



EST. 1960

Willowbrook

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AGENDA

REGULAR MEETING OF THE PARKS AND RECREATION COMMISSION OF THE VILLAGE OF WILLOWBROOK TO BE HELD ON TUESDAY, MARCH 1, 2016, AT 7:00 P.M. AT THE VILLAGE HALL, 835 MIDWAY DRIVE, IN THE VILLAGE OF WILLOWBROOK, DUPAGE COUNTY, ILLINOIS.

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF MINUTES:
 - a) February 2, 2016 Regular Meeting of the Parks & Recreation Commission
4. DISCUSSION – Special Event Updates / Planning:
 - a) Easter Egg Hunt, March 26, 2016
 - b) 2016 5K Fun Run, May 1, 2016
5. DISCUSSION – Annual Park Landscape Fertilization Contract: Consideration of Alternative Environmentally Friendly Services
6. DISCUSSION – 2015 Citizen Survey Results
7. DISCUSSION – Willowbrook Webpage – New Parks & Recreation Button
8. VISITOR'S BUSINESS – Public comment is limited to three (3) minutes per person
9. COMMUNICATIONS
10. ADJOURNMENT

Mayor

Frank A. Trilla

Village Clerk

Leroy R. Hansen

Village Trustees

Sue Berglund

Umberto Davi

Terrence Kelly

Michael Mistele

Gayle Neal

Paul Oggerino

Village Administrator

Tim Halik

Chief of Police

Mark Shelton



Proud Member of the
Illinois Route 66 Scenic Byway

MINUTES OF THE REGULAR MEETING OF THE PARKS AND RECREATION COMMISSION
HELD ON TUESDAY, FEBRUARY 2, 2016, AT THE VILLAGE HALL, 835 MIDWAY DRIVE,
WILLOWBROOK, DUPAGE COUNTY, ILLINOIS

1. CALL TO ORDER

Chairman Cobb called the meeting to order at the hour of 7:03 p.m.

2. ROLL CALL

Those present at roll call were Chairman Richard Cobb, Commissioners Lorraine Grimsby, Ron Kanaverskis, Laurie Landsman, Carol Lazarski, Robert Pionke, Rene Schuurman, and Doug Stetina.

ABSENT: None.

Also present was Temporary Interim Superintendent of Parks and Recreation John Fenske.

A QUORUM WAS DECLARED

3. APPROVAL OF MINUTES – JANUARY 5, 2016

The Commission reviewed the January 5, 2016 minutes.

MOTION: A Motion was made by Commissioner Grimsby and seconded by Commissioner Schuurman to approve the January 5, 2016 minutes as presented.

ROLL CALL VOTE: AYES: Chairman Cobb, Commissioners Grimsby, Kanaverskis, Landsman, Lazarski, Pionke, Schuurman, and Stetina. NAYS: None. ABSENT: None.

MOTION DECLARED CARRIED

4. DISCUSSION – SPECIAL EVENT UPDATES/PLANNING

a. Easter Egg Hunt – March 26, 2016

Superintendent Fenske advised that pictures with the Easter Bunny will begin at 10:15 a.m., the hunt will begin at 11:00 a.m. Set up will begin at 8:30 a.m. Superintendent Fenske related that he had received \$200 from the Chicken Basket for egg donations. Jimmy Johns will attend and distribute sandwiches. Walgreens will again be taking pictures.

4,000 eggs have been ordered. There were approximately 800 unfilled eggs left over from previous years. New candy will placed in them.

b. 2016 5K Fun Run – May 1, 2016

Commissioner Schuurman provided an update to the race event. Commissioner Schuurman advised that approximately \$3,500 in donations have been received to date. There are several returning sponsors from last year and have received some new ones.

Commissioner Schuurman advised that he and Superintendent Fenske met with Mayor Trilla and Administrator Halik to review the progress of the race. They were both pleased with the work that has been completed. They had requested that advertising money be spent to place this event on racing websites. Commissioner Schuurman stated that he has contacted Chicago Area Runners Association and Chicago Athlete, which are two of the more popular websites for runners. Paying for the advertising on these sites will allow this event to be spotlighted on the site.

Commissioner Schuurman related that currently there are 110 people that have registered for the race. This includes businesses that have paid donations and were given free passes for employees to enter.

Commissioner Schuurman advised that he has spoken to the Gower superintendent. They have a get fit program for their teachers and have been given a discount code to sign up for the race. He also spoke to the Boy Scouts, who will be broadcasting the event to their families. They will also have people at the event to promote Scouting.

Superintendent Fenske stated that he was contacted by Robert Crown Center in Hinsdale. They are hosting a role model day for girls and were asking the Village if they had anything to raffle. Five adult and five child registrations were donated for their event. They also will be distributing flyers with their give-a-ways.

For the Community Fair, Commissioner Schuurman advised that two bounce houses, a face painter, kids DJ, and a petting zoo has been secured for the event. The Chicago Fire Soccer team will have an outreach program for the kids. Boy Scouts will also use the event to increase their membership and have activities for the kids. Athletico will provide two massage therapists to work on runners after the race.

Chairman Cobb questioned if parking has been addressed. Commissioner Schuurman stated that he will be confirming the use of the parking lot at Gower West with the Superintendent.

Commissioner Schuurman stated that the logo design competition is underway at Gower West and Gower Middle. Once logos have been decided, postcards will be mailed to all Willowbrook residents announcing the race. Entries should be received in the next couple of weeks.

5. REPORT – FY 2016/17 Budget Preview Presentation

Superintendent Fenske reviewed the Parks budget. Due to park programs being handled by the Burr Ridge Park District, there is no revenue coming into the Parks Department.

6. VISITORS' BUSINESS

There was no Visitors' Business.

7. COMMUNICATIONS

Superintendent Fenske distributed an invitation from the Bloomingdale Park District for a meeting with local political representatives.

Superintendent Fenske also advised that he received an email from an Eagle Scout candidate looking for a project to complete. Superintendent Fenske suggested tennis backstops for Waterford Park. Other suggestions included cleaning and painting grills and picnic benches at Borse Community Park. Superintendent Fenske asked the Commissioners to think about different projects and continue discussion at a future meeting.

8. ADJOURNMENT

MOTION: Made by Commissioner Stetina, seconded by Commissioner Grimsby to adjourn the meeting at the hour of 7:50 p.m.

ROLL CALL VOTE: AYES: Chairman Cobb, Commissioners Grimsby, Kanaverskis, Landsman, Lazarski, Pionke, Schuurman, and Stetina. NAYS: None. ABSENT: None.

UNANIMOUS VOICE VOTE

MOTION DECLARED CARRIED

PRESENTED, READ and APPROVED,

March 1, 2016

Chairman

Minutes transcribed by Executive Secretary Cindy Stuchl.

PARKS & RECREATION COMMISSION MEETING

AGENDA ITEM SUMMARY SHEET

AGENDA ITEM DESCRIPTION

DISCUSSION – Annual Park Landscape Fertilization Contract: Consideration of Alternative Environmentally Friendly Services

COMMISSION REVIEW

- Report
 Discussion
 Seeking Feedback

Meeting Date:

March 1, 2016

BACKGROUND

In April of 2015, Village staff received concerns from resident Blaine Panitch regarding the use of chemical herbicides, pesticides, and fertilizers within park properties. Mr. Panitch resides adjacent to one of the Village parks and feels the frequencies of treatments are excessive resulting in overuse of the chemicals which can cause a health risk. He was invited to share the information that he referenced as part of a larger discussion on the issue at the May 11, 2015 regular meeting of the Municipal Services Committee. Mr. Panitch did attend the meeting, shared relevant information on the topic and raised concerns including proper conditions for applications, frequency of applications, the propensity for lawn care companies to oversell their programs for profit, and the health risks to children and pets being exposed to lawn care chemicals. Although the Village had already entered into a contract with a lawn care provider for the 2015/16 season, the Committee directed staff to research this subject further and make recommendations to the Committee pertaining to more environmentally friendly methods to maintain turf areas in parks and Village right-of-ways in the future.

REQUEST FOR FEEDBACK

Administrative Intern Tiffany Kolodziej was assigned the task of researching this topic further. Her research led to the consideration of organic lawn care treatment options and meetings with two (2) vendors that provide such treatments. We also received a proposed program from our current lawn care provider, Tru-Green, which includes reduced application frequencies using slightly different, more environmentally friendly, application products.

STAFF RECOMMENDATION

Staff will be prepared to present this information to the Parks Commission, along with program costs, for further consideration at the next regular meeting on March 1, 2016.

Village of Willowbrook Turf Care, Bridge Program

In an effort to switch to more environmentally conscious lawn and turf care practices, but to do so in a method that is reasonable with a municipality, I request the implementation of a Bridge Program. This “Bridge Program” should be an intermixed natural lawn care plan that incrementally introduces natural lawn care practices in addition to altered methods of traditional lawn care practices. In other words, the synthetic and chemical compounds Willowbrook has been using for the past three years will remain—but will be limited in application—and more natural lawn care practices will be slowly introduced.

Current natural lawn care providers within the area that have expressed interest in this project include: Dig-Right-In Landscaping, Pure Prairie Organics, Lupfer Landscaping, SavaLawn, TruGreen, and Davey Tree. Please note, however, that some factors have been considered:

- The limitation of synthetic compounds may deter larger companies like SavaLawn (sub-business of SavaTree), Davey Tree, and TruGreen.
- However, the price of organic lawn care may be outside the labor capacity of smaller companies like Pure Prairie Organics (4 total employees), Lupfer Landscaping (15-25 total employees), and Dig-Right-In Landscaping (N/A).

Company Details:

Pure Prairie Organics- Chris Burisek

22 yrs+ experience with Private Residencies; claims to have experience with Warrenville in which he worked on a 25acre Cemetery. Currently has 4 employees, but claims the opportunity to work with Willowbrook will not be overwhelming

Lupfer Landscaping- Tom Lupfer

20 yrs lawn care experience, 8 yrs *natural* lawn care experience. Experience in Western Springs. Specializes in Bridge Programs in which he uses both synthetic and organic compounds. Currently has anywhere between 15-25 employees, and also offers mowing and aeration services.

Dig Right In Landscaping- Jeff Swano

2-3 years experience in Niles and Lake Forest. Specializes in soil water retention; is claiming to partner with Lupfer Landscaping; has experience with rain gardens.

After meeting with these three natural lawn care providers, as well as TruGreen, SavaLawn (SavaTree), and Davey Tree, I have compiled a list of suggestions that should be considered in future lawn care. Although I would personally like to see natural lawn care all around, I know it is economically infeasible.

--This proposal is based on my own research. Note: The “Suggested Guidelines for Willowbrook, IL” is the information given to the vendors. Programs the vendors produced are not restricted to the guidelines’ suggestions, rather, they are their personal approach to the said guidelines --

Main Goal:

Turf should be maintained in order to sustain an attractive appearance as well as good health of a lawn's root system. Practices by the contractor should minimize the amount of toxic chemical products. In addition, the contractor's application must benefit root health and microbial activity of the turf. All products, processes, and procedures must be approved by the Village before application. The contractor shall participate in three separate application programs determined by the location of the specified turf:

- 1) Borse Memorial Community Park Plan**
- 2) Parks (excluding Borse Memorial)**
- 3) Roadside Rights of Way, Medians, and Specified Facilities**

1) Borse Memorial Community Park Plan

The most important change to note is the three separate application processes. These three applications have more detail in the following pages, noted in their respected guidelines. The most notable suggested change is the "variable group" or "tester park."

John Fenske suggested that the park that should be the "variable group" of the Bridge Plan should be: **BORSE MEMORIAL COMMUNITY PARK** (approx. 8.8 acres)

This gives the contractor a specific location to showcase their application processes, while also not fully dedicating Willowbrook to a seemingly uncertain outcome of a natural lawn care program. It is expected that the natural lawn care program will, at first, appear to be less aesthetically pleasing than the traditional and synthetically treated counterpart. Therefore, the Village should incrementally test natural lawn care by focusing on one park. Again, my suggestion—in addition to John Fenske's—is Borse Memorial Community Park. According to John, this park receives the highest amount of foot traffic and is the largest (and most visible) park in Willowbrook.

2) Parks (excluding Borse Memorial)

These designated areas should remain fairly traditional in terms of its synthetic lawn care practices. However, limiting the type and amount of chemicals can be introduced. For example, TruGreen currently uses the following chemicals:

Fertilization: Barricade, Dimension, N-Sure, and an unspecified "poly coat"

Weed Control: Escalade 2, TruPower 3, TriPower

Grub Control: Merit 2f & Arena

These chemicals consist of water soluble ingredients of slow-release nitrogen and various chemicals that may be dangerous to human and wildlife health. Water runoff, skin irritation, asthma irritation, and air pollution are major concerns. Limiting or finding alternatives to these currently used products will be beneficial.

3) Roadside Rights of Way, Medians, and Specified Facilities

These designated areas should also remain fairly traditional in terms of synthetic lawn care. However, for budget reasons, I feel that these areas do not need to be cared for as intensely as designated areas **1) Borse Memorial** and **2) Parks (excluding Borse Memorial)**. My major concern does not include grub populations or fertilization, but instead, weed control. Contractors should focus on weeds more than anything.

**SUGGESTED GUIDELINES FOR
WILLOWBROOK, IL**

NATURAL LAWN CARE PRACTICES

Compiled By: Tiffany Kolodziej with John Fenske

-BORSE MEMORIAL COMMUNITY PARK GUIDELINE-

8.8 acres

The “control group” of the Bridge Program, Borse Memorial Community Park will be the test site for natural lawn care practices. Current analysis of this site suggest excessive geese populations, grub damage, crab grass patches, and minor weed populations. The suggested care methods of this park are subject to the contractor, to which they must follow a Village approved guideline. Applications should not exceed six calendar dates.

Fertilization

- Product(s) of choice must contain 3-18% N.
- Water insoluble products are preferred, but not restricted to.
- Fertilizer product should maintain soil pH levels between 6.0-7.5
- Fertilizer must encourage beneficial microbes
- Must be composed primarily of plant or animal matter that is free of undesirable plant species, pathogens, or undesirable material
- Fertilizer should be applied at contractor’s discretion
- Application must not interfere with Village Scheduled Programs
- Must be approved by the Village of Willowbrook

Compost Tea

- At least one application of Compost Tea is preferred, but is not restricted to
- Must be applied no later than 48hrs after brew completion
- Must contain beneficial microbes that promote species of: nematodes, kelp, humates, sugars, whey, nit, and/or vegetable flours
- Application must not interfere with the Village’s scheduled programs
- Must be approved by the Village of Willowbrook

Grub Control

- Contractor is required to utilize IPM practices
- Contractor is required to have some form of grub control that does NOT include the use of Merit 2f or any other highly-toxic chemical
- Contractor is required to react to grub population infestation per contractual agreement
 - Should any extraneous weed population beyond the agreed upon scope of work emerge, the Village will negotiate financial compensation for additional labor

Weed Control

- Utilize synthetic weed control as a last resort, otherwise omit from program
- Contractor is required to analyze and react to controllable weed infestation as per the contract
 - Should any extraneous weed population beyond the agreed upon scope of work be required, the Village will negotiate financial compensation for additional labor

Mowing and Core Aeration:

- Should the contractor choose to provide mowing and core aeration, and provided that the Village accept, such practices should be utilized on Borse Memorial Community Park **ONLY**
- Aeration methods and frequency are to the contractor's discretion, should the Village accept
 - Aeration must not interfere with the Village's scheduled programs

-PARKS GUIDELINE (EXCLUDING BORSE MEMORIAL)-

32.4 acres

All parks, with the exception of the “control” group (Borse Memorial), will be subject to a synthetic/organic Bridge Program. This program should consist of more budgeted and traditional practices. However, limitations of traditional practices are requested. For example, the contractor should limit the applications of fertilizers to the two optimum times throughout the year: spring and fall. Preventative grub control is requested at a time per the contractor’s discretion. Herbicide blanket applications and spot treatment is requested, per the contractor’s discretion. All practices should be approved by the Village of Willowbrook.

Application numbers should not exceed six separate calendar dates. Since turf enters a state of dormancy during the warmest months of the year, product applications during June through early August should be limited. No lawns should be irrigated by the contractor.

Fertilization

- March-April: apply granular and/or liquid Fertilizer
- May: apply granular and/or liquid Fertilizer
- August: apply granular and/or liquid Fertilizer
 - Additional applications are allowed if necessary, but must be agreed upon by the Village
 - Application must not interfere with the Village’s scheduled programs

Weed Control

- May: Blanket application of weed control
- June: Blanket application and/or spot treat
- July-August: Spot treat
- Utilize pre-emergent weed control methods at contractor’s discretion

Grub Control

- Attention should be given to high profile areas
- Spring: Pre-emergent larvae control, per contractor’s discretion
- June: Grub control if necessary, alternative to Merti 2f if possible
- Contractor must analyze and respond to grub populations, as per contractual agreement of the scope of work

-ROADSIDE RIGHTS OF WAY, MEDIANS, AND SPECIFIED FACILITIES GUIDELINE-

28.34 acres

While there is still a concern for the health and aesthetic appeal of these specified areas, as well as concerns for water runoff, for budgetary reasons these areas should require less intensive work than the other specified turf of the Village. The contractor should focus scope of work on base needs, and limit applications to compensate for other Village areas.

Fertilization

- Aesthetic standards in this area is not as vital as the Village's parks. Apply fertilization at base standards
- March-April: apply granular and/or liquid Fertilizer
- August: apply granular and/or liquid Fertilizer
 - Additional applications are allowed if necessary, but must be agreed upon by the Village
 - Application must not interfere with the Village's traffic and operations

Weed Control

- Weed control is the top priority of these specified areas
- May: Blanket application of weed control, crab grass and broadleaf weed control
- June: Blanket application of broadleaf weed control and spot treat
- July-August: Spot treat
- Utilize pre-emergent weed control methods at contractor's discretion

Grub Control

- Attention should be given to high profile areas
- June: Grub control if necessary, alternative to Merti 2f if possible
- Contractor must analyze and respond to grub populations, as per contractual agreement of the scope of work

Organic Turf Care Program **Prepared for the Village of Willowbrook**

Details of the organic turf care program include the following services (roughly in chronological order):

Herbicide applications with biologicals—provide TWO diluted herbicide applications seasonally to all properties detailed in the RFP. The additional biological components are meant to provide food for the biology in the future tea treatments and increase humates in the soil. This also allows for a reduced solution (only 60%) of herbicide due to the uptake of the chemical caused by the increased biologic activity. The last component provides for a natural green up of the turf.

The following is for Borse Park only:

Community Outreach—DRI & LL staff to conduct one 2-hour organic turf care educational presentation in early spring. DRI & LL staff to provide an additional 2- to 3-hour hands on presentation during the aeration, top dressing and overseeding service in late summer.

