

## Village of Roselle Community Survey 2013

### Executive Summary

---

#### Purpose and Methodology

Based on direction from the Roselle Village Board at a Committee of the Whole meeting in January 2013, a Community Survey Subcommittee was established to formulate a plan to execute a community survey. Trustees Wayne Domke and Barbara Rendall Hochstadt, along with staff and consultants from Fako & Associates, developed the survey questionnaire throughout the spring of 2013.

The purpose of conducting the survey was to provide the Village Board meaningful feedback from the community about the value of the services that the Village provides and how they are delivered prior to setting the FY2014 Budget in December. Additionally, the survey data will serve as a benchmark for future measurement, provides a basis for evaluation of community perceptions, and promotes two-way communication that further educates residents about the services provided by the Village of Roselle.

The Roselle Community Survey was administered as an open on-line survey for three weeks in May 2013. Limited paper copies of the survey were made available at Village Hall, the Roselle Public Library, and Clauss Recreation Center for those residents who do not have Internet access, or who preferred to take the survey off-line. The survey was advertised to residents through the Spring 2013 issue of the Village's newsletter, *The Roselle Reporter*, through several E-News blasts, and through press releases.

The survey officially closed on May 31, with a total of 771 partial and complete responses. Of those, 72 were incomplete surveys and 28 were responses from non-residents. The final results are based on a total of 671 completed Roselle resident responses. Forty-three paper surveys were submitted; the remainder of the surveys were completed online.

The established goal of the committee was to gather at least 500 resident responses to the Roselle Community Survey. It was determined that at this number, trends would be easily identifiable and could be extrapolated to cover the community as a whole. This goal was met, as 671 completed surveys were received from Roselle residents. While the survey methodology the committee chose (open, online) was cost effective, the findings are not considered to be "scientifically" verifiable.

## Survey Findings

### General Trends

Applying the findings from the Roselle Community Survey to the community as a snapshot of public perception, **Roselle residents placed a high value the services they receive for the property tax dollars they pay.** A majority of residents felt that the portion of the tax bill that goes to the Village is an appropriate amount, and over three quarters of residents rated the services they receive from the Village as satisfactory. However, **a vast majority did not favor paying more in taxes to maintain the services they receive, and more than half of residents did not favor paying more to increase services.**

Residents were concerned about fiscal sustainability, crime and safety, the condition of their streets and sidewalks, storm water management, and economic development. A clear majority of residents felt that the Village should allocate more resources attracting new businesses, and they wanted to see more retail and restaurants in Roselle. For housing developments, residents favored single-family homes and senior housing over apartments and condominiums.

Most of the information residents received about the Village and its services came from the Village's quarterly newsletter, *The Roselle Reporter*, and nearly three quarters of residents rated it as an above-average publication. While a vast majority of the community have visited the Village's official website for information, less than a quarter were interested in receiving information about the Village through social media, and less than half of respondents indicated they were very or somewhat likely to watch Village Board meetings if they were televised on cable or streamed online.

### Overall Satisfaction

Thinking about the Village of Roselle as a whole, **77 percent of respondents were satisfied with services provided by the Village** (26.2 percent indicated they were very satisfied, while 50.8 percent of respondents were somewhat satisfied.) Of the rest, 15.5 percent of respondents were somewhat dissatisfied and 6.6 percent were very dissatisfied.

Survey respondents were asked what are the three most important issues facing Roselle; **fiscal sustainability** was the lead concern with 472 responses, followed by **attracting new businesses** with 396 responses, and **public infrastructure** with 339 responses.

The major quality of life concerns identified by respondents were safety and crime (55 percent), inadequate infrastructure (47 percent), and new development (44 percent). These were followed by poorly maintained residential properties

and poorly maintained commercial properties, at 41 percent and 40 percent, respectively.

The overall quality of the following programs and services provided by the Village of Roselle were rated to be above average by the majority of respondents: reliability of drinking water (79 percent), customer service provided by Village of Roselle employees (64 percent), snow plowing and salting (57 percent), condition of trees and landscaping on private property (57 percent), sanitary sewer service (57 percent), and street cleaning (54 percent).

Street lighting received an above average rating from 48 percent of respondents, overall street maintenance received an above average rating from 41 percent of respondents, 41 percent of respondents rated management of storm water drainage as above average, and condition of sidewalks received an above average rating from 37 percent of respondents.

When asked where the Village should allocate more resources, 67 percent of respondents indicated that the Village should **increase efforts to attract new businesses**. Respondents indicated that **storm water management** (39 percent), **street maintenance** (36 percent), and **crime prevention** (35 percent) should also receive more resources. Eighteen percent of respondents indicated that fewer resources should go toward enforcement of codes on private property, while 17 percent indicated fewer resources should be allotted for police traffic enforcement.

### **Fiscal Sustainability**

The Community Survey contained an open-ended question wherein respondents were asked to make suggestions for service reductions, cost savings, or revenue enhancements to assist in maintaining or allocating more resources to Village services. Of the 671 respondents that completed the survey, 305 provided a response to this open-ended question. While all of the responses are included as an appendix to the survey, the majority of suggestions fall into five main categories, which include: **developing a stronger (property and sales) tax base through economic development; enforcement of revenue generating services (such as property maintenance code and traffic laws); identifying opportunities to share services/resources with other governmental units; sponsoring a volunteer program to complete certain Village projects; and finally, encouraging sustainability in the community.**

### **Perceived Value of Property Taxes Remitted**

With the information that the Village of Roselle collects approximately \$340 in property taxes on a home valued at \$200,000, which is about 10 percent of a

property owner's total tax bill, a majority of residents (57.5 percent) indicated that they pay an appropriate amount in taxes to the Village. Over a third (33.5 percent) of respondents felt they pay too much in property taxes to the Village, while 4 percent of respondents felt they pay too little.

When asked if they would be willing to pay more in property taxes in order to maintain the current services they receive, 75 percent of respondents disagreed with the statement (42.2 percent strongly disagreed and 32.8 percent somewhat disagreed). A smaller majority (59.4 percent) strongly or somewhat disagreed with the statement that they would be willing to pay more in property taxes in order to increase the current services that they receive.

### **Customer Satisfaction**

The most common method for residents to conduct routine business with the Village was in person, followed, in order, by the drop box, online services, postal mail, and direct debit service. Respondents were able to choose more than one method to conduct routine business with the Village.

Of the respondents who indicated that they conducted routine business with the Village in person, 66.3 percent indicated that they rate their interaction as above average. Of the respondents that indicated that they conduct their routine business with the Village online, 43.4 rated online processing as above average, 19.4 indicated online processing is average, and 11 percent indicated that the Village's online payment processing service as below average. Over a quarter (26.7 percent) of respondents who indicated they do business with the Village online answered "don't know" as to how they rate the online processing system.

### **Community Development**

Of the respondents who indicated they applied for construction permits, a vast majority of them (93.5 percent) received adequate instructions to successfully obtain the permit and complete the project.

A majority of respondents indicated that code enforcement is done adequately (or "about right") for storage of garbage containers, on-street vehicle parking, and overnight vehicle parking. For code enforcement related to the parking of recreational vehicles, 46 percent of respondents indicated it is done "about right", 8 percent "too much", and 25 percent "not enough". While 38 percent of respondents feel parking of vehicles over the sidewalk is enforced "about right", 25 percent indicate that it is done "too much", and 27 percent indicate it is not done enough. Only 4 percent of respondents indicate that the weeds and tall grass ordinance is enforced "too much"; 46 percent indicate it is "about right" and 34 percent indicate it is "not enough".

A clear majority of residents felt that the Village should allocate more resources attracting new businesses: they put a high priority on **restaurants** (63 percent) and **retail** (62 percent). **Light industrial** (33 percent high priority), **manufacturing businesses** (32 percent high priority) and **service businesses** (30 percent high priority) were also desired uses. The development of theaters was considered not a priority at all for 39 percent of respondents.

For housing developments, residents favored single-family homes (41 percent high priority) and senior housing (38 percent high priority) over apartments and condominiums.

### **Public Works Services**

A majority of respondents indicated that landscaping services on publicly owned property, such as mowing of Village rights of way, beautification of Village property, trimming of publicly owned trees, and planting of publicly owned trees performed adequately, or “about right”. For tree trimming, 15 percent of respondents indicated it is done “too much”, and 13 percent indicated that it is done “not enough”. Three percent of respondents indicated that tree planting is done “too much”, while 29 percent indicated it is “not enough”.

When asked if they have experienced flooding on their property during the past five years, 36.2 percent of respondents indicated that they had. Of those who experienced flooding, 47.3 percent indicated that they experienced damage to their property due to flooding; 59 respondents (over half of those who experienced property damage due to flooding) indicated that they contacted the Village with their concerns.

### **Police & Fire Services**

Although 55 percent of respondents indicated that crime and safety is a major concern to maintaining Roselle’s quality of life, **a vast majority (92.3 percent) of residents feel safe and secure in their neighborhoods** (35.5 percent always feel safe and secure, 55.2 percent very often feel safe and secure). Although more than a third of respondents (35 percent) indicated that they “don’t know” whether crime is the same, has increased or has decreased in the past five years, 4.8 percent indicated that there is less crime, 22.3 percent indicated that crime has increased, and 38 percent indicated that crime has stayed about the same. Just over 83 percent of respondents indicated that they are satisfied with services provided by the Roselle Police Department (47.9 percent very satisfied, 35.3 percent somewhat satisfied). Nearly three-quarters of respondents (74.8 percent) indicated they are satisfied with services provided by the Roselle Fire Department; however only 20 respondents (less than 3 percent) indicated they

are somewhat or very dissatisfied. The remainder (22.2 percent) responded “don’t know”.

### **Community Involvement & Outreach**

A majority of respondents have participated in the Taste of Roselle (83 percent) and the Rose Parade (62 percent), and are likely to attend these events in the future. Cruise Nights, the Rose Festival, and the Village-wide Garage sale had participatory rates of 47 percent, 46 percent, and 37 percent respectively, and likewise, a majority of respondents indicated they would likely participate in these events again. The Rose Queen Pageant, Holiday Tree Decorating Program, Celebrate the Season Event and Sister Cities Dinner were each attended by less than 14 percent of respondents, and of those who attended these events, a majority indicated they were unlikely to attend them in the future.

A vast majority of residents (93 percent) obtained local news and information about the Village and its services through *The Roselle Reporter* quarterly newsletter. Nearly three-quarters (73 percent) of respondents indicated they obtain news frequently from the publication, with 20 percent indicating they obtain news from *The Roselle Reporter* occasionally. Other top resources for local news and information about the Village included the Roselle Village website (29 percent frequently and 39 percent occasionally for a total of 68 percent of respondents), water bill briefs (25 percent frequently and 36 percent occasionally for a total of 61 percent of respondents), E-News (39 percent frequently and 19 percent occasionally for a total of 58 percent of respondents), and the Daily Herald (29 percent frequently and 23 percent occasionally for a total of 52 percent of respondents). Residents were much less likely to receive local news and information from the Chicago Tribune, through attendance at Village Board or Coffee with the Board meetings, and through Community TV on channel 6.

Question 31 of the survey asked if respondents received information about the Village from specifically listed sources including the option of specifying other sources. Nearly half of the 100 respondents who specified other sources received information from word of mouth with Village employees, elected officials or neighbors; other print media not listed such as the *Chicago Sun Times*; or information provided through neighborhood organizations, or homeowners/condominium associations.

Almost three-quarters of respondents (73 percent) rated *The Roselle Reporter* newsletter as an above-average publication. A majority of respondents (54 percent) rated the Village website as an above average news source. E-News was rated above average by 46 percent of respondents (with 39 percent indicating “don’t know”), and water bill briefs were rated as above average by 35 percent of respondents (with 30 percent indicating “don’t know”). A large majority

of respondents (75 percent) answered “don’t know” when rating Community TV on channel 6.

A vast majority of the community has visited the Village’s official website for information (86 percent), and a majority rated usefulness of information (64 percent), ease of navigation (62 percent), overall design (56 percent), and timeliness of updates (52 percent) as above average. The search function of the Villages website was rated as above average by 43 percent of respondents.

Just over 22 percent of respondents indicated they were interested in receiving information about the Village through social media (Facebook, Twitter, etc). Less than half of respondents indicated they were likely to watch Village Board meetings if they were televised on cable or streamed online (41 percent very or somewhat likely).

