

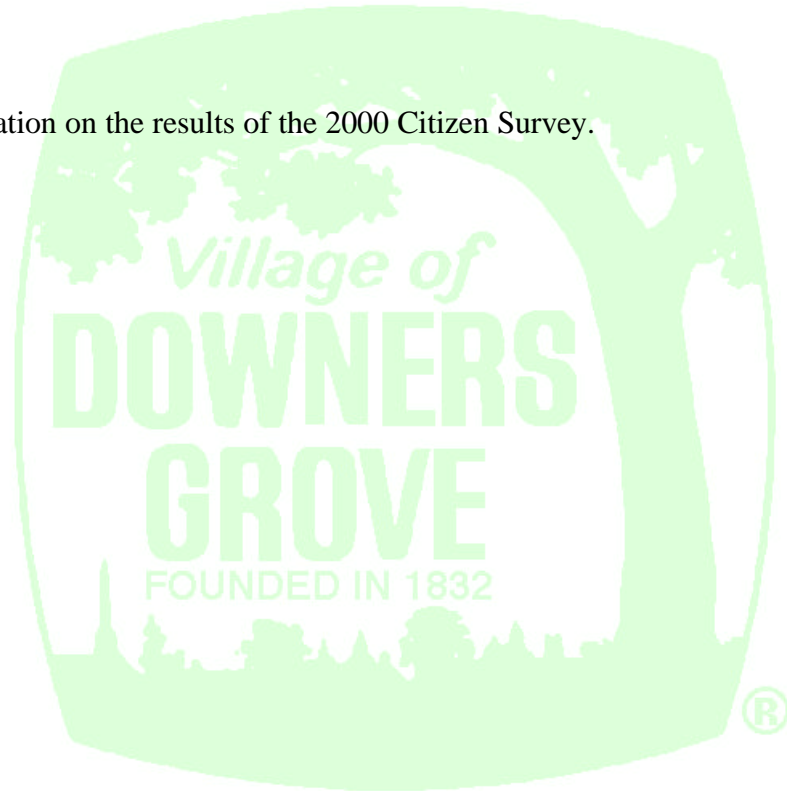
COUNCIL WORKSHOP ITEM

ITEM: 2000 Citizen Survey Report Presentation
DATE: February 23, 2001
PREPARED BY: Mike Baker
PURPOSE: Information

DISCUSSION:
Staff will make a short presentation on the results of the 2000 Citizen Survey.

ATTACHMENT:
2000 Citizen Survey Report

RECOMMENDATION:
None



Downers

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CITIZEN
SURVEY
REPORT

Grove

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I. Introduction

Every year, the Village conducts a citizen survey in an effort to reach out to the community, communicate with the residents, and gather information about the services provided by the Village of Downers Grove. In the Chicago area, the Downers Grove Citizen Survey is unique. The survey process has been in place for nearly a decade and the results have provided valuable feedback from our residents about the Village's operations.

In order to assist with understanding some of the terms used throughout this report, some statistical terms and the survey procedure will be explained in the next section, followed by a Survey Results and Analysis section. In this report, no statistical analysis or statistical formulas will be given; only the findings are introduced. Appendix I lists all of the questions asked in the survey accompanied by the result to each question. Appendix II is an Eight-Year Comparison that lists the survey results from 1991 to the current year. Finally, Appendix III includes the text of the comments submitted by the residents about Village services. These comments, as invaluable qualitative data, may help explain some answers that cannot be explained with quantitative analysis. For questions regarding statistical analysis, please contact Liangfu Wu at (630) 434-5544 or by email at lwu@vil.downers-grove.il.us. A copy of this report is also available online and can be found at <http://www.vil.downers-grove.il.us>.

II Definitions and Survey Procedure

2.1 Definitions

Random sampling. Since it is impossible to survey everyone in the community, a sample population (a portion of the whole) is selected to represent the community. During the selection process, everyone has the same chance to be selected: no particular group is systematically excluded from the selection, and no particular group is more likely to be included. Random sampling allows one to make the sample as representative as possible to the whole population. Of course, the results are NOT exactly the same as the results if the entire population is included. In this analysis, certain

statistical procedures are applied to see how different the sample is from the entire population.

Correlation - Correlation is the relationship between two variables. In a statistical sense, correlation refers to the causal relationship between or among variables: changes in one variable cause certain changes in other variables. For example, people with no children give different scores to the question of street safety from that given by those who have children.

Average (Mean) - This commonly used term in daily life can be very deceptive. For example, there are four people, A, B, C, and D. The average yearly income for A and B is \$5,000, and the same for C and D. It is possible that A and B are making \$5,000 respectively. Then, their average income is \$5,000 ($\$5,000 + \$5,000 \div 2$). However, in the case of C and D, it is possible that C earns \$9,000 per year, and D earns only \$1,000 yearly, but the average income for C and D is also \$5,000 ($\$9,000 + \$1,000 \div 2$). The "average" is very misleading. Fortunately, in statistical analysis, there is a term called standard deviation that can be used to further define the average.

Standard deviation (S.D.). Simply, S.D. is "a measurement on average." In calculating S.D., the computer will look at how far away each data point is from the average and then give a score. The smaller the S.D., the more reliable the "average."

Finally, in offering a conclusion based on statistical analysis, certain phrases such as "more than likely," or "it tends to," will be used, meaning that what can be concluded is only a tendency or a trend, or a possible correlation between or among variables.

2.2 Survey Procedure

In order to make the results as comparable as possible between two surveys, the 2000 Citizen Survey (the Survey) was conducted using the same approach that the Village Survey Team applied in years past. Starting in 1997, a rotation of survey questions was used to reduce the size of the questionnaire. Questions asked in the 1999 survey differ from those that appear in the 2000 survey instrument. As a result, certain services provided by the Village will be evaluated by the residents on a bi-annual basis. In the 2000 Citizen Survey, 59

questions were asked, and the most recent direct comparison was made between the 1998 Citizen Survey and this year's (See Eight-Year Comparison).

The sample selection is based on the Village's water billing records. Following the random selection process, all records were sorted by street numbers, and then, every fifth record was selected. Before the survey questionnaires were mailed, a postcard was sent to each of the selected residents, notifying recipients about the survey. Also, a short message about the survey was carried on the Village's home page. On October 11, the survey questionnaires were mailed to 30% of the households in the community. By November 17, 1,536 (36%) of the surveys were returned, exceeding the expected response rate.

2.3 Validity Check

One measure utilized to see if there are sampling biases is early response vs. late response. First, this argument assumes that people who like or dislike the Village's services are more likely to fill out the survey questionnaire than those who do not care or have no opinions about the Village's services. By translating this argument into the survey result, we would see that people who have strong feelings about Village services would return the survey early. However, by statistically checking the dates of the survey being returned against each of the scores, such a pattern was not found. Second, in statistical terms, a 36% response rate is sufficient to have valid conclusions.

In the survey residents were asked to provide some information about themselves (Qs46 to 53). The reason for such personal information is twofold. One is that the personal background information enables us to apply certain statistical procedures to check the validity of the survey. In social studies there is no true experiment. In our analysis, we want to know whether residents responded to the questionnaire based on the quality of the services they received or based on their own personal feeling about the quality of the service. If the personal information is highly correlated with the ratings, we may not be able to conclude whether the services provided by the Village are good or bad, because in receiving the same services, two residents may think differently as the result of, for

example, different educational backgrounds. The following sections are a validity analysis based on these variables.

Selection overlapping. Each year, 30% of the households in Downers Grover that receive water bills are selected to participate the survey. Under a random selection procedure, 30% of those that responded to this year's survey should be among those participating in last year's survey. The 2000 Citizen Survey results show that 38.7% of the respondents participated in the 1999 Citizen Survey, well within the range of acceptability.

Geographic locations. The Survey divides the community into four areas. Certain statistical analysis was conducted to determine whether the quality of the services is related to a particular area. Each of the past four years, the residents from the four areas responded to the survey with the same percentage, respectively. This means that the four areas are well represented in the survey. If the survey showed significant differences among these four areas from one survey to another throughout these years, we may not be able to conduct a valid comparison between years. Table 1 shows the comparison.

Table One: Percentages of Responses by Areas (N-S Divider, Railroad; E-W Divider Main/Highland)

Year/ Area	North- east	South- east	North- west	South- west
2000	20.2%	26.8%	21.7%	31.2%
1999	23.8%	22.0%	21.0%	33.2%
1998	19.5%	25.1%	22.1%	33.0%
1997	17.3%	26.7%	23.0%	35.6%

Respondents' Personal characteristics. As shown in Appendix II, there have not been any significant differences among variables used to measure the respondents' personal characteristics such as gender, age, education level, income level, etc. This means that the survey instrument including the sampling procedure and the questionnaire is reliable. In the past five years, the personal characteristics of survey respondents did not change significantly, indicating that if there are changes in the ratings of the services provided by the Village, the changes can be considered as the reflection of the opinions of the community.

The survey team is satisfied with the result.

III. Survey Results and Analysis

1. Changes in Overall Scores

Overall, our residents rendered very positive feedback regarding the quality of the services provided by the Village. However, what is more significant shown in this year’s survey is that during a period of two years, our residents rated our services much higher than those rated in 1998; the last year the same set of survey questions was used (See Appendix II, the Eight-Year Comparison). As shown in Appendix II, higher scores have been obtained for almost every category.

For example, in the category of staff services (Qs 16 - 24), Village staff obtained significantly higher scores. Although an increase of 4 points does not appear to be significant, in order to gain a few more average points, the Village staff has to take extra efforts to improve the quality of the services. However, despite the increased average satisfactory rates, there is still room for improvement.

2. Government Service Level

In regard to services provided by the Village in reference to the cost (Q 40), an overwhelming majority of residents (72%) are satisfied with the current level of services and cost in the form of local taxes. They prefer to keep both the services and cost at the current level. Respondents who indicated that they prefer to have less services as well as lower cost total 11%; approximately the same number that would like to see more services and are willing to pay more.

3. Issues

The Survey continues to ask our residents to rank their concerns with the quality of life in Downers Grove. The findings revealed by the Survey indicate that these concerns remain focused on a few areas (Qs 41 – 45). Items that make people like to live in Downers Grove range from location to library facility, and as shown in the following tables, these items appear on the residents’ list throughout these years. For example, the Police Department and Fire Department have been considered as providing the best public safety services in the past 4 years, and they remain on top of the “best job” list (Q 44).

41. What three things do you like most about living in Downers Grove?

Item	2000	1999	1998	1997
Location	1 [602]	1	1	1
Schools	2 [345]	3	3	2
Parks/Trees	3 [309]	7	6	5
Nice People	4 [270]	4	2	4
Safety	5 [268]	5	4	3
Downtown	6 [183]	6	-	-
Sense of Community	7 [181]	8	-	1
Property Well-Maintained	8 [174]	10	10	8
Proximity to Shopping	9 [158]	-	-	-
Library	10 [114]	-	-	-

42. What three things do you like least about living in Downers Grove?

Item	2000	1998	1997	1996
Traffic	1 [314]	1	1	2
Railroad Overpasses	2 [149]	10	-	-
High Taxes	3 [138]	2	3	5
No Public Pool	4 [122]	3	-	-
Parking Downtown	5 [99]	6	9	10
Leaf Removal	6 [89]	-	-	-
Street Lights	7 [75]	-	-	-
Sidewalks	8 [74]	7	-	-
Park District	9 [69]	-	-	-
Condition of Businesses on Ogden Avenue	10 [65]	5	-	-

Q 45 asked our residents to list the “worst job” the village has done in the past year. Again, as indicated in the survey, only a small portion of respondents supplied answers. Village staff has been looking into and working to solve these issues accordingly.

As Downers Grove residents are considered as those who live “mid-income level” families, the utilization of current technology shows a fast growing trend. As shown in Table x, since 1996, the numbers of families that own a PC and use the PC to access the Internet have almost doubled. As indicated in the table, about 82% of the Downers Grove families own a home PC and 83% of PC owners access the Internet via their home PCs. These are very important numbers when the Village plans to deliver government services in a variety of ways. Information Technology will be used heavily in improving government services.

The survey asked our residents to list where they work. As reflected by the results of Question 14 (Appendix 1), the work locations for Downers Grove residents spread throughout the Chicago area. However, as other locations remain as single digit percentage wise, 24% of the Downers Grove residents work in Chicago. Given the availability of Metra, it is safe to assume that a majority of these commuters are train riders. Therefore, we need to pay special attention to issues such as parking (the 2nd most serious issue for the future, Q 43).

IV. Comments

Again, the 2000 Survey asked the residents to write down their comments, questions and complaints, and send them in with the survey. These comments are invaluable input from our residents in regard to how to improve our services. The Village staff read these comments and has been responding to the residents before other parts of the survey were even analyzed. These comments, questions, and complaints have been retyped and organized into Appendix III. Except for being retyped, these comments are presented exactly as they were submitted; even misspelled words were not corrected.

V. Conclusion

Measuring the performance of a municipal government is a difficult task because there is no “hard evidence,” such as profits used heavily in the private sector. Therefore, the survey becomes an important tool for measuring the performance of the Village, and remains as high priority item on Village Council’s agenda. The process requires the efforts of both the Village and the residents. For this year’s survey, more than 1,600 residents responded to your survey, marking the 2000 Survey as the most participated survey to date. The survey team would like to thank Downers Grove residents for their participation.

Again, the success of the survey could not have been achieved without a team effort by village staff from various departments. Members of the team worked on the survey while carrying out their “normal” office duties.

43. What do you think will be the three major problems that Downers Grove will face within the next five years?

Item	2000	1999	1998	1997
Traffic	1 [476]	1	2	1
Parking	2 [156]	6	4	-
Downtown				
Taxes	3 [151]	4	5	5
Population	4 [127]	5	6	7
Maintaining	5 [115]	3	3	6
Business	6 [105]	9	-	-
Viability				
School Funds				
Crime	7 [94]	2	8	4
Overdevelopment	8 [79]	8	-	-
Tear Downs	9 [76]	-	-	-
Overcrowded	10 [72]	7	1	13
Schools				

44. Which three village services do you think the Village of Downers Grove does the best job of providing its residents?

Item	2000	1998	1996	1995
Police	1 [426]	1	1	1
Fire Dept.	2 [399]	2	2	2
Garbage	3 [173]	3	7	6
Snow Removal	4 [150]	4	3	4
Parks	5 [125]	6	4	3
Police & Fire	6 [105]	-	-	-
Streets	7 [93]	9	5	9
Water	8 [85]	10	6	8
Park District	9 [85]	-	-	-
Library	10 [84]	7	8	5

45. Which three village services do you think the Village of Downers Grove does the worst job of providing its residents?

Item	2000	1999	1998	1997
Leaf Removal	1 [115]	2	5	-
Snow Removal	2 [99]	1	1	1
Streets	3 [90]	3	-	-
Sidewalks	4 [66]	9	9	3
Garbage	5 [54]	-	-	-
Code Services	6 [51]	-	-	-
Park District	7 [51]	-	-	-
Police	8 [44]	6	-	-
Stormwater	9 [41]	4	8	-
Forestry	10 [41]	-	-	-

Question/Year	2000	1999	1997	1996
Own a PC at home (%)	81.9	76.4	63.5	55.5
Access the Internet (%) (of those who own a PC at home)	83.2	78.4	56.1	40.7

APPENDIX 1: Questionnaire Results

The original questions are listed with the number of respondents and percentages. For most questions, the unchecked or No opinion option was not included to calculate the percentages unless it is otherwise indicated. (Total respondents: 1536) Survey data was received between the dates of October 12 and November 17, 2000.

Which area best describes your geographic location in the Village: (Use Main Street to divide east and west, Burlington railroad tracks to divide north and south.)

Northeast.....	302/20.2%
Southeast.....	401/26.8%
Northwest.....	325/21.7%
Southwest.....	467/31.2%
Did not check.....	41

- 1. How do you rate the quality of parkway trees?**

1.5 Very Good.....	390/26.3%
1.4 Good.....	654/44.2%
1.3 Satisfactory.....	327/22.1%
1.2 Unsatisfactory.....	80/5.4%
1.1 Very Unsatisfactory.....	30/2.0%
1.0 No Opinion/Did not check.....	55

- 2. How do you rate the quality of street repair?**

2.5 Very Good.....	204/13.6%
2.4 Good.....	593/39.4%
2.3 Satisfactory.....	534/35.5%
2.2 Unsatisfactory.....	131/8.7%
2.1 Very Unsatisfactory.....	43/2.9%
2.0 No Opinion/Did not check.....	31

- 3. How do you rate the general condition of streets throughout the Village?**

3.5 Very Good.....	175/11.5%
3.4 Good.....	710/46.8%
3.3 Satisfactory.....	547/36.1%
3.2 Unsatisfactory.....	74/4.9%
3.1 Very Unsatisfactory.....	10/0.7%
3.0 No Opinion/Did not check.....	20

- 4. How do you rate the performance of the storm drainage system in your area during rain?**

4.5 Very Good.....	337/22.4%
4.4 Good.....	549/36.6%
4.3 Satisfactory.....	404/26.9%
4.5 Unsatisfactory.....	145/9.7%
4.1 Very Unsatisfactory.....	67/4.5%
4.0 No Opinion/Did not check.....	34

- 5. How do you rate the attractiveness of Village-owned property and facilities (i.e. fire stations and civic center)?**

5.5 Very Good.....	483/32.2%
5.4 Good.....	731/48.7%
5.5 Satisfactory.....	266/17.7%
5.2 Unsatisfactory.....	16/1.1%
5.1 Very Unsatisfactory.....	5/0.3%
5.0 No Opinion/Did not check.....	35

- 6. How do you rate street lighting throughout the Village of Downers Grove?**

6.5 Very Good.....	122/8.1%
6.5 Good.....	542/36.0%
6.3 Satisfactory.....	533/35.4%
6.2 Unsatisfactory.....	243/16.1%
6.1 Very Unsatisfactory.....	67/4.4%
6.0 No Opinion/Did not check.....	29

- 7. How do you rate the condition of sidewalks in Downers Grove overall?**

7.5 Very Good.....	111/7.4%
7.4 Good.....	515/34.5%
7.3 Satisfactory.....	620/41.5%
7.5 Unsatisfactory.....	183/12.2%
7.1 Very Unsatisfactory.....	65/4.4%
7.0 No Opinion/Did not check.....	42

- 8. How do you rate the quality of Lake Michigan Water?**

8.5 Very Good.....	389/25.6%
8.4 Good.....	645/42.4%
8.5 Satisfactory.....	385/25.3%
8.2 Unsatisfactory.....	72/4.7%
8.1 Very Unsatisfactory.....	29/1.9%
8.0 No Opinion/Did not check.....	16

- 9. How do you rate refuse collection?**

9.5 Very Good.....	439/28.9%
9.4 Good.....	627/41.3%
9.3 Satisfactory.....	340/22.4%
9.2 Unsatisfactory.....	80/5.3%
9.1 Very Unsatisfactory.....	33/2.2%
9.0 No Opinion/Did not.....	17

- 10. How do you rate yardwaste collection?**

10.1 Very Good.....	363/26.1%
10.2 Good.....	541/38.9%
10.3 Satisfactory.....	347/25.0%
10.4 Unsatisfactory.....	101/7.3%
10.5 Very Unsatisfactory.....	37/2.7%
10.6 No Opinion/Did not.....	147

- 11. How do you rate recycling collection?**

11.5 Very Good.....	578/38.2%
11.4 Good.....	597/39.5%
11.3 Satisfactory.....	273/18.1%
11.2 Unsatisfactory.....	45/3.0%
11.1 Very Unsatisfactory.....	19/1.3%
11.0 No Opinion/Did not check.....	24

12. From what source(s) do you get information regarding the Village? Check all that apply.

12.1 "Village Corner" in the DG Progress (Friday).....	918
12.2 "Village Corner" in the DG Reporter (Sunday).....	521
12.3 DGTv Channel 6.....	268
12.4 Village News, the Village's quarterly newsletter.....	857
12.5 Chicago Tribune.....	457
12.6 Village/Chamber Annual Business & Village Dir.	154
12.7 Chicago Sun-Times.....	66
12.8 Village Website.....	98

13. How do you commute to work?

13.1 Drive alone.....	949/55.4%
13.2 CTA.....	6/0.4%
13.3 Carpool.....	20/1.2%
13.4 Bicycle.....	30/1.8%
13.5 PACE.....	6/0.4%
13.6 Walk.....	61/3.6%
13.7 Metra.....	236/13.8%
13.8 Grove Shuttle.....	40/2.3%
13.9 Not Applicable.....	366/21.4%

14. In which City/Village is your workplace located? (Top 20 out of 1122 total responses)

14.20 Chicago.....	278/24.8%
14.19 Downers Grove.....	231/20.6%
14.18 Oakbrook.....	47/4.2%
14.17 Lisle.....	37/3.3%
14.16 Hinsdale.....	33/2.9%
14.15 Naperville.....	30/2.7%
14.13 Westmont.....	30/2.7%
14.12 Lombard.....	29/2.6%
14.11 Elmhurst.....	24/2.1%
14.10 Wheaton.....	22/2.0%
14.9 Darien.....	18/1.6%
14.8 Argonne.....	16/1.4%
14.7 Oakbrook Terrace.....	16/1.4%
14.6 LaGrange.....	15/1.3%
14.5 Schaumburg.....	15/1.3%
14.4 Burr Ridge.....	12/1.1%
14.3 Westchester.....	12/1.1%
14.2 Aurora.....	11/1.0%
14.1 Glen Ellyn.....	11/1.0%
14.0 Elk Grove.....	10/0.9%

15. In the past 12 months, how many times have you ridden the Grove Commuter Shuttle bus?

15.11 Have Not Ridden.....	1365/88.9%
15.10 1 to 10 times.....	117/7.6%
15.9 11 to 20 times.....	16/1.0%
15.8 21 to 30 times.....	5/0.3%
15.7 31 to 40 times.....	2/0.1%
15.6 41 to 50 times.....	1/0.1%
15.5 51 to 60 times.....	0/0.0%
15.4 61 to 70 times.....	0/0.0%
15.3 71 to 80 times.....	3/0.2%
15.2 81 to 90 times.....	0/0.0%
15.1 91 to 100 times.....	5/0.3%
15.0 More than 100 times.....	22/1.4%

Staff Service Performance

If you have had contact in the past 12 months with any of the following Village staff, please rate their performance.

16. Village Clerk (handles official documents, absentee balloting and licenses – except liquor)

16.5 Very Good.....	91/29.2%
16.4 Good.....	129/41.3%
16.3 Satisfactory.....	82/26.3%
16.2 Unsatisfactory.....	7/2.2%
16.1 Very Unsatisfactory.....	3/1.0%
16.0 No Opinion/Did not check.....	1224

17. Civic center receptionist (greet visitors to Village Hall)

17.5 Very Good.....	147/26.2%
17.4 Good.....	247/44.0%
17.3 Satisfactory.....	146/26.0%
17.2 Unsatisfactory.....	16/2.9%
17.1 Very Unsatisfactory.....	5/0.9%
17.0 No Opinion/Did not check.....	975

18. Public Information Staff (assists with requests for services, provide information and referrals)

18.5 Very Good.....	115/22.5%
18.4 Good.....	222/43.4%
18.3 Satisfactory.....	139/27.2%
18.5 Unsatisfactory.....	30/5.9%
18.1 Very Unsatisfactory.....	5/1.0%
18.0 No Opinion/Did not check.....	1025

19. Code Services Staff (issues building permits and insures compliance of zoning, building, health and sanitation codes)

19.5 Very Good.....	86/20.3%
19.4 Good.....	117/27.7%
19.3 Satisfactory.....	137/32.4%
19.5 Unsatisfactory.....	52/12.3%
19.1 Very Unsatisfactory.....	31/7.3%
19.0 No Opinion/Did not check.....	1113

20. Water Billing Clerk (establishes & maintains water services accounts, including billing)

20.5 Very Good.....	146/23.4%
20.4 Good.....	239/38.2%
20.3 Satisfactory.....	194/31.0%
20.5 Unsatisfactory.....	26/4.2%
20.1 Very Unsatisfactory.....	20/3.2%
20.0 No Opinion/Did not check.....	911

21. Storm Sewer Drainage Division Staff (maintain storm sewers and drainage ways)

21.5 Very Good.....	75/17.2%
21.4 Good.....	133/30.4%
21.3 Satisfactory.....	151/34.6%
21.5 Unsatisfactory.....	52/11.9%
21.1 Very Unsatisfactory.....	26/5.9%
21.0 No Opinion/Did not check.....	1099

Police Department

If you have called the Police Department in the past 12 months in an *emergency* situation, how would you rate the following?