Soil Sampling—collect and analyze a composit soil sample to determine baseline conditions (soil biology and nutrients) to determine appropriate types and quantities of compost tea additives. In future years, soil sampling determines the overall improvement of soil biology and nutrients (with the intent of finding out when a sustainable soil food web has been established and fewer inputs are needed for organic turf care).

Insect Control—consists of two applications of beneficial nematodes (spring and summer) to control a wide variety of turf damaging insects, including grubs.

Summer Tea Treatment—includes DRI compost tea fortified with additional organic humates and kelp to promote drought tolerance.

Aeration, Top Dressing and Overseeding—to be conducted in late-August/early-September at the latest. Provide a machine-core aeration (cores will take about 2 weeks to subside depending on the weather). Then apply an approximately ¼" layer of leaf compost and full-sun, athletic turf style grass seed. Keep off for approximately 4 to 6 weeks. If this is not possible, utilize budget to provide spring and fall tea applications.

SERVICES AGREEMENT

Prepared for:
Village of Willowbrook
7760 Quincy St.
Willowbrook, IL 60527

email takolodziej@willobrook.il.us
Work 630-920-2486

Item #	Description	Quantity	Unit	Unit Price	Total Price
1	Details of turf care specifications under separate cover.				
2	Herbicide application with biologicals for all areas detailed in the RFP.	2	lump sum	\$5,651.00	\$11,302.00
3	All following work to be conducted at Borse Memorial Community Park, covering 8.8 acres only.				
4	Education and outreach	1	lump sum	\$0.00	\$0.00
5	Composite soil sample collection and analysis.	1	lump sum	\$375.00	\$375.00
6	Insect control	1	lump sum	\$473.00	\$473.00
7	Summer tea treatment	1	lump sum	\$3,150.00	\$3,150.00
8	Aeration	1	lump sum	\$1,703.00	\$1,703.00
9	Compost top-dressing	1	lump sum	\$2,933.00	\$2,933.00
10	Overseeding	1	lump sum	\$2,820.00	\$2,820.00
11	Customer to provide DRI with a copy of IRS tax exempt letter.				
				Total	\$22,756.00

Your designer is: Jeff Swano 708-485-1234

Estimate completed by: Swano on 1/25/2016
Dig Right In Landscaping, Inc. Date

TERMS & ACCEPTANCE

This proposal is intended to be accepted in its entirety and the items and services included herein are not considered to be offered as ala-carte. Items marked as OPTION, if accepted, will be added into the scope and price of the proposal. To accept an OPTION, place initials in the Total Price column; the total will be added into the final bill.

All work to be completed in a professional manner according to common landscaping practices and Dig Right In (DRI) procedures and standards. Any requests by Customer to conduct work in some other fashion will incur a Change Order. Furthermore, the undersigned will treat all Dig Right In personnel in a courteous and professional manner; inappropriate customer behaviors are grounds for immediate termination of this contract and forfeiture of monies collected and materials purchased under this contract.

Changes to the work requested by the Customer after the Contract has been executed, may be accomplished only by written Change Order without invalidating this Contract. The Change Order is a written addendum to this Contract specifying the changes in work, date of request for changes, all additional costs, and Customer acceptance to same. If Customer requests a stop to work already in progress under the terms of this contract, then a stop-work fee of \$500 will be incurred, and all subsequent labor, equipment and material costs will be charged to the Customer.

Any alteration or deviation from the above specifications involving extra costs, including unforeseen site conditions, events or design oversight requiring additional labor, equipment or materials will be charged to me accordingly. When possible, charges will be accepted through the written Change Order process, but otherwise will be added to the Final Statement.

All services will be billed upon completion of work and payment is due within 30 days of invoice date. Balances that remain due after 35 days will immediately incur either a 1.5% monthly fee or the maximum rate allowable by law and will void all guarantees until paid in full, including late fees. Returned checks will incur a \$35 fee in addition to any other fee(s). Signature(s) below are responsible for any and all fees associated with recovering payment for work performed at the above address under this contract.

This estimate is void if not accepted within 30 days of estimate date. By signing below, you hereby accept the items, quantities, prices, terms and conditions in this contract as satisfactory and authorize Dig Right In Landscaping, Inc. and/or its subcontractors to complete the work as specified.

Acceptance Signature

Date

Acceptance Signature

Date



Organic Turfcare Program
Prepared for the Village of Willowbrook

Dig Right In Landscaping, Inc. (DRI) and Lupfer Landscaping, LLC (the Team) will work in coordination to provide the services herein. Details of the organic turfcare program include the following services. Please refer to Services Agreement #16002A.

Item #2 – Herbicide applications with biologicals – provide TWO diluted herbicide applications seasonally to all properties detailed in the RFP. The additional biological components are meant to provide food for the soil biology applied during the compost tea treatments and to increase humates in the soil. This also allows for a reduced solution (only 60%) of herbicide due to the uptake of the chemical caused by the increased biologic activity. The last component provides a natural green-up of the turf.

All of this together replaces traditional weed-and-feed type chemical applications (and therefore no spring or fall compost tea applications are being proposed).

The following is for Borse Park only:

Item #4 – Community Education & Outreach – The team proposes to conduct TWO 2-hour organic turf care educational presentations at the venue and schedule selected by the Village. Typically, these are presented at the Village Hall, school or public library and consists of the following:

- A PowerPoint presentation that educates residents of the science and strategies behind a successful organic turfcare program. Information is presented to allow residents the ability to implement organic care at their own homes.
- The pros and cons associated with both conventional (chemical-based) and organic lawn care programs. In essence, this prepares residents for what to expect out of the organic turfcare program and provides the basis for a paradigm shift in how the public perceives turfcare.
- An overview of integrated pest management (IPM) concepts that provide ideal turfcare results.

In addition, the Team proposes providing an additional 2- to 3-hour hands-on presentation during the aeration, top dressing and overseeding service in late summer. It requires the Village to identify and cultivate stakeholders (students, residents, community groups, and media) to participate in the event.

The Village would be responsible for formatting and publicizing all events, for which the Team will provide copy (wording) and graphics.

The Team will publicize the Village's organic turfcare effort as a case study to publish in the Illinois Landscape Contractors Association (ILCA) monthly magazine (date and copy to be determined). Team leaders Tom Lupfer is a former Chairman of the ILCA Sustainable Landscaping Committee, and Jeff Swano is current Chair.

Item #5 – Composite Soil Sampling – The Team will collect and analyze a composite (one soil sample collected and blended from several locations) soil sample to identify baseline conditions (soil biology and nutrients) needed to develop the appropriate types and quantities of compost tea additives. This is the key science behind an organic turfcare program: whereas chemical programs simply “apply-til-you-die” with no regard for what the plants actually need, organic programs know what is needed and consequently apply that, thereby achieving maximum results.

In future years, soil sampling determines the overall improvement of soil biology and nutrients (with the intent of finding out when a sustainable soil food web has been established and fewer inputs are needed for organic turf care). This information should be shared with the public to demonstrate the effectiveness of the turfcare program.

Item #6 – Insect Control – consists of two applications of beneficial nematodes (spring and summer). Nematodes are more effective than a targeted chemical application that only controls Japanese beetles because nematodes “come in hungry” and control a wide variety of turf damaging insects, including Japanese beetle (and many other beetle larvae collectively known as “grubs”), sod webworms, cutworms, weevils and even ticks.

Item #7 – Summer Tea Treatment – includes DRI-formulated compost tea fortified with additional organic humates and kelp to promote drought tolerance. Additional nutrients or minerals will be applied as deemed necessary from the soil sampling results.

Items #8 through #10 – Aeration, Top Dressing and Overseeding – to be conducted in late-August/early-September at the latest. Provide a machine-core aeration (cores will take about 2 weeks to subside depending on the weather). Then apply an approximately ¼” layer of leaf compost and full-sun, athletic turf style grass seed. Keep off for approximately 4 to 6 weeks. If this is not possible, utilize budget to provide spring and fall tea applications.

Conclusion – Organic turfcare is successful because it feeds the soil, which feeds the plants. As a result, plant food is available 24-7 during the growing season. The growing season starts and stops based on meteorological conditions and, hence, is different year-to-year. In addition, it provides a wide variety of nutrients that plants naturally need to be healthy.

Chemical turfcare provides only three nutrients (N-P-K) and only when they are applied. These nutrients are prone to runoff, which pollutes local waterways and contributes to the “dead zone” in the Gulf of Mexico (far from Willowbrook!). In addition, the effect of long-term applications of all chemicals (including herbicides and pesticides) actually sterilizes the soil, thereby depleting its natural ability to feed plants, leading to the long-term need to keep on applying chemicals for turfcare.

This can be visually confirmed by the Google Earth image below taken on 4/2/13. The yard outlined in black is a DRI customer who has been on an organic turfcare program for three years (as of 2013). The neighbor to the left is managed chemically and no chemicals have yet been applied (it is very early in the season). The organic lawn is already greening up because the nutrients are already available as the earth is warming up in the spring. The chemically managed lawn is starving and waiting for its first feeding.



Source: Google Earth

The same applies to the following Google Earth image taken on 4/30/15:



Source: Google Earth

Pure Prairie Organics

2405 Essington Road #61

Joliet IL 60435

Since 1994

www.pureprairieorganics.com

630-777-2600

Village of Willowbrook

835 Midway Drive

Willowbrook IL 60527-5549



630-920-2486

takolodziej@willowbrook.il.us

jfenske@willowbrook.il.us

Hi Tiffany and John

Thanks for looking into Organic/Natural lawn care. I have been doing lawn care for about 22 years now and I really enjoy making my lawns look beautiful. **We have two lawn care programs... one is our Organic Based Blended Program (this one includes weed control and crabgrass control) the other one is our Organic/Natural Program (this one does not include weed control or crabgrass control). I can do either one 6 times per year. They are set up for 2 in the spring, 2 in the summer and 2 in the fall.**

We can mix things up for the property there and do a little from each program. You can start going "green" a little at a time. Much of what I do focuses on the soil and improving it and making the grass healthy.

For most of the **Village Parks** I'd like to do our Organic Based Blended Program which will give you some fertilizer, crabgrass control and weed control. I'll do one early visit of fertilizer and crabgrass control on **all** of the 11 parks then we'll switch to our organic mixture of kelp and broadleaf weed control for the parks except for the **Borse Memorial Community Park... there we'll focus on just the organic fertilizer (kelp) after our initial granular fertilizer and crabgrass control.**

- You can add weed control to that park at any time if residents or the board want to add it.

I'd like to do 5 visits for all of the parks. The first would be fertilizer and crabgrass control early in the season. The 2nd, 3rd, 4th and 5th would be kelp and weed control for 10 of the parks and just kelp for the Borse Memorial Community Park (keeping it "Green")

If we do less than 5 visits we may not see the results you want and we want our work to look nice.

For the Roadside Rights of Way, Medians and specified Facilities we'd like to do our Organic Based Blended Program but only 3 times. We would use an organic fertilizer and an herbicide on these areas for all 3 visits. If we do less than 3 visits we may not get the results we need.

For the program outlined above the yearly cost would be \$19,074.00

Keep in touch and I'll do the same. Let me know if you have any questions or would like help with your lawn.

Chris Burisek/Pure Prairie Organics _____

Date _____

Village of Willowbrook

2016-2017 Lawn Care

PURE PRAIRIE ORGANICS

PURE PRAIRIE ORGANICS

Chris Burisek

2405 Essington Road #61
Joliet IL, 60435
630-777-2600

For 22 years I have been taking care of lawns in this area. Most of those years I have owned my own business so I've had the pleasure of not only knowing the feeling of making lawns look nice and making sure my customers are happy, but also about the products we use and what it does to Mother Nature. From classes like Ornamental Horticulture to Business and Marketing my experience has been diverse dealing with the many sides that are involved in just making our lawns look beautiful.

I have also learned a lot about the soil and types of grass growing and how to best take care of it with fewer or no chemicals/pesticides... this is why most of our customers find me and want to use our service. The trick is getting the soil fixed, back to being healthy, and full of good microorganisms. Microorganisms get the salt flushed out and make the soil softer so the roots grow deeper, and therefore, the lawn will become more capable of finding water on its own. Also, microorganisms make the soil a habitable place for certain beneficial insects that help produce nutrients for the grass and help aerate the soil season after season.

I started off doing chemical lawn care because that was all I knew and there wasn't such a demand for organic/natural lawn care. I learned as I went along and spent time reading about different methods and researching what happens in the soil when we use less chemical products and pesticides and more organic stuff and natural methods. There is A LOT of stuff that is supposed to happen in the soil and the more and more harmful methods are used the worse off the soil gets and the more we'll need to rely on chemicals and pesticides to make the grass look nice.

When chemical fertilizers and weed control are used season after season and year after year it adds salt to the soil. This is the Salt Index or SI of the soil. When the SI of the soil gets too high it's difficult for insects to live there and the populations of worms and other beneficial insects greatly diminishes. Worms and certain insects are beneficial and vital to a healthy soil. Certain insects like pill bugs, roly pollies or doodle bugs decompose organic matter in the soil turning it into a natural and free nutrient for the grass to use. Earthworms make thousands of tunnels in the soil naturally aerating it allowing water and air to enter deeper into the soil making it a healthy earthy soil. They also eat organic matter in the soil turning it into another natural nutrient for the grass to use. When picking an insect control it's important to choose one that can specifically target the insect you want to kill and not EVERY insect in the soil.

We want to improve the soil season after season and year after year so we can move in the direction of less chemical fertilizers and less pesticides and we'll create a healthier environment for everyone in and around the Village of Willowbrook.

PROPOSAL

Organic Based Blended Program & Organic/Natural Program

1. Organic Based Blended Program:

Mixture of 5 visits for Parks, and 3 visits for Roadside Rights of Way, Medians, and Specified Facilities.

Park

Midway Park (2.1 acres)

Creekside Park (5.1 acres)

Lake Hinsdale Park (1.0 acres)

Ridgemoor Park (5.4 acres)

Waterford Park (4.3 acres)

Farmingdale Terrace Park (3.0 acres)

Willow Pond (3.0 acres)

Prairie Trail Park (5.0 acres)

Rogers Glen Park (1.5 acres)

Public Works Facility (2.0 acres)

****TOTAL: 32.4 acres**

Roadside Rights of Way, Medians, and Specified Facilities

Medians areas and road side rights of way on Route 83 from approximately the 5900 block of Route 83 to Route 83 south 79th St., including the bermed area at Midway Drive, (south of Midway Drive). (24.67 acres)

73rd Ct. Pump house site (3.37 acres)

Village Hall (.30 acres)

****TOTAL: 28.34 acres**

2. Organic/Natural Program:

5 visits in the early spring, late spring, early summer, late summer, and fall

Park

Borse Memorial Community Park (8.8 acres)

****TOTAL: 8.8 acres**

****Proposed Cost: \$19,074.00 (Current TrueGreen Rate: \$19,970)**

Organic Based Blended Program

Parks: *will be on our 5 visit program (Early Spring, Late Spring, Early Summer, Late summer, and Fall)*

1st "Early in Season"- We typically start when the snow goes away and things start warming up... some years it's mid March and some years it has been mid April based on the weather.

Organic Based Blended Program will start off with:

17-0-2 Fertilizer. Granular Product

With Prodiamine (Crab Grass Control) also a granular product

Applied by Perma Green (Spreader/Sprayer Machine)

Organic/Natural Program will start off with:

Blend of liquid Compost Tea

Liquid blend of Kelp with Humic Acids, Fulvic Acids and Amino Acids

Applied by Perma Green (Spreader/Sprayer Machine)-

2nd-5th- *Our applications will be spaced apart about 5-6 weeks*

Organic Based Blended Program for most parks will continue with:

Kelp (12-0-6), Compost Tea and Weed Control Mixture. Liquid Product

**Triplet SF, common liquid weed control will be used throughout the year (spot treatment)*

Applied by Perma Green (Spreader/Sprayer Machine)

Roadside Rights of Way, Medians, and Specified Facilities: *will be on our 3 visit program (Spring, Summer and Fall)*

1st-3rd- Our visits will be timed with Mother Nature (rain and temperature) and when the weeds are most effectively controlled.

Organic Based Blended Program for Roadside Rights of Way, Medians, and Specified Facilities

Kelp (12-0-6), Compost Tea and Weed Control Mixture. Liquid Product

**Triplet SF, common liquid weed control will be used throughout the year (spot treatment)*

Applied by Perma Green (Spreader/Sprayer Machine and 200 gallon Lesco spray tanks and 300 ft hose sprayer)

Organic/Natural Program

Borse Memorial Community Park: will be on our 5 visit program (Early Spring, Late Spring, Early Summer, Late summer, and Fall)

We typically start when the snow goes away and things start warming up... some years it's mid March and some years it has been mid April based on the weather.
Our applications will be spaced apart about 5-6 weeks

Each visit of our Organic/Natural Program will include:

Blend of liquid Compost Tea

Liquid blend of Kelp with Humic Acids, Fulvic Acids and Amino Acids

Applied by Perma Green (Spreader/Sprayer Machine)

Why Compost Tea? Compost Tea contains microscopic organisms that will live in the soil. They help decompose stuff in the soil... lots of stuff. They recycle nutrients in the soil, build soil structure and organic matter and work synergistically with the roots of the grass. They also hold nutrients in the soil and then release them when needed. Many times existing soil lacks these microscopic organisms because of damaging chemical fertilizers and pesticides.

Why Kelp and all the organic acids? They aid the grass during the growing and bloom stages and promotes photosynthesis. It's how we focus on soil and plant health instead of just making grass look nice. It's a nice gentle organic mixture that helps make the grass healthy and the soil earthy... similar to the ground in a forest.

Additional information about organic/natural lawn care

Our mixture is a natural composition of compost tea, organic acids, amino acids, fulvic acids, humic acids and kelp. This aids in soil composition and health, increasing microbial activity in the soil. Microbes consist of a variety of beneficial fungi and bacteria within the soil. Their balanced microbial activity breaks down organic and non-organic matter in the soil, to which their by-product acts as a natural nutrient. Mycorrhizal fungi aids in root health and development. They grow/live one step ahead of the root system. They create an environment for the roots to thrive and grow well.

“When chemical fertilizers and weed control are constantly being used it adds salt to the soil each time which sterilizes the soil” –Burisek

Healthy, microbial activity increases the soil’s natural ability to ward off undesirable pests such as grubs. One of the ideas behind organic/natural lawn care is to create a deep and extensive root system so that when and if grubs are present and they start feeding on and near the root system it is healthy enough to withstand some insect activity... similar to someone being very healthy with a strong immune system and being around someone that may be sick. If someone is healthy and has a strong immune system they may not get the “bug” that the other person has. That does not mean it can’t be damaged by grubs... but it’s less likely to be damaged similar to someone less likely to get sick from a “bug” carried by some close to them.