### **Demographics**

Of those who responded to the Roselle Community Survey, most were long-term residents; 67 percent of respondents have resided in Roselle for over 15 years and 15.5 percent have lived in Roselle for 11 to 15 years. Over eighty-three percent of respondents reside in a single-family attached house. Of those who responded to the survey, 52.2 were female and 47.8 percent were male. Just under 45 percent of survey respondents were in the 50 to 64 age range, 27.1 percent were in the 35 to 49 age range, 20.6 percent were 65 or older, and 6.4 percent were in the 25 to 34 age range. The remainder of respondents (less than 1 percent) were under age 24.

### **Conclusions and Outcomes**

The purpose for the survey was to determine how much residents value the services that the Village offers and use the data to plan for future service delivery. Village department heads have reviewed the compiled data and are prepared to analyze it as necessary to make data-driven recommendations for potential changes to current service delivery levels in order to reduce costs.

Upon review of the collected data, the Community Survey Subcommittee identified three main themes:

- **Fiscal Sustainability:** respondents identified fiscal sustainability as the most important issue facing the Village of Roselle.
- **Economic Development:** a vast majority of respondents to the survey indicate that the Village should increase efforts to attract new businesses.

- **Citizen Engagement and Public Education:** Some responses indicate that there are misconceptions about which services the Village of Roselle offers its residents, and how those services are delivered.

These main themes, and others identified by the Village Board through discussion of the Community Survey results, may be further evaluated to determine what, if any, action items are required. A secondary outcome of the survey was an increase in the number of users subscribed to the Village's E-News service. **The online survey concluded with a link for survey respondents to sign up for the Village's E-News; 73 new subscribers signed up between May 13 and May 31, 2013. Roselle E-News now has 1,443 active contacts.**

The Community Survey results will be reported back to Roselle residents online via the Village's website. Articles about the results will appear in the Fall 2013 issue of the *Roselle Reporter Newsletter* and in Roselle *E-News* publications, and a press release about the availability of the results will be issued. The results will be further discussed in Town Hall forums in Roselle this fall. The Village Board may also use the data as a reference in future budget discussions and strategic goal setting sessions.



## Village of Roselle Community Survey Results - May 2013

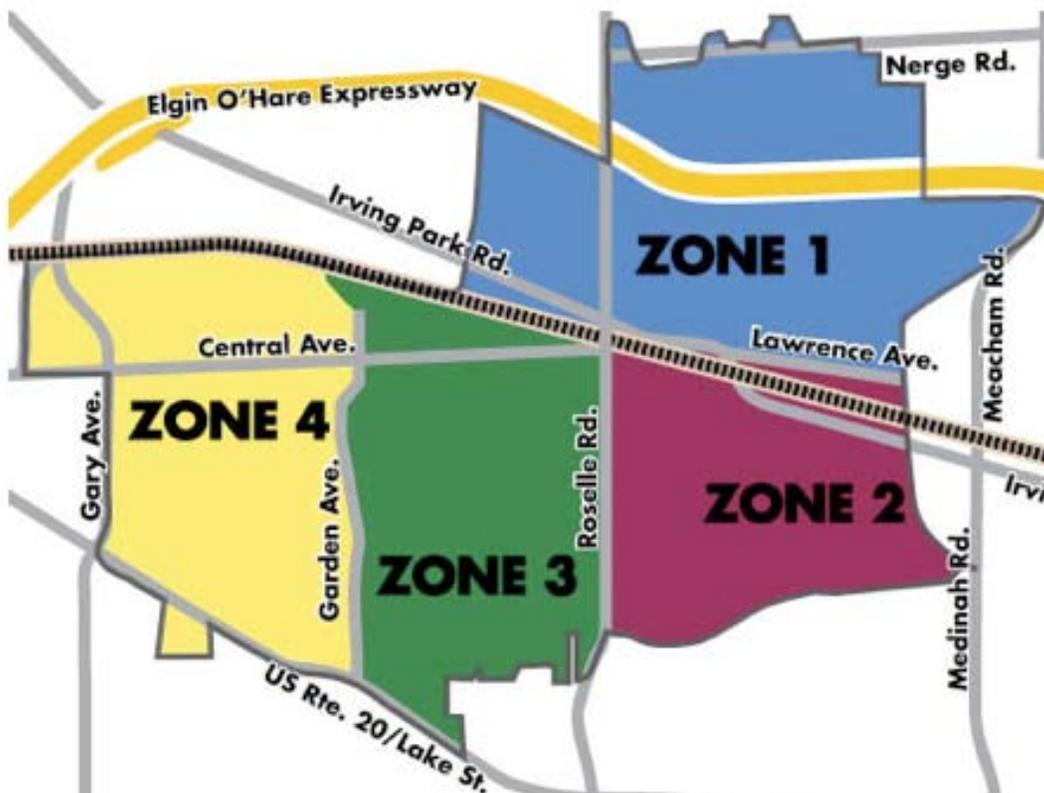
Results are based on the completed surveys of residents living within incorporated Village limits.

### 1. Do you live within the incorporated Village of Roselle?

Answer	0%	100%	Number of Responses	Response Ratio
Yes			671	95.9%
No			28	4.0%

### 2. According to the map below, in which zone of the Village do you reside?

Answer	0%	100%	Number of Responses	Response Ratio
Zone 1			180	26.8%
Zone 2			157	23.3%
Zone 3			199	29.6%
Zone 4			135	20.1%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>



### 3. What are the three most important issues facing the Village of Roselle?

Answer	0%	100%	Number of Responses	Response Ratio
Fiscal sustainability (budget)			471	65.3%
Attracting new business			396	54.9%
Public infrastructure (streets, sidewalks, sewer, etc.)			338	46.8%
Sustaining and retaining existing businesses			275	38.1%
Crime prevention			191	26.4%
Condition of housing and neighborhoods			163	22.6%
Storm water management			124	17.1%
Access to public transportation			26	3.6%
Traffic flow and circulation			18	2.4%
<b>Totals</b>			<b>721</b>	<b>100%</b>

#### Cross Tabulation Data

Of the 191 respondents who indicated that **crime prevention is an important issue** facing the Village of Roselle:

- 56 reside in Zone 1 (this represents 31% of the 180 Zone 1 respondents);
- 36 reside in Zone 2 (this represents 23% of the 157 Zone 2 respondents);
- 55 reside in Zone 3 (this represents 28% of the 199 Zone 3 respondents);
- 44 reside in Zone 4 (this represents 33% of the 135 Zone 4 respondents).

Of the 124 respondents who indicated that **storm water management is an important issue** facing the Village of Roselle:

- 38 reside in Zone 1 (this represents 21% of the 180 Zone 1 respondents);
- 34 reside in Zone 2 (this represents 22% of the 157 Zone 2 respondents);
- 38 reside in Zone 3 (this represents 19% of the 199 Zone 3 respondents);
- 14 reside in Zone 4 (this represents 10% of the 135 Zone 4 respondents).

### 4. Rate each of the following quality of life issues as either a major concern, minor concern, or not a concern to maintaining Roselle's quality of life.

1 = Major Concern , 2 = Minor Concern , 3 = Not a Concern , 4 = Don't Know



Answer	Concern Level				Number of Responses
Safety and crime	55%	30%	13%		671
Inadequate infrastructure (water, sewer, utilities)	47%	34%	15%		671
New development	44%	35%	18%		671
Availability of restaurants	42%	39%	18%		671
Residential properties that are poorly maintained	41%	44%	13%		671
Commercial properties that are poorly maintained	41%	40%	15%		671
Availability of retail	39%	44%	17%		671
Traffic and congestion	10%	41%	48%		671

#### 4. Continued

Answer	1	2	3	4
Safety and crime	371 (55.3%)	202 (30.1%)	88 (13.1%)	10 (1.5%)
Inadequate infrastructure (water, sewer, utilities)	316 (47.1%)	231 (34.4%)	102 (15.2%)	22 (3.3%)
New development	298 (44.4%)	232 (34.6%)	121 (18.0%)	20 (3.0%)
Availability of restaurants	279 (41.6%)	265 (39.5%)	120 (17.9%)	7 (1.0%)
Residential properties that are poorly maintained	278 (41.4%)	297 (44.3%)	89 (13.3%)	7 (1.0%)
Commercial properties that are poorly maintained	275 (41.0%)	269 (40.1%)	104 (15.5%)	23 (3.4%)
Availability of retail	259 (38.6%)	292 (43.5%)	111 (16.5%)	9 (1.3%)
Traffic and congestion	69 (10.3%)	273 (40.7%)	323 (48.1%)	6 (<1%)

#### Cross Tabulation Data

Of the 371 respondents who indicated that **safety and crime are a major concern**:

- 99 reside in Zone 1 (this represents 55% of the 180 Zone 1 respondents);
- 83 reside in Zone 2 (this represents 53% of the 157 Zone 2 respondents);
- 105 reside in Zone 3 (this represents 53% of the 199 Zone 3 respondents);
- 84 reside in Zone 4 (this represents 62% of the 135 Zone 4 respondents).

Of the 278 respondents who indicated that **poorly maintained residential properties are a major concern**:

- 80 reside in Zone 1 (this represents 44% of the 180 Zone 1 respondents);
- 58 reside in Zone 2 (this represents 37% of the 157 Zone 2 respondents);
- 79 reside in Zone 3 (this represents 40% of the 199 Zone 3 respondents);
- 61 reside in Zone 4 (this represents 45% of the 135 Zone 4 respondents).

Of the 275 respondents who indicated that **poorly maintained commercial properties are a major concern**:

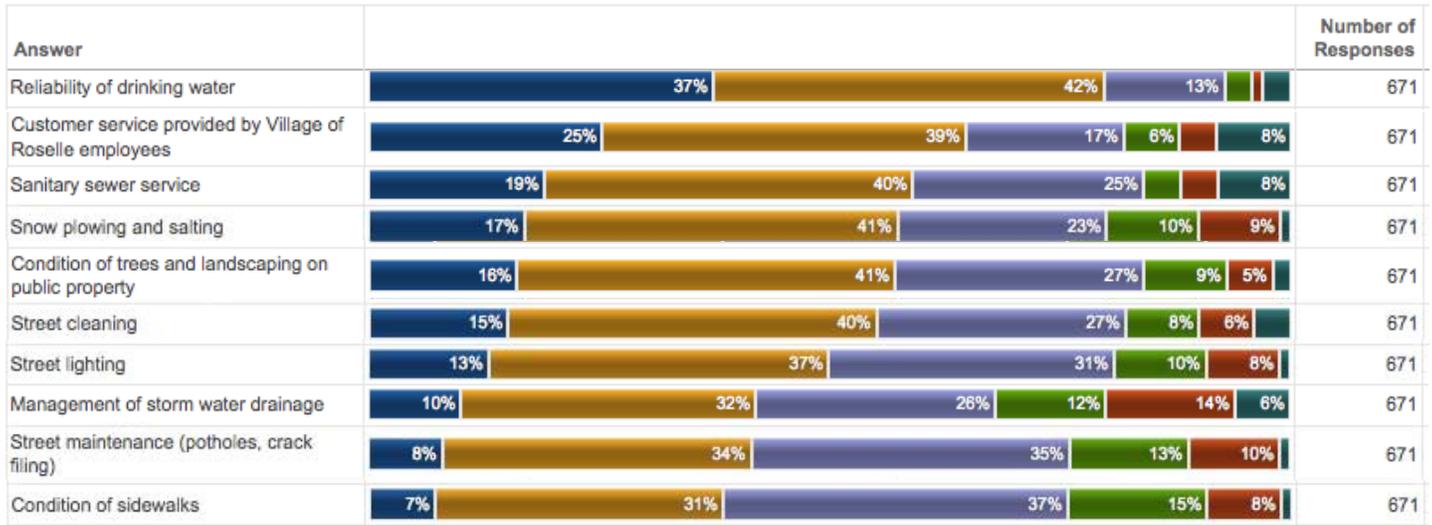
- 88 reside in Zone 1 (this represents 49% of the 180 Zone 1 respondents);
- 59 reside in Zone 2 (this represents 38% of the 157 Zone 2 respondents);
- 75 reside in Zone 3 (this represents 38% of the 199 Zone 3 respondents);
- 53 reside in Zone 4 (this represents 39% of the 135 Zone 4 respondents).

