tiene atraer nuevas empresas a la localidad?

- ☐ Muy importante (**PASAR A LA PREGUNTA 42**)
☐ Relativamente importante (**PASAR A LA PREGUNTA 42**)
☐ Poco importante (**PASAR A LA PREGUNTA 43**)
☐ Muy poco importante (**PASAR A LA PREGUNTA 43**)
☐ No lo sé (**PASAR A LA PREGUNTA 43**)

42. ¿Cuáles de los siguientes tipos de negocios cree que son los más importantes que la localidad atraiga? (**MARCAR TODAS LAS QUE CORRESPONDAN**)

- | | | |
|---|---|---|
| <input type="checkbox"/> Restaurante | <input type="checkbox"/> Tienda de juguetes | <input type="checkbox"/> Servicios médicos |
| <input type="checkbox"/> Tienda de electrónica | <input type="checkbox"/> Tienda de artículos para el hogar | <input type="checkbox"/> Servicios odontológicos |
| <input type="checkbox"/> Tienda de ropa | <input type="checkbox"/> Tienda de artículos de deporte, pesca y caza | <input type="checkbox"/> Servicios profesionales (por ejemplo, aseguradoras, servicios financieros) |
| <input type="checkbox"/> Hotel, motel | <input type="checkbox"/> Industria liviana (por ejemplo, bienes de consumo) | <input type="checkbox"/> Otros (ESPECIFICAR) |
| <input type="checkbox"/> Juegos de azar (por ejemplo, casino) | | |
| <input type="checkbox"/> Tienda de muebles | | |
| <input type="checkbox"/> Tienda de comestibles | | |

VII. Diversidad, equidad e inclusión en la localidad de Glendale Heights

Las siguientes preguntas se refieren a su opinión sobre si la localidad es un lugar acogedor e inclusivo que proporciona un servicio equitativo y justo para todos.

43. Indique si está de acuerdo o no con las siguientes afirmaciones sobre la diversidad, la equidad y la inclusión en la localidad.

	Muy de acuerdo	Relativamente de acuerdo	Relativamente en desacuerdo	Muy en desacuerdo	No lo sé
a. Yo/los miembros de mi hogar siento/sentimos que pertenezco/pertenecemos a la localidad de Glendale Heights. Pertenecer se refiere al sentimiento de ser bienvenido, incluido, aceptado o valorado como parte de un grupo.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Los miembros de mi familia y yo nos sentimos bienvenidos en la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Los miembros de mi familia y yo nos sentimos incluidos en la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Los miembros de mi familia y yo nos sentimos seguros en la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Los miembros de mi familia y yo recibimos un trato justo y equitativo en la localidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Si usted o un miembro de su familia es una persona que tiene una discapacidad: Creo que la localidad ha brindado comodidades de forma efectiva para mí y/o los miembros de mi familia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. En caso de emergencia, me siento cómodo/a/los miembros de mi hogar se sienten cómodos al llamar al Departamento de Policía de la localidad de Glendale Heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. En una situación que no es una emergencia, me siento	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Muy de acuerdo	Relativamente de acuerdo	Relativamente en desacuerdo	Muy en desacuerdo	No lo sé
cómodo/a/los miembros de mi hogar se sienten cómodos al llamar al Departamento de Policía de la localidad de Glendale Heights					
h. Recomendaría a la localidad como un lugar para vivir	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i La localidad de Glendale Heights ha priorizado la diversidad, la equidad y la inclusión	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44. ¿En qué ámbito de la diversidad, la equidad y la inclusión cree que la localidad de Glendale Heights debería centrar su atención en los próximos tres años?

45. ¿Cómo calificaría el esfuerzo de la localidad de Glendale Heights por aplicar estrategias para abordar la diversidad, la equidad y la inclusión?

☐ Excelente

☐ Bueno → 45a. ¿Por qué le dio esta calificación?

☐ Regular

☐ Malo → 45b. ¿Por qué le dio esta calificación?

☐ No lo sé

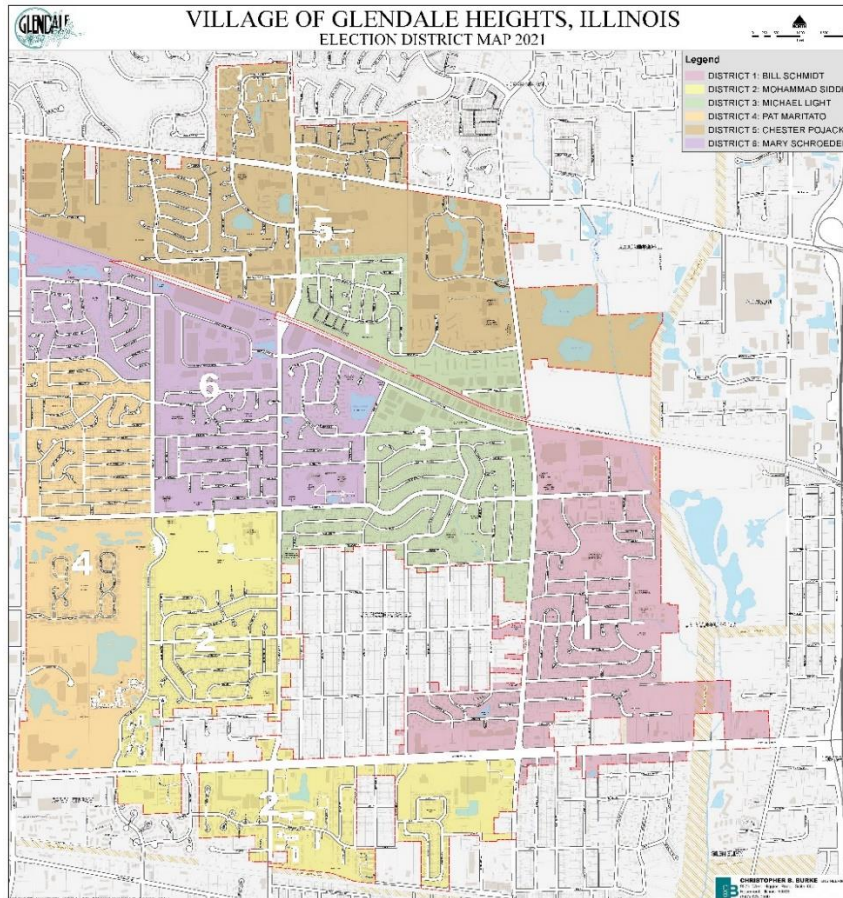
VIII. Características personales y del hogar

Por último, nos gustaría saber un poco más sobre usted y su hogar. Esta información nos ayudará a asegurarnos de que nuestros datos representan a todos los habitantes de Glendale Heights.

46. ¿Hace cuántos años que vive en la localidad de Glendale Heights?

- | | |
|--|--|
| <input type="checkbox"/> Menos de 5 años | <input type="checkbox"/> Más de 10 años |
| <input type="checkbox"/> 5-10 años | <input type="checkbox"/> Prefiero no contestar |

47. ¿En qué distrito de la localidad de Glendale Heights vive?



- | | | |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Distrito 1 | <input type="checkbox"/> Distrito 3 | <input type="checkbox"/> Distrito 5 |
| <input type="checkbox"/> Distrito 2 | <input type="checkbox"/> Distrito 4 | <input type="checkbox"/> Distrito 6 |

48. ¿Qué edad tiene?

- | | | |
|--------------------------------|-----------------------------------|--|
| <input type="checkbox"/> 18-29 | <input type="checkbox"/> 50-64 | <input type="checkbox"/> Prefiero no contestar |
| <input type="checkbox"/> 30-49 | <input type="checkbox"/> 65 o más | |

49. ¿Cuál es su género?

- | | |
|--|---|
| <input type="checkbox"/> Hombre | <input type="checkbox"/> Otra identidad de género que no figura en esta lista |
| <input type="checkbox"/> Mujer | <input type="checkbox"/> Prefiero no contestar |
| <input type="checkbox"/> Género no binario | |

50. ¿Usted es...? (MARCAR TODAS LAS QUE CORRESPONDAN)

- | | | |
|--|--|--|
| <input type="checkbox"/> Blanco/a | <input type="checkbox"/> Nativo/a americano/a o nativo/a de Alaska | <input type="checkbox"/> Del sur de Asia |
| <input type="checkbox"/> Hispano/a, latino/a o español/a | <input type="checkbox"/> Asiático/a | <input type="checkbox"/> Otra raza (ESPECIFICAR) _____ |
| <input type="checkbox"/> Negro/a/afroamericana no/a o de origen africano | <input type="checkbox"/> De Oriente Medio o el Norte de África | <input type="checkbox"/> Prefiero no contestar |

51. ¿Cuál es el idioma principal que se habla en su hogar?

- | | |
|----------------------------------|---|
| <input type="checkbox"/> Inglés | <input type="checkbox"/> Otro (ESPECIFICAR) _____ |
| <input type="checkbox"/> Español | |

52. ¿Cuál es su título o nivel de educación más alto completado?

- ☐ Menos de un diploma de secundaria
- ☐ Graduado de la escuela secundaria o GED
- ☐ Escuela de oficios, estudios universitarios no culminados o grado de asociado (diploma técnico)
- ☐ Licenciatura o estudios de posgrado no culminados, sin título
- ☐ Título de posgrado (máster, doctorado, doctorado en derecho, doctorado en medicina)

53. ¿Cuál es su situación laboral actual?

- ☐ Empleado/a a tiempo completo (**PASAR A LA PREGUNTA 54**)
- ☐ Empleado/a a tiempo parcial (**PASAR A LA PREGUNTA 54**)
- ☐ Jubilado/a (**PASAR A LA PREGUNTA 55**)
- ☐ Ama/o de casa a tiempo completo (**PASAR A LA PREGUNTA 55**)
- ☐ Estudiante a tiempo completo (**PASAR A LA PREGUNTA 55**)
- ☐ Desempleado/a (**PASAR A LA PREGUNTA 55**)
- ☐ Otro (ESPECIFICAR) _____ (**PASAR A LA PREGUNTA 55**)

54. ¿Trabaja en la localidad de Glendale Heights?

- ☐ Sí, fuera de casa
- ☐ Sí, desde casa
- ☐ No, trabajo en la ciudad/localidad/pueblo/municipio de: _____

55. ¿Cuál de las siguientes opciones describe mejor el tipo de vivienda en la que vive?

- ☐ Casa unifamiliar (propia)
- ☐ Casa unifamiliar (arrendada)
- ☐ Condominio (propio)
- ☐ Condominio (arrendado)
- ☐ Casa adosada (propia)
- ☐ Casa adosada (arrendada)
- ☐ Apartamento
- ☐ Otro (ESPECIFICAR) _____

56. Tenga en cuenta todas las fuentes de ingresos, antes de los impuestos, de todas las personas que vivían con usted durante el 2021. ¿Cuál fue el ingreso anual de su hogar en 2021?

- ☐ Menos de \$15,000
- ☐ \$15,000 a \$24,999
- ☐ \$25,000 a \$34,999
- ☐ \$35,000 a \$49,999
- ☐ \$50,000 a \$74,999
- ☐ \$75,000 a \$99,999
- ☐ \$100,000 a \$149,999
- ☐ \$150,000 a \$199,999
- ☐ \$200,000 o más
- ☐ No lo sé/No estoy seguro/a
- ☐ Prefiero no contestar

GRACIAS POR PARTICIPAR. POR FAVOR DEVUELVA LA ENCUESTA COMPLETADA EN EL SOBRE CON FRANQUEO PAGADO AL CENTRO DE ESTUDIOS GUBERNAMENTALES: 148 N. THIRD STREET, DEKALB, IL 60115.

Appendix B: Survey Materials (Email Invitation and Cover Letter)

- **FROM:**schneiderman@niu.edu via SurveyMonkey
- **DATE:** April 18, 2022
- **SUBJECT:**Village of Glendale Heights Community Survey - Encuesta de la Comunidad de Village of Glendale Heights

Village of Glendale Heights Community Survey - Encuesta de la Comunidad de Village of Glendale Heights

Dear [FirstName] [LastName],
Estimado/a residente de Glendale Heights,

We would like your opinions!
¡Queremos sus opiniones!

The Village of Glendale Heights has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' opinions of living in the Village, Village government provided services, and the areas the Village government should focus their attention on in the next three years. The findings of the survey will help the Village government plan for the future. La localidad de Glendale Heights ha contratado al Centro de estudios gubernamentales de la Universidad del Norte de Illinois para realizar una encuesta a los residentes. La encuesta determinará las opiniones de los residentes sobre la vida en la localidad, los servicios brindados por el gobierno y las áreas en las que el gobierno de la localidad debe centrar su atención en los próximos tres años. Los resultados de la encuesta ayudarán al gobierno de la localidad a planificar el futuro.

Your household is one of a limited number of households that has been randomly selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

Su hogar ha sido seleccionado de forma aleatoria para participar, por lo que sus respuestas a la encuesta son muy importantes para nosotros. Sus respuestas serán confidenciales. Toda la información proporcionada se presentará en forma de resumen. No se compartirá ninguna información que permita identificar a los encuestados.

On average, the survey takes about 12 minutes, although it may be longer or shorter depending on your answers.

Se tomará alrededor de 12 minutos para llenar la encuesta, sin embargo, según como sean sus respuestas, este tiempo se puede alargar o acortar.

To complete the survey please click the "Begin Survey" button but below.

Para completar la encuesta, haga clic en el botón "Comenzar encuesta", pero a continuación.

If you have any questions about the survey, please email Mindy Schneiderman, Assistant Director, Center for Governmental Studies at schneiderman@niu.edu.

Si tiene alguna pregunta sobre la encuesta, envíe un correo electrónico a Mindy Schneiderman, subdirectora del Centro de Estudios Gubernamentales, a schneiderman@niu.edu.

Thank you for your participation.

Gracias por participar.

Sincerely,
Atentamente,

Douglas R. Flint

Acting Village Administrator
Administrador Interino de la Localidad

Village of Glendale Heights
Localidad de Glendale Heights

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.

[Privacy](#) | [Unsubscribe](#)

[INSERT ID #]



May 2022

Dear Glendale Heights Resident,

We would like your opinions!

The Village of Glendale Heights government has contracted with the Center for Governmental Studies at Northern Illinois University to conduct a survey of residents. The survey will determine residents' opinions of living in the Village, Village government provided services, and the areas the Village government should focus their attention on in the next three years. The findings of the survey will help the Village government plan for the future.

Your household is one of a limited number of households that has been randomly selected to participate, so your responses to the survey are very important to us. Your responses will be confidential. All information provided will be reported in summary form only. No information will be reported that will identify individual survey respondents.

You may complete the enclosed survey and return it to the Center for Governmental Studies in the postage-paid envelope provided or you may complete the survey online at:

<https://www.research.net/r/GlendaleHeightsSurvey>

You will need to enter your ID # included in the top right-hand corner of this letter to access the online survey. Please complete the survey before June 3, 2022.

If you have any questions about the survey, please email Mindy Schneiderman, Assistant Director, Center for Governmental Studies at schneiderman@niu.edu.

Thank you for your participation.

Sincerely,

Douglas R. Flint
Acting Village Administrator
Village of Glendale Heights

En Español



[INSERTAR NÚMERO DE IDENTIFICACIÓN]



Mayo de 2022

Estimado/a residente de Glendale Heights:

¡Nos gustaría conocer su opinión!

La localidad de Glendale Heights ha contratado al Centro de estudios gubernamentales de la Universidad del Norte de Illinois para realizar una encuesta a los residentes. La encuesta determinará las opiniones de los residentes sobre la vida en la localidad, los servicios brindados por el gobierno y las áreas en las que el gobierno de la localidad debe centrar su atención en los próximos tres años. Los resultados de la encuesta ayudarán al gobierno de la localidad a planificar el futuro.

Su hogar ha sido seleccionado de forma aleatoria para participar, por lo que sus respuestas a la encuesta son muy importantes para nosotros. Sus respuestas serán confidenciales. Toda la información proporcionada se presentará en forma de resumen. No se compartirá ninguna información que permita identificar a los encuestados.

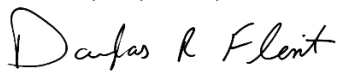
Puede rellenar la encuesta adjunta y devolverla al Centro de Estudios Gubernamentales en el sobre con franqueo pagado proporcionado o puede rellenar la encuesta en línea en:

<https://www.research.net/r/GlendaleHeightsSurvey>

Para acceder a la encuesta en línea, deberá introducir el número de identificación que figura en la esquina superior derecha de esta carta. Le solicitamos que complete la encuesta antes del 3 de junio de 2022.

Si tiene alguna pregunta sobre la encuesta, envíe un correo electrónico a Mindy Schneiderman, subdirectora del Centro de Estudios Gubernamentales, a schneiderman@niu.edu.

Gracias por participar.



Atentamente,
Douglas R. Flint
Administrador interino de la localidad
Localidad de Glendale Heights

Appendix C: Verbatim Comments

Note: Numbers in parentheses are the number of respondents who gave the response.

Why did you rate the Village of Glendale Heights as a place to live excellent or good?

Good Village Government Provided Services

Active police to community communication. Good public works.

Amenities such as parks/gym are good.

Clean streets

Continuous police surveillance. Family recreational events. Recreational parks.

Diligent Public Works Department, clean streets

Everything through the Sports Hub and Parks Department has been good.

Friendly police officers

Glendale Heights offers a variety of services to the public. We have access to Park District, parks, and playgrounds.

Good first responder teams

Good parks

Good parks and recreational activities

Good public services

Good recreation opportunities

Good snow removal in winter

Have good services.

I feel the Fire Protection District and Police Departments are excellent.

I feel the streets are kept up well.

I like the number of parks.

It has good services. The streets are kept clean and serviced.

It has wonderful parks with walking paths.

Lots of parks

Many nice parks

Many services for seniors

Nice parks

Nice parks

Our experiences with law enforcement and fire safety personnel have been great,

Our sports hub/pool/park district is nice.

Parks (2)

Parks are clean and well cared for.

Parks are nice with walking paths.

Plenty of parks

Police Department and Fire Department are top notch.

Police Department, Fire Department, and Village officials have all played a big part in my 33 years in the Village. From ambulances and paramedics to help in our association and crime in our community. All have been a big help.

Police have been good, snow removal, street repair has been good.

Police patrols are visible, clean roads.

Police quite friendly, but they would have to give a warning to new residents who do not know all the city ordinances.

Responsive police force

Senior Center and other services

The parks are wonderful (and hopefully soon Camera Park will be open). The grounds are always kept clean and nice. The recreation department always has a lot to offer.

The Police and Fire Departments are very responsive.

The Sports Hub and Parks are good.

The Sports Hub is wonderful however the programs are not organized. When participate in local programs uniforms don't get delivered until 1st Game or picture day and game schedule is not forwarded to parents until 2-3 weeks after Carol Stream & 1-2 weeks after Bloomingdale parents.

Shows something is getting lost in communication.

The streets and sanitation division does a good job of keeping the streets plowed in the winter though some streets could be a little faster with repairs or the completion of such.

The Village is constantly bringing in new changes to the parks to update the needs in the community.

Village always trying to improve services. Good police and fire protection.

Village government provided services

Village seems to keep everyone fairly informed of things and road are in good shape.

Village services are good.

We enjoy the parks, pool, and other park district amenities.

We have nice facilities and parks but could use a few more things like a dog park.

We have nice parks.

We like the parks.

Well maintained roads

While taxes are high, the services we get are well above average, especially snow removal in the winter. Village always responds quickly to questions, too.

Safe

Because I feel safe here.

Because I feel that it is a safe place to live.

Because I find it safe where I live.

Because I have lived here for more than 17 years, and I have felt safe to have my family here.

Because it seems like a safe community.

Because we feel safe.

Crime is not too high.

For the most part safe

Has low crime

I don't experience any crime and the police really try hard to embrace the community.

I feel safe in my neighborhood.

I feel very safe.

I generally feel safe here.

I have been a resident of Glendale Heights for 42 years and feel it is a fairly safe community.

I haven't had any issues with crime or safety.

I like it. Safe so far.
It is a safe neighborhood compared to other areas like Chicago.
It is relatively safe.
It is safe.
It's very safe place to live.
Low crime
Low crime rate (2)
Low or no crimes
Lower crime
No major crime issues.
Relatively safe
Relatively safe environment
Safe (5)
Safe neighborhood
Safe place
Sense of security
The crime rate is low.
The neighborhoods have been safe.
Very safe

Quiet/Peaceful

Because it is quiet
Because it is very quiet
Because I find it quiet where I live.
Generally quiet neighborhood (Glen Hill).
I find it relatively calm.
It is a quiet place. (2)
It is a very quiet area.
It is peaceful.
It is quiet and very peaceful.
It is quiet.
It's quiet and peaceful.
It's a quiet neighborhood.
It's a very quiet place.
It's quiet most of the time.
Peaceful (4)
Place is quiet even with kids in the neighborhood.
Quiet (6)
Quiet community
Quiet neighborhood (3)
Quiet neighborhoods
Quiet place
Quiet town
Quiet where I live.

Tranquil
Very quiet

Convenient

A lot of shops and restaurants near by
Accessibility of: schools, restaurants, groceries, home improvement stores, etc.
Because the stores are close.
Close to public transportation and shopping
Close to shopping and access to expressway
Close to shopping and fantastic restaurants
Close to shopping areas
Close to shopping centers, grocery stores, and restaurants
Close to transportation and shopping
Convenience
Convenient
Convenient to everything
Convenient to shopping
Convenient, near to our workplace, near to stores.
Easy access to businesses.
Easy access to most places in the Chicagoland area
Good access to stores and local business
Good location. Shopping close by.
Good shops near by
It is centrally located near all things shopping.
It is close to the highway, not too far for city commutes.
It's a nice neighborhood with a lot of access to good stores, the expressway.
It's close to interstates, shopping, and restaurants.
It's having everything in the commerce world around it, it's far from Chicago, but close enough to go and visit with friends, or enjoy all Chicago has to offer.
Location and access to a lot of stores, restaurant, and healthcare
Location and ease of access to expressways Convenient shopping in the area.
Location is good.
Many stores and restaurant close by
Nearby shopping and access to tollways
Near restaurants and shopping
Shopping easy to get to
Surrounded by many shopping places, banks, schools, parks etc.
The access to groceries and medical centers is very accessible.
There are a lot of stores nearby and easy access to the expressway.
Very convenient to live here

Have Not Experienced Any Issues/Like Living Here

Been here 35 years. Not a bad place to live in certain areas.
Been here 5 years, no problems of any kind.