- 22. Forestry Division Staff (maintain parkway trees and Village-owned grounds)**
- 22.5 Very Good.....110/18.6%
 - 22.4 Good.....224/37.9%
 - 22.3 Satisfactory.....172/29.1%
 - 22.5 Unsatisfactory.....57/9.6%
 - 22.1 Very Unsatisfactory.....28/4.7%
 - 22.0 No Opinion/Did not check.....945
- 23. Engineering Division Staff (responsible for capital projects including sidewalks and street maintenance)**
- 23.5 Very Good.....61/12.2%
 - 23.4 Good.....158/31.6%
 - 23.3 Satisfactory.....171/34.2%
 - 23.5 Unsatisfactory.....75/15.0%
 - 23.1 Very Unsatisfactory.....35/7.0%
 - 23.0 No Opinion/Did not check.....1036
- 24. DGTV Channel 6 Cable Staff (produce public access programming and serve as liaisons to cable provider)**
- 24.5 Very Good.....42/2.7%
 - 24.4 Good.....88/31.2%
 - 24.5 Satisfactory.....115/40.8%
 - 24.2 Unsatisfactory.....21/7.4%
 - 24.1 Very Unsatisfactory.....16/5.7%
 - 24.0 No Opinion/Did not check.....1254

- 29. Performance of personnel upon arrival.**
- 29.5 Very Good.....167/58.0%
 - 29.4 Good.....65/22.6%
 - 29.3 Satisfactory.....26/9.0%
 - 29.2 Unsatisfactory.....19/6.6%
 - 29.1 Very Satisfactory.....11/3.8%
 - 29.0 No Opinion/Did not check.....1248

For those called the Police Department in the past 12 months in a *non-emergency* situation:

- 30. Performance of personnel upon arrival**
- 30.5 Very Good.....278/42.8%
 - 30.4 Good.....195/30.0%
 - 30.3 Satisfactory.....123/18.9%
 - 30.5 Unsatisfactory.....38/5.8%
 - 30.1 Very Satisfactory.....16/2.5%
 - 30.0 No Opinion/Did not check.....886
- 31. How do you rate the quality of the Police Department's free home security/business security survey?**
- 31.5 Very Good.....112/40.3%
 - 31.4 Good.....117/42.1%
 - 30.4 Satisfactory.....45/16.2%
 - 31.2 Unsatisfactory.....3/1.1%
 - 31.1 Very Satisfactory.....1/0.4%
 - 31.0 No Opinion/Did not check.....1258

Services and Programs

Are you aware of the following Downers Grove services and programs?

- 25. Downers Grove Economic Development Commission**
- 0.1 Yes.....719/49.0%
 - 0.2 No.....747/51.0%
 - No Answer.....70
- 26. Neighbor to Neighbor Program (Volunteer assistance to residents)**
- 0.1 Yes.....542/36.7%
 - 0.2 No.....934/63.3%
 - No Answer.....60
- 27. Educational Services (Workshops and seminars offered to enhance living skills)**
- 0.1 Yes.....493/33.7%
 - 0.2 No.....969/66.3%
 - No Answer.....74
- 28. Transportation Assistance (Seniors/handicapped may receive subsidy of taxi fares)**
- 0.1 Yes.....813/55.3%
 - 0.2 No.....658/44.7%
 - No Answer.....65

Public Safety

- 32. How safe do you feel in your neighborhood?**
- 32.5 Very Safe.....517/34.0%
 - 32.4 Safe.....918/60.4%
 - 32.3 No Opinion.....44/2.9%
 - 32.2 Unsafe.....36/2.4%
 - 32.1 Very Unsafe.....4/0.3%
 - 32.0 Did Not Check.....17
- 33. How safe do you feel using the parks in the Village?**
- 33.5 Very Safe.....438/29.0%
 - 33.4 Safe.....861/57.1%
 - 33.3 No Opinion.....156/10.3%
 - 33.2 Unsafe.....49/3.2%
 - 33.1 Very Unsafe.....4/0.3%
 - 33.0 Did Not Check.....28
- 34. How do you rate the overall visibility of Police in your neighborhood?**
- 34.5 Very Good.....238/16.3%
 - 34.4 Good.....493/33.8%
 - 34.3 Satisfactory.....509/34.9%
 - 34.2 Unsatisfactory.....174/11.9%
 - 34.1 Very Unsatisfactory.....46/3.2%
 - 34.1 No Opinion/Did not check.....76

Fire Department

35. If you called the Fire Department in the past 12 months for an emergency, what type of call was it?

35.1 Fire	22/1.7%
35.2 Ambulance.....	79/6.2%
35.3 Did not Call.....	1134/88.6%
35.4 Other.....	45/3.5%
35.5 Did not Check	256

For those who called the Fire Department in the past 12 months:

36. Satisfaction with the response time.

36.5 Very Good.....	107/72.8%
36.4 Good.....	18/12.2%
36.3 Satisfactory	13/8.8%
36.2 Unsatisfactory	2/1.4%
36.1 Very Unsatisfactory	7/4.8%
36.0 No Opinion/Did not check.....	1389

37. Satisfaction with service.

37.5 Very Good.....	117/77.5%
37.4 Good.....	15/9.9%
37.3 Satisfactory	13/8.6%
37.2 Unsatisfactory	2/1.3%
37.1 Very Unsatisfactory	4/2.6%
37.0 No Opinion/Did not check.....	1385

Cable Television

38. Overall, how would you rate your cable service provider's responsiveness to your inquiries and/or complaints?

38.5 Very Good.....	60/6.4%
38.4 Good.....	195/20.7%
38.3 Satisfactory	373/39.7%
38.2 Unsatisfactory	188/20.0%
38.1 Very Unsatisfactory	124/13.2%
38.0 No Opinion/Did not check.....	596

39. How would you rate the programming offered by AT&T cable service provider?

39.5 Very Good.....	70/4.6%
39.4 Good.....	264/17.2%
39.3 Satisfactory	455/29.6%
39.2 Unsatisfactory	161/10.5%
39.1 Very Unsatisfactory	63/4.1%
39.0 No Opinion/Did not check.....	523

Your Comments

40. I most closely agree with the following statement:

40.1 I am in favor of more services from the Village and would pay more for them	162/11.1%
40.2 I am in favor of keeping costs and services at current levels	1052/72.0%
40.3 I am in favor of fewer services from the Village, accompanied by a reduction in cost to me.....	167/11.4%

40.4 No opinion	81/5.5%
40.5 Did Not Check.....	74

46. Your Gender.

46.1 Male.....	813/54.9%
46.2 Female.....	668/45.1%
46.3 Did Not Check.....	55

47. Which category best reflects your age?

47.1 18-24.....	6/0.4%
47.2 25-29.....	30/2.0%
47.3 30-34.....	119/8.0%
47.4 35-39.....	152/10.2%
47.5 40-44.....	214/14.4%
47.6 45-49.....	215/14.4%
47.7 50-54.....	191/12.8%
47.8 55-59.....	145/9.7%
47.9 60-over.....	418/28.1%
47.10Did Not Check.....	46

48. How long have you lived in Downers Grove?

1 - 5 years.....	279/18.7%
6 - 10 years.....	225/15.1%
11- 15 years.....	214/14.3%
16- 20 years.....	138/9.2%
21- 25 years.....	167/11.2%
26- 30 years.....	136/9.1%
31- 35 years.....	92/6.2%
36- 40 years.....	69/4.6%
41- 45 years.....	62/4.1%
46+ years.....	112/7.5%
Did Not Check.....	42

49. How many people live in your household?

One person.....	193/13.0%
Two persons.....	570/38.3%
Three persons.....	235/15.8%
Four persons.....	310/20.8%
Five persons.....	133/8.9%
Six persons.....	38/2.6%
Seven persons.....	6/0.4%
Eight persons.....	1/0.1%
Nine persons.....	3/0.2%
Did Not Check.....	47

50. How many children under 18 live in your household?

None.....	903/60.5%
One child.....	199/13.3%
Two children.....	270/18.1%
Three children.....	91/6.1%
Four children.....	25/1.7%
Five children.....	2/0.1%
Six children.....	1/0.1%
Nine children.....	2/0.1%
Did Not Check.....	43

51. What is the yearly income of your family?

51.1 \$5,000 - under.....	1/0.1%
51.2 \$5,000 - \$10,000	3/0.2%
51.3 \$10,001 - \$15,000	9/0.7%
51.4 \$15,001 - \$20,000	15/1.1%
51.5 \$20,001 - \$25,000	25/1.9%
51.6 \$25,001 - \$30,000	34/2.6%

(Question 51 Continued)

51.7	\$30,001 - \$35,000	39/3.0%
51.8	\$35,001 - \$40,000	43/3.3%
51.9	\$40,001 - \$45,000	48/3.7%
51.10	\$45,001 - \$50,000	52/4.0%
51.11	\$50,001 - \$55,000	55/4.2%
51.12	\$55,001 - \$60,000	63/4.8%
51.13	\$60,001 - \$65,000	82/6.3%
51.14	\$65,001 - \$70,000	59/4.5%
51.15	\$70,001 - \$75,000	66/5.1%
51.16	\$75,001 - over	711/54.5%
51.17	Did Not Check	231

52. Which category best reflects your education level?

52.1	Grade School	18/1.2%
52.2	High School	240/16.0%
52.3	Two-year College	271/18.1%
52.4	Bachelor	496/33.1%
52.5	Graduate School	427/28.5%
52.6	Other	46/3.1%
52.7	Did Not Check	38

53. Which category best reflects your housing situation?

53.1	Own a house	1464/97.1%
53.2	Rent an apartment	10/0.7%
53.3	Other	33/2.2%
53.4	Did Not Check	29

54. Did you participate in the 1999 Citizen Survey?

54.1	Yes	570/38.7%
54.2	No	904/61.3%
54.3	Did Not Check	62

55. Do you have a computer at home?

55.1	Yes	1228/81.9%
55.2	No	272/18.1%
55.3	Did Not Check	36

56. If you have a computer at home, do you access the Internet from home?

56.1	Yes	1066/83.2%
56.2	No	216/16.8%
56.3	Did Not Check	254

57. If you access the Internet from your home, what type of connection to the Internet do you have?

57.1	Modem	840/79.7%
57.2	Cable Modem	161/15.3%
57.3	DSL	41/3.9%
57.4	Other	482

APPENDIX II: Eight-Year Comparison

In this section, the *Overall Satisfaction Rating* is used to compare survey results over the past 8 years. The percentage figures under each year's column heading refer to the *Overall Satisfaction Rating*, unless otherwise noted.

- The **Overall Satisfaction Rating** is obtained by dividing the actual rating point by the total highest possible rating point.
- The **total actual rating point** is obtained by multiplying the number of respondents for each response (1 through 5) and adding these products together to get the actual total rating point.
- The **total highest possible rating point** is obtained by multiplying the value of the highest possible rating (5 if there are 5 choices) by the total number of respondents.

5. How do you rate the attractiveness of Village-owned property and facilities (i.e. fire stations and civic center)?

5.5	Very Good.....	483/32.2%	(5 x 483) = 2,415
5.4	Good.....	731/48.7%	(4 x 731) = 2,924
5.3	Satisfactory	266/17.7%	(3 x 266) = 798
5.2	Unsatisfactory	16/1.1%	(2 x 16) = 32
5.1	Very Unsatisfactory	5/0.3%	(1 x 5) = 5
5.0	No Opinion/Did not check.....	35	
			Total Actual Rating Point = 6,174

To obtain Total Highest Possible Rating Point:

$$1,536 - 35 = 1,501$$

(total respondents) – (did not check this question)

$$1,501 \times 5 \text{ (highest possible rating)} = 7,505$$

$$6,174 \text{ (Total Actual Rating Point)} / 7,505 = 0.823$$

The Overall Satisfaction Rating for Q5 is 82%

Question	2000	1998	1996	1995	1994	1993	1992	1991
1. How do you rate the quality of parkway trees?	79.6%	76%	75%	73.7%	77.0%	78.8%	72.0%	70.1%
2. How do you rate the quality of street repair?	73.9%	68%	69%	68.3%	73.3%	79.0%	72.0%	71.3%
3. How do you rate the general condition of streets throughout the Village?	74.7%	70%	75%	72.6%	78.0%	76.9%	73.0%	71.6%
4. How do you rate the performance of the storm drainage system in your area during rain?	76.4%	69%	73%	72.9%	77.9%	76.1%	74.0%	70.6%
5. How do you rate the attractiveness of Village-owned property	82.7%	78%	78%	81.0%	83.9%	84.0%	81.0%	79.0%
6. How do you rate street lighting throughout the Village?	71.9%	67%	69%	69.8%	69.9%	70.5%	71.5%	69.5%
7. How do you rate the condition of sidewalks in Downers Grove overall?	70.6%	65%						
8. How do you rate the quality of Lake Michigan Water?	79.0%	74%	75%	75.6%	84.0%	81.8%	84.0%	41.3%
9. How do you rate refuse collection?	80.0%	79%	80%	79.8%	80.0%	83.2%	85.0%	75.5%
10. How do you rate yardwaste collection?	78.6%	76%	78%	78.1%	77.4%	81.2%	80.0%	77.1%
11. How do you rate recycling collection?	83.3%	83%	84%	81.7%	82.2%	85.7%	84.0%	81.0%
13. How do you commute to work?								
Drive Alone	55.4%	55.4%	63.5%	61.6%	62.6%	63.8%		
CTA	0.4%	2.1%	0.4%	0.9%	0.4%	0.9%		
Carpool	1.2%	1.5%	2.7%	4.7%	3.9%	3.2%		
Bicycle	1.8%	0.4%	0.4%	1.9%	2.6%	2.2%		
PACE	0.4%	0.0%	0.4%	1.6%	0.2%	1.2%		
Walk	3.6%	1.3%	3.7%	5.8%	9.3%	5.5%		
Metra	13.8%	10.7%	12.1%	17.1%	17.3%	13.1%		
Grove Commuter Shuttle	2.3%	0.2%	2.1%	3.4%	3.7%	2.0%		
Not Applicable	21.4%		14.7%	22.7%	16.3%	16.3%		
15. In the past 12 months, how many times have you ridden the Village's Grove Commuter Shuttle bus?								
Never	88.9%	91.9%	87.2%	76.8%	77.0%	80.8%		
1-2 times	4.5%	3.4%	7.1%	10.6%	11.8%	10.8%		
3-12 times	3.5%	4.2%	4.2%	4.4%	4.1%	3.2%		
13-26 times	0.6%	0.9%	0.9%	0.8%	1.2%	0.7%		
26+ times	2.5%							
How do you rate, within the past 12 months, the performance of the following Village staff functions:								
16. Village Clerk	80.0%	76%	77%	72.4%	74.6%	76.1%		

Question	2000	1998	1996	1995	1994	1993	1992	1991
17. Civic Center Receptionist	79.5%	75%	76%	75.7%	78.8%	78.1%	80.0%	81.4%
18. Public Information Staff	78.5%	74%	77%	74.9%	78.8%	77.3%		
19. Code Services Staff	73.2%	67%	68%	66.6%	68.8%	70.6%		
20. Water Billing Clerk	76.5%	73%	74%	73.1%	75.1%	75.9%		
21. Storm Sewer Drainage Division Staff	73.0%	66%	70%	69.5%	73.9%	74.9%		
22. Forestry Division Staff	75.1%	72%	71%	72.2%	75.9%	76.6%		
23. Engineering Division Staff	71.4%	66%	68%	67.8%	71.9%	72.8%		
24. DGTV Channel 6 Cable Staff	71.4%	68%	69%	71.5%	68.7%	59.6%	62.0%	60.5%
Are you aware of the following Downers Grove services and Programs?								
25. Economic Development Commission								
Yes	49.0%	50.8%	51.9%	43.7%				
No	51.0%	49.2%	45.9%	52.9%				
26. Neighbor to Neighbor Program								
Yes	36.7%	30.6%	34%	24.4%				
No	63.3%	69.4%	64%	73.7%				
27. Educational Services								
Yes	33.7%	56.8%	56.9%	47.9%				
No	66.3%	43.2%	41.3%	48.5%				
28. Transportation Assistance								
Yes	55.3%							
No	44.7%							
If you have called the Police Department in the past 12 months in an emergency situation, how would you rate the following?								
29. Performance of personnel upon arrival.	87.5%	86%	85%	86.3%	82.6%	84.8%	82.0%	76.3%
If you have called the Police Department in the past 12 months in a non-emergency situation, how would you rate the following?								
30. Performance of personnel upon arrival.	83.3%	82%	83%	81.9%	85.7%	83.3%	77.0%	76.9%
31. How do you rate the quality of the Police Department's free home security/business security survey?	84.6%	84%	83%	82.7%	79.7%	81.7%		
32. How safe do you feel in your neighborhood?	86.8%	85%	95%	79.9%	80.7%	81.8%	83.0%	85.5%

Question	2000	1998	1996	1995	1994	1993	1992	1991
33. How safe do you feel using the parks in the Village?	85.9%	83%	83%	77.3%	79.1%	76.8%	80.0%	74.9%
34. How do you rate the overall visibility of police in your neighborhood?	74.4%	70%	75%	68.0%	70.2%	70.0%	63.1%	56.1%
35. If you called the Fire Department in the past 12 months for an emergency, what type of call was it?								
Fire	1.7%	NA	NA	1.9%	2.2%	2.8%	2.0%	4.0%
Ambulance	6.2%	NA	NA	6.8%	4.9%	9.6%	4.0%	7.1%
Other	3.5%	NA	NA	1.6%	1.6%	1.9%	2.0%	1.0%
Did not call	88.6%	NA	NA	78.2%	55.9%	85.5%	92.0%	87.0%
36. Satisfaction with (Fire Department) response time.	89.9%	93%	91%	82.1%	89.6%	90.0%	80.4%	71.8%
37. Satisfaction with (Fire Department) service.	92.2%	92%	95%	95.6%	87.2%	90.8%	89.6%	88.4%
38. Overall, how would you rate your cable service provider's responsiveness to your inquiries and/or complaints?	65.4%	50%	58%					
39. How would you rate the programming offered by your cable service provider?	68.7%	58%	65%					
46. Your gender								
a. Male	54.9%	51.1%	49.8%					
b. Female	45.1%	48.9%	50.2%					
47. Which category best reflects your age?								
18-24	0.4%	0.5%	0.7%					
25-29	2.0%	3.9%	3.3%					
30-34	8.0%	8.7%	7.7%					
35-39	10.2%	11.5%	12.8%					
40-44	14.4%	13.4%	12.9%					
45-49	14.4%	13.1%	12.4%					
50-54	12.8%	10.8%	10.3%					
55-59	9.7%	7.9%	8.3%					
60 and over	28.1%	30.3%	31.7%					
48. How long have you lived in Downers Grove?								
Median (Average) Years	18.0	19.4	18.0					
49. How many people live in your household?								
One person	13.0%	16.8%	19.1%					
Two persons	38.3%	34.8%	34.7%					
Three persons	15.8%	16.9%	15.5%					
Four persons	20.8%	18.8%	20.5%					
Five persons	8.9%	8.9%	7.6%					
Six persons	2.6%	2.4%	1.8%					
Seven persons	0.4%	0.3%	0.7%					

Question	2000	1998	1996	1995	1994	1993	1992	1991
Eight persons	0.1%	0.5%	0.0%					
Nine Persons	0.2%	0.3%	0.2%					
50. How many children under 18 live in your household?								
None	60.5%							
One child	13.3%							
Two children	18.1%							
Three children	6.1%							
Four children	1.7%							
Five children	0.1%							
Six children	0.1%							
Nine children	0.1%							
51. What is the yearly income level of your family?								
\$5,000 and under	0.1%	0.3%	0.6%					
\$5,000 - 10,000	0.2%	0.4%	1.3%					
\$10,001 - 15,000	0.7%	1.9%	1.4%					
\$15,001 - 20,000	1.1%	2.0%	2.5%					
\$20,001 - 25,000	1.9%	2.5%	4.0%					
\$25,001 - 30,000	2.6%	4.1%	4.3%					
\$30,001 - 35,000	3.0%	4.7%	5.7%					
\$35,001 - 40,000	3.3%	4.3%	6.5%					
\$40,001 - 45,000	3.7%	3.7%	7.8%					
\$45,001 - 50,000	4.0%	5.4%	5.6%					
\$50,001 - 55,000	4.2%	5.4%	5.7%					
\$55,001 - 60,000	4.8%	4.4%	7.3%					
\$60,001 - 65,000	6.3%	6.0%	5.1%					
\$65,001 - 70,000	4.5%	4.1%	4.6%					
\$70,001 - 75,000	5.1%	4.6%	4.9%					
\$75,001 and over	54.5%	46.0%	32.5%					
52. Which category best reflects your education level?								
Grade school	1.2%	0.9%	1.0%					
High school	16.0%	18.3%	22.3%					
Two year college	18.1%	20.0%	1.0%					
Bachelor's degree	33.1%	30.9%	27.7%					
Graduate school	28.5%	27.4%	27.1%					
Other	3.1%	2.5%	2.8%					
54. Did you participate in the 1999 Citizen Survey?								
Yes	38.7%	26.2%						
No	61.3%	70.5%						

APPENDIX III: Citizen Comments

1. I pay for a spot in Parking Lot J. 1) When I have morning meetings & have to take a late train there are NO spaces available. Larger fines & tow away are req'd! 2) Where will Lot J parkers go when it is developed? I cannot park south of the RR tracks. Overall pleased w/ Village for over 27 years.

2. 1) Twice in 21 year[s] I didn't receive a water or sewer bills & my check wasn't sent in. (I don't know which dept.) Anyone could see a consistent record of timely payment – yet I was firmly told my surcharge would be removed that one time, & not again. I didn't appreciate the policy of such a warning when my bills are timely paid. 2) The Police spend a lot of time ticketing traffic but are terrible about the overnight parkers on the street. I've called a few times & been told to call back after 2 AM. The Police have been great except for that situation.

3. Snow plowing service needs to be improved. Other towns have clear & dry streets, and DG streets are still covered in snow.

4. Street & sidewalks in our immediate neighborhood are beginning to deteriorate. When are we due for street resurfacing & looking at cracked & settling sidewalks in our neighborhood. A lot of money has been spent on downtown because of fear of losing retail stores. Well all storefronts are occupied, but the retail malls along 63rd St. and 75th St. are not. Was this money well spent on the CBD? What is status of plans for more parking in the CBD?

5. We live on a cul-de-sac. The snow removal is my only real problem. The plows invariably push large amounts of snow across driveways – usually after we have cleaned the driveway. I am a heart patient and clearing the extra heavy snow they shove across my drive is especially hard on me. The plow drivers seem to take delight in doing this to the cul-de-sac residents.

6. Just think we need a parking deck or two to compete with surrounding villages. It would be a good idea to close only one lane north of the tracks so traffic can still go through main street. This way business will still have exposure to traffic.

7. The sidewalks on south side of Ogden Ave. are terrible non-continuous and step hazards. The lighting in middle-blocks is inadequate. The best example of poor lighting and lousy (dark) sidewalks is on Maple Ave. near Historical Museum. Efforts to get people out of cars and on to bicycles or walking is due to inadequate safe bicycle trails and good well lit sidewalks. Such would reduce

pollution, save energy and promote healthy life styles. No crosswalks on 55th St. between Main & Fairview, and Fairview and Cass. This is extremely hazardous for children (or adults) who wish to frequent the parks and paths on the south side of 55th. Such crossings at Fairmount and also Williams would be ideal.

8. I. Do you know where the dirtiest location of the Village? It is located between 61st and 62nd St. just west side(next to) Main Street. Once I informed you of the fact. But I was told that DuPage County was responsible for cleaning. Therefore I contacted it (leaving my telephone No. for return calls). It has been half a year, but no calls or actions have been taken. Its condition is unbearable. I think that as long as DuPage County is in charge of cleaning those streets the quality of living in the Village of D.G. will suffer. Would you please do something to solve the problem. The same is true for the new BLVD next to the new soccer field west of Main Street, just north of 63rd Street. (lately it has been improved somewhat). We residents really need your help. In case some residents are involved, please do something to persuade or educate them? We all would appreciate your efforts. 2. Lately graffiti started to invade our neighborhood. Traffic signs and hydrants were their targets. I don't know what the next targets will be. We residents are indeed frightened. Just thinking of the gangsters invading our neighborhood. We are very scary [sic]!! Those graffiti on the hydrants (2) are yet to be erased. (62nd St.) Our neighborhood had been very quiet & peaceful. We really like to keep it that way. I did contact the Police Dept. 3. Would you please educate some residents who have a habit of sweeping leaves to the street, or 2 spreading cut grass on the street without using a catcher. These will definitely plug up the street sewage system. I have had some eyewitnessed [sic] of those events at several locations. This is a cause of flooding the streets. One's ignorance simply causes other's inconveniences, and sometimes, a serious disaster for the entire area. 4. My back yard faces the parking lot of the church. Sometimes, a large RV trailer parked on it for several days. Please help us eliminate this kind of events happening again and again. Our neighborhood really does not like to have a RV parking lot behind our backyard. This is a serious safety problem. Likewise, we do not enjoy having high school students to play hockey game on the very parking lot. They often intrude in to [sic] our back yards to retrieve those balls. Some of them are very nasty & of nuisance. 5. Election Day is approaching fast, we would like to go voting. I do not know if there is a law prohibiting a person from working at the voting station if his or her spouse is a candidate for the election. The reason is that this arrangement will greatly deter their acquaintances from voting. As a matter

of fact, I have the feeling. 6. Do you allow any of residents to have their own composts on the backyards? Thank you very much.

9. I would like to see leaf pick up brought back. This was a good service. There are not enough Town Home Developments in the Village. As empty nesters my wife and I may have to move elsewhere because there aren't good choices for this type of living. I don't want my yard torn up again by another phone or cable company. The seal coating method you use on some streets is not very effective. It just looks lousy after only a couple of years. I would rather see a milling and resurfacing instead. In the longer term it's probably cheaper and better

10. The water tastes terrible & often has an odor. We paid a lot of money for Lake Michigan water & now you mix it with Downers' water. Main Street between 63rd and 75th has been repaired so many times but is never a smooth ride. Snow removal is very poor. Should have free leaf pick-up. Consultants are a waste of money. Any intelligent person should be able to make a decision. Why pay some firm \$25 – 50,000 for their opinion.

11. Voice –mail is a positive tool, but I find that my telephone messages have been generally ignored even after repeated attempts. I always leave a work & home no. & I have voice-mail at both. Your Village employees usually do not return phone calls, even after several attempts.