#### 5. Thinking about the Village of Roselle as a whole, how satisfied are you with services provided by the Village?

Answer	0%	100%	Number of Responses	Response Ratio
Very Satisfied			176	26.2%
Somewhat Satisfied			340	50.6%
Somewhat Dissatisfied			104	15.4%
Very Dissatisfied			44	6.5%
Don't Know			7	1.0%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

## 6. How would you rate the overall quality of each of the following programs and services provided by the Village of Roselle?

1 = Excellent , 2 = Good , 3 = Average , 4 = Fair , 5 = Poor , 6 = Don't know



Answer	1	2	3	4	5	6
Reliability of drinking water	250 (37.3%)	282 (42.0%)	86 (12.8%)	23 (3.4%)	10 (1.5%)	20 (3.0%)
Customer service provided by Village of Roselle Employees	170 (25.3%)	263 (39.2%)	116 (17.3%)	40 (6.0%)	30 (4.5%)	52 (7.7%)
Sanitary sewer service	127 (18.9%)	267 (39.8%)	167 (24.9%)	27 (4.0%)	26 (3.9%)	57 (8.4%)
Snow plowing and salting	115 (17.1%)	275 (41.0%)	153 (22.8%)	66 (9.8%)	60 (8.9%)	2 (<1%)
Condition of trees and landscaping on public property	109 (16.2%)	278 (41.4%)	182 (27.1%)	62 (9.2%)	36 (5.4%)	4 (<1%)
Street cleaning	98 (14.6%)	271 (40.4%)	182 (27.1%)	57 (8.5%)	37 (5.5%)	26 (3.9%)
Street lighting	87 (13.0%)	245 (36.5%)	201 (31.3%)	65 (9.7%)	57 (8.5%)	7 (1.0%)
Management of storm water drainage	67 (10.0%)	216 (32.2%)	177 (26.4%)	78 (11.6%)	92 (13.7%)	41 (6.1%)
Street maintenance (potholes, crack filling)	52 (7.7%)	231 (34.4%)	233 (34.7%)	84 (12.5%)	67 (10.0%)	4 (<1%)
Condition of sidewalks	49 (7.3%)	208 (31.0%)	249 (37.1%)	100 (14.9%)	57 (8.5%)	8 (1.2%)

## 6. Continued

### Cross Tabulation Data

Of the 170 respondents who indicated **management of storm water drainage is below average (fair or poor)**:

- 57 reside in Zone 1 (this represents 32% of the 180 Zone 1 respondents);
- 47 reside in Zone 2 (this represents 30% of the 157 Zone 2 respondents);
- 44 reside in Zone 3 (this represents 22% of the 199 Zone 3 respondents);
- 22 reside in Zone 4 (this represents 16% of the 135 Zone 4 respondents).

Of the 151 respondents who indicated **street maintenance is below average (fair or poor)**:

- 41 reside in Zone 1 (this represents 22% of the 180 Zone 1 respondents);
- 40 reside in Zone 2 (this represents 25% of the 157 Zone 2 respondents);
- 33 reside in Zone 3 (this represents 17% of the 199 Zone 3 respondents);
- 37 reside in Zone 4 (this represents 28% of the 135 Zone 4 respondents).

Of the 157 respondents who indicated the **condition of sidewalks is below average (fair or poor)**:

- 31 reside in Zone 1 (this represents 17% of the 180 Zone 1 respondents);
- 50 reside in Zone 2 (this represents 32% of the 157 Zone 2 respondents);
- 43 reside in Zone 3 (this represents 22% of the 199 Zone 3 respondents);
- 33 reside in Zone 4 (this represents 25% of the 135 Zone 4 respondents).

## 7 & 8. For each of the following services, should the Village of Roselle allocate more resources, less resources or make no changes in how resources are allocated for the service?

1 = More Resources , 2 = No Change , 3 = Less Resources , 4 = Don't Know



Answer					Number of Responses
Attracting New Business	68%	23%	6%		671
Storm Water Management	39%	50%		10%	671
Street Maintenance	37%	58%			671
Crime prevention	35%	57%		5%	671
Sidewalk Maintenance	33%	60%			671
Enforcement of codes on private property	32%	42%	18%	8%	671
Police presence in your neighborhood	31%	62%			671
Snow Plowing and Salting	25%	70%			671
Sewer and water services	21%	69%		8%	671
Access to Information about the Village	15%	72%	9%		671
Police traffic enforcement	14%	66%	17%		671
Emergency Medical Services	11%	73%		14%	671
Fire response	10%	76%		12%	671

## 7 & 8. Continued

Answer	1	2	3	4
Attracting new business	456 (68.0%)	156 (23.2%)	40 (6.0%)	19 (2.8%)
Storm water management	263 (39.2%)	334 (49.8%)	8 (1.2%)	66 (9.8%)
Street maintenance	246 (36.7%)	387 (57.7%)	13 (1.9%)	25 (3.7%)
Crime prevention	236 (35.2%)	380 (56.6%)	21 (3.1%)	34 (5.1%)
Sidewalk maintenance	222 (33.1%)	401 (59.8%)	17 (2.5%)	31 (4.6%)
Enforcement of codes on private property	213 (31.7%)	280 (41.7%)	124 (18.5%)	54 (8.0%)
Police presence in your neighborhood	205 (30.6%)	415 (61.8%)	32 (4.8%)	19 (2.8%)
Snow plowing and salting	166 (24.7%)	468 (69.7%)	18 (2.7%)	19 (2.8%)
Sewer and water services	142 (21.2%)	464 (69.2%)	12 (1.8%)	53 (7.9%)
Access to information about the Village	101 (15.1%)	484 (72.1%)	63 (9.4%)	23 (3.4%)
Police traffic enforcement	93 (13.9%)	441 (65.7%)	115 (17.1%)	22 (3.3%)
Emergency medical services	75 (11.2%)	493 (73.5%)	9 (1.3%)	94 (14.0%)
Fire response	67 (10.0%)	508 (75.7%)	17 (2.5%)	79 (11.8%)

### Cross Tabulation Data

Of the 263 respondents who indicated **more resources are needed for storm water management:**

- 75 reside in Zone 1 (this represents 42% of the 180 Zone 1 respondents);
- 66 reside in Zone 2 (this represents 42% of the 157 Zone 2 respondents);
- 85 reside in Zone 3 (this represents 43% of the 199 Zone 3 respondents);
- 37 reside in Zone 4 (this represents 27% of the 135 Zone 4 respondents).

Of the 246 respondents who indicated **more resources are needed for street maintenance:**

- 64 reside in Zone 1 (this represents 36% of the 180 Zone 1 respondents);
- 60 reside in Zone 2 (this represents 38% of the 157 Zone 2 respondents);
- 64 reside in Zone 3 (this represents 32% of the 199 Zone 3 respondents);
- 58 reside in Zone 4 (this represents 43% of the 135 Zone 4 respondents).

Of the 236 respondents who indicated **more resources are needed for crime prevention:**

- 72 reside in Zone 1 (this represents 40% of the 180 Zone 1 respondents);
- 44 reside in Zone 2 (this represents 28% of the 157 Zone 2 respondents);
- 62 reside in Zone 3 (this represents 31% of the 199 Zone 3 respondents);
- 58 reside in Zone 4 (this represents 43% of the 135 Zone 4 respondents).

Of the 222 respondents who indicated **more resources are needed for sidewalk maintenance:**

- 53 reside in Zone 1 (this represents 29% of the 180 Zone 1 respondents);
- 56 reside in Zone 2 (this represents 36% of the 157 Zone 2 respondents);
- 67 reside in Zone 3 (this represents 34% of the 199 Zone 3 respondents);
- 46 reside in Zone 4 (this represents 34% of the 135 Zone 4 respondents).

Of the 213 respondents who indicated **more resources are needed for enforcement of codes on private property:**

- 55 reside in Zone 1 (this represents 31% of the 180 Zone 1 respondents);
- 46 reside in Zone 2 (this represents 29% of the 157 Zone 2 respondents);
- 67 reside in Zone 3 (this represents 34% of the 199 Zone 3 respondents);
- 45 reside in Zone 4 (this represents 33% of the 135 Zone 4 respondents).

Of the 205 respondents who indicated **more resources are needed to have police presence in their neighborhood:**

- 55 reside in Zone 1 (this represents 31% of the 180 Zone 1 respondents);
- 40 reside in Zone 2 (this represents 25% of the 157 Zone 2 respondents);
- 58 reside in Zone 3 (this represents 29% of the 199 Zone 3 respondents);
- 52 reside in Zone 4 (this represents 39% of the 135 Zone 4 respondents).

Of the 166 respondents who indicated **more resources are needed for snow plowing and salting:**

- 39 reside in Zone 1 (this represents 22% of the 180 Zone 1 respondents);
- 52 reside in Zone 2 (this represents 33% of the 157 Zone 2 respondents);
- 40 reside in Zone 3 (this represents 20% of the 199 Zone 3 respondents);
- 35 reside in Zone 4 (this represents 26% of the 135 Zone 4 respondents).

**9. In your own words, what, if any, suggestions do you have for service reductions, cost savings, or revenue enhancements to assist in maintaining or allocating more resources to any of the above services?**

See appendix for text results.

**10. The Village of Roselle collects approximately \$340 per year on a home valued at \$200,000, or about 10% of your total property tax bill. Which of the following statements comes closest to your own opinion?**

Answer	0%	100%	Number of Responses	Response Ratio
Pay too much			224	33.3%
Pay an appropriate amount			386	57.5%
Pay too little			27	4.0%
Don't know			34	5.0%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**11. Do you agree or disagree with the following statement?**

"I would be willing to pay more in property taxes to the Village of Roselle in order to maintain the current services I receive."

Answer	0%	100%	Number of Responses	Response Ratio
Strongly Agree			14	2.0%
Somewhat Agree			129	19.2%
Somewhat Disagree			219	32.6%
Strongly Disagree			283	42.1%
Don't Know			26	3.8%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**12. Do you agree or disagree with the following statement?**

"I would be willing to pay more in property taxes to the Village of Roselle in order to increase the current services I receive."

Answer	0%	100%	Number of Responses	Response Ratio
Strongly Agree			34	5.0%
Somewhat Agree			203	30.2%
Somewhat Disagree			167	24.8%
Strongly Disagree			231	34.4%
Don't Know			36	5.3%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**13. What is your primary method to conduct routine business with the Village?**

Answer	0%	100%	Number of Responses
In person			337
Drop box			260
Online / Website			214
Postal mail			204
Direct debit			157
None of the above			3
Not applicable			6
Don't know			7
<b>Totals</b>			<b>691</b>

**14. If your primary method to conduct routine business with the Village is in person, how would you rate the customer service provided by the Finance Department front desk at Village Hall?**

Answer	0%	100%	Number of Responses	Response Ratio
Excellent			179	26.6%
Good			144	21.4%
Average			76	11.3%
Fair			28	4.1%
Poor			15	2.2%
Not Applicable			183	27.2%
Don't Know			46	6.8%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**15. If your primary method to conduct routine business with the Village is online, how would you rate the Village of Roselle website for processing online payments?**

Answer	0%	100%	Number of Responses	Response Ratio
Excellent			56	8.3%
Good			87	12.9%
Average			64	9.5%
Fair			21	3.1%
Poor			15	2.2%
Not applicable			341	50.8%
Don't know			87	12.9%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**16. For each of the following landscape services, please indicate if you feel the Village is performing the service too much, about right, or not enough.**

1 = Too Much , 2 = About Right , 3 = Not Enough , 4 = Don't Know



Answer					Number of Responses
Tree Trimming	16%	64%	13%	7%	671
Beautification of Village Property	6%	70%	16%	7%	671
Tree Planting		54%	29%	14%	671
Mowing of Village Rights of Way		77%	9%	13%	671

Answer	1	2	3	4
Tree trimming	105 (15.6%)	432 (64.4%)	88 (13.1%)	46 (6.9%)
Beautification of Village property	42 (6.3%)	472 (70.3%)	109 (16.2%)	48 (7.2%)
Tree planting	21 (3.1%)	361 (53.8%)	196 (29.2%)	93 (13.9%)
Mowing of Village Rights of Way	11 (1.6%)	515 (76.8%)	61 (9.1%)	84 (12.5%)

**17. During the past five years, have you experienced flooding on your property?**

Answer	0%	100%	Number of Responses	Response Ratio
Yes			243	36.2%
No			428	63.7%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**Cross Tabulation Data**

Of the 243 respondents who indicated they **experienced flooding** on their property in the past five years:

- 68 reside in Zone 1 (this represents 38% of the 180 Zone 1 respondents);
- 76 reside in Zone 2 (this represents 48% of the 157 Zone 2 respondents);
- 68 reside in Zone 3 (this represents 34% of the 199 Zone 3 respondents);
- 31 reside in Zone 4 (this represents 23% of the 135 Zone 4 respondents).