Been here since 2003, only seen improvements. Sports Hub improved, library improved,
Excellent place to live.
Generally pleased.
Good place to live (5)
Good place to raise a family.
Great environment overall
Great place to raise my children.
Haven't had any major issues here.
I have lived in Glendale Heights since 1981, raised a family and it has been a good experience.
I haven't had any issues personally.
I like living here.
I live here in Glendale Heights since 1996 neighborhoods are quiet!
I moved here in 1976 and every year am happier here. No complaints.
It's a good place to live. Been here for almost all life.
I've been here a long time and I still love my house.
I've been here since 2011 and i have had no issues.
I've lived here for 12 years and so far, I have no complaints.
I've lived here for about 30 years. Crime has been low, some nice parks and schools and decent
businesses nearby. It's been a nice place to live.
I've lived here since 1982. Been happy.
Lived here for 53 years it's my home saw it grow all these past years. Love it!
Lived in Glendale Heights for 51 years never had any problems.
Raised in Glendale Heights, bought a house and raised my children here. My mom still has a
house here which she purchased in 1963. Good place to live.
The schools from preschool to high school is where my children earned their education. They are
all professionals now have their own stable job. We built our house for almost 27 years and not
leaving Glendale Heights.
We have been here 3 years ago and are still enjoying it.
We have been here for 12 years, and it has been very peaceful community and my children were
not bullied in the school.
We have been here for 12 years, and we have been very happy and have never had a negative
experience.
We have lived in the Village about 48 years and have seen it grow.
We like our neighborhood.

Clean/Well-Maintained

Area is neat and clean.
Beautiful suburb, well taken care of
Because it is a very clean
Clean (8)
Clean village
Cleanliness
I find it clean.
I would say our town is very nice and clean.

It is a very clean area.
It is not a dirty town.
It is well kept and clean.
The area is nice and pretty.
The Village does good at keeping the appearances of the Village up.
The Village is relatively clean.
Well kept.
Well maintained (3)

Good Schools

Good education
Good schools (5)
Great schools
Nearby schools with good academic record
Pretty good schools
Schools
Schools are good.
Schools had provided excellent service for my autistic son.
Schools have good reputation.
The school has good teachers.
The school system has been good.
The schools are good and work well with families that have special needs children.
The schools are wonderful. I've had kids in the school system for 15+ years and have nothing but good things to say about the teachers and how they tailor to each child's needs.
We have access to good schools.
We hear great things about Queen Bee School District 16 schools.

Diverse and Inclusive

Diversity of cultures and socioeconomically diverse residents
I love the diversity of our neighborhood.
Ethnically diverse community
Diverse
It's diverse.
Lots of support for culture (cricket and Pakistan Day)
It is very diverse.
Open for all religions and races
Neighborhood is diverse.
The community is a very well blended community with a very diverse population.
Good place to have your children experiencing other cultural backgrounds from the friends they make.
Diversity

Nice/Friendly People

Friendly neighbors

Friendly people (2)

Good neighbors (2)

I think the people here try and are involved with their neighbors.

In my neighborhood everyone says "hello."

Nice people (2)

Our neighbors are wonderful!

We have very friendly neighbors.

Amount/Variety of Events/Activities

Lots of events that bring the residents together.

Some good Village events created under previous mayor.

A lot of residents participate. in village activities

The Village does good at providing a variety of cultural events through the year.

I like the number of public offerings of activities for parents of young kids.

Activities offered for residents throughout the year.

Good activities

Many public activities for families

Many events, (love Glendale Heights fest) awesome fireworks

The Village attempts to offer activities for all age groups.

Affordable

Affordable (3)

Affordable housing (2)

Economical housing

Good prices

Real estate is affordable.

Reasonable cost of housing

Reasonable taxes

Friendly Atmosphere/Sense of Community

"Neighborhood" feeling.

Friendly community (3)

Has a smaller close feel to it.

It's got its issues but on the whole the town is friendly.

Neighborhood dynamic and sense of community

Sense of community

There is a few friendly neighborhoods.

We live in a very congenial neighborhood.

Good Library

Good library (2)

Great library

Library offers diverse programs.

Organized library with events for users

The library and its staff are excellent.

The library is a good library.

The library is top notch, and we utilize it often.

We like the library.

Other Reasons

Available stores, health systems, infrastructure, etc.

Balanced budget

Because it's ever expanding and growing.

Good because we have police, fire, hospital, and church all close by

Good for shopping

Good middle income community

Good things for families to do in town.

Good utilities

I feel the Village spends their money wisely.

I like the neighborhoods.

It does a lot for the people who live here, and they have a lot to offer for our kids.

Of the businesses we've visited, we enjoyed them and felt they had kind business practices.

Our government officials think of the people first.

Pleasant neighborhoods in my area

Really great businesses

Shopping

The amenities available (2)

The government of Glendale Heights rarely bothers me. I like that. When I do have to interact with them, they are both professional and polite. These are qualities I like.

The town has great amenities for the public.

The Village has always tried to do what is best for all residents.

There is a lot to do.

Village officials approachable when problems arise.

We have all the services, schools, bookstores, market, police, firemen, everything....

Other Comments

Always room for improvement (2)

Code/building inspection, profit seeking behavior for real estate transactions, excessive Homeowner's Association policing, yearly wasted funds for plowing when unneeded. Excessive winter chemicals putting an undue burden on my own vehicle's replacement schedule.

Insufficient pedestrian accommodation at crosswalks, sidewalk repair, or bike lanes.

Cost of living and taxes are high.

Good, but stupid tax money grabs like vehicle stickers to park on my private property apartment parking lot

Have to live somewhere.

High taxes

I said good not excellent because there is no on site before/after care at the elementary schools and no Glendale Heights high school.

I wish there were more things to do,

It could be better.

It could be better. The park district only focuses on one of the parks in the area, leaving the others with bare minimum care. Siems Park for example needs repairs on the running/walking track. There is a van that regularly drives on it, which has ruined it and even caused a sink of tire marks at one place. This park has a family of coyotes living directly next to it, which is dangerous for children and pets. Also, the recycling department requires that items not be in a trash bag. This results in debris being scattered along the yards and road. While there is usually a second person riding in the recycling truck, the items are never picked up and just left for homeowners to deal with.

It could do better in getting things done.

It is decent, although there is a lot of trash. There is a lot at the corner of Shorewood and Evergreen that is always covered in trash. The lot is filled with trees, so no one cares but it looks terrible and is a real eye sore.

It was better before a lot of gangs are coming around Glendale Heights

It's a nice community but there is rough areas.

It's not excellent there's always room for improvement, like the sidewalks could be better and there could be more trails to go for walks.

Just ordinary good place but needs more development and programs for poor people. I don't see any help or message given by the township to the people especially during pandemic. Unlike other places that aside from food pantry, they are giving away help for people struggling to pay bills and getting food on the table.

Needs work.

Not great and not terrible

Not too bad.

Sometimes I still feel the property taxes are too high and the code standards for home improvement are too strict.

Taxes very high for the value of homes.

The only not the great thing is the mayor of this suburb.

The ordinances are not enforced or updated.

The schools are subpar, my children go to a private catholic school.

There are a few issues with streets, sidewalks, our garbage company, certain Glendale Heights policies, where we are distributing out budget, etc.

There aren't a lot of ways that the Village goes above and beyond when it comes to helping underprivileged communities and bringing social justice.

There is a lot of traffic noise (revving and racing cars near the Nazos Park)

There's not much to do here. Residents have to go to Wheaton, Glen Ellyn for entertainment, good restaurants, etc. The city seemed to be a haven for hiring family members and nepotism. I hope it's gotten better with the new mayor.

Townhomes close to us are questionable with bad activity.

Would rate as great if there was more of a focus on the environment and less on developing the North Avenue corridor.

Why did you rate the Village of Glendale Heights as a place to live fair or poor?

High Taxes

High cost of taxes

High property taxes

High taxes (2)

High taxes: utility bills, purchases, gas, food etc.

I am satisfied with the environment; however, the property tax is high.

More businesses are leaving because taxes are too high, and residents are struggling to pay the high taxes yet not seeing what the tax money it is going towards. No one can sell their homes here because no one is interested in paying high taxes with schools ranked as low as they are. Something has to change.

Out of control property taxes

Property taxes are high.

Property taxes are too high.

Property taxes too high for underperforming schools, crime, not enough commercial business to offset taxes.

Taxes are high.

Taxes are very high.

Taxes are very high. It is a suburb that does not have many interesting places to pay a huge amount of money in taxes.

Taxes are way too high for what we get from them.

Taxes have gone up.

Taxes too high

Taxes way too high for the size of my house.

Taxes, especially for seniors - high

Taxes, taxes, taxes on everything.

The property taxes are extremely high in Glendale Heights.

Too high taxes

Unbearable property tax

Village has very high property taxes.

Attraction of Businesses/Economic Development

Downtown Glendale Heights should have businesses, restaurants and more.

I wish there were more small businesses rather than all the chain stores. I would rather support a family-owned business than a larger corporation. To go along with that, we need more diverse food options than what we currently have.

Limited areas for entertainment or shopping. Have to go to other towns for that.

Lived here twenty years and economic development feels stagnant.

More businesses could be opened.

No family restaurants

Not many family-owned restaurants, it's mostly junk food restaurants.

Our downtown is not very active nor is its chamber to create more motivated businesses.

There is a surplus of unnecessary businesses: gambling places, cigarettes stores, liquor stores.

Village of Glendale Heights is still below par in attracting big businesses compared to neighboring towns like Bloomingdale, Roselle, Addison, Carol Stream and so on.

Village Officials

Divisive leadership and a loss of a sense of community unity.

Elected officials have questionable ethics, too much fighting.

Glendale heights officials use their positions in personal ways rather than doing their jobs.

Glendale Heights seems to be doing things to do things. We have had leaders that made parks and other things happen, but it always seems like it is stuff to brag about. We always seem to be governed by the squeaky wheel. The squeaky wheel gets the most grease.

Mayor is shameful.

Political opponents of the current Village president. Racist views amongst some trustees. Especially those who were loyal to the old regime.

The local government trustees, and ridiculous amount of lost revenue due to their bad decisions, make this village a laughingstock. Specifically, the cricket field fiasco/ACC and the Banquet facility.

Village officials

Village trustees are racist and discriminatory and so are many of the residents. No diversity on the board of trustees i.e., no minority women are trustees.

Watching our elected board members during Village meetings is a complete joke.

No Downtown Area

Glendale Heights lacks a "downtown" with restaurants/shops, unlike other towns nearby.

No "downtown" area to walk around.

No downtown

No downtown area

No downtown center

No feel of a downtown area.

No town center or community feeling.

Nothing of a downtown or attempt to keep modern like nicer towns.

The Village does not have enough content to offer to its citizens, for example, it does not have a downtown.

Streets Not Maintained/Repaired

Bad streets

On the street where we live the road was never attended to. There were cracks, unpleasant to look at.

Residential streets are in terrible condition.

Roads are getting bad.

Roads are in poor condition (President and Millpond).

Roads could be improved.

The streets are all broken.

The streets are not kept up to resurfacing.

The Village doesn't fix or maintain roads like other villages.

Properties Not Maintained

Because when I go down one of the main streets there is a lot of garbage and dirt in the houses, for example Fullerton Avenue.

Homes are not kept up to Village code: garbage cans in the front yard, mailboxes being kept up with tree sticks, homes that need repair and paint jobs.

Homes you drive pass are in really bad shape.

It used to be a nice place. However now drive thru the neighborhoods and people just do not care about their homes and property. It only takes a few minutes to pick up garbage laying around. Put garbage cans away, cut your grass. Fix shingles that are hanging, fix or take down fences that are dangerous. Take some time and just clean up around homes. Please show some pride in your home, after all it is our castles.

People that move into Glendale Heights, are cheap and pitiful homeowners. Show no pride in taking care of their home. Example being simple garbage pick-up, cutting and trimming lawn and so on, requiring no real money. Yet walk up and down the streets just pitiful.

Some people houses are falling apart.

They do not monitor the outside upkeep of homes like they used to. They would make sure garbage cans could not be visual from street. Also, driveways are so old and crumbly, and people are adding extensions by layering bricks into the middle of yards and parking on it. Making it look trailer court. Use to be better monitoring.

Too many houses and yards not kept up.

Where I live the condos are run down. Most of the garages need to be replaced. the inside of the condos needs to be painted and need new carpet; the doors don't close right. Garbage all over the place. Renters don't care.

Schools

Bad schools

No high school

Not really good schools

Our k-12 experience at Glen Hill, Americana and Glenside was okay, but wish the district had more resources to support the schools.

School ratings are very poor.

Schools

The school districts are sub-par at best.

The schools are below par.

Not Clean/Well-Maintained

Garbage everywhere - With Village workers all over driving around, overpaid taking their times to and from somewhere but never cleaning the streets - Go look right around their facility in Fullerton and Glen Ellyn - Anywhere too "hard" to get without a vehicle is OVERLOOKED because of their cushy jobs and safe. Trash everywhere getting driven by 1000s of times week after week. Looks sloppy.

No maintenance around town

Our town is poorly maintained.

The Village does not look inviting. Trees in the parkway are poorly kept.

There is rubbish lying on some streets.

This city seems deteriorated in comparison with our neighbors Carol Stream, Bloomingdale, and Glen Ellyn.

Too Many Permits Required

Can't get building permits in a timely matter. Too many regulations when it comes to repairing your house.

Having to get so many permits upon permits for simple items is too costly.

More permits required for nearly anything you want. Garage sale permits are ridiculous.

The Village is very strict. They want one to get permits for everything.

They require a permit for every single thing that you want to do to your house.

Too many requirements for permits and inspections.

Crime

Because we have lived in Glendale Heights since 2003 and we have seen how crime has grown on the streets

Crime is bad and forces people indoors.

Crime seems to be going up.

Petty crime is an issue.

I feel like in the past 10 years crime rates have increased.

Police

Cops pray on residents to meet their quota.

Don't see enough police in the community.

Little to no police presence to control speed on Hestermen Drive.

Police are constantly harassing citizens with parking overnight tickets, blocking sidewalks with cars even when the car is sitting in the apron and not blocking the walk.

Parks and Recreation

Gym and pool hours are a joke - closes at 6 pm. That is like a middle finger to Blue collar 9-5 people. Gyms are meant to be as close to 24 hours as could be - like having night swimming lessons.

Parks are falling apart.

The playground at Camera Park was torn down and then under construction for almost 3 years.

The splash pad has yet to be opened. This is unacceptable to me. There is no exercise equipment for adults, i.e. stationary bikes, or other apparatus like at Northside Park in Wheaton

Other Reasons

A lot of coyotes around

A lot of people like Hispanics or Indians don't bother learning English. Indian people playing in the Camera Park don't bother cleaning after themselves.

Because my complex at Ellyn Crossing says the Village is the reason as to why there has been a delay on us using our balconies that have yet to be inspected even though they have been up for months now. And they took a year to even be put up.

Cars on the street overnight

City inspectors not friendly, office workers at city hall have an attitude when speaking with them.

Fair-taxes comparable with neighboring towns without improvements of neighboring towns.

Five-gallon water jugs being used in the Village Hall water fountains (is there something wrong with lake Michigan water?)

Has gone downhill past few years with lack of enforcement of codes etc.

Higher quality homes and other residential living spaces could be built.

I am tired of seeing everything in English and Spanish. Take this survey for example. Really!!!

I can see the street, houses, infrastructure in worst condition every year.

I feel like within the past 10 years, fees have increased, a lot of street rage increased meaning drivers speeding and hitting parked vehicles.

I have children and people who drive a car speed and are not careful on small streets.

I would like to see more activities and/or events for Spanish speaking communities especially seniors.

It is due to the trash pickup day changing 3 times in 9 months.

Laws are not enforced. For example: Cars not being ticketed for not having Village window stickers, or street sweeping day parking.

Limited and unorganized sports for children

Neighbors around my house rude, blasting their Mexican music outside frequently or burning their fire pits which results in smoke entering my house causing me to close all windows and running the air instead of enjoying the outside air.

Never any good Village office jobs (except engineers, every city) because they are all passed to relatives and friends or they stay there forever because they do very little for the overpaid at that point.

No on street parking

No public service. Sidewalks are pitted. Overall, Glendale Heights has poor service compared to other villages.

Not a whole lot of options for kids and teens.

Ordinances are not enforced.

Sewer system constantly backing up due to Village trees.

Sidewalks, roads, and drainage systems are poorly maintained.

The codes, the fee for disobeying the codes is ridiculous. Glendale Heights is also the only town I know so far that you have to pay fees to move out of it!

The community seems divided and power control seems like it's the most important.

The low-income residents don't take an interest in the school nor politics.

The sidewalks are uneven and damaged.

The Village is not viewed too favorably by others and the towns around it, like Glen Ellyn, Wheaton, and Bloomingdale appear to be more desirable cities.

There aren't many places where we can take children; we have the pool and parks, but there aren't many places where we can go for new and exciting opportunities.

They have too many people living in one house and the Village doesn't do anything about it

Too much money is spent on decorations, firework displays, plastic flags and such that last one or two days at best.

Too much noise

Too much riffraff

Vehicle stickers

Very limited activities in the village. I would like to see more activity and community involvement with our community officials.

Village office employees are rude.

Why are garbage pickers never pulled over leaving a mess all over peoples YARDS or having unsafe vehicles carrying dangerous items loosely. And not pay taxes or garbage fees. Why should anyone else buy them HAVE TO pick up after that.

Other Comments

Glendale Heights was not my first choice in places to live but it was what I could afford at the time of my home purchase.

I consider living in Glendale Heights adequate. Not great not poor.

It could be better.

It is ghetto as hell on this side of town.

It is. It's not the best and it's not the worst.

The area is okay but I'm not sure the full extent of what is considered Glendale Heights.

We lived here for 32 years and no matter what you do Glendale Heights will always have a bad reputation because we are surrounded by higher class suburbs.

When we moved here 50 years ago...it wasn't so crowded. It was cleaner and more inviting. Neighbors took time to know each other, and it was safer.

What are the three most important issues the Village of Glendale Heights faces? What should be done to solve the issue?

<u>Issue</u>	<u>Solution</u>
-	
<u>High Taxes</u>	
Help in lowering taxes	Have committee to work with state
High property taxes	Cut down Village Hall expense, watch the school expenses
High property taxes	Reduce the rate at which taxes are increasing
High property taxes	Lower them
High property taxes	Lobby to lower property taxes
High property taxes	No solution provided
High property taxes	Support cannabis location
High property taxes	Lower property taxes
High property taxes	Lower taxes
High property taxes	Review and readjust
High property taxes	Reduce them
High property taxes	Lower taxes
High property taxes	Better management of money by the Village
High property taxes on poorly built small homes	DuPage County would need to lower taxes on smaller square footage older built homes
High rate on housing taxes	Updated visa cost analysis
High taxes	Appeal to School Board taxing or attract business
High taxes	No solution provided
High taxes	Bring in more revenue driven businesses.
High taxes	Stop taxing or lower taxes on utility, food, gas.
High taxes	Lower tax rates
High taxes	Lower taxes and come up with another way of coming up with the difference, such as raise alcohol or tobacco tax
High taxes	Reduce money paid to schools in the area
High taxes	No solution provided
High taxes	Civil workers should fund their own pensions
High taxes	Lower taxes

High taxes	Keep taxes low
High taxes	Seniors should get a better tax reduction, especially the people living only on social security check
High taxes	No solution provided
High taxes	Lower them
High taxes	Move to more electronic billing and notifications and reduce staff where possible
High taxes	Lower
High taxes	Lower taxes
High taxes	Lower the tax rate
High taxes	Why are Village employees (non-first responders) still getting a pension? Pensions stopped in the real world.
High taxes	No solution provided
High taxes and no high school to show for it	Stop taxing and nickel and diming your residents
Keeping taxes down	No solution provided
Lower house taxes	Lottery, special table games, card games etc.
Lower the high taxes	By using a lower number for tax rate.
Need more sources of taxes besides property	Build an area that is like a cute downtown that will attract businesses
Property tax	its ridiculously high, reduce it
Property tax (even though your house is paid off, it's just like you're renting an apartment with the tax you're paying)	No solution provided
Property tax is too high	Lower taxes, lower some of the extra costs, not necessary to add buildings
Property taxes	Pensions should be self-funded. Money for schools should be for publicly approved expenses.
Property taxes	Lower property taxes
Property taxes	Home values are way too high and appealing did nothing to rectify it.
Property taxes	Lower the taxes
Property taxes	Provide relief where possible; find alternative revenue sources
Property taxes	Taxes are extremely high in Glendale Heights. People are struggling to pay their mortgage and then with the high property taxes it

	makes it worse. That is why families are moving out of the area. Something need to be done right away.
Property taxes	I suppose there's not much to do on this one since it's DuPage County. But manage money well to the extent it affects local taxing.
Property taxes	Need for more business and industries
Property taxes are too high	Lower property taxes
Property taxes are too high	Lower property taxes
Property Taxes are too high (highest in DuPage County!)	Lower property taxes
Property taxes too high	No solution provided
Raising taxes due to multiple school districts	Combine into one school district
Real estate taxes too high	Lower taxes
Real estate taxes very high	I think that the mayor and his advisers would be the ones who would have to debate it.
Residential taxes	Lower residential taxes - seniors
Rising property tax every year	Lower property tax especially for senior citizens (start at the age 62 instead of 65 years of age)
Rising taxes	Explore any way to bring in more industry to support the schools (especially Queen Bee) so they have better revenue without raising taxes.
Super high taxes	Lower taxes
Tax base	Too late to fix it now unless you cut taxes
Tax increase	Keep property taxes affordable.
Taxes too high	Lower pensions, too many executive type jobs
Taxes	No solution provided
Taxes	Lower taxes
Taxes	No solution provided
Taxes	Dispensary in District 16 is needed. District 16 receives 50% of my property taxes.
Taxes	Keep same rate or lower
Taxes	More businesses
Taxes	For what we get in return, taxes need to be slashed big time