12. I would like to see the ordinance regarding off-leash dogs enforced. My dog has been attacked 7 times at the park by off-leash dogs & we've had many altercations with people who allow their dogs to be loose & chase after other dogs & runners. We've also had words with people who don't carry "dump bags". My husband was attacked last year by a dog who was trying to get at our dog. These people are going to ruin it for those of us who are responsible dog owners! I'd like to know there's a way these people will be "punished."

13. Just a quick note that we rarely receive the Downers Grove Progress or Reporter on this side of town. It has been that way for several years.

14. We could use much better communication w/new residents – garbage pick-up info., etc. – stickers are confusing at first because you don't know the rules. I had no knowledge of the one-time forgiveness of stickers for new residents & put stickers on everything!

15. Since I am a widow living on disability, I feel the RE taxes are way to[sic] high. Since I never had children (lost 5 in miscarriage) the amount is excessive for me. In fact, I have no other alternative but to see[sic] my home.

16. My neighbor continually (12 yrs) has burned all his yard waste with no penalty. He dumps refuse in open containers behind his house all year. There is paper, plastic, that ends up in my yard & other neighbors['] yards & on the street. I believe that he shouldn't be allowed to have 4 large drains going into my property. There[']s building materials, boards stones bricks stacked up against my fence plus a rabbit structure which is damaging to my fence.

17. Why when there is an open area like a park across from a cul-de-sac or street do the plows pile snow on corners completely blocking the street corners so people cannot use the sidewalks? This causes people to walk in streets and create unsafe situations for both drivers & pedestrians. Especially in areas of schools.

18. I would love to be able to take the bus to & from the train but the route is as far from wher [where] I live as the Fairview station is from where I live (4 of us on this little half street commute.) The Lake Mich. Water is great – I dislike when the % of DG water gets high & the water gets hard.

19. Leaves from so many trees in DG should be somehow picked up by a village unit.

20. I think it is time to remove the brick streets in town. The past is gone, as the streets should, also be. They are way too high of a maintenance problem. Overall, we think the Village is a very strong community. Our Police, Fire & Public Works all do a good job. We would pay a fee to have the leaves vacuumed [vacuumed] from the parkway as in the good old days. Many towns still perform this for the citizens. Even little towns like Fond Du Lac, Wisc. can do this. Why not figure out a way to service this problem.

21. Parking of boats and RV's in driveways makes our community look disgusting. I believe very strong[ly] in putting in an ordinance parking these for a certain period of time. Within a block & half of me I have one boat (next door) & two RV's. I live in a nice home & feel like I live in a getto [ghetto]. This is not only on my block but very prevalent [prevalent] through out Downers.

22. *#42 – I noticed that DG Don't have a good public transportation system – I[']m thinking in terms for the elderly [elderly] & disabled or provide a free shuttle service for them to do things like grocery shopping. I have noticed elderly people sometimes their driving skills have seemed to cause hazards on the road & in shopping center parking lots. A free shuttle may help relive [sic] this problem. *#45 – I noticed in the fall the streets get full of leaves and they block the storm sewers. In the village I lived in before they had a truck with a vacume [vacuum] on it and it would suck up all the leafs [leaves] on the street, I don't mind paying for any yard waste that I

dispose of on my own property but I will not clean the leafes [leaves] from the street and put a yard waste stickers on that and I can only mulch up so much.

23. For the expense that we pay for garbage collection, the service is poor. Many times only half or 2/3's of the garbage is taken from the can. Mediaone/AT&T cable has about the worst customer service for any organization. The rates are quite high too. Other than those two services, the community is wonderful.

24. 1) I would like to see more community involvement in the police department. Especially for parents of high school seniors etc. – it would be a good idea to hold a forum with parents & police officers to discuss parties, drugs, the law alcohol, etc. I tried to do this last spring but I could not connect w. the police officer from Downers North. I had many parents who were interested in participating. This needs to be done – especially around prom time & graduation as a citizen & a social worker I would be interested in helping with this program. Also – why no questions about the Village dept. of human and social services?

25. I would like to see more street lights installed in my neighborhood if possible.

26. I recently (Sept.) sent a letter to the Mayor – I HAVE YET TO RECEIVE A REPLY!?! Parking lot near Cub Foods has become a truck stop with semi-trucks parking overnite [overnight]. Image and safety issue. Same shopping in disrepair. Village seems to only care about appearance of downtown – not the rest of the Village. Traffic lites [lights] need painting. RV's & boats stored on side of houses – tacky!!! Stop building everywhere there are too many empty stores!

27. Downers Grove Park District is out of control. They refuse to listen to the voters.

28. We like the Amnesty trash day but didn't have space to include that in things we like about Downers Grove. Also, regarding sidewalks, we live in the neighborhood just south of the tracks at Belmont and were very disappointed not to get sidewalks. We have many commuters walking along the street. We feel that sidewalks would improve safety in our neighborhood. Finally, we are interested in having a second stop sign or perhaps a blinking light at the intersection of Curtiss & Cornell – people frequently don't stop.

29. My experience with two traffic officers, one on Fairview and one on Maple/Dunham, have been rude. The Dunham officer issuing a ticket followed me in a kindergarten drop-off line of an elementary school with his lights flashing – that is, after we had already stopped & I asked him if I could drop my child off. A friend of mine who is an Illinois States Attorney witnessed the

event and told me to bring charges against the officer. I chose not to for fear of retaliation. Another mom/friend of mine told me the same officer handcuffed her to his car when she refused to get in the back seat of his car. This is your survey. This is Downers Grove! This experience has made me wary of police. And I am a law abiding citizen. However, I will say my children have had great experiences with the DARE officers. And “one bad apple” shouldn't “spoil the whole bunch.” I am pro-police. My cousin is a police officer. But this Downers Grove cop was a real jerk.

30. The garbage company employees are not very respectful of our property. The Village should be very concerned about the Hinsdale “effect” on our beautiful village. I love living here but hate seeing these monster houses put on such small lots. I also think we need a draw, such as great restaurants, to continue to promote our downtown area. The beauty now of this Village should remain without the problem of teardowns. I like the fact that you are working on Ogden Avenue to clean it up.

31. We were quite concerned about the fact that the “water park” was voted down by residents but the Park District is going to proceed anyway. This is not the “American way.” Also getting permits to allow someone to build in this town is too time consuming, costly & borders ridiculous. Why can't everyone involved get together & give prospective residents a complete list of what they will need to build in Downers Grove. Too often we heard “Oh, now you need...” then something else. It leaves a very “unwelcome” taste in your mouth. But hey, Thanks for asking.

32. 1) I really wish we had better lit streets. 2) Really like the pro-cycling race in August. That is very special. 3) I think the railway crossings (only 3 lanes total) in downtown stinks. 4) Think downtown improvements are terrific. 5) I think we need better facilities for our park district – including a pool for the community. Thanks for all your hard work.

33. Our property taxes are out of control. Downers Grove is a great place to live & raise a family. But we don't need all the services and barecqeey [bureaucracy] necessary to provide them. Your [sic] driving people away with your government growth. Let people do for themselves.

34. I recon [reckon] some folks think that home is where you hand your hat. I don't. To me home is where God, peace and love abide, where townfolk are safe and free to nurture and celebrate life and where the reflections of those folks are imprinted on every Village corner. I've never been very taken with new housing suburbs that look more like “Smursville” [sic] cut out from one cookie-cutter! I love the old world quality Downers Grove has,

and how the very attitude of Pierce Downers [sic] has remained over the years. I also think the up-dates the Village has made uptown are so vivid to that preservation. My husband & I feel confident that should we have a problem or need help with anything concerning our property or home that Village Staff are friendly, sincere and more than capable of helping us. We appreciate that. We love living here and wouldn't trade our Village of Friendly Trees for anything.

35. What is the schedule for sidewalk replacement on the 4500 block of Linscott?

36. We have been living in D.G. for nearly 1 ½ years. The garage needs to be replaced but w/the strict laws we will need to raise our garage & lose most of our backyard. Now we are w/out a garage for another winter & are disappointed if we knew it would be so difficult to build a garage & to get a permit we may not have move[d] here. Why is DG so strict about this? We are also still looking for the downtown businesses to pick up (better retail & restaurants). What is coming to the downtown and when. I would even volunteer my services to help. We would love to see some shops or restaurants like Naperville.

37. I wish something would be done about the teenagers who drag down Elm Street from the stop sign at Grant and going south. One day someone is going to kill someone. Can anything be done about the body shop on Elm at Ogden? It looks terrible. Perhaps an 8' privacy fence could be mandated. The Ogden Ave. businesses look pretty shabby as it is, but the Body Shop looks so bad that I'm sure it will affect home sales on Elm Street.

38. We are very concerned about the Federal Railroad Administration's proposed rule to require trains to whistle at every crossing. This will severely impact the quality of the lives of those who live within 1 mile of the crossings. Plus, there will be a significant impact on the value of our homes. What is the Village doing to combat this?

39. Downers Grove Reporter is very unsatisfactory. Don't allow train whistles to be blown anymore than there [sic] are currently.

40. 1) There needs to be a better system of traffic control & traffic routing for events like Heritage Fest, the stupid bike races, and the marathons. The Village sponsors these events, and it is the people of the town who suffer because we can't get anywhere because the entire center of town is blocked off. Do you not understand that the people who live here, spend MONEY here, and pay TAXES here may actually have a need to get out of their driveways and get across town? Don't you think we may have emergencies? Why don't you take a vote to see if the people of the town even want the bike races and marathons? I bet these events are NOT desired by the

majority of residents. But then again, I suppose a vote wouldn't matter anyway, since the Village seems to ignore the majority opinion of its citizens, as occurred with the "recreation center" vote, which the Park District is still pursuing, so that more tax money can be flushed down the drain.

41. Ad placed on DGTV for Andy's Attic at St. Andrews Episcopal Church. Ad contained wrong dates, wrong phone, and didn't run until after the event. Forestry Division staff did not return phone calls. Other than Andersons, Herberts, Chuck's Meat Market and the quilt shop, the downtown area is not worth the trip.

42. The shuttle buss from the train station is great. The downtown area needs MAJOR improvement. We should look at the success Naperville has had. We need better stores & restaurants, fewer cleaners, etc. to draw in more business & better meet the needs of the current D.G. residents. How about a Gap!

43. I feel very strongly about the traffic increase in Downers Grove – a fact of life for any town in DuPage County. I'm especially concerned with speeders. Five to 10 mpr over the posted limit is the norm. I live on a side street off Fairview in NE Downers. I would like to see reduced speeds in the Lester School area of Fairview – the school my children. I would like to see speed limits enforced throughout the town.

44. I live on Fairview. The litter is out of hand. I'd like to see more police enforcing speed and noise* violations*, especially during rush hour. I'd like to see a digital info machine at Fairview train station for updates on train delays, etc. The best thing that could happen to the NIMBY's on Belmont is a DGPD rec [sic] center and pool. The street is pretty dumpy. It could only add to their property value!

45. 1) I would like to see progress towards a new recreation/civic center more than an outdoor pool. I believe an indoor pool (on a smaller scale) would be more useful since it could be used year-round. 2) I believe the city-planners need to attract 1 or 2 better restaurants and at least 2 or 3 national retailers (ie [i.e.] Gap, Eddie Bauer, Ann Taylor etc.) to the downtown area. We could then attract more people not only from Downers Grove but neighboring suburbs to our downtown.

46. At the corner of 62nd St. & Blodgett, cars driving east approach a dead end. Either a light or a 2-way arrow sign would help drivers who are unfamiliar with street. Over the years they have run into St. signs, gone up on sidewalk & hit trees.

47. We need new 90° curbs on 39th St. west of Highland.

48. Recently the house behind me was torn down and a big home was built on this small lot. The natural drainage was changed and the water run off comes into my yard on the west side. When I contacted the Village I was told there was nothing they could do about it. Why Not. My East and South Parkways are low. Why can't the Village fix these? After all they are yours.

49. 1) Why in the world do we not work to create the "all exciting, must have, Godsend to all" water park at the abandoned Auto America, or whatever on Finley Road? – easy access – parking galore! – wasted land right now w/no taxes coming in – commuter busses can go there – lot's of dining right there on Butterfield – Please leave quiet Belmont Rd. alone – don't make it a freeway. 2) I live on an original brick street & love it. Please do all to preserve these few remaining streets. I support special assessments if needed. Thank you!

50. We live on Maple and have several beautiful trees...including Maple parkway trees. These trees provide the character for the street and the village. I really wish the village would provide curbside pickup for the leaves. We pay more taxes than many people I know in many various communities (most with less trees and less focus on trees than Downers) and their villages provide pickup. We need leaf pickup!! We enjoy living in Downers Grove and would recommend it...this leaf pickup issue is the only complaint!! I would really appreciate a response.

51. Street lighting is inadequate. Lighting on the corners is not enough. Lights needed toward the middle of the block.

52. – Hold antique car shows on East-West streets – Curtiss, Burlington and Grove and not on Main Street. – Limit parking on Main between Maple and Rogers to one hour. – Construct two or three level parking at NE corner of Burlington and Forest. – Add set of mail boxes to interior (facing south) of parking lot along Curtiss just West of P.O. – Readjust timing and frequency of turning arrow (R) at East side of Main and Burlington for West bound traffic on Burlington. – Require all joggers and walkers to wear reflective clothing at night. And early morning.

53. We love Downers Grove!

54. 1) I live near Whitlock Park and the area of trees on the south side of the park near Cumnor Ave. is always overgrown with huge weeds – some are taller than me [sic](6'). 2) I hardly ever see a police car in the Shady Lane estates subdivision.

55. Would be willing & wish I could, use downtown shopping more, but selection of retailers is still too limited. I think having a national chain (like Gap, etc.)

would help. Starbucks is good. Library is good. What I would really like to see tho [though] is a railroad bypass – over or under RR. I really like DG & am very happy to live in this community. I like that there isn't snobbiness [sic], like in other neighboring towns.

56. #58 I never buy clothes, furniture, etc. in D.G. just gas & groceries – sometimes books.

57. Sincerely believe the street lights from Fairview 63rd to 75th Street need to be doubled. Lighting especially at night during snow or rain is dangerous. During this season with so many trees it becomes extremely expensive to bag all yard waste. Darien cuts their price in half in October.

58. 1) The police of Downers Grove should be little nicer to the busines [business] people of DG and especially the suporters [supporters] of the FOP. Especially the newcomers they don't care whether you leave [sic] in Downers Grove or not they should be a little [little] flexible [flexible] they have the wrong additude [attitude].

59. I was very involved with the sidewalk project in our area. I was very disappointed with the resulting process and outcome. Sidewalk placement was not consistent with outcomes of the meetings we had with the Village. Restoration of the yards and parkways was not very well done. What was an acceptable condition for me, was not for the contractor. This necessitated numerous calls to the engineer on the project. The parkways were full of ruts from the gravel and cement trucks. The contractor did the bare minimum to correct this problem. My persistent calling finally got more dirt put in. Why did it take so many calls? I'm sure I am in the minority in that not everyone has the same concerns for the appearance of their property. I think it is poor judgement [judgment] to expect one person (project engineer) to stay on top of the contractor who cuts corners everywhere he can. The size of the project is significant. Both the head of Public works and project engineer were responsive to my concerns but were limited to what they could do. It concerns me that such poor workmanship is acceptable. I have higher expectations for our Village.

60. We need some "brand name" stores downtown so we can shop more. Some ideas: GAP, OLD NAVY (similar to Naperville) Also the fountain downtown is beautiful. Can it have colors in it – like Buckingham fountain? Thank you.

61. I think the village needs an outdoor pool. One that has a zero depth entrance [entrance] for all the disabled, elderly and small children. I was lucky enough to get a pass to the Woodridge Water Park this summer.

62. I can't believe that we need to bag and pay for disposal of the leaves in the fall. Both, my family and my in law's have curb side assistants [sic]. Why can't we have the same service. I don't mind bagging the leaves but paying for removal is ridiculous. I also think the water park sould [should] be fo [for] residents ONLY. Opening this to the public may bring trouble to our community which we and the police don't need!

63. I take CPR on a regular basis and I believe that your fireman do an excellent job teaching CPR. Thanks.

64. About 1 yr. ago our cable went out. I notified AT&T and after 5 days and numerous phone calls – they sent someone out. The service tech ran a temporary line across the stairs on our patio until they could redig the line. To date, after an unbelievable amount of phone calls – and almost 1 year later we still have a cable line running across our patio. We have a pool and have a lot of people walking across the patio all the time. We consider it a danger. The most recent call to AT&T to set up a service call for today (Sun. 10/22) and they phoned this A.M. to say they wouldn't be coming because they didn't have the right color cable. We need white cable to match the siding. The woman said – if we wanted black cable we should call them back. We hate AT&T!

65. D.G. is a wonderful community – safe, clean & family oriented. Quality of Village services is excellent – you should be very proud of the work accomplished – I would like to see some new housing – specifically townhomes or condos in a price range less than 200,000 – A lot of people are priced out of the town – Also, we need a large dept [sic] store – like Kmart or Target. Stores like that are generous to community & I really hate spending my money in other towns - Overall – Great Town! Thanks.

66. *I hope the Village restores Hills & Curves to Priority for snow removal. Bunning gets treacherous! *I wish you would deal with traffic flow at 55/Fairview. A left turn arrow from the west, heading east on 55th to turn south would help. *Overall the Village does a great job of maintaining a safe & happy Village to live in. Thank you!!!

67. I like living in DG. It's a classy community with activities for it's [sic] residents. We enjoy the bike races, antique cars on Fridays, summer concerts & Heritage Fest.

68. Why don't we have any street lights on our street.

69. Instead of building cement flower boxes on Main St. and then tearing them out. Why not use the money to buy leaf vacuum trucks to remove leaves put at curb. As the Village used to do. Also the Village should pick up branches etc. also.

70. No attempt is made to enforce the various laws in our Park District. Many cases of dogs not on a leash that are dangerous (Pit Bulls, Rockwilders [sic], Police Dogs, etc. Rampant vandalism of upsetting public toilets, throwing garbage cans in the lake and beer parties at night. I have never seen a police officer patrolling these parks other than hiding in parking lots to catch speeders.

71. We were not aware of the "secret ballot for library & high school additions. I find this deplorable. One thing about D.G., if the majority vote down issues have another & don't highly publize [publicize]. This is one reason I'm ready to leave.

72. I would like to see the village do a better job with making the Fairview Train Station more attractive as well as the store facades and surrounding area at Fairview & Maple more attractive similar to the Main Street renovations. We often feel left out since we are on the edge of town and not much has changed here in years.

73. This years Heritage Fest was the BEST. Better than anything around, Taste of Chicago, Lisle Eyes in the Sky, or any other local town function. It was extremely well organized and run, EVEN with the rain. As both a participant & non-for profit vendor thank you for a great time.

74. I work "downtown" D.G. and find parking less than adequate. It seems that we always have to worry about the crabby tickit [ticket] lady.

75. Appreciate new downtown, particularly trees, perennials & annuals. Excellent selection of flowing plants. Take good care of them for the enjoyment of all.

76. The alley behind 5514 Webster Street is partially (1/2 way) blocked by concrete, debris, trees, clippings from residents. A few months ago a utility truck couldn't navigate & got stuck going through the alley from the south end at Kenyon out to 55th Street because the alley is blocked especially by concrete slabs that have been there for my 23 yrs living in village. I've complained during the LAST administration to no avail, this is my first time I have brought this to the attention of the McCurdy/Krajewski Admin. Please look into. Thank you.

77. 1) My wife and I have no children, but we pay tons for the school system which is only right to pay for the kids that live in Downers Grove and their parents also pay tax's [sic] on the people brought in from Woodridge and the "Section 8" people. 2) I just waited "6" weeks for two building permits. When you are paying interest on construction loans then six weeks adds up fast. Other villages Hinsdale, Western Springs, Clarendon Hills are "2" week waits. Also how inside of the same Building

Dept, every inspector has different requirements per blueprints and engineering reports. I had two prints, two different inspectors requiring them and two totally different requirements.

78. Improvement needed in promoting programs & services e.g. Park District. Better explanation of tax dollar utilization.

79. We live on Main Street near Prairie. I have called several times over the past few years about our deteriorating front sidewalks. They are some of the most heavily used in the village due to our proximity to North H.S. St. Joseph school & church, the commuter station, downtown area and are favored by joggers & dogwalkers [sic] after dark because of being a busy street. Will our sidewalks be replaced when our street is repaved [sic]? Also will the gas meters be moved outdoors prior to repaving [sic] the street.

80. Stop giving away the store! The AT&T Cable services leave much to be desired. The cost to the consumer continue [sic] to rise while additional services remain available only to those willing to pay Even more. So called "premium" channels have always been available to subscribers who don't mind paying extra, now, however, channels like the HISTORY channel, the GOLF channel & others are only offered to those who subscribe to the new & expensive Digital format. These have not been industry "Premium channels". AT&T & its former entities have enjoyed a D.G. monopoly TOO long! Bring in some competition & get us a better deal!

81. We feel that the area we live in (northwest section) is lacking in proper street lighting. We do not have sidewalks (which is our choice) but the streets are very dark.

82. Suggest better quality music at Heritage Festival. Would be willing to pay money to hear better and more popular performers (like Lisle and Naperville).

83. There should be a one term limit on Park and Library Boards. Never-never build the swimming pool – anywhere. I think we need aldermen who represent a specific geographic area of the city – this allows for accountability & better representation. Currently no one is responsible for anything.

84. 2. Plant nice size trees on Main St., Prairie etc. & then plant sticks on the side streets. 4. When very heavy rain it floods at intersection of Middaugh & Franklin. 6. In original part of town with street lights only at corners, the streets are blacker than pitch at night. 8. Sometimes you can smell or taste chemicals in the water. 9. Mangle garbage cans, toss in parkway or stand up in the street. 22. Make hash out of the parkway trees. 33. Would feel safe at Hummer Park but to [sic] many of others are in

remote areas where there is no one around to be aware of anything unusual going on. If young mother, I would not go alone to most of parks, with small children.

85. I have previously offered detailed comments on deficiencies in snow removal. Please contact me if you want a rerun. The deficiencies are major and can have very serious consequences.

86. I would like to have DG have at least 2 pick-ups per summer of tree & brush trimmings at no charge. Darien & Westmont have 4 free pick-ups. Getting rid of tree branches bush trimmings, etc. are [sic] a real problem. Forestry Dept doesn't return phone calls. I had to contact the Village Mgr in order to get a response.

87. Please send Water and Sewer Service Bills out only once per Quarter. (Every 3 months) This would reduce your paperwork and I wouldn't have to write nickle [nickel] & dime checks.

88. Cut taxes. My taxes have trippled [tripled] in 15 years at my present location. Tell the Park dist [sic] to stop buying property.

89. 1. Maintain the land between the Railroad Tracks and Burlington Cumnor to Fairview (Ragweed) 2. Lower the height of traffic lights on Main St. D.T. 3. Fix the town clock – so you can see it from all directions (without looking around traffic lights, Telephone Poles, etc.) 4. Fix traffic flow D.T. 5. Improve mail boxes for car use (not driving around the parking lot.) 5. R.R. underpass on Maple?

90. I have called the Police department several times in the past few years and I am amazed at the degree of apathy the police have regarding the safety of the residents and their homes. I have seen the police taking radar to stop speeders which I agree is important but it seems like this should not be top priority over drug dealers and home break-ins. Also I don't agree with the pool issue. After asking residents regarding the pool in the referendum, the building is being built in spite of popular opinion.

91. When I contacted the Dept of Health & Human Resources for a list of Home-Chore participants I was sent a list immediately and whomever I spoke to [on] the phone was very polite and handled my request. My only complaint is I called a person on the list & left a message with a "live" person who said he would have her call me back. She never called and since then I've used the services of someone else (not on the list).

92. We have a beautiful downtown – building[s] give a historical feel nice surrounding neighborhoods – But we have too many Italian eaterys [eateries] pizza places we need some diversity! Some nightlife [sic] for adults and

young adults. If Grove Premium becomes a parking lot, I will continue to go to Naperville, Hinsdale & surrounding communities [communities] to shop and eat & enjoy nightlife [sic] in those communities [sic] –

93. Revamping of the Downtown area seems not extensive enough. All the construction that took place doesn't seem to have enhanced our downtown area to any great extent. Example of Glen Ellyn's downtown section is a good model to pattern ourselves to.

94. We are glad we bought a neglected old bungalow in 1996, & that values have gone up considerably since then. We live near 55th & Main on Webster – where the homes are a real mix – but the turn-over, though slow, seems positive. – We love walking downtown D.G. & hope the best for it. We love all the improvements – benches, flowers, new street signs, etc... - We hope downtown continues to attract desirable businesses. – We love Heritage Fest. – We love the library. – We don't like paying taxes to support the public schools when we do not use them but pay additional tuition at First Baptist Christian School. – One word: SIDEWALKS! Make them a priority. Good luck w/the new pool & Rec. Center. I supported it, made phone calls, put signs out. Perhaps w/further turn-over & new families continuing to move in, the support for it will only increase further.

95. I fear this questionnaire is a waste of time considering recent events. What the citizens of D.G. want and what they get are two different things. I refer to the Belmont Water park vote. After 21 yrs [sic] in DG we are looking outside the Village for retirement residence.

96. Downers Grove is a great town to live in. I have lived here a long time. I am glad to see the improvements to the Downtown area. Please keep the community activities like window paintings, Moonlight Madness, Christmas parade & hospitality day. These activities give a sense of community. Do Not ever get rid or close the Tivoli theater. That would be a great loss to the community. Parking is a Major problem in town that needs to be addressed. This town including Ogden Ave has too many stripmalls, cleaners, resale shops & used car dealers. Ogden is starting to look like the inner city with abandoned & boarded up buildings. We need more retail shops in town & on Ogden like bookstores, shoe stores, & clothes stores. Downtown needs a GAP or somewhere young people (teenagers) can shop. More landscaping along Ogden would spruce it up along with getting rid of old outdated buildings & those old motels. Landscaping – trees are being cut down for what reason? More need to be replaced with colorful fall colored trees – not those ugly Linden trees or ornamentals that are being planted in the parkway. The forestry dept. won't come & trim branches when asked. The Code Enforcement Dept is good at sending out letters to people who are in violation. The village needs to crackdown on people whose houses

are in disrepair. It's not fair to neighbors. Too many houses are starting to look like this or have looked like this for a long period of time.