**18. If you have experienced flooding in the past five years, have you experienced damage to your property from standing water?**

Answer	0%	100%	Number of Responses	Response Ratio
Yes			115	17.1%
No			128	19.0%
No Responses			428	63.7%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**Cross Tabulation Data**

Of the 115 respondents who indicated they **experienced property damage** on their property from standing water:

- 36 reside in Zone 1 (this represents 20% of the 180 Zone 1 respondents);
- 34 reside in Zone 2 (this represents 22% of the 157 Zone 2 respondents);
- 30 reside in Zone 3 (this represents 15% of the 199 Zone 3 respondents);
- 15 reside in Zone 4 (this represents 11% of the 135 Zone 4 respondents).

**19. If you have experienced damage to your property from standing water, have you contacted the Village of Roselle concerning flooding or standing water on your property?**

Answer	0%	100%	Number of Responses	Response Ratio
Yes			59	8.7%
No			56	8.3%
No Responses			556	82.8%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**20. Within the last five years, have you applied for any of the following Village construction permits?**

1 = Yes , 2 = No



Answer	1 (Yes)	2 (No)	Number of Responses
Home Improvement	18%	84%	671
Fence	11%	89%	671
Driveway	11%	89%	671
Shed		95%	671
Deck		97%	671
New Construction		97%	671
Pool		99%	671

Answer	1	2
Home Improvement	106 (15.8%)	565 (84.2%)
Fence	76 (11.3%)	595 (88.7%)
Driveway	76 (11.3%)	595 (88.7%)
Shed	31 (4.6%)	640 (95.4%)
New Construction	17 (2.5%)	654 (97.5%)
Pool	6 (<1%)	665 (99.1%)

**21. If you applied for a permit, were adequate instructions and information give so you could successfully obtain the permit and complete the project?**

Answer	0%	100%	Number of Responses
Yes			215
No			15
Not Applicable			441
No Responses			0
<b>Totals</b>			<b>671</b>

**22. For each of the following ordinances, please indicate if you feel the Village is enforcing the ordinance too much, about right, or not enough.**

1 = Too Much , 2 = About Right , 3 = Not Enough , 4 = Don't Know



Answer					Number of Responses
Parking of vehicles over the sidewalk	21%	38%	28%	13%	671
Storage of garbage containers	18%	51%	21%	11%	671
Overnight vehicle parking	17%	63%	10%	10%	671
On street vehicle parking	14%	65%	11%	10%	671
Parking of recreational vehicles, boats, and trailers	9%	47%	26%	18%	671
Weeds and tall grass		46%	35%	15%	671

Answer	1	2	3	4
Parking of vehicles over the sidewalk	141 (21.0%)	256 (38.2%)	187 (27.9%)	87 (13.0%)
Storage of garbage containers	118 (17.6%)	340 (50.7%)	142 (21.2%)	71 (10.6%)
Overnight vehicle parking	116 (17.3%)	422 (62.9%)	68 (10.1%)	65 (9.7%)
On street vehicle parking	92 (13.7%)	434 (64.7%)	76 (11.3%)	69 (10.3%)
Parking of recreational vehicles, boats & trailers	60 (8.9%)	314 (46.8%)	173 (25.8%)	124 (18.5%)
Weeds and tall grass	27 (4.0%)	308 (45.9%)	233 (34.7%)	103 (15.4%)

**Cross Tabulation Data**

Of the 187 respondents who indicated that **parking of vehicles over the sidewalk is not enforced enough**:

- 52 reside in Zone 1 (this represents 29% of the 180 Zone 1 respondents);
- 49 reside in Zone 2 (this represents 31% of the 157 Zone 2 respondents);
- 52 reside in Zone 3 (this represents 26% of the 199 Zone 3 respondents);
- 34 reside in Zone 4 (this represents 25% of the 135 Zone 4 respondents).

Of the 173 respondents who indicated that **parking of recreational vehicles is not enforced enough**:

- 44 reside in Zone 1 (this represents 24% of the 180 Zone 1 respondents);
- 46 reside in Zone 2 (this represents 29% of the 157 Zone 2 respondents);
- 51 reside in Zone 3 (this represents 26% of the 199 Zone 3 respondents);
- 32 reside in Zone 4 (this represents 24% of the 135 Zone 4 respondents).

Of the 233 respondents who indicated that **weeds and tall grass is not enforced enough**:

- 56 reside in Zone 1 (this represents 31% of the 180 Zone 1 respondents);
- 57 reside in Zone 2 (this represents 36% of the 157 Zone 2 respondents);
- 75 reside in Zone 3 (this represents 38% of the 199 Zone 3 respondents);
- 45 reside in Zone 4 (this represents 33% of the 135 Zone 4 respondents).

### 23. Generally speaking, how often do you feel safe and secure in your neighborhood?

Answer	0%	100%	Number of Responses	Response Ratio
Always			248	36.9%
Very Often			371	55.2%
Only Sometimes			46	6.8%
Rarely			3	<1%
Never			0	0.0%
Don't Know			3	<1%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

#### Cross Tabulation Data

Of the 46 respondents who indicated that **they only sometimes feel safe and secure in their neighborhood:**

- 11 reside in Zone 1 (this represents 6% of the 180 Zone 1 respondents);
- 14 reside in Zone 2 (this represents 9% of the 157 Zone 2 respondents);
- 11 reside in Zone 3 (this represents 6% of the 199 Zone 3 respondents);
- 10 reside in Zone 4 (this represents 7% of the 135 Zone 4 respondents).

Of the 3 respondents who indicated that **they rarely feel safe and secure in their neighborhood:**

- 1 resides in Zone 2;
- 2 reside in Zone 4.

### 24. Which of the following statements comes closest to your opinion on crime in the Village of Roselle?

“There is less crime in the Village or Roselle than five years ago.”

“The amount of crime in the Village of Roselle has increased over the past five years”

“The amount of crime in the Village of Roselle has stayed about the same over the past five years.”

Answer	0%	100%	Number of Responses
Less crime			32
Crime has Increased			149
Crime has stayed about the same			255
Don't know			235
No Responses			0
<b>Totals</b>			<b>671</b>

#### Cross Tabulation Data

Of the 149 respondents who indicated that they feel **the amount of crime in the Village of Roselle has increased over the past five years:**

- 42 reside in Zone 1 (this represents 23% of the 180 Zone 1 respondents);
- 35 reside in Zone 2 (this represents 22% of the 157 Zone 2 respondents);
- 44 reside in Zone 3 (this represents 22% of the 199 Zone 3 respondents);
- 28 reside in Zone 4 (this represents 21% of the 135 Zone 4 respondents).

### 25. How would you rate your overall level of satisfaction with the Roselle Police Department?

Answer	0%	100%	Number of Responses	Response Ratio
Very Satisfied			321	47.8%
Somewhat Satisfied			237	35.3%
Somewhat Dissatisfied			59	8.7%
Very Dissatisfied			13	1.9%
Don't Know			41	6.1%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**26. How would you rate your overall level of satisfaction with the Roselle Fire Department?**

Answer	0%	100%	Number of Responses	Response Ratio
Very Satisfied			384	57.2%
Somewhat Satisfied			119	17.7%
Somewhat Dissatisfied			11	1.6%
Very Dissatisfied			8	1.1%
Don't Know			149	22.2%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**27. Indicate if you have participated in or attended any of the following Village of Roselle programs or activities.**

1 = Have Participated 2 = Have Not Participated



Answer		Number of Responses
Taste of Roselle		671
Rose Parade		671
Cruise Nights on Main St.		671
Rose Festival		671
Village-wide Garage Sale		671
Holiday Tree Decorating Program		671
Celebrate the Season/Sing-a-long With Santa		671
Rose Queen Pageant		671
Sister Cities Dinner		671

Answer	1	2
Taste of Roselle	560 (83.5%)	111 (16.5%)
Rose Parade	417 (62.1%)	254 (37.9%)
Cruise Nights on Main St.	317 (47.2%)	354 (52.8%)
Rose Festival	314 (46.8%)	357 (53.2%)
Village-wide Garage Sale	238 (35.5%)	433 (64.5%)
Holiday Tree Decorating Program	90 (13.4%)	581 (86.6%)
Celebrate the Season/Sing-a-long With Santa	84 (12.5%)	587 (87.5%)
Rose Queen Pageant	81 (12.1%)	590 (87.9%)
Sister Cities Dinner	56 (8.3%)	615 (91.7%)

**28. For the following Village of Roselle programs or activities that you have attended or participated in, would you attend/participate in them again?**

1 = Would Participate/Attend Again , 2 = Would Not Participate/Attend Again , 3 = Not Applicable



Answer				Number of Responses
Taste of Roselle	76%	13%	12%	671
Rose Parade	58%	12%	30%	671
Cruise Nights on Main St.	45%	12%	43%	671
Rose Festival	42%	14%	44%	671
Village-wide Garage Sale	36%	13%	51%	671
Holiday Tree Decorating Program	10%	21%	69%	671
Celebrate the Season/Sing-a-long With Santa	8%	21%	71%	671
Rose Queen Pageant	7%	17%	75%	671
Sister Cities Dinner	6%	23%	72%	671

Answer	1	2	3
Taste of Roselle	508 (75.7%)	85 (12.7%)	78 (11.6%)
Rose Parade	389 (58.0%)	79 (11.8%)	203 (30.3%)
Cruise Nights on Main St.	304 (45.3%)	80 (11.9%)	287 (42.8%)
Rose Festival	280 (41.7%)	93 (13.9%)	298 (44.4%)
Village-wide Garage Sale	241 (35.9%)	89 (13.3%)	341 (50.8%)
Holiday Tree Decorating Program	67 (10.0%)	141 (21.0%)	463 (69.0%)
Celebrate the Season/Sing-a-long With Santa	53 (7.9%)	143 (21.3%)	475 (70.8%)
Rose Queen Pageant	49 (7.3%)	116 (17.3%)	506 (75.4%)
Sister Cities Dinner	39 (5.8%)	151 (22.5%)	481 (71.1%)

**29. What level of priority would you place for the Village of Roselle to add each of the following types of residential developments to the community?**

1 = High Priority , 2 = Low Priority , 3 = Not a Priority , 4 = Don't Know

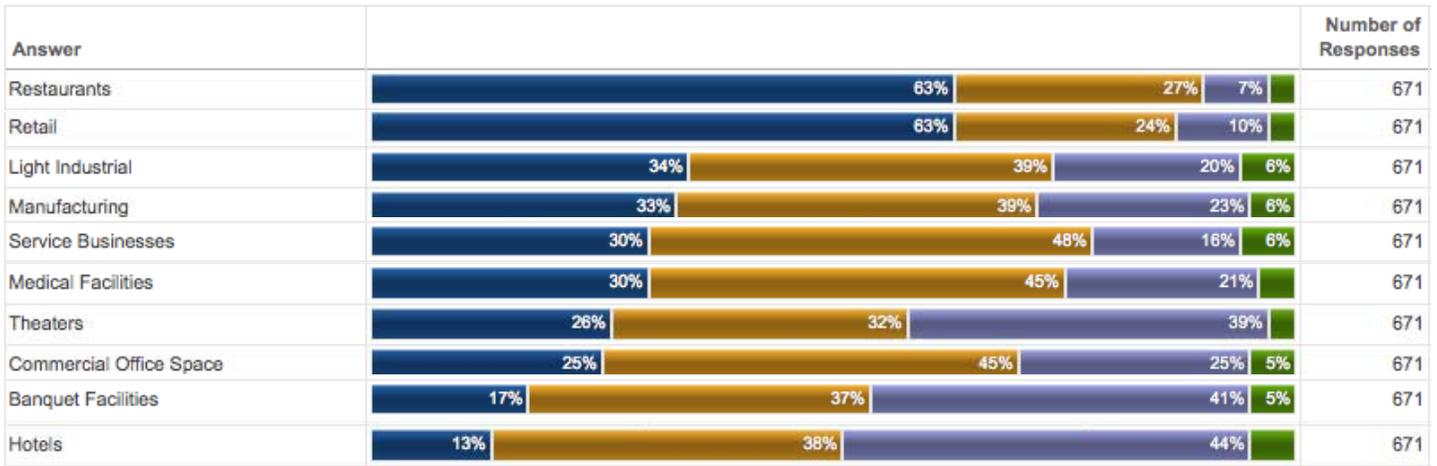


Answer					Number of Responses
Detached Single-Family Homes	42%	31%	19%	8%	671
Senior Housing	38%	34%	20%	8%	671
Townhomes	17%	39%	37%	7%	671
Condominiums	10%	35%	47%	8%	671
Apartments	24%	65%	7%		671

Answer	1	2	3	4
Detached Single-Family Homes	280 (41.7%)	210 (31.3%)	130 (19.4%)	51 (7.6%)
Senior Housing	255 (38.0%)	227 (33.8%)	134 (20.0%)	55 (8.2%)
Townhomes	112 (16.7%)	262 (39.0%)	247 (36.8%)	50 (7.5%)
Condominiums	70 (10.4%)	233 (34.7%)	316 (47.1%)	52 (7.7%)
Apartments	26 (3.9%)	158 (23.5%)	439 (65.4%)	48 (7.2%)

### 30. What level of priority would you place for the Village of Roselle to add each of the following types of non-residential developments to the Roselle business community?