Taxes	Revalue. This is old area. Seniors pay to much.
Taxes	No solution provided
Taxes	No more frivolous spending
Taxes	Lower
Taxes	Equity between neighborhoods. Fairness. Do not push people out of the market because of high taxes. Better value for tax dollars. Show me what the Village is doing with my tax dollars.
Taxes	Lower them!!
Taxes	Governments need to cut spending
Taxes	Investigate alternate revenue stream
Taxes	Monitor spending
Taxes	Lower the taxes
Taxes	Something to help the elderly
Taxes	Quit raising taxes
Taxes	Redraw boundaries, entice more businesses
Taxes	Something to show for the money--no town center, different high school, poor grade school, middle school are horrible
Taxes	Bring them down for goods and services you receive
Taxes	Glen Ellyn school district taxes
Taxes	Manage expenses
Taxes	No solution provided
Taxes	No solution provided
Taxes (we are one of the highest in DuPage, and one of the lowest incomes)	Review where all the tax money goes to and understand if we are overpaying.
Taxes are high	No solution provided
Taxes are too high	Make them lower so more people can move here
Taxes for where we live are too high	Stop spending money foolishly
Taxes high	Lower taxes
Taxes too expensive	Lower them
Taxes too high	What exactly are we paying for?
The Village is the highest in taxes, from property to utilities.	The property tax multiplier should be changed to be in alignment with other

	villages. Also, salaries are way too high for Village workers which adds to the tax issue. Start by cutting high salaries.
Too high real estate taxes	Analyze spending and allocation of funds
Very high property taxes	No solution provided
<u>Crime/Safety</u>	
Break ins	Mores cameras
Crime	More police
Crime	No solution provided
Crime	No solution provided
Crime	No solution provided
Crime	Support the police - funding, equipment, staffing and back them up when they have to deal with criminals.
Crime	More officers
Crime	Greater investigation into crimes
Crime	Continue police presence
Crime	No solution provided
Crime	Task force
Crime	More police patrolling at night
Crime	More police officers
Crime	No solution provided
Crime	Hire more policemen and treat them respectfully.
Crime	Better monitoring and programs
Crime	Due to the residents that move here from high crime areas it may not be solved
Crime	Enforcement
Crime	More cops
Crime	Fund the police and hold criminals accountable. More police on patrol in neighborhoods.
Crime	Police presence
Crime	Prevent it
Crime	More police officers
Crime	More police protection such as street checks

Crime and safety	No solution provided
Crime increasing	Additional patrols/awareness by residents
Crime is up	No solution provided
Crime rate increase	Police patrol
Feeling safe	Keeping an eye on guns and gangs. Keeping an eye on people that cause or keep causing problems
Golf course not protected in full	More patrol
Homeowner property protection	Police patrolling
Increase in theft	Police patrol more during delivery times
Increasing crime	More policing
Keep residents safe	More police presence
Keeping crime low	Hire enough police, continue "Dare" and community involvement
Keeping it safe	What you are doing is good
Keeping it safe for all residents	Just keep doing what you are doing
Keeping our town safe	Having enough police officers on patrol
Keeping people of the town safe no matter where you go or are at in Glendale Heights	No solution provided
Keeping the residents safe	Just continue to improve on what you're doing
Keeping the village safe	The police are part of the community
Making it safer	No solution provided
Safe streets for our children to walk and ride	No solution provided
Safety	Continue police and community education
Safety	Better police control of crime not parking tickets and if you are parked over a sidewalk or too far from the curb
Safety	More security
Safety	Police visibility, walking and biking as in the past
Safety	Increased information about crimes happening in the area/ more police patrol
Safety	Solid relation with police and firemen
Safety	Keep doing what you are doing!
Safety	Ongoing. I believe it's being addressed.
Safety	Continue to hire qualified candidates.

Safety	More police activity to prevent crime.
Safety	No solution provided
Safety	Have more police watching
Safety	Put more police in the neighborhood
Safety	No solution provided
Safety	Increase of security patrol men
Safety	Keep the parks and other areas free of loitering and looting
Safety	More CSO's or volunteers
Safety	Police should proactively continue with keeping excellent relations with the people
Safety issue	Police patrol
Safety of residents and their property	Maintain the status quo which is good
Safety/crime	Widely available neighborhood mental health services
Security	Police presence
Security	If anything stolen, nothing has been done, where are those scan cameras?
Security	No solution provided
Security	No solution provided
Security	No solution provided
Theft and other crime	No solution provided
Theft issues, especially cars	The police are working on it. More security cameras.
There's has being issues with people stealing	More police officers especially at night
Violence	More cameras
Violence	Need to understand the people's issue
<u>Street Repair/Maintenance</u>	
A lot of the side streets seem to be in disrepair	Send crews out to patch holes or repave as necessary
Aged roads	Take better care of roads
Clean streets	No solution provided
Condition of street pavement	New pavement
Deteriorating streets, roads	Re-pavement as soon as they start to deteriorate
Fixing the roads	No solution provided

Fixing the streets	Don't wait until October to start fixing the streets
Keep streets up to date and in good repair	Use resources to pave and improve roads
Maintaining streets	No solution provided
Maintenance of roads	Repair roads
Many holes in the streets	Fix them
Mediocre roads	Build new and improved roads
Old streets	Repair streets
Poor street update after winter damage	Fill potholes
Potholes	Fill them
Potholes on some neighborhood side streets	No solution provided
Residential road up keep	Repaving crumbling streets
Residential street repair	Increased inspection and repairs
Residential streets need resurfacing	Check standing water after rain on the streets. Grading wasn't done properly.
Resurfacing the streets. Makes the neighborhood look kept up.	Repave more often.
Road conditions	No solution provided
Road improvement	No solution provided
Road quality	Road repairs
Road upkeep	There are a lot of roads, such as the President and Mill Pond strips, that need to be repaired.
Roads	No solution provided
Roads	Repair
Roads	Updating and fixing roads
Roads	Replace
Roads that are difficult on cars	No solution provided
Roads, streets, sidewalks need maintenance	Maintenance
Some horrible streets	There must be some funds from taxes set aside for street repair.
Street conditions not good	Spend money
street construction	Keep up with streets and get best bids for repairs
Street improvements	No solution provided
Street maintenance	Improve appearance of streets
Street maintenance and cleaning	Add months of actually street cleaning

Street repair	Scheduled maintenance
Street repayment	Repave
Streets	Fix
Streets	No solution provided
Streets	No solution provided
Streets	Poor past road repairs and roads that are so bad that I won't drive my car on because they are so full of ruts and bumps.
Streets are poorly maintained. No rainwater drainage. Not cleaned.	Very simply need to maintain and clean streets. Rainwater drain still has fallen leaves blocking rain water passage.
Streets needing resurfacing	Resurface streets with potholes
Streets/potholes	Repaving and/or fill potholes
The main road in President Street is unlevel.	Fix it
Village didn't fix the road	No solution provided
<u>Village Leadership</u>	
Accountability	Do what you say and mean it.
Better leadership within the government	Hire better qualified people (the Village has a history of nepotism and mismanagement)
Board	They not working for Village, all the time some issue
Conflicts between the Village Board and the Village President	I'm not sure, the Village President uses the race card a lot and wants his way
Corruption within its chain of command	Better procedures for hiring new people.
Disagreements among those who represent the community. Having communication and resolution of issues problems.	Even though there was a shake up recently. Everyone there is still representing Glendale Heights. Disagreements will occur however disrespecting each other shouldn't occur.
Distrust in Village administration	Vote
Divisive leadership	Educate the leadership of their proper roles.
Getting over the infighting in Village Board	Training and understanding with members on the Board, Term limits.
Getting rid of old trustees and old ways	Term limits
Government needs to compromise and work together	Talk at meeting instead of accusing each other and arguing.
Government Integrity	Stop making fools of yourselves infighting on government channel

Government that cannot stop arguing and being petty	Other than elect people that will not act like this, I am not sure.
Great leadership	Most recent elections did not represent the view of the people
Idiot relics on the Board	Term limits. No more than 2 terms allowed. At least some of the trustees have been in place for the 30 years I've lived here. Announce and publicize when these elected positions will be "up" in each district. Publicize it in the Village newsletter several months prior so that each district is aware and able to participate as a candidate.
Lack of accountability from local government	Policy reviews and accountability
Leadership	No solution provided
Leadership that seems to do things to do them	Learn how to measure the long-term impact on what they do. Too many things are meant to provide results now, but do very little in the long term
Limiting tenure for elected officials. Leaving someone in for 20+ years and expecting someone new to be accepted is not right. If our president of the US cannot serve from more than 8 years, why is our town allowing this?	Have a 2-year term
Mayor	No solution provided
Mayor not qualified for this position	Have a new election
Political issues since the last election, inconsistency with Board and Mayor, unprofessional behavior at Board meetings	Elected officials should know expectations of behavior and conduct
Politics	Need old trustees to retire making room for newer faces
Public bickering due to last election results of Village President	Maybe this will be settled with next election
The mayor and that crooked election	No solution provided
The Mayor and the Board	Learn to accept differences. Agree to disagree on certain issues. And so much more.
The people come last!	Get new management
The Village administration is corrupt in my eyes and should be broken apart.	The people that work in the Village have been their forever, and think they own everything, when in fact they work for me. To correct the people should have a yearly

	review of all employees and vote on the individual person.
Trustees time of service	No solution provided
Village Board is embarrassing	Stop the infighting and do your job.
Village employees are money hungry	No solution provided
Village government seems to spend too much time squabbling with each other.	Grow up and focus on issues
Village Hall perception	The Mayor is very condescending when speaking to others especially during the meetings.
Village leadership	Select people who care about the community
Village officials	Fire them all
Village officials have their own personal agendas	Require full transparency of any village official
<u>Property Maintenance</u>	
A lot of lack of cleanliness and many rodents	Talk to the residents so that they clean the patios of their houses. Give out warnings.
Apartments/condos	Clean them up and be strict on renters or don't rent to them
Appearance of homes	Due to the income levels of some residents, it may not be solved
Blight	Issue citations - drive through areas
Ellyn Crossing is a ghetto and dirty	Be more involved. Make time for this place.
Enforcement of repairs on homes	Code enforcement officials check neighborhoods
Garbage around houses - messy outsides	More inspections
Home up keep and appearance	Village code inspection needs to do their job. They don't write residences up for code infractions.
Homeowners who don't keep up property	Code enforcement. Maybe drive through neighborhoods occasionally since many people don't want to make trouble by calling in complaints.
House appearance	No solution provided
Houses that are falling apart, yards not cleaned up	Village needs to fine and make them clean up
Keep property clean. Have pride in our Village.	Enforce property ordinances to clean up

Lack of curb appeal of homes	Don't want a homeowners association, but encourage upkeep
Living conditions	Keeping things cleaned, garbage picked up or thrown in a can and not having thrown all over apartment complex. Kept clean and safe.
Many unused vehicles in front of houses	Give a notice to the owners so they can sell them or donate them.
Monitor upkeep of residents' homes	If not abiding policies issue tickets.
Non enforcement of ordinances/codes	issue citations - drive through areas
People have crap all over their yard	Village needs to fine and make clean up
People keeping up with property	Issue sterner tickets and fines, proper permits
Poorly kept areas	Enforcement
Property maintenance	Code enforcement must be more alert and not wait for someone to call in a complaint.
Property maintenance	No solution provided
Property maintenance	Provide help for residents to keep up house
Property maintenance	Persistent attention to housing codes
Residents don't take care of their property	Fine them
Some dirty places	Fine people who don't clean their area
Some houses have like 7 or more cars in driveway	Make sure all cars are not abandoned
The code enforcement is just not good. Don't stay on top of these dead-beat homeowners.	Send out flyers listing all aspect of being a homeowner and how to keep up your property as well as contest for the best looking home as a start as to what is to be expected in keeping up the property.
The garbage in front of the houses	Enforcement by the authorities
To help Homeowners with keeping up with their exterior property (make look kept up)	Give citations to people not keeping up with their homes. Finding a solution for driveways and or sidewalks to go 50/50 with the city and homeowners.
To monitor rental units and their tenants in the neighborhood	Hold owners accountable for their property
Unkempt front yards	Educate residents on pride of property, ultimately enforcement.

<u>Business Attraction/Retention</u>	
Assistance from our Chamber to sustain businesses and engage residents	No solution provided
Attract big businesses	No solution provided
Attract businesses	No solution provided
Attracting businesses	Jewel and La Rosita should not be our only grocers. What about Trader Joe's, Whole Foods, or similar grocers?
Attracting commercial businesses to Glendale Heights for jobs and taxes	Maybe too late since Bloomingdale got the retail and Carol Stream got the commercial/industrial.
Booming small businesses	Advertisement of and support for small businesses will let residents know about them and will encourage other businesses to open here.
Bring more businesses to the Village	Not sure how this is done. Promote Glendale Heights in publications targeted at real estate. Have video presentation available to show at events and Village website.
Bringing in new businesses	No solution provided
Business development	Get more of a variety of companies to come
Business retention	Assistance from our Chamber to sustain and involve businesses to engage residents
Business status	Ensure quality new business startups
Do not give tax breaks to new businesses	Provide other incentives to companies besides tax breaks
Empty storefronts	Incentives for business to use old buildings before building new ones
Growing existing commercial tax base	Help attract and support local businesses within Glendale Heights
Improve quantity of commercial business	Put a public relations program in place to attract new stores.
Keeping businesses	No solution provided
Keeping small businesses	Clean up some of the parking lots and roadside areas to improve the look of the shopping centers
Lack of business	Build more commercial real estate to attract high value businesses
Lack of sit-down restaurants	Get restaurants to want to come here
Long-standing empty commercial spaces	No solution provided

Many stores are closing	More investors
More stores	Stores make money for the Village
Not attracting better businesses to locate here	Brand the town better to attract higher end businesses
Not enough family sit down restaurants.	No solution provided
Quality family restaurants	Seek out restaurants rather than wait for them
Small business growth	Incentives and lower tax rate
Too many retail vacancies impact appearance of Glendale Heights	May need to provide tax incentives and work with schools to provide trained workers
Too much time for new merchants to get permits	Less time
Variety of businesses	Inviting more businesses
We need more variety of stores	Attract more businesses
<u>Parks and Recreation</u>	
Aged parks	Take better care
Better gym and gym hours	Update gym
Build more parks for children	Find neighborhoods that lack parks and build some. Like in my neighborhood at Shorewood and Michael Court.
Camera Park as cricket ground. The cricket players trash that place.	Cricketers should be enforced to clean the place, or they need to charge fee to cleaning the park.
Camera Park maintenance	Inspect regularly
Equality of services (certain parks are favored over others). Why does Camera Park get all the upgrades?	No solution provided
Few parks	Build more
General maintenance of parks.	Repave running/walking trails and prevent vehicles from driving on them.
Golf course/cricket fields - too much money spent for what we get out of them	Too much money spent on cricket fields, and it was not designed right. More important things to spend that amount of money on instead of new cricket field. They don't even pick up their trash after a match. They seem like we owe it to them to have someone pick it up for them. Golf course-has been at a loss forever. Get someone qualified to run it and quit wasting our money.

Keeping public offerings of classes and events low cost and varied	Put tax dollars diverted to minor areas (like cricket) into keeping overhead low
Keeping the parks kept nice, clean, and well maintained	Continue to routinely replace equipment that ends up in disrepair
Lack of income at Sports Hub	Keep programs there and not sent to other towns
Lack of sports facility	Create facility for beach volleyball, pickle ball at Camera Park
Litter in parks	Cleaning campaign
Make golf course profitable instead of a drain on taxpayers	Possible sale to private company or private management company to run it.
More tennis courts	Open more courts
Neglected parks	Fix the parks
Not enough soccer fields	Add more soccer fields
Park cleanings	Make more visits to trash cans or add more
Parks and playgrounds	Make them safe places for children to play without gangs
Parks and recreation	Update parks, new bike paths, better playgrounds, and new basketball boards, rims, nets
Parks are in poor condition	Spend money
Recreation/golf course needs more programs and organization	No solution provided
Reduce cricket fields and put baseball fields back	Put the baseball fields back
Stop spending money on things that don't benefit everyone (cricket)	Charge more for private lease of the courts or open to the public
The SIEMS park needs more lighting.	Place more lights around the children's games.
Too few soccer fields	Make more soccer fields
Unnecessary loss of revenue due to poor ACC agreement	Seriously? Parks and Recreation should be in charge of the cricket fields. End of story. There should not be revenue going to another entity for something my tax dollars are paying for.
Vandalism in parks	No solution provided
We do not have any benefits as residents with reference to the services offered by the Park District	Make more accessible for residents the Sports Hub, swimming pools, gym, and the party room.

<u>Schools</u>	
Education	We have a good educational foundation, but need to ensure that the arts and STEM programs continue to get funding
Education	Hire qualified people to teach.
Elementary school before/after care onsite	Sports Hub staff to work with school districts and work together to provide safe onsite care so kids aren't bussed around or have to go to private expensive care.
Glen Hill School needs a bigger bus zone or pick up should be off Glen Hill Drive so parents are not blocking Bloomingdale Road. Buses are always sitting in traffic facing north to turn in after school.	Move drop off and pick up on to Glen Hill Drive and off of Bloomingdale Road.
High school is very far away	Build a Glenbard Central in Glendale Heights
Improve the high school's rating	Have high quality teaching staff that will require students to perform better and provide resources to students.
Keeping our schools up to speed	Having the equipment they need and having teachers that really care about kids learning
Lack of high school located in the Village	Work with District 87 to build local school or form a unit district
No high school	No high school contributes to high taxes
Our superintendent of school could share the community focus our principals have	He could share the focus
Parents' choice in schools	No solution provided
Parents to be more involved in schools	Lower pensions first
School communication	Share more information with parents/residents
School district is divided into different districts.	No solution provided
School system	Training
School taxes are high	Close loopholes on school tax rates.
School test scores	No solution provided
Schools	Better teachers, superintendents
Schools	Quality of education suffers with language barriers and bringing in kids with behavior issues that disrupt and slow the learning process

Schools	District 15 is not highly rated. Elementary schools are not equal (Winnebago gets most funding).
Schools	Schools need more funding
Schools	No solution provided
Schools	Continue to Invest in our schools
Schools	Leave certain teaching to parents. Get back to basics.
Schools	Hire more teachers, offer free English classes
Schools	Have a say to what is taught in schools
Schools	Provide better transportation
Schools can be improved	Improve schooling
Too many schools	Consolidate
<u>Appearance of the Village</u>	
Appearance of village	No solution provided
Beauty of the community - low	More trees, flowers, clean all streets
Cleanliness	Fine people not picking up dog waste and trash
Cleaning	More often
Cleanliness	No solution provided
Cleanliness	Discipline people throwing trash, pets pooping
Cleanliness needs improvement	Impose a littering fine
Curb appeal	No solution provided
Dirt/garbage	Fine people who leave garbage, hire cleaning people
Dirty. Gladstone Flats is a shameful place to live. I am embarrassed to have company because of the nasty lot and no parking. I'm not sure how it's so many buildings but it's no parking. I think it's just too many people live in this complex. I was raised out here I have, I lived here before but never on this side of Glendale Heights. It is a ghetto.	No solution provided
Garbage	Monitor proper disposal
Garbage	Encourage them not to throw garbage and cigarette butts on sidewalks, public areas
Lack of high aesthetic value	Decorate more, change architectural scheme

Litter, especially from businesses and random dumping	Force businesses to monitor and contain their garbage. Casey's (old Bucky's) and strip with La Rosita are terrible.
Littering on the main streets.	Village should be responsible to clean litter in the public areas that do not have individual houses or business that are responsible.
Make the neighborhoods look better	Enforcing community codes
Need more litter collection village-wide, streets and sidewalks (Bloomingdale bridge is always covered in trash)	Work with local government to clean up the streets/sidewalks
Neighborhood clean	Have a community day out to clean up.
Some areas look run down	Try to find developers to tear down older areas and build new.
Trash everywhere!	Clean up crews
Upkeep	A fresh coat of paint/modernization of some of our strip malls would go a long way
Village beautification	Citations/warnings for untidy front yards
Village beautification	Village is not taken care of properly
<u>Fiscal Responsibility</u>	
Don't spend money on useless projects	No solution provided
Economics	No solution provided
Finances	No solution provided
General funding	Better use of the funds available
Government spending	There is more to the village than the cricket fields, majority of our residents don't even use them
Maintaining strong fiscal position	Like a family we have to live within our budget
Money being spent on the wrong things	Stop spending money on Glendale Lakes
Money spent	Get more grants
Reduce spending	There's a difference between want and need
Spending by Village	Thorough oversight of expenditures
Spending too much	A balanced budget
Spending/allotment of tax funds	Salaries are excessive in some departments
Unnecessary spending of Village funds	No solution provided
Village wastes so much money.	Look into things in way more detail. Like a private company come in and audit.