Another idea behind organic/natural lawn care is to make the cell wall thicker than the typical chemically fed grass or trees/shrubs. If a cell wall (skin) is healthy and thick and certain insects (sod webworms in the lawn or Japanese Beetles in trees/shrubs) come to feed and they are trying to eat the grass blades or leaves of a tree/shrub but they are a bit thicker and crunchier they may go elsewhere to feed on a weaker food source. They’ll be like “the heck with this... let’s go someplace else”. Similar to a person wanting a snack and picking a tasty salty easy to eat potato chip that’s of no benefit to their body/health instead of a healthy homemade crunchy quinoa cracker full of good stuff.

Many times I relate the soil to our own bodies the importance of living a healthy lifestyle instead of just eating junk food and drinking energy drinks. If we take care of our bodies, eat well and sleep enough we are typically healthy overall... if we eat junk food, don’t sleep a lot and are around people that are sick we may get sick too and feel run down. It’s a very easy comparison to make and helps relate to organic/natural lawn care in a basic way. There are many complex things that go on in the soil and many factors that help create beautiful grass... but the stuff we use are a very important piece of the puzzle.

We have some lawns that we don't use pesticides in or on and when we visit these lawns for our next application we see few or no weeds there in the lawn... this is one of the ultimate goals of organic/natural lawn care. They just don't grow much in healthy thick lawns. This will be our long term goal for the areas within the Village if we are the ones servicing the grass. It does not just happen right away but in contrast the soil did not get damaged right away... it took years to damage and make it sterile so why not start now to improve, go green and use less pesticides?

Because the village has been using chemical lawn care it will take steps to go all organic or natural... nor do I think you need to be at that point immediately. Most of our customers start with our Organic Based Blended Program which includes some organic fertilizers, some traditional fertilizers, some crabgrass control and some weed control. These are steps in going green and in making sure the grass still looks nice while improving the health of the grass, soil, and environment. Some clients then switch the second year to our Organic/Natural Program in the back yard (where the kids and pets may be most of the time) and the Organic Based Blended Program in front (where they want to look nicer for the neighbors) ... just another step and way we can be flexible and give our customers what they want. Then maybe the following year switch to our Organic/Natural Program in front and back.

On a larger scale you can have us do the Organic Based Blended Program in most of the areas and focus on one park (such as the Borse Memorial Community Park) using our Organic/Natural Program. If at any time you want to add weed control to the program at the Borse Memorial Community Park just let us know and we can add weed control so some or all of that park.

MEMORANDUM

TO: Timothy Halik
FROM: Scott Roberts
SUBJECT: Willowbrook Turf Care Plan
DATE: December 15, 2015
Cc: Marko Jurkovic, Scot Borg, Jason Bullens



As a follow up to our meeting earlier this month, I have outlined the changes we would recommend to your current turf care program. These changes are being proposed in an effort to scale back the current number of inputs while trying to minimize the potential for a decline in turf health and quality. That being said, there is no guarantee that turf quality will not diminish over time with this reduced program.

2016 – 2017 Alternate Program

Reduce the number of applications from six to four:

APPLICATION #1 – MID MAY

Granular Fertilizer and crabgrass control: 25-0-5 .19% Dimension, 0.25 lb a.i/ acre 0.75 lb N/1000
Liquid Fertilizer and crabgrass control: 17-0-5 + 0.25lb a.i/ acre Dimension, 0.75 lb N/1000
Broadleaf Weed Control: Escalade 2

APPLICATION #2 – LATE JUNE

Granular Fertilizer : 25-0-5 50% Poly Coat 0.75 lb N/1000
Liquid Fertilizer: 17-0-5 + 50% slow release nitrogen .75 lb N/1000
Broadleaf Weed Control: TruPower 3 – Spot or Zone Spray in high profile areas

APPLICATION #3 – MID -LATE SEPTEMBER

Granular Fertilizer : 25-0-5 50% poly coated urea, 0.75 lb N/1000
Liquid Fertilizer: 17-0-5 + 50% slow release nitrogen. 0.75 lb N/1000
Broadleaf Weed Control: TriPower used for blanket application

APPLICATION #4 – EARLY NOVEMBER

Granular Fertilizer : 25-0-5 all mineral .75 lb N/1000

Liquid Fertilizer : 17-0-5 , .75 lb N/1000b N

My recommendation would be to implement this reduced application program in general use turf areas for two years and re-assess the condition of the turf to determine if additional adjustments can be or need to be made.

Program Alternatives

To reiterate the point we discussed at our meeting regarding the switch to what many call “more environmentally friendly” alternatives, the fact remains that effective options are quite limited. There currently are not any organic weed control or turf insect control products available that are truly effective or affordable. The only weed control product that has come close in recent years is an iron based herbicide called Fiesta which TruGreen uses in Canada simply because we are not allowed to use anything else by law. While it does provide some measure of weed control, it requires multiple applications, does not work on many hard to control weeds and costs hundreds of dollars per acre more than conventional weed control products.

I have included information on two effective alternative products that have favorable profiles that you may want to consider and budget for in the future.

Weed Control

Tenacity is a post emergent herbicide that has been granted reduced risk status by the EPA. Reduced-risk is an EPA designated registration status that accelerates the process for registration of certain new plant protection products. Tenacity received reduced-risk status by the EPA based on its unique mode of action, low use rates, and favorable toxicity and human health profiles, as compared to other herbicides currently on the market.

Tenacity can be used for post emergent grassy and broadleaf weed control. It *does require multiple applications* and does not have as broad a spectrum of control as conventional weed control products do but we have seen good results overall.

Tenacity could be used as an alternative to conventional summer weed control and/or as an alternative to applying crabgrass preemergent.

Insect Control

Acelepryn has been classified as reduced-risk for turf by the US EPA, is not toxic to bees and is practically non toxic to humans. This product would be applied as alternative to Merit, the current grub control preventative being used. It does cost considerably more to use.

It should be noted that TruGreen has a very strict policy in place when it comes to protecting Bees. We do not apply products bees are sensitive to when plants are in bloom.

Sports Fields

As the intensity of the program is reduced, it would be prudent to consider developing a separate, more custom program specifically for the high use, high profile sports fields to maintain a high level of turf health and playability. This specific program would start with the collection and analysis of soil samples as well as a visual assessment of turf health. Depending on the results of the soil samples, a specific turf care program can be established. Samples should be collected in late winter very early spring as soon as the ground thaws

Organic Fertilizers

An alternative program can be developed that includes the use of 100% organic fertilizers. While these products generally cost 4-5 times as much as conventional fertilizers, when applied at the right time and right rate, they can provide effective results.

We look forward to working with you and helping you meet your turf management goals over the coming seasons and would be more than happy to discuss any of the items listed above in more detail.

PARKS & RECREATION COMMISSION MEETING

AGENDA ITEM SUMMARY SHEET

AGENDA ITEM DESCRIPTION

DISCUSSION – 2015 Citizen Survey Results

COMMISSION REVIEW

- Report
- Discussion
- Seeking Feedback

Meeting Date:

March 1, 2016

BACKGROUND

Every other year, the Village conducts a random survey of residents to solicit their responses on types of services and service levels provided by the Village. Survey questions are also separated by Village departments including: Police, Finance, Public Works, Building & Code Enforcement, Planning & Development, and Parks & Recreation. This year, 1,000 surveys were sent to random residential addresses on November 6, 2015. The response rate received was 22.8%.

Satisfaction scores For Parks & Recreation Department services scored very well. When “excellent” and “good” scores are combined, both Park Landscaping and Condition of Parks Grounds and Facilities received the highest combined score of 90.4%. Focusing on programming, respondents reported the highest satisfaction with activities designed for Pre-K and Kindergarten (ages 1-5), which received a rating of 84%. A more complete summary of responses can be found in the Parks & Recreation section of the “Significant Findings” report.

REQUEST FOR FEEDBACK

Within the questions for the Parks and Recreation Department, the following was included:

Do you think leashed animals should be allowed in Willowbrook Parks?

Yes 55.8%

No 44.2%

The responses received of 55.8% “yes” and 44.2% “no” are fairly close, and would not constitute an “overwhelming majority.” However, we have received contact from a resident requesting that this issue be considered again by the Village, given a majority of the respondents seem to support leashed animals in Willowbrook Parks.

STAFF RECOMMENDATION

The survey results, and the above question in particular, will be discussed at the next regular meeting on March 1, 2016. To assist in the discussion, John Fenske has completed a survey (attached) of nineteen municipalities. Of those surveyed, ten (10) allow dogs in their parks, and nine (9) do not. Copies of each town’s corresponding ordinances will be brought to the meeting.

Park District/Department Dog Regulations

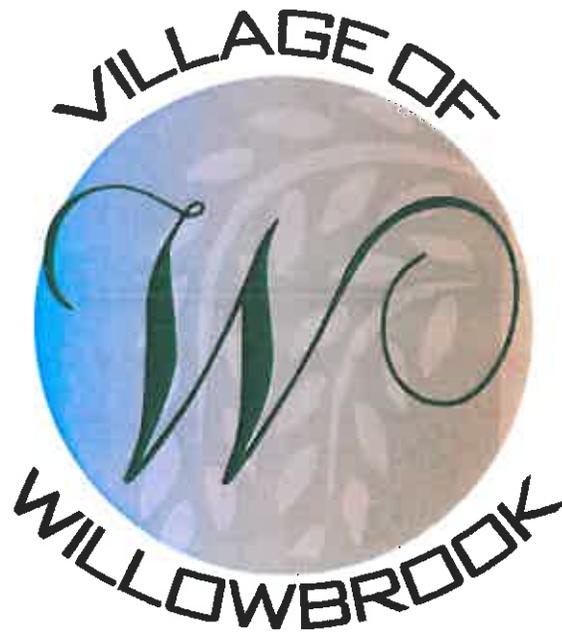
District/Department Regulation

Burr Ridge	Yes. Must be leashed & owners responsible for waste cleanup.
Hinsdale	No. Per Village ordinance. They are allowed only at KLM in specific areas, during specified hours.
Lisle	Yes, must be leashed, owners responsible for waste cleanup.
Schaumburg	Only in Dog Parks.
Lemont	Yes, Must be on leash, owners responsible for waste cleanup. Not allowed on playgrounds.
Western Springs	No.
Bloomington	No, except per Board/Ex. Director resolution.
Elmhurst	Yes, must be leashed (no longer than 6ft), owner responsible for waste cleanup.
Woodridge	Yes, only in designated areas on leash no greater than 4ft. Owner responsible for waste cleanup
Clarendon Hills	Yes, must be leashed (cats also), owner responsible for waste cleanup.
Oak Brook	No/Yes. See attached
Darien	Yes. On 8ft or shorter leash, owner responsible for waste cleanup.
Westmont	See attached.
Fox Valley	Yes. Cannot run free except in designated areas, must be on a leash no longer than 10ft. Not allowed on athletic fields. Owner responsible for waste cleanup.
Riverside	No.
LaGrange	No.
LaGrange Park	No.
Naperville	Yes-Designated areas only, on a leash 6ft or less. Owner responsible for waste cleanup.
West Chicago	Yes-Designated areas only. Owner responsible for waste cleanup

Of the 19 parks listed, 10 allow dogs, 9 do not.

VILLAGE OF WILLOWBROOK

2015 CITIZEN SURVEY



Contents

- Section One: Analysis of Significant Findings
- Section Two: Mean Scores for Survey Questions
- Section Three: Respondent Answers by Percentage
- Section Four: Survey Trends
- Section Five: Open-ended Responses

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VILLAGE OF
WILLOWBROOK

Section One

Analysis of Significant Findings

Willowbrook Citizen Survey 2015 ~ Significant Findings

Demographics

In December of 2015, Village staff distributed surveys to 1,000 randomly selected Willowbrook residents. The 2015 Willowbrook Citizen Survey had a response rate of 22.8%. Most survey respondents (about 79%) are aged 50 and older. Over half (58%) are 60 years or older. Respondent households are small with 63.1% reporting a household of two or less persons. Respondents typically live in a single family home (74.7%) or condominium (19.4%), which they own (95.8%). Over half (64.2%) of all responding households report an annual income of over \$75,000, with 49.2% reporting over \$100,000, annually. 28.7% of all respondents have been residents for ten (10) years or less, while an amazing 48.1% of respondents have been residents for 20 years or more. The highest percentage of respondents reported to live North of Plainfield, East of Madison.

Quality of Life

Respondents answered favorably with 93.1% reporting that they were “Very Satisfied” or “Satisfied” with the overall quality of life in Willowbrook. In fact, 52.5% replied they were “Very Satisfied with the overall quality of life in Willowbrook”. When asked about the quality of life as compared to ten (10) years ago it was reported that life was “Somewhat Better” (38.5%), “About the Same” (35.6%), or “Much Better” (13.8%).

Most respondents (76.8%) reported that “Location” is the greatest asset to living in Willowbrook while “Schools” (55.7%) and “Shopping” (54.4%) placed second and third. In the comments section, respondents also noted “Ease of access to major highways & shopping”, “Willowbrook Town Center” and “Low Taxes” as advantages to living in Willowbrook. The top three reported disadvantages of living in Willowbrook were “Traffic Problems”, “Lack of Public Transportation” and “Housing Costs” receiving 39.5%, 22.8% and 11.0% of the responses, respectively. In the comments section, respondents also noted “High Cost of Taxes” and “Traffic” disadvantages of living in Willowbrook.

Police

Overall safety scores were strong with 94.4% of respondents reporting they felt their level of safety and security within Willowbrook as either “Good” or “Excellent.” Respondents gave their highest scores for “Overall Performance” (94.4%), “Response Time” (91.9%), and “Non-Emergency Attitude and Behavior” (90.7%). “Level of Traffic Enforcement” and Officer Helpfulness & Ability to Solve Problems” received the lowest scores with 78.6% and 83.1% respectively. When asked to rate the level of assistance received when visiting or calling the Willowbrook Police Department, respondents stated “Employee Attitude & Behavior” was “Good” or “Excellent” 88.4% of the time.

9-1-1 Dispatch Services received strong scores with both "Employee Attitude and Behavior" and "Helpfulness and Attempts to Solve the Problem" being reported as "Good" or "Excellent" 97.1% and 93.8% respectively.

When Mean Scores are considered, seven of the eleven Police Department services measured received "Excellent" ratings.

When gauging awareness about community safety programs, "Neighborhood Watch" (33.8%) scored the highest, "Halloween Safety Program" (23.5%) coming in second, and the "Cadet/Explorer Program" at 19.9%. Awareness was the lowest for the "Operation Teddy Bear", with 4.6% of respondents having heard of the program. Participation was highest for "Halloween Safety" (3.9%), "SWAC" (2.2%), and the "Neighborhood Watch" (1.8%).

Finance

Overall, 87.9% of survey respondents report that they feel as though they receive a fair level of service for tax dollars paid to the Village of Willowbrook. If the demand for additional services requires additional revenue, respondents ranked "User Fees" as the preferred method of payment. "Sales Tax" and "Vehicle Stickers" were second and third choices for payment. "Utility Fees" was listed as the least desirable method of obtaining additional revenue.

Front Desk Service at Village Hall received a 95.0% satisfaction rating of "Excellent" and "Good" combined scores. Front Desk Service also received an "Excellent" score on the Mean Score Rated Scale. Approximately 38% of all survey respondents conduct Village business "By Mail" while about 27% use "Electronic Bill Pay" and 11.0% conduct business with "Direct Debit." If offered with a "Convenience Fee", 34.0% of respondents report that they would utilize "Online Bill Pay." However, 66.0% of respondents report that they would not utilize the service.

Public Works

In rating the quality of Village services, combined scores for "Street Maintenance" scored the highest with 87.8% of respondents scoring it "Excellent" or "Good." Categories "Snow Plowing" and "Water Service" came in second and third with combined scores of 87.1% and 81.9%, respectively. "Streetscape" and "Street Lighting" scored the lowest of the public works services with a score of 61.5% and 66.2% respectively. Focusing on Village beautification projects, 82.1% of respondents say that they are satisfied with the scope and level of the projects to date. Respondents were almost split with respect to funding future beautification projects with 46.2% wanting to see more.

Building and Code Enforcement

When “Excellent” and “Good” scores are combined, maintenance of property received high scores on the survey. In looking at “Residential Properties”, respondents gave higher combined scores for “Buildings” (88.6%) over Property (87.2%). Focusing on “Non-residential Properties”, combined scores were “Buildings” (90.2%) and “Property” (87.2%). When applying for a permit for construction or home improvement, 81.2% of respondents report that they received “Excellent” or “Good” instruction and information in order to successfully complete the project.

Planning and Development

When “Excellent” and “Good” scores are combined, respondents rate “Appearance” (94.7%) and “Quality” (88.4%) the highest when evaluating the quality of new non-residential developments in Willowbrook. “Traffic Circulation” received the lowest score at 60.8%. Survey respondents gave strong combined scores for new residential developments, with 88.4% rating the quality as “Excellent” or “Good.” When asked what type of residential developments they would like to see respondents ranked the choices in the following order: 1. Single Family Homes, 2. Senior Housing, 3. Townhomes, 4. Condominiums 5. Apartments. When asked to rank the top five non-residential developments they would like to see, respondents answered as follows: 1. Restaurants, 2. Manufacturing, 3. Theaters, 4. Retail, and 5. Medical Facilities. In the comments section, respondents noted that they would like to see more Hardware Stores, Restaurants, Daycare Facilities, Grocery Stores, and Medical Facilities/Urgent Care. Respondents rate the following as the top five places to shop outside of Willowbrook: 1. Jewel, 2. Costco, 3. Wal-Mart, 4. Home Depot, 5. Oakbrook. Within Willowbrook, respondents rate the following as the top five local places to shop: 1. Target, 2. Whole Foods, 3. Willowbrook Town Center, 4. Bed, Bath, & Beyond, and 5. Michael’s.

Parks and Recreation

When combined “Excellent” and “Good” scores are combined, satisfaction scores for the Parks and Recreation Department services scored very well. Both “Park Landscaping” and Condition of Park Grounds and Facilities received the highest combined score of 90.4%. “Condition of Park Equipment” received a score of 87.3% and “Organization of Park Programs” received 87.0%. “Staff Attitude and Knowledge” received the lowest combined score of 86.5%.

Focusing on programming, respondents report the highest satisfaction with activities designed for “Pre-K and Kindergarten (Ages 1-5)” received a rating of 84.0% while “Children (Ages 6-11)” received 69.7%. Respondents rate 62.5% of the “Senior Adult (Ages 60+)” programming as “Excellent” or “Good”. Of the six categories, “Young Adult Programs (Ages 20-25)” programming received the lowest combined scores at 45.4%. In the comments section, respondents noted that they would most like to see additional children’s and senior programming. There was a particular demand for increased senior activities ranging from day trips, exercise programs, and movie nights. Also of note was increased interest in park beautification and upgrading such as increased plant life, a pool, jogging/bike paths and stroller accommodations.