97. You have spent a lot of money on downtown, and the storeowners [sic] must be bleeding cash. What we really need is a good department store & food store for all the seniors living within walking distance. The only reason I have for going downtown is my dentist and doctor.

98. It would be nice when you leave a voice mail regarding the sidewalk upgrades, with the person who is in charge of dealing with the construction company, that he would return your phone call.

99. Comments were made as questions came up plus giving reporters T.V. – Radio more excess [sic] to all Village business good or bad at meetings and stop trying to make Downers a Village of angels which we are not and lets stop this junk about Naperville. We are an extension of Chicago and face it. I would like to see reported every three years the salary of everyone involved in the teaching dept. including the teachers['] salaries . 1. Laws to be changed now not in a year. All cats [sic] owners should have the same laws as dogs know [sic] matter what. 1. Front and back lawns should not be higher than 3 inches as in Bolingbrook where warn[ings] and fines are given.

100. As far as refuse and yard waste its not that I don't want or don't expect to pay for it but you put so many limitations on how & what you pick up. Why can't the town have a service that picks up leafs [sic]? Because we can all buy mulchers [sic]? Can we? The only people who can live in this town are ones that can afford to. I believe that will become worse & even though I have lived here all my life I will have to move because of the cost of living. You don't want loyalty you want money!!

101. I am very pleased with results in the downtown area remodeling. I would like to see a draw for more residents to shop downtown. More thought to the retail shops would help.

102. Even though the electric service is not provided by the Village and is not your responsibility, we need help with electric service. Our electric service goes out about once a month for varying durations [sic]. We feel like we live in a "third world country." Can anything be done to force ComEd to improve reliability of their service?

103. The amount of \$ [money] spent downtown in recent years vs. other areas of our community is very disturbing. We all want a nice downtown, but I'll be surprised if the benefits justify the huge expenditure of energy & money. My general impression of this town is that a handful of people persist in forcing their flawed visions on the remainder of the community. (eg. [sic] Park District, both

school districts, Chamber of Commerce, Library, etc.)
Worst of all we no longer have a local newspaper to monitor what is being done to us!

104. Some Village employees are smarties [sic] and not very respectful. The Village staff is very good.

105. When are you going to restore the nine/twelve hour meters that can not be used b/4 9:00 A.M. It does little good to have a fine train service when there is no place to park for a shopping trip. Cabs are too expensive and not always avialable [available]. *Its about time you do something about this. Restore the time limit useage [usage] meters next to the P.O. as before! Your last response was no response.

106. [Ref. #59] Why would I be aware of it? Where is info [sic] published? Could the lines for written answers be any smaller? Do you really want responses .

107. Last time I called police about constant neighbors dogs barking, the officer decided he would be the judge & jury on the spot. He brought the dogs neighbor to my home. I then had to listen to my neighbor bark at me and threaten me. The officer was in the wrong. A dog on a leash outside barking all day is not my idea of a pet. It is a nuisance, it disturbs my right to have a peaceful day. Not more than one dog should be allowed per household. All stray cats and stray dogs will be dealt with my way! Make up your minds with the pool on Belmont – go ahead with it!

108. There are new sidewalks on 41st Street. The reason for this was because that girl was killed on the street. The house on the corner of 41st & Highland drives their truck over the sidewalk into their backyard to do work on it. Their house and yard is enough of an eyesore as it is, but now they are making brand new sidewalks & grass look bad and also dangerous for anyone who may walk on them. If we put in sidewalks to keep the kids off the street why do we let cars & trucks drive over & on them? Please stop this!

109. 1. I called the road (Engineering?) department about a big section of curb taken out by a snow removing payloador [sic] about 2 ½ yrs. ago (the “BIG” March one.) They called back & agreed it needed fixing – to date, not fixed. – even though various curb replacing & street re-doings in this area since. 2. How many more times are we going to try to “save” downtown? – At least 4 since I’ve been here! What are we saving? Old dilapidated non[-]remarkable buildings with upgraded infrastructure repairs? The only ones who care are the building owners to retain some value & keep tenants. Pull the plug & let them sell or demolish & rebuild modern more useful & friendly buildings. My guess is they won’t risk it. So the aid will continue? Let ghost towns die!

110. 1. Are there any plans to increase commuter parking in the downtown area? 2. Are there any plans to extend the public sideway [sidewalk] along Dunham on the O’Brien Park side of the street?

111. It seems that in the last few years there have been more, & more incidents of vandalism in our area. Recently, several expensive gaslights were deliberately destroyed & several mailboxes were also knocked down. In addition, I don’t think a Monday morning goes by when I don’t find bags of empty beer bottles placed contemptuously in the middle of the streets of our subdivision. As to my last observation, (in my opinion) these are obviously underage children that can’t drink legally at home & have taken to our streets. This is a dangerous combination that needs to be addressed immediately & the perpetrators vigorously prosecuted. The police department must increase their presence in our area especially in the late evening hours.

112. Last year, Village News claimed Turvey Road and Brookbank were repaved. They were only somewhat patched. Did the village pay for repaving? Why was the Village News misleading? The library’s newsletter to promote its expansion several years ago was misleading - -- it divided cost of expansion by total square footage, and it downplayed increased operating expenses. Taxpayer-funded newsletters should be 100% accurate.

113. I and my family have lived in D.G. for 5 years now. My husband grew up here & we love it. The only thing that we would like to change is that the Park District would build an outside public pool. The private ones are not affordable. The indoor ones are not the place you want to be on a sunny summer day. I grew up in Oswego – at that time much smaller than it is now, & the park district had 2 pools. They really need to reconsider this. The issue is not tearing the town apart. I & my children were so looking forward to next summer & a pool. Now there is nothing to look forward too [sic]. Please reconsider – the only site was Belmont. & you can see from our address how close we live.

114. 40.1 – 40.2 – We are in favor of more workers and funding as needed, but keep down the no. of bureaus. 41.1 Diversity of architecture domestic and business – good up keep. 41.2 Excellent parks and upkeep. 41.3 The improvements in downtown area are great – good planning. 42.1 Speeding and dangerous driving practices seem to be increasing with little police presence and enforcement – We have young children in the neighborhood. 43.2 – 43.3 Guard against excessive “Hinsdaleization” [sic] of home construction. Retain the pleasing diversity of domestic, business and public architecture. Foster the small town atmosphere that has been an asset for the village. 58. We would like to support downtown business more but we need: (a).

Grocery store for elderly people. (b). A combination hardware, sundries, school & office supplied store to replace the defunct Grove Premium. In general Downers Grove is a fine place to live and we have few complaints.

115. We pay entirely too much to D.G. park district in taxes and they do not respond to the wishes of the people i.e. the water park – Where does all the money go? Who are the people on the board – are they paid!

116. On windy days we have papers & cans all over the place. People just put things out and don't care we can make money if we fine them for this.

117. Two questions: 1). Is it possible for the Village to resume refuse pick-up (not BFI) & incorporate costs into taxes? (Not too happy w/BFI service) 2). On the corner of Ogden & Fairview there is an abandoned gas station. How long is it going to be allowed to stay in the condition that it is in? Looks terrible when driving by. There is even an abandoned car in back of building now.

118. The Village really needs to do something about getting across the railroad tracks. I spend hours every week just waiting to cross the tracks.

119. More street lighting is needed on south side of town. Trash & recycling employees leave trash on street & parkway. Also throw cans which cause cracking. Need more police patrols near DGSHS.

120. I believe that it is time for the States Attorney to start investigating the Village Government for favoritism for many business owners & residents. Are all depts crooked. One council member is just like the President of the U.S. likes extra material contact.

121. We are satisfied with the Village management for the most part. The library was not set up right for the elderly or handicapped – very poorly designed. Would like a “junk” day at least once a year – paid for by our taxes.

122. I realize that many things are trade-offs [sic] between freedom and regulation. Here is my village wish list. 1. Provide a sense of security and safety by enforcing traffic laws, especially speeding and stop signs. 2. Transform Ogden Avenue into a positive experience esthically [esthetically] – such as D.G.'s Main St. or Palo Alto. 3. Somehow lower the noise level in Downers – plane flyovers [sic] and outside machinery such as lawn mowers and blowers (commercial lawn services value speed and profit over village quiet). I would hope that Downers' [sic] village planners and service providers have a proactive view on solving problems and can attend conferences and/or meet with peers in discussing problems & solutions.

123. The people on our block who must use the public access alley to get to their garages or parking is very poorly maintained. It is a gravel alley & has big pot holes. Our alley width was surveyed to be 16 ft. wide, but due to encroachment of bushes, trees & a utility shed it is abt. [about] 9ft. wide. The Village engineering Dept. was supposed to bring it back to its' [sic] proper width by removing the said obstacles. In the past few years, we have called them several times about this problem. As far as the potholes, your Dept. comes to grade the alley, loosening all the packed down gravel & when the 1st rain comes, the potholes are there again. They don't plow the snow in the winter, so 13 cars are stranded after a snowfall. Also Emergency Vehicles, such as Fire Trucks, Utility Trucks are unable to turn around. The must back out of the alley onto Franklin Street. Also the D.G. Reporter is a big disappointment. It caters to advertisers. No local news, such as Weddings, Obituaries, local sports, special events, etc. is available as was before. It is like a news blackout. And no Suburban Life Newspaper anymore either.

124. We received very positive results in contacting the Storm Drainage staff. Great follow-up and completion of work. Also great response from Engineering Dept. While results were not as hoped, follow up and response was positive.

125. This spring I requested the Code Department to investigate three properties as to their compliane [complain] of village codes or to: 1. Wood stacked on property lines. 2. Tall weeds. 3. Excessive material on lawns. 4. Open dumping of garbage. To my knowledge nothing has been done to correct the problem at: _____, _____, _____ [addresses deleted].

126. The railroad crossing on Main St. is getting worse in terms of delay. I know an underpass/overpass is very expensive – what about moving the station? (Rhetorical question) 2. Forest Ave: One way between 39th & 41st. Now that Main St. has been “fixed” & turning lanes added – who are we accomodating [accommodating] on Forest – just asking?

127. There has to be a better solution to the crosswalk at Main and Burlington. (train station) Lights do not reflect that large group of commuters want to cross from parking lot to train. If one abides by light it can take 5 minutes for a walk signal.

128. Please publish results in the Reporter. I was not in favor of building Morningside. The building is ugly, a monstrosity, and will only add to the traffic on Main Street. Also I'm not in favor of making the Grove Premium space into a parking lot. A grocery store for seniors living downtown is badly needed. We have gone from only a few places to eat “out” to too many.

129. I have lived in D.G. for 42 years. I have always thought the village is well run. I wish I could say the same about the Park Board. Downtown looks great. Love the plantings, even though they are relatively expensive to maintain. The new expensive street signs are another matter. When the mayor was running for office, he promised tax cuts. I'm still waiting.

130. I do not feel we lived here long enough to answer all of the questions.

131. There is virtually no public input to the civil engineering functions in the Village. The stormwater dept. uses an outside consultant to review permit applications and rules/regs [sic] established by the US Army Corps of Engineers & county are not followed. The Stormwater dept provides insufficient oversight to the process. Personally, I have reviewed permit packages that are improperly documented with no Village review or quality control. Basically the Village "rubber stamps" whatever the consultant recommends. This allows development to occur to the benefit of developers. Also there is insufficient monitoring of illegal revetment on St. Joseph's Creek south of Hill that results in flooding of upstream properties. The Village's engineering of this drainage basin is not in the interests of residents, but intended only to reduce maintenance costs (according to the dept.) My official correspondence have gone largely unanswered in the past in a factual and unambiguous manner, so I don't really expect a satisfactory response this time either.

132. Why have a dog pooper [sic] scupper [sic] law when the Police Dept. does not enforce the law? What a joke are the police that busy. Also why is overnight parking allowed in the northeast part of town is there a law? Police please check dog walkers near Prairie and Douglas.

133. For Police or Park District. Would like to see better enforcement of three common violations I see daily – 1. People not picking up after their dogs in the parks. 2. Drivers not using headlights at dusk or in the rain. 3. Drivers with children not properly safeguarded. It would be so nice if the ban on leaf burning could be lifted 2 or 3 times each fall.

134. We need sidewalks in our neighborhood desperately! Traffic is getting worse all the time – people constantly use our street as an alternative to Belmont, as it is the 1st thru [through] street east of Belmont. There is never any police to help keep speeds down either. Too many commuters and children walk our street to have there be no sidewalks. Especially now with the time change & it [is] getting dark earlier. Someone is going to get hit! Perhaps a street light would be helpful. The trapping program & animal control is great! Our

community seems to be somewhat unique in offering this service and it truly helps when you are having a problem. The men in this department have been great – especially Kevin.

135. N/S traffic conjection [congestion], primarily due to lack of underpass/overpass RR crossings is a very old problem. TCD I recommended 3 non-grade crossings. TCD II recommended at least one. Enough study! Need action! Slurry sealing of roads is a poor substitute for the real things. Closing of road openings is poorly done – always leaves bumps or depressions. Overfill & plane to level – do it right. Park District good, although they could use better ear to public. Parks are good, well maintained – a real credit to village. Pool is good idea, but not water slide, etc. Keep it simple.

136. At 63rd & Woodward & 63rd & Belmont we have two (2) lanes making left turns. Why can[']t we have the lanes striping so cars turning stay in their lanes. Why can[']t the Village's [sic] get together & keep the same street name. Ex: Lemont then Main then Highland?? Ex: Belmont becomes Finley? Ex: Fairview becomes Meyers?

137. 1. The refuse collectors do not always empty our mistreated containers. 2. The recycling collectors break the containers and want to charge to replace them. 3. Even though I don't have curbs, it would be so nice to have our streets swept occasionally. 4. Pep up Fairview Ave. Business Dist. 5. Why have all the restaurants left Ogden Ave in D.G.? All we have is fast food. 6. D.G. has beautiful trees, we need help with the leaf situation.

138. Several weeks ago, I received a telephone call from someone soliciting funds who said he represented the D.G. police department. I asked if the caller was a member of the D.G.P.D. He would not answer and I hung up. He called back – swore at me and hung up. I called the D.G.P.D. to complain. The sargent [sergeant] on duty would not talk to me, preferring to pass his comments through the girl who took the call. If the police department was behind this call, I expect better. Their attitude why I called to complain is inexcusable.

139. I would hope that you would not forget about installing sidewalks on Curtiss – between Belmont & Cornell. It was scheduled for this year – then postponed because of the train overpass being installed on Belmont. I don't understand why this would affect putting sidewalks on Curtiss Street.

140. Would it be possible to post a "No outlet" sign on the street – Dawn Place? When Ogden Ave. gets backed up, they turn on "Stanley Av.", & then on "Dawn Place" – It looks like a thru street, (It's not marked.)

141. Cumnor Road Westmont vs. D.G. Street sweeping Westmont – every 6 weeks. D.G. 2 times/year. Police squad cars Westmont – 4 times/day D.G. 3 times/year Snow Westmont – salt trucks out 1 hour before start. D.G. never. Snow Plowing Westmont – during snowfall & after D.G. 2 days after snow stops.

142. D.G. had a referendum on a water park/Basketball Center off Belmont and the people of D.G. voted NO and won but the park district said we are going to build anyway that tells me we do not have a say in this town so I guess there is no reason to vote in D.G. ever again since you are going to do what you want anyway their [sic] is enough low life around here as it is specially in those apartments on Ogden & Belmont & 63rd and Woodward. Downers Grove was a middle class area it is no longer. If you care you better watch it so that we don't become another Cicero.

143. Thank you for the amnesty day. We appreciated it. The town looks great with all the flowers. However, the flowers next to the pedestrian walk in the middle of town hide the pedestrians from traffic – especially smaller people. Perhaps lower flowers & plants would be better. The Heritage Festival was excellent this year!

144. I have had problems ever since the storm drain was put underground. I talked to the Village 2 or 3 times since then. I received good intentions [intentions] but no action on the part of the Village. They said a flow control valve could be put on the north side of R.R. tracks. They also said that they would fill my front yard to the street with dirt. There was supposed to be a swale put into the original creek, on the original plans. After it was finished they said that there was not enough room to go deep enough. P.S. Storm drain was put underground in 1984.

145. Other towns use pick up of leaves free and are picked up on curb. Why is Downers Grove different? Why can't a Park District building be put up on Park District property instead of using Lincoln Center. Building older and only one elevator. Parties are limited to people that can come due to the space in Building.

146. In August, I made a request for "low spots" to be filled in by the street (curb) and side walk. Two weeks ago, they filled in one over by the buffollo [buffalo] box, but still have have [sic] not filled in by the curb and sidewalk. Did they forget or is it timing? Note: The areas were marked and noted by the employee that responded to the request.

147. There is a house on Grant Street that is a disgrace and is certainly a black mark for Downers Grove. A young couple with 1 child – college graduates????

148. We feel that the lights are too scarce & also shaded by tall trees. Neighborhoods are very dark. It's not safe

to walk at night because you can't see properly. It also makes a desirable area for burglary. We live in the El Sierra area. We are going to add coach lights to the front of our garage. You might encourage others to do that or to brighten their gas or electric light & the Village should add lights & trim tall trees where needed. Also – we received a notice that our bass boat could not be on our driveway for more than 10 consecutive days. Is this a new law? Where are we supposed to put our boat? This notice was last month, during boating season. We are concerned about next summer when we take our boat out of storage. Thank you.

149. You have ordinances that you can't park your vehicle over a sidewalk, that is fine – But, we have lived here since 1986 and have a big dip in our sidewalk that the Village won't fix. When it rains people have to detour into the street to go around it. In the winter, it ices up & people have fallen on it, but you say it's not a hayard [hazard] – it is. I don't feel we should pay for part of the cost since it has been like this before we ever bought our house. Lastly – don't be so strict on codes when people want to make improvements to their property –

150. Downtown will never be improved by fancy signs or brick sidewalks or planters because access & parking & good stores (like Sears & Walgreens) are the problem. When the people vote down a project such as the Library or water park it should not be overridden [over-ridden] by a few officials. "No Means No" as the signs say. Sidewalks that do not connect to any other sidewalks are useless. (the East side of Highland, Fairview, Ogden, & the new one on Washington). Thank you to Mike Baker for getting our streetlights fixed.

151. In the past couple of years I have noticed tree trimming on every block but ours could you please tell me why? Also I noticed they do not sweep the streets as often as they used to. It seems since I moved here the village services have gone down instead of getting better.

152. 1. I believe that this area (town) is a fantastic place to live. I also commend all the employees and elected officials for their foresight and work in this town. I am upbeat on all the services offered and programs for families and seniors even though I am single and do not use these offerings. I believe many people are grateful for them. 2. One item. Whenever I receive any mailing from the town I receive two of everything – surveys, notices ect. [etc.] I must be on the mailing list twice.

153. In the winter, there is no safe way for me to walk to downtown, the library or the METRA station. Sidewalks with poor drainage become sheets of ice. Long stretches are not shovelled [shoveled]. Branches hang low to hit one's face. A long time resident told me that at one time the cbd's sidewalks were plowed by the village. Why do we get plowed streets but not plowed sidewalks? All

within a mile of the downtown and a mile of ea. [each] school should be cleared. Walking should be encouraged & supported.

154. I believe the Village makes efforts & spends funds – the Park District as well – on programs not only unnecessary [unnecessary], but hurtful to what many residents want – namely a quiet serene comfortable, clean town. The “Fest” is a perfect example. Begun for a good “one-year” reason, it lost that meaning that historic nature of the celebration & now it is _____[?] as a circus – What are the results? Snarled traffic, inability to reach banks, post office, library, stores. And noise blaring out of sound equipment. And there are races & car shows, etc. Leave the village alone.

155. 1. I would like to [see] the Village adopt a tree & brush removal program at least twice a year, like other villages. 2. I would like to see some measures to reduce all the recycleables [sic] that blow around the neighborhood on trash days and see that the garbage company picks up what it drops. 3. Our lake water seems much harder than regular lake water compared to my old residence. In the short time we’ve been on lake water I’ve noticed much more rust and buildup on plumbing fixtures. My old house never had this problem. 4. Also the D.G. Gas Tax stinks of 1 cent per gallon. I don’t buy gas in D.G.

156. I would like to see an organic supermarket. Currently I drive to Wheaton (Whole Foods) to do my grocery shopping. I am also worried about all the green space being used for development. It would appear that this is top priority in the village. Please leave some “wild” spots for the small critters to live in and for use to breathe. There seems to be a problem for non-commuters who occasionally [occasionally] take the train downtown, as there is nowhere to park. Could something be done about this? Keep the water park AWAY!

157. Re: #40, 40.1 – I miss the curb side leaf pick up.

158. Meter parking at Main Street Metra station is absolutely terrible. I work on average 3 days a week in Chicago. I must be at the station by 6:10 A.M. to get a meter parking space.

159. Sidewalks – Many of the sidewalks in our neighborhood are crumbling &/or torn up by construction for long periods of time. I read in the newsletter that sidewalk repair was going on this year – but I have seen no evidence. Construction – There is an utter lack of information & notice about construction projects that rip up & close streets for an extended period of time. In fact 3 times in the 4 years that I’ve lived there, the same street has been torn up & then resurfaced. I assumed one was sewer improvements &/or water – but what about the

other 2 & why can[’]t all be done @ once & in a timely fashion.

160. 1) Library staff is very helpful. 2) The street repair in our block (Springside) was Excellent. 3) The street repair at Main & 75th in 1999 was awful. Slow & a Bad job. 4) Local police should catch criminals & Drug Dealers especially in high school. Our police just give out tickets. I bet most of them never arrested a criminal. 5) The Shuttle is great! Please keep it running. 6) The Rec Center & Pool are unnecessary. Parks Budget should be cut & the taxes returned.

161. Why are cars allowed to park overnight on streets?

162. As of now grade schools used are in wrong location – old schools not used for education were in better locations. Lights are on bad timing – way too much wasted time waiting.

163. Leaf Pick-Up on streets during fall does not keep sewers clean.

164. We have tree roots from a parkway tree growing into our sewer service pipe. We were told by the sanitary district that the service pipe is our problem. The tree is located directly above the sewer service. We feel that if the tree was removed, there would no longer be a problem. According to the Village Parkway Tree policy, Parkway Trees should be at least 6 feet away from services. However, when we contacted the Village Forestry Department, they looked at the tree and said it shouldn’t be removed because it is healthy. Our problem is that we feel this should be a Village Problem since it is in the Parkway. Even if we were to have the sewer repaired, the tree would probably be damaged since it is directly above the damaged pipe.

165. 1 – 41 – Glending [Glendenning] should have a - stop signs going north. There should be more street lights on side streets like on Earlston Rd. from Ogden to 39 St. Me and my wife are disable[d]. Why are we paying high taxes. Why doesn’t my neighbor have his trees cut? It[’]s over my house it[’]s damage[d] my roof. XXXXX[name deleted] XXXXX[phone number deleted]

166. Please regain the intersection of Main & 59th Street. Please resolve the Forest Ave., Carpenter St., Gilbert Ave, Curtiss St. Village owned property by selling to private parties and rezoning to single residential.

167. Last year the snow fences on Concord & Stonewall were not installed. What was the reason? The SW Downers Grove area does not appear to get the same service as north (55th St.). Concord Drive is 25 mph: During rush hrs AM & PM 80% of the traffic is speeding – The police spend all their time on Woodward or Dunham. The side streets are where the kids are. Why

don't they routinely set up speed traps to slow the traffic down?

168. 1) We are extremely concerned with the changing character of the older part of the Village. Teardowns with the resulting "trophy" homes built in their places, with the new houses filling the lots, overshadowing the older homes around them, taking away privacy and open space are becoming a tragedy. The older, settled look of our village with large yards and old trees will soon be only a memory if contractors are allowed to continue this trend. 2) Why can't there be more colorful maples and a greater variety of trees on the parkway. The monotony of the same tree, block after block (in the more recent plantings) needs to be changed.

169. The one service that was useful (in a Village with the word "Grove" in its name) was the mass chipping service provided (for a fee) a few times each year. I find it hard to understand why other villages in the area can still provide this service but not Downers Grove.

170. My main complaint about the Village has to do with all the Don[']t's and Can't[']s it lays on the residents and the spotty enforcement of the same rules on businesses. You can't go anywhere in town without being blocked or impeded by contractors/yard maintenance/construction using the streets for parking, working, access. Look at how the North HS contractor blocked Main, regardless of how it affected traffic. No one stops the car dealers from using the turn lane on Ogden for unloading cars. Contractors leave barricades up so they can park equipment or dump materials. Residents get tickets for overnight street parking, blocking the sidewalk, taking trash out too early...

171. 1) With the new administration, the problem of entrance to are [our] drive way flooding was resolved quickly. Thank you. 2) Why can't we have 1 free vegetation pick-up a year. We yearly trim quite abit [a bit] & have over abundance [abundance] of leave[s] blown on are [our] property are's [ours] and are [our] neighbors. Thank you again.

172. During summer months the Sanitary Dist. should not charge according to the water bill! The 4th of July Parade has gotten out of control with spraying the people watching the parade. We have Plenty of Parks! We do not need any more! We miss the DG Reporter! The Subsitute paper we receive does not have DG info. We no longer know what is going on in the Village!