Waste in Village spending	Stop buying 5-gallon bottled water for employees
Wasteful spending	Park parties - Why? What a waste.
Where does the money go?	You tell me
<u>Sidewalk Maintenance/Repair</u>	
Buckled sidewalks	Fix
Maintaining sidewalks	No solution provided
Maintenance of sidewalks	Fixing of sidewalks that are uneven and addition of sidewalks near public transportation pick up zones
Old sidewalks	Repair sidewalks
Sidewalk maintenance	Repair them
Sidewalk repairs	Fix them!
Sidewalks	Fix
Sidewalks	Replace
Sidewalks need repairs	Fix them
Sidewalks need to be fixed on some streets	No solution provided
Sidewalks that are difficult on handicap persons	No solution provided
Some horrible sidewalks, almost fall on them	Repair sidewalks
Uneven sidewalks	Repair
Uneven sidewalks	Repair as soon as possible. Seniors are tripping because of uneven sidewalks.
Unkept sidewalks	Make sidewalks safe enough to walk, bike, skate without potential injuries
<u>More Community Events/Better Communication About Events</u>	
Activities	More activities from the Village
Begin making people aware of events	No solution provided
Community events	Better communication about the events.
Lack of attractions	Increased events
Lack of community events	More community events/organizations
Lack of Village activities	Add more activities
More community events	No solution provided
More community events	More integration

More information about activities	There should be more information for the activities and not limited for certain individuals.
No events for Hispanic people	Talk to Hispanic residents to find out what could be done
Not enough events for kids	Create more
Organize events in which one can attend to get to know neighbors	No solution provided
Outreach to Hispanic/Latino community	Program more community events
Social events	Add more events
Village events	Music in the parks, village festivals
<u>Village Communication With Residents</u>	
Better communication	Residents' opinions should be heard while adjustment of action can still occur
Communication	More communication with residents
Communication	Open meetings to propose or explain how the Village is working on offsetting both service and supply problems due to COVID's effect on manufacturing supplies, loss of employees due to illness of family and themselves, and the need to cut back on city expenses amidst declining revenues.
Communication among diverse residents	Outreach to encourage participation among different cultural groups
Communication with its residents	The Village website needs to be more user friendly.
<u>Communication</u>	Have trustees meet with constituents.
Government communication with residents	Email distribution of decisions, accomplishments, issues, etc.
Governmental communications	Some kind of town hall meetings. Go out in neighborhood and talk to residents.
Need better communication from Village. Maybe email would be more convenient.	Up to you.
Neighborhood communication	Divide and concur, meetings first, shuffle people at a certain time. Keep doing.
Not enough information for residents	No solution provided
Public communication	it may be a subject of study

Residents having a voice in Board decisions.	Provide easily located information and communication regarding meeting times and location.
Village does not listen to residents	Listen to what the residents want
<u>Buying or Selling a House</u>	
Buying or selling a house - too many hurdles	Take away the hurdles especially the percentage that goes to the Village plus let purchaser or buyer get inspector.
Difficulty in selling and buying a home (code enforcement)	More realistic housing codes
Easing the process of selling homes and unnecessary fees	Look at these processes to streamline and avoid redundant fees and inspections, need full time inspectors
Home inspection ridiculous rules makes buying/selling hard	Ease up on the insane requirements needed to sell
Inspections are overly ridiculous	Look at each requirement and make some of them maybe suggestions instead of holding up sales/purchases.
Look at home transfer and what constitutes safety	Too overbearing
Not easy to buy or sell a home	Too many expectations that aren't realistic
Not easy to sell house	Alleviate some of the requirements for moving out of the town
Pre-sale inspection	It is onerous to the seller. Needs to be changed.
Selling/purchasing a house in the Village	Make less hoops to jump through
Taxing of residents trying to move out needs to stop	The appearance of homes, yards, etc.. needs to be ongoing not just when people sell
The Village code enforcement is very overreaching. I would not have bought a home here 25 years ago if I'd known they would be so micro managing of selling your home!	Revamp the entire selling process. Give back sellers their bargaining power. The codes and the inspection you do with home sales has effectively taken away "buying as is" with many things that are not safety related, even after the new mayor made his changes.
Too many hoops to jump through to try to sell your house	No solution provided
Village enforcement of ridiculous home inspections	For starters don't tax a homeowner who is moving out of the village. Be consistent with the home inspection rules.

<u>Traffic Violations</u>	
Bad drivers	More traffic cops
Cars driving too fast in residential areas	More signs posted, police presence
Cars not stopping at stops signs.	No solution provided
High speed of cars in small streets	Surveillance
High speeds on residential streets	Unless more tickets can be given, it will not lessen. However, we have only so many police available.
Lack of enforcement of speed limits in residential areas	Additional police vehicles patrolling the residential areas
Speeders down neighborhood streets	Police presence and or add stop signs on long run streets
Speeders driving South on Bloomingdale Road through the school zone in the mornings and afternoons.	More signs- maybe with blinking lights and brighter paint on the street indicating a school zone.
Speeding	More tickets issued for speeding
Speeding on residential streets	Speed bumps would definitely help
Speeding traffic on residential streets	Monitor
Street rage	Monitor with cameras
Traffic violators	Red light cameras, more police on duty
<u>Lack of a Downtown</u>	
It would be nice to have a "downtown" feel with restaurants and shops that are walkable.	Encourage more social businesses to open in the area.
Need for a "downtown" area like surrounding towns	No solution provided
No central place to gather	Redevelop an area to provide more of a downtown feel
No defined downtown area	No solution provided
No downtown	No solution provided
No downtown	Build one. Entice new business.
No downtown area	Building one
No downtown area	Bring in more shops and restaurants in one area
No downtown center	Develop downtown center
No push for a downtown area	No solution provided

We need more of a walking area with shops and restaurants	Building area with a cute downtown walking area such as Wheaton or Oregon
We should have a downtown area	Set up a team to work on plans.
<u>Police</u>	
Lack of a police force that serves the community	Better training on how to interact with the public without coming off as full of themselves. Most interactions with the Glendale Heights Police Department leave one not liking it
Lack of police visibility	Add to the current police force
Law enforcement	Only the best training
More police	Hire more police
Not enough police around the neighborhood	Not sure how to attract them since space is limited.
Police	More police officers
Police	Training
Police being seen	Drive through neighborhoods and stop to talk to everyone
Police presence	Police more visible
Police presence	Increase neighborhood radar cars not just in busy areas
Racial profiling by police	No solution provided
Village police lie and make fraud reports	Better training
<u>Parking</u>	
Cars who are parked on the side street that is not moving for a month or so	Once reported, immediate action to notify the owner
Enforcement of overnight parking	Police check for expired or no village sticker
Having to get off the street on Wednesdays	Not having to
Parking	There is little parking. No parking for visitors.
Parking	Help residents with paying for widening driveways and aprons
Parking	Stop the nighttime ticket writing or apron parking
Parking	Pickup trucks, big vans should not be allowed to park on street which causes a safety hazard when trying to pull out of driveway and drive down my street where it curves. I

	can't see if there is a car coming or if there is a person getting out of their car. There is almost an accident every day in front of my house
Parking on only one side of the street.	Not sure that it can get fixed, other than making the streets wider.
People allowed to park on sidewalks	Better police
People parking close to other people's driveway	Give them ticket if the car license doesn't belong to that driveway address.
Street parking	Check number of cars per family members, plus commercial truck parking should not be allowed. We can't even have family or friends over because there is not where to park.
<u>Vehicle Stickers and Other Fees</u>	
A lot of home associated fees, for example vehicle stickers, pet permits	I believe such fees should not occur, as they pertain to private property.
Fees	Get rid of unnecessary fees.
Get rid of vehicle sticker, money grabs	By deciding this is theft and abolishing it
High fees for car stickers	Lock down the price for 10 years
Nickel and diming residents with permits, tickets, and stickers	Remove some of these excessive fees
Paying for parking on the street	Not required to pay especially if we don't have a 2-car driveway
Vehicle stickers	Provide discounts
Vehicle stickets	I could understand individuals needing vehicle stickers to control and maintain apartment/ condo complexes, but not privately owned properties.
Village fees and ordinances	Seriously, how many ways can you take our money? Tickets for everything, parking passes to park in front of your own house and in your own driveway, thirty-year-old permit fees when you sell your home, ridiculous permits for any change.... these need to be audited and evaluated as some people will not move here having heard about Village of Glendale Heights fees.
Village stickers for each vehicle	Charge only per household not per vehicle

<u>Diversity, Equity, and Inclusion</u>	
Being inclusive of everyone not just one race/ethnicity	No solution provided
Discrimination towards minority women	That racist trustees be required to answer why the trustees reject highly qualified minority women
Diversity	No solution provided
Diversity	More programs that would be relevant to other groups.
Diversity	No solution provided
Diversity of Village employees	Hiring of more African American
Fair treatment of all residents not favoring certain nonresident groups who have priority of our parks and groups who don't get parking tickets and can park anywhere. Also groups that can hold all night "services" blocking our driveways and littering our streets.	No solution provided
Lack of inclusion and diversity	Remove racist trustees
Racism and discrimination toward minority women	Diversity training
Respect for everyone	No solution provided
<u>Permits</u>	
Challenges with building permits	Improve communication with personnel in charge of permits, both in acquiring and then closing it
Ease on permits for updates on property	Permits should be only required for something that is life threatening.
Need permits for ridiculous things	Ease up
Permit requirements	No solution provided
Regulations/permit restrictions make it hard for people to want to do improvements.	Make it easier and less costly to make improvements.
The village nickels and dimes us with permits	No solution provided
Too many permits required for what seems like every	No solution provided
Too many regulations	Look into requiring permits less often
Very slow service when applying for a permit	Speed up procedures

<u>Affordability</u>	
Affordability	More affordable housing development
Cost of living	Lower taxes on all purchases
Cost of living	Maintain reasonable cost of housing and keep property taxes lower.
Cost of living	Reduce all taxpayer funded programs
High cost of living	No solution provided
High cost of residential gas	No solution provided
Housing prices	Affordable housing
Prices are high on everything	No solution provided
<u>High Water Bills</u>	
Cost of water	Ensure all meters work properly and minimize increases
High water bills	Work to get more favorable rate for the village
High water rate	Lower it
High water rate	No solution provided
Lower utility bills (i.e., water)	No solution provided
Water bill is too high	No solution provided
Water bills	No solution provided
Water bills	An effort to lower or contain water and sewer debt
<u>Noise</u>	
Cars with very loud mufflers passing through in the middle of the night	Police patrol must call it to the attention of the driver
Loud	I hear cars and sirens just like I live in Chicago! People yelling, playing music out the windows all times of day.
Neighborhood noise	Discipline, quietness around
Noise	Firecrackers a regular occurrence
Noise	No solution provided
Noise	Enforce law
Noise pollution	No solution provided
Not everyone wants to hear music from there neighbor's house	Give a warning

<u>Flooding</u>	
Flooding along Fullerton Avenue creek	Barriers to keep water out of resident's property
Flooding in north end of Camera Park (flooding into backyards of houses on Joseph Lane)	Add another drain basin
Sewage brings too many problems to houses	No solution provided
Sewer and floods	Clean and drain especially during storms
Sewer system	Need assessment of rain drain
Sewer system back ups	Constantly check and fix
Stormwater management	Ongoing improvements
Water drainage (flooded sidewalks)	No solution provided
<u>Senior Services</u>	
Doing more for seniors	I see we have a break on stickers, but a percentage off on the water bill would really help seniors. The price of water keeps increasing.
Help for seniors	Services to help them at their home with maintenance
Helping seniors stay in their home as they age in place.	Many towns have programs that shovel the snow or cut the grass for seniors. I want to hire someone but can't find anyone.
More senior discounts	Implement senior discounts
More senior discounts for homeowners	Set up programs with discounts
Not many activities for seniors	There should be more activities and information letters for seniors.
Senior services	Expansion of senior programs and transportation services
We are all getting older	Continue programs or find new programs to assist our ageing population.
<u>Street Lighting</u>	
It is very dark on my street. There is only street lighting on one side.	Install maybe more light poles
Lighting	The lighting is very dim. Need better lighting and brighter!
Low streetlights	Install more streetlights
Poor lighting	No solution provided

Poor street lighting	Perform nighttime assessments of streets. Add more streetlights.
Some areas not well lit	More lights
Streetlights	Spend money
<u>Gangs</u>	
Gang issues	No solution provided
Gangs	More cops around the area where I live
Gangs	Youth programs
Gangs	Add more police on duty
Gangs	Force them out
More gang activity	Police need to be more visible in the community
Neighborhood gangs	Neighborhood watch
<u>Transportation</u>	
Lack of public transportation	Work with RTA for buses on Schmale and North Avenues
No bike or electric scooter sharing services for people without cars	Get with a service that provides this and more electric car charging stations
No buses on the weekend	Have at least a Saturday bus
Not many ways to get anywhere without a car	Honestly no bike paths to get to businesses, no walking paths to get to parks, etc.
Public transportation	New routes that go through the town
Transportation	Add more
Transportation access	See if more bus stops can be added in different places
<u>Maintenance of Infrastructure</u>	
infrastructure	Invest wisely on maintenance
Infrastructure	Help residents fix problems the Village should have done before property was built. For example: drainage issues, flooding, road maintenance
Maintaining infrastructure	Better maintenance of neighborhood streets
Maintaining village infrastructure	Communicate more to village residents on planned projects, costs, timeliness, etc.

Upkeep of infrastructure - roads, parks, sidewalks, etc.	Invest in these areas. Cut out wasteful spending and spend on infrastructure and policing.
<u>Parkway Trees</u>	
Dead trees hazardous	They belong to the Village. Cut down dead trees.
Needs more trees	Plant more trees especially on my street
Old trees	Cut them down and plant new ones
Overgrown parkway trees	Trim as soon as possible because of bumping into branches at night.
Parkway trees	The Village will cut down trees before they take care of them. New trees planted but not taken care of and they die. The parkway foresters do a poor job of maintaining all trees; old and new.
Trees	Fix the issues caused by Village owned parkway trees and stop making it the owners problem.
<u>Other Issues with Village Provided Services</u>	
Costs go up but services are not improved	Construct budget to improve general services, not extra cost. Too much for some residents.
Ease of bicycling	More dedicated bike paths
Ease of walking	More sidewalks
Maintenance and improvement of services and systems the Village provides	Recycling, street repair and maintenance, and safe water systems should be a focus
Not clearing snow, ice rather dumping on driveway. Not giving people parking tickets who block streets from being cleaned.	Ticket them
Poor garbage company	Get a better company
Recycling	Require recycling be mandatory and convenient
Recycling in the apartments	Need more programs about recycling, work on advertising programs better
Recycling isn't enforced enough	Educate on environmental issues and prevent waste.
Slow snow removal	No solution provided

Snowplowing	Snowplowing drivers do not block the driveways
Yard waste pickup, dislike that we have to bag or bundle it.	Don't require them to be bundle.
Zoning	Make clear distinction between business and residential.
<u>Other Issues</u>	
Above ground electrical	Bury lines
Activities for teens	Free activities like softball
Aesthetics of shopping areas	Require business owners to update signage and building facades
Banquet Hall	We need to rent this place or close it, no profits. We pay every year extras around 300 -500 K.
Beggars at every major intersection	Tickets them unless they hold a permit to be on the corners
Businesses keep grounds presentable. Corner of Army Trail and Schmale looks bad. Old "Friday's".	Ticket property owners.
Cap on single family home renters	Keep homeowners responsible
Clean air	Educate those who use chimney or open wood fire
Clyde's donuts moving behind residents	Put up noise barrier fence
Community-centric programs	Involve our Legislators ... currently they are non-existent
Congestion around the schools (drop off & dismissal times) are unsafe, we need more police at those times	More police presence would curtail dangerous drivers/people stopping in the middle of Bloomingdale or Fullerton to let their child out of the car
Continuing to focus on activities to help aid our young in growing into responsible, respectful adults	Sponsor programs like, and in addition to, the five pillars of citizenship.
Coyotes	Hire animal control people who re-shelter animals
Coyotes	Educate residents on how to discourage them
Crowds	More community service officers patrolling streets/parks
Delivery issues	Speak to the mail carriers to ensure they're not neglecting their job

Difficulty involving many residents in Village activities	Continue to offer programs and provide information to draw people in.
Drug free community	Continue to keep the community free of drug use and sales.
Drugs	Police investigating
Drugs	Parent education programs
Entertainment	No solution provided
Favoritism	No solution provided
Fireworks	No solution provided
Food insecurity	Food banks
Friendliness	Workers should be trained in dealing with public. If they don't want to be friendly get rid of them.
Geese	Cleaning goose poop in Village parks and roads
Ghetto	Get the foreigners and ghetto folks out of here
Growth	No solution provided
Health	Up to date hospital, and enforcement of protocols
Helping citizens with their home	When there is a problem, they should feel responsibly in helping others
Hiring family instead of qualified personnel	Have positions with standards needed to be hired
Homeowners deserve rights to any camera that is in their neighborhood! Period.	Digital world - sure there is a way
Homeowners versus flippers/landlords	Incentives for owner occupied versus disincentives for short term rental, owners, developers
Home values	No solution provided
Homeless	No solution provided
Immigrants	It's impossible to do anything
Inadequate focus on youth needs	Find ways to get youth involved with technology. Show them that there are ways forward that don't involve social media.
Inconsistent when ticketing for minor infractions	I have witnessed someone getting a ticket for parking over the sidewalk when they are just making a quick stop at a house yet have at least 2 neighbors who park all day and night over the sidewalk and no ticket.

Increase in drug activity	No solution provided
Install traffic lights at Schmale & Golfview	Just do it! So much traffic, trucks.
Insufficient traffic lights on main streets	Additional traffic lights at key intersections
Job availability	Bring more companies to area
Jobs	Give more Village jobs
Keep up the good work.	Keep improving as you have.
Keeping sense of community	Community events
Lack of community involvement.	More efforts to include all residents
Lack of environmental sustainability practices	Implement things like community garden plots
Lack of growth	No solution provided
Lack of growth	Promote business, better parks, more bike trails
Lack of reciprocity with Glen Ellyn	Accommodation for parking permits, golf memberships, etc. Glendale Heights contains the major shopping that Glen Ellyn enjoys, while providing nothing in return.
Lack of residential participation	This is a tough one, we need something to unify our village. Not having a downtown is a big minus for Glendale Heights
Laws	Loosen them up
Loitering	Police patrol more during school hours
Low-income apartments bring more bad people	Stop bringing in low-income families, more single-family homes or at least town houses
Low-income residents	No solution provided
Many in certain ethnic segments may not vote or don't know local issues	Continue targeted outreach - enhance social media education programs
Maybe water (been different certain days)	Inform us when certain things happen to our water
Mean village workers	Train them to show respect. They work for us.
More ability to get good affordable health care	No solution provided
Multiple families living in homes	issue citations
Neighbors not caring about the community	No solution provided
Nepotism	Rid those unqualified employees
Nepotism	Stop hiring family members
Nepotism	Really vet new employees before hiring,

Nepotism at Village offices	Clean house
No adequate support for indigent families	There should be food pantry and financial support for indigent families especially in crises like pandemic.
No bike trail	There should be proper signs and markings for bike path
No local news outlet- hard to know crime statistics	No solution provided
No more new single home availability to build on	Hard to expand if no land available. Maybe rezoning.
Not modern	Spend money on modern attractions
Nothing for the youth to do	Jobs or youth programs
Older housing	Offer incentives to do tear down
Overcrowded houses	Fine the people who have too many people living in their house. It creates too many cars on the block fighting for parking.
Overcrowding	Lots of households have too many people living in it
Overpass crosswalks	Should be built over North Avenue and Army Trail at major intersections
Pan handlers	Work with these individuals to help obtain access to resources such as shelter, food, and medical care,
Panhandling	To remove them
People	People need to be nice around other people
People not shoveling sidewalks	Communication of danger to children and others, citations
Pet owners who do not pick up the poops of their dogs	Follow up letter/reminder and perhaps fine
Reduce prices of Village sponsored activities	Lower pricing for Village sponsored programs
Reducing damage to public common areas	Unfortunately, this may mean more security in the form of people or cameras
Reputation of Village	No solution provided
Resources	Resources for utilities and other services
Rowdy renters	Eviction when non-compliant
Rude office workers that talk about you while you are right there	Fire them
Section 8	Maybe change the way this works, like people paying at least a fee living in these areas to encourage them to work

Sense of community	Better leadership
Social responsibility for residents	There have been a lot of problems that occurred since 2019 till recently that need to be addressed and fixed.
Some neighborhood infractions not noticed by enforcement	More community service enforcement
Speed limit	Raise to 30
Stop hiring only those family members that work for the Village and paying them 6 figure incomes. This is completely out of control.	We need to compare salaries for family held positions with other towns to see if we are paying comparable, as well as there are others that need work and if one family holds all jobs how can anyone ever have a chance?
There are no activities for youth	Have different activities for youth and children at low cost
There is nothing much to do	No solution provided
Things to do	More info to residents.
To monitor how many people are living in one household	No solution provided
Too many people living in single family homes	Not sure how you can enforce this, but that might solve the street parking issue.
Too many renters	No solution provided
Too much focus on developing North Avenue with little concern for people living near it	Consider the homeowners who pay property taxes when developing. Noise, lighting, and litter from these businesses plus the loss of habitat is ruining my backyard.
Traffic	No solution provided
Traffic at main intersections	No solution provided
Traffic increasing	More police presence to observe
Trash should not be out before 3:00 for next day pickup	Tickets
Uncontrolled barking of dogs. Owners are irresponsible. Dogs not on leash.	Give owners tickets or citations
Update the ordinance and let everyone know.	No solution provided
Utility work inconvenience	Better communication and faster timelines
Very transient	Not much that can be done
Village employee *** is bad man.	Fire him
Village home inspectors make it hard to make changes to the house by continuous inspections.	Make the process easy.

Village is not family friendly	Have more family events
Village is not family friendly	Focus on the Village doing family events and causes
Village people are rude	Hire people in that care
Visually need to increase house values	Improve sidewalks, contract power washers for houses at a discount
Water lines breakdowns	Remove trees over lines
Water quality	Better purification
Wild animals	Have coyotes moved to proper area away from residents.

Why did you rate the overall quality of the services you receive from the Village of Glendale Heights excellent or good?

Satisfied with Quality of Specific Services

As renters, they have kept the landlords accountable to upkeep homes.

At least in my zoning area the schools are good. The library offers many good services. Parks and Recreation offers good services.

Clean streets and good police surveillance

Cleanliness of Village is good. Parks are admirable.

COVID events were excellent, especially for senior citizens.

Ease of finding permits, paying for auto stickers, etc.

Enjoy the Sports Hub with various activities.

Fire and police responsive, great senior center, and sports hub

Generally speaking, Town Hall has been efficient, prices of permits and vehicle stickers are reasonable, and emergency services is strong.

Good job related to snow removal. Most public works good.

Good maintenance of the streets

I am happy with Library for sure; not sure about other services, it may mean I am not aware of I have had experience with both the police and fire department and received excellent service.