Overall, just under 36.3% of respondents participate in at least one Parks and Recreation Department program or event on an annual basis. Respondents indicate that they depend on the *Fun Guide* publication for program information, with a reported 75.0% readership, of which 87.5% find the information in the Fun Guide useful. When asked about whether leashed animals should be allowed in Willowbrook Parks, 55.8% of survey respondents marked “Yes” although many respondents commented there needs to be strict enforcement of an “owner’s clean up after their pets” policy.

Communication

When asked about Internet access, 85.1% of respondents said that they had access at their home and 78.5% stated they have high-speed connection. At work, 47.8% of respondents stated that they have internet access, 46.5% of which have high-speed. 44.9% of survey respondents say they have visited the Village’s website and of those, 76.4% find the website useful. 74.9% of survey respondents say they would find a “News & Events” e-mail service helpful. 9.4% of respondents stated they would use the cable access channel 6 for information. Of those respondents, 38.1% found the cable access channel to be a helpful resource.

Section Two

Mean Scores for Survey Questions

Mean Scores for 2015 Rated Citizen Survey Questions

*The rated items are on a four-point scale and can be interpreted as:
1-1.75=excellent, 1.76-2.5=good, 2.51-3.25=fair, and 3.26-4=poor.*

Building and Code Enforcement	Question #	2007	2008	2011
Maintenance of non-residential properties - Building	33A	1.95	1.91	1.93
Maintenance of non-residential properties - Property	33B	2.01	1.98	1.95
Maintenance of residential properties - Building	35A	1.84	1.97	1.87
Maintenance of residential properties - Property	35B	1.87	2.01	1.93
Quality of information to obtain a permit/complete the project	37	1.89	2.00	1.98
Planning and Development	Question #	2007	2008	2011
Quality of new non-residential developments - Appearance	38A	1.82	1.81	1.77
Quality of new non-residential developments - Traffic Circulation	38B	2.26	2.25	2.20
Quality of new non-residential developments - Parking	38C	1.96	1.9	1.88
Quality of new non-residential developments - Signage	38D	2.00	1.99	1.92
Quality of new non-residential developments - Access	38E	2.02	1.97	1.93
Quality of new residential developments	39	1.93	1.93	1.95
Parks and Recreation	Question #	2007	2008	2011
Organization of recreation programs and special events	45A	1.83	1.83	1.94
Staff attitude and knowledge	45B	1.70	1.86	1.80
Park landscaping	45C	1.89	1.97	1.89
Condition of the playground equipment	45D	1.90	1.97	1.79
Condition of the grounds and other park facilities	45E	1.85	1.97	1.80
Programs - Pre K and Kindergarten (Ages 1 – 5)	46A	2.00	2.05	2.08
Programs - Children (Ages 6 – 11)	46B	2.00	2.32	1.88
Programs - Preteen and Teen (Ages 12 – 19)	46C	2.18	2.47	1.95
Programs - Young Adult (Ages 20 – 25)	46D	2.35	2.75	2.06
Programs - Adult (Ages 26-59)	46E	2.39	2.76	2.12
Programs - Senior Adult (60+)	46F	2.00	2.16	2.32

Section Three

Respondent Answers by Percentage

Village of Willowbrook Citizen Survey 2015 - Results

For each question, indicate your response by placing an "X" in the appropriate box.

DEMOGRAPHICS

1. Check the box that best describes your age.

Under 20	0.0%	20-29	0.9%	30-39	6.5%
40-49	13.4%	50-59	21.2%	60-69	29.0%
70 & over	29.0%				

2. How many people currently live in your home?

One	24.4%	Two	38.7%	Three	18.4%	Four or more	18.4%
-----	-------	-----	-------	-------	-------	--------------	-------

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

Apartment	4.6%	Own	95.8%
Townhome	1.4%	Rent	4.2%
Condo	19.4%		

Single-Family Home 74.7%

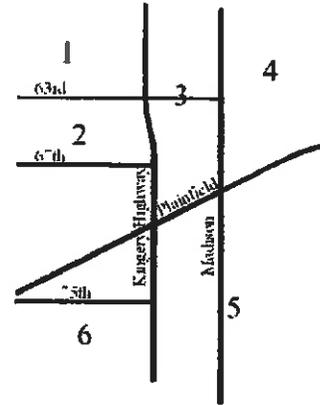
4. What is your combined household income?

Under \$25,000	4.8%	\$25,000 to \$49,999	16.6%
\$50,000 to \$74,999	14.4%	\$75,000 to \$99,999	15.0%
\$100,000 to \$149,999	17.1%	\$150,000 and over	32.1%

5. How long have you been a resident of Willowbrook?

Under 1 year	4.7%	1 - 5 yrs	13.2%	6 - 10 yrs	10.8%
11-15 years	15.6%	16 - 20 yrs	7.5%	20+ yrs	48.1%

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



(1) West of Kingery, North of 63rd	17.6%
(2) West of Kingery, from to 63rd	20.0%
(3) North of Plainfield, East of Kingery, West of Madison	16.2%
(4) North of Plainfield, East of Madison	25.7%
(5) South of Plainfield, East of Kingery	4.3%
(6) South of Plainfield, West of Kingery	16.2%

QUALITY OF LIFE

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

Very Satisfied	52.5%	Dissatisfied	5.5%
Satisfied	40.6%	Very Dissatisfied	1.4%

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

Much Better	13.8%	Somewhat Better	38.5%	The Same	35.6%
Somewhat Worse	10.3%	Much Worse	1.7%		

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

Employment Opportunities	2.2%	Housing Affordability	27.6%
Friendliness of Residents	44.3%	Neighborhoods	41.2%
Housing Quality	42.5%	Shopping	54.4%
Schools	55.7%	Recreational Amenities	13.2%
Diverse Population	14.9%	Health Care Facilities	13.6%
Religious Institutions	12.3%	Location	76.8%

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

Crime/Drug Abuse	10.5%	Lack of Employment	3.1%
Distance to Employer	7.9%	Lack of Public Transportation	22.8%
Lack of Health Care Facilities	7.0%	Recreational Amenities	7.9%
Distance to Shopping	4.8%	Street Conditions	8.3%
Traffic Problems	39.5%	Population Diversity	5.7%
Housing Costs	11.0%		

POLICE

*Please rate the *quality* of services you have received from the Willowbrook Police Department in the following areas:

	Excellent	Good	Fair	Poor	Don't Know
11. Overall performance of the Willowbrook Police Department	42.1%	39.5%	3.5%	1.3%	13.6%
12. Overall attitude and behavior of officers towards citizens	42.5%	31.1%	6.6%	1.8%	18.0%
13. How would you rate your feelings of safety and security within Willowbrook	28.1%	53.5%	12.3%	2.2%	3.9%
14. Officers' helpfulness and ability to solve the problem you called/contacted the police about	28.5%	23.2%	8.8%	1.8%	37.7%
15. Level of traffic enforcement	18.4%	46.1%	13.2%	4.4%	17.9%
16. Police department's response time	27.2%	27.6%	4.4%	0.4%	40.4%
17. Police department's efforts regarding criminal activity	22.4%	31.1%	5.3%	1.3%	39.9%

If you came to the Willowbrook Police Department facility for assistance, or called the non-emergency phone number (325-2808) for assistance, please rate the following:

18. Employee's attitude and behavior towards citizens?	26.3%	24.6%	3.5%	1.8%	43.8%
19. Employee's helpfulness and attempts to solve the problem?	23.2%	23.2%	3.9%	2.2%	47.5%

Willowbrook is part of a consolidated dispatch service; all 911 calls are routed through this service. If you called 9-1-1 for assistance, please rate the following:

20. Employee's attitude and behavior towards citizens?	17.5%	12.7%	0.9%	0.0%	68.9%
21. Employee's helpfulness and attempts to solve the problem?	14.0%	12.7%	1.3%	0.4%	71.6%

22. The Willowbrook Police Department presently coordinates the following programs. Please indicate your **awareness and participation** with the programs listed: (Check all that apply)

	Aware	Participate	Not aware
A. Cadet/Explorer	19.9%	0.9%	79.1%
B. SWAC (Senior Willowbrook Adult Connected)	6.5%	2.3%	91.2%
C. Neighborhood Watch	33.8%	1.9%	64.4%
D. Halloween Safety Bags/ Glow Necklaces	23.5%	4.1%	72.4%
E. Operation Teddy Bear	4.6%	0.9%	94.5%

FINANCE

Approximately half a penny of every property tax dollar you pay goes to the Village. The Village portion of the property tax pays for special recreation needs. Other Village services are paid through utility taxes, telecommunication taxes, and the Village's share of sales tax, income tax, and other state administered taxes.

23. Do you feel you receive a fair level of service for the tax dollars you pay to the Village of Willowbrook?

Yes **87.9%** No **12.1%**

24. If the demand for services requires additional revenue, how would you prefer to pay? (Rank order of preference with "1" being first choice.)

Property Tax **3** User Fees **1** Utility Fees **5**

Vehicle Stickers **4** Sales Tax **2**

25. *How would you rate the Front Desk service at Village Hall?

Excellent **47.1%** Good **47.9%** Fair **5.0%**

Poor **0.0%**

26. How do you conduct your routine Village business? (example: payment of water bills)

Electronic Bill Pay **27.6%** In Person **9.6%**

Direct Debit **11.0%** Drop Box **10.1%**

Other **6.6%** Mail **38.2%**

27. Many municipalities offer online payments of bills for a small convenience fee. If the Village were to offer online payments in the future, would you utilize this service?

Yes **34.0%** No **66.0%**

PUBLIC WORKS

28. Rate the quality of the following Village Services:	Excellent	Good	Fair	Poor	Don't Know
A. Street Maintenance	34.2%	47.8%	8.8%	2.6%	6.6%
B. Snow Plowing	45.6%	34.6%	9.6%	2.2%	8.0%
C. Street Sweeping	18.4%	33.3%	14.5%	4.8%	28.9%
D. Street Lighting	23.2%	37.7%	19.3%	11.8%	7.9%
E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)	14.9%	38.2%	26.8%	6.6%	13.5%
F. Condition of sidewalks in the Village	16.2%	44.7%	18.0%	5.7%	15.4%
29. Rate your level of satisfaction with water service provided	21.1%	40.4%	9.6%	3.9%	25.0%

30. Over the past five years, the Village has undertaken beautification projects throughout the community including landscaped medians and entryways. Are you satisfied with the scope and level of these projects?

Yes **82.1%** No **17.9%**

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

Yes **46.2%** No **53.8%**

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

BUILDING AND CODE ENFORCEMENT

33. How well are the <i>non-residential properties</i> of the Village maintained in the following areas:	Excellent	Good	Fair	Poor	Don't Know
A. Building	16.7%	51.8%	7.0%	0.4%	24.1%
B. Property	14.0%	50.4%	7.9%	1.3%	26.3%

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

35. How well are the <i>residential properties</i> of the Village maintained in the following areas:	Excellent	Good	Fair	Poor	Don't Know
A. Building	18.0%	56.6%	9.2%	0.4%	15.8%
B. Property	16.7%	55.3%	9.2%	1.3%	17.5%

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

37. If you have applied for a permit to construct a deck, swimming pool, shed, fence, driveway, home improvement, etc., please rate the level of quality of instruction and information given to you to successfully obtain a permit and complete the project?	Excellent	Good	Fair	Poor
	29.0%	52.2%	10.1%	8.7%

PLANNING AND DEVELOPMENT

38. How would you rate the quality of the following for <i>new non-residential</i> developments in Willowbrook:	Excellent	Good	Fair	Poor	Don't Know
A. Appearance	21.9%	48.7%	3.9%	6.1%	19.4%
B. Traffic Circulation	9.2%	36.4%	21.9%	7.5%	25.0%
C. Parking	15.4%	41.7%	12.7%	3.1%	27.1%
D. Signage	13.2%	47.8%	7.0%	3.5%	28.5%
E. Access	16.7%	44.3%	9.6%	3.5%	25.9%
39. How would you rate the quality of <i>new residential</i> developments in Willowbrook?	10.1%	36.8%	5.3%	0.9%	46.9%

PLANNING AND DEVELOPMENT (continued)

40. What type of *residential* developments would you like to see added to the community? (Check all that apply)

Apartments	2.6%	Townhomes	23.2%
Condominiums	11.8%	Single Family Homes	47.8%
Senior Housing	28.5%	High Rise	1.8%

41. Rank the top five (5) non-residential developments you would like to see added to the Willowbrook *business community*? (1 through 5, with 1 being the most important)

Retail 4	Hotels	Light Industrial
Services	Office	Medical Facilities 5
Restaurants 1	Theaters 3	Banquet Facilities
Banking	Warehousing	Manufacturing 2

42. Please list types of *services* you would like to see more of in Willowbrook (i.e., daycare, auto repair, veterinary, etc.)

43. Which stores do you regularly shop at located *outside* of Willowbrook?

44. Where in Willowbrook do you regularly shop?

PARKS AND RECREATION DEPARTMENT -

45. If you have visited any parks or participated in any programs in the last 12 months sponsored by the Willowbrook Parks and Recreation Department, please indicate your general level of satisfaction of the following:

	Excellent	Good	Fair	Poor
A. Organization of recreation programs and special events	28.6%	58.4%	10.4%	2.6%
B. Staff attitude and knowledge	29.7%	56.8%	10.8%	2.7%
C. Park landscaping	31.6%	58.8%	8.8%	0.9%
D. Condition of the playground equipment	31.4%	55.9%	8.8%	3.9%
E. Condition of the grounds and other park facilities	28.1%	62.3%	7.9%	1.8%

46. How satisfied have you been with the programs offered for:

A. Pre K and Kindergarten (Ages 1 - 5)	44.0%	40.0%	8.0%	8.0%
B. Children (Ages 6 - 11)	24.2%	45.5%	21.2%	9.1%
C. Preteen and Teen (Ages 12 - 19)	12.0%	40.0%	32.0%	16.0%
D. Young Adult (Ages 20 - 25)	13.6%	31.8%	31.8%	22.7%
E. Adult (Ages 26-59)	13.9%	38.9%	27.8%	19.4%
F. Senior Adult (60+)	21.9%	40.6%	25.0%	12.5%

47. How many programs or special events have you and/or your family participated in through the Willowbrook Parks and Recreation Department in the past 12 months?

None	63.8%	1-2	30.0%	3-5	5.3%
6-9	0.5%	10+	0.5%		

48. Based on the current program offerings found in the *Fun Guide* brochure, what types of programs would you like to see developed or improved?

49. The Willowbrook Parks and Recreation Department distributes the *Fun Guide* in April, August, and December. Do you read this guide?

Yes 75.0% No 25.0%

50. If you read the *Fun Guide*, do you find it helpful?

Yes 87.5% No 12.5%

51. What suggestions do you have to improve the distribution or content of the *Fun Guide*?

52. Do you think leashed animals should be allowed in Willowbrook parks?

Yes 55.8% No 44.2%

Section Four

Survey Trends

Trends for Citizen Survey Questions

1. Check the box that best describes your age.

	Under 20	20-29	30-39	40-49	50-59	60-69	70 & over
2007	0.0%	3.8%	9.2%	16.8%	22.1%	24.0%	24.0%
2008	0.0%	5.6%	6.0%	15.1%	25.0%	26.3%	22.0%
2011	0.0%	5.2%	9.0%	10.7%	21.5%	23.6%	30.0%
2012	0.0%	3.5%	5.7%	10.9%	17.9%	27.9%	34.1%
2013	0.0%	2.8%	7.4%	10.2%	18.5%	30.1%	31.0%
2015	0.0%	0.9%	6.5%	13.4%	21.2%	29.0%	29.0%

2. How many people currently live in your home?

	One	Two	Three	4 or more
2007	33.3%	41.4%	24.9%	0.4%
2008	30.7%	46.8%	19.5%	3.0%
2011	35.5%	40.7%	22.1%	1.7%
2012	34.5%	41.0%	21.8%	2.6%
2013	35.0%	38.7%	16.6%	9.7%
2015	24.4%	38.7%	18.4%	18.4%

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

	Apartment	Town-home	Condo	SF Home	Own	Rent
2007	8.0%	11.4%	37.6%	43.0%	89.2%	10.8%
2008	6.8%	8.1%	36.0%	49.2%	91.9%	8.1%
2011	8.6%	9.9%	37.9%	43.5%	89.2%	10.8%
2012	8.3%	11.8%	39.0%	40.8%	91.7%	8.3%
2013	5.1%	8.3%	43.3%	43.3%	94.0%	6.0%
2015	4.6%	1.4%	19.4%	74.4%	95.8%	4.2%

4 What is your combined household income?

	Under \$25,000	\$25,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 and over
2007	6.3%	22.4%	18.4%	18.4%	16.1%	18.4%
2008	8.0%	25.5%	18.5%	11.5%	16.5%	20.0%
2011	8.7%	20.9%	24.8%	13.6%	15.0%	17.0%
2012	10.6%	20.7%	20.7%	15.2%	12.1%	20.7%
2013	3.7%	21.9%	19.3%	18.2%	16.6%	20.3%
2015	4.8%	16.6%	14.4%	15.0%	17.1%	32.1%

5. How long have you been a resident of Willowbrook?

	Under 1 Year	1-5 Years	6-10 Years	11-15 Years	16-20 Years	20+ Years
2007	2.7%	24.2%	22.3%	12.9%	13.3%	24.6%
2008	3.9%	17.0%	17.5%	17.5%	12.2%	31.9%
2011	2.7%	19.2%	21.9%	12.9%	12.1%	31.3%
2012	4.5%	15.4%	14.0%	15.4%	15.8%	34.8%
2013	4.4%	13.6%	13.1%	12.6%	15.0%	40.8%
2015	4.7%	13.2%	10.8%	15.6%	7.5%	48.1%

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

	(1) West of Kingery North of 63rd	(2) West of Kingery from 67th to 63rd	(3) North of Plainfield East of Kingery West of Madison	(4) North of Plainfield East of Madison	(5) South of Plainfield East of Kingery	(6) South of Plainfield West of Kingery
2007	23.9%	29.5%	12.4%	11.2%	6.4%	16.7%
2008	23.7%	26.3%	10.5%	17.1%	7.0%	15.4%
2011	25.9%	27.2%	9.6%	16.2%	7.0%	14.0%
2012	28.0%	31.2%	6.4%	15.6%	6.0%	12.8%
2013	21.2%	28.8%	10.1%	16.8%	6.7%	16.3%
2015	17.6%	20.0%	16.2%	25.7%	4.3%	16.2%