173. I live on 1 bl dead end street in a town house. Snow removal is poor compared with the Springside town homes. If we didn't have private snow removal services many times I would be stuck. Also the salt trucks never spread all the way to the end where my drive way enters

the street (this is also a turn around XXXX [address deleted] Otto)

174. 1) Refuse should be a required fee not stickers. 2) Build underpass at Belmont. 3) Install curbs on Cornell. 4) Make sure we don't start having the train sound the horn at each crossing. I'm sick of government trying to protect the stupid people. 5) With curbs put in sewers. 6) Downtown is looking nice. 7) Fire & Law enforcement better with new additions. 8) Very happy Cheever is gone. New crew Sisul, Gilbert & Mayor are a plus.

175. Allowing boats & trailers [to] park on streets & in the front of homes for a length of time turns [turns] a neighborhood into a trashy area. I come from an area where home owners were notified if their property was not kept up i.e. painting & lawn care. I see many homes in the older area near town that should be notified to fix their property for their good & that of their neighbors.

176. About the kids riding bikes downtown. The library is downtown unless you expect us all to drive our kids to it you should think about changing the law. We had a friend get hit by a car because he couldn't ride on the sidewalk. (it was right by the library)

177. It seems that the Park District has its own agenda and totally ignores the wishes/wants of the residents. Their views are very narrow as evidenced by the "Water Park/Recreation Area" selection. It seems as if they hire consultants upon whom they can place the blame for a fiasco. It seems that the Park District does not do their collective homework and perform exhaustive investigations. This smacks of a lack of common sense, the rarest of all God give senses. After all, if all of us are smarter than one of us, why not do what the majority (referendum?) of the residents want?

178. Ask people to vote on new projects. Give people what they need, not what you think they want.

179. More strict enforcement of refuse/yd. waste pick-up ordinance. Garbage and/or furniture, etc. put out 3-4 days in advance of pick-up is making what always was a pleasant town look like a Chgo. slum area. People are discouraged from living and/or moving here. More strict enforcement of "Rules of the Road" should be implemented by Police - The abuses are disgraceful and dangerous.

180. Two things concern me, lack of a clear vision for the downtown business district and a low standard for residential appearance. Stronger, more aggressive action is needed to attract major retailers to downtown & Downtown needs no more dry cleaners, pizza parlors and hair cutters. Second, the standards for houses is too low. Permits are granted to make sub par improvements such as the one on the south side of Prairie between Linden &

Douglas. The property values could be so much higher and the town could improve if we systematically upgraded properties. More affluent residents will support local retail more. Another case in point XXX [address] Grant St.

181. I feel the village home permit system is corrupt and unduly influenced by contractors. Over and over again I see/hear about single homeowners requesting variances that are denied, yet they are granted to builders for variances that infringe on aesthetics [aesthetics] of the village. There needs to be a system to make this fairer – either allow or deny equally and without the influence of who has deep pockets. Don't make DG another Hinsdale.

182. While the downtown area is wonderful and a pleasure to visit and shop, the areas of 75th and Lemont and Butterfield and Finley are terrible, - especially during the Christmas shopping season. The Village should look into ways to make these areas more friendly (safer and easier) to pedestrians, and for enhancing traffic flow. The village should continue its support of the Park District and the Library, two gems that make this town a pleasure to live in and call home.

183. 3 areas of concern: 1) I'm very concerned about the Main Street businesses. Is there a commerce committee who attempts to bring in diverse, healthy businesses? The fact that there are at least 4 pizza places within blocks of each other is a travesty, and the boarded up stores have me very worried. Could we not attract some strong, anchor businesses, i.e. GAP, Corner Bakery, Kinko's, etc. 2) Garbage collection methods antiquated. Why not have a flat tax yearly, versus the stickers? It's very inefficient. 3) Need a new way of obtaining stickers for commuter parking. Standing in line for 3-4 hours on a quarterly basis, at 3 or 4 in the morning seems absurd. Doesn't a lottery system or on-going waiting list make more sense?

184. The traffic on Belmont is horrendous & there is no way a water or recreation center should be built there – it would create utter chaos. I live at Maple & Dunham & work at Ogden & Finley yet I take the tollway to work due to the excessive traffic on Belmont – increasing traffic is foolish. Too much downtown construction & it takes way too long. I have pretty much avoided downtown businesses & the library for the past 2 summers because of it. There are not enough throughways over the railroad tracks as it is. The improvements made are not significant enough to justify the headache!

185. These are important areas that need immediate attention. Do it now and do it soon! We do not have enough lighting. Neighborhood too dark cannot see lights on Main St. Go on and off all night – very stupid. My biggest concern is the Police Dept. I only see them

around the Village – going and coming to the station. I never see them going west or south on Main St. If I do see some, they are stopped somewhere – (remote area) talking instead of patrolling [patrolling]. Someone could be raped or killed and they are talking – I guess “No Big Deal” as long as they are safe in their squad cars. For these taxes this needs much improvement – very disappointed resident.

186. The question about adding services and willingness to pay for them should be specific to “what” services and “how much”

187. Change is constant. DG is experiencing change everyday. Some initiated by public, some initiated by private. With every day comes an opportunity to make things better or worse. The village seems ready to move ahead but for some reason the courage is lacking, Leadership involves taking risks and the courage to know you can't please all the people all the time. You can please a majority often times. The village should also take a more proactive approach toward those projects which provide a return on investment. This is often hard to quantify but it seems that investments in the community often lost out to a vocal minority who cannot afford to benefit from the investment whether it is because of economics, location, or age group. The village has the potential to become even greater than it is today. That changes starts with a change in attitude! Village leadership can lead that change.

188. Real estate taxes have/are a growing burden for many. Too much reliance placed on this tax i.e. Don't tax me out of my home!! The tax is not applied consistently with many houses substantially under[-]assessed and over[-]assessed using current criteria – just a bad system/tax in need of overhaul with emphasis on fairness and ability to pay. Dodging sewer/manhole covers which are set so low has become an unnecessary part of driving on local streets. DG Park District has grown too big, too expensive, too arrogant! Resent the tax money paid for svcs received. Reduce! Reduce! Reduce! Money saved on taxes could be used by those who want these svcs to join private facilities which are most likely more complete. Couldn't resist. They don't/won't listen anyway – too busy building empires.

189. Will sidewalks ever be put in my neighborhood? Cumnor, north of 55th on the east side, 7th St. East of Cumnor.

190. Every thing I commented in this Survey under satisfaction [satisfaction], and I like the best in the future to prolong. This Survey I filled out by myself as I could and I hope you people get it before Thanksgiving day Bye-Bye.

191. The Park District seems to do what they want to do – not necessarily what the residents want. Plenty of parks but nothing in them – what good are they? It seems to the average Downers Grove resident that the Park District does not report to anyone – they are a totally independent group without supervision.

192. Park District needs to honor the wishes of the voters – No pool. This can best be addressed by the private sector!

193. For years we felt the D.G. Park Dist. did a fine job. But the poor choice of a site for a family recreation center on Belmont Rd. makes no sense. Does the Pk. Dist. and the village consider the fact that Belmont Rd. is one of the busy traffic railroad crossings? This should concern the Police Dept. and those involved in safety. In regard to question #1 – We enjoy and love all our trees but do not agree with the method of pruning! (Too many trees have been crippled beyond looking attractive!) Stop spending on street planters & the “pretty stuff” and get to work on a R.R. overpass.

194. I am concerned about the declining quality of our local newspapers. While I understand this is not specifically a “village” issue – I feel compelled to state the concern.

195. As the village attempts to move forward communication and involvement of a large number of residents is vital. While promoting economic development and growth we must be careful to remember that most people live here because of the neighborhoods, schools and location. Growth must not be for growth’s sake alone. Ordinances and other means must be used to maintain the diversity of housing stock and the character of the area.

196. 1) We’ve heard an increasing amount of sirens over the past 5-10 yrs. – Even with the population growing – are the sirens being over-used or even abused? Does a “hospital zone” exist anymore? 2) We’ve been denied a parkway tree because it must be 40 ft. away from another tree, but I see many trees closer than this in the parkway. Could we be re-evaluated?

197. 1) We recently had a concern that a neighbor’s pool pump was draining too close to the property line. I had been told the code was 15 ft., but was told later in error it was 5 ft. I had to almost forcefully ask the lady to check the code. It is 15 ft. and she will be writing a letter to the neighbor. Not having access to the code a resident is ignorant of the rules unless someone gives the right information. I expect the staff to be knowledgeable enough to give correct information the first time. 2) I also think the village should reevaluate the code as regards to taking down large trees. Our neighbor took down a 75 – 100 year old healthy tree to put a pool in.

Does this really improve the value of village property? If you could have seen this giant oak fall, you would have had a feeling of a loss of a dear friend. 3) The village also needs to reevaluate the drainage of water. Why should someone further down from another owner suffer because a neighbor wants to alter their property? This may affect someone else and cause undue water problems and cost to fix a problem created by someone else. Is this fair to the affected owners? 4) We also called non-emergency police about a child screaming at 12:00 midnight. It took police 15 min. to respond. This is too slow.

198. If you drive on 55th Street – start at Main and head East Main, Weber [Webster], Washington, Lyman, Park. All the street sign[s] are on the North side except for Lyman. Why? Lyman street sign should be on the same side as all the rest of the signs. It is confusing when someone is looking for Lyman Ave. People keep telling me there is no sign there. We have tried to get a street light put in on the middle of our block. We are at the bottom of the hill so it is very dark no one will help us. Do like the downtown changes.

199. Things I don’t like: Street closings for events. D.G. owning real estate teardowns for larger houses. D.G. needs a butterfly overpass over B.N.S.F. at Main St. Wasteful spending of our tax money for in-town faux pas “improvements”, i.e. replacement of flower boxes. No amount of fancy street signs, lampposts, water fountains, etc. are going to attract people to our now “Yuppyville” town unless there’s much needed improvement of traffic flow conditions and parking facilities built. The village officials, council, mayor do what they want – not what the residents want and/or need.

200. As a resident of Downers Grove and a Metra commuter, I take advantage of the parking facilities at the Burlington Train Station. I appreciate the convenience and do not even think twice about the \$80/quarter cost for this service. I have noticed, however, that there are an increasing number of bicycles and/or motor scooters parked in non-authorized locations around the train station. Last week I counted 10 at the Main Street location west of the station. The bikes are locked to trees, parking meters, light poles, and even the metal service box next to the tracks. Not only does this look unsightly and is potentially dangerous to pedestrians, but the village is also losing a fair amount of revenue as a result of these freeloaders. My one observation alone would account for \$3,200 worth of revenue for the village/year which could be put to better use. If the same situation is occurring around the other lots and stations, that would amount to a substantial amount of lost income. I realize that some people may think that riding a bicycle is not as convenient as driving a car and allowances should be made for these individuals. I don’t see it in the same light – they should be required to park in an authorized bicycle zone, pay to park their ‘vehicle’, or be ticketed for parking illegally.

Thank you for the opportunity to express my view on this subject.

201. Appreciated the car seat safety check w/the police dept. Not to [too] happy w/police dept other – where are they? We never see a presence in our area – tickets on cars at night patrols ?? Do we have enough? Teardown rebuild – we cannot become Hinsdale with \$800,000 homes – we need diversity. Is Main St. ever going to be resurfaced - Downtown looks great but took way too long & at Business owners expense. Rebuilt the Stevenson xpressway [expressway] in 2 yrs & we can't get one street done in 6 months – 3yrs for downtown? And now Main St. & Wash. closing!!

202. 1) Increase police patrols in community. 2) Noise abatement action for jets from Midway airport. 3) Enforce codes regs on garbage at curb and appearances of property. 4) Improve snow plow in neighborhood.

203. Due to the growth of trucks and other vehicles using and parking on our streets I suggest parking be restricted to one side of nearly all streets.

204. Storm drain to the south & across the street from our residence has debris & vegetation that obstruct[s] flow causing pooling in storm ditch at end of our street.

205. We always have water/sewer back-up in our home after rain – Cornell Ave. north of tracks.

206. Something needs to be done about vandalism to all of the beautiful new sidewalks, seat walls, etc. in the downtown by the skate boarders, skaters & bike riders. There should be a full time police officer in the downtown. Also, the methadone [methadone] clinic needs to be removed from Main St.

207. Not enough police control for parking violations & speeding around DG. North can never get them out to give tickets. The revenue from tickets in our area alone would well be worth it. To [Too] much speeding on Prince St. As soon as I park over the sidewalk or even close to it I GET A TICKET No warning nothing. But a police officer will walk into the High School & warn people to move there [their] cars or they will be ticked. Seems like a double standard to me. Put up more no parking signs & paint the curb yellow – people are too darn lazy to walk from the parking lots. With all the beautiful trees in this town we have the worst help to the people for brush & leaf pickup. We use[d] to have it now nothing. We[']re starting to develop too many stupid laws & rules in this town like Naperville. If I wanted to live in yuppie vill I'd move. We[']re humans lets have some commen [common] sense. Don't start your lawn mower after 7 _____ [inappropriate to display].

208. 1) I hope that the Village will listen to the people of this town and not let the Park District build the Rec center on Belmont! 2) I hope that the Village will listen to the people of this town and not let the Park Dist. build a pool on Belmont or any where in the town!

209. We live by 55th & Carpenter. There are too many accidents at this intersection. It is very dangerous. We would like to see something done to try to correct this problem. Also, cars use our street as a thoroughfare to bypass Main. There are too many kids on this block. We never see cops here either to catch these people. How about making this street a cud-al-sac [cul-de-sac]. Only problem we have w/Downers Grove. (Very great town!)

210. I would like some information on the super block project. I don't understand who is going to own the property, who is going to be the contractor and how did they get the job? It doesn't sound particularly attractive with condos and reatil and where will the additional parking that the village claims we need so badly be? Also I find the corner of 55th & Fairview going north and south a really hazardous intersection. The lane set up is at best scary and at worst terrifying. The set up where the lanes merge just past the intersection is very difficult to negotiate. I always wonder if I will make it through without being hit. And it would be nice to have a left turn signal going west when travelling [traveling] north. This area has been bad for years and it isn't getting better with more traffic. When I've asked about this before I was told it was part Village part county at this spot. But it seems the county has fixed the 55th St. part. Now it would be nice if Fairview could be made safer.

211. While I understand that it is very difficult to maintain the balance between developing in the community to improve services, etc. and keeping the small town feel that has drawn many of the current residents. It seems as if in the last few years the "city" side has become more dominant. This is especially disturbing to me in light of the fact that several services have been cut, not expanded. For example, bus service to school is no longer provided for students who travel less than 1.5 miles to school. This means that many 6 & 7 year olds are forced to cross busy streets to get to school. While the village is not directly involved in this deed, there is a direct corelation [correlation]. A second issue is the disregard of the voters' decision against a water park – at least in the proposed location, again, the village is not directly involved, but the Park District's statement that since they had \$6M in excess they could use it how they wanted is indicative of [how] the officials of D.G. are viewed. They could have stood behind the voters' decision. The village provides some wonderful services and on the whole is a great place to live. Unfortunately, the problems are much more visible and the frustration in dealing with them seems at times to outweigh the benefits, when in reality, they don't. The village has

attempted to communicate with residents through newsletters, etc. but there needs to be more improvement. Sidewalk replacement plans were only communicated to those residents where access to their driveways would be impaired. I found out when I came home and found my sidewalk ripped out & my newly landscaped parkway torn up. If my neighbor had not received notification – I would have had no info on who to contact about restoring the parkway – which has still not been done.

212. I'm very concerned that there has been discussion about street lights and sidewalks in all areas of Downers. I would not want either street lights or sidewalks in my neighborhood (Denburn Woods). I believe that the waterpark is _____ [inappropriate to display]. I'm sorry to use that word but it's the only word adequate to express my complete disgust [disgust]. It's obvious that the people of Downers Grove didn't want a waterpark. On the positive side, the downtown reconstruction is really nice. Overall truly great work! I'm glad that we're getting an influx of better businesses downtown too. I think the head-in parking in front of the library is a bad idea though, Curtis [Curtiss] is too busy for that. It's odd because I believe the Park District does a generally good job with the balance of their programs. But the waterpark idea is not what the residents want. Why must it be forced on us...?

213. I love living in D.G. My main problem is mosquitoes in summer. They are so bad near my house I spend most of the time inside. Could D.G. provide a regular spraying service for mosquito larvae to control this problem? I would be willing to pay for it.

214. As answered in the survey most things done satisfactory. I feel that the organization I represented running the beer garden in Heritage Fest got a raw deal & would personally like to explain our position to those who decide who is given the beer garden event. This is absolutely no reflection on those who work in the Special events office.

215. The re-design of Curtiss & Burlington Ave to add more parking spaces is awful! Not only have the mail boxes been places so that it is very inconvenient to get to, backing out of any parking space is awful. Even in a large car like my own, you cannot see. It is only thru [though] quick maneuvers have I been able to avoid people backing into me! I've had only 1 civil engineering class & I feel I could have done a better job with the design.

216. Water pressure is poor & quality.

217. It is obvious & clear to most people that DOWNTOWN DG. will continue to die – even though it looks better than before. Why? You need better & diversified businesses – not cleaners, hair dressers &

candy stores. Too many! That is the impressions everyone gets going downtown. Also Downtown needs – substantial facial clean-up of stores. Hallmark – top facial falling a part & paint. Unfinished cinder blocks. Dirty awnings around the areas & signs. Recommend – take a look, audit & advise businesses to clean-up. Also – clean-up “YOUR” houses on Gilbert St. Parking is not the problem. Bring in the right businesses & grocery & clean-up the buildings!

218. Our family has enjoyed living in Downers Grove for the past 8 years and hope the quality of the village and the quality of the services the village provides continues while my children grow up and possibly raise their children here.

219. RR crossing – any plans to build an over pass? Parking – Library offers a awesome array [array] of services, yet it is near impossible to park near the building. Pool – Park Dist has established a great, well working business however, they are losing trust with this Pool issue. Forestry – What a great set of guys. Worked over time to clear my driveway of a fallen tree. Courteous, etc. AT&T Cable – TV has been fine --- but their Cable internet [Internet] is been a problem for me – are others experiencing internet [Internet] troubles? Trash – Recycle pick-up. Is it truly important and a must to separate our recycles – I've used BFI and others – BFI has always been overly picky on this issue – others, i.e. Safeway have been most friendly.

220. There were no questions about the Main St. business area. Can't this Village encourage the establishment of some useful stores? If there is an economic downturn that section will be a ghost town. Cutesy little boutiques and overpriced restaurants will be early casualties.

221. Park District needs to improve park on Elm & 40th St., and maintain it better. Village of DG. & DuPage County on wet lands at Earlston & 40th along with drainage in the 4 block area around site. We need sidewalks for a long time around Elm to Main & 41st to 39th. Thank you.

222. Lake Michigan water is an unmitigated disaster! In addition to causing water main problems, that toxic sludge has forced me to use bottled water to avoid bacteria and excessive chlorine. That a town this size can't even keep its police station open at night is criminal. The total lack of fire protection in the NW ¼ of town if there is a train @ Belmont Rd is shortsighted & stupid. Having to “gift-wrap” and pay for every little item of waste to be collected compares very badly with for instance, Naperville's service.

223. Over 2 years ago AT&T put a cable box in my yard – not in an easement area. I had damage to my

landscaping and storm tile drainage of about \$500. I talked to AT&T and the village about this damage & encroachment but nothing has been done. I have not received a monetary [monetary] reimbursement or offer of cable service reimbursement for the damage & cost incurred to me. Since the village sets up and monitors our choice of cable companies, I would expect them to monitor circumstances like these. Thank you.

224. Would like to see substantial increase in bicycle trails available to make them more comparable to quality in Woodridge. Happy w[with]/improvements downtown & special events offered. Lengthen season for Farmers Market. Expand areas w[with]/sidewalks. Library is excellent.

225. We have had limited interactions with many of the village's departments mentioned in the survey. In comparison to surrounding communities, DG's snow removal is very unsatisfactory. At the south end of town many of the major roads are not salted &/or plowed *i.e. – 63rd & Main is treacherous with the slightest amount of snow/ Main St. (S) of the tracks/63rd between Fairview & Dunham/Dunham Rd. near DGS. Our park district needs updated equipment at O'Brien Park to replace the antiquated Railroad ties/pea gravel & missing swings. The condition of sports equipment i.e. soccer goals is horrible especially for the cost per team feeding into the Park District. All concerns regarding these 2 issues have fallen upon deaf ears at the Park District. Last year when someone vandalized a part [park] (Gilbert?) at the north end of town it was fixed with new equipment in 2-3 weeks. Why is this? We have a nice community with safe streets and great police & fire departments. Overall Downers Grove has a lot to offer. I am encouraged by a fresh look in the elected officials, but continue to be disappointed by the same issues: 1) snow removal 2) park district 3) horrible service from our cable company. Thanks for the outlet, XXXX [name deleted]

226. Park District – Pool – outdoor public water park is needed – work on new location & vote again. I heard maybe at Mar A Duke Farm across from McCollum. I think that[']s ideal. More new schools eventually needed next 10 yrs. Jr. high & high school community growing. New City Hall & Police Dept. underpass Parking garage

227. There are 3 main concerns about the village of Downers Grove: 1) No lights in the parking lot at Hummer Parks south lot – too many teens drink, smoke & have sex in that dark parking lot. I know I live across the street. My niece recently found a condom on the ground in that parking lot. 2) No sidewalks on Sheldon Ave. A lot of people walk to the park with their children & dogs on the street. Cars often use this street as a cut-through street, these people are in risk of getting hit. 3) Police monitoring of Parks. There are many homeless that drink

alcohol in the park & too many people are there after hours.

228. I live on Fairview Ave. We have lived here 25 years. The last couple years while snow removal is good, the plows cover our sidewalks with snow. It is quite frustrating after you have just shoveled. This never happened in previous years. I think they go to [too] fast! Maybe it[']s different equipment?? I would appreciate closer watches on the homeless in the area and drug exchanges. I've seen a few suspicious incidents but don't know how to go about reporting them. Why does the Park Dist get more taxes than the Village?

229. The Village really should do something about mosquitos [mosquitoes]. People in my neighborhood can't use their yards after dusk because of the severity of the problem. Why doesn't the Village arrange for spraying in the neighborhoods and parks?

230. 1) have more RR crossings on the west side of town ever been looked into. There are no crossings between Belmont & Forest. There is land for sale near Hines Lumber & Lee St. Could a crossing be put in? If you compare Downers to Elmhurst (similar size, types of homes, salaries, layout, etc.) there are many crossings besides the underpass in Elmhurst. This make it quite convenient to get from the North & South ends of town. Travel in N to S Downers is very difficult when you live between Belmont & Main. 2) Has the Am. Legion been approached to sell land at Doerhoeffer & moved to Belmont site for a pool/rec center? 3) Why do businesses get away w[with]/poor looking property in DG for so long. For example the Auto Repair at the SE corner of Ogden & Fairview is just paving now after 1 year or more w [with] gravel. It's an eyesore! Other businesses have poor looking buildings fallings apart, weeds too tall, etc. Are fines given to these businesses when zoning ordinances aren't met? What is the timeframe for Ogden Ave.'s redevelopment?

231. We enjoy the beautiful trees in our village, however it's becoming very costly to bag our leaves at \$1.80 per bag. How about some sort of leaf pick up in the village – We have had that service in the past. It would also be very desirable to have branch & debris pick up after storms.

232. In order to get a more accurate read on the average yearly income of families in the village, I'd suggest restructuring question #51 to increment by \$10,000 instead of 5000 and have more choices after the \$75,001 and up" range. With the last choice as it is, you have no way of calculating into the average the difference between a family who makes \$75,000/yr and a family making \$476,000/yr. I'd image our average income for the village is currently too low.

233. 1) D.G. is proud to be a 'Tree City', yet does not provide curbside cleanup of leaves. Maybe our PARK DISTRICT could buy us a leaf-eating vehicle instead of wasting our money on an OUTDOOR pool. Hello? This is Chicago – we already have 2 pools outside. With our large percentage of seniors, you'd think our P.D. w/want an INDOOR POOL. Who else do they think will use this pool while the kids are in school? And no, I'm not a senior. I'm a mom of 2 elementary school kids. I just found out DuPage County does curb-side leaf pickup. Unincorp'd DG tops us on this one! 2)Q34 – Police Visibility – I do not see police in my neighborhood – they must all be @ McCollum looking for pot and not hear the fools squealing tires @ El Sierra, or shooting off firecrackers there. Question 58 - % of retail . We bought both our cars in DG (1998 & 1999). I will start tracking what I spend in town vs. elsewhere – it's an interesting question. In general, we are weak on our borders – the "good stuff" is always across the street. SPECIFICALLY, why can't we get a decent McDonald's south of 63rd? Next to Wendy's w/b perfect.

234. The Village has an ordinance to control vehicle noise from the streets. Why don't the police enforce it? You can't expect an individual to get in front of these vehicles to get the license. On Saratoga south from the H.S., on Chicago west from Saratoga, the radio and stereo noise (they all drive with windows down) from 2 blocks away, each side, causes the windows to vibrate, the dishes rattle, the house seems to shake. And it is not getting any better, too many young drivers working at being noisier than the next guy. You're getting somewhere on the sidewalk parking problem, let's get the police to admit there is a street noise problem and give these nuisances tickets.

235. At 31st St. & Highland Parkway there is a stop light for the two new buildings, reasonably so. For 37 years that I have lived in DG, a stop-light has been needed at Downers Dr. & Ogden. How many people in the 2 new buildings on 31st St. live and pay taxes in DG? Granted DG gets a lot of taxes from those business[es]. Someday when you are not to [too] busy, try making a left turn on Downers Dr. or Lee St. to Ogden Ave. Better yet try making it between 4 & 6 P.M.