The mayor is available if needed.

It's easy to just go and pay for utilities or other services in person or online.

Keep Village clean and safe.

Love our library, activities at the sports hub and pool.

Love the Glendale Heights Police Department and Glendale Heights Fire Department

Our Police Department is excellent. Our streets are plowed very well in the winter and cleaned regularly during the warm weather.

Parks and grounds are kept up. Snow removal is first class. Streets re in good repair.

Parks and Recreation services are good.

Parks and Recs services are good.

Parks and streets are clean.

Parks are well cared for but sometimes the garbage is not removed in a timely fashion, library is awesome, waste management is good.

Plowing

Plowing is good. Street are kept nice.

Police departments has been very responsive and helpful when needed. The community development people help direct you to proper people regarding steps and needed permits.

Pre-pandemic the Sports Hub and senior center were well maintained. Street sweeping and snow removal is satisfactory.

Senior center is wonderful as are the employees there.

Services - water, roads, snowplowing, etc. have always been good.

Snow is plowed in a timely fashion.

Snow plowing, road work

Some of the services are above others, Police, Fire, Public works.

Streets are plowed immediately after snow.

Streets are taken care of and water service good.
Streets clean, waste removed when promised, snow removal good. Landscaping good.
The garbage collection service is good.
The police do an amazing job.
The police have always been helpful and always very responsive! Love that, also love seeing the streets being cleaned and plants being planted in the springtime. I love that there is code enforcement always active!
They aren't excellent but the garbage and recycling pickups are good.
Utilities are proficient.
Village Park District, police department, and fire department are great
Water always works. Police come when help is needed.
Water, power, events all are good.
We have peace of mind with safety and cleanliness provided by the Village.

Village Does a Good Job/Positive Experience

Because it's true. Village services are good. We have the basic needs covered, as it pertains to a suburb.
Because they are good.
Done well.
Glendale Heights does take care of the town from what I can see all the time. I'm proud of them and the hard work they do to provide us the best.
Good overall
Good upkeep of the community
Happy how things are and keep going up instead of down just like we have been doing.
Have been able to receive services during pandemic.
I have had a good experience,
I think we have good services.
I'm happy with the services.
I'm comfortable living here. They do a good job.
Just because what is offered is good.
Just happy with services and what we receive.
My experience has been good.
Overall good, meets my expectations.
Take care of people and have never had a service issue with anyone in the village.
The services are good and effective.
The services are good, and I have received good treatment.
There are some good people trying to do a good job.
They are reliable and good.
They are very good.
They do a good job.
They do their best to serve the community.
Village does a good job. I pretty much get help when needed.
When i need help they are ready to assist.
Whenever there has been an issue, the village has always done a good job in my opinion.

Have Had No Problems/No Complaints

Because I've been here for 1 year and I've never had a problem

Generally, no problems

Have not had any problems yet.

Haven't had any problems.

I have had no issues and always get a fair answer.

I have never had issues with the town government.

I have not had any experiences that stand out to me as poor.

I have not had any problems with any services provided by the village.

I have not had any problems.

I have what I need. No complaints.

I haven't had any issues.

I never had any issues.

I never had problems with services.

Never had a problem getting what I needed.

Never had any issues.

No complaints

No issues so far.

No issues they perform quite well public works police etc.

No painful experiences with village services.

No problem encountered.

No problems with services so far

The problems are few and far between. They are also easily fixed. I feel Glendale Heights is, overall, a lovely place to live.

Until today I have not had any problems with the services given.

We have never had any issues with the village, everything has been great.

We haven't had any real bad experiences, but nothing stands out as great.

Why so far, I haven't had any problems.

Friendly/Helpful/Courteous/Knowledgeable Staff

Always caring and helpful

Any business at the village offices is handled professionally.

Cooperative employees assisting you.

Employees at Village are courteous.

Everyone is always friendly, professional and knowledgeable.

For the most part good. I have dealt with some excellent village workers who were very helpful.

Friendly workers

Good attitude from employees

Helpful staff

I've only interacted with police. fire (ambulance), code enforcement and building permits. All personnel have been knowledgeable and friendly. Listened to my requests and made sure I was satisfied.

Kind, courteous staff

Most people are helpful. However, trustees could return emails.

Police are polite. Village hall workers are nice.

Staff always friendly and helpful.

Staff are friendly.

The employees are nice and try to do what they can to help when I contact the village.

The employees at the Senior Center and the Physical Fitness Center are patient, polite and helpful.

The police and fire departments are friendly and professional. The parks and recreation staff are wonderful.

The police here do a great job at interacting with the residents. The park district staff is extremely friendly and knowledgeable.

The staff are friendly and quick to serve.

There is very nice people.

They handle matters in a very friendly and professional manner.

They handle matters in a very friendly and professional manner.

Village employees are always helpful.

Village workers are great.

Workers are quick and courteous.

Questions Answered/Problems Resolved/Follow-up Provided

Any issue is always resolved.

Because when an issue arises, I am able to contact Village officials and/ or Village employees to get resolution.

Code enforcers have been especially good at resolving issues and following up with me.

Every time I had a village question, an answer was provided. Every time I had a village problem, it was addressed. Moved here in 1976 and am proud to be a resident.

Generally responsive in few cases I've needed help.

Have always responded to our questions or concerns.

The few times i have called the village office they have follow up.

The people working at the village gave been great at answering my questions.

When I make a phone call to the village, I will always get a response.

Prompt Response

Immediate response for all emergency cases

Overall, they respond to concerns promptly

Police and ambulances respond fairly quickly.

Police usually respond in a timely manner.

Prompt response

Quick fire department response

There is decent response time to requests, but all the permits required to get anything done are a bit ridiculous

Wide Variety of Services

I like the variety of services available for families.

Lots of services available for the communities. Parks, city community service and library.

The Village seems to cover most bases of what people want, need or like.

There is a great variety of services offered in Glendale Heights, from activities and camps for children, to even adults and seniors.

We have a good number of programs.

We have a wide variety of services.

Other Reasons

A lot of activities

Can improve on snow removal.

Certain people who serve the public are very rough and impatient.

Everything could always use improvements otherwise it all gets stale. An Indoor pool at the Hub, more programs for families. More adult services and Pre-teen/teen programs at the library.

Garbage along roads needs to be picked up consistently.

Getting a permit to have yard redone was a nightmare. What I was going to pay the contractor was less than the permit. Contractor walked away still don't have the work done.

Good information

Good since I only worry about it during snow days.

However, geese need to be addressed. They are nasty dirty birds that litter the walking paths concerts in the park would be nice Community garden would be nice

I don't depend on the village for much, and thankfully I am able to find the resources necessary as needed/if needed.

I get the village news bulletin.

I would like to see better service when calls are made regarding cars that are parked overnight without village stickers, barking dogs at night and loud annoying music way into the night.

improvements can always be made.

It is between a good and fair. Parking not allowed on street because of street sweeper. If you have kids and you have more than 3 cars I was told to park on the apron and I said it is not wide enough. Do you want me to park in my yard. Don't say park in a lot because someone has to be able to take them to get the car to go to work. We should be able to park once the sweeper has gone by at least. After it goes by it is a waste not to be able to park in the street.

More should be done by the Village for the seniors.

Other than stupid rules for a simple home project the people have just been doing their jobs. It isn't their fault there are so many ridiculous rules.

Recent communications from the village government have been poor

Service employees seem to be available for communication.

Snow removal at times seems wasteful, overdone.

Sometimes it's hard to talk to someone about technical issues.

The village does a good job at providing useful information in the village newsletter.

The women at the city hall are very rude and not helpful when we moved in to our first home and we're trying to figure things out, instead of helping a new member of the town how to figure where things are and where to pay things.

There are sufficient activities and events planned for the residents.
They send city sticker and dog licenses, and we get them promptly.
Village image needs improvement.
Village tends to tell the residents and controls things.
We have activities and improvements in the community, which I am assuming to be led by our government.

Other Comments

I don't have much interaction with the government.
I've been living here since I was a kid. So, I've seen all the progress or areas that change. Plus, there's not much crime either.
That would take an hour at least to both praise and give suggestions on what needs work.
VGH has new administration now (which I am grateful). Nepotism was a big issue for years, hope this new one will do a better job. Time will tell.

Why did you rate the overall quality of the services you receive from the Village of Glendale Heights fair or poor?

Dissatisfied With Specific Services

Code enforcement is inconsistent and clearly a profit center.

Due to trash pickup days being changed in less than a year.

Everything in the past has been a application fee or some type of fee even for final inspections.

Families that have more than one car block the mailbox and the postman is not going to deliver the mail.

Glendale Heights should have composting pickup along with trash and recycling. It is an embarrassment that we are this backwards and throw away all our food scraps.

Got a ticket for parking on street across from house-\$100. 25 feet from my driveway.

I feel the code enforcement department over looks some issues and not others. It shouldn't be up to a individual person to approve or not. Some homes look good and others not. I have a neighbor that has not finished the siding of his home in 3 years. Still has paper stickers on his windows and exposed insulation for 3 years now. Permits are extreme and why isn't his being enforced.

Lack of police presence in the neighborhoods on a regular basis

Lack of public dump/transfer site

More education on crime in schools as well as more welfare programs dedicated to helping troubled youths. We also need police funding redirected to programs that keep kids off the streets and into programs that encourage education and success. One of these solutions is to have more affordable programs at the Hub or in schools.

Never see police patrolling down residential streets

Number of parks is fair.

Only real experience I have is when I was getting windows. Current windows didn't meet egress, which is fine, but I got little assistance from Village to work with Window Works to get windows that would comply. It took almost 6 months.

Permits are ridiculous and take months with no updates.

Poor trash pick up

Sidewalks throughout the neighborhood need to be repaired, which is an issue our neighborhood has tried to raise but was ignored. We need more sidewalk inspections and need follow-through on repairs.

Snow plowing

Snow services poorly executed.

Snowplowing is great, but there are times when plows are out and there isn't a need.

Sometimes street cleaner misses our street.

Street cleaner comes on days that are not the scheduled day.

Street cleaning has been an issue for years. I'm in a cult-a-sac and they miss cleaning the "mickey mouse" ears as the Village employee calls them.

Street maintenance

Street sweeping services poorly executed.

Streets are bad.

The code enforcement group does a poor job.

The police don't stop the speeding cars going down our street but they'll stop a car that goes over the line at a stop sign.

The town is not secure.

The Village needs to fix its parks.

The Village needs to fix its streets.

The water has increasingly tasted more and more chlorinated to where tap water isn't consumable.

This town is falling apart.

Too many permits/too expensive to renovate.

Village sidewalks leading to the schools are never cleaned.

Work on my house has been suspended pending work approval. My yard is in disarray. I shouldn't have to wait or get approval to stop water coming in my house, especially when all my neighbors run off goes directly into my yard and into my house.

Poor Customer Service

Because people working at the Village aren't the kindest.

*** from community development should be removed. She has been very rude to everyone when going in there to apply for a permit.

Employees are rude.

Every interaction that I have ever had with Village Hall, be it Community Development, Administration, Public Works or Parks & Recreation, I'm met with someone who has a smug attitude and doesn't seem to care one bit about helping me out. Every single time. I've seen Village employees be downright rude with people because they don't speak English well, they didn't bring the correct paperwork, etc.

I think the staff should get more customer service training or hire new employees.

I tried to book the Village Hall, as a resident of Glendale Heights, but the staff refused and informed me they don't have staff to assist us.

If you have a problem with those services, you have to talk to not nice people.

It needs more young people with a better attitude.

Most are friendly, some not so much.

No respect. Always talking down towards me and they don't like to help.

Not very helpful or caring when dealing with the public.

One time I went to police station to see if they can do a fingerprint due to an issue, I have with my license but anyways they said they don't provide tha. I had to go to the Village of Bloomingdale, and they were kind enough to help me even though I don't live there. In other words, there is lack of assistance in the Village of Glendale Heights.

People who work for the Village and Police are not good people.

Some of the employees at the Village Hall are very rude.

Staff is rude. They talk to people like they are uneducated just because we don't know all the Glendale Heights rules or ordinances on how to accomplish tasks such as permits, police regulations, and events.

The people who work at the Village Hall and at the Sports Hub are not the kindest.

The personnel at the Village Hall need some etiquette lessons.

The staff at Village Hall seem to be bothered with residents' questions.

When I have tried to talk to someone about a water bill, they just said to pay it and be done with it. I have also gone in to pay bills or get stickers and the workers were standing in the back talking and not taking care of customers.

Working with Village employees has been a challenge.

You always get the run around.

Lack of Communication About Services

Because I feel they don't reach out to the residents, especially ones that don't have computers.

Better communication about Village services

I haven't a clue what services are offered. I read the brochures and most services have to be paid for.

I am not sure what they do - they do not engage with residents or at least my family.

I don't really know what services are available besides emergency services and utilities.

Not sure what services they provide or the difference those services make.

Services are not advertised, and residents don't know what are available to them.

The services are not known by many.

Very little communication

What services are being provided?

Minimum Services Provided

I don't receive many services from the Village.

I don't feel like they do much for my family.

Minimum services provided.

Glendale Heights provides very little services to residents.

Very little services provided.

What services, nothing. I guess you need to be part of a select group to get any special help.

Other Reasons

All of the government officials are so petty and arguing about cricket fields, nepotism, and stupid things, and they won't work together.

Because it's very divided.

Because the staff does not always have the capacity to help us or give us better service.

Discriminatory racist trustees who reject and prevent imminently qualified minority women for positions when they do show up and the residents hypocritically blame for lack of representation when the minority women don't show up.

I don't see anything excellent or anything poor.

I feel they could do a better job and give residents who pay taxes as many opportunities as non-residents who pay a fee to use our parks and streets.

I see half ass work from these Village workers, by which I mean they do enough to get by. Example check the parks for sloppy handling, streets, etc.

It's not that great like what I experienced from other places.

Lots of rules/regulations

More timely response when dealing with village issues.

Nothing special, average

Service is okay, nothing special. Waiting times could be improved as well as operating hours extended to ensure flexibility for residents.

Services seem fair or even poor for the amount of money we pay to live here.

Taxes are very high.

The current Mayor is visibly adding people he knows in the government body. Calling other Board members racist. He is very disrespectful towards our citizens saying that the people in this community are not rich.

There is nothing good or great about the services.

Village trustee needs to be more helpful and not just say nothing I can do, especially when it is a safety concern.

Was not friendly when I purchased a home here.

What is the point of our elected officials if all they do is argue and not show any respect for each other. Also, what is the point of a trustee when you have absolutely no idea what they are supposed to do.

When you ask questions, you are often directed to a website that is hard to find the answer.

Other Comments

Cost a lot to live here.

It's expected.

Resources are scarce and costly for the elderly.

Starting to see services we deserved for years

Thank God for new President of Glendale Heights. Finally, we have someone who cares and is not a racist playing favorites.

The alderman in the district should be walking his area once in a while, not just when he is running against a challenger.

Too costly to live here.

Village administration is very disorganized.

On what other issue(s) do you think the Village of Glendale Heights should focus their attention on in the next three years?

Crime/Safety

Community safety

Crime (3)

Crime and public safety.

Crime rates and safety!!!

Education and neighborhood safety

Family safety

High crime areas

Keep crime at the lowest, just hearing in the news about shoots, and crime makes me feel so thankful for the place I live, and I would love it to be like that in the years to come

Keep safety issues on top.

Keeping the community safe

Neighborhoods that you could feel safe walking at night.

Public safety

Safety (3)

Safety of residents (2)

Safety of residents and businesses

Security

Security cameras

Stopping/preventing crimes- too many car break ins, porch robberies, theft and vandalism.

The Village should focus on crime and public safety. Without those things nothing else matter.

Town safety

Taxes

Decrease property tax.

Figure out how to lower the real estate taxes.

Find ways to bring in more money without having to raise property taxes.

Giving seniors tax breaks

Lower property taxes (4)

Lower taxes in homeowners

Lower taxes

Lowering property taxes (2)

Lowering taxes (3)

Reduce property tax.

Reducing our taxes

Study and review all Village expenses and consider lowering the property taxes for all the residences!

Taxes (2)

Parks, Recreation, and Facilities

Allowing anyone who wants to use the cricket fields to use them.

Continue to update and revamp parks.

Creating an off-leash dog park

Creation and upkeep of public parks, green spaces.

Fix path on Heritage Park Pond and clean water

Improving parks and recreation areas. Make them more appealing.

Make golf course profitable.

Make pool more readily available. Kids that are not bored and have affordable activities to do are healthier and cause less trouble. Need to have family pool passes again. Many in our community have 2-4 kids so family pass prices are cheaper at surrounding area in addition if you have a pass entry starts at 10:30 (most parents with littlest will come 10:30-12:30 then home or 3-5). Most parents keep kids inside 1-3.

More options for up-to-date classes at the Sport Hub.

Park maintenance.

Park renovations for safety and access for all residents.

Recreation and parks

Replacing park equipment

Sports activities indoors and outdoors free for young people and children.

Taking care of the smaller parks

The maintenance of parks

Upkeep of parks

Street Maintenance/Repair

Better street maintenance

Fix streets

Fix the road small or big.

Fix the streets.

Fixing the streets because they have potholes.

Future and building and maintenance of streets and roads.

Improving and building new roadways

Maintenance and fix street for the people who paid the tax to live in Glendale Heights

Priority on road repairs

Replace streets.

Street maintenance (2)

Street maintenance and repair

The maintenance of streets

Elected Officials

Bringing new younger trustees, current lineup is not a reflection of what our community is.

For the Glendale Heights Board to be more focused on their job rather than to dispute with their colleagues all the time.

Get new mayor.

Get rid of the mayor.

Getting the public bickering by Village officials under control. It is embarrassing.
Getting the Village Board to come together and work as one
Getting younger people chances to get political positions.
Help elect good people in government.
If we are stuck with the current mayor we have, the focus should be to teach him how to communicate with the people in this village. Also the people that sit on that village board is a joke! No one has any respect for one another. I still wonder how they got voted in. Our village is a joke to others especially watching the you tube videos that was created. It's a shame.
Please put your feelings aside and do what's best for the community. It is an embarrassment to see what is occurring at the meetings.
Racist discriminatory trustees who prevent and reject highly qualified minority women for positions and give no reason whatsoever for wasting their time.
Village board education on the proper way to hold a public meeting including adhering to Robert's Rules of Order

Police

Better patrolling of residential streets for excessive speeding
Getting back to having police patrolling the busy streets enforcing speed limits and other traffic laws.
Have the police dept focus on crime and not parking issues.
Increase the presence of the police in the neighborhoods.
Making sure there is funding for the police for they do a tough job and don't get paid enough for what's happening in this world today.
More neighborhood patrols.
More neighborhood police patrols. I rarely see a police car drive by our home. I think more of a presence would be helpful.
More police presence because we experienced burglary of our car parked by our driveway.
Patrol residents' area more
Police patrol in Greenbriar neighborhood since we are on the outskirts of unincorporated Glen Ellyn.
Recruiting new police members

Appearance of Village

Beautification of village
Cleaning of Village
Cleaning up all the trash
Cleaning up garbage
Cleaning up small strip mall business and single locations, example like 7/11 kind of dumpy as well as the gas stations.
General maintains of all public areas.
Keep the Village neat and clean.
More greenery/landscaping along public roads
Neighborhood appearance.
Village cleanliness

Business Attraction/Retention

Attract businesses.

Business attraction and retention would take more stress off of the tax burden of property owners.

Business attraction should center on big companies with a livable wage. These little shops that open in strip malls that pay minimum wages aren't good enough for wages and benefits.

Business centric efforts

Driving new business.

Economic development

Keeping businesses going for we are losing alot

More retail stores.

New businesses

Drugs

Control drugs

Drug abuse prevention programs for the young people.

Drugs

Focus on drugs around the community.

Get the drug dealers off the streets and keeping this earth clean.

Illegal drug enforcement

Monitor neighborhoods and drug activity.

Schools

High school nearer to student population than Lombard

Making sure kids are not being indoctrinated at schools with gender ideology and critical race theory.

More police in the schools to maintain metal detectors and a lot of security for everyone inside the schools.

Safety in schools

The schools if possible

School (2)

Community Events

Being diligent about things such as the Glendale Heights Fest and making people safe in that setting.

Continue with resident activities to make it a "community environment."

Continuing the social events is important to the community (though not a huge priority for our family, I do see the importance for those living here).

More event and activities for residents

More events

Multi-cultural events

Providing more family activities and events in our town

Village Staff

Community Development Department needs to improve communications at front counter, at times rude and permit waiting time ridicules.

Employee kindness - they need to be trained on how to deal with residents.

Get a plumber back on staff in Community Development so that residents do not have to put down a deposit for plumbing inspections to cover third party expenses.

Have qualified government employees.

Reevaluate staff

Staffing

That all employed personal are doing the job they are being paid to do. I believe that many employed personal don't care about the Village and don't complete a full day's work for the pay they are receiving,

Parking

I think giving parking tickets for being parked over your own sidewalk is ridiculous and a money grab. It is not applied equally either. I think that ordinance should be dissolved. Parking is such an issue, and the village makes it harder with no street parking on Fridays for street sweeping and then ticketing if parked over the sidewalk. Come on.

More freedom with guest parking on public streets

Parking (2)

Parking code enforcement

People parking on the village streets with no vehicle stickers and overcrowding in houses that puts more traffic on our streets and leaves no parking for residents to have company over

Senior Programs

Assistance to Spanish speaking seniors

Senior citizen programs and activities should be taken to consider.

Senior programs

Senior programs (2)

Services for the elderly

Street Lighting

Better street lighting

Lighting on our streets

Streetlights (2)

Property Maintenance/Abandoned Properties

Concentrate on violators of junk in the yard etc. and not nit-picking for small things.

Get abandon houses and yards cleaned up. We shouldn't have to look at them falling apart and yards looking like crap. It is not fair to us around the houses that try to make the village look better. Why have a code enforcement if they can't do anything.

Maintaining abandoned houses, yards and upkeep.

We need to add value to living here, beautification of the properties will add much needed curb appeal in some areas.

Communication with Residents

Communication from the Village offices to the residents. Feel that the newsletter should be published more often.