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

	Very Satisfied	Satisfied	Combined	Dissatisfied	Very Dissatisfied
2007	62.4%	36.0%	98.4%	1.6%	0.0%
2008	55.6%	43.2%	98.8%	0.9%	0.4%
2011	60.3%	39.7%	100.0%	0.0%	0.0%
2012	57.1%	41.6%	98.7%	0.4%	0.9%
2013	62.5%	36.6%	99.1%	0.0%	0.9%
2015	52.5%	40.6%	93.1%	5.5%	1.4%

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

	Much Better	Somewhat Better	Combined	The Same	Somewhat Worse	Much Worse
2007	16.7%	31.6%	48.3%	40.8%	9.8%	1.1%
2008	21.7%	33.7%	55.4%	33.1%	7.4%	4.0%
2011	15.8%	34.5%	50.3%	41.8%	6.1%	1.8%
2012	13.9%	30.6%	44.5%	43.4%	6.9%	5.2%
2013	15.1%	38.4%	53.5%	36.6%	8.1%	1.7%
2015	13.8%	38.5%	52.3%	35.6%	10.3%	1.7%

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

	Location	Shopping	Housing Quality	Friendliness of Residents	Schools	Neighborhoods
2007	83.6%	41.6%	43.1%	38.3%	38.3%	37.5%
2008	80.5%	48.5%	38.6%	32.0%	41.5%	34.9%
2011	81.9%	59.9%	41.8%	35.0%	43.9%	32.9%
2012	80.7%	50.6%	33.9%	38.2%	40.8%	32.6%
2013	78.1%	54.9%	42.4%	37.9%	48.2%	33.5%
2015	76.8%	54.4%	42.5%	44.3%	55.7%	41.2%

	Housing Affordability	Diverse Population	Recreational Amenities	Religious Institutions	Health Care Facilities	Employment Opportunities
2007	27.5%	17.1%	14.1%	10.0%	8.9%	3.0%
2008	30.3%	14.5%	14.1%	10.8%	7.5%	7.9%
2011	33.3%	17.3%	13.1%	10.1%	11.4%	1.7%
2012	31.3%	11.6%	13.7%	13.7%	14.2%	1.7%
2013	33.5%	17.0%	16.1%	10.7%	15.2%	4.0%
2015	27.6%	14.9%	13.2%	12.3%	13.6%	2.2%

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

	Traffic Problems	Lack of Public Transportation	Recreational Amenities	Housing Costs	Distance to Employer
2007	43.5%	29.0%	13.4%	10.8%	8.6%
2008	32.8%	32.8%	10.4%	12.9%	11.2%
2011	25.3%	27.8%	8.9%	9.3%	8.0%
2012	31.3%	30.5%	8.6%	12.4%	8.2%
2013	29.0%	29.0%	8.5%	10.7%	5.4%
2015	39.5%	22.8%	7.9%	11.0%	7.9%

	Lack of Health Care Facilities	Distance to Shopping	Street Conditions	Population Diversity	Lack of Employment	Crime/Drug Abuse
2007	7.4%	7.1%	4.8%	4.8%	4.8%	3.3%
2008	6.2%	7.5%	7.5%	4.1%	4.1%	4.6%
2011	6.3%	3.8%	8.0%	6.3%	8.4%	3.8%
2012	5.6%	3.4%	7.7%	5.2%	4.3%	6.4%
2013	4.9%	2.7%	5.4%	2.7%	3.1%	5.8%
2015	7.0%	4.8%	8.3%	5.7%	3.1%	10.5%

11. Overall performance of the Willowbrook Police Department

	Excellent	Good	Combined	Fair	Poor
2007	47.8%	41.9%	89.7%	8.4%	2.0%
2008	46.4%	45.4%	91.8%	7.2%	1.0%
2011	46.1%	47.6%	93.7%	4.7%	1.6%
2012	46.5%	42.2%	88.7%	7.0%	4.3%
2013	46.5%	45.9%	92.4%	3.8%	3.8%
2015	48.7%	45.7%	94.4%	4.1%	1.5%

12. Overall attitude and behavior of officers towards citizens

	Excellent	Good	Combined	Fair	Poor
2007	45.4%	42.9%	88.3%	8.8%	2.9%
2008	42.6%	42.1%	84.7%	12.3%	3.1%
2011	45.6%	43.0%	88.6%	9.3%	2.1%
2012	44.0%	40.0%	84.0%	12.6%	3.4%
2013	44.6%	42.3%	86.9%	9.1%	4.0%
2015	51.9%	38.0%	89.9%	8.0%	2.1%

13. How would you rate your feelings of safety and security within Willowbrook?

	Excellent	Good	Combined	Fair	Poor
2007	41.0%	51.5%	92.5%	7.1%	0.4%
2008	42.7%	52.2%	94.9%	4.7%	0.4%
2011	36.9%	56.4%	93.3%	6.2%	0.4%
2012	34.4%	54.6%	89.0%	9.2%	1.8%
2013	37.7%	53.8%	91.5%	8.0%	0.5%
2015	29.2%	55.7%	84.9%	12.8%	2.3%

14. Officers' helpfulness and ability to solve the problem you called/contacted the police about

	Excellent	Good	Combined	Fair	Poor
2007	47.3%	39.6%	86.9%	8.9%	4.1%
2008	48.4%	40.0%	88.4%	7.7%	3.9%
2011	45.2%	41.4%	86.6%	10.8%	2.5%
2012	47.0%	38.3%	85.3%	9.4%	5.4%
2013	42.7%	38.0%	80.7%	12.0%	7.3%
2015	45.8%	37.3%	83.1%	14.1%	2.8%

15. Level of traffic enforcement

	Excellent	Good	Combined	Fair	Poor
2007	25.5%	55.9%	81.4%	14.2%	4.4%
2008	23.2%	59.6%	82.8%	12.3%	4.9%
2011	23.9%	60.2%	84.1%	13.9%	2.0%
2012	22.5%	55.5%	78.0%	14.8%	7.1%
2013	27.8%	56.8%	84.6%	13.6%	1.8%
2015	22.5%	56.1%	78.6%	16.0%	5.3%

16. Police department's response time

	Excellent	Good	Combined	Fair	Poor
2007	44.9%	47.6%	92.5%	6.8%	0.7%
2008	46.3%	47.6%	93.9%	4.8%	1.4%
2011	43.1%	51.0%	94.1%	5.2%	0.7%
2012	44.9%	40.4%	85.3%	11.8%	2.9%
2013	42.0%	49.0%	91.0%	7.7%	1.4%
2015	45.6%	46.3%	91.9%	7.4%	70.0%

17. Police department's efforts regarding criminal activity

	Excellent	Good	Combined	Fair	Poor
2007	40.3%	50.7%	91.0%	8.2%	0.7%
2008	38.7%	51.8%	90.5%	8.8%	0.7%
2011	40.3%	49.6%	89.9%	8.4%	1.7%
2012	36.1%	47.1%	83.2%	12.6%	4.2%
2013	40.2%	50.4%	90.6%	7.7%	1.7%
2015	37.2%	51.8%	89.0%	8.8%	2.2%

18. Employee's attitude and behavior towards citizens?

	Excellent	Good	Combined	Fair	Poor
2007	51.3%	35.3%	86.6%	12.0%	1.3%
2008	51.4%	35.8%	87.2%	10.1%	2.7%
2011	43.1%	46.0%	89.1%	8.8%	2.2%
2012	48.4%	41.0%	89.4%	8.2%	2.5%
2013	44.4%	46.0%	90.4%	7.9%	1.6%
2015	46.9%	43.8%	90.7%	6.3%	3.1%

19. Employee's helpfulness and attempts to solve the problem?

	Excellent	Good	Combined	Fair	Poor
2007	50.3%	37.7%	88.0%	9.9%	2.0%
2008	47.9%	39.0%	86.9%	10.3%	2.7%
2011	42.5%	46.3%	88.8%	7.5%	3.7%
2012	47.9%	36.8%	84.7%	12.0%	3.4%
2013	44.6%	43.0%	87.6%	8.3%	4.1%
2015	44.2%	44.2%	88.4%	7.5%	1.5%

9-1-1 Dispatch

20. Employee's attitude and behavior towards citizens?

	Excellent	Good	Combined	Fair	Poor
2007	57.7%	36.1%	93.8%	4.1%	2.1%
2008	53.7%	37.9%	91.6%	7.4%	1.1%
2011	51.0%	40.4%	91.4%	7.7%	1.0%
2012	49.0%	42.0%	91.0%	9.0%	0.0%
2013	47.3%	50.5%	97.8%	2.2%	0.0%
2015	56.3%	40.8%	97.1%	0.1%	2.8%

21. Employee's helpfulness and attempts to solve the problem?

	Excellent	Good	Combined	Fair	Poor
2007	60.2%	31.6%	91.8%	6.1%	2.0%
2008	51.5%	35.4%	86.9%	10.1%	3.0%
2011	51.0%	39.4%	90.4%	7.7%	1.9%
2012	46.5%	44.4%	90.9%	9.1%	0.0%
2013	49.4%	47.2%	96.6%	2.2%	1.1%
2015	49.2%	44.6%	93.8%	4.6%	1.5%

22. The Willowbrook Police Department presently coordinates the following programs. Please indicate your awareness and participation with the programs listed:

A. Cadet/Explorer Program

	Aware	Participate	Combined	Not aware
2007	NA	NA	NA	NA
2008	NA	NA	NA	NA
2011	NA	NA	NA	NA
2012	NA	NA	NA	NA
2013	NA	NA	NA	NA
2015	18.4%	0.9%	19.3%	73.2%

B. SWAC (Senior Willowbrook Adult Connected)

	Aware	Participate	Combined	Not aware
2007	22.8%	0.4%	23.2%	76.7%
2008	15.4%	0.5%	15.9%	84.2%
2011	15.1%	2.3%	17.4%	82.6%
2012	13.5%	2.9%	16.4%	83.7%
2013	14.3%	1.0%	15.3%	84.7%
2015	6.5%	2.3%	8.8%	91.2%

C. Neighborhood Watch

	Aware	Participate	Combined	Not aware
2007	56.3%	2.2%	58.5%	41.6%
2008	57.2%	5.0%	62.2%	37.8%
2011	47.3%	3.2%	50.5%	49.5%
2012	45.4%	2.9%	48.3%	51.7%
2013	38.2%	2.5%	40.7%	59.3%
2015	33.8%	1.9%	35.7%	64.4%

D. Halloween Safety Bags/ Glow Necklaces

	Aware	Participate	Combined	Not aware
2007	27.4%	4.0%	31.4%	68.6%
2008	31.7%	5.5%	37.2%	62.8%
2011	25.1%	3.3%	28.4%	71.6%
2012	20.0%	3.4%	23.4%	76.6%
2013	24.5%	3.4%	27.9%	72.1%
2015	23.5%	4.1%	27.6%	72.4%

E. Operation Teddy Bear

	Aware	Participate	Combined	Not aware
2007	10.1%	0.4%	10.5%	89.4%
2008	6.4%	0.0%	6.4%	93.6%
2011	8.5%	0.9%	9.4%	90.6%
2012	8.3%	0.0%	8.3%	91.7%
2013	7.9%	1.0%	8.9%	91.1%
2015	4.6%	90.0%	5.5%	94.5%

F. Child Restraint Use Program (Car Seats)

	Aware	Participate	Combined	Not aware
2007	47.3%	0.9%	48.2%	51.8%
2008	35.9%	1.8%	37.7%	62.3%
2011	34.0%	3.7%	37.7%	62.3%
2012	30.1%	2.9%	33.0%	67.0%
2013	32.8%	3.4%	36.2%	63.7%
2015*				

**Willowbrook Police Department discontinued program*

G. Youth Photo Identification Program

	Aware	Participate	Combined	Not aware
2007	24.1%	3.7%	27.8%	72.2%
2008	22.5%	3.8%	26.3%	73.7%
2011	17.8%	3.8%	21.6%	78.4%
2012	16.6%	1.5%	18.1%	82.0%
2013	20.3%	3.0%	23.3%	76.7%
2015*				

**Willowbrook Police Department discontinued program*

23. Do you feel you receive a fair level of service for the tax dollars you pay to the Village of Willowbrook?

	Yes	No
2007	89.0%	11.0%
2008	87.3%	12.7%
2011	86.4%	13.6%
2012	86.9%	13.1%
2013	89.6%	10.4%
2015	87.9%	12.1%

**24. If the demand for services requires additional revenue, how would you prefer to pay?
(Rank order of preference with "1" being first choice.)**

Yr.	User Fees	Sales Tax	Vehicle Stickers	Utility Fees	Property Tax
2007	1	2	3	4	5
2008	1	2	3	4	5
2011	1	2	3	4	5
2012	1	2	3	4	5
2013	1	2	3	4	5
2015	1	2	4	5	3

25. How would you rate the Front Desk service at Village Hall?

	Excellent	Good	Combined	Fair	Poor
2007	44.0%	48.2%	92.2%	6.5%	1.2%
2008	41.7%	44.4%	86.1%	12.6%	1.3%
2011	43.8%	48.9%	92.7%	7.3%	0.0%
2012	46.5%	48.0%	94.5%	5.5%	0.0%
2013	38.2%	51.1%	89.3%	10.7%	0.0%
2015	47.1%	47.9%	95.0%	5.0%	0.0%

26. How do you conduct your routine Village business? (example: payment of water bills)

	Electronic Bill Pay	In Person	Direct Debit	Drop Box	Mail	Other
2007	15.2%	13.0%	7.8%	6.3%	46.5%	11.2%
2008	17.0%	9.1%	7.9%	8.7%	48.1%	9.2%
2011	22.4%	7.2%	8.9%	5.9%	39.7%	15.9%
2012	19.3%	12.4%	8.2%	4.7%	35.2%	20.2%
2013	24.6%	10.3%	8.9%	6.3%	34.4%	15.5%
2015	27.6%	9.6%	11.0%	10.1%	38.2%	6.6%

27. Many municipalities offer online payments of bills for a small convenience fee.
If the Village were to offer online payments in the future, would you utilize this service?

	Yes	No
2007	28.0%	72.0%
2008	21.4%	78.6%
2011	31.2%	68.8%
2012	24.9%	75.1%
2013	31.5%	68.5%
2015	34.0%	66.0%

28. Rate the quality of the following Village Services:

A. Street Maintenance

	Excellent	Good	Combined	Fair	Poor
2007	24.7%	63.0%	87.7%	9.7%	2.6%
2008	23.6%	59.6%	83.2%	13.3%	3.6%
2011	26.6%	59.5%	86.1%	12.2%	1.8%
2012	26.1%	60.1%	86.2%	11.5%	2.3%
2013	31.1%	60.3%	91.4%	7.7%	1.0%
2015	36.6%	51.2%	87.8%	9.4%	2.8%

B. Snow Plowing

	Excellent	Good	Combined	Fair	Poor
2007	30.4%	51.3%	81.7%	10.9%	3.8%
2008	36.0%	45.8%	81.8%	15.6%	2.7%
2011	37.5%	51.3%	88.8%	7.6%	3.6%
2012	37.4%	51.4%	88.8%	6.5%	4.7%
2013	46.1%	46.6%	92.7%	7.4%	0.0%
2015	49.5%	37.6%	87.1%	10.5%	2.4%

C. Street Sweeping

	Excellent	Good	Combined	Fair	Poor
2007	21.0%	57.5%	78.5%	16.1%	5.4%
2008	21.4%	53.8%	75.2%	20.8%	4.0%
2011	21.8%	59.8%	81.6%	15.1%	3.4%
2012	21.5%	55.8%	77.3%	18.6%	4.1%
2013	27.0%	56.3%	83.3%	12.6%	4.0%
2015	25.9%	46.9%	72.8%	20.4%	6.8%

D. Street Lighting

	Excellent	Good	Combined	Fair	Poor
2007	18.9%	53.5%	72.4%	22.4%	5.3%
2008	19.5%	54.3%	73.8%	18.1%	8.1%
2011	20.9%	56.4%	77.3%	16.4%	6.4%
2012	19.9%	53.2%	73.1%	20.4%	6.5%
2013	24.8%	53.9%	78.7%	15.0%	6.3%
2015	25.2%	41.0%	66.2%	21.0%	12.9%

E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)

	Excellent	Good	Combined	Fair	Poor
2007	17.7%	49.6%	67.3%	25.7%	7.1%
2008	16.4%	46.6%	63.0%	27.9%	9.1%
2011	17.7%	48.4%	66.1%	30.2%	3.7%
2012	12.3%	58.5%	70.8%	20.3%	9.0%
2013	17.6%	56.9%	74.5%	20.1%	5.4%
2015	17.3%	44.2%	61.5%	31.0%	7.6%

F. Condition of sidewalks in the Village

	Excellent	Good	Combined	Fair	Poor
2007	20.1%	56.5%	76.6%	21.1%	2.4%
2008	16.2%	55.9%	72.1%	22.5%	5.4%
2011	14.9%	59.9%	74.8%	19.8%	5.4%
2012	14.2%	62.4%	76.6%	20.3%	3.0%
2013	20.3%	56.6%	76.9%	20.9%	2.2%
2015	19.2%	52.8%	72.0%	21.2%	6.7%

29. Rate your level of satisfaction with water service provided

	Excellent	Good	Combined	Fair	Poor
2007	33.0%	56.0%	89.0%	8.8%	2.2%
2008	32.8%	57.1%	89.9%	9.5%	0.5%
2011	31.3%	55.5%	86.8%	11.0%	2.2%
2012	35.9%	49.7%	85.6%	9.4%	5.0%
2013	34.0%	56.0%	90.0%	9.4%	0.6%
2015	28.1%	53.8%	81.9%	12.9%	5.3%

30. Over the past five years, the Village has undertaken beautification projects throughout the community including landscaped medians and entryways. Are you satisfied with the scope and level of these projects?