236. The last survey I completed I mentioned having an amnesty day for garbage. Since that time it has been implemented. Thank you for listening.

237. 1) Code enforcement still needs customer service training. If a resident is complaining about a property they should not accuse the person making the complaint of harassing the complantee. We have to live next to the people who do not take care of the yards. 2) The sidewalks very poor construction. I realize the Village has a goal to have every street have sidewalks but before you go to the next area please make sure the contractor

does a good job. 3) The Fire department has a fire muster every year this is so much fun for the kids. 4) Does the Police Department have a safety fair? 5) I was in Elgin at a Safety fair and was talking with a firemen [fireman] about the new fire truck, he asked where do I live I advised Downers Grove. He said you have such a nice village, especially when the fire department has the Silent Parade. I felt so proud to be a Downers Grove resident.

238. [Re: Q#58] – 75% As much as possible in "downtown" DG – would spend higher % if retail stayed open evenings - + if there were a grocery store in downtown. Thanks to the new restaurants, Fri pm car shows, other events. Much more to do in evenings lately – love to see more - like downtown Naperville – Key is retailers need to be open??? Why aren't they?

239. [Re: Q#58] 40% Note: I counted food + entertainment as retail. Business travel really cuts into this, as does the fact DG has so few restaurants – Max & Erma's = Woodridge Fridays = Darien? Papa Passero's = Westmont Portillo's? We do shop locally, but Kohls on 75th is in Woodridge, as is Office Max on Woodward.

240. Prentiss Creek Stormwater open creek between pond east of Woodward and Dunham is overgrown with scrub trees, brush and weeds. If not cleared may not flow properly in a heavy rain storm situation. Unightly to a well kept neighborhood. Without an activity draw to downtown in the evenings all the redevelopment will not work. What ever that activity will be "live[er]" performing arts theater or other. Parking will be needed but I have not had a problem parking in evening.

241. More space should be allowed for turning on certain corners – for example: turning So. on Saratoga (from Ogden Ave.) & turning W. on Prairie when traveling S. on Main St. Re: Railroad crossings: (on Belmont & Main St.) Need solution to improve traffic at R.R. tracks.

242. Choice of cable services should be provided to help keep charges competitive.

243. No.2 After 2 years they should be great [?] No. 4 I have to clean the sewer out. No. 12 They quit the Reporter. No. 18 Sue McConnell. No. 19 To [too] strict of Building Permits. No. 21 Never watch. No. 29 They do no controll [control]. No 3 the speeding and Parking in Drive was at S.H. and smoking in drive was and in nebgears [neighbors] back yards.

244. Since moving into our home in May of 1999 the traffic on Main St. has dramatically increased. Has there been any consideration about lowering the speed limit between 75th and 63rd on Main St.? We have problems turning in an out of our driveway because of others

driving too fast. It would also be less noisy if the speeds were decreased. Thank you.

245. Things in Downers Grove have changed & I am afraid not for the better. The Downtown area is not local citizen friendly. Too many fancy shops, not good Parking. Nothing to attract local citizens to shop & spend money in town. The library is a monstrosity [monstrosity] - out of place – architecture is terrible & Park district has too much power & apparently too much money to play with. Downers Grove is now geared to the transfer-ins & the locals can go whistle.

246. I would like to complain about Courtesy Cab. The start-up rate for one person should be 1.25 –1, but most of the time they charge you 1.25-2 which actually is the rate for two people. How come? Sometimes they let you wait for a long time. I have to depend on them because I don't drive.

247. Why can't we have a Tree Branch pickup FREE like Darien. Or loose branches like Westmont. I think it would encourage residents to clean up there [their] properties allot [a lot] better!

248. My only frustration is the difficulty of getting rid of household waste such as motor oil, antifreeze, batteries, etc. A notice in the paper last Friday announced a mobile collection in Darien (not DG) for the very next day, but lacked enough information to actually go there. No phone number listed provided that info. Thanks for Asking!!

249. How can we work to make our area incorporated? I hate dealing with DuPage County & not having the same priviledges [privileges] as other DG residents. The speed limit & maintenance of Hobson Rd. is terrible. People drive 60 mph on this residential street! Please make up incorporated!

250. Why can't we have free leaf pick up like we used to have. This is available in Hinsdale and Naperville. We need a better variety of downtown shopping. Less Italian restaurants & pizza places.

251. The use of garbage stickers is ridiculous. Downers Grove should learn from other villages – provide garbage cans for leaves, grass & regular garbage. Bagging of leaves & yard waste is a big expense & waste of time. Other villages offer large bins to put such waste in & everyone is billed the same by mail or thru taxes.

252. When you go left at Burlington west of Fairview there is a stop sign after a few blocks to allow cars crossing the tracks to go west and continue on Maple Ave. The driver at the stop sign has a very difficult time seeing cars coming over the hill and knowing when it is safe to go. A sensor with a green light when it is safe to

go would alleviate the problem because I feel this creates a potential danger for accidents to happen!!! Properties should be better monitored to force people to take care of their property. I live next door to a rental on 55th St. owned by _____ [name deleted]. The grass goes for months without being cut. This is very discouraging because I spend a lot of money to have my lawn and bushes cared for – The lady (my age - 81) keeps her lawn nice too. It 's very discouraging to look out and see a yard full of dandelions gone to seed. It lowers the value of our homes when this take[s] place – My biggest complaint about living in DG because before this property was owned by the present owner the lawn was cared for and I was proud to live in D.G. Please try to make our city more beautiful so we can be proud to live here! Forget [Forgot] to mention our mail service leaves much to be desired.

253. #1) We do not have a parkway. #4) Our street is unimproved so we do not [have] a storm sewer. #7) We don't have a sidewalk. We live 2 blocks from a grade school and don't have a sidewalk. We live one block from a park & no sidewalk. Our kids (& adults) must walk in the streets!

254. As an ardent supportor [supporter] and frequent user of the Library, I am extremely disappointed in the selection of current fiction since the expansion/renovation. The selection is down and the wait is long for those in stock. I also object to the lack of a due date card in each book along with the extended wait for the computer generated slip of paper for the due dates.

255. For what it[']s worth I have a suggestion – maybe a poor one – with regard to the way the garbage and recycling trucks make their pickups. My thought was to have the receptacles from the two houses placed at the curb – separated by the driveway. One truck stop could service two houses. This would certainly reduce the number of stops and possibly make the job easier for the driver. This would have to be voluntary of course. I tried this on my own some time back but as a result I lost my garbage can. Maybe if something official was suggested by the Village or refuse collector this could be tried. As said for what it[']s worth.

256. I hope his superiors recognize Bob Shoger for his sensitivity to the needs of Downtown Businesses and organizations during the construction! _____ [name deleted]

257. It will be, or should be in the _____[?] Progress.

258. The Village should provide a solution to the abundance of yard waste (leaves) in the fall. Two suggestions: 1) Amnesity [Amnesty] day for yard waste. 2) Provide a service where we rake the leaves into the street & a truck comes by and “sucks” the leaves away.

This is what the township provided at my last residence and it worked very effectively. I would even pay for this service. The way it is set up now I'll pay about \$70.00 this year – that's w/mulching them to save bag space!!

259. Our snow removal on Blodgett Ave is pitiful even during good winters. During the bad winter a few years ago we spent most of the snow months with little more than a single lane. Even after asking streets and sanitation for more snow removal. Our building codes are archaic and overbearing – causing many people I have hired over the years to have large delays in starting construction.

260. Downers should have a leaf pick-up program like Hinsdale. Downers should look to Hinsdale, Park Ridge & Naperville for models of town development.

261. I do not like the Village acting like we live in a police state. Taking any property it wants or should I say the restaurant – “Founders Hill” wants – also “Founders Hill” wants outdoor seating – so “Founders Hill” gets it. Village Hall – get off your knees, and stand up for its citizens and not just for “Founders Hill”.

262. Why were the left turn lanes omitted from the corners of 55th and Fairview also Maple and Fairview? There are turning lanes all the way from 75th St. to Ogden Ave. and the two dangerous corners they are omitted. Both corners, the middle lanes are often used to pass and beat the cars in the first lane to where the lanes merge to two. I saw many near accidents on both corners and had a few close calls myself so I hope this matter is checked into and something done before some serious accidents happen.

263. Instead of amnesty day for garbage could we have one for yard waste? This would benefit a large portion of Village residents. Neighboring communities do this for their residents. Why can't Downers Grove? If money is an issue – please keep that in mind when you are spending lots of money on Heritage Fest, Bike Races and other activities which really [really] don't benefit a large part of the D.G. population. Please consider this for the residents instead of so much promotion for the village.

264. The sidewalks on Oak Hill Drive, west of Saratoga are not in good condition. There are many sections higher than other sections causing older people & young children to stumble and often fall. In the 8yrs. we have lived here, they have always been this way.

265. This summer our cul-de-sac was treated with slurry. Whoever completed the work did an absolutely horrible job! The street is gritty and very bumpy. When it is hot and you park on the street, your car wheels make marks in the surface. The initial work done on 61st. St. turned out fine, but the St. James Ct. resurfacing is a disaster. Also, St. James Ct. was in much better shape

than Briargate, yet Briargate has not been resurfaced. We've been told by the Village that we must “live” with this situation. SAFETY: McCullom Park (our local park) is becoming a hangout for non-residents (basketball courts). We're never able to use the facilities. The track is inadequately lit, so that when you use it at night you're somewhat afraid. My concern with regard to the visibility of Police has to do with events at the South High School campus. It is most difficult to leave an event when there is only 1 exit and no police assistance to help at the Norfolk-Dunham stop signs.

266. We need sidewalks on Ogden Av. Over the years merchants have been given “favours” and have built obstructions and parking on the right-of-way. It's a real safety problem. Village inspection of the Main Street improvements was very poor during construction. I observed many safety violations and short cuts. We need a real professional in that position. We obviously need better traffic parking and speed control north of Ogden. Remove the “No left turns” on Westbound Prairie at Forest. This is not the resident's private street. There are other similar traffic restrictions around town established to appease noisy residents. Remember, we all pay taxes.

267. Of particular concern to my wife and me is the section of street on Fairview between 2nd Ave. and Naperville Rd. Lanes are not clearly defined. People park in the street legally, but those spots hold up traffic. I've seen cars stuck in the tracks due to traffic issues. Please address this problem. A good start would be to eliminate street parking there. A good second step would be to define two lanes of traffic each way. Also at issue is how Burlington Rd. feeds into Fairview at peak traffic times. (A good, but not vital, extra bonus would be to revitalize some of the store front property there.) Thanks

268. The new decorative cross walks & lights are a complete waste of tax dollars. The cemetery [cemetery] wall is a very poor design & is also a waste of money. 9 pizza restaurants are 5 to [too] many. Another use of my dollars would have been to provide sufficient parking downtown instead of wasting money on glitz. Morningside should never have been allowed to _____[?] _____[?]. Village management is very poor.

269. When are the trees around Florence & Cumnor north of 55th Street going to be taken care of!!

270. Please put sidewalks in my area and curbs. Please remove the stones on side of streets. It looks terrible. Please fix storm drainage in my area and improve water tasting. In addition, electrical wires are in too much of a prominent location near my house. Can they be moved??

271. Hinsdale res. Get to push their leaves to the street for pickup w/o bagging. It would be nice to have the

same service. The street sweeper used to do our street at least once a month I've only seen him once this year & our street curbs are cluttered w/garbage & leaves which doesn't allow for drainage when rains fall. They do not trim park way trees enough.

272. Survey was painless, but I don't think was worth anything, a bunch of questions designed to get generally favorable responses. "See we're going a good job, they like us." I have no ax to grind, but if you're going to spend our tax money on this at least get useful info about issues you have to make decisions on. Spend my money if you have to, but it better be for a good! reason. I'm civic minded and not a tight wad, just don't waste my money. Otherwise I have no burning issues, but may be if you asked me about something, I could tell you what I think in a survey.

273. In 1999 I called storm & sewer drainage about the ditch in front of my home which is disgusting with stones weeds roots sticking out of ground on parkway tree. A[n] employee from the storm & sewer dept. was to come this past spring (to correct it (never came) Now I hear they are going to run a storm sewer project from Findley to the ditch in front of my home to alleviate flooding to the west o[f] Washington. I am writing because I did not get satisfaction & I want this problem corrected also there's to[too] much traffic on Washington from the hospital.

274. I am quite troubled by the parking and drop-off situation at downtown Metra station. Please address this desperate need! Also, the fact that DGPD were ticketing persons trying to drop off passengers during the construction mess I find despicable! First of all, I understand that Commuter lot A is not intended to be a drop-off zone. However, during construction there was literally no where else on the south side of tracks to drop off without causing major traffic hazards. Secondly, why not try to ease frustrations over construction by offering alternative spots versus immediately ticketing! I found this very unprofessional! Also, please find a more reliable, courteous cable service for Downers Grove!!

275. We have lived on Florence Avenue for almost four years. In that time our street has accumulated several new families with children who all attend Lester Elementary School. There are in excess of 21 children who walk to Lester School everyday. Because of the growth of young children on our street, I feel Florence Avenue could benefit greatly with sidewalks. There are numerous vehicles which turn off of Ogden and race down our street to avoid traffic, and I feel that one of our children is going to get hurt one day walking to school in the street.

276. Why do we have to wait for Belmont Rd. improvements to get sidewalks in our area? This may not happen for years. As you know Curtiss & Hitchcock were to get sidewalks this year. All our neighbors were

looking forward to having them. No[t] only for the safety of our children but for the safety of the commuters walking from the train. What are the plans for Belmont? Timing?

277. Having lived on Forest Ave. for many years, and being active with Amer. Legion, I've come to the logical conclusion that there is nothing more you can do to Forest Ave. On the other hand, Saratoga, from 41st to 39th Street (which is owned or controlled by AL) should seriously be considered for purchase by the village and open up the last alternate (paralell) [parallel] route from Ogden Ave north. Manipulating with Forest Ave all these years has only dented the traffic problem. Logically, nothing will solve the increasing traffic until people are invited out of their cars into rapid transit. ("Tough Love!") It's coming!!!

278. Re: my response 19-1 --- I am aware of code violations going back to, at least, 1992 (unsanitary conditions, etc.) and to the current (? - since 2-99 - ?) major structural code violations at the property located at _____[address deleted] Fairview Ave. This has been in court pretty much on a monthly basis, but code "enforcement" can't seem to follow through and get anything "enforced". The owner(s) come in and report their "progress", give a date for a sale closing that never happens, and their word is accepted without question or inspection. This place is a total eyesore on the outside, and much worse on the inside! What gives? Re: my response 10-2 ---I would like to see better provisions for leaf pick-up in the fall.

279. I think the village should offer free yard waste pick up from September 1 - December 1. It's very expensive to buy the bags and stickers.

280. 1) Why is Wight & Co. allowed to park their cars extending out into Washington St. and also Mailboxes, Etc. Parking on the east side of their building blocks the intersection on the north side at Ogden and Washington. 2) Why wasn't the sidewalk on the west side of Washington, north of Ogden, continued all the way to meet the sidewalk at Ogden. It becomes an obstacle course along side Mailboxes, Etc. because of parked cars, piles of gravel, bushes etc. Very poor planning & acceptance of project. 3) Let's start enforcing the no turn restrictions or don't put the signs up. 4) Put leaf collection bag in the budget.

281. I would like to see more of a police presence downtown at night. Is a foot patrol possible? - especially by train station and up and down Main Street. Also - when garbage is picked up, can the workers make sure empty cans end up back on the parkway instead of in the driveway? Thanks!

282. The Park District has overcharged its citizens to the tune of over 15 million! Can we get a refund from this abuse! (ComEd had to give back money when it overcharged its customers) The Traffic flow in downtown D.G. is still a MESS! The parking for Metra Station is awful. Instead of focusing on fancy street signs, brick cross walks, and water fountains, can we FIRST focus on real issues like parking and traffic flow? (What were the consultants for?) Also, it is kinda [kind of] a waste to spend so much money downtown when so MANY areas in D.G. need work. It look[s] like all this work is done for a beer hand-out; Downers Grove can do better!

283. We were very disappointed in several aspects of the work done from about Nov 99 – summer 2000 on Forest Ave. regarding the installation of underground (fiberoptic?) cable. *There was little to no communication with the neighborhood about the work – time, duration, amount of disruption, etc. Even after we complained & were told we would be notified we were not. *Allowing noisy work to start at 7/7:30 a.m. on Saturday is ridiculous & cruel! *Are residents expected to pay for the water required to maintain new grass seed or sod put in by these companies? - let alone the amount of work involved with watering? *Was there any coordination between companies? Our parking was dug up & restored at least 3 times. On this work previously discussed and regularly scheduled road work on Forest Ave: * Does the village provide any safety guidelines for keeping roadways clear or safe? How many trucks/vehicles have to be in the roadway before the street is temporarily closed? *There was very spotty signage about roads being closed/reopened especially on Franklin from Main to Forest. With no notification at Main or Prairie there were lots of people turning around in driveways. *Also with sidewalks – one day you could walk on Forest, the next you couldn't – with no warning. Regarding Question 40 on Survey: I said 40.2 “In favor of keeping costs & services at current levels.” - This is because I don't really know what other services the village might be able to provide – but there might be some really worthwhile things. You should ask people specifically about their interest in a service – or their interest in having it available to others in community and their willingness to pay.

284. I've never gotten a response to previous questions or comments on the surveys. So – why the h____[inappropriate to display] should I spend any time filling it out every year!!

285. I am most interested in survey and local governmental Departments on Questions 43, 44, & 45.

286. Any building of public Buildings or purchase of land, should be approved by the voters. No one should be able to spend public money without the public's approval.

Village Forester is a joke. Our street[']s parkway trees need care, but nothing is ever done. So we just plant the trees and forget about them. I have my trees taken care of by an arborist. They are important to me!

287. The village needs sidewalks in front of every house. Taking children for walks is beneficial for everyone. Sidewalks make it safe. You have taken care of down town now take care of where we live! No Pool!

288. 1) What is the long term plan regarding aesthetic improvement of Ogden Avenue? 2) Are there any rules/guidelines regarding the types of businesses that operate on Ogden Ave. (i.e. – why are there so many “cheap looking” used car places? 3) Why are unethical/illegal business practices allowed to operate in Downers Grove? (i.e. Kings Health Spa – I don't think they go there for massages!) It's the joke of the village and it's embarrassing [embarrassing]! 4) What is the plan for the superblock by the Tivoli? 5) What is the status of the pool/rec center – or is this a dead issue? 6) Do you know if they are planning on any additional parking for students at DGN? Forest Avenue may as well be an overflow student parking lot.

289. 1) I know you can do nothing about this – but the new newspaper is a waste of trees!! 2) Refuse collection is ok – the collectors is [are]the problem. They throw your containers all over & break them and if they drop something between the container & the truck – oh well – it is the homeowners problem to pick it up! 3) Police visibility – the only time I have seen them in my neighborhood is when I called about an open window 2 days after I moved in. They were respectful & responsive but I would like to see them over here more and slowing down the teenagers racing through neighborhood! I live N. of 63rd – south of 59th between Main & Dunham.

290. Snow Removal – I live in a cul-de-sac – and have missed many day[s] of work because of the village[']s refusal to plow cul-de-sacs. Turn the d_____ [in appropriate to display] blade outwards and made ⊥ curb side pass. That[']s all it would take. If you never come back to plow the center that[']s fine. – Garbage/recycling collection I have never seen such a neglegent [negligent] company in my life. Totally unresponsive to complaints. They have wrecked our streets repaving by flooring the accelerator & then releasing it so that it SLIDES from stop to stop. I truly believe they leave almost as much garbage behind as they pick up. The neighborhood looks like a war zone when they pass through.

291. Please don't change the colors of the squad cars – elaboration on survey.

292. Downers Grove needs to address the impending problem of low income families buying one home and living together, several families in one house. Fox

example, for the last two years, the house next to me has had, at most times, at least 10 adults living in it. They have too many cars, often leave them on the street all day and night. There is even one parked on the grass in the back yard now – and they don't have a driveway to the back yard. They come and go, noisily [noisely], all night long. I might as well be in an apartment complex, but I have a mortgage. This is unfair. Simple laws, as most other towns have, would alleviate this problem. Limit the number of adults, related or not, allowed in one house. Make exceptions for college students, to accommodate families. Make a law against parking on the grass – it looks like the ghetto. If Downers Grove doesn't address these problems, and others related to this, they will increase, and will soon be unenforceable [unenforceable]. For eight years we loved this neighborhood. In the last two, one house has literally turned it into a neighborhood I would not move into, and am considering leaving, all because the police and the code enforcement people can't and won't help.

293. Would appreciate more street lighting in our neighborhood near Washington & 62nd & Stratford Ln. I find it very dark when coming home around 9-10 p.m.

294. (Please don't change the color scheme on the squad cars – even if a motorist is stopped, his first impression (given by the friendly police car appearance) is positive. (Please don't contemplate a change in squad car colors to present a more aggressive image.)

295. Downers Grove is a great place to live. Please work hard to keep crime down & keep the Village safe in the years to come. Reconsider the trash pick up program. The garbage stickers are a major pain to deal with. Recycling program is good. Offer free yard waste removal pick up so that property appearance will be encouraged.

296. Is there anything that the village can do with the editors of the DG Reporter. Their new format of having to pay 75 cents for the Wednesday paper – which is a far superior paper than the free paper that is delivered on Friday. The Friday paper is a piece of garbage. More channels available on the cable – we have less than other cities.

297. The Park District and City Council continually tell us that expenditures on pools & downtown renovation [renovation] will not raise taxes. Do you people think we are all stupid? Be honest – Downers Grove taxes have skyrocketed and still the Park Dist & Council is on a spending spree!

298. Mike - Sorry survey is late. Well satisfied with job you are doing for Downers Grove. It is hard to satisfy everybody. I have lived in Downers Grove for 74 yrs.

Southwest. If I did not like Downers Grove I would have moved.

299. The best thing to happen in D.G. in the past year was the sale of the Downers Grove Reporter to a responsible news organization.

300. Please consider implimenting [implementing] a “Village services account” and bill for all Village services on one account. This would eliminate two billing systems (water – sewer) and possibly other future services. A person could either place a deposit or prepayment of the account or use electronic check deduction. One bill for all services itemizing those services. It may save taxpayers a second billing apparatus.

301. I work in the downtown area. We don't need another restaurant, interior designer or dry cleaner. What we do need is a flagship store to draw people in and parking to keep them here. We also do not need more medical offices.

302. We were disappointed that sidewalk was delayed. Many new children on our street and now that it's repaved and in line with public works garage there's much more and faster traffic. We could greatly benefit from more lighting and more stop signs. Help.

303. Police are rarely seen in this section of town. We have people speeding all the time and there are kids in the area - - I have emailed the Village for information – 6 wks now – no reply. – Sidewalks either non-existent where needed or in horrible shape where they already exist.

304. What happened to the Lone Star? Why do we need all of the pizza restaurants and no good restaurants in the South Main St. area? The Mayor should have done everything possible to get the Lone Star rebuilt. The last thing they need is another drug store.

305. Although it would be a major inconvenience for commuters and residents, Main St road condition between 55th and 63rd Sts. is in dire need of repair and should be. I frequently utilize other avenues to get to the south end of town to avoid driving on that stretch. Why doesn't D.G. offer leaf pick-up at curb like neighboring towns? Water dept. does a great job repairing water main problems. Very prompt service! Due to the bussing cuts in Dist. 58 the village should consider a left turn arrow at Lincoln Ave east for easier drop off/pickup at Lester School. We have to drive NB to Ogden & EB to Cumnor to avoid a.m. Fairview traffic to get the kids to school and parents to work on time.

306. 1) I aired my opinion 2 yrs. ago re the deplorable condition of Main St. bet. 55th & 63rd. I received a cursory response from Village it's the county's responsibility, not D.G.'s. Two yrs. & no action! Does

not the Village of DG have any influence over the county to get this resolved? 2) The "No Turn On Red" signal from Burlington West onto Main North needs to be readjusted. The short time (10-15 sec's?) it gives for making a legal turn is ludicrous. Boost it to at least 30 sec's. This whole design must have been engineered by the same person who designed the Hillside Strangler!

307. 1. While I respect the non-binding referendum this past summer, I would still like to see some type of outdoor pool, perhaps a scaled down version of the proposal. While I voted for it, even I was not convinced it would pay for itself. 2. Street lighting is non-existent in our subdivision (Green Knolls?) and I think that is a danger, especially since there also are no sidewalks. 3. One pipe-dream that I might even be willing to pay for would be mechanized leaf collection by village staff.

308. – We need more metered spaces at Belmont Stn. – Slurry sealed streets look terrible now.

309. I am so pleased with the library expansion – especially the Junior Room. All librarians are very friendly and helpful. Why is village allowing new homes to be built (tear downs) that are so out of sync w/character of neighborhood. Huge 2 and 3 car garages in front of these homes should not be the standard. Detached garages toward the rear of the lot are so much more in keeping with most areas. It would be a shame if in 10 years we ended up looking like a Naperville subdivision w/nothing but garages to see out our living room windows. Let's preserve the character of the town and give some thought to this.

310. Question #30 in the survey is cleverly written to only cover the performance of police personnel upon arrival in a non-emergency situation. Every time I've called (noise, parties w/underage drinking, excessive speeding down the street, etc.) the delay in police response is highly unacceptable.

311. My address is _____ [address deleted] Weatherbee and my question is the paving project for the Park District. Why did the contractors only pave 1/3rd of the Park Trail. And who's responsibility was it who scraped the top of the fresh poured blacktop within 2 days of its application. The lawn mower & grasscutters dragged the blade over the fresh blacktop. It looks like _____ [improper to display] incomplete & scraped. Other than that this town is the best & Brian Krajewski a _____ [improper to display] good mayor. Please call me at home. Thank you.