More information for the residents of the village

More information to homeowners of upcoming changes

Neighborhood outreach programs. Communications via website, email, text, etc.

Youth Programs

Youth programs (2)

Youth programs that teach youth skills, not just entertain them.

Youth services

Don't Know

At this time, I am unsure what should be prioritized. The town officials know better than me.

Don't know (4)

I don't know.

I'm not sure.

Not sure (4)

Nothing comes to mind.

Unsure

None

None (3)

None that I can think of

Other Issues

Abuse in the community

Adding stop signs at T or yield sign intersections where motorists never even stop or slow down.

Air

Allowing homeowners to make repairs to their property without having to wait so long for approval.

Balance the Village budget.

Becoming as green of a community as possible while also ensuring safe, affordable, reasonable housing and employment to its residents.

Better handling of situations in animal control between Village and County.

Bicycle paths (2)

Bringing the people old, young everyone to make this a happy healthy family community that people will want to stay and move to. Good luck.

Build a downtown area with restaurants, parks, and water fountains.

Building code enforcement more realistic

Building codes are too stringent. These are older homes and should not have to comply to today's standards. Some of the modern codes are expensive to implement. If you want a new house, buy a new house.

Building diversity within the community

Building high quality residential real estate -

Bury the power lines.

Change all government employees to 401Ks and social security.

Changes need to be made to a lot of codes and some common sense needs to overrule certain codes.

Code enforcement. No way should a family have a live band with loudspeakers blasting in a townhouse neighborhood without a permit, taking over the whole parking area stopping residents from leaving their homes and when police are called multiple times by the residents, they should break up party not let them continue and everyone else has to suck it up.

Coming together as a community

Community and population health

Controlling noise issues

Crack down on speeders in residential areas.

Elimination and control of rodents. Due to lack of cleanliness of the residents.

Enforcing codes, my area has so many violations. I used to call all the time, but I rarely go out any longer, too old. I have become tired of doing the job of reporting all the violations. I can just see by looking out my window or going in my back yard.

Ensure revenue sources are applied rationally across sectors while monitoring the overall community tax burden.

Finances

Focus on all areas listed in the survey.

Food insecurity

Get rid of vehicle sticker, money grabs.

Getting community energized and active participants in community activities and elections.

Giving seniors more breaks and discounts

Good governance

Government involvement in neighborhoods

Have Building Department not make it so hard to get a permit for work then charge so much for anyone to move in or move out of the Village.

Help homeowners afford ways to improve their homes for codes.

I grew up in the neighborhood and came back to live here as an adult. Children going from Glenside to West have always been looked at differently and assumed to be from a lesser neighborhood. Breaking that stigma would be a wonderful way to improve the community and experience for residents.

I think making sure our Village infrastructure is safe and ready for the future is key. Knowing that our water, stormwater management, sewage and other systems are well-planned and developed is key for encouraging others.

Keep gang activity out.

Keeping services affordable for all residents/

Less in fighting over cricket fields

Limit begging at main intersections

Listening to residents' issues and not playing favorites. Respond in timely matter.

Lower the pension fund for employees. It is criminal what the Village takes from us.

Main focus is speeding vehicles down Bloomingdale Road South to North Avenue and especially through the school zone in front of my house.

Mainly police, fire, EMS. Maybe involve some outside volunteer organizations like CERT

Maintain a hold on expenditures. Increase revenues.

Monitor high volume traffic areas to assess needs for additional traffic lights.

Monitor water usage. If there is a sudden increase, contact homeowner to see if there is a leak or if they just filled a pool.

More civic involvement of its citizens

Must develop a downtown area that attracts business and recreational activities.

Need to do a better job of letting others know what a good town it is

Overcrowded houses.

People throwing their garbage on the streets after they leave a store.

Permits

Planting more trees in green spaces - less to mow and better for environment!

Please plant more trees

Policy review

Programs to encourage home improvement. Not more code enforcement on financially challenged homeowners.

Promoting Glendale Heights as a safe and nice place to live.

Public transportation infrastructure

Recreate the system for selling a home. The current one is very broken.

Reducing fees and permit charges. Reduce paperwork. Reduce or eliminate the charge to rent a property in the Village. Eliminate the water and sewer debt charges.

Semi-truck traffic in residential areas

Sidewalks - specifically along Bloomingdale Road, between Army Trail Road and North Avenue, and specifically in the winter/during snowfall. People are forced to walk in the street because sidewalks are not ever shoveled/cleared/salted after snowfall along that entire stretch of roadway, especially over the bridge/railroad tracks. It is awful. For those that have to walk, it is a seriously hazardous situation. Someday there will be a fatality because the people (children walking to and from school included) are forced to walk on the road, and the Village will end up in a huge lawsuit because nothing is ever done about it.

Small intersection flooding. For example, the entrance next to AutoZone and water main leak on the southwest sidewalk to Blackhawk School.

Solar

Social injustice and community unity

The community and it's needs.

The creek at Ardmore and Fullerton

This village is not friendly to raising a family. Do not feel part of a community.

Vandalism

Water bills, why do we get separate bills for late fees? Why does the Village send out individual invoices that do not reflect all money owed to the Village including past due fees? It is inefficient, frustrating, and how much money is not getting collected?? Why does the Village online water billing never work?

Work with Bloomingdale to do something about Stratford Square Mall property. The Ranhurst Mall model or the Glenview "The Glen" concept may work. Keep residents updated. Even though it is in Bloomingdale, it affects us.

Working on making it easier to buy or sell a house. New buyers don't want to look here with all the restrictions plus bad reputation. So we need to make it easier to attract new buyers.

Working together with each other rather than fighting with each other

Other Comments

Doing a great job now stick with it and all will work out for all involved.

Just keep up the good work

In the past five years, have you attended a Village of Glendale Heights recreation program or special event? If yes, please indicate which recreation program or special event.

Glendale Heights Fest

Glendale Heights Fest (94)

Octoberfest

Octoberfest (21)

Park Party

Mill Pond event

Nazos Park summer get together for neighbors.

Park parties (4)

Park party (7)

Park party meeting with the mayor and trustees

Reskin Park event

Village park party

Events for Senior Citizens

Senior Center events (11)

Senior Holiday Lunch

Fourth of July

4th of July (6)

4th of July activities

4th of July at Camera Park (2)

4th of July fireworks (2)

Fireworks

Firework show

Fireworks (6)

Fireworks displays

Fireworks show is the best! I do miss that. Bring that back please.

Glendale Heights fireworks

National Night Out

National night out (9)

Breakfast with Santa/Easter Bunny

Breakfast with the Easter bunny (3)

Breakfast with Santa (3)

Christmas Tree Lighting

Christmas tree lighting

Fireworks at Christmas aka Lighting of the tree

Tree lighting (3)

Events at Camera Park

Anything in Camera Park

Camera Park

Camera Park reopen

The food and music event at the Camera Park

We love Camera Park

Safety Town Halloween

Halloween at Safety Town

Safety town

Safety Town trick or treat

Safety Town Halloween

Easter Egg Hunt

Easter egg hunt (4)

Other Recreation+A63:A88 Programs or Special Events

9/11 ceremony (2)

Beer Fest

Car show (2)

Chili and boat event in the Fall

Christmas events

Easter events

Festivals

Garage sale

German fest (2)

Harvest Fest (2)

Health and Safety Fair (3)

Honoring our veterans.

Ice cream social

Local park's movie nights (2)

Meet the police.
Memorial Day celebration
Music in the park
Pancake breakfasts
Patriot's Day.
Rotary Fest
September Fest
Some festivals
The fire department anniversary party
Veterans day celebration (2)
Village Taste

In the past five years, have you visited a Village of Glendale Heights recreation facility (Sports Hub, GH2O Aquatic Center, Center for Senior Citizens, Glendale Lakes Golf Club)? If yes, please indicate which recreational facility.

Sports Hub

Basketball
basketball open gym
Exercise room
Fitness center has no leadership better programs ur path program is a joke.
Fitness center
Hub (6)
I did visit the Recreational Hub.
Recreational center
Sports facilities
Sports Hub (66)
Sports hub. for babysitting
Sports Hub- basketball program for children
The fitness center
The hub

GH2O Aquatic Center

Aquatic (4)
Aquatic center (34)
GH2O aquatic center (9)
Glendale Heights aquatics
Glendale Heights pool
Pool (21)
Swim lessons for preschool great grandson
Swimming pool (30)
The aquatic park to swim
Took my daughter to the pool at the aquatic center.

Center for Senior Citizens

Center for senior citizens (5)
I love my Senior Center
I teach yoga at the Senior Citizen Center
Senior Center (45)
Senior center daily for gym
Senior center for income tax preparation Borrowed walker for knee replacement.
Senior center for taxes
Senior citizens facility
Senior facility

Glendale Lakes Golf Club

Glendale Lakes Banquet Facility

Glendale Lakes Golf Club (15)

Golf (5)

Golf club (3)

Golf club for a family party.

Golf course (15)

Had dinner at the Golf Club

I went to a wedding at Glendale L Gold Club

All

All (3)

All listed

All of them (2)

Other

Camera Park (2)

Parks (5)

Tried to use playground at Camera Park

What recreation programming would you like to see in the future?

More Events

A concert by a local musical group

Car shows (2)

Concert in the park

Do more events/activities for different cultures.

Doesn't matter as long as is a family thing (something involving kids as well as parents and even grandparents)

Fairs

Family fun days/trips

Family gatherings (2)

Farmers market

Field day

Folk event

Food trucks

Having a multicultural day in the park.

Health fair

More activities in the park as we have a huge park though seems to be centered around cricket fields and not activities for the community

More movies in the parks or neighborhood get togethers.

More music festivals

Mother's Day, Easter brunch, and Thanksgiving dinner

Music Fest

Music in the park.

Outside live music

Seasonal festivals

Weekly band/concerts just like Carol Stream where different bands perform different music.

More Youth/Teen Programs

Additional programs for teens.

Better our youth soccer and swim programs

Clubs for the kids

Focus on activities for children.

Free child after school program

Group for autistic kids for entertainment

Indoor pool use for our high schools

Little league for the kids

More children activities with a learning environment

More programming for kids.

More programs for teens

More sports programming for elementary aged kids

More sports programs for kids, i.e. football, baseball, softball

More STEM activities for 6–10-year-olds

Offer lacrosse to kids.

Outdoor programs and facilities for teenagers

Programming that allows youth to develop technology skills.

Programs for children with special needs (developmental disabilities)

Programs that have 1-2 practices & 1 game a week. When kids go from game to game to game, they do not get a chance to improve their skills and then don't have fun because they get beaten in all games.

Sports competitions for youth and children

Youth baseball/softball

Youth battle of the bands competitions

Youth sports

More Senior Programs

Activities for the elderly.

Elder adult programs

Exercise classes for senior balancing

Increase of in-person activities at Senior Center now that COVID restrictions are reduced.

More activities for older adults

More coach trips for seniors

More exercise for seniors

More programs for senior men

More programs for seniors

More senior activities

More senior citizens activities

More senior events at the Hub

More seniors only swim times

More trips for seniors

Senior citizen group activity

Senior exercise classes

Senior programs (3)

Senior Zumba and dancing

More Sports Programs

Adult athletic activities

Adult softball

Anything other than soccer

Bring back baseball and softball to the glory days. Reduce cricket.

Competitive sports, volleyball, soccer basketball, etc.

Fencing

Football (2)

Golf

Golf classes for beginners

Hockey at the sports facility

If there isn't one yet, adult soccer or hockey.

More availability for basketball...soccer is heavily favored here.

More sports programs.

More time in winter for open courts for basketball

Pickleball

Winter sports program

Wrestling

Young adult soccer programs

More Fitness/Exercise Programs

Adult exercise programs (2)

Jazzercise

More adult classes for exercise

More fitness classes at Sports Hub!

More individual personal training for adults (50+)

Piloxing- mix of Pilates and kickboxing with option to have kid sit there or childcare.

Yoga (3)

Zumba

Zumba or some other type of dance fitness

More Swim Programs

Adult swim

Adult swim for disabled.

Affordable adult swim classes

Aquatic

Indoor swimming

More available swimming lessons

More swim classes.

Night swims

Scuba certification

More Dance Programs

Adult dance class

Dance classes

Line dancing

Maybe some dance classes that are more in tune with the type of people who live here.

More dance, maybe have a salsa night dance lesson like in other areas.

Don't Know

Don't know (8)

I do not know. (3)

I don't really know.

Not sure (3)

Nothing comes to mind (2)

Unsure

None

None (24)

Nothing right now

Additional Facilities/Features

A gym

Adult outdoor exercising equipment in the parks

An indoor pool

Big water parks with roller coasters

Bike paths (2)

Dog Park (2)

Having a makerspace in Glendale Heights would be a great start.

Model airplane flying field.

More disc golf courses

Nice track for walking

Soccer fields

Table tennis

Walking paths/bike paths

Other Programming

Any new trends

Art programs

Arts and craft

Card clubs, garden club, plant trade clubs

Craft nights

Diabetic and health related programs to get healthier.

Diversity and inclusion seminars

English as a second language

Fellowship and Bible studies

Game night/ trivia

i don't even know if its possible but some type of music (instrument) program would be amazing.

Ice skating

Instrument classes

Maybe some adult activities to encourage people to meet more neighbors.

Mental health awareness

More adult classes for crafting

More flash mob classes

More outdoor activities

More Sports Hub activities

Nutrition, diabetes education

Outdoor ice skating, skiing, sledding.

Pet activities

Piano lessons

Programs that will strengthen the relationship between adults and children (especially the police)

Self-defense class for women
Self-defense courses and education
Self-defense classes
Something for middle aged people to do.
Something that ties in the College of DuPage and maybe local businesses.
Trivia night, scavenger hunts
Walk or run 5K

Other Comments

Better maintenance of workout equipment at the Hub.
Continue water park quality.
Hub is the best.
I like what is currently offered: holiday events, mother-son, father-daughter, after school programming, youth sports and clubs.
I think the Glendale Heights Fest has room for much improvement. It would be nice if the Spartans were revamped as well.
I would love for PATH to be available at the schools, so students don't have to be bussed.
Keep the library activities coming!
More adult programs/classes offered in the evenings.
Most of the recreation programs are during the day. What about us people that work
No wasting taxpayer's money. How many taxpayers are attending this event?
Not sure what's available!
Our parks are good we just need more allocated resources to get our kids involved in activities.
So far you are doing fine.
The park needs attractions for all kid ages. Perhaps, signs should also be posted to remind dog owners that dogs need to be on a leash for safety reasons.
The Village has enough things to do.
Weight room open at night.

What park features/equipment would you like to see in the future?

Improved Parks/Facilities/Equipment

A committee to clean smaller parks.

Any updates to playgrounds

Better parks

Better parks for the smaller ones

Better playground equipment

Better playgrounds and equipment

Bigger water park

Bigger, nicer, well-kept parks. Some of these parks are so tiny and dangerous with pieces of metal/plastic sticking out, it's tired, old equipment.

Equipment that is CLEAN! The fitness center is NEVER cleaned!

Higher quality exercise equipment

Improved general park maintenance.

Improved walking path at Nazos Park

More exercise equipment

More water slides.

Parks other than Camera Park need funding and repair. Keep more parks in better shape, it will help to better promote safety and equality.

Replace old equipment at parks.

Update the pool. Passes are very pricey considering I could get a pass to Carol stream under nonresident for the same price and their pool is way bigger.

Updated equipment.

Upkeep of running/walking trails.

Walking trails at Siemens need improvement.

Walking Paths

Better drainage for walking paths

More extensive walking trails

More walking paths (2)

Nature walking paths

Safe walking for elder adults

Safe walking paths

Walking paths (3)

Walking paths that are smooth and wide enough to walk on.

Walking trails

Playgrounds

Handicapped chair swings

Jungle gym

Monkey bars

More playground equipment (3)

Park for children to play.

Swing sets

Swings

Swings, the park by us had its swing removed and we haven't had replacements yet.

Tandem swings

Outdoor Exercise Equipment/Stations

Exercise equipment

Exercise equipment or stations

Fitness parks

Gym equipment in the parks to exercise for the whole family.

Outdoor exercise equipment (3)

Outdoor work out area

The City of Northlake has a little outdoor gym that would be nice to get more people outdoors.

Workout areas

Bike Paths

Bike paths (2)

Bike paths separate from walking paths.

More bike paths (2)

More bike trails (2)

Benches

Benches (2)

More benches (3)

More benches. I have to sit often.

Pickleball Courts

Pickleball (2)

Pickleball courts (4)

Picnic Areas

A couple more picnic shelters

More picnic tables (2)

Nice picnic area with lots of tables

Picnic areas (2)

Dog Park (6)

Dog area that they can run around.

Dog park (4)

Off leash dog park

Water Fountains

Water fountains (5)

Basketball Courts

Basketball courts (2)

More basketball courts (2)

Nets on outside basketball courts

Volleyball Courts

Beach volleyball

Volleyball court

Volleyball

Volleyball court with net

Volleyball courts like before

Music in the Parks

Music in the parks/music festivals (5)

Indoor Pool

Indoor pool (3)

Infinity pool in Senior Center

Indoor swimming for all ages with programs

Splash Pads

I like the splash pad being put in Camera Park. Perhaps a second one at another park?

Splash pads (4)

Flowers/Flower Garden

Maybe a rose garden/pollinator friendly

More flowers (2)

Rose garden or a flower garden

Tennis Courts

Tennis courts (3)

Trees

More trees

Trees (2)

Soccer Fields

More soccer fields.

Siems Park - soccer nets put up.

Soccer fields

Don't Know

Don't know (7)

I do not know. I do not have children.

I don't really know.

I don't have a clue.

I don't know. (3)

None comes to mind.

Not sure (4)

Not sure. Nothing comes to mind as of now.

Unsure

None

I think they have enough.

None (21)

Nothing (4)

Other Park Features/Equipment

A cloverleaf setup of baseball field so you can host tournaments

A veggie garden where each GH residents get to plant some veggies!

Additional handicapped accessible parking

An obstacle course for adults and teens

Badminton court with net

Band shell

Baseball fields

Batting practice place

Better lighting

Better restrooms - open, clean, camera monitored.

Community garden plots

Concession stands for beverages and/or snacks

Disc golf

Disc golf courses

Family spaces

Football fields (2)

Golf dome

Hockey

Ice rink

Lazy river

More adaptive equipment

More chaise loungers

More indoor activities based on our weather and more facilities for colder weather activities.

More lights

More movies in the park

More sitting areas with shady trees

Nets by kids playing area

Restrooms

Rubber flooring at the parks

Safety inspections

Several of the young toddler parks have been removed. Need a play area that is enclosed. Several grandparents, people with mobility issues, and parents with multiple kiddies have no safe enclosed space so no longer visit the parks as much. Even when had them enclosed on 3 sides by ground to waist shrubbery it improved ability to keep kids safe.

Skate Park

Skating

Skiing

Sledding

Snacks services at Camera Park playground.

Something that kids from 8 years old to 17-year-old would be interested in.

Sprinklers in parks (2)

To have a space in the park for each sport. Not just for cricket.

Water features, if possible, but need to be safe

Weight room

Zip lines

Other Comments

Better access to walking track times at Sports Hub

Can't wait for the new playground area to be open to the public at Camera Park

Cricket field be run by the Village. Also, get rid of the FlowRider or limit its usage, it is sparsely used during pool hours and it's not cost-effective.

Ever heard of Mud Day?

Goose poop removal

I would like to see the playground/splash pad at Camera Park opened. What is taking so long?

Keep dogs out of neighborhood parks.

Looking forward to the new Camera Park with the splash pad and updated safe equipment for our kids.

Looking forward to the new Camera Park!

Parks are the best thing, too bad it's not the schools.

The new Camera Park

Upkeep the current parks look and feel.

Why don't you use the Parks and Recreation brochure mailed to your home?

Not Interested in Programs

Don't participate in most or all of stuff in book.

Have not been interested.

I don't use any of the services/classes offered.

I read through the brochure but not many of the activities interest me.

I'm not interested in doing anything in the Glendale heights I think their programs our waste of taxpayers' money should be used for something else

No interest (2)

No interest. Work full time,

No programs of interest

No programs that interest/

None of the activities interest me.

Not interested (3)

Not interested in any programs

Not really interested.

Nothing in it for my family

Nothing interests me.

Nothing of interest

Nothing of interest for me.

Disabled/Elderly

At my age I can't use anything

Disability keeps me from going to outings.

I am a house bound 100% service-connected disabled veteran.

I am to old to do most of the things listed - mobility issues

I can barely walk, too old to use the recreations offered.

I'm 87 years of age and slowing down a bit but when I was younger Look Out for me

I'm 73 and work no time.

I'm a senior who doesn't use the recreation facilities.

Over 66

Retired

Do Not Receive

Do not get one.

Do not receive.

Don't receive them.

Haven't received it.

I did not know it existed.

I haven't received anything.

I never got one.

I'm new and I haven't seen it.

Never received one in the past year and a half I've been living here in Glendale Heights

Look Online

1 I don't need it - my family will not use that building due to current staff 2 why bother most classes get cancelled anyway 3 can do it online. 4 for those that use the facility and programs - why is there not an app, especially for PATH and preschool programming where parents can upload required documents on their own, make payments, etc.

Familiar with programming and look online.

I go online (2)

I have the internet.

It's easier to go online and look at the programs this year. It's a waste of paper. I would recommend sending out a letter or postcard sending people to the website, printing limited amounts and directing people to pick them up at the Hub, or have people go onto a mail list and only send paper copies to those who request them.

Look it up online.

Usually look online for events

No Children/Children Grown

Children are adults and gone now.

Children are grown and do things through school instead.

Children are grown up and not interested in anything in the brochure.

I do not have a small child.

It's mostly for kids/families.

My kids are older and do not attend park district classes they use their school facilities.

Not age appropriate.

No Time/Too Busy

I don't have time to use it still very busy working and babysitting to my children house!

I have no time.

I just don't have time these days. I should use. I wouldn't get rid of it.

No time in my day to day to consider parks & recreation activities.

We are in our 60s and are very busy people running a business and have another house in Wisconsin.

