



Village of Willowbrook Citizen Survey

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

DEMOGRAPHICS

1. Check the box that best describes your age.

Under 20 ☐ 20-29 ☐ 30-39 ☐
 40-49 ☐ 50-59 ☐ 60-69 ☐
 70 and over ☐

2. How many people currently live in your home?

One ☐ Two ☐ Three ☐ Four or more ☐

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

	<u>Own</u>	<u>Rent</u>		<u>Own</u>	<u>Rent</u>
Apartment	<input type="checkbox"/>	<input type="checkbox"/>	Condo	<input type="checkbox"/>	<input type="checkbox"/>
Townhome	<input type="checkbox"/>	<input type="checkbox"/>	Single-Family Home	<input type="checkbox"/>	<input type="checkbox"/>

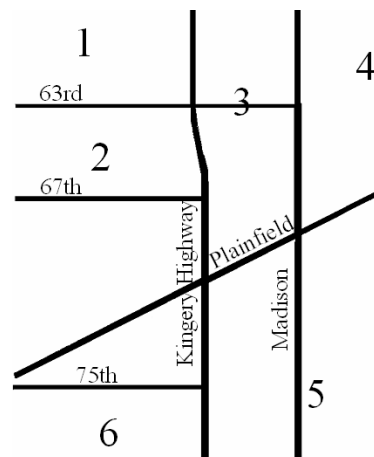
4. What is your combined household income?

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 ☐

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 ☐

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 ☐

QUALITY OF LIFE

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

Very Satisfied ☐ Satisfied ☐ Neutral ☐
 Dissatisfied ☐ Very Dissatisfied ☐

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

Much Better ☐ Somewhat Better ☐ The Same ☐
 Somewhat Worse ☐ Much Worse ☐ Don't Know ☐

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

Employment Opportunities <input type="checkbox"/>	Housing Affordability <input type="checkbox"/>
Friendliness of Residents <input type="checkbox"/>	Neighborhoods <input type="checkbox"/>
Housing Quality <input type="checkbox"/>	Shopping <input type="checkbox"/>
Schools <input type="checkbox"/>	Recreational Amenities <input type="checkbox"/>
Diverse Population <input type="checkbox"/>	Health Care Facilities <input type="checkbox"/>
Religious Institutions <input type="checkbox"/>	Location <input type="checkbox"/>

Other: _____

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

Crime/Drug Abuse <input type="checkbox"/>	Housing Costs <input type="checkbox"/>
Distance to Employer <input type="checkbox"/>	Lack of Employment <input type="checkbox"/>
Lack of Health Care Facilities <input type="checkbox"/>	Lack of Public Transportation <input type="checkbox"/>
Distance to Shopping <input type="checkbox"/>	Recreational Amenities <input type="checkbox"/>
Traffic Problems <input type="checkbox"/>	Street Conditions <input type="checkbox"/>
	Population Diversity <input type="checkbox"/>

Other: _____

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 ☐ ☐ ☐ ☐ ☐

12. Overall attitude and behavior of officers towards citizens ☐ ☐ ☐ ☐ ☐

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

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

15. Level of traffic enforcement ☐ ☐ ☐ ☐ ☐

16. Police department's response time ☐ ☐ ☐ ☐ ☐

17. Police department's efforts regarding criminal activity ☐ ☐ ☐ ☐ ☐

If you came to the Willowbrook Police Department facility for assistance, or called the non-emergency phone number (630-325-2808) for assistance, please rate the following:

18. Employee's attitude and behavior towards citizens ☐ ☐ ☐ ☐ ☐

19. Employee's helpfulness and ability to solve the problem ☐ ☐ ☐ ☐ ☐

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

20. Employee's attitude and behavior towards citizens ☐ ☐ ☐ ☐ ☐

21. Employee's helpfulness and ability to solve the problem ☐ ☐ ☐ ☐ ☐

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. Explorer Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. SWAC (Senior Willowbrook Adult Connected)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. House Watch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Halloween Safety Bags/Glow Necklaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Overnight Parking Registration (via the website)			

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 park activities. 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 ☐ No ☐

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

Property Tax ____ User Fees ____ Utility Fees ____

Vehicle Stickers ____ Sales Tax ____

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

Excellent ☐ Good ☐ Fair ☐

Poor ☐ Don't Know ☐

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

Online Bill Pay ☐ In Person ☐

Direct Debit ☐ Drop Box ☐

Other _____ Mail ☐

27. Is the Village's online bill pay system user friendly?

Yes ☐ No ☐

PUBLIC WORKS

	Excellent	Good	Fair	Poor	Don't Know
28. Rate the quality of the following Village Services:					
A. Street Maintenance					
B. Snow Plowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Street Sweeping					
D. Street Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Streetscape (flowers in medians, entry signage, parkway trees, general maintenance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Condition of sidewalks in the Village	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Rate your level of satisfaction with water service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Over the past five years, the Village has undertaken beautification projects throughout the community including landscaped medians, parks, and entryways. Are you satisfied with the scope and level of these projects? Yes <input type="checkbox"/> No <input type="checkbox"/>	31. Would you like to see the Village fund additional beautification improvements? Yes <input type="checkbox"/> No <input type="checkbox"/> 32. If yes, where would you like to see additional beautification?				

BUILDING AND CODE ENFORCEMENT

	Excellent	Good	Fair	Poor	Don't Know
33. How well are the <i>non-residential properties</i> of the Village maintained in the following areas:					
A. Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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:					
A. Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. If you indicated "Fair" or "Poor", please provide examples of the 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	Don't Know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLANNING AND DEVELOPMENT

	Excellent	Good	Fair	Poor	Don't Know
38. How would you rate the quality of the following for <i>new non-residential</i> developments in Willowbrook:					
A. Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Traffic Circulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. How would you rate the quality of <i>new residential</i> developments in Willowbrook?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLANNING AND DEVELOPMENT (continued)

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

- | | |
|---|--|
| Apartments <input type="checkbox"/> | Townhomes <input type="checkbox"/> |
| Condominiums <input type="checkbox"/> | Single Family Homes <input type="checkbox"/> |
| Senior Housing <input type="checkbox"/> | High Rise <input type="checkbox"/> |

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 | __Hotels | __Light Industrial |
| __Services | __Office | __Medical Facilities |
| __Restaurants | __Theaters | __Banquet Facilities |
| __Banking | __Warehousing | __Manufacturing |

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	Don't Know
A. Organization of recreation programs and special events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Staff attitude and knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Park landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Condition of the playground equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Condition of the grounds and other park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION

46. The Village operates a Village website at **www.willowbrookil.org**. Do you visit the website?
Yes ☐ No ☐

51. If you used the public access channel as a resource, did you find it helpful?
Yes ☐ No ☐

47. If you visit the website, do you find it helpful?
Yes ☐ No ☐

52. How would you rate your satisfaction with the way you receive information from the Village?

48. The Village currently offers a free "News & Events" e-mail service on its website. Do you find this service helpful?
Yes ☐ No ☐

Excellent	Good	Fair	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

50. In the past, the Village has posted information on public access channel 6. Have you used this resource for Village information?
Yes ☐ No ☐

53. Suggestions/Recommendations/Concerns/Comments:

54. Please be advised that your individual responses will remain strictly confidential. Only collective responses will be provided in a final report for Village Officials. If you have expressed a specific concern that you would like addressed, by providing your name and address below, Village staff will be able to respond directly to you.

Name: _____

Address: _____

Phone/Email: _____

***To submit online form, download file, save, and send as
an email attachment to: shalloran@willowbrook.il.us***