	Yes	No
2007	81.5%	18.5%
2008	83.8%	16.2%
2011	82.9%	17.1%
2012	86.9%	13.1%
2013	88.7%	11.3%
2015	82.1%	17.9%

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

	Yes	No
2007	47.3%	52.7%
2008	45.1%	54.9%
2011	43.0%	57.0%
2012	40.6%	59.4%
2013	51.1%	48.9%
2015	46.2%	53.8%

33. How well are the non-residential properties of the Village maintained in the following areas:

A. Building

	Excellent	Good	Combined	Fair	Poor
2007	19.7%	67.7%	87.4%	10.1%	2.5%
2008	16.5%	76.9%	93.4%	6.0%	0.5%
2011	17.8%	72.2%	90.0%	9.5%	0.6%
2012	20.7%	69.2%	89.9%	8.3%	1.8%
2013	20.0%	73.8%	93.8%	6.3%	0.0%
2015	22.0%	68.2%	90.2%	9.2%	0.6%

B. Property

	Excellent	Good	Combined	Fair	Poor
2007	16.8%	68.4%	85.2%	12.1%	2.6%
2008	15.6%	72.2%	87.8%	11.1%	1.1%
2011	15.6%	74.3%	89.9%	9.6%	0.6%
2012	19.0%	68.7%	87.7%	10.4%	1.8%
2013	17.5%	74.7%	92.2%	7.8%	0.0%
2015	19.0%	68.5%	87.5%	10.7%	1.8%

35. How well are the residential properties of the Village maintained in the following areas:

A. Building

	Excellent	Good	Combined	Fair	Poor
2007	21.4%	73.6%	95.0%	4.5%	0.5%
2008	16.2%	74.3%	90.5%	6.2%	3.3%
2011	18.2%	77.1%	95.3%	4.2%	0.5%
2012	17.6%	74.6%	92.2%	7.3%	0.5%
2013	16.3%	77.7%	94.0%	4.9%	1.1%
2015	21.4%	67.2%	88.6%	10.9%	0.5%

B. Property

	Excellent	Good	Combined	Fair	Poor
2007	22.4%	69.6%	92.0%	6.1%	1.9%
2008	15.3%	71.9%	87.2%	9.4%	3.4%
2011	17.3%	73.8%	91.1%	7.3%	1.6%
2012	15.4%	75.5%	90.9%	7.4%	1.6%
2013	15.8%	76.5%	92.3%	6.0%	1.6%
2015	20.2%	67.0%	87.2%	11.2%	1.6%

37. If you have applied for a permit to construct a deck, swimming pool, shed, fence, driveway, home improvement, etc., please rate the level of quality of instruction and information given to you to successfully obtain a permit and complete the project?

	Excellent	Good	Combined	Fair	Poor
2007	38.6%	42.1%	80.7%	10.5%	8.8%
2008	30.9%	47.3%	78.2%	12.7%	9.1%
2011	28.0%	54.0%	82.0%	10.0%	8.0%
2012	29.6%	48.1%	77.7%	14.8%	7.4%
2013	39.1%	40.6%	79.7%	17.2%	3.1%
2015	29.0%	52.2%	81.2%	10.1%	8.7%

38. How would you rate the quality of the following for *new non-residential* developments in Willowbrook:

A. Appearance

	Excellent	Good	Combined	Fair	Poor
2007	18.2%	45.0%	63.2%	4.5%	1.1%
2008	29.3%	62.1%	91.4%	7.1%	1.5%
2011	30.1%	63.0%	93.1%	6.9%	0.0%
2012	25.9%	65.9%	91.8%	8.2%	0.0%
2013	27.1%	69.0%	96.1%	3.9%	0.0%
2015	29.4%	65.3%	94.7%	5.3%	0.0%

B. Traffic Circulation

	Excellent	Good	Combined	Fair	Poor
2007	15.0%	54.9%	69.9%	19.1%	11.0%
2008	13.0%	55.4%	68.4%	24.9%	6.7%
2011	15.5%	56.3%	71.8%	21.3%	6.9%
2012	7.6%	59.4%	67.0%	24.1%	8.8%
2013	12.0%	50.0%	62.0%	28.5%	9.5%
2015	12.3%	48.5%	60.8%	29.2%	9.9%

C. Parking

	Excellent	Good	Combined	Fair	Poor
2007	18.8%	67.9%	86.7%	12.1%	1.2%
2008	26.9%	59.6%	86.5%	9.8%	3.6%
2011	24.3%	65.1%	89.4%	9.5%	1.2%
2012	17.2%	70.4%	87.6%	11.2%	1.2%
2013	19.6%	63.3%	82.9%	13.9%	3.2%
2015	21.1%	57.2%	78.3%	17.5%	4.2%

D. Signage

	Excellent	Good	Combined	Fair	Poor
2007	20.7%	60.4%	81.1%	17.1%	1.8%
2008	20.3%	63.1%	83.4%	13.4%	3.2%
2011	17.6%	72.9%	90.5%	8.8%	0.6%
2012	19.0%	70.2%	89.2%	10.1%	0.6%
2013	18.2%	72.7%	90.9%	7.8%	1.3%
2015	18.4%	66.9%	85.3%	9.8%	4.9%

E. Access

	Excellent	Good	Combined	Fair	Poor
2007	17.9%	65.9%	83.8%	12.7%	3.5%
2008	20.6%	63.0%	83.6%	14.8%	1.6%
2011	21.4%	65.5%	86.9%	11.9%	1.2%
2012	15.4%	70.4%	85.8%	12.4%	1.8%
2013	17.6%	68.0%	85.6%	11.1%	3.3%
2015	22.5%	59.8%	82.3%	13.0%	4.7%

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

	Excellent	Good	Combined	Fair	Poor
2007	24.1%	61.4%	85.5%	12.0%	2.4%
2008	21.1%	65.8%	86.9%	11.8%	1.3%
2011	17.1%	73.6%	90.7%	7.0%	2.3%
2012	20.0%	70.4%	90.4%	8.0%	1.6%
2013	16.2%	75.2%	91.4%	7.6%	1.0%
2015	19.0%	69.4%	88.4%	9.9%	1.7%

40. What type of residential developments would you like to see added to the community? (Check all that apply)

	Apartments	Townhomes	Condos	Single Family Homes	Senior Housing	High Rise
2007	3.0%	26.8%	13.0%	44.2%	27.9%	1.5%
2008	3.3%	27.4%	10.4%	49.0%	22.4%	1.7%
2011	3.0%	30.0%	8.9%	41.4%	23.2%	2.5%
2012	3.0%	24.5%	12.9%	45.5%	27.0%	3.9%
2013	3.1%	29.9%	13.4%	47.3%	31.3%	3.1%
2015	2.6%	23.2%	11.8%	47.8%	28.5%	1.8%

41. Rank the top five (5) non-residential developments you would like to see added to the Willowbrook business community? (1 through 5, with 1 being the most important)

	Restaurants	Retail	Theatres	Medical Facilities	Services	Light Industrial	Manufacturing
2007	1	2	3	4	5	NA	NA
2008	1	4	2	3	5	NA	NA
2011	1	2	3	5	NA	4	NA
2012	1	2	4	5	NA	3	NA
2013	1	3	2	5	NA	4	NA
2015	1	4	3	5	NA	NA	2

45. If you have visited any parks or participated in any programs in the last 12 months sponsored by the Willowbrook Parks and Recreation Department, please indicate your general level of satisfaction of the following:

A. Organization of recreation programs and special events

	Excellent	Good	Combined	Fair	Poor
2007	31.0%	54.9%	85.9%	14.1%	0.0%
2008	28.8%	59.1%	87.9%	12.1%	0.0%
2011	29.4%	52.9%	82.3%	11.8%	5.9%
2012	17.7%	67.7%	85.4%	12.9%	1.6%
2013	24.6%	61.5%	86.1%	10.8%	3.1%
2015	28.6%	58.4%	87.0%	10.4%	2.6%

B. Staff attitude and knowledge

	Excellent	Good	Combined	Fair	Poor
2007	40.3%	49.3%	89.6%	10.4%	0.0%
2008	30.5%	54.2%	84.7%	13.6%	1.7%
2011	33.3%	53.3%	86.6%	13.3%	0.0%
2012	22.6%	66.0%	88.6%	9.4%	1.9%
2013	28.1%	57.9%	86.0%	10.5%	3.5%
2015	29.7%	56.8%	86.5%	10.8%	2.7%

C. Park landscaping

	Excellent	Good	Combined	Fair	Poor
2007	26.1%	60.4%	86.5%	11.7%	1.8%
2008	24.5%	55.7%	80.2%	17.9%	1.9%
2011	26.4%	59.1%	85.5%	13.6%	0.9%
2012	22.6%	66.0%	88.6%	9.4%	1.9%
2013	25.2%	59.5%	84.7%	12.6%	2.7%
2015	31.6%	58.8%	90.4%	8.8%	0.9%

D. Condition of the playground equipment

	Excellent	Good	Combined	Fair	Poor
2007	22.9%	66.1%	89.0%	9.2%	1.8%
2008	18.0%	67.4%	85.4%	14.6%	0.0%
2011	31.9%	57.4%	89.3%	10.6%	0.0%
2012	26.8%	66.0%	92.8%	5.2%	2.1%
2013	23.2%	66.3%	89.5%	8.4%	2.1%
2015	31.4%	55.9%	87.3%	8.8%	3.9%

E. Condition of the grounds and other park facilities

	Excellent	Good	Combined	Fair	Poor
2007	27.1%	61.9%	89.0%	10.2%	0.8%
2008	17.0%	69.0%	86.0%	14.0%	0.0%
2011	29.1%	61.8%	90.9%	9.1%	0.0%
2012	20.6%	67.6%	88.2%	10.8%	1.0%
2013	19.4%	67.6%	87.0%	10.2%	2.8%
2015	28.1%	62.3%	90.4%	7.9%	1.8%

46. How satisfied have you been with the programs offered for:

A. Pre K and Kindergarten (Ages 1 – 5)

	Excellent	Good	Combined	Fair	Poor
2007	20.7%	62.1%	82.8%	13.8%	3.4%
2008	31.8%	36.4%	68.2%	27.3%	4.5%
2011	36.0%	32.0%	68.0%	20.0%	12.0%
2012	25.0%	46.4%	71.4%	17.9%	10.7%
2013	40.0%	50.0%	90.0%	5.0%	5.0%
2015	44.0%	40.0%	52.0%	8.0%	8.0%

B. Children (Ages 6 – 11)

	Excellent	Good	Combined	Fair	Poor
2007	17.2%	65.5%	82.7%	17.2%	0.0%
2008	24.0%	32.0%	56.0%	32.0%	12.0%
2011	32.0%	52.0%	84.0%	12.0%	4.0%
2012	16.0%	64.0%	80.0%	12.0%	8.0%
2013	30.0%	60.0%	90.0%	10.0%	0.0%
2015	24.2%	45.5%	69.7%	21.2%	9.1%

C. Preteen and Teen (Ages 12 – 19)

	Excellent	Good	Combined	Fair	Poor
2007	17.9%	53.6%	71.5%	21.4%	7.1%
2008	23.3%	23.3%	46.6%	36.7%	16.7%
2011	30.0%	50.0%	80.0%	15.0%	5.0%
2012	12.5%	58.3%	70.8%	16.7%	12.5%
2013	26.6%	57.1%	83.7%	7.1%	7.1%
2015	12.0%	40.0%	52.0%	32.0%	16.0%

D. Young Adult (Ages 20 – 25)

	Excellent	Good	Combined	Fair	Poor
2007	5.90%	58.80%	64.7%	29.40%	5.90%
2008	5.0%	30.0%	35.0%	50.0%	15.0%
2011	23.5%	52.9%	76.4%	17.6%	5.9%
2012	10.0%	70.0%	80.0%	10.0%	10.0%
2013	25.0%	41.7%	66.7%	16.7%	16.7%
2015	13.6%	31.8%	45.4%	31.8%	22.7%

E. Adult (Ages 26-59)

	Excellent	Good	Combined	Fair	Poor
2007	12.10%	48.50%	60.6%	27.30%	12.10%
2008	4.9%	34.1%	39.0%	41.5%	8.1%
2011	15.2%	60.6%	75.8%	21.2%	3.0%
2012	10.3%	51.3%	61.6%	17.9%	20.5%
2013	6.9%	55.2%	62.1%	24.1%	10.3%
2015	13.9%	38.9%	52.8%	27.8%	19.4%

F. Senior Adult (60+)

	Excellent	Good	Combined	Fair	Poor
2007	27.5%	50.0%	77.5%	17.5%	5.0%
2008	21.6%	48.6%	70.2%	21.6%	8.1%
2011	19.5%	43.9%	63.4%	22.0%	14.6%
2012	20.0%	52.5%	72.5%	17.5%	10.0%
2013	11.1%	55.6%	66.7%	22.2%	11.1%
2015	21.9%	40.6%	62.5%	25.0%	12.5%

47. How many programs or special events have you and/or your family participated in through the Willowbrook Parks and Recreation Department in the past 12 months?

	None	1 to 2	3 to 5	6 to 9	10 Plus
2007	69.2%	22.8%	7.2%	0.8%	0.0%
2008	71.7%	21.9%	5.5%	0.5%	0.5%
2011	69.2%	22.1%	7.2%	1.4%	0.0%
2012	72.3%	22.3%	3.9%	0.5%	1.0%
2013	70.9%	21.8%	4.9%	1.0%	1.5%
2015	63.8%	30.0%	5.3%	0.5%	0.5%

49. The Willowbrook Parks and Recreation Department distributes the *Fun Guide* in April, August, and December. Do you read this guide?

	Yes	No
2007	86.4%	13.6%
2008	86.2%	13.8%
2011	78.9%	21.1%
2012	79.5%	20.5%
2013	84.2%	15.8%
2015	75.0%	25.0%

50. If you read the *Fun Guide*, do you find it helpful?

	Yes	No
2007	89.0%	11.0%
2008	88.0%	12.0%
2011	85.6%	14.4%
2012	83.5%	16.5%
2013	85.6%	14.4%
2015	87.5%	12.5%

52. Do you think leashed animals should be allowed in Willowbrook parks?

	Yes	No
2007	53.1%	46.9%
2008	60.0%	40.0%
2011	58.9%	41.1%
2012	58.5%	41.5%
2013	58.4%	41.6%
2015	55.8%	44.2%

53. Do you have access to the internet?

	Home	Work	Neither
2007	75.8%	37.9%	12.3%
2008	72.6%	43.2%	14.1%
2011	83.1%	40.9%	11.0%
2012	82.8%	38.2%	9.0%
2013	86.2%	41.5%	10.3%
2015	85.1%	47.8%	10.1%

54. Do you have a high-speed connection?

	Home	Work	Neither
2007	52.0%	33.5%	20.8%
2008	56.4%	36.9%	21.2%
2011	71.7%	37.1%	13.5%
2012	73.8%	35.2%	10.3%
2013	80.8%	38.4%	9.8%
2015	78.5%	46.5%	11.0%

55. The Village operates a Village website at www.willowbrookil.org. Do you visit the website?

	Yes	No
2007	30.1%	69.9%
2008	22.3%	77.7%
2011	28.1%	71.9%
2012	31.3%	68.7%
2013	36.2%	63.8%
2015	44.9%	55.1%

56. If you visit the website, do you find it helpful?

	Yes	No
2007	70.5%	29.5%
2008	79.0%	21.0%
2011	71.6%	28.4%
2012	78.8%	21.3%
2013	82.1%	17.9%
2015	76.4%	23.6%

57. The Village currently offers a free "News & Events" e-mail service on its website. Would you find this service useful?

	Yes	No
2007	NA	NA
2008	NA	NA
2011	67.5%	32.5%
2012	69.7%	30.3%
2013	76.7%	23.3%
2015	74.9%	25.1%

59. The Village used to post information on public access channel 6. Did you use this resource for Village Information?

	Yes	No
2007	32.1%	67.9%
2008	24.8%	75.2%
2011	20.0%	80.0%
2012	16.7%	83.3%
2013	13.0%	87.0%
2015	9.4%	90.6%

60. If you use the access channel as a resource, do you find it helpful?

	Yes	No
2007	70.4%	29.6%
2008	75.7%	24.3%
2011	52.9%	47.1%
2012	51.8%	48.2%
2013	50.0%	50.0%
2015	38.1%	61.9%

Section Five

Open-ended Responses

Willowbrook Citizen Survey 2015

Open Ended Responses

** Content has been taken directly from citizen responses. Common spelling and grammar errors may be present. Trustee version includes all, uncensored, citizen responses*

-TRUSTEES-

9. What do you consider to be the major assets and advantages of living in Willowbrook? (Other)

- Easy access to roadways
- Taxes
- Lower RE taxes than Hinsdale!
- Airport
- Fairly safe and secure
- Low taxes
- Taxes and highway access
- Low taxes
- Good access to highways

10. What are the major disadvantages of living in Willowbrook? (Other)

- None
- No disadvantage
- Expensive
- Increased crime
- Lack of grocery
- Increase in section 8 housing
- I know PACE is available, but only with special request and effort
- Taxes have skyrocketed, probably causing us to sell and move
- Recent disturbing events not carried to public. They may be isolated incidents but gives a perception that something is going on, and no info is shared w/residents
- None
- Taxes!
- The traffic on CH Road between 59th & 67th has become horrible- non-moving from around 4:30-6:30pm
- high cost of water (scratched out portion: difficulty getting through by telephone to water department)
- It has gotten way too congested. Too many businesses have been coming in and traffic can't handle it. All this business is bringing crime.
- None
- Faces have changed...change not for the better. More problems in the high school that folks don't know about. Yes! Crime/ drug abuse has gone up in the 25+ years I have been here. I know first hand!!
- Route 83
- Pete's will make a mess of traffic

- Plainfield road traffic, Route 83 traffic, Madison traffic
- One crazy neighbor upstairs
- I don't see any major disadvantages
- Willowbrook is a good place to live
- High water bills
- Lack of sidewalks- why checked street conditions
- We need a nearby grocery store which is NOT whole foods (too expensive) Do whatever we can to get Pete's Fresh to open in the old Kmart space ASAP!!
- Crime/drugs are creeping into our region. Hins. South H.S. vicinity getting dangerous + stabbing a few years back & shots fired recently
- Crime is going up!
- Wish there were good grocery shops where kmart was
- Ice covered sidewalks in winter directly caused by sump pumps/gutters depositing water (DIRECTLY) onto sidewalks. This causes people to have to walk in the streets, which is very dangerous. Willowbrook is the only community I know that allows this
- Neighbors difficult to like
- Lack of city center within walking distance
- Public transportation
- Not conducive for seniors; Go back to stickers for garbage--too expensive how water bills too high. Borse lighting and parking issues
- Rogers Farm has had many vandalism w/cars in driveway!
- The village administration seems to be more interested in business than community
- I don't have any major disadvantage
- None
- Plowing when snow on the ground isn't the best, both side streets and main roads. Also, traffic lights heading West on 63rd street at intersection of Route 83 & 63rd are not well timed!! The green light is definitely too short when proceeding West....also, too many people heading East on 63rd and turning North onto Route 83 ignore the left turn lights, constantly going through red lights make intersection extremely dangerous!!
- Occasional vandalism on 59th St, just west of clarendon hills Road
- Very concerned about the missing person/dead resident by four seasons and the rape in the area behind staples
- Lack of care by the village in maintaining the neighborhoods. Police Department is reactive not pro-active
- R.E. Taxes
- Section 8 housing
- Too many unkempt rental properties
- High property taxes for seniors (senior freeze exemption useless) Not enough value added senior discounts/ financial help for water, gas, and electric.
- Way too crowded. New shopping centers along 63rd and new one on Plainfield & 83. Way to much traffic increased over past 30 years
- Traffic lights on rt 83 between midway and 63rd street are terrible. Lights are not synced
- Need more light for pedestrians; remove power lines, barely there
- High taxes
- Open culverts that retain water and mosquitos; creek behind our property needs dredging.