Not in Spanish

Not in Spanish (4)

Other Reasons

Available to me at times I am available.

Don't know (3)

Don't read it.

Grandkids live in Bartlett, so I use their parks.

I belong to LA Fitness

I do look through it but have no need to use it.

I don't see it often.

I have other matters of interest.

I look at it then garbage.

I never took the time to review it. My Wife usually is the one who takes more interest in the activities.

I read it but I haven't signed up for anything.

I use a different park district.

Never saw it, thought was junk mail.

nothing meets our schedule.

Open gym is still closed to the public. This should be changed immediately.

The timing of some of the facilities.

Use a private health club in the Village.

Waste

We just haven't, no real reason.

We just moved here and have not had a chance to use them.

What was the reason(s) for your most recent contact with the Village of Glendale Heights?

Permit/Inspection

Building permit and inspection

Building permit final inspection request

Fence and remodeling permits

Fence permit (4)

Home inspection

Home permits

Inquire on permit requirements.

Looked into a permit for tinted windows.

Needed a permit.

Permit (7)

Permit for heater for a swimming pool.

Permit for kitchen remodel.

Permit for renovation on our house.

Permit for windows installed.

Permit for working on the house.

Permit issues

Permit needed to replace a door.

Permit/Code enforcement: to see if anything needed for washer install and to see if picture was received regarding proper fuse post AC install.

Purchase a permit for patio.

Residential development permit

Roofing permit (2)

To get a deposit back which I never got back they're still holding on to it even though the work passed inspection.

To schedule an inspection for permit required work.

Window permits

Work permits

Vehicle Sticker

Buy sticker (2)

City motor vehicle stickers

City sticker

City sticker question

I had not received the vehicle stickers in the mail.

Moved and needed stickers.

Parking stickers

Purchase of vehicle stickers

Renew village vehicle sticker.

To get stickers for my car

To purchase a parking sticker.

Updating village stickers

Vehicle sticker (6)
Vehicle sticker purchase
Vehicle sticker-new vehicle
Vehicle stickers (3)
Vehicle stickers for my vehicles
Village vehicle sticker (2)

Recreation Programs/Parks

Children sports
Cricket contract
Improve cricket facility.
Joined the senior center.
Membership
Parks & Recreation: Boy Scouts helping at Reskin and Preschool
Planning event, use of facility
Program enrollment
Registration for summer activities
See if I needed an ID to rent a golf cart.
Senior Center regarding medical equipment.
Senior center.
Senior citizen membership for my mother
Sign my daughter up for summer programs.
Sign up for programs and questions about programs.
Swim lessons
To inquire about pool membership and found out that for a child no matter what it is \$70.00 per person. Used to have family memberships.
To learn more about offered programs.
To plan a birthday party
Weed control at parks.
Went to a program at the senior center.
Wondering when new playground and splash pad at Camera will open - approaching 1 year in process.

Bill Payment/Billing Questions

About why they didn't take my payment off the bill.
An automatic bill payment not being collected and no contact from anyone.
Bill payment
I think its about the water billing.
Payment not credited for some reason and late charge added. 50 + years never missed payment.
Question about high water bill
Water bill (3)
Water bill discrepancy
Water billing
We were having difficulty paying our water bill online.

Parking

Allow parking on our side (no parking allowed) when having a party or get together and parking is full across the street.

Car blocked my driveway.

Car parked on the lawn of someone's home.

For sale car that are park on side street

Issues with parking

Needed to call in a guest's car overnight. The website wasn't working so I had to call the non-emergency police line.

Neighbor had huge recreation vehicle parked in driveway and someone was living in it. Code enforcement said having it parked was not against code. What an eyesore!

On my block the people across the street have too many people living there and too many big cars. The street curves and they park their big vehicles on the curve. I can't pull out of my driveway without almost hitting their vehicles. And I am not able to see if there is a car coming when I pull in my driveway. I almost get hit every day. And there are almost accidents in front of my house every day. People almost get hit just trying to get out of their cars also because no one can see due to the big vehicles.

Overnight parking for a guest

People parking super close to my driveway difficult to get out of my driveway, yet police didn't give that car a ticket as it was ok to park.

Street sweeping parking violations. (On my street it's a common issue)

Street Maintenance/Repair

Called few times because our street gets missed on street cleaning.

Deteriorating and potholes on street

Missed street sweeping.

Street cleaning

Trash all over the streets with Village people driving right by!

Trees/Bushes

Asked about tree removal that fell due to a windy day.

Bush was growing and getting fuller. This bush effect the vision at the corner and you could not see the car coming due to this bush. Now it is growing again.

Hazardous dead trees on Glendale Heights property at our backyard

Needed a rotten tree taken down.

Overgrown shrubs covering a sidewalk.

Property Maintenance Violation

Garbage in neighbor's yard

Neighbor had garbage dump in backyard.

Neighbor has very unkempt property. Dilapidated and overgrown

The house next-door not cutting the grass.

Snow Plowing

Called a few times snow plowed over three feet at end of our sidewalk. We clean the corners and then the Village blocks it.

Snow mountains on the corners from plowing.

Snow plowing

The snowplow plowed my mailbox in.

Code Enforcement

Code enforcement (3)

Code issue

Other Reasons

Assisting a family with a runaway young adult

Charging too much money

Check for antenna policy.

Checking on vehicle registration

Driver license was stolen.

Events

Fire hydrant leaking

Garage sale permit

Garbage overflow at Nazos Park

General information

I already explained it we have had problems with the association the management of my house Villas of Red Oaks do not want to do their job we have many dry trees and the trees that are on one side of my property are causing problems on my property and the city does nothing and the administration neither.

I was nominated for police commissioner and racist discriminatory trustees rejected me despite my qualifications without any reason and Village residence blamed lack of diversity on minorities not showing up

Income tax and luncheons

Information

Information to be able to do work at home.

Issues with Village owned generator behind my house.

Locked out of my vehicle. Key stuck inside car. Officers were helpful.

Loss of water pressure. Checking if related to our own house or a bigger issue.

Make appointment for services.

Medication disposal

My b-box was paved over when sidewalk was replaced.

My water meter.

Neighborhood speeders

Noise complaint

Noise complaint, someone getting beat up in the unit above me.

Non-emergency police to review car seat requirements regarding booster height/weight.

Persistent dog barking after midnight

Personal matter
Problems with the renter above my unit
Question regarding the utility rebate
Rainwater not draining.
Remove sold vehicles from property record.
Rental inspection
Repair of buckled sidewalk on West Stevenson Drive. I tripped, fell, and broke my elbow.
Report broken water line.
Report stolen wallet.
Salon services
Schedules
Services offered.
Sidewalk repairs
Speeding and unsafe driving
Streetlights not working.
The gate between 2nd Avenue and Victoria place should not be closed, it should be kept open.
The renter's insurance
The village was not properly mowing glad stone park up to our property line which required us to have to mow that extra land.
To find out how long it takes to return the deposit once the code fixes made are approved by the inspector.
To let them know that a light bulb was out in a corner and it was very dark at night.
To report a traffic concern about the railroad crossing
Village board meeting
Village board meetings
Water had an odd scent.
Water line at the street level
Water meter change
Water that floods apron from rain or melting snow.
We had critters in our attic.
Zoning and code ordinances

Why did you rate your overall experience with the Village of Glendale Heights excellent or good?

Staff Were Helpful/Courteous/Knowledgeable/Professional

All areas were very knowledgeable

All the people associated with the Senior Center are very helpful.

Because the onsite inspector was very helpful

Because the person I talked to made the entire experience pleasant

Because the staff was very courteous

Efficient and knowledgeable.

Friendly staff

Good treatment and understanding during the process.

Knowledge of subject matter

Mrs. Marino helped us very much with the process and pointed us in the right direction.

She was very nice and polite.

Spoke to the Director who was very helpful.

Staff member was professional, helpful, and courteous.

Staff was friendly and knowledgeable.

Staff was helpful, professional.

Staff were professional.

The people at the Senior Center are very nice and helpful.

The person was very courteous and knew what I needed.

The staff seems to be well trained, knowledgeable, pleasant, and willing to assist.

The staff was knowledgeable and courteous.

They are nice and accommodating.

They did a great job and treated me very nice.

They were attentive and concerned.

They were polite.

Understood my reason for calling.

Very helpful

Very helpful and kind

We went to the Village to ask a few questions regarding our permit. The girls were friendly and went above and beyond to help us. Tony was nice too. He came out for our permit.

Timely Response

Answered my concern quickly.

Fast and efficient

Fast response

Got my problem resolved very quickly.

I asked and was answered quickly and correctly.

Issue was resolved within 2 days.

Issues were resolved in the same day.

My question was answered quickly.

Quick fix of hole. Filling only last for about a month.

Quick response time
Sidewalk repair started within a week.
Tech came the same day I called.
The matter was handled in a timely manner.
The problem was resolved in a timely fashion.
They responded quickly (2)
They went out the next day and fixed it
Very responsive
Very responsive (most within an hour which was a pleasant surprise)
Water department is always on it.

Problem Was Resolved/Question Answered

Always able to reach them and get questions answered.
Answered my questions.
Because I acquired the requested information
Because the problem was addressed.
Got the right answer.
Got what I needed.
I got answer.
I got my answer.
I was able to get my questions answered and needs met.
I was able to receive the answer I needed.
My report was handled.
Needed information was received.
Questions answered completely.
The 2 times i called they came out and fixed the problem.
They answered my question.
They considered my suggestion.
They fixed the problem.
They solved the problem.

Had No Issues

Because so far, I have not had any problems
Because the experience went well, without any issues.
I had no problem signing up my daughter for a few classes. It went smoothly.
It wasn't a hassle.
No issues

Other Reasons

After 2nd call received callback.... awaiting action promised.
Appointment was easy to make, and services were good.
Because i still accomplished what i needed to in a timely fashion, there was just a lot i had to do on my part and I had to ask the right questions. not all people know to do that.
Because it was excellent (3)

Because they did the best they could

Contact experience was good / construction timetable for park additions is disappointing.

Efficient, quick for purchase of vehicle sticker.

Glendale Heights Police Department has helped my family with being foster parents and having to deal with unusual situations and never once gave us a hard time, always willing to help or just talk with us about the situation. Police made a special appearance for my son's graduation party and my other son's birthday - super impressed they made the time during the craziness of our nation.

Good, because she had great customer service but did not have the answer. She put me on hold and searched for the answer, which was great but I would expect them to know if they work in that department.

Have to think positive.

Issues finally being addressed after being ignored for over 10 years.

It was good (4)

Job was done but 8 days after I was told it would be done.

Nothing was really bad, but nothing was super great either.

Quick and easy process

Response time could have been better, within 24 hours, and the permit director misunderstood what the contractor planned, and it delayed the project.

Satisfied with what service I got.

The grass got cut a few days later but now it is long again no police or anybody else has been out since then

The personal at the Village offices are often short and I feel like I'm a problem to be there. I do not feel welcomed.

The phone was answered right away, they helped me with the information for my guest to park overnight in street.

The service is always excellent. They take pride in their work.

They could not refer me to a specific company.

Things got complicated with my contractor. Village staff helped me through the issues.

Village expectations were clear, and I have a good working relationship with the Community Development staff

Water billing, excellent. With the number of irate customers regarding water staff does an excellent job, I know I worked next to that department, good job Teresa.

Other Comments

I contacted my trustee directly not the staff- that should be an option.

I had no issues with them this time, but it's not always easy.

I should not have to call in the first place.

The agent who answered the call did not have much patience.

Why did you rate your overall experience with the Village of Glendale Heights fair or poor?

Staff Not Knowledgeable/Professional/Courteous

Village staff in all areas need to work on attitude.

I have yet to have a pleasant experience with anyone in Village administration. One always seems to be treated with contempt, like you are a burden and the general attitude that they are not there to help you in any way, shape, or form.

People working for village are not nice people.

Police came, knocked on door, asked a question and left. Didn't seem to try or seem to care.

Uninformed employees at the village and very rude

Staff that works at the Village aren't very nice. Some of them are very rude.

Because no one knows what they're doing, and they make up the rules as they go they're not fair

They fixed the problem, but I had to deal with the rudeness.

Staff not friendly or overall helpful. Have to pull information out of them.

The staff person that sells vehicle stickers was a grumpy old woman. I felt like I was at the DMV.

They didn't have much energy in greeting.

They don't care about helping you.

The front desk clerks are not that friendly and courteous. They don't show good customer service.

Several emails and phone calls went unanswered. When we went in, someone behind the glass was very rude and said, oh they are the ones that called all the time. We overheard her. VERY UNPROFESSIONAL. Another time they were also very rude on the phone stating "I TOLD YOU HE WAS IN TRAINING" which was never said.

They were busy talking to other coworkers while assisting me and prolonged the time I had to be there.

Problem Not Resolved

Issue was not resolved.

Nothing was resolved.

No action was taken.

They did nothing.

Because I didn't get a proper answer. They didn't do anything.

No response or reaction but neighbors may be in unincorporated area.

Because I never received a response. I left a voicemail at the mayor's office and never heard back.

Response Not Timely

Took a long time for a response.

They took too long to answer me.

It took days to try to fix the issue which i had to contact someone else to fix.

Other Reasons

Whenever I call asking a question, the person/people I need to talk to are not there. I always get the run around.

Left dead trees behind

Because the rules in this town are outdated and overkill

They got the time wrong but lucky it worked out because no one was using the gym anyway.

Didn't let us know when they would be arriving.

Poor communication

We were unable to get through by phone. We called multiple times and never got to a "live" person. My husband went in person and did get the issue resolved.

Had to leave message. No one available at time of call

The permit process was slow and difficult to understand.

The police officer I spoke to was nice and was aware of the problem. However, the problem returned.

Still speed down the street and police presence is still poor

Permit took 6 months with back and forth. Originally asked someone to come out so we could explain. They said they don't do that, yet 6 weeks later they came out because they didn't understand what we wanted to do. That was oct 2021. Finally got approved after an in person visit in April 2022.

Because they should have indicated at that time, I had to use the phone in the wall.

Staff member owned an RV himself so had no problem with parking vehicle in driveway.

The renter lied to the police, and I was scared because she tried to hurt me and does not follow rules.

Told us last time that they stopped allowing people to park in no parking side even when no parking is available on our side.

I was told nothing the Village can do. Are you kidding me. The Village is the one who makes the rules. So, make a rule no big vehicles can park on the curve. Simple but no you would rather I get into a accident and then have to sue the village for not taking care of a safety concern.

Other Comments

Lack of employment for community- Good office jobs.

Racist discriminatory trustees and racist residents towards highly qualified minority women

Too much infighting with elected members

Why are you very or somewhat satisfied with the job the Village of Glendale Heights does in providing information to residents?

Provide Needed Information/Readily Available/Sufficient/Adequate

Adequate flow of information

Because it covers what I need to know

Because they do a good job of keeping everyone informed of what and why something is occurring.

I always get the information that I need.

I can find information.

I don't have a lot of questions generally, but the newsletter seems to get me up to date.

I feel generally informed about what is happening in the village.

I feel I know everything I need to know. If not if I call, I'm sure they will tell me. Usually good staff.

I feel informed, and if I have a question it is addressed on Glendale Heights website or by calling Glendale Heights Administration offices.

I feel informed, no major changes have been a surprise.

I get everything I want to know.

I get the information that is important to know and important to me. Pretty simple.

I never have had a problem getting answers or solutions to my questions.

i read your newsletter and i feel well inform.

I receive enough information that i know what is going on in the village.

I think I receive useful and comprehensive information from the Village.

Information is mostly adequate.

Information is readily available.

Informative

It gives me information about the current situation that's going on the village and what services

I can avail to do whatever I need to do.

It has been sufficient for my needs.

It is sufficient.

It keeps me informed.

It seems sufficient.

It's adequate (2)

Most information is readily available or accessible.

They keep us informed of all new business.

They seem to be pretty straight forward with what the town is doing and why they're doing it.

They're also up front with what's needed and what's to come down the road

We feel we are able to get information we need.

You get the information that is important to you.

Newsletter is Informative/Useful/Well-Written

Because I can always find information in our newsletter.

Because on the bimonthly newsletter it really informs and gives details on the events, or everything else that's happening in town.

Glad to have the newsletters and calendars sent automatically.

I appreciate the return of the printed newsletter as I do get a lot of information from it.

I enjoy receiving the newsletter in the mail and can find any other information I need on the website.

I like reading about the different items in the newsletter.

I like to read the newsletter when it comes in.

I'm glad they reissued the calendars and mail newsletters. I was upset when they were going to stop them.

Information provided is very helpful.

Newsletter gives updates.

Newsletter has a lot of information.

Newsletter is good.

Newsletter is useful.

Newsletter is very well written and informative.

The newsletter is great,

The Village newsletter and Park District brochure have provided very useful information and I've come to rely on these sources for information.

We get useful information through the monthly newsletter.

Doing a Good Job

Basically, it's very good, no real reason.

Doing a great job.

I think the Village does a pretty good job...so far.

I think they do a decent job.

No problems = very satisfied

Satisfied

They try hard.

They try to get the best information out.

Lack of Transparency

You don't tell us everything.

They don't tell the problems just the good.

We are invited to open meetings, however that is after the Village has already made up their minds about projects. By that time, it is too late for the resident to be a part of the plan.

I feel like there are a lot of ways to get information on what is going on in the village. Now, transparency about the problems or concerns how they are working to remedy.... that's a different story.

I believed all residence in Glendale Heights deserve to know all the information that we need to know, including updated plan of the Village.

Provide Timely Information

Always informs as soon as possible depending on the situation.
Events in the summer are announced in timely manner.
Giving up to date report/information of any events
Timely delivery

There is Room for Improvement

I think they do a decent job of providing information. There is room for improvement though.
Maybe need to do better.
Because I think they can improve
It can always be better.

Not Aware of All Communication Methods

I didn't even know they had a Facebook page.
I didn't realize all these options are available.
I'm surprised that the Village has social media platforms for information.

Do Not Provide All the Details

Information is typically clear, but sometimes leaves out necessary details.
Not everything is 100 percent!
We see some of the details.

Lack of Information About Village Events

There are a few events that have happened that I would have liked to attend but unfortunately did not know about or found out too late.
There was a Indian fest of some type that was not mentioned or in the bulletin.
We do not know what kind of events happening in the village.

Other Reasons

Because sometimes the information is not very helpful to you.
Better than previous administration
Brochures are not being mailed. Wish there was an email option. Missed early bird registration or completely missed registration due to lack of knowledge.
Canceling the newsletter, parks and recreation newsletter and calendar was a bad idea. Even when I went on the websites to continue receiving these items, they were never sent out.
Can't always find the answer needed.
Consistent and thorough
Different media platforms
From the few times I have scanned over the flyers we receive in the mail; I'm satisfied with the information included.
Gives me a little information.
Good communication by phone
How else are we supposed to know what's going on?
I actually get more information from the Facebook page about things happening in and around Glendale Heights

I am still learning the ways of the new President.
I can find the answers I need but feel other people should be made aware of information other ways.
I do not have any issues due to the lack of information.
I don't get out as much as I use too so I depend on the grapevine.
I don't have any complaints.
I don't have the ability to watch the tv channel, so my resources are somewhat limited by my time and availability.
I feel like information is provided in many formats and locations.
I like the calendar of upcoming events; it is both useful and easy to read.
I read the written information and occasionally check out the website.
I receive information about events.
I think they do a good job of communicating events. I think they can work on communicating utility work/repair.
I would like to be able to communicate easier with officials.
I'm in contact with those I need information from. Could be better if Trustees show up for coffee with Mayor and Board.
Information is out there, but it isn't always the same on the different sources. Website may say one thing, but Facebook says something slightly different.
Need more communication. Maybe through mail.
Nice to read what is going on
Nothing great, but nothing really bad
Poor website
Quality and quantity of information seems to have decreased with the current Village administration.
That's how I feel.
The e-sign is not easy to read when driving on Bloomingdale Road. I only check out the Facebook page and YouTube when I have a specific.
They could send more information on noise regulations.
They need to mail information for residents without a computer.
Town meetings
We need to open communication lines.
We still haven't found out what happened when the drunk former village administer blew a stop sign and hit a parked car with what I read had someone inside the car. Very unhappy that she was allowed to keep her job for a short time, then get paid for it. Had it been anyone else they probably been crucified.
When decided to end newsletter. It was already done without giving residents an opinion.
When I ask a question, I can ask an employee of the Village and I get an answer.
Why so far, I have no complaints.

Other Comments

Because the work they do is shown in our clean streets, safety, and the fact that you can live without danger.

I have lived here long enough to know how the Village works, plus worked there 25 years.

I think because of the teamwork that all of you have.

I'm satisfied that they give everyone a chance to grow and get on their feet.

I'm unsatisfied with code enforcement playing favorites to listening to only few complaints that suffice their quota. Staff needs replacement.

Should be doing more for seniors. We helped make this village what it is.

Those in the know participate. Those who don't, possibly miss out.

We need to pay more attention on Condo Renters! Also, the owners of the condos do Not put their cars in the garages! so we have No extra spaces for visitors.

Why are you somewhat or very dissatisfied with the job the Village of Glendale Heights does in providing information to residents?

Do Not Receive Information

Because after almost 2 years of living here I never hear nor receive any info from or about the Village. Yes, I use social media, but never hear or see anything useful.

I don't receive very much information.

Information is hard to come by

No information received ever.

We have lived in the area for years and have not received any information about our community.

We typically travel out of our community for activities and local business after digging it out ourselves.

We receive no information.

Need to Send More Information

More information needed on where to get further information.

There is so much the Village has to offer that no one know about.

They should send more information about everything they are doing for the community.

Village is not good with sharing information outside of the friends/family connections.

Not Transparent

Communication should be open. No half-truths or withholding information. Answer the questions being asked, don't go around the question.

Don't hide information.

Not all information is posted.

They only give information they want to give. There is no Q and A.

Have to Search Out Information

I have to search out information.

Very hard to find out information about village without checking multiple sources.

You have to seek the information out. Then sometimes, one member of my household will get information and then the next time, I will. There is no consistency.

