

# Village of Clarendon Hills

1 N. Prospect Ave.  
Clarendon Hills, IL 60514  
Phone: (630) 286-5400  
Fax: (630) 286-5409  
Website: [www.clarendonhills.us](http://www.clarendonhills.us)

## Press Release

Contact: Christina Burns  
Assistant to the Village Manager  
Phone: (630) 286-5402

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### **CLARENDON HILLS RELEASES RESULTS OF 2011 COMMUNITY NEEDS SURVEY**

The results of the 2011 Community Needs Survey have been compiled and are now available for review. The Village of Clarendon Hills conducts the survey annually in order to evaluate services, seek feedback on timely issues, and guide budgeting and planning processes.

In September, the Village again invited 1,000 residents to complete the survey. For the first time, the Village used an online format, which improved the efficiency of the survey as well as reduced costs. The results are available online at [www.clarendonhills.us](http://www.clarendonhills.us) and at the Clarendon Hills Public Library.

The Village received 165 individual responses to the survey, achieving a response rate of 16.5 percent. This is a decline from last year's response rate of 38 percent. The decline is most likely a result of the change in format. Despite the decline, however, the results can still provide a comparison of the survey results from past years.

Again in 2011, respondents believe Clarendon Hills offers a high quality of life, a feeling of safety and security, and overall satisfaction with the services the Village provides. Nearly all respondents rated the overall quality of life in Clarendon Hills as good or excellent (97.6 percent). Nearly all police, fire, emergency medical, and public works services were rated as good or excellent by a most respondents.

The Village also sought input on its decision to seek home rule status. When asked how supportive they would be about Clarendon Hills becoming a home rule community, 12.1 percent of respondents said they were very supportive, while 20.0 percent were somewhat supportive, 16.4 percent were neutral, 35.2 percent were not supportive and 12.1 percent wanted additional information.

A major event in the Village in 2011 was the Flagg Creek Water Reclamation District Project. A number of people commented on their frustration with the project and its impact on Village Roads. In a section asking about Public Works services, the survey also reflected a decline in satisfaction with the quality of Village roads to 56.5 percent from 68.2 percent in 2010. This decline is likely the result of the poor road condition following the conclusion of the sewer construction but prior to the resurfacing of the road.