- Traffic issues have grown enormously in the last 5+ years. Rt 83 is a jam most days between 55th to I-55 Madison during rush hour also
- After 30 years, some of these disadvantages apply to us. I'm happy with all aspects of living in Willowbrook
- Newer updated anything. No upscale stores or restaurants. Traffic congestion + poor traffic accessibility. Hinsdale South has a poor reputation. Why don't residents in the area have a choice of schools or must improve south. Need good lights to stop traffic down 68th St, Police don't keep us informed on area problems.
- Annoying Canada Geese Population
- Like all suburbs, this one is getting too congested. Need public transportation and walkable shopping
- We love living in WB. We love our home and neighborhood. We need to keep property taxes from rising
- Lack of a hardware store in town. Why not contact Lou Manfredini-wgn radio host on sat. mornings an expert "Mr. Fix-it" guy re homes. He owns a couple Ace Hardware stores now. Would the empty whole foods be a good fit for a hdwe. Store--or is it too big?
- Route 83 noise and construction
- There needs to be a left-turn lane on 83 N into the Whole Foods parking lot before 63rd St
- Plainfield need stop signs or stop light, between Madison + Rt 83
- None
- Lack of street lighting* lack of sidewalks * 8 at least at street intersections; ** on majority of "minor" streets in geographic area 1. No central "downtown" type of shopping/business" district for pedestrians
- Taxes are very high!

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

- Parks
- Roads, parks
- Like What?
- Everywhere possible
- Trees in medium
- Route 83
- Borse Park, Route 83 from Street to I-55
- Unsure
- "?"
- Increase number of trees required for new shopping areas & public lands
- Median of Route 83/ between Plainfield and
- Monument signs that say "Welcome to Willowbrook"
- Parks
- No specifics, you are doing a great job
- Indoor playground
- In residential areas, not just commercial
- Waterford subdivision entrances are very run down. Need plants.
- Borse factory/Willowbrook Ford (the back) looks like a dump!!!
- Along 75th st/ rt 83 entrance sign
- Would like to see a difference from the communities when you drive into Willowbrook

- More flowers planted/ trees planted by shopping center on 63rd/ rt 83
- Do not cut trees
- Parks(6+)
- Gateways to the Village need to be added--see the level of design and quality of Burr Ridge
- Southeast corner of rt 83 + plainfield--too many utility posts there (ugly)
- In my neighborhood
- Main streets
- 63rd + rt 83 area
- Along 83 + parks
- All over!
- street
- Where are these improvements??
- Parks; lighting during holidays
- More landscaping and trees
- Parks; also on parkway between Madison/
- Rt 83 location
- Around park signs and entrances to Village
- More use of native plant in parks
- See main streets in the village
- At the entryways to the subdivisions
- Lighting at night in parks
- Along rt 83 and along
- Sidewalks, curbs, & powerlines underground
- Add more light around and main street beautification
- Around parks and subdivision entrance
- Old kmart location and cross section light by gas station
- Grants
- Medians
- Parks and shopping center
- Anywhere, just keep up the good work
- Parks, main intersections
- More landscaping and better (nicer) signage when "entering" Willowbrook along major streets

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

- Clear bushes on sidewalk by rt 83 between 67th and willow ln
- Rt 83 & plainfield (kmart) an eyesore to our village
- Kmart building and lot is an eyesore!!! Willowbrook Inn is unappealing
- Quincy street, Borse, Willowbrook ford (back end) st really looks like the ghetto!
- Kmart property an eyesore
- Hall & Police Department
- The old kmart on plainfield is an eyesore vacant-get Pete's Fresh OPEN!
- Don't know- but what is up with the old kmart?
- Rt 83 could have better landscaping
- Old kmart location and gas stations wendys

- Empty lots- old kmart (how long will it be vacant); 36) some residents have let their property go. Guzman Starkiy and the house on the corner of 68th just off Madison
- The kmart plaza is an eyesore. Owners need to be doing work or sell it to someone who will.
- Nearly all of the "smaller" shopping areas on rt 83, between 63rs and 75th require updating

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

- I wish after garbage day residents brought in their cans
- In my subdivision, farmingdale, there are many houses that the homeowners have let go. It's not the same as when we moved here.
- Rental home- codes poorly enforced- noise level and parking
- 617-68th street as an example
- Area 3 and 4 in map
- some are very poor-- weeds & lawn mowing
- There are a couple rundown houses
- Many neighbors called the village many times this summer for an abandoned house
- In Waterford there are some run down homes that need to be addressed. Paint & landscaping
- Along plainfield; 73rd ct
- In the area of 79th/ CH Rd/ Arabian Farm
- Some homes and yards are not as well kept as others
- Houses on 67th need to be cleaned up, poor appearance
- There are some run down houses in the village
- Waterford subdivision -(some) homeowners are not maintaining the exterior of their homes or their landscaping
- The lawn care in waterford is not very good. Some houses we visited are maintained only fairly
- I'm trying to see what they do to improve areas. I see nothing being done.
- Landscape over growth, some properties used as commercial & residential landscaping, etc.
- Costco; mariano's; home depot
- Specifically: 6618 Sheffield In, the property at times is unkept, back yd is awefull, the building has never been maintained. 405 Kingswood ct, portions of the backyard fence coming down
- The Village maintenance of sawmill creek is lacking

42. Please list types of services you would like to see more of in Willowbrook (i.e., daycare, auto repair, veterinary, etc.)

- Adult/youth counseling YMCA
- Art education
- Auto repair (5)
- Bakery (3)
- Beauty salon
- Big-name retail
- Bookstore
- Butcher Shop
- Clothing (3)
- Coffee (3)

- Cooking Classes
- Costco
- Day Care/ Preschool (7)
- Downsized stores
- Electric/ Computer Repair (2)
- Furniture
- Grocery (9)
- Hallmark
- Hardware (9)
- Home maintenance
- Hotels
- Ice cream shop
- Judo
- Localized post office (2)
- Medical/Healthcare (9)
- Playground facilities
- Restaurants (3)
- Secretary of State
- Senior center/senior related
- Shoe Repair
- Social Security
- Something for kids
- Tailor
- Theater (3)
- Transportation(3)
- Veterinary (3)
- Walmart
- YMCA

43. Which stores do you regularly shop at located outside of Willowbrook?

- Aldi (8)
- AMC
- Ann Taylor
- Antique store
- Art Van
- Aurora Outlet
- Autozone
- Barnes and Noble (3)
- Bakery
- Best Buy (2)
- Bookstore (2)
- Brookhaven (7)
- Burhops Seafood
- Burr Ridge (2)

- Caputos (2)
- Card Store
- Carsons (2)
- Casey's (2)
- CD Cleaners
- Clara's
- Clothing (11)
- Costco (27)
- Department Store
- Dick's Sporting Goods
- Dollar Store
- Downers Grove
- Dress Barn
- Dry Cleaner
- DSW
- Eddy Bauer
- Electronic
- Fine Dining
- Fruit Store
- Fruitful Yield
- Gas
- Grocery (22)
- Hanna Anderson
- Hardware (6)
- H-Mart
- Hobby Lobby
- Home Depot (19)
- Home Economist
- Home Goods (2)
- JCPenney (3)
- Jewel (46)
- Joanne Fabrics (2)
- Jolie Boutique
- Jos A Bank
- Kristen's Bakery
- Kohls (16)
- Kramer (4)
- McDonald's
- Meat Market
- Meijer (2)
- Menards (7)
- Movie Theater
- Nature's Best (2)
- Nordstrom (7)
- Oakbrook (19)
- Old Navy (3)

- Paint Store
- Pet
- Pete's (4)
- Petsmart
- REI
- Restaurants (3)
- Retail
- Ross
- Sam's Club (8)
- Shell Gas
- Shoe Carnival
- Shoe Store (2)
- Shop 'n Save (2)
- Stein Mart
- TJMaxx (12)
- Tony's (6)
- Toy Stores
- Trader Joe (7)
- Ulta
- Ultrafoods (3)
- Victoria Secret
- Von Maur (3)
- Walgreens (3)
- Walmart (24)
- White House Black Market
- Yorktown (5)

44. Where in Willowbrook do you regularly shop?

- and Route 83 (2)
- ATI Physical Therapy
- Bank (1)
- Bank of America
- Bed, Bath and Beyond (22)
- Bella Cosa
- Bernard's Café
- Binny's (5)
- Blueberry Hill
- Chick-Fil-A
- Cleaners
- Dairy Queen
- Fannie May
- Fedex
- Ford

- Gas Stations (3)
- Goodwill (6)
- Grocery (2)
- Jimmy Johns
- Laask (6)
- Magic Nails
- Michaels (14)
- Office Supply
- Oishi Sushi
- Panera (3)
- Patio
- Penels Hair Design
- Phillies
- PNC Bank
- Portillos (5)
- Post Office
- Quality Tire and Auto (2)
- Restaurants (3)
- Route 83 and Plainfield (7)
- Shoe Repair
- Sports Authority (8)
- Staples (12)
- Target (53)
- Tobacco Nest
- Town Center (24)
- Ultimate Golf (2)
- Walgreens (10)
- Whole Foods (42)
- Willowgrove Pet Clinic

48. Based on the current program offerings found in the Fun Guide brochure, what types of programs would you like to see developed or improved?

- 5k Runs
- Adult programs
- Archery
- Athletics
- Ballroom Dancing/ Dance
- Burr Ridge Park programs (2)
- Bus tours/ Day trips (7)
- Cards &/or Bingo
- Chess
- Children's programs (5)
- Computer proficiency/ Computer programming class (2)
- CPR/First Aid training
- Dog Park

- Early childhood classes (2)
- Educational programs
- Family events (2)
- Fishing
- Indoor walking/playground (2)
- Karate
- Lego Engineering
- More ways for the community to interact (2)
- Music programs
- None
- Park concerts
- Pickle Ball
- Senior exercise (2)
- Senior programs (4)
- Summer movie nights
- Summer sports
- Teen programs (2)
- Yoga
- Zumba

51. What suggestions do you have to improve the distribution or content of the Fun Guide?

- This actually was the best one! Prior to BR WB Park Department and facilities were very poor!
- None (6)
- It's fine
- Don't Know (4)
- Prefer more substantial magazine, newspapers get tossed
- Look at Darien's courses and costs. Much much better.
- More readily available in the community
- Have never seen it (3)
- Don't receive this (3)
- More affordable prices for seniors (2)
- More programs for seniors
- More programs for teenagers
- Great
- Mailing preference (2)
- Since I have not availed myself of the Fun Guide I find it difficult to respond
- No Comment
- I did not know about it. Is it in the Willowbrook Village brochure? I always read that
- WB needs more academic intellectual venues
- No internet
- Email
- Provide free copies to all area elementary and middle schools, and Indian Prairie Library; also, coffee shops and restaurants in town center area

58. What suggestions do you have to improve the Village website?

- Update search engine
- None (7)
- More user friendly/ Easier Navigation (6)
- It's Fine
- "?"
- To have agenda available when the email announcing the meeting goes out
- Have a link for police alerts
- Mobile needs to be more friendly
- More current news and info/real time news (4)
- Needed a tree, could not find images
- Just recently I was looking for Halloween trick or treating info and couldn't find anything
- Too many clicks to get what you need
- Update it more often, give more advance notice for brush pick up and amnesty day
- No comment (2)
- Info on discounts for park programs
- Better graphics
- Add events to calendar, local business search

60. Suggestions/Concerns/Comments:

Administration

- Living in the village is getting too expensive especially for seniors who rely on fix income. Please provide senior discounts on garbage fees, water bills, etc.
- The state and Willowbrook should fund street lighting for the intersection of 63rd and rt 83
- Leadership & financial matters are handled very good.
- I think licensing fees for businesses make more sense than continuing to get money from residents. They should pay for the privilege of coming into W.B.--if we don't think we are worth it, why would they. If we are associated with Burr Ridge, we need to hold to their standards and think of WB as a partner NOT the poor ugly step sister!
- How about better Budgeting & Not raising Fees/Taxes--that is good management. Apps and website just tells me you are looking for things to spend on
- Keep sales tax revenue high; keep property tax (Residential) low; Do not incorporate new areas into Village if it shifts some tax burden of services to current residents
- Reduce Village expenditures. The administrative salaries for police, fire and office personnel exceed the norm. #24 demand for additional revenue! The use it or lose it spending practices. One would think that with the tax revenue from the new mall and Portillo's there would be no need for additional revenue.
- Willowbrook is a good place to live and raise a family. I'm not happy with property taxes but that is a burden living in DuPage county. I definitely am against Village stickers.
- No Tax increase at all. Property Tax very high. House Price estimation is very high compared to real price. School district management is paid very high. The tax on house are very high if we try to sell \$100K less than what if it is estimated house does not sell. NOT TAX increase at ALL please
- Since I can't afford a computer or Iphone; I think a "paper" newsletter would be helpful; on this I know, I'm not alone

- In know this is not a W.B. Project but it affects us greatly. Don't you think 6 + months is a rather long time to rebuild the 63rd +83 intersection
- Go back to stickers for refuse! We have no alt for garbage ptu! Annual raises unfair. We want to pay for what we need! Not republic's drive by charge if we have no garbage!; water getting too expensive; seniors should not have to pay full tax for schools! We have been paying for 28yrs! Give seniors a break! New park administrator is trying to improve and respond to complaints. No parking signs are good! Less litter & no ripped grass. Needs to put signs on both sides of midway dr. Park lights were promised temporary-pretzer- make this good! Residential area deserves respect!!
- The village seems to have forgotten the residents and is more concerned about the business opportunities in the village. All open land is being sold off in such a way the residents aren't made aware of the sale until after it has happened.
- Any movement on allowing chickens on residential sites?
- Madison is dark and not friendly to pedestrians. The power lines need to be banned. They are a dangerous eyesore.
- Create guide for all local businesses
- The tree removal and replacement in the parkways was excellent

Planning & Development

- Make a beautiful walk path for promoting walking in the Willowbrook Village ie. Naperville river walk
- Since not everyone drives or has multiple vehicles available, more public transportation would be helpful- rt 83, 63rd, to the Willowbrook Shopping Center to work, to cass+ 63rd to go to mall.
- Add a Menards or Lowes (Home Improvement Store)
- Traffic has gotten crazy. I have called the village about the kmart parking lot Mosque traffic + been told "that's a county issue"
- Have lived here for decades--have always felt village divided by school districts, sidewalk restrictions, difficulty of accessing parks due to busy roadways. No sense of unity. Parking in shopping area Plainfield + rt 83 is horrible! Way to many resturants--with retail stores undersized and not worth shopping at. I got to yorktown bbb & michaels at 75th and Lemont. Not worth wasting my time at Willowbrook location- poor planning!!
- Better signage for crosswalks especially near shopping areas
- I was disappointed when Dominick's @ rt 83 + 63rdst closed. Whole Foods is great, but too expensive and "mission-driven" for our weekly shopping needs. I hate to see the old K-mart space continuing to languish when Pete's Fresh Market could be in there--let's get them opened ASAP! They have a great business model and would really add to the quality of life around here. And NO I have no connection to Pete's Fresh other than loving their stores elsewhere!
- I love living here, but my main complaint would be trying to get from the parking lot to the staples store without getting killed. That area in front of the store is a speedway and drivers pay no attention to the cross-walks. There needs to be a stop prior and a more usable sidewalk.
- Traffic pattern in the town center can be better. Everyone is following the same traffic circle which makes the traffic clogged.
- Please speed up the process to finish the work at the Willowbrook Inn. Provide property updates for that project and the K-Mart property development. It is frustrating that the lot has been vacant for 3+ years.

- Section 8 housing should be limited to apartment complexes. Willowbrook should take the approach Oak Park set in place for segregation. In the past 8 years the class of people has changed and not for the better
- Landscaping is beautiful around town. Thankful for that!!
- I personally think we have a great community in Willowbrook. With flowers and extra nice roadside greenery would help sell Willowbrook to others.
- Walgreen's parking lot is a mess. People driving in and out without looking out for anyone. Can't "Watch" signs be posted to remind people to be alert to pedestrians?? (I am really a happy Willowbrook resident.)
- No real "complaints" other than would like to have more up-to-the-minute information on construction projects. Rt 83 work causes noise, traffic and time management issues. No notice given to nearby residents on this project, what it consists of and how long it would last. Only mention of this project I found online was not on Willowbrook website and stated work would be done by Oct. 15. It does not appear to be anywhere near finished? I would like more information on this please. Also, while the Village is not under ownership of the old Kmart plaza, doesn't it have the power/responsibility to address the issue of its lack of development with the owners? Pete's Fresh Market has supposedly bought this, but nothing has been done as far as work for over 2 years now. It's becoming an eyesore for the community. I wish you could fine the owners somehow.
- Some of the new retail development is good--this needs to be extended to all the retail areas in the Village, the Village should encourage/prompt property owners to make upgrades & renovations; while conditions of residential properties range from excellent to poor, the Village needs to encourage all property owners to maintain their properties to the highest levels. Some owners struggle w/simple things like repainting and basic yard maintenance.
- The Village is lacking an overall "image" communities like Burr Ridge are constantly working to improve their image & identity. The country line road corridor is one example. Willowbrook can do the same, however, the Village is full of missed opportunities. Good quality landscape architects and land planners should be used. Please don't scrimp like Darien. Their improvements are totally uninspired and cheap looking
- I was disappointed when Dominick's @ rt 83 + 63rdst closed. Whole Foods is great, but too expensive and "mission-driven" for our weekly shopping needs. I hate to see the old K-mart space continuing to languish when Pete's Fresh Market could be in there--let's get them opened ASAP! They have a great business model and would really add to the quality of life around here. And NO I have no connection to Pete's Fresh other than loving their stores elsewhere!
- No more grocery stores! Also, why promote new builds use & improve current vacant (buildups). No more "rape" if current land/wet lands. We need "green space" which prevent flooding & have a habitat for animals/birds
- Need street lights in some areas, 68th, 67th, south of 55 w of 83
- There needs to be a left-turn lane on 83 N into the Whole Foods parking lot before 63rd st
- Sidewalks on residential streets; cars go very fast down 79th street (east of Clarendon Hills Rd) and without sidewalks. I feel very unsafe walking w/my children down this street; add more street lights. Especially in neighborhoods that do not have sidewalks.