312. Why is there not a brush pick up or chipping service, especially after a storm. You have the equipment sitting in Village garages that was paid for with tax money.

313. There has been increased bicycle, skate boards, & skates in town. The bicycles have been defacing the new sidewalks with tire skid marks. This should be enforced as this is not allowed. People have been bringing their pet dogs, pigs, & snakes to the car shows, fest, and art shows held in town. Pets should not be allowed in town and especially at these public events where there are lots of people. Pets were brought to the bike races also and on one occasion a dog was free from its master and wandered to the street during the main race event. Pet leash law should be enforced in all of Downers.

314. The tax increment finance (TIF) districts are stealing property tax from schools and subsidizing millionaires and coporations [corporations]. What happened to the \$400,000 parking garage architect contract? What happened to the \$30,000 downtown sign consultant contract? Where are the additional police officers from U.S. government funding grants?

315. Our neighborhood – 5300-5400 Grand Avenue – is disappointed in the officials of DG. They gave a permit to build on swampland. In 1989, I called Army Corps of Engineers and DuPage County when a builder planned to build in the swamp. The land was declared swampland – no building, but then DG officials gave the builder permission to build. Now we hear his son is going to build as well. Needless-to-say we have lost faith in the reliability of DG officials. One person was fired, we hear, who granted this builder a permit. We protest and wonder how much respect DG officials have for our land, flood plain, and future flooding of Grand Avenue.

316. *Downers Grove is a beautiful town with hilly tree'd roadways. We have big parks and lots of open land to be enjoyed by all. The problem is that these open areas are not mowed frequently enough. They are left to overgrow, which is a mosquito haven and a place for skunks/foxes/coyotes to hideout. Either these areas should be maintained or sold. * Why are sidewalks inconsistant [inconsistent]? Where I live, I can't walk to the train w/a sidewalk but I can walk the opposit [e] way on a sidewalk one block??? Why do I maintain a sidewalk (shovel) when my neighbors to the trains don't have one? It makes no sense. *Why are cats allowed to roam freely. They antagonize my dog & poop in my yard. If my dog gets free (who does not bite), he gets to go to Animal Control. My friend was attacked by a cat who she tried to wave out of her yard because it was trying to claw its way into her screened in porch. They bite too!

317. 1) Also see 45. I feel that the cable programming is deplorable – too many shopping channels and religious channels and too few "premium" channels such as History Channel or Turner Movie Classics which other nearby towns receive as basic programming. 2) Code services or enforcement is non-existent out here as many

homeowners leave junk by the curb 3+ days before garbage pick up. It reflects badly on the village and neighbors who keep up their property. Start fining these people! 3) Village management needs to take a more assertive role in protecting citizens/home owners['] interests through reductions in traffic congestion and improved safety around the high schools and downtown with parking initiatives that work. Also to start buying up properties to create more open space instead of approving more high density housing and redundant stripmalls. Thank you for letting me be a participant in the 2000 survey.

318. Downers Grove is a very good place to live – It's friendly & beautiful – But - we really need: a parking garage downtown, a railroad overpass, and a pool (and we say this, even though, as senior citizens, we will never use the pool). We also need something to replace Walgreen's & Grove downtown and some sort of plan to restore the charm of the stores downtown.

319. Re: Main & Ogden. Since the 3rd lane at Main and Ogden – the State of Illinois – DuPage County—Village of Downers Grove have done nothing to insure the safety of the pedestrian crossing at this crossing. The button to push is not even conveniently located (southeast side) cars could care less when button is pushed. This crossing is located one block from North High sign.\

320. It's outrageous that the village hasn't addressed the sewer issue in Burlington Highlands. There are many old systems and the smell is terrible, not to mention unsanitary. We also need sidewalks. We live like we are an unincorporated area but our taxes are not low. The police are rude to the citizens. They act like they are doing us a favor when they do their job. They act annoyed when a citizen calls in to report something. You have to beg to be fingerprinted at their convenience for licenses that require it.

321. 1)What will happen to the Belmont train station when the underpass is built? Rumor has it closing. 2) I walk to the train and my kids walk to the bus stop. When is Curtiss St. east of Belmont St. going to get sidewalks. 3) What can be done to reduce speeding on Curtiss? I've actually seen cars passing one another. Village vehicles don't always observe the speed limit but most do. 4) To get business back to Downers Grove downtown area that would be similar to Grove Premium or Hardware Store (Mochels) or Walgreens. 5) The tree that was planted in our parkway is not only ugly & sickly looking but it was planted directly under the wires even though there was plenty of room to move it in towards our home. Or plant a dwarf type tree so when it does get pruned, it still has a shape – 6) We are not passionate one way or the other for the "Water Park" but why is it when it was put to a vote & the voters said "NO", why did the Park District override

that vote. This does not seem like a good government system.

322. It is a pleasure to drive thru town and see what a beautiful area it has become. The flowers everywhere, shrubs & trees at the cemetery [cemetery] area. Village personal [personnel] did a great job. Thank you folks – Downers Grove needed a new face lift and it finally got one.

323. I would like to compliment an employee of the village who is always helpful and so friendly when I come to the Village. Her name is Dolores Timble. Her pleasant smile and warm friendliness are so welcome and appreciated. Please pass on my comments to her supervisor. Thank you!

324. The only negative comment I have regards grass mowing on the parkways along Fairview Avenue. The tractor that is used seems to be too large for the task because it doesn't do a very good job. Also, the grass there should be cut more often. My wife and I have lived here for 27 years and really enjoy the village.

325. I think the money spent in beautifying downtown is ill-advised. The number of lampposts is ridiculous – too many! The planters are constantly being changed, and the parking area is made smaller as a result of their design. Enough already! It doesn't seem well thought out -- rather based on the whim of whoever is in charge at the time.

326. 1) Street lighting – the new lights on Forest by tracks & Franklin are too much. But when I walk down Prairie Ave. from Main to Belmont in the evening – I need a flashlight because the lights go off & on. It is much too dark on Prairie. Why do the street lights go off & don't stay on all the time. 2) We need a pool – lack of recreation activities in DG for adults as well as children.

327. Would like a referendum to change form of Village govt. from weak Mayor strong Council to ALL ELECTED OFFICIALS.

328. Our handicapped son works in Chicago. He is unable to walk long distances so we have been picking him up from the evening trains by waiting in Lot J or in spaces available on the street. It is much easier to find a place to get in and out without any problems. We live nearer to the Fairview station but the traffic is worse there. We would appreciate it if you would not close Lot J. It seems best to have sufficient space to get in and out of Lot J rather than having to try to get in and out by the Fairview Lot (north side).

329. Our family enjoys living in Downers. My teens have commented that they plan to raise their families here. I've never had a problem – I'm always impressed

by the constant improvements within the Village Thanks!
Keep up the great work!!

330. 1) It is long overdue to have an underpass or overpass at Main St. to alleviate traffic and give ambulances clear sailing or any emergency vehicle. 2) Can anything be done about the Park District being so _____[?]? 3) At least 2 or 3 days in every four weeks the village water is undrinkable. What can be done about it?

331. I am proud to tell people I live in Downers Grove. The survey questions on “worst” categories should ask for “up to 3” since I really had to stretch it to come up with 3 of anything in a “worst” rating.

332. Garbage man regularly seen taking re-cycle stuff as refuse.

333. I find it extremely troubling that the new police chief was promoted from within. They are not notifying parents of bomb threats at the schools quickly enough. The rising traffic volume on side streets needs to be controlled with more limited access, i.e. signs. We should not allow traffic to turn off major roads like Ogden to by pass traffic lights. We need more sidewalks to separate pedestrians and vehicle traffic. Soon we will not have any stores or restaurants downtown. The downtown street access is so poor no one shops there. Why would you close Main & Washington north of the tracks at the same time.

334. We need a bigger police presence in our community. More police will curb [curb] the amount of speeders that we have in the vicinity of 71st Street and Dexter Road. We should also have an ordinance on noise that is properly enforced.

335. Please put a backflow preventer on the scupper pipe thru the levee @ 5200 Lee Avenue. (Seriously. A simple gravity flap like you see all over LA County.)

336. *The new street lights on Forest Avenue are far too bright and too closely spaced. They damage the secluded feeling that the town has. * We should institute brush pick-up. *The Village staff goes out of its way to justify granting waivers & variances to the zoning code. *There has been a lackadaisical attitude toward the oil problem in St. Joseph’s Creek.

337. Water Dept.: Please make water bills a bimonthly statement. They are a nuisance! Also why waste taxpayers & water dept. money with post due notices sent out within a day of the due date. This is ridiculous! Also ridiculous is the immediate shut off notice. Stop the silliness! Save me money! Yard Waste: Please set up municipal leave pick up in fall. Everyone has trees in

DG. Let us rake them to the curb for pick up. Also branches after storms!

338. D.G. is a good town in which to live. I have lived here 50 yrs. I have also helped to make it a good town. 1. Was school principal (Longfellow & P.D.) 2. Park Rec. Director several yrs. (started summer programs). 3. Dir. Of “Y” Indian Guides. 4. Directed 2 church choirs. 5 1st Day Camp Dir. – Avery Coonley School. 6. Election judge several yrs. 7. Had by-line column in Reporter on skiing several seasons. As D.G. tries to emulate what other towns do successfully, why not copy Hinsdale in picking up leaves? (See enclosed article) I feel some people in authority do not “listen” to the citizens of D.G. Please be more attentive (or seem concerned).

339. 2) Repaving of 59th St. between Main & Fairmount was not done well. 4) I have an excessive amount of surface water flowing in my yard from other properties. 6) Carpenter St. S. of 59th is poorly lit. 9) The recycle bins break in cold weather & with rough handling. New ones should be offered periodically to encourage continued use. 34) I’d like to see more speed traps, especially by the grade school (Hillcrest). 45) Heritage Fest. has become nothing more than Scouts selling pop and it totally screws up traffic & parking (e.g. Library) for days. 58) This # may be high. I’m not always sure when I’ve left DG!

340. Whoever okayed building the condo on Main so close to a park & up to the sidewalk should be fired. Whatever happened to the firehouse that was going to be built on Main? You were in a big snit to get everyone moved out of their homes – now they are rentals and look bad! Why do you insist on building a water theme park & claim it is a D.G. Park – It’s a business and a bad idea. A small pool was all people wanted.

341. Re: BFI – They are often careless with the cans & bins – leaving them in the middle of the driveway or out in the road. – They leave behind paper or styrofoam, etc. from the recycling bins. – They often show disregard for parkway areas despite repeated phone calls –

342. We need some good retail stores (big name) to move in to downtown area so we can shop there instead of going to the mall.

343. This past fall you installed sidewalks on Elmore (Belmont to Lee). You used Bending Oaks Place to park equipment (west side). The people who did the job did not clean up the cans/boxes/papers from lunch, boards from forms! How about send[ing] someone over to clean up the remaining trash. You need better follow up!

344. #23 – our sidewalk was marked to be fixed earlier this summer. When I called the village about sidewalk

repairs. I was told no money was left to repair our sidewalk.

345. The trees on the parkway should be trimmed sometimes to cut away the dead branches. Some of the older trees need more attention to ensure they will live and stay beautiful.

346. I am in total agreement with the ticketing for parking across sidewalks. I have been a “speed walker” for the last 15 years and constantly have to walk around cars “daily” that block sidewalks. However, my family has been ticketed 3 times because our cars have been parked “no-lie” 1”-2” across the sidewalk. I wish I was exaggerating. One to two people could walk between our cars and on 2 occasions [occasions] our car was over 2” and no other car was in front of it to block any smooth traffic flow. As a “daily” walker and one that sees many cars daily that are parked totally across the sidewalk I feel that this is an absolute injustice. I want to know who is setting up this measurement rule and who has been complaining about our cars and why!!!

347. The landscaping downtown needs some uniformity. Though some areas look good, it still looks hodge podge. Downtown Chgo is right on target. Use them for an example. This survey is a great idea! I hope the new Belmont underpass doesn’t turn Belmont into a super highway. Pls attempt to maintain a residential neighborhood component from 63rd all the way to the new swimming pool. Elmhurst has a fantastic skateboard park. The attendance there is unbelievable. It would keep the Downtown landscaping & hardscape from being torn up. Downtown looks great! Keep the momentum going! The Block by the Tivoli Theatre should have high end condo development. It will help keep the downtown businesses thriving BUT greenspace is needed in this decision. Downtown Chgo is requiring this even on new parking of development and it looks great!

348. The bells at the Fairview RR crossing are almost non-existent. They used to be nice & loud a couple years back. Now they can barely be heard. Seems to me that when people are standing on the platform they should be able to hear the alarm bells. I think it’s a dangerous thing to have them turned down so low.

349. Do not understand why cable services have increased so dramatically. I pay it, but think it’s out of line. Construction projects for streets & sidewalks seem to be poorly timed. One phase starts and the project sits unfinished for far too long. Miss Mayor Cheever. Things seemed steadier and more under control. The Friday newspaper is pretty useless. In general, taxes are lower and services are better than Darien. Enjoy Chamber of Commerce events.

350. 1) We were scheduled to get sidewalks this summer, but Hitchcock was put on hold. The delay was connected to the underpass. I am concerned our neighborhood will never get sidewalks. We are a commuter path; 4 schools have bus stops (Puffer, Hillcrest, St. Mary’s, & Herrick); & a turnover in housing (many new, young families with children) warrant a sidewalk. 2) We should plan & get a bike path – one that doesn’t use streets. 3) We should develop Ogden Avenue to a pleasant shopping experience generating more tax \$. 4) The Reporter coverage of Downers Grove has slid down!

351. Our police resources are being wasted on parking complaints. The Fire Dept. is outstanding and is continually improving.

352. The first parking space NE corner of Washington and Maple should be canceled – make it easier to turn. There are a lot of corners where trees and bushes block seeing the stop signs especially in the summer. What could the Village do to get more people to shop in downtown D.G. We have so many great clerks – many stores box or package purchases. Couldn’t the village advertise our downtown shopping area – or what could be done.

353. I hope the Village “Powers to be” are taking a good look at the trend now starting in DG. That is the sale of homes & then being knocked down & a much larger home is built that does not go with the surrounding homes. Hinsdale is a great example of this. Are you taking steps to limit this practice in Downers Grove? Why can’t we have leaf collection at the street side in the fall. Many towns nearby offer this program.

354. 1) What is current growth rate of school children in K-8 grades? (%/yr) 2) What is current growth rate of 9-12 grades? (%/yr) 3) What do you expect the D.G. population to be in 2020?

355. Downers Grove needs a newspaper that’s local. The Village needs a manager who will answer his correspondence. The Village Council should spend more time and money on the taxpaying home owners, such as leaf pick up, drain cleaning, and etc. less on the business district. What happened on the Police accreditation? Never saw it in the paper. The Council meetings should start at the old time 7:30 p.m. so working people could attend.

356. Recent major street resurfacing this past summer left a lot to be desired. Streets repaired appear worse than before. Police need to be more vigilant in N.W. section on patrols. Something needs to be done with the businesses – signs up & down Ogden Ave.

357. This is a wonderful place to live for the past [past] 30 years. Cleaning & fixing downtown a real plus. Expanding it beyond current borders [borders] is not good. Too many pizza places, a methadone center in middle of town not the image needed. Plenty of space on Ogden Avenue to put a methadone center – trying to encroach downtown not healthy for _____[?] Northeast section of Downers Grove residential with rising housing value. Tear down homes on Gilbert Village owns to make parking or town homes. Park district is government board run loose in power & arrogance. Village needs to have staff be more responsive to citizens takes them too long to respond to inquiries. Forestry, police need additional staff & cars too much speeding in village. Reconstruct stop signs in town we need more.

358. Park District – Please stop taking opinion polls and just build a pool – you provide recreation for everyone except the swimmers. We want an affordable public pool. If Oak Park can build 2 Olympic sized pools, then Downers Grove should be able to build one. We are a lot less congested in D.G. – it should be doable. Thanks!

359. Question #40 is not complete. I feel I pay a lot in property taxes to pay for more services - We used to have leaf pick-up here, and I payed [paid] less for it. Also, my tax rate has been more than doubled, and no leaf pick up, lousy sidewalks on my street (Lee area, North of Warren Ave.) Also I[']d like to see the Park district a little less arrogant when it comes to getting its way NO matter what. We all know that this pool referendum was defeated, yet it went ahead anyway! And the Village just rolls over and says nothing! Shame on you all, I will never use this pool, I have no interest in it, yet, I will pay for that too down the road, after all, it will age and need repairs, those aren't free! Take Note, I will NOT vote for any of you, until these things are attended too!

360. Water quality has been great but we had a water leak problem some years ago which the Village failed to solve – leaving it to DuPage County water people to locate the leak. Fire and Police have been very good. Paramedics helped my mother 2 times after falls and the teams were terrific! The Park District Board has been unresponsive and undemocratic by pushing thru a rec center on Belmont despite a clear referendum saying “no” to that project. Water Parks should not be built in residential zones R1 thru R4 due to their commercial nature, noise and traffic. Park boards should preserve wooded areas like the Belmont Woods. Wooded areas should not be used as parking for water parks

361. We wouldn't consider living in any other village in the western suburbs or for that matter in any village.

362. It seems like we all are always complaining about traffic & parking. Downers Grove was here before cars

so I think the problem will never be completely solved unless we knock it all down & start over (not acceptable). I do however question the recent “improvements” on Main Street and Forest north of the tracks. Why do we exacerbate the parking/ traffic problem by installing (concrete/ugly) flower boxes?? How many parking spots were lost downtown? Traffic on Forest north of the tracks has to be worse now that we only have one northbound lane up to Warrenville Rd. Lokata “Experts” seem to want to cram the idea of retail businesses downtown while strangling necessary traffic patterns & parking – Good Luck! One last comment on downtown sidewalks. If we want retail downtown, pedestrians need to feel comfortable walking. Our sidewalks were narrowed and street widened for no apparent reason to me. On the Friday Nite car shows, my least favorite part is negotiating around all the other walkers on our teeny sidewalks.

363. I would really like to see more street lights or encourage citizens somehow to keep porch lights lit. I walk my dog in the evening and many people are walking their dogs or returning home from the train and it is so dark I think it really promotes safety and a friendly atmosphere. Also Founders or another outdoor type café would be so nice in the warmer months.

364. We need a better mix of shops downtown – I think D.G. should strive to upgrade stores to try to copy (on a smaller scale) Naperville or Hinsdale. Why isn't the art fair held in the main part of downtown.

365. Please stop people from parking on the hill along side Doerhoffer Park's tennis courts. (Venard Rd.) Don't wait until a fatality happens before anything is done!!! A hazardous blind hill!!! Stop spending \$\$\$ on stupid projects/improvements???, forcing long time residents to relocate, due to increasing taxes. The village of Downers Grove will consist of transient residents who will not really care about the long term problems facing our village and the people of Downers Grove. We need improvement on our disposal services (garbage, yard waste, recycling)—the rates keep increasing and our service keeps getting worse!! Help!!

366. Question 33. Lee Street between Ogden & Prairie is known as a “Drag Strip” for years, as one police officer told me. If feel if there were more tickets given out, and it were patrolled it would become known as a “Speed Trap.” Every night all night long we hear cars speed down the street. Please have police out here!

367. 1) Something needs to be done about the increasing number of drivers using the “left turn” lane as a “passing lane” on Fairview. 2) The Police to begin enforcing ordinances regarding: Raking of leaves onto streets; placing of snow onto streets; storage of vehicles, boats,

etc. in driveways for extended periods; over-night parking.

368. I have lived & worked in D.G. most of my life. Raising 2 children I was generally happy with all services. Road safety has always been a concern of mine and at one point (when my children walked to school) enlisted the Village[']s help in getting either stop or yield signs installed at 2 intersections in my neighborhood: 62nd ↔ Lyman, 62nd ↔ Fairmount. I was given some mumbo-jumbo about street signs not being under Village jurisdiction and according to the county they weren't warranted. I think if you got the opinion of every person living within 2 blocks either way, you would get a different consciensus {consensus}. The idea is to slow down local traffic...not creating major traffic tie-ups. Even after my children started driving I worried and as often as possible would warn their friends who were unfamiliar with the area to slow and look both ways. Why are these signs such a big deal? There is a grade school, jr. hi, and YMCA all nearby. Also there are no corner street lights at these intersections either. Snow removal has been poor the last few years. Granted we haven't had too many snowstorms, but compared to surrounding towns, it takes D.G. much longer to plow out. Also piling the snow in the center on downtown D.G. is awful. No other downtowns handle their plowing in this manner.

369. Even though the people of Downers Grove voted NO at the March referendum by an overwhelming majority against a pool and recreation center, the Park Board is forging ahead with their plans (because of 'Home Rule powers' and arrogance) in spite of the people's wishes. The Park Board's plans for constructing a recreational facility on the southwest corner of Belmont and Ogden Avenues, just east of the golf course is ludicrous particularly for safety reasons. In spite of all the 'talk' both pro and con, our elected officials should consider once again the wisdom of going ahead with such plans. They should consider the following: 1. Belmont Road is a county controlled thorough fare. It has been projected as the busiest north-south highway in the village. The county has already widened intersections at Ogden and Belmont, Belmont and 63rd, 63rd and Woodward and 71st and Woodward in anticipation of increased traffic. Has this situation been fully explored with the highway commissioners? The safety factor seems to be totally ignored. 2. A railroad underpass is on the drawing board for the Burlington RR at Belmont and the tracks. The general public did not know about this at the time of the referendum. This means more traffic. 3. A new railroad station is planned for Walnut, west of Belmont in the near future. More traffic – less safety. 4. The recreation facility planned for Belmont and Ogden will be used by adults and children. Every one is so concerned about the safety of our children. This location is preposterously unsafe for a public facility. The site just

begs for accidents...and lawsuits. 5. It seems reasonable that the Council, if not the Park Board would advise against the site for the reason of safety alone. There has been a great deal of talk, at meetings of the Board, in the newspapers, letters to the editor, etc., etc. But overall, it does not seem that there is a real understanding of why the location of a public facility, a recreation center at Belmont and Ogden is objectionable because of public safety! Residents against the proposed center/pool are not against a pool and recreation center, but are seriously concerned not only about the location, safety again, and the cost. The opposition is against the proposed pool/recreation center for the following reasons: a) The selection of the site – traffic problems and safety hazards. b) The Park Board is making a mockery of not only the Village Council but of the residents of Downers Grove. c) The ridiculous price being paid for the land and the proposed buildings. d) The possibility of lawsuits – more cost to the residents. e) There has been no forthcoming answer submitted, or offered, to correct the safety hazard problem that will only increase after the recreation building has been developed. After living in our Village for over 50 years, respecting our elected officials, and being very proud of our community, we are solely disappointed of the Park Board's action, lack of concern for safety of the children and adults, and particularly the total disrespect for the will of the majority of Downers Grove. Yours very truly, _____ [names deleted] There are many of our 5' square side walk slabs adjoining each other which have risen or sunk over a period of time up to 2". I believe this creates a situation where a person could easily trip and injure themselves especially older persons who are walking for health reasons and for those persons using power moving equipment. I think this is a safety problem that should be looked into and could easily be rectafied [rectified] by the use of a portable (gasoline power) grinding machine eliminating the protruding edges between the two adjoining slabs of cement.

370. 1) For 26 years we get the same excuse for being plowed out last. At least the past few years there hasn't been much snow. I pay as high taxes as anyone else and because I live in a cul-de-sac we get horrible service. The winter B-4 last, the plow took out my mailbox. The edge of my driveway is a dump spot for the blades & then I have to try to lift what the plow dumps there. 2) I'd like the police to get the people who speed from Main to Dunham on 68th to slow down. Maybe a stop sign somewhere (Saratoga?) between the 2 main streets would help cut out the traffic esp. at 7:30 – 8:30 and 3:30 – 4:30. 3) On 68th & Main is an office building with a parking lot. Yet people park on 68th and it causes a problem for people turning on the 68th going west.

371. I would like to suggest that the Village change the current system of commuter parking pass selection to a simple waiting list. Most other area towns use a waiting list and it seems to be easier to administer from the

Village point of view, and easier to deal with from a commuter point of view. The quarterly “sale” rewards those who are willing to stand in line all night. Those who work on weekends or have other obligations face a hardship in trying to obtain a pass.

372. I feel the village spends too much time and money on Heritage fest & the bike race. I feel the effort should be made in other ways to benefit the community. I am concerned about the amount of homeless people in the community, do they have shelters to go to? I live 2 blocks from Hummer Park and don't take my children there because of the homeless people that congregate there. The landscaping in the village is done beautifully and I love the library, especially the children[']s section.

373. Would it be possible to have leaf and or other yard waste – branches etc. picked up by the village. Villages like Oak Park and others provide this service? I'm aware of BFI picking up this material with a sticker, but people with large lots and trees have to pay a lot for this. A service like this would also encourage people to take better care of trees, etc. on parkways, which would make for a prettier village.

374. We need more parking. We need better snow removal in the downtown area.

375. One of the few things I liked better about living in Westmont was their brush pickup days. It was very convient [convenient] to have the chipper come around an[d] we didn't have to bag or bundle tree and brush trimmings. I think the Police Dept. does an excellent job, but I wish they were slightly less tolerant of speeders. (Not including myself of course) I am very impressed by the amount of information on the village's WEB site. Please keep it up to date.

376. We have been building an addition on our home. Your staff has been just great. Code enforcement has always been very helpful. Answering questions, explaining fully problems or mistakes we made at each inspection. However, we are now caught between our Sub Contracted electrition [electrician] (licensed in the Village) and Code Enforcement regarding ground fault outlets. My question is how do I find the information on the Downers Grove variance to the National Code?