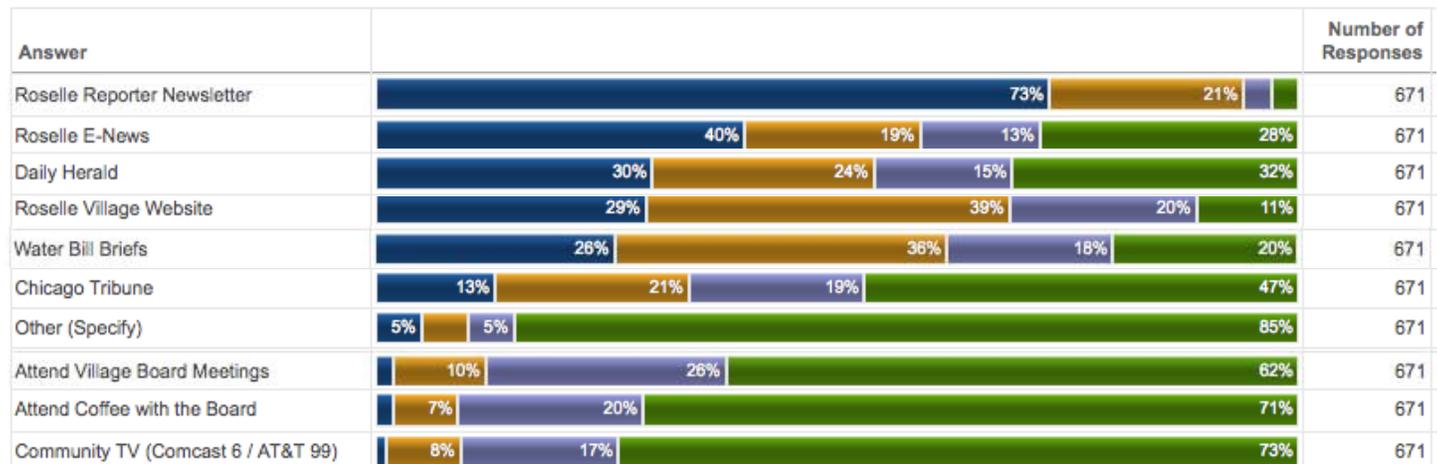
1 = High Priority , 2 = Low Priority , 3 = Not a Priority , 4 = Don't Know



Answer	1	2	3	4
Restaurants	424 (63.2%)	181 (27.0%)	48 (7.2%)	18 (2.7%)
Retail	421 (62.7%)	159 (23.7%)	66 (9.8%)	25 (3.7%)
Light Industrial	227 (33.8%)	264 (39.3%)	137 (20.4%)	43 (6.4%)
Manufacturing	219 (32.6%)	259 (38.6%)	154 (23.0%)	39 (5.8%)
Service Businesses	204 (30.4%)	321 (47.8%)	107 (15.9%)	39 (5.8%)
Medical Facilities	200 (29.8%)	299 (44.6%)	144 (21.5%)	28 (4.2%)
Theaters	175 (26.1%)	212 (31.6%)	262 (39.0%)	22 (3.3%)
Commercial Office Space	168 (25.0%)	302 (45.0%)	165 (24.6%)	36 (5.4%)
Banquet Facilities	111 (16.5%)	251 (37.4%)	275 (41.0%)	34 (5.1%)
Hotels	85 (12.7%)	258 (38.5%)	297 (44.3%)	31 (4.6%)

### 31. How often, if ever, do you obtain local news and information about the Village of Roselle from the following sources?

1 = Frequently , 2 = Occasionally , 3 = Rarely , 4 = Never



### 31. Continued

Answer	1	2	3	4
Roselle Reporter Newsletter	491 (73.2%)	138 (20.6%)	23 (3.4%)	19 (2.8%)
Roselle E-News	266 (39.6%)	129 (19.2%)	90 (13.4%)	186 (27.7%)
Daily Herald	198 (29.5%)	159 (23.7%)	100 (14.9%)	214 (31.9%)
Roselle Village Website	195 (29.1%)	265 (39.5%)	134 (20.0%)	77 (11.5%)
Water Bill Briefs	172 (25.6%)	242 (36.1%)	124 (18.5%)	133 (19.8%)
Chicago Tribune	86 (12.8%)	142 (21.2%)	130 (19.4%)	313 (46.6%)
Other (Specify - see appendix for comments)	35 (5.2%)	31 (4.6%)	36 (5.4%)	569 (84.8%)
Attend Village Board Meetings	14 (2.1%)	66 (9.8%)	177 (26.4%)	414 (61.7%)
Attend Coffee with the Board	13 (1.9%)	48 (7.2%)	134 (20.0%)	476 (70.9%)
Community TV (Comcast 6 / AT&T 99)	9 (1.3%)	54 (8.0%)	115 (17.1%)	493 (73.5%)

### 32. How would you rate the quality of the following Village of Roselle news sources?

1 = Excellent , 2 = Good , 3 = Average , 4 = Fair , 5 = Poor , 6 = Don't Know



Answer						Number of Responses
Roselle Reporter Newsletter	33%	40%	18%	7%		671
Roselle E-News	18%	29%	11%	39%		671
Roselle Village Website	17%	38%	22%	19%		671
Water Bill Briefs	10%	26%	26%	7%	30%	671
Community TV (Comcast 6 / AT&T 99)	7%	9%		75%		671

Answer	1	2	3	4	5	6
Roselle Reporter Newsletter	222 (33.1%)	271 (40.4%)	106 (15.8%)	18 (2.7%)	10 (1.5%)	44 (6.6%)
Roselle E-News	121 (18.0%)	194 (28.9%)	74 (11.0%)	13 (1.9%)	6 (<1%)	263 (39.2%)
Roselle Village Website	112 (16.7%)	258 (38.5%)	148 (22.1%)	23 (3.4%)	5 (<1%)	125 (18.6%)
Water Bill Briefs	68 (10.1%)	172 (25.6%)	173 (25.8%)	44 (6.6%)	12 (1.8%)	202 (30.1%)
Community TV (Comcast 6 / AT&T 99)	14 (2.1%)	49 (7.3%)	61 (9.1%)	25 (3.7%)	16 (2.4%)	506 (75.4%)

### 33. Would you be interested in receiving information about the Village through social media (Facebook, Twitter, etc.)?

Answer	0%	100%	Number of Responses	Response Ratio
Yes			150	22.3%
No			521	77.6%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

### 34. Have you ever visited the Village of Roselle website, www.roselle.il.us, for any purpose?

Answer	0%	100%	Number of Responses	Response Ratio
Yes			577	85.9%
No			60	8.9%
Don't Recall			34	5.0%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

### 35. If you have ever visited the Village of Roselle website, how would you rate the website in regard to the following qualities?

1 = Excellent , 2 = Good , 3 = Average , 4 = Fair , 5 = Poor , 6 = Not Applicable , 7 = Don't Know



Answer	Rating Distribution						Number of Responses
Ease of Navigation	16%	47%	27%	6%			577
Usefulness of Information	15%	50%	26%	5%			577
Overall Design	13%	44%	31%	7%			577
Timeliness of Updates	12%	40%	27%	7%		11%	577
Search Function	11%	33%	31%	9%	5%	10%	577

Answer	1	2	3	4	5	6	7
Ease of Navigation	90 (15.6%)	272 (47.1%)	154 (26.7%)	35 (6.1%)	14 (2.4%)	0 (0.0%)	12 (2.1%)
Usefulness of Information	86 (14.9%)	289 (50.1%)	149 (25.8%)	29 (5.0%)	7 (1.2%)	1 (<1%)	16 (2.8%)
Overall Design	77 (13.3%)	253 (43.8%)	178 (30.8%)	39 (6.8%)	11 (1.9%)	1 (<1%)	18 (3.1%)
Timeliness of Updates	71 (12.3%)	231 (40.0%)	153 (26.5%)	39 (6.8%)	17 (2.9%)	2 (<1%)	64 (11.1%)
Search Function	64 (11.1%)	188 (32.6%)	181 (31.4%)	54 (9.4%)	29 (5.0%)	4 (<1%)	57 (9.9%)

### 36. How likely would you be to watch Village board meetings if they were...

1 = Very Likely to Watch , 2 = Somewhat Likely to Watch , 3 = Somewhat Unlikely to Watch , 4 = Very Unlikely to Watch , 5 = Don't Know



Answer	Likelihood Distribution				Number of Responses	
Televised on Cable TV	13%	28%	11%	41%	7%	671
Streamed on the Internet	12%	29%	14%	39%	6%	671

Answer	1	2	3	4	5
Televised on Cable TV	90 (13.4%)	187 (27.9%)	75 (11.2%)	274 (40.8%)	45 (6.7%)
Streamed on the Internet	79 (11.8%)	193 (28.8%)	95 (14.2%)	264 (39.3%)	40 (6.0%)

### 37. How long have you been a resident of the Village of Roselle?

Answer	0%	100%	Number of Responses	Response Ratio
One year or less			6	<1%
Two to five years			44	6.5%
Six to ten years			68	10.1%
Eleven to fifteen years			104	15.4%
Over fifteen years			449	66.9%
Don't Know			0	0.0%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

### 38. Indicate the type of home in which you currently reside.

Answer	0%	100%	Number of Responses	Response Ratio
Single-Family Detached House			561	83.6%
Apartment			3	<1%
Condominium			33	4.9%
Townhome			69	10.2%
Other			4	<1%
Don't Know			1	<1%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

### 39. What is your gender?

Answer	0%	100%	Number of Responses	Response Ratio
Male			320	47.6%
Female			351	52.3%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

### 40. Beginning with yourself, what are the ages of those in your household?

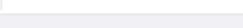
\*Answers reflect age of respondent only

Answer	0%	100%	Number of Responses	Response Ratio
Under 24			6	<1%
25 to 34			41	6.1%
35 to 49			174	25.9%
50 to 64			288	42.9%
65+			132	19.7%
No Responses			30	4.5%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**41. Which best represents the last grade or level of education that you have completed?**

Answer	0%	100%	Number of Responses	Response Ratio
High School Graduate or Less			61	9.0%
Technical School Graduate			29	4.3%
Some college or Associates Degree			157	23.3%
College Graduate			228	33.9%
Graduate Work or Degree			191	28.4%
Don't Know			5	<1%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

**42. Which income category best represents your total household income for 2012?**

Answer	0%	100%	Number of Responses	Response Ratio
Less than \$10,000			3	<1%
\$10,000 - \$14,999			3	<1%
\$15,000 - \$24,999			7	1.0%
\$25,000 - \$34,999			20	2.9%
\$35,000 - \$49,999			39	5.8%
\$50,000 - \$74,999			88	13.1%
\$75,000 - \$99,999			83	12.3%
\$100,000 - \$149,999			134	19.9%
\$150,000 - \$199,999			51	7.6%
Over \$200,000			40	5.9%
Prefer to not Disclose			203	30.2%
No Responses			0	0.0%
<b>Totals</b>			<b>671</b>	<b>100%</b>

*(The responses to Question #9 are presented verbatim and therefore the opinions and responses presented are solely those of the survey respondents. Because the data constitutes opinions, different interpretations are possible and therefore the Village did not attempt to correct spelling or validate the responses. Where appropriate and noted, the names or positions of specific employees were redacted.)*

#### **Community Survey Appendix**

**9. In your own words, what, if any, suggestions do you have for service reductions, cost savings, or revenue enhancements to assist in maintaining or allocating more resources to any of the above resources?**

Answers:

#### **Developing a stronger (property and sales) tax base through economic development**

- New business would give us a stronger base for taxes.
- Attracting new business is the biggest concern - the new developments off Roselle and Irving Park Road started good and then no other businesses were brought in to keep the area growing. We need more restaurants, stores, entertainment
- I feel we need to do more to attract more restaurants and specialty grocery stores such as Trader Joe's, Whole Foods, Mariano's, etc. It would also be a great asset to our community (and getting to know our neighbors) if we could build up the main street area with more stores and restaurants. I wish that could be a place where people would walk up & down to shop, have ice cream and hang with the neighbors. It would put more \$ into the village and give us a sense of community. Instead it always seems empty.
- I keep hearing it is too expensive to put a business there and there is too much red tape involved. Not sure if that is true or not, but that is the word on the street.
- The village needs to attract more businesses to the downtown area that will attract people and increase tax revenue. We should do everything we can to attract businesses, TIF's - whatever it takes to bring them in. This will benefit the village in the long run. We cannot continue to place the burden on residents of the village through tax increases and hiking up of fees.
- Attracting business put in a Culver's or Steak and Shake at Gary and Lake; this will pick up traffic off both roads. The Burger King failed because it only had Lake St. traffic. This location could intercept the Stratford fast food business. Put a median turn lane in on Gary as you approach Lake southbound to ensure that these fast food places get their dinner drive thru business. Even if this lane would have to be moved north some, DON'T SAY CAN'T as I have heard said.