Website Needs Improvement

The website is not user friendly enough to be able to find information without clicking on 1000 different things.

Their website makes it difficult to find information easily.

Better Communication Needed

Need better communication.

They do not communicate their information well.

Other Reasons

Because I have no clue what's going on and it sounds like I should

Communication sporadic

Example street sweeping signs say Wednesday, yet the street sweeping is Thursday in my area.

No information provided about changes.

I think they should find a better way to communicate information that is also not intrusive.

If you are not electronic savvy, then you can't get the information.

If you don't catch it on cable, then the only notice is the park booklet.

If you watch a Village meeting all you hear is bickering, fighting, and cannot understand one word that Village president says. We get tired of hearing him using race card.

Lack of depth on some.

No personal contact with Village officials they need to get out in the neighborhood more often.

Not sure how to sign up or where to look up the online information.

Plus, not much looking forward as to the issues or concerns facing the Village. Most information is of the looking backwards type.

Some information not accurate

Terrible

The newsletter is good. It does not explain items at Board Meetings. It gives ordinance numbers with no explanation.

The only information I really get is from the newsletter which I would prefer to get by email and save the paper.

The Village still uses outdated ways to send out information. The mail isn't as reliable as it used to be and most things that come in the mail are advertisements and it's hard to cull through and pick out the newsletter from the ads. The Village needs to figure out the best way to get out newsletter via email.

There's not a reliable source where I can get information.

They stopped mailing the newsletters; therefore, I don't ever know what is going on around in Glendale Heights.

We do not find out about a lot of events until after they have happened. They should start advertising about the events for like a month before they happen. Not post a couple of pictures after it happened and only a couple people show up.

Other Comments

Again, racist and discriminatory Trustees. Did not even tell me I was rejected and gave no basis why I was rejected/not approved.

Again, Village employees are a lot of family members, and you have to know people to get job done.

Because it's only about what they want for the village not what the people want for the village
Dissatisfied that you think you can put cameras everywhere and not give the neighborhood access to such cameras.

Employees don't want to prevent stuff from happening they want to happen then give you tickets.

Mayor and Trustees are an embarrassment and can't agree on anything.

Taking a lot of money from each property owner, but not doing their job ... simple!!!

The way they treat you. Especially *** in charge of permits in Community Development as well as those ladies at water billing.

There are not enough jobs and opportunities given to those who really needs jobs.

There not working together they fight with each other rather than get the job done.

Village Board is not getting things done. Too much infighting and the comments made at Board meetings.

How can the Village of Glendale Heights improve communication with residents?

Newsletter

A newsletter would be helpful along with what services require a permit.

Add more to newsletter.

Additional information in the newsletter

By not eliminating the monthly/ bimonthly newsletter and making it mailable by request only.

Continue printed newsletters.

Continuing with newsletter

Email newsletter

Expanding and adding information in the printed newsletter

Keep sending newsletters, I know it's a waste sometimes, but I always took time to read it and go through it to see what was going on. Also, the calendar was good but too big and bulky maybe making it smaller and advertise about social media.

Make newsletter monthly, rather than bi-monthly.

Maybe instead of being bimonthly it could be monthly, so we don't miss certain unplanned events that didn't get the chance to appear in the biweekly newsletter

Monthly newsletter

Monthly or biweekly newsletter

More frequent newsletter

More frequent newsletter, because if the information in the newsletter is too far in the future, we tend to forget it.

Newsletter emailed to residents.

Newsletter is fine.

Newsletters need to be sent out to everyone all the time.

Resume mailing out both the Village and Senior Center newsletters to all residents.

Send newsletter (2)

The best solution is to have a newsletter sent via email.

The only way I can think of is to issue a newsletter more often.

The Village newsletter is still the best method.

Through its publications such as the newsletter

Update the newsletter more often.

Emails

Email for anything very important

Email out detailed minutes of all meetings

Email to household

Emails (5)

Emails. This is the first email I've ever received from the Village of Glendale Heights

More emails

Option to choose which areas a resident would like email regarding - board meetings and topics - early bird registration - reminder regarding car stickers/pet stickers/ starting of street sweepers

Possible email communication system

Send emails (2)

Send information via email.
Send out a monthly email to residents that want it.
Send out emails.
Send weekly emails.
Via e-mail

Greater Use of Social Media

Being more active on social media platforms
By using social media
I didn't even know that the Village is on social media so if I didn't get information in the newsletter I wouldn't know.
Post more on social media.
Put more on the social media platforms.
Through Facebook page (2)
Through social media
Use Facebook (2)
Use social media better.
Using Facebook and other social media and allow for those who subscribe to provide details on Village meetings, road work, items to vote on, etc.
Utilize Nextdoor.com more often. Easier to access than other social media.

Meetings with Residents

By having meetings where the public can attend, not just the coffee with Mayor.
Community town hall meetings
Holding meetings on the street with the police to be safer and thus be able to get to know each other better as neighbors.
Maybe have more coffee with Mayor on weekdays
Meet the resident's day... spread schedule by district. That's a start.
Meetings
More interaction with Village employees
More open forums about issues in the village
Send mailings too since not everyone has social media.
Show up for coffee with Mayor and Board
You could have the mayor bring over lunch to my house and we could talk face to face about how the city is doing.

Mailings

Direct mail or mailbox flyers
Mailers
Mailings
Monthly activity postcards
More letters
More mail
Send letters about special information to all their residents.

Send letters via mail to residents.
Send out flyers in the mail.
Send them a letter.

Be More Transparent

Be more open.
Be more transparent and give information to all residents.
Be open and honest.
Be open about the resident concerns and what is being done to remedy or research a solution to the issue.
Be transparent.
Being honest
How about being honest.
More transparency among the administrators and Board
Transparency

Make Residents Aware of Communication Methods

Advertise more about the communication platforms. I didn't even know about some of them.
Advertise communication mediums.
If you have all these options, just make residents more aware of them.
Listing in newsletter of Facebook pages and other information outlets.
Need to know where to find information needed.
Provide something that gives you all the options and ways to access information conveniently.
Send more information about communication methods used.

Improve/Update Website

Better website
Improve website.
Instead of trying to interact with residents in so many ways, they should make sure that 1. The website is always up to date and then 2 that posts on other types of media point back to the web site.
Make it easier to find information on the website.
Maybe add a chat option to the website that can direct you on where to go when you are looking for information. the home page should have upcoming events or sign-up activities front and center on the page. not paragraphs of writing no one want to take the time to read. put the topics for upcoming board meetings on the homepage so people know what you are discussing and can voice their opinion on issues that they are passionate about. make this info readily available. Most people don't even know what meeting agendas & minutes are let alone how to read them. The community should have a voice regardless of their educational status.
Updating the website

E-signs

Add more to the electronic board.
Better electronic board notification

E signs

Large digital sign in front of the Village Hall. I can't read the one on Bloomingdale Road at 40 miles an hour in the car.

More local e-signs signs

Text Messages

Text messages (2)

Texts (2)

Flyers

A one sheet flyer with outline would work.

Flyers on doors

Flyers to homes and businesses

Send out more flyers.

Phone Calls

Continue the phone alerts.

Call when there is a problem.

Continuing with important messages by phone

Phone calls

Radio/Television

Local radio station that we can listen to while at work.

Media coverage on WGN our local news station.

Possibly radio or television for people who do not have cable.

Be Timely

Be more prompt.

Giving information more in advance

Provide information to the residents on a timely manner, and post about activities other than soccer!

Communicate More About Events

Activities, seek out community leaders and get them involved (Our local mosque has never spoken about any Glendale Heights activities directly involving their membership base)

Advertise the events more.

Community events

Listen to Residents

Get their input.

Listen to us.

Making sure to listen to all the people about the issues they have.

Village is Doing a Good Job

Can't ask for more. Good job.

Doing a good job so far

Doing good job now it's working leave it alone.

Doing this survey alone is already a good thing you're doing to reach out what we want.

Hard to do. Glendale Heights is already doing all they can do with newsletters, Facebook pages.

I am not sure that the Village needs to improve communication.

I feel they are using all avenues available to them.

I think the communication is good.

I'm comfortable with the job the village does already. There's multiple channels and I can consume the information via whatever channel best works for me. Couldn't ask for more.

Keep doing what you're doing!

No issues here

No Suggestions

No opinion (7)

No recommendations on how to improve.

No strong opinion

No suggestions

Don't Know

Don't know (10)

I am unsure.

I don't know. (4)

I wish I had that answer.

Not sure (5)

Question of the years. I have no help.

Unsure

Other Suggestions

Answer calls if people call or make easier for older folks who don't know how to use Internet.

Ask all residents how they want information.

Be consistent.

Be more proactive.

Be more specific and clearer about utility work/repairs and timelines especially as they affect traffic, personal property lots, sidewalks etc.

By doing this type of information

Communication should be bilingual because of the number of Spanish-speaking residents.

Consolidate source and distribute in a variety of different ways.

Currently there are a few members of the village that do a great job giving updates and also allowing for discussions amongst subscribers. Would like to see Trustees have areas to introduce themselves and the work they are doing to support their area.

Don't be do one sided.

Get out in the neighborhood and see what is happening first hand

Have a specific date each month that people should check the Village website for updates that are important.

I'm not really aware of issues happening in the village, so maybe that can be communicated better.

Instant message

Invite more people to Board meetings.

its the time of marketing, use multiple, effective, and productive medium to reach out to residents, not just doing thing ... but no results.

Keep residents involved in the community.

Keep updating current activities.

Let us know more about the crimes.

Maybe tell us what they want to do before they do it

Megaphone announcements

More advertisements

More information in the Herald paper

Not sure maybe on the neighborhood app just for Glendale Heights

One-on-one communication

Outreach to many, not the few. Announce elder adult luncheons, dinners especially on special occasions.

Post notices on signs

Provide bi-lingual communication. Specifically Spanish.

Provide information on issues or concerns coming up? Information/data presently available on issue/topic, and when discusses on this particular issue/ concern will occur.

Provide instructions on how to sign up for next door, local neighbors, or Facebook page.

Provide more communication.

Record village meetings and have access via website.

Through the schools to the parents of the children

Uniformity in updates

Weekly newspaper that pertains to Glendale Heights

You need to find out from the residents how they want information.

Other Comments

Be a more cohesive governing body.

Be more respectful to each other at televised meetings.

Improve on what you do for the people.

More events throughout the year. give back to the people.

No matter what they do to communicate people don't read or figure out anything in their own so it wouldn't matter.

Stop fighting at the Board meetings and accomplish something.

Stop fighting with each other.

That's for you to figure out. You get paid for this.

On what area of diversity, equity, and inclusion do you think the Village of Glendale Heights should focus their attention on in the next three years?

Community Events/Activities

Acknowledging diversity within the town and having ways of celebrating or hosting events for different ethnic groups

Activities that bring diverse groups together in harmony

Celebration months (e.g., Black History Month)

Cultural activities

Events (2)

Events which encourage the gathering of diverse groups together

Good community events, fairs

In doing various activities for the entire international community

More events to bring community together.

Some different ethnic festivals

Special events

We are such a "salt and pepper" community with so many amazing ethnicities. I think it would be fun to have a "food truck" or "food festival" that has different vendors showcasing different foods from different backgrounds. I feel you would get a good gathering of many different ethnicities and bring them together to share a meal. I just think things like that would bring the community together and share in our different backgrounds. just an example. Get people out of their shell and talking to others they may not normally engage with.

Village Staffing/Hiring Practices

Employment at Village Hall

Hire more diverse police, fire, golf course personnel. You should publish statistics for this.

Hire more people of color in administration positions.

Hiring practices.

Staffing

There is a problem in the Village management with diversity.

Urdu speaking staff would be easier to talk with

Would love to see more diversity in those that work for the Village.

Physical Accessibility

Accessibility to all areas by a wheelchair etc.

Accessible playgrounds/parks

Handicap accessibility

Mild to moderate disabled. Most all bathroom are not up to OSHA code or comfortable.

The parks could provide more seating for adults with physical disabilities to rest while playing with children. The benches at Glen Hill Park are terrible, need benches on walking paths at Camera Park.

Treating All Residents Fairly

Equity as us white folks are minority now.

Equity is always key - ensuring our systems are equitable to all.

Not being one sided. Fair to all.

Not everybody is treated fairly. There is still discrimination.

Same rights for all races

Inclusion of All Residents

Including everyone and not excluding anyone.

Inclusion

More inclusion of multiple languages in their programs

Overall diversity. Some are being excluded and some being included more than others.

Make Village a Safe Place for All Residents

A safe and friendly place to live.

Make it a safe place where everyone feels welcome, programs and activities to make everyone feel welcome.

Safe community

Safety

Schools/Education

Education

Education of students

Education, open, free of politics and discrimination

Schools

Village is Doing a Good Job

Have Village employees and the Glendale Height Police Department start being nicer to Hispanic residents and residents of color.

I feel they do a good job now; I am unsure how to improve.

It's not so much the Village but more some of the employees.

You are doing a good job.

LGBTQ+

Gay rights

LGBTQ+

More LGBTQ+ groups

Developmental Disabilities/Intellectual Disabilities

Add more programs for children with developmental disabilities. My daughter has autism and there are no programs geared for her.

Individuals with disabilities

Neurodiverse programming

Senior Citizens

Senior citizens (3)

More Interaction Between Residents

Making it easier to meet neighbors. I feel people don't trust their neighbors for the most part if they're of a different ethnic group.

More community interaction

Communicating What the Village is Doing

I don't really know what the Village has done in the past so I don't know where they should improve. Communicating what has been done would be a start.

Not aware of anything the Village does outside of ethnic events at the park.

Don't Know

Do not know.

Don't know (13)

I am sadly ignorant in this area.

I don't have an idea right now sorry.

I don't know.

I have no idea.

I'm not sure.

Not sure (4)

Unsure (2)

None

None (8)

None, stop giving benefits to one race or another. This day and age everyone is equal, and no one race has any rights more than the other. Equity makes it so it's not equal.

Not much

Nothing

Nothing. looks good now.

Other Areas

Attract more Hispanic community to buy houses and give us the ability since they put many obstacles for us

Diversity and inclusion and removing racist discriminatory Trustees who reject highly qualified minority women who are nominated for no reason.

Elected officials using the race card is a start! Maybe elected officials should treat each other with respect.

Have more involvement of people who are not of the same political party.

I think we should be open to helping families who need finding a place to live.

Incorporating more aspects of different cultures and ensuring no racial discrimination

Increase the ability to provide transportation throughout the village.

Jobs

Just make sure to resolve any discrimination issues that may come up.

Maintain the diversity of the population.

Make a downtown - races stay with their own and can only afford the big houses - Renovate the old houses.

Make the Village more family rather than focus on sin taxes and summer Fest.

On children's sports

Police training

Providing safe spaces/resources for everyone regardless of their identity

Racial issues; classism

Racial profiling

Religious inclusion

Speak to our community and religious leaders.

There needs to be more of a focus on minority groups within the village, much of the programs and advertising caters to the older, white class of the village. I wish we had more events for kids, the LGBT community, etc.

To develop a culture, where people of all walks of life participate, leading to a happy place to live in.

Work together as a Village.

Working parents. Most of the programs do not focus on them - yet they pay for many of the programs.

Other Comments

Concentrate on balancing of funds and growth.

Development to our communities

Do not administer by power.

Do your job.

Don't go woke!

Don't use reverse discrimination. By trying to include other cultures leaves out the majority.

Fixing all streets and cleaning up the earth

Funds and services should be for the general public. Special interest groups should source their own funding.

Glendale Heights is already a very diverse community. There is equity for all residents.

Households need to live within the village codes. They need to respect their neighbors.

I feel like we cater to the cricket fields, those discussions take up a lot of time.

I feel that certain minority groups are given preferential treatment because they pay for the preferential treatment.

I see diversity, equity, and inclusion everywhere.

I think they are going too far with the diversity. EVERYONE should be treated equally.

In the parks other sports are being taken out like baseball and you are adding too many cricket fields

In these times all are important, but not just for show.

Keep doing what you're doing. It's fine. Let's not go overboard on the diversity and inclusion woke agenda. People need to get along.

No need, Glendale Heights already has a diverse group of people.

Seems fair at this time.

Seriously? Glendale Heights has religious institutions for several different religions. Camera Park is host to Pakistan Days, Butterfly something or other and so on. I think that most people that live here are covered.

Too much time and money are already spent in this area.

With the new mayor it seems as though if you aren't of his race then you are unimportant and racist.

You need to figure it out why ask the residents now You haven't asked us all this time.

Why did you rate the efforts of the Village of Glendale Heights to implement strategies to address diversity, equity, and inclusion excellent or good?

At least new President has shown good progress unlike the previous woman was just hogging and playing favorites.

Because I feel comfortable living here. I don't see people discriminated against and I've been seeing this for a long time. There are minorities, seniors, handicapped all within a couple of houses of me. Everyone seems to get along. It's working. Let's not fix what isn't broken here.

Because I think it is an important issue.

Because improvements are seen in all aspects

Because there is some inequality for Hispanics

Because they are doing their best

Because they care for anyone!!!!

Because they must be fair to the whole community

Because they provide services in multiple languages and cater to their diverse population.

Become we feel included here, never ever felt any kind of racism.

Cause I feel like I'm fine.

Community programs

Efforts are good.

Efforts are made to reach out to diverse groups, but it could be better to unite these divergent groups.

Everyone contributes to the community.

For the good of the citizens

Glendale Heights does not have an issue with diversity.

Glendale Heights is pretty much the United Nations.

I believe that Village government respects different cultures.

i do not see the woke invading and do not want it to

I don't see any racism. There is equal opportunity for everyone.

I feel Glendale Heights is very diverse and that it is one of the reasons for moving here.

I feel good in the community.

I feel they take care of all peoples.

I have a daughter with autism. She had trouble handling the stress of the Easter egg hunt. The police officers attending the event were very good about helping us calm her and redirect her in an inclusive way. The event itself didn't seem built to be neurodiverse friendly. Lots of waiting, lots of standing in lines, and sensory overwhelm.

I have felt and seen them all.... diversity, equity, and inclusion.

I have not encountered issues in the village regarding diversity, equity, and inclusion.

I haven't been made aware of any issues.

I never saw the opposite.

I see more and more variety and diversity in my community.

I think it already has enough diversity.

I think that the Village does a good job including multiple groups. It's hard to pinpoint.

I think they are trying, but it's hard to say for sure.

I think they have issues of dealing with more than one issue at a time. But they do better on one issue.

I think we have many things that reach out to so many different cultures and religions. I think people can really find what they need right here in the community regardless of background.

I'm a long-time resident and enjoy the diversity and it seems to be working.

It appears that there is equal representation.

It is good to recognize the individual groups within the village but also need events that welcome all the individual groups.

It is too soon to give a better opinion.

Lack of experience

Many programs are of various ethnic background to which the entire community is invited.

My neighborhood is diverse.

Never had a problem with anything.

No issues (3)

Only a few incidents of racial profiling by police versus many encounters of racial profiling by police

Our town is always about inclusion.

Personal experience

Reasons stated previously. But I do want to point out that those efforts were started long ago under previous Mayors. Not the current one. The current one is working to create rifts and divide the community apparently.

See that certain people are favored.

Seems to be working.

Seniors often don't know what services are available. Transportation for seniors who need rides is not very impressive.

The village has been very diverse for many years and for the most part it has worked well.

The Village needs to still work on the efforts.

There is a visible effort to welcome and include individuals from all backgrounds and cultures.

They already do it

They do a great job.

They try somewhat.

They usually do

Variety of sports

Very important

Village is very diverse.

We have a lot of people from outside the United States

We have variety here.

We need that attitude to get along with each other.

Why did you rate the efforts of the Village of Glendale Heights to implement strategies to address diversity, equity, and inclusion fair or poor?

Average

Based off staff seen working at Village.

Because all should be treated fair not because who, what you are.

Because it is not seen that all the diverse populations have equality in the Park District. Only white Americans are working there.

Because the Village is not really doing a great job.

Because they do nothing for the long-time citizens of America - Let alone Glendale Heights - All these free housing right next door over the last decade has been terrible! How about offering the free housing to the community - and their descendants.

Don't really see it there is a total change in diversity here now.

Events

Experience and observation

Hard to quantify.

Have seen no evidence of trying to create diversity.

I believe that the Village only likes to money grab for programs and activities rather than trying to enrich the community.

I don't think it cares much about diversity and inclusion.

I don't know of any efforts but assume that something is being done. Maybe spread the word more on what is being done.

I don't know what the Village has done. I know my neighbors, but that isn't because of the Village. i haven't seen much gay pride recognition during the month of June.

I see a problem within the Village Board and President itself so how can they implement or make effort to do so for the residents.

I think certain races are being favored.

I think they don't do enough to do better when tackling diversity, equity, and inclusion.

Improvement needed.

It is noticeable in the summer events and in the Senior Center.

It seems to be a focus on one group. It's not inclusive.

Needs improvement (2)

Never really seen or heard them say or mention anything about diversity, equity, and inclusion - it was kind of just there.

Not everybody is treated fairly. There is still discrimination.

Our communities have never had any partnering or pairing of community centric events nor activities.

Our focus has always been on inclusion based on sexual orientation, which we are okay at, but the Village really needs to work on how they treat minority residents.

Paved paths are great in the parks but to get to them you have to go over grass which is not wheelchair friendly

Personally, I have never seen a minority in our police, fire, or golf course personnel.

Police are not interacting with community -

Poor

Seems like what the other diversities want they get because every word is about what you owe me.

Simply, all efforts across society are fair at best.

That is how I see it

The Village allows racist discriminatory Trustees who reject highly qualified minority women who are nominated for no reason. Highly qualified minority women are not given a reason and not even told they were rejected.

the Village employees are not diverse.

There are no events or ways of acknowledging the diversity in Glendale Heights

They do not treat everyone equally.

Too much in fighting

Up until the last election you had to be related to or friends of Jackson.

Very clear some people given special favors by Village officials.

Village of Glendale Heights is not fair to all residents.

We can all do better

When elected officials feel they are not treated fairly by their peers based on their race, how can we expect the rest of the village to feel this is important to everyone else.

You are bringing in people who are racist towards whites.