377. Who do I call to fix a problem on my street? What do I do if the problem does not get fixed?

378. Traffic on 59th St. is interupted [interrupted] during school starting and leaving times. Couldn't these school buses park in the school parking lot to pick up and drop off students without the necessity of interferring [interfering] with traffic.

379. I live on Rogers I am concerned about the safety on my children as cars travel very fast down our street. Please increase police monitoring. I would love to see a universal “trick or treat” time. Some communities agree to only have trick or treating from 6 p.m.- 7 p.m. or such. Needs to be late enough for working families. I would love us to have this. We need an outdoor pool!

380. Village should better address the problem of private trees and shrubs encroaching into sidewalk area.

381. The resurfacing of our cul-de-sac was very unsatisfactory. I would like to know what will be done to fix it. And why we did not all receive a letter explaining the situation and next steps from the Village. With Winter approach[ing] I anticipate there will be issues as snow, ice and salt are deposited on our street. This is our first disappointment in 19 years. Mostly the lack of information there could have been given for instance, we made a mistake cannot fix it we apologize or better yet we have plans to monitor and fix the situation.

382. We are really pleased with some of the renovation projects of the downtown area (cemetery, library, Morning Side Square Condos...) This makes Downers appear more upscale. We'd like to see more higher quality retail shops & restaurants & fewer trinket shops. Isn't there some way to regulate how many pizza places, etc. a town has? How about more variety. We think a few bigger-name shops (The GAP...) would be great. On another note, we were very disappointed that the pool did not pass. Even tiny Clarendon Hills has a public pool. It's ridiculous that Downers does not!

383. As a cyclist, I find DG very unfriendly. Roads have no shoulders, & motorists often rude – actually this isn't just DG – Westmont, etc. same issue. Sidewalks are fine for WALKING, but cement is a bad surface for running (which I also do). The entire town is geared toward cars. I would bike more places but a) no secure place to leave bike & b) roads too dangerous. What plans are there for this? Also I heard there's an initiative to put sidewalks everywhere. I do NOT want them on my block – no room! We have drainage culverts, and if these were filled, it would just contribute to poor drainage programs. I live 1 door from St. Joseph's Creek, and I rarely see city crews checking it for free flow – they only show up in bad storms. What's up with this? Those waterways should be kept clear by the city. Another small thing is door to door solicitation – what are the regulations on this? I don't appreciate it (young kids OK that are raising money for a cause.) Thank you.

384. Need to reestablish curbside leaf pickup use Hinsdale model. Problems with no curbs and gutters throughout Orchard Brook. Clarify why it is illegal to back into a parking space in any village parking lot. Establish Park District garden plots on north side of

village in addition to, or in place of Marduke. Establish access agreement w/Midwest U. for residents. They are not welcoming visitors from Lyman Woods.

385. Don't care for pool on Belmont – 4400 block of Pershing residents put debris, brush & garbage cans out on Sunday – Pick up is on Tuesday.

386. Are there plans to resurface 62nd St. now that new sewer pipes have been installed and the street patched?

387. 11/14/00 Gentlemen: There are bushes blocking the view to see east-bound traffic at the corner of Carpenter and 55th Street. Cars wishing to cross 55th (going north on Carpenter) have a potentially hazardous situation because they cannot see the east-bound traffic. Calls to the Village office regarding the situation do not change the circumstances. Please ask residents to trim or remove these bushes. Thank you. A long time resident. Kindly investigate this situation.

388. As I walk to the train each day I am passed by a commuter shuttle that goes down Washington. It has turned off of Main St., goes east on 55th to Washington, and north to the station. It is loud and spews fumes that linger for blocks. Why can't this bus stay on Main to Maple or Curtis [Curtiss] instead of using a residential street? I really like the "new" downtown, especially Curtis [Curtiss] St. around the post office area. As a golfer I would like to thank the village for one of the nicest local courses I have played. Reasonable rates, friendly staff, well maintained.

389. I live across from Lester School. Since the front of Lester was moved from Lincoln to Indianapolis, parents (in order to pickup/drop off) are forced to park on both sides of Florence. As Florence is a small (not wide) side street the parents park their cars on the parkway leaving huge ruts in the grass. I understand that it was the poor design of drop off areas for the parents that caused this problem, however, the result is the parkway looks hideous. I don't know if there is any thing you can do.

390. The old "charm" of D.G. seems to be disappearing. The old stores & businesses are being taxed out of town. The attitude of Village officials seems to be leaning toward a "we know what's best for you" – Instead of "what do you want". Our opinions don't seem to count. Are we trying to be another "Naperville"? We don't really need to be. D.G. is just fine the way it is. If new residents want the services of the "Big City" they should stay there. Let[']s keep DG's small town atmosphere. We don't need any more new TAXES – They are high enough now. What happened to all our small charming starter homes??

391. We live on 41st & Washington. We had sidewalk put in. The people who put them in were awful the way

they treated our property was very upsetting. Also we tried to get some help from the Village. Don was very polite but he never did what he told us he would. We asked him to come out to show us where [where] the sidewalk was being planned. I had planted a large flower garden on the easement & I know it would have to be remove[d]. He never showed up he said he would be out within that week & he would look. Well they came out and within a couple of day[s] dug the sidewalk, he told me that they had to take our 2 yrs old trees their [there] was no way they could go around. I saw on Lee they went around plus he told me 1 bush 2 trees & 1 stump, then they took my magnola [magnolia] tree which was no where near the sidewalk. I guess I just don't understand how the village can come in & do that. We had a Veg. Garden planted they pulled out all are [our] veg all they had to do was go down the middle. They even took thing in pot why? We had special pepper in those pots. The guys left their garbage, cans, paper. They didn't clean it up I did! Still I call Don & told him their [there] is blacktop grade level I can hardly mow. Concrete on the corner of 41st between are [our] house & the won [one] in back look terrible left old scrub. They came with grass & grassed our garden you would have to be blind to see flower[s] are there. I know my neighbor have call[ed] & have gotten the same results nothing. I didn't [know] what he was told just tell everyone what they want to here [hear], but don[']t worried about it. I don't know if any one else has complained but I thought you should know how unhappy we are over here. [name deleted]

392. Why will no-one fix park way for me, have called for past year & no one will fix it.

393. I think we made a big mistake in our renovation of Main St. by retaining the planters at the end of each block. First, I think they are dangerous. If it hasn't already happened – it's only a matter of time before someone thinks there's a right lane and drives into one. Second, by having those planters, we've limited the use of that lane to only parking. Without the planters, the parking lane could be used for through traffic during rush hour*. People are driving around Main St. (on Forest & Carpenter) because the traffic moves so poorly. *Like Washington St, in Naperville.

394. Why doesn't the Village have some control over the Park District? It seems to me since their decisions have an effect on the Village & its residents, the Village Board should be able to have an influence & rapport with these people. Also – I am a senior citizen who has several trees on my property – At \$1.80/bag I have already spent more than \$40 on leaf removal. Why doesn't the village help with the removal of leaves put at the curb, or allow burning as other villages do.

395. Question – Who devised the D.G. Future Land Use Plan currently in effect? Specifically, who designated

future use of 4944 Highland and 4940 Highland as “Commercial”? Please provide the name of the committee, if applicable, and the names of the persons on that committee. Question – Approximately how many people live within one mile of downtown D.G.? Question – What does the village do to attract a variety of quality businesses to downtown D.G.? I am finding fewer and fewer reasons to shop there. If the downtown is suffering, it’s not due to insufficient parking. The current businesses aren’t attractive enough for consumers in the area.

396. I sent my children to private high school because the Downers Grove High Schools are not “Downers Grove” schools. Twenty-five years ago I thought my children would be going to a “community” school. Why would the Village allow the only local newspapers to be destroyed. I have no idea what is going on in Downers Grove. The present paper is worthless. I want to know what is going on here.

397. 1) Overnight parking: Why are some residents allowed to continually park their vehicles for weeks at a time. We on 8th Street have problems with a residents on 55th. Last year they (in the winter) had an old vehicle parked on the street almost 2 months w/o [without] moving it. We called the city & they said there was not much to-do since they continually called & got the proper permission. I think the city needs to place a limit on the # of requests in a week/month. 2) When will DG get another choice in cable providers (Ameritech?) From what I have seen in Naperville, the Ameritech cable is superior to AT&T.

398. 1) I have no problems with teardowns in general. I do believe homes that are built to replace small houses should fit the neighborhood architecturally and aesthetically. Most new construction in the village looks like displace[d] subdivision housing. 2) Why doesn’t Downers Grove Police direct traffic at major intersections during signal failures? 3) We are rapidly approaching anarchy on our roads, i.e. ignoring traffic control devices, speeding on residential streets. Shouldn’t traffic control officers spend more time ticketing these offenders?

399. I work for a Village that allows hand watering of vegetation or flowers at any time or day. The only restrictions are unattended lawn watering – such as sprinkler systems. We are not allowed to water on non scheduled days. Hanging baskets, flower beds and vegetable gardens need to be watered daily at times during the summer – I’m sure many residents water when necessary and ignor [ignore] the sprinkling regulations – They should be allowed to do so. The only water ban should be for automatic sprinkling of lawns and flower beds.

400. I have a problem with the fact that the Park District has no accountability. They continue to spend money to acquire property THEY think we need. The pool situation is deplorable and No does mean NO! I realize the Police Department has had some reorganization but they seem unresponsive to basic needs like directing traffic especially with the street detours at rush time in the downtown area. Cars park in residential areas or are left there day after day with on consequences. Can’t we ticket the offenders? On the plus side the current Council & Mayor seem to be working together & things are moving forward. Let[’]s get the parking garage done.

401. Almost every surrounding community has a leaf pick-up program. Being cited as “A City of Trees” isn’t it odd that you neglect the very people who made your citation possible. Many of our streets could use lights. Instead of concentrating on the esthetic (clock, fountain, etc. – remove the bunkers that are a hazard and relieve at least some parking problems. Stop trying to emulate Naperville – our small time village is losing its original aura.

402. I am waiting for response to 16 letters I have written to the Village Council/Village Mgr. regarding faulty work done by contractors under contract to the Village, acceptance of faulty work etc. I have written to present Police Chief & Former Chief – they have refused to meet with me regarding public safety. I can prove my allegations with letters & photos. Our Council appears to have contracted the Clintonese Disease referred to as STONE WALLING! Glad to meet with anyone to discuss my statements.

403. Whomever approved the building of the condo on Main St. south of Maple Ave. sure didn’t have our wishes considered. The design & location of this complex does not belong in downtown Downers Grove. It is ugly – the location is already heavily trafficed [trafficked]. What could they have been thinking of other than someone getting paid to push this thru.

404. Stop the tear-downs of perfectly fine small and moderate-sized homes. The pretentious “uglies” have no place on our established residential streets, but rather should keep to the Darien Club—type subdivision. The large old homes in N.W. Downers are gorgeous and fitting fo[r] the area, as are the smaller homes in the older residential neighborhoods. [name deleted]

405. Cannot see why cars cannot park over sidewalk in drive way at night.

406. I remember 6 years ago, when we moved to DG, filling out a DG survey. I always tell friends of how 6 yrs ago my _____ [?] the survey was about the downtown area. That’s when Edwardos & Walgreens were located downtown. Basically, my answers said, “Make us look

more like Hinsdale & Naperville". Well I think we have achieved that. I love our downtown. Early Riser bakery, Vivaldi's, Founders Hill.

407. 1] The deteriorating condition of Main St. between 55th and 63rd St. over the past 3 yrs, 1) is bordering on embarrassing [embarrassing]. 2) is clearly contributing to unnecessary wear-and-tear on vehicles, and 3) is approaching a safety problem especially around 59th St. Although that stretch of Main St. may be under the DuPage County's control, I'm extremely disappointed that more short-term measures were not more aggressively pursued and lobbied for. 2] The Village Council is moving like molasses in January on the downtown parking issue.

408. I love living in D.G. my husband & I have been very happy, although the parking at the Main Street train is awful. How should we commute downtown without getting a parking ticket at the station? Also, we hate the fact we pay for lawn waste bags and have to put a \$1.80 sticker on top of that bag. Garbage is too expensive for the taxes we pay. Otherwise – D.G. is a great place to live.

409. 1) Love the Downtown revitalization. 2) Love Friday Night Car shows. 3) Love Heritage Fest. 4) Love the Bike Races in August. Wish List 1) would appreciate better cooperation with village officials regarding water retention/run off. 2) Keep open space, forested areas whenever possible. 3) Promote wildlife habitats – raccoons fox/squirrel/opossum [opossum].

410. Is there something that can be done to enforce speed limits on Oakwood Ave. & also on other side streets?

411. Our concerns that have caused us to call the village are two: 1) We watch snow plows going back & forth down our street many times – going over clear road – but will not do anything about the “dimple” where we live – it is so aggravating. 2) The runaround [run around] when there is a storm that causes tree damage and the village's lack of responsibility. You pay to a village to provide services that are hard to do by yourself and we would like to get what other citizens receive!

412. Add a bike rack(s) under the train station canopy (west end of station). Build downtown parking deck to serve commuters/shoppers. Commuters pay \$1.50/ day for parking now & the meters are filled by 6:45 a.m. Charge \$2.50 per day for covered parking in a new garage. Keep commuter bus service going to reduce demand for parking.

413. The village staff was very pushy regarding their goal of building a large paved route on the NICOR land in SW Downers. The residents were very, very against the

project but village staff would not listen. The Parking & Traffic commission overruled [overruled] the village staff and sided with the residents. Thank goodness.

414. Overall the Village does a nice job of maintaining the trees & parkways. However the area locate[d] on Acorn (the south side of the street) is a bit to be desired. The trees are overgrown & block the sidewalk making it impossible to walk on the sidewalk.

415. I am very frustrated that the city has not addressed downtown parking issues. All of the construction downtown was a huge inconvenience & that is when the parking garage should have been done! I believe citizens would pay more for downtown parking, especially downtown commuters. I waited in line overnight for that ridiculous train parking system. I talked to many people who waited overnight with me, who also would pay more for Main St. parking. I hope the system of making us wait & putting out a sign at 6 a.m. (with no city employee to watch) on the morning of the parking spot distribution has been changed.* Many people wasted time that night because there were so few spots. The non-residents should be warned. There should be written explanations mailed to every person who requests them. I have lived here 12 years & never knew about the passes sold in city hall, or many of the other services mentioned in this survey. I am sure that the staff would benefit from having a more organized & well-explained system. *The night I waited for a Metra pass, this Sept., was the time someone took the list or the list was lost. I can't believe the city would leave a list outside with no one to watch it! People were so angry when they came at 8, & the list was lost. I was lucky enough to be there early, & got a pass, but not to Main St. where I need one. Build parking downtown! Improve the communication & monitoring of the Metra system! I felt sorry for the staff because everyone was angry at them!

416. Why has the Village failed to repair the storm sewer in the Deer Creek area? It has been almost 2 years since the problem arose?

417. 1) Main St. is looking very nice, love all the landscaping & seating & Fri nite car shows. Need a few more retail stores (not pizza places or dry cleaners!) 2) It's time to focus on the small shopping area on Fairview, just north of the tracks. Some buildings are in terrible disrepair, others are very under-used (White Fence Farm not open for lunch!) A coffee shop or bakery would be great for the commuters – 3) I think the pool/rec center would be a wonderful asset to the community, and am shocked at the people opposed to it.

418. 1) Why do we pay for garbage collection? 2) Why can't we put leaves/yard waste on curb – some cities provide a big vacuum that comes by & sweeps them all up. (i.e. Deerfield)?

419. 1) There is excessive speeding throughout our neighborhood – especially on Concord Dr. I am very concerned that one of the toddlers in our neighborhood will get hurt one day.

420. This Village has decided to ignore its historic beauty of large lots. It is allowing building permit[s] on undersized lots – Chicago and Main Street. South east corner – It is allowing huge homes on undersized lots. This is ridiculous [ridiculous]. We don't want to be Hinsdale – Why do you think you can demolish the Grove Premium building for a parking lot – Please - it is starting to get the feel of Chicago politics – it's who you know!

421. On the South west corner of Belmont & Innverness there are used cars being advertised [advertised] for sale & equipment & various items being sold regularly. Is this a new Junk Yard in a residential neighborhood? An occasional yard sale would not be objectional [objectionable] but week after week is a bit much.

422. We don't feel that the forestry division works close enough with Commonwealth Edison for the parkway trees. Instead of cutting through the middle of the tree, to clear the way for the wires, our parkway trees have been "cut in half". The half toward the street was cut off and the remainder [remainder] would grow toward our house & subsequently lean towards it. The forestry department has told me they would rather cut the whole tree down than "damage" it by trimming the branches leaning toward our house. Does that make sense?

423. My neighbors and I are concerned about our children[']s safety in the mornings and afternoons when the high school students are parking in our neighborhood (on Concord & Bunker Hill). There are about 12 children under the age of 5 years old in this immediate area. With all of the parked cars, we are afraid that a speeding car (and there are many) would never see a small child nor be able to here [hear] a warning shouted because of a loud stereo. We are hoping that by increasing a police presence at these times we will avoid a potentially dangerous situation. Thank you!

424. Electric power outages on N.W. side is [are] unacceptable. (Once a month power goes out.) I mention this item every year on your survey. Why doesn't Village get another utility?

425. I love the commuter busses to the train station what a convenience [convenience]. I wish there was one more bus that ran later. Leaf pick-up – As a community we should support good horticulture – I believe we are a tree city USA Village. I have many trees in my yard as well as my neighbors. Leaf pick up would be Great! I was raised in Downers & moved back a year ago – I love the village – Keep up the good work.

426. In heavy rainstorm periods, check Washington Street for proper drainage – has been very poor in past. The village is overrun with raccoons, skunks, rabbits and other animals that destroy plants; there should be a place in DG to bring trapped animals that are pests – more predators of these animals should be introduced – fox, coyote, hawks to keep the population down. Put survey results in Village Letter.

427. I have been delighted to see the village progress as much as it has in the last 17 years since we moved here. The changes were slow in coming at first, which is somewhat good – to avoid over expansion and hasty decisions by the village council. I am so delighted with the new mayor and I trust him with decisions regarding the future of the village. Downers Grove is looking so good!

428. We really like D.G. , however, lack of sidewalks in so many buildable areas is causing us to look outside D.G. for lot location.

429. 1) We need street lights on the 4900 block of Middaugh. It[']s pitch black after dark – women feel unsafe walking after sundown. 2) We need leaf pickup – countless man-hours are wasted putting leaves into bags/containers. Other than the above 2 items ; we are very pleased with Downers Grove Village & its services. Long term – I would like to see some type of overpass/underpass near Main Street to avoid the frequent BNRR trains. Thank you for allowing us to have INPUT.

430. In October I called Adopt-A-Highway to also adopt (now have Burlington (Walnut to Belmont) behind Meadowbrook Shopping Center. I was advised I could not adopt that area as it was not an alley but part of Meadowbrook. I have driven in back of and them [them and] other shopping centers in D.G. and found Meadowbrook to be in the poorest condition. What has to be done to clean up this area. Downers Grove with their Code Enforcement has the authority to make the businesses of that shopping center & Autumn Grove clean up the area. It is pitiful; bags of leaves, light poles, garbage, open bags of hardened cement, dumpsters overflowing, broken pallets, broken down cars, broken fences, carts in creek and debris in grassy areas. When I drive thru I have to keep in mind I am in D.G. and not in a slum area of Chicago. Some tourist attraction! Please let's make these businesses show more pride in our town. I have offered to help but been turned down. What is D.G. going to do to resolve the situation?

431. I would like to see police do a better job of patrolling [patrolling] the Concord Drive area. At the corner of Concord and Penner every morning between 6:30 – 8:30 and afternoon from 2:30 – 4:00 it is comparable to the Indy 500 as high school students hurry

to school. This is especially dangerous with students standing outside waiting for their bus. I would like to see police patrol and enforce the speed limit a lot more. Also the stereos in these cars are way too loud.

432. It's very disturbing to be loosing retail in the Downtown area – more must be done to entice a major player to the area. On a personal note – during street & curb repair our parkway area was ignored – when asked why – especially with a chipped curb area – I was told it was too difficult because of a swal [swale] in the area. I translate that into lazyness [laziness]. Noting that these repairs are only done every 3-7 years – I hope the parkway area is still usable by then.

433. The Downtown looks great. I would like to see the downtown street lights be expanded further down Main Street and even Maple, Prairie... Very attractive and would add a new dimension to the local streets. Increase in traffic through side streets at rush hours – speeding and cut throughs down alleys – we don't know how to handle this. There are 20-25 children playing between my two blocks under age of 10. We love the bike race event every year. There has been some motorist confussion [confusion] in my area and D.G. special events has been very responsive to our concerns. Thanks.

434. 1) Ogden Ave needs to be iluminated [illuminated]. Please begin the RFP process for installation of high quality street lighting from Belmont Rd. to Cass Ave. 2) Paint permanent guidelines (for turning) at major large intersections. This one item has been credited with greatly reducing accidents. 3) Fix pot holes with something other than oatmeal. 4) Clean up or re-do the small sitting park on Main St. at the train tracks, across from Starbucks. The benches are broken, plantings have been destroyed or ripped out, and the decorative paving has been partially blacktopped! 5) Encourage restaurants to investigate opening in DG. I can personally relate a super success story for Addison Texas to the Village managers. My 15 minutes will knock your socks off! Next Year put a section in the survey that asks what village services would residents want in addition to current services.

435. When Kennedy Construction did the water mains [water mains] on the 5800 block of Lyman in 1997 – they broke branches on my tree and gouged the lawn on my property. I made 4 or 5 calls to various people who were on the village payroll at that time - no satisfaction. It seems only fair that someone from the village should have listened and taken care of this problem. After all this time, the branches are still hanging there and the rough lawn has nearly filled in. At the very minimum I feel the Village should cut the broken branches. Also the ditch does not drain well – the standing water is a great place to hatch mosquitos. Sincerely _____ [name deleted]

436. 1. Used your info line. Was given misinformation resulting in a code violation. I'll never use it again. 2. I have contacted the village attorney's office 3 times since July with the same question & no one has answered me or returned calls.

437. 1. Why are we spending so much money on parts of Downes [Downers] & not the rest – At the train station (Main) at the east south crossing by the police station I almost got hit by a car. It is very dark there. 2. Why is there mud & no proper sidewalk going to your parked car at Main Rail Road Area. 3. Why are police officers not watching the way the crazy fast drivers almost kill Pedestrians at the crossing. 4. Why is there not a parking garage for more 12 hour parking by meters. 5. Why does Belmont look like a slum 6. Why In front of my house there is always water standing. 7. Why isn't there more high schools in other towns. Too large. 8. Why are we letting people divide old lots & cut down all the trees. Thank you. The carm [charm] is going.

438. The Downers Grove government has grown too large. Seems to be following Democratic principles of a huge, big brother type of rule as opposed to smaller government espoused by the Republicans. Too many people on the Village payroll engaged in non-essential tasks. Too many regulations micro-managing the residents of Downers Grove. The Village has invaded the prerogatives of private property owners. Cut services, cut budgets, cut taxes and give D.G. residents credit for being able to accept responsibility for themselves. Thank you, UPR

439. Comment#1. Our street had the slurry seal process done in August, we had to write the Mayor in order to get the sloppy work re-done. What ever the village saved in this process we have paid double in terms of the quality of our street. It feels like we are traveling on a gravel road. Bad decision by the village to use this process. Comment #2. Living at the end of a cul-de-sac we suffer every winter when the snow plows start. I spend as much time clearing the end of my driveway from plows as I do on the rest of my property. Once this year it was done right – by a substitute driver. Figure that out.

440. Intersection of Prentiss & Woodward need to explore options for making left turns safer off Woodward onto Prentiss. Woodward slopes on hill and visibility is dangerously obstructed when turning onto Prentiss (when 2 vehicles are turning left onto Prentiss from opposite directions) I know village has done traffic study at this intersection but the safety of individuals should be paramount. Also a review of safety for pedestrians should be included in the review or alternate perhaps delayed timing could be incorporated with left turn signal.

441. I was very disappointed with the Park District specifically the mornings at McCollum program. The counselors, high school students, should be better trained in safety concerns & keeping track of the children. My children have attended many classes and pre-school but you need to work on your summer camp programs. There should be more adult supervision and I think you should only use collage age students.

442. I would like to know why our area (4400 block Woodward) is VERY OFTEN without electrical power. We have had many outages, some of many hours in the past year – Often the outage is not weather related, and most often on only the East side of the street. Thank you.

443. 1. Put return deadline on survey. 2. Sidewalks needed on Main street more than side streets & those on Main should be plowed. 3. Cable TV was high at \$31, now at \$36 is ridiculous (with commercials, yet!) 4. Nice job on sidewalk installation on Middaugh. 5. More public transportation from train recommended. 6. Trains to & from Chicago not frequent enough on weekends; not late enough returning to DG either. 7. Downtown area took way too long to rehab that shouldn't have been more than 2 seasons disruption & should have been done less problematically for businesses. We'll be lucky [if] they stay.

Re:#'s 38 & 39 – Suscribe [subscribe] to Dish Network because of beligerence [belligerence] of AT&T cable.
Re: #34 – Numerous cars speed up & down our street. Only action taken after numerous calls from area residents. Stop signs would help alleviate the problem!!
Re:#'s 9 & 11 – Garbage/recycling people seem indifferent towards leaving waste behind. Despite concerted efforts by most people, myself included, it always appears as if a tornado swept through the neighborhood on pickup day. While I don't expect the drivers to be cleanup people, things that drop at their feet should not be left to blow in the wind.