- Attracting business: put left turn lanes in all the way thru on Irving Park; Morton Grove has done this on Dempster and it helped.
- we should spend more revenue on attracting more businesses.
- Bring in more new businesses with an intelligent tax structure that makes it attractive to set up business in Roselle. We must be careful not to then kill the goose who lays the golden egg.
- Bring more businesses to Roselle and reduce expenses.
- I think our town is very lacking in the attraction to move to Roselle. Our town is mostly business and banks. We desperately need more restaurants and stores to attract young couples to want to move here. Our schools are great like other towns, but other towns are much more attractive to live in. People like places to walk to and socialize in their own town. Even the old gas station near Turner Pond would be nice to have opened again with snacks, etc. sold for people using the park area. Many areas of business look dumpy and unattractive to visitors. Why do we only attract banks, hair salons, eye care? We need some fun brought back to our town like it used to be with Shirly and the Pizza Cottage. Roselle has lost its charm in my opinion. I've lived here for 33 years.
- Rents need to be reduced for retail space along Main Street. This would allow local businesses to be located there. These spaces have not been generating tax revenue for far too long.
- Attracting new businesses/maintaining businesses in downtown Roselle would bring in more tax revenue. The village could provide PR for new businesses in the newsletter, run a campaign for residents to shop locally (promoting local businesses), include information about Roselle-based businesses on the village website, etc.
- We need to encourage businesses that people want to have locally. Most people have to go outside the village to go to restaurants, food shopping, clothing etc --- Schaumburg and Bloomingdale for the most part.
- Mariano type place would be a nice fit maybe.
- Attract more businesses
- Tax incentives and breaks are really the only things I can think of offhand.
- The Illinois legislature just passed the Compassionate Use Act. Roselle should aggressively court any and all related business opportunities that will arise from this new act. The increased

revenue will most certainly placate any reservations village officials, current businesses or residents will have concerning their safety and the possibility of deteriorating conditions in the community. All related business of the new law will be held to the highest safety standards of the State of Illinois. Research into communities that already have such conditions will further prove the urgency which Roselle should pursue these businesses.

- The current commercial property available in Roselle should pass any requirements of the law. Hesitate at our expense.
- Can the village offer discounted coupon/vouchers for regional shopping (as do many schools etc) for fundraising, with village's percentage earmarked for special items such as fireworks, fire/emergency equipment purchase, etc?
- Also, we need to draw some new shops, restaurants, etc. into the downtown area so the residents can shop and dine close to home.
- To draw interest from new businesses, lower the leasing rate for the first year. (?) Need some incentives.
- Try to make Roselle different from the surrounding, larger cities. We don't need all the banks, or a Walmart or such "chains". Roselle would do well if it had different types of businesses; Art/Crafts, Theatre specialized clothing or houseware stores. Roselle needs to have an "identity" all it's own. With smaller "Mom and Pop" shops that cater to more specialized interests. There is no way we can compete with Schaumburg, nor should we.
- Well, if you would fill in "Ghost Town, Roselle", more businesses could be taxed and revenue would go up. Not happy with the downtown development at all.
- Attract better businesses and franchises. Brand new development near Irving Park and Roselle Rd and what do we get? Another bank. All the wrong businesses are coming here.
- We need more strong franchises like Starbucks to fill the area. Places like Portillo's, Chipotle, Culver's, maybe a small movie theatre, 31 Flavors. It was sad the one closed, but it was probably too expensive of a lease thanks to our conflict of interest Mayor who owns commercial property in the city. How is this allowed?!? **(Editor's note: The Mayor has never owned commercial property in the Village).**
- We need to attract more family friendly businesses to the area. Businesses that we can spend our money at and keep the tax dollars in our community. We hold the Rose Fest and Taste of Roselle and most of the vendors do not reside in Roselle, yet we have to use streets and sanitation and fire and police to maintain these events.

- There are so many empty businesses, especially along Irving Park Road. If a toilet like Addison can attract business, what is wrong with Roselle that we can't? Addison is thriving while we're dying.
- New business in Roselle should be focused on to increase revenue rather than just cutting costs by eliminating services.
- We need more business in the Village. Maybe if we weren't called Village, but Town we would be taken more seriously. Irving Park Road, going East is a mess but I don't believe that area is part of Roselle, perhaps Medinah. Roselle should make Medinah part of Roselle and perhaps that would help. We never should have given up the Airport - so many mistakes, not sure how one can correct this mess.
- It would be great to see more businesses in Roselle. The downtown area has amazing potential--potential to rival Glen Ellyn and Wheaton in how it that the downtown area is set up very similarly. Roselle could be so charming--you can almost visualize people walking up and down the streets shopping, chatting, stopping for a bite to eat, but without the businesses in place, it's still a visualization, as it has been for too many years to count. I've heard that it is because the rent of the empty spaces is so high, and I don't know if the village can do anything to help that. I've heard that Trader Joe's was courted to come to Roselle--- that seems like the ticket! People love Trader Joe's and there's none anywhere close to here-- that would get people in town, and then our charm and potential would keep them coming back!
- Need to spend a more concerned effort on bringing in tax paying businesses to help support the community.
- Move the train station back to Main Street, other towns are booming off the Main Street stops.
- It's very important to attract new business to Roselle. It looks pathetic to have empty storefronts. Plus new business equals more tax revenue for the village.
- Attracting more businesses to Roselle will result in increased revenue in the future. There are too many empty storefronts along the Main Steet parking area.
- I don't really have any idea's on how to generate more revenue but new business would be a good idea. The new downtown area on Main Street is nice but pretty empty.
- Attract more businesses to Roselle, especially downtown. Start by replacing **(redacted specific employee name)** with someone who can put together both a strategic and tactical plan for ALL commercial areas in Roselle and EXECUTE it! He may be a nice guy, but he's not

effective. Roselle needs someone who is forward thinking, assertive and who can "sell" the values/benefits of having a business in Roselle. Good, profitable businesses = increased job opportunities and revenues.

- provide low cost rent to new businesses for the first 6-12 months to help them get established and STAY in Roselle. More businesses will increase sales tax revenue, hence more \$\$ to the village
- Partnering with local businesses to promote them and bringing businesses in to the existing storefront will increase the tax base. I'd rather spend my money in Roselle but there are very few places to do it.
- One of the best ways to enhance revenue is to expand the base with new housing, businesses, and services. This is difficult to do with so many communities competing for the same things. Infrastructure thus becomes important. I think the community services such as police, fire, and water department are very responsive. Perhaps the development of comprehensive strategy that is highly visible to the community and prospective developers would help.
- It seems as if Roselle continually loses business opportunities to surrounding cities such as Schaumburg or Bloomingdale. Roselle in the past lost and existing Jewel, Gorski's, the Rose restaurant, the airport, and a big chunk of industrial park off of Gary Road to Hanover Park. Without additional business revenue streams tax rates on everything from license stickers, utility taxes, and property taxes take an additional increase thereby scaring off potential businesses from moving into town.
- downtown needs more businesses and restaurants. this village is out of touch with residents
- The staff in the office maintain a pleasant demeanor and get things accomplished even with the shortened hours. Folks are working hard to keep the budget in line and stick to it (GOOD!). It would be good to see main street full, but that will create a parking need. It will be hard to attract businesses when the parking and nearest public transport are located further away from the resources the people desire.
- The village should work to attract more restaurants and other businesses that will attract residents and others to come to Roselle in the evening for dinner, entertainment, and unique shopping options that are not met by the standard malls.
- It would be worth spending extra money, provided it was used effectively, to attract additional businesses--especially in the area along Irving park Rd.--- and help sustain current businesses---additional businesses will attract more people spending more money in Roselle, increasing tax collection, making the village more easily able to have a sustainable budget and maintain good services for residential areas

- Roselle needs to create an environment that is inviting to new businesses. It'd be great if Roselle Main street had a parking garage and several decent restaurants and shops to invite patrons to help increase revenue by more purchases rather than relying on more taxes for the existing residents.
- Model it after downtown Downers Grove. We regularly spend our money in that location because there is ample, easy parking and plenty to do
- Fill the empty buildings near the Lynfred Winery with retail services. These buildings have been empty way too long.
- When you rebuilt downtown area you should have had tenants lined up. What is the difference between empty new buildings and empty old buildings? Money they cost. Plus, the train does not empty near the new downtown so you are losing that revenue stream from potential building occupants.
- Attracting new business to the area, I would like to see more of the community out and about spending money in our own town at fun new exciting businesses.
- There is not a decent restaurant to take my family to in Roselle. We always have to go outside of Roselle to eat.
- Outside of Starbucks seem that all that has been done is the addition of multi-family housing. When you finally attract a business it's Itasca Bank. The main intersection in Roselle is marked with an Itasca sign. Also, it's just down the block from Harris Bank.
- "Downtown" Roselle is a really bad. You have let businesses die by not attracting other businesses to increase volume.
- We need new business
- attracting and keeping businesses is key to continuing sustainability.
- It's the economy stupid! Get the business environment going and growing - you will have more revenue for all other issues.
- Try to encourage more businesses to locate in downtown Roselle, as Arlington Heights and Mount Prospect have.
- I am also dismayed by the almost complete lack of successful locally owned retail establishments in the area. The downtown area should have an assortment of businesses that

promote a "walking community" atmosphere. "How Sweet It Is" Candy and Ice Cream Shop was a great example of the type of business we need, but it failed because there was absolutely NOTHING else around it to attract business to the area!

- Attracting new businesses to raise revenues.
- Please get bigger businesses and restaurant in town. Would love to see a Trader Joe's in downtown Roselle like they have in LaGrange. A nice hallmark store would be great too just like the one on 83 in Elmhurst. I know I would spend more time in my own town if we had things such as these.
- My thoughts are attracting business and restaurants to the downtown area to increase tax revenue. There seems to be a lack of promoting Roselle citizens to the downtown area and also to purchase local. Without a train stop at the downtown area the flow of foot traffic is not present. Can a train stop be added?
- Many people pass through Roselle on Lake or Irving Pk Road. Few stop at the store along the way. ??? There is no one store complex that is any different from the whole line of stores along these roads from Chicago to Elgin. What unique presence does Roselle have? If we had more business we would have more revenue.
- Lower the tax rate on property and sales tax to attract more commercial and retail stores. This will generate a higher volume of sales and property use in the village. In turn, greater revenue generated for the village to pay down debt, reduce budget deficit, additional funding for services, and keep tax base low for all.
- Do what ever is necessary to encourage rental of the new retail locations. Lower the rent? Be informative to new businesses and helpful.
- I don't know what the current rental rates are for the empty storefronts we have, but maybe some incentives could be offered to potential new businesses. Perhaps 6 -12 month reductions in rent?
- Figure out how to attract businesses,customers and their money to "downtown Roselle" so you can generate tax revenue.
- Make businesses in downtown Roselle more presentable and inviting.
- We need a more alive and vibrant downtown,along Main Street and now along Irving Park and the Itasca Bank bldg. There are too many empty spots,you should try to attract new businesses.I sure would like to see that awful looking bldg.on Irving park near Prospect demolished. It is a major eyesore.