Police

- The village does a very bad job enforcing the village codes. Enforce cell phone laws- i.e. driver use cameras + use red lite cameras + make lanes clearly marked + enforced. I.E. No landscape trucks parked in them + No cars!
- Better traffic enforcement of speed limits
- Too much drinking in creekside park and drug use by teens!
- Radar on side streets by kindercare would be nice as people often fly down 68th st
- I really suggest that the police take some training on kindness and compassion. I have had the unfortunate experience of hearing gossip by one officer about me that was shared by another. I understand sharing info about cases but they should not result in bias and inuendo. It completely undermines my feelings of safety.
- One main recommendation: Willowbrook should pass a law that vehicles parked in driveways must not block the sidewalk. My daughter tries to ride her bike, but she is forced to go onto the street in order to go around cars that are blocking the sidewalk. This poses a danger to children. We had this law in Westchester. It was enforced (with tickets), and it was very successful.
- I really appreciate the police presence; when I rated my thoughts on crime I was referring to our break in on 2005. The response time was good and they brought the bloodhound and seemed to investigate, (*star symbol*) There was ZERO followup--we found that disappointing.
- I would love to see an automated phone service for emergencies- such as bad weather. If the sirens go off we cannot hear it in our house. One phone call to a data base would notify every Willowbrook resident
- Too many businesses have been allowed bringing in more crime.
- In the last 10 years or so many things have changed. High School has more problems from apartment complexes that have Section 8. At times I have been afraid to walk. Different faces walking down our streets. Not friendly; Willowbrook police awesome!!! Very helpful!!! Hope we can pull together as a town!! (*smiley face symbol)
- Thank you Willowbrook Police Department for always willing to help and arriving in a timely fashion even for non-emergencies!
- It was a bit disconcerting to learn a robbery was committed down the block from us in broad daylight last month; other than that incident, we love our home & community
- The biggest issue we have concerns the speeding on 59th street, we think this could be patrolled better. ALSO we have had our car keyed in the driveway (late evening). We leave our lights on thru-out the night to discourage this activity Overall--would like to see more police presence on 59th
- I like the overall service from Village & Police department.
- What is the village doing about solicitation? Solicitation in the area has increased. People ringing doorbells, flyers are being placed on the front stoop, flyers being placed on the door, and flyers being placed in the mailbox. If you're away from your home for days or weeks, the flyers just stay there and that increases the potential for break ins. I don't have the answers, but that is why we have Village officials to correct situations.
- Police patrolling areas for people NOT stopping at stop signs (such as the new whole foods) it is like there is no stop sign at the point of leaving & Americana Drive
- In lieu of the tragic home invasion and a robbery on south Virginia Ct, WB needs a greater police presence. We need something like community policing; The red light turn camera on Midway has a short left light and I got and Paid a ticket last year. You could not get on the website to see the violation properly. I feel this red light program needs to be revisited. I know it was in error!

- I'm impressed with Police Alert-awareness-of crime.
- Police need to patrol more
- Also we have no lights on our street & I think if we did parents wouldn't be so scared to let their children come around on Halloween. Also without lights our homes are easy targets for crime...

Public Works

- I would like to have a branch pick up after wind storms and the leaves cleaned from streets more often
- Add yard waste amnesty day would be helpful
- Have called 3 times in regards to four street lights being out on Clarendon Hills rd since August- they are still out and it is very dark on our street- can't this issue be addressed
- We live in a Condo which doesn't recycle. We would like to have a place to drop off clean recycled every day items. We recycle newspapers at the Darien library. We drop off recycled items (cans & bottles) at our daughter (when we visit) or son in law who lives in Willowbrook when we drive to 63rd st.
- Appreciate the fall and spring brush pick up as well as "junk" day.
- CUT DOWN all infected trees on public/private property
- Lower price of republic lawn stickers or have a service that vacuums leave at the street like surrounding towns have
- Fix manhole at 67th & Madison
- Over grown bushes impeding sidewalks, fences (residential) looking terrible, vacant property not maintained
- Snow plowing has always been excellent, especially compared to Hinsdale streets. The employee in the water department and village hall have been very courteous and helpful.
- The broken sewer pipes on our street were looked at, as it floods our Neighborhood's property & subsegate ours-- we were told it was too often to fix
- On the whole, a great job done by all departments of the village, except for the high water rates. Virginia in water department responds to calls promptly and is extremely polite considering the amount of complaining she must hear about water rates over which she has no control
- Reduce water bill. Costs are outrageous!
- Please stop the snowplow workers on the street from deliberately plowing snow from the streets onto the sidewalks at street corners. When I walk into the street to go around the 3-4' high piles of snow at the sidewalk corners. Thanks!
- The utility are far too high for those on a fixed income. Lets go back to stickers for garbage pick up--reduce the fees by more than 50%
- Go back to stickers for refuse! We have no alt for garbage! Annual raises unfair. We want to pay for what we need! Not republic's drive by charge if we have no garbage!; water getting too expensive; Less litter & no ripped grass.
- I think willowbrook does an outstanding job with snow removal thank you
- We had a very negative experience with the water department that took A MONTH to resolve. I did not feel that I was treated with respect. I felt I was being strung along and not given any information.
- 2) Snow removal- it's time H & R says contractor was removed. I have had issues with them in the past and have discussed them with Mr. Halik. Removing snow for 25 to 30 years in the Village is not a reason to keep people become complacent and lack of concern becomes an issue. 3) What is going on with street and curb repairs in the Waterford sub-division? Streets are

deteriorating and curbs need to be replaced. 1/4 or maybe less, of the subdivision has had repairs, however, not my area. I have had standing water along the curb for years when it rains, because the pitch of the street is not right. I know the response I will receive from the Village is that they do not have the funds. maybe they should of have been taking care of these issues a little at a time. 6) I addressed this issue last year, and earlier in this survey. We had our first snowfall on November 22, 2015 and what do I see. I see H& R Contractor's plowing snow. Evidently, when I complained to Mr. Halik last year it fell on deaf ears. The response I received last year is that the contractor is familiar with the area. Keeping a Contractor for over 25 years because he is familiar with the area is lame. it's time for a new Contractor to plow snow. Why do we have Public Works Supervisors? Let him or her guide and supervise the Contractor. People become stagnant, when they are on their jobs for a number of years. They become careless and take advantage of the situation as H& R Contractors have. E.g. damaging lawns and pushing water around, in order to pad the bill, as I have seen, and have contacted the Village about it on a few occasions. I worked for a large Global Coporation and they never let Contractors stay more then a few years on a job. Change is better. LET ME ADD TWO MORE ITEMS. I TAKE PRIDE IN MAINTAINING MY PROPERTY AND DO NOT APPRECIATE IT WHEN SOMEONE DAMAGES IT BECAUSE THEY DON'T CARE. ALSO, I DO NOT APPRECIATED IT WEHN SOMEONE JUST PADS A BILL AND WE AS TAXPAYERS PAY FOR IT, BECAUSE NO ONE IS WATCHING THEM. IT'S TIME FOR A CHANGE.

- Clean up pond & dredge by the Knoll's and behind 63rd street shops
- Flooding in back yards between 68th and 67th place!
- I would like to have a branch pick up after wind storms and the leaves cleaned from streets more often. Also, some Towns or villages plow the last 2ft of driveways for seniors. The end of driveway can be all ice + even a snowblower does not work!
- Only issues we have is, we believe our subdivision is really due for a re-surfacing, our curbs are setting, sinking. We do not have great drainage on our corner lot. When I asked a P.W. crew about it--believe they said in 2017- Roads are same since 1999. Our curbs and parkway grass overflow during storms
- Water rates are way too high! I maintain my grass by watering my lawn to keep it green. It would be appreciated if water bills during the spring + summer months be mailed on a monthly basis. My water bill due on 12/15 over \$850 for the quarter. It would be fantastic for monthly water bills due to the high cost of our water.
- Some Villages have their sidewalks plowed by a man in a covered tractor keeping their sidewalks clear + clean of snow all winder. How about our "V.O.W." Doing the same?
- Water rates are too high; measures shall be taken to reduce water rate
- The tree removal and replacement in the parkways was excellent
- Leaves & Tree Pick-up Monthly, we have 17 trees on our lot, 2 times a year is no-where near enough. We would like a free pick-up from Sept –Dec
- Increase brush pick up to 3x per year

Finance

- How about some 401k for the city employees. It would certainly help to cut costs.
- New employees put on 401 retirement plans
- Remove fees when paying online

Building/Code Enforcement

- It's difficult for residents to get projects approved (permits strict) yet homes are often not maintained to the same standard
- I have a general concern for lack of respect of motorists in relation to children getting on/off school buses during the week. It would be nice if more resources could be utilized to ensure the safety of our children getting on/off bus safely if they need to cross the street to do so.
- More signage on Madison for Speed and traffic enforcement
- There are too many residential houses that are rental properties that are not maintained, they bring the overall beauty of a neighborhood down. Code enforcement is very lax
- The village does a very bad job enforcing the village codes. Enforce cell phone laws- i.e. driver use cameras + use red light cameras + make lanes clearly marked + enforced. I.E. No landscape trucks parked in them + No cars!
- Fencing requirements for picket fences are ridiculous--the wide spacing required between pickets will not even keep a 25lb dog in the yard (or out of the yard) because of the wide spaces required between pickets. Even coyotes can get in by squeezing between.
- Specifically: 6618 Sheffield Ln, the property at times is unkept, back yd is awful, the building has never been maintained. 405 Kingswood ct, portions of the backyard fence coming down

Parks & Recreation

- Partner with health club to improve prices
- Would love to see the rec. center
- When my children were young, they participated in park district programs which were excellent.
- Also dogs should only be allowed in the parks if owners are ticketed for not cleaning up after their pets.
- You should be ashamed that you do not help with the rest of Burr Ridge Senior activities. There are quite a few Willowbrook Seniors who attend and it would make us very happy to know that our town is helping make these luncheons and other activities even better
- Please improve our Park district courses offered to children, Burr Ridge is no better and the costs are crazy. I am a Daisy Girl Troop leader and must give the Police Dept a shout out. They were wonderful + kind at our Field Trip last year.
- Since I can't afford a computer or Iphone; I think a "paper" newsletter would be helpful; on this I know, I'm not alone
- Our social time was with family and Church, not the park programs, but that's just habit- I think the family/ kid programs are important.
- How about gardener plots?
- Would like a community pool
- Would like to see more native plants and naturalized areas in our parks (love the area west at 83 + North of Plainfield unfortunately it is block by a row of evergreens)
- A little fair upgrading of the village look will help a lot; more trees, better looking parks, an overall improved physical condition.
- The American flag and POW flag at Willow pond is pitiful. Let's honor the Veterans with proper size flags, monument, lighting, and landscaping. What is there now does no justice to our Veterans

- 1) We would LOVE to see Creekside park updated. There are lots of families moving into Rogers Farm subdivision and it would be great to see upgrades made to the park (sidewalks allowing stroller + bike access; no sand, updated equipment, etc.) 2) Waterford Park updates are great! Similar updates to creekside would be appreciated
- Add a jogging/walking path (not paved) around prairie trail; bike park on midway
- Definitely more lighting in the parks. Some of them during the late evening and mostly, especially among residential properties.
- We live across from prairie trail park. The Canada Geese population pose a health and nuisance problem for the park itself and our private property. We have witnessed individuals with baby carriages walkers and runners being forced off the sidewalk to avoid geese and/or their droppings. The geese droppings pose a health hazard when they are vaporized by lawn mowers. Geese crossing the road cause a traffic hazard. The geese population was minimized a few years back, but seems to be increasing again the last two years.
- We lack the program offerings of Burr Ridge, Hinsdale, Darien, and Westmont.
- Where is community spirit? My late wife and daughter were both Willowbrook citizens of the year. We need more community activates. The Willowbrook 50th was great etc. There is much more out of space! Dinner, dancing, etc!
- Let dogs in parks, movie nights in summer
- More Community Events (like the Holiday Party*) that would cover older children and families too; More programs for local families in need, perhaps free regular transportation to PRC in Westmont; (provide job training, clothes, food pantry); Holiday Thanksgiving, X-Mas, Easter meals either through basket donations for those in need or better yet "soup kitchen" style services by Village of W- volunteers- lots of people would help Collection drives for warm clothes"scholarships" for kids to attend Parks & Recs Programs in the summer
- Need to do some regarding geese- all the poop in the parks
- Partner with other villages (swim passes)

Positive Feedback

- Waterford Park updates are great!
- Keep up the good work!
- Landscaping is beautiful around town. Thankful for that
- Proud to be a resident of willowbrook
- The tree department (Garret) has been extremely helpful. He is always current with info and quick to respond. We miss Jackie at the front desk.
- I've lived in Willowbrook for over 30 years. I love living in Willowbrook because of its location, friendliness of residents and village employees, + safety. When my children were young, they participated in park district programs which were excellent.
- Snow plowing has always been excellent, especially compared to Hinsdale streets. The employee in the water department and village hall have been very courteous and helpful. Leadership & financial matters are handled very good.
- Great job all Around!
- When my children were young, they participated in park district programs which were excellent.
- I really appreciate the police presence; when I rated my thoughts on crime I was referring to our break in on 2005. The response time was good and they brought the bloodhound and seemed to investigate, (*star symbol*)

- I like the overall service from Village & Police department.
- I love my town. We have been here for 32 years! Landscaping is beautiful around town. Thankful for that!! Willowbrook police awesome!!! Very helpful!! Hope we can pull together as a town!! (*smiley face symbol)
- I personally think we have a great community in Willowbrook. With flowers and extra nice roadside greenery would help sell Willowbrook to others.
- Everything is awesome. Keep going. Thanks
- The tree removal and replacement in the parkways was excellent
- In our opinion, Village of Willowbrook, all village personnel, and Mayor FRANK TRILLA did a tremendous job to improve our town and made a lot of improvements! We are very grateful and proud to be residents of Willowbrook! Thank you!!
- I like living in Willowbrook; I think the towns people do the best they can-- I hope so anyway. I wish all of us good health + good luck do your best- and we will too.
- As a younger woman, my family + I used the parks for their space + playgrounds. My kids + I loved them! I am very pleased with the additional shopping area at 83 and Plainfield, Target.
- We have lived here ten years and 40 years in Darien & we love this area. Any dealing we have had with your police department has been great. I have never liked Darien police department
- Generally love living in Willowbrook. Great Location, easy access to everything!
- The recent road improvements in the Timberlake area are wonderful! The roads are more safer for bicycling, walking, and the roads look great. I also applaud the Village response to the recent attack on a young resident, the police work and response was great, feel safe while the hunt was on for the attacker, great police presence
- I think willowbrook does an outstanding job with snow removal thank you
- We love our home & community
- Great community and friendly people
- Love our community
- Willowbrook is a very good community to live in. Given proximity to highway, it is very conveniently located, close to downtown. Excellent schools and low taxes are major benefits. It is a semi-urban place, which we like very much because of all the conveniences it offers. A little fair upgrading of the village look will help a lot; more trees, better looking parks, an overall improved physical condition. Overall, it is an excellent, convenient, and affordable, nice place to live
- I am a 92 yr old widow, living in Lake Hinsdale Village for 28yrs. I feel comfortable and safe here. Thank you, Mayor Trilla.
- Since I will be moving this coming Jan. I would like to let you know how I have enjoyed living in Willowbrook. In the last 35 years have lived in 3 houses in Willowbrook.
- Very happy living in Willowbrook since late 1999. Schools have been great for our children. Happy with Willowbrook P.D. We live in Rogers Farm Development.
- The Willowbrook 50th was great
- I'm impressed with Police Alert-awareness-of crime; Willowbrook (is a) great town

Miscellaneous

- Lived here before there was a Willowbrook
- Don't have a smartphone
- What kind of village do you want to be? All things to all people? Not Gonna happen
- Section 8 housing should be limited to apartment complexes. Willowbrook should take the approach Oak Park set in place for segregation. In the past 8 years the class of people has changed and not for the better
- I may have visited your website but do not remember. I may check it in the future for the News & Events Section.
- Freeze the multi family residents
- A little concerned with the amount of subsidized housing, Apartments etc. While the area has always been diverse (which is good) the element of people coming in seems to be going downhill! (No pride of ownership, very low class behavior etc... The school atmosphere has changed drastically.
- Q 59 - what channel would that be on Uverse?
- Since I will be moving this coming Jan. I would like to let you know how I have enjoyed living in Willowbrook. In the last 35 years I have lived in 3 houses in Willowbrook. Those being: 6343 Tennessee- 6466 Clarendon Hls Rd- 6350 Clarendon Hls Rd. You can understand my love of Willowbrook. My reason for leaving is the extensive R.E. Tax my last home has. Since I now am a widow and had hoped to live out my life here I find it difficult to handle my budget. I leave with all good feelings for all those years. I will be in LaSalle County where I have family and friends, so I know my life will be good.
- Seniors helped fund and build the Village of Willowbrook for the past 30+ years, they should not be priced out because they are on a fixed income.
- We don't have many answers because we just move here one month ago. I hope we will love this place!
- Make Willowbrook the Village of "Kindness and Caring"
- Too many coyotes (need to figure out how to get rid of these animals)
- I am a big proponent of freedom of religion- BUT NOT MUSLIM/ISLAM. KEEP THEM OUT!!

**PARKS & RECREATION COMMISSION MEETING
AGENDA ITEM SUMMARY SHEET**

AGENDA ITEM DESCRIPTION

**DISCUSSION – Willowbrook Webpage –
New Parks & Recreation Button**

COMMISSION REVIEW

- Report
- Discussion
- Seeking Feedback

Meeting Date:

March 1, 2016

BACKGROUND

Throughout the planning of the Willowbrook Spring Fling 5K Run event to be held on May 1, 2016, Commissioner Schuurman has met with both Mayor Trilla and Administrator Halik as needed to ensure plans for the event were shared. During the last such meeting, Commissioner Schuurman raised concerns with the Village website related to parks & recreation and, among other items, suggested that consideration be given to make the Parks & Recreation Department access on the Village's website more prominent to users. Currently, a user must click on the "Departments" tab on the homepage and scroll down to "Parks & Recreation" to access parks. This is not readily known, so when a user goes to the Village website looking for parks information, it is likely that they may become confused as to where the parks information is located.

REQUEST FOR FEEDBACK

Village staff contacted our representative at CivicPlus, our website provider, and discussed available options. After consideration, it was decided to add a new button at the lower left hand side of our homepage designated as "Parks & Recreation." A copy of the newly designed homepage is attached. This change order has already been placed and the change will be made soon.

STAFF RECOMMENDATION

N/A

The Village of Willowbrook, Illinois

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Willowbrook, IL 60527
Ph: 630.323.8215

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How Do I...?



- ### Calendar of Events
- Sept. 16**
[Incididunt Labore Dolore Veniam](#)
 - Sept. 20**
[Lorem Ipsum doloroque Ziuna](#)
 - Sept. 25**
[Incididunt Labore Dolore Veniam](#)
 - Sept. 30**
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- [View more](#)

- Code Red** Emergency Alert
- Red Light Photo Enforcement**
- Pay A Bill**
- FOIA Request**
- Newsletter**
- Email News Sign Up**
- Forms & Applications**
- Parks & Recreation**

News & Announcements

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FAQs

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