- If a program like it doesn't already exist, I feel new business start-ups should be given some break or benefit to move or start a business in Roselle.
- help businesses along Main St stay in business
- I was very sad to see the small businesses disappear from downtown Roselle, i.e. How Sweet It Is and the creative art studio. Now that they were driven out by our mayor, we have empty space generating zero dollars and it looks awful. Couldn't you let them stay and still make money? Why not drive out the "adult book stores" on Lake St. and keep wholesome stores here? We need a family place like Chipotle or Panera. We also need art to beautify this town! Take cues from Arl. Hts. and more money will be generated. **(Editor's note: The Mayor played no role in determining whether How Sweet It Is or the creative art studio stayed in their retail spaces in downtown Roselle as neither the Village nor the Mayor plays any role in determining the cost of renting, leasing, or purchasing retail space in the downtown. Except for the property at 49 E. Irving Park Road, the Village does not own any retail property in the downtown.)**
- I don't personally have any suggestions on how to resolve community 'shortfalls' however, I see an opportunity to increase revenue (how to, well, I'm short on experience). I would love to see Roselle push to fill the open vacancies on main street. It's such a beautiful complex but lacking restaurants, specialty stores, etc. I would love to walk with my kids through main street, stop at stores, eat at restaurants, stop for ice cream (wink). Arlington Heights downtown area thrives, Palatine area thrives, would like to see Roselle thrive.
- Don't know if discussions have been had with communities that have a robust downtown area? Would like to see Roselle leverage best practices, lessons learned, sustainability approaches upheld by these communities. It's just so tragic that we are short on building up the downtown area (the bldg near Diamond Lils needs to go) when it could be a great revenue builder and a great family environment.
- More incentives to business to develop the downtown area.
- The prime commercial real estate at Devon & Roselle rd (the abandoned gas station). That needs to be a drive through something. Easy revenue
- Roselle has much potential but needs to fill the downtown area. That's not a surprise to anyone. I would look to the towns & villages who have been successful for advice in this area. No need to reinvent the wheel when there are examples of success to draw from.
- Attracting/keeping business in Roselle can help increase/maintain tax revenues.

- If Roselle had more business it would have more tax revenue to keep residents taxes down. If residents home taxes were down they would have more money to spend at those businesses and to keep up with their own property.
- I believe Roselle needs to attract more businesses to make the "downtown" a fun place to go. Perhaps trying to make it more like Downtown Wheaton with small shops and places to eat so we do not have to go out to Schaumburg or even out to Lake Street. Some great businesses to attract would be Einstein Bagels for easy breakfast and lunch, a casual lunch and dinner place like Genghis Grill or a pizzeria. Also having an ice cream shop like Tate's from Wheaton would be great for a quick dessert!
- Creating a quiet zone like Elmhurst has can help attract businesses and stores to our downtown. The horns are just too loud. Plus for safety we need the pedestrian gates.
- The object is not to reduce service but to obtain and retain businesses so the tax base increases and therefore funding for projects/services is available.
- Get professional help in attracting new business so tax payers don't have to foot the entire expenses of Police, Fire, Public Works, and Administration. Alter codes if necessary to bring in more "good" business.
- Businesses and housing should be closer to the train station similar to Arlington Heights.
- The Village needs to put more resources towards attracting and retaining businesses, and building up the downtown area. The majority of storefronts downtown have either been there for a short period of time or are vacant. This does not do much for attracting new residents, as the downtown area is a big draw for most people looking for a particular area to move to.
- Twitter/ FB can go along way in promoting the Village of Roselle. Look for ways to integrate this useful tool to promote the downtown area.
- Open a new TIF District in another part of Roselle. (Lake Street or Nerge & Roselle Rds.)
- From a development standpoint, I'd like to see something done with the adult book store and strip joint on Lake street. I find that when family visit from out of town I have to take the back way in to avoid them seeing that so close to my neighborhood.
- I would like to see more development for new revenue sources.

### **Enforce current revenue generating service**

- You have already greatly increased the fines for village sticker scofflaws, which should help immensely. I believe that increasing enforcement of village ordinances, such as the noise pollution from my neighbor, who continues to shoot fireworks into my yard, toward my house and children, with no police response when requested, would help. I'm sure I am not the only person who has such neighbors who repeatedly escape prosecution for ordinance violations. Such enforcement would bring in more resources to finally solve the continual problems that we encounter in our area with flooding.
- Revenue enhancements: There are TOO MANY people driving well OVER the speed limit on ALL of our streets. We need MORE police to ticket the speeders this will make safety #1 and increase revenue #2 and #3 we will have MORE police protection and monitoring of (MANY) new citizens that have moved into our community which, by the way, I see things changing in Roselle and NOT for the better. So an increase in police should really help to show that our community has good rules and is never going to be turned into a ghetto. This will also help property values AND our reputation.
- The village needs to determine a way to identify homeowners that have illegally plumbed their sump pumps to the sanitary sewer instead of to storm water drainage. Fines for this would be a significant source of revenue.
- Sidewalks are often impassable due to very low hanging tree branches or overgrown bushes. Cars are often blocking the sidewalks. With more and more people walking for exercise or recreation, this is an issue worth addressing.
- I have lived in the Cross Creek Complex for several years. There are MANY residents of Cross Creek that DO NOT purchase vehicle stickers -year after year. The Police department should ticket anyone who is a resident and does not purchase a sticker. I see many violators as I walk around the complex. This would bring in a small amount of revenue.
- Do not forget about the north end of the village. The northeast corner of Nerge & Roselle Rds looks so unkept! The center is almost empty and the corner needs to be cleaned up! The owner of this property should be told to clean up this area. This would make it more inviting to possible new tenants.
- I love living in Roselle; raised 3 great kids in this community and in our public schools. Now I am concerned about maintaining appearances, I feel that all neighbors should keep up their

properties and obey all codes on the books. In other words, to "take pride" in their house's appearance, so that Roselle will always be a suburb that house hunters will yearn to move into. Our house values depend on Roselle enforcing the property maintenance codes.

- Much revenue could be raised by assessing fines for property code violations, AFTER one written warning. The top violations I see from walking around Roselle are: garbage and/or recycling visible from the street, cars blocking sidewalks (extremely aggravating and dangerous for us walkers, stroller pushers, and children bikers!), uncut lawns, and unkempt asphalt driveways.
- I currently live on Radnor Drive surrounded by very poorly maintained properties with no action being taken by the village for months if not years! This is completely unacceptable. There is a home on the corner of Bryn Mawr and Radnor with a mailbox lying on the parkway, a destroyed fence and weeds over a foot long for months. There is NO CODE enforcement in the Village of Roselle. Homes with two car garages and own 6 cars, park on grass parkways overnight and lack the courtesy to refrain from parking in front of my home for my family and guests because they are moving to Roselle from Cicero and Maywood where they are ignorant of neighborhood courtesy, politeness, civility and friendship.
- I am currently looking to move to La Grange, Wheaton or Western Springs! The foreclosures and section 8 housing homes look it and make the Village undesirable. Taxes go up and property value continues to plummet! Roselle is becoming a ghetto, much like Cicero and Maywood. I want to leave soon!
- More traffic ticketing.
- More fines for code violations.
- I think enforcing the vehicle sticker program is a good idea.
- Greater, as in additional resources, traffic enforcement would pay for itself through the use of local ordinance, not state law, utilization.
- Local code enforcement, after-the-fact so to speak, is a poor method to ensure long term revenue streams. Stronger, higher, penalties for gross violations (cutting down Village trees, or building activities (reroofing, decks, sheds) without permits for example) would have a more lasting effect on preventing future abuse.
- Absolutely more Police, Effective Police, not just fat lazy police who never want to get out of their air conditioned cars. Extremely proactive ones.

- As I drive around the village, I see many code violations. For instance, RVs, trailers, boats seem to be routinely parked/stored in driveways. I can only assume that fines are not being levied. Also, although minor, garbage cans and recycling bins are stored in plain sight. Additionally, I see houses that still have Christmas lights on their house. I'm not sure if this is a code violation-if not, it should be. I do think warnings/fines should be given. This would generate some revenue and also improve the appearance of the village as a whole.
- I also think the village should be issuing speeding tickets for additional revenue and safety. Specifically on south-bound Roselle Rd. between the Elgin O'Hare and Irving. Trying to cross Roselle Rd to get to Turner Park using the crosswalk is dangerous especially if you have small children/strollers/bikes. Generally, cars DO NOT stop nor are they going the speed limit. Flashing lights at the crosswalk would be helpful.
- I notice community service vehicles in the Roselle area hiding on dead end streets instead of issuing citations for garbage cans, parking over the sidewalk and over night street parking.
- I have a MAJOR complaint re: how properties are viewed in my area. Our neighbor at 1010 Brower Dr. has had a rusty, old RV camper in his driveway all winter! As per page 11 of spring 2013 edition of The Roselle Reporter, it clearly states that this vehicle should not be stored on his property and it would not even qualify for side yard storage. Can SOMETHING be done about this?
- We don't need to pay police officers to sit and wait for a speeding car to pass them up. Have them enforce village codes instead. I can easily find 10 houses within a .5 mile radius of my house that I'm embarrassed to live near. Poor individual property value = Poor value of Roselle.
- instead of cops hiding out trying to get you for a few miles an hour over the limit, how about looking for violations like blowing red lights and not stopping for the right turn on red. I see people not even bothering to slow down and I think that is more dangerous than your little speed traps.
- To add revenue to the township ----fines should be given ( possibly after a warning) to people with un kept lawns, garbage cans in view of the street, parking across sidewalks. There are ordinances for the village but they are not enforced.
- I don't know if its cost effective but I would like to see ordinances enforced. Drive down Roselle Rd and look at all the blue and brown garbage cans along side of houses and garages. The expensive homes behind Nerge school, Martingale...trash city. Many people in the Trails have 3 dogs, yet a 2 dog ordinance. Everyone puts trash out whenever they want.maybe we can have volunteers to help enforce ordinances.people drive down Trails streets at 50-60 miles per hr. to get to dead ends. I never see police around here do not need a code enforcement officer wast of money-

- Enforce fines for not maintaining property.
- I think a more aggressive stance should be taken on parked vehicles blocking public sidewalks, and on poorly maintained yards (both residential and commercial property). The increased revenue should then be earmarked for community service officer and vehicle costs.
- Use fines more to finance village services.
- The village of Roselle could make a lot more revenue by ticketing cars that do not have their headlights on while it is raining. I see at least 25 to 50 cars everytime it rains that do not follow this important safety rule. It would be much more beneficial then hiding in places to maybe issue one or two tickets a week. Let them (the police) get wet.
- More code enforcement needs to be used to maintain a good look and feel of residential and commercial property.
- I don't see the need for many changes except in the area of code compliance for residential areas. I see several residents in my area blocking sidewalks by parking their cars carelessly in their driveways, leaving their garbage cans out for over a day after garbage pick up, not properly storing their waste receptacles, and not controlling their weeds neatly.
- These infractions all diminish the value of our homes and the quality of life in the area and could be relatively easily controlled with some code enforcement. A fine would likely correct most of these issues.
- As to the question of how to pay for the code enforcement, I would be willing to pay increased taxes for a few more code enforcement people. Or I might suggest asking residents to be volunteer code enforcement spotters for the village. They wouldn't have fining rights but would alert the village violaters so village enforcement could be streamlined. I would love the opportunity to be a spotter.
- Enforce ordinances which state lawns and residential buildings must be properly maintained.
- Enforce these ordinances by issuing warnings and fines to those who violate them. Owners should be held responsible for maintaining their homes and property. I hate the idea of legislating pride in ownership, but some people are irresponsible, and don't realize that properly maintained homes increase their value.
- regarding revenue, the village should fine homeowners who do not follow village ordinance.
- Enforce vehicle sticker requirements and other codes already on the books.

- Enforcement and collection of fees from code violations and overnight parking violators would probably not be huge, but might help.
- Driving around the village, I see many code violations re trailer/boat/camper storage, garbage can storage, semi-abandoned automobiles and lawn maintenance. It seems to me that the responsible individuals should be fined if they don't meet the code. Would that qualify as a revenue source?
- and clean up of all public property. It looks trashy, not country. Make our village clean and appealing. Not like inner city left alone
- Start ENFORCING laws regarding residents who do not maintain their property. Some of these homes look like pig sties, which devalues the other homes in the area.
- I cant believe we have a code enforcement dept that doesnt enforce codes... why have the codes Why pay this dept if they dont enfore codes...
- If the homes are not kept up and codes enforced such as gargage cans in the front of homes the Village will not attract new business.

## **Modify Existing Service Levels – Cost Reduction**

### **Public Safety – Police and Fire Departments**

#### Police

- Too many time I see police just sitting at Roselle and Devon or other side streets waiting to catch speeding cars. I know it is important to have safe traffic ,but I believe resources can be better allocated.
- Find a police app for people to to report minor crime online. Park one of the police cars for the summer and have a pair of officers bicycle patrol, they will see much more from the bikes and the depreciation on the bikes will be less than on the car.
- Less time spent on traffic patrol.
- The police presence in the village fells like a police state at times
- I think it is a waste of our Village resources to have our valuable law enforcement officers combing the residential streets in the middle of the night to ticket parked cars. A police presence in our neighborhoods is great, but the systematic ticketing of parked cars seems petty. I am pretty sure that this decision was made not for any public safety concerns, but out of a blatant attempt to boost revenue through fines. However, I cannot believe that any revenue generated this way offsets the cost of having all of those additional officers on the street every night.

- I see an over abundance of law enforcement on our residential streets, we should be more concerned about crime prevention. this issue is telling our residence that there are to many officers with nothing better to do than to give our own tax paying citizens minor traffic violations.
- The police are more of a menace than a service. I feel they are trying to justify their jobs by harassing the citizens. The "red light" camera located at Rodenburg and Central is more of a hazard than a safety issue.
- Reduce full time police officer traffic enforcement. Have the Police Chief speak directly to the public more often on crime prevention education and regional crime issues. Conduct more police town hall meetings at Lake Park West Campus. (Shouldn't cost additional funding.. but can go along way in crime prevention and education)
- We regularly observe police patrolling our quiet and peaceful neighborhood in the overnight hours, which seems like a complete waste of time and suggests possible overstaffing/busywork issues in the department.
- Get rid of community service I know they are your new form of revenue but I think you are upsetting residents and their guests and not paying for them
- Eliminate the community service officers. All they are doing is trying to generate income by writing unnecessary tickets. The city needs to reduce its costs instead of trying to ticket their way to a balanced budget.
- The city of Roselle should terminate community service officers and you can absorb their enormous salary into the budget. The village spends entirely too much time and resources on enforcing ridiculous ordinances that burden the very people that reside here.
- Do we really need community service officers? Our experience with them has not been positive. We've received a citation for parking across the sidewalk; when the officer was coaxed from the "Village Vehicle" they admitted that the vehicle was not across the sidewalk but the ticket was already written. The officer also confirmed that there was no complaint. So, my tax dollars went to purchase a vehicle, hire an additional officer and write us a ticket. I'm sure you can see my frustration here. I can't wait to see what happens to garbage cans on the side of garages in the village ordinance. Our next door neighbor has visible garbage cans from on the side of his garage. I'm the only property in Roselle that can see them. I don't really care! Why should the neighbor be ticketed? Get rid of the service cars, community officers and put the money into the streets, drains and curbs. Thanks for listening to my rant! (It helped a little!)
- Also, the community service code enforcers don't need to drive around the village harassing residents with fines while driving an expensive, gas-guzzling truck. Get something more economical for crying out loud.

- get rid of the code enforcers who drive around to issue tickets for code infractions..Will save money by not having to maintain the vehicles(gas, oil, wear and tear, cost of a vehicle, insurance)also the salaries to pay them. You just hired another part time person.REALLY?! Let the police do something when they are driving around, instead of talking on their cell phones. or stopping the cute young girls.
- Help the people with a payment plan for vehicle stickers not THREATS!

#### Fire and Emergency Medical Services

- Community service officers are not needed. I have personally watched them sit in a parking lot for hours at a time doing nothing. These resources could be allocated to more pressing matters or simply eliminated to help balance the budget.
- Stop providing emergency medical services or share the costs with surrounding communities.
- We think that every community doesn't need it's own paramedics and ambulance service.
- shut down f department a hire bloom or schauburg to take calls and or superior am service for other calls

#### Public Works

- Don't salt when it snows overnight and the temperature falls to 30 but will go back up to 42 on a March afternoon.
- I am still amazed that we were "fooled" into the "brine" application benefits. Research has shown no actual benefit. Very poor purchasing decision plus very bad for car wheels - causes wheels to "welded" to hubs.
- How much does the beet/saline cost us that doesn't work and then there's no snow. We still need our streets plowed and salted.
- I do not like the Bryne (liquid salt) applications. It is useless, and research has proven it is ineffective for the most part. Does not save any time or money when it comes to plowing. A waste of dollars. I have also been told by my Tire Shop that is causing the aluminum rims on cars to be chemically attached to the hub of the wheel. Folks who have tried to change a flat tire cannot get the rim off the car because it is stuck to the inside hub.
- I don't know what the schedule is, but it seems that we get our streets cleaned very often, which could be reduced.
- I find it amusing that one of the questions was about street cleaning. I've lived here for 40 years and I've only seen the street sweeper on my street once.

- I don't see the reason behind the so called street cleaners. All I see is a truck driving around the neighborhood spaying some water and brushes moving back and forth. I would rather see folks going around the neighborhood picking up garbage . Our streets are not really dirty. . The just get cluttered with twigs and dust.
- Eliminate Any Street Sweeping/ Cleaning Services (they make a mess, create unneeded dust and too costly)
- Cut the fat - the waste (you see it every day). Street cleaners is a prime example.
- We could probably spend less on street sweeping
- Would we save much money if they stopped hacking our trees?
- Let's stop butchering trees and turning them into carrot tops. They are ugly when trimmed this way, and it's killing trees when main limbs are removed.
- Tree trimming is not done well with the trees being butchered to the point of being eye sores.
- Stop over-trimming the trees so they look like lollipops. It causes ugly suckers to grow, which then requires much more trimming (wasteful "make-work") and kills the trees.
- Stop hiring landscapers to do all the work. Use village employees instead of firing them. There is nothing that makes Roselle stand out from other towns. Trying to sell our home (which is so de-valued), but not even considering staying in Roselle. There is no reason that makes me want to say, "Yes, I want to live there."
- Take the fluoride out of the water for health reasons and savings.
- I watched the streets department partially fill the pothole in my street. The asphalt was out again after 2 cars drove over it. What a waste of time and money.

#### **Village Hall – Administration, Finance and Community Development**

- Here is another way you can save why print the Survey sheet in deep color with a huge picture. That's easy black and white would save a ton.
- Allow residents the option to "opt out" of Roselle Reporter subscriptions if they can access the edition online as a PDF file to save print
- Spend less money on newsletter sent out to residents

- Reduce printing costs - color not necessary. Black and white type still delivers the message. Village employees would be the most knowledgeable on how in each of their positions to reduce costs by 10%. Residents have looked at their own budgets and had to reduce expenses because of the recession and yearly increases in expenses. You have a finite number for income and expenses must not exceed that or you lose your home. Same with the Village but bottom line the residents lose there even after their hard work to make themselves fiscally responsible.

#### Community Development – Code Enforcement

- I do not believe that the village needs to expend resources to monitor the grass or if a household has the garbage cans in the appropriate area. If those issues arise the neighbors in the community should be responsible enough to either address the issue with the party or at that time call the village to address it. We are in DuPage county now CROOK County and we should be an example of lower taxes not higher taxes.
- Less should be spent on enforcing codes on private property. I feel most residents would abide by codes. I know ignorance of the law is no excuse, but in most cases a warning would suffice, rather than getting hefty fines. Treat your residents with respect first. Treat each issue separately . Don't group us all in the same category.
- why spend good for a building inspectors? -- major project at my home recently inspector stayed less than 30seconds and never acknowledged me as the home owner. Did not leave me a good feeling that he inspected the work for what my tax dollars are paying his salary Found the gentlemen rude, univiting and arrogant -- all by his body language.
- Recently I was informed that more inspectors were hired on a part time basis to inforce violations of parked vehicles on residents property, trash cans not properly stored,grass length...If one time offenses are going to be ticketed at a cost to the home owner rather then issued warnings this would appear to me to be driven by revenue for the village rather then keeping the village looking nice. In this struggling economy the last thing we need is to be gouged by the village for first time offenses for the sake of revenue for the village...more low wage inspectors, more village revenue...unhappy residents.
- Less time spent on code enforcement.
- The type of codes that should be enforced are ones that concern safety and protecting homeowners, for example needing to get a permit for roofing, driveways, etc. The suburbs do not need busy-body big brother village governments telling people where they can park or put their garbage cans; do not waste money on having people to enforce these types of codes in the hope that fines will be greater than costs. .

#### Special Events

- I don't think we need the Taste of Roselle, there are many other, larger communities that can provide these. Same with the Carnival.

- Reduce the number of late hours for Halloween Trick or Treat. Eliminate the fireworks.
- I would suggest forgoing the annual fireworks display to save money and allocate it toward beautification.
- Eliminate fireworks, scale back village costs on Rose Festival and Taste of Roselle.
- Do we need two summer festivals? I never go to either.
- Roselle can reduce costs by eliminating public events that result in costs to the village. Is the Rose Parade or the Taste of Roselle cost neutral, or are taxpayers funding it?
- The village does a good job overall. There is no need for Roselle to spend funds on minor things or services available all around us (fireworks displays). That 25K can go to some many other more vital programs.
- Stop attacking the hand that feeds you with the constant code enforcement threats (refuse carts) and driveway parking tickets, if police officers have time to write such petty tickets, then we have too many police officers.
- I feel that having someone looking for garbage and lawn violations is a waste of money. I find it hard to believe that we have that many violators.
- Less time spent on Sister Cities.

#### **Other**

- Reduce the amount of internal politics so current resources can concentrate on their jobs rather than on watching their backs. Remove ineffective employees.
- Roselle has been doing a good job on controlling costs. Everyone is concerned about how costly government is getting overall. If offered a choice between raising taxes or reducing services, I would favor reducing services, excluding crime prevention.
- remove redundancy and remove underutilized services
- Do away with coffee with the board. It's a joke, nothing happens. Just like this survey. Make you feel good, but nothing changes.
- Often when times are tough the first services to be cut are fire and police. In my eyes when times are tough people are more desperate and act on desperation which leads to crime. am unsure why police and fire are cut- we often have to look at the top echelon and make the cuts there before essentials.

- You're **(redacted specific employee position)** had poor cost containment skills. He wasted a lot of money, and his department was poorly managed from a fiscal responsibility perspective. Especially when it came to utilities like power and water rates for the village. He had major screw-ups that ended up costing the village a lot of money - instead of saving money. His fleet of vehicles were a very costly program. All these cost screw-ups always got passed on to the residents in the form of higher fees and rates.
- I work for a nearby village. As a lower level employee I have never been asked my opinion on ways the village could save money. I believe the lower level workers in a village can provide significant insight as to ways to save money but they are rarely consulted. Often times the highest paid employees are the ones doing the asking and someone should be evaluating their value to the village as well. So ask your employees if you haven't already done so and offer them ways to respond anonymously so as to protect their jobs. They have much better insight as to things that could be improved. Scrutinize upper level management and make sure they are worth their salaries.
- Continue maintaining essential services and not wasting money on what I consider fluff or extra services.
- Reduce spending the dollars in the budget and evaluate more what is truly needed versus wanted.

#### **Control Cost of Personnel (salary, pensions, number of employees, etc.)**

- Get rid of the unions.
- As far as cost savings, unions are costing too much. They demand raises and more and more benefits and they are paid for by raising taxes.
- Service reductions: Have less people working in village hall.
- Start mandatory employee furloughs, for union and non-union employees, including village administrative staff members. Close or shorten office or non-essential services over extended holiday weeks, i.e. Christmas and New Years week and federal holidays.
- Outsourcing, it seems to be the only way to reduce rising and unaffordable pension and insurance costs.
- Get rid of the pensions! The people hired are to be public servants. Often they make more than the people paying them and the pension plans **MUST** be changed! It is ridiculous for a person to be paid for the rest of their life for doing absolutely nothing! This is why IL has so many financial issues. We cannot sustain this much longer. The "public servants" are putting us broke!
- I noticed that looking at the Village of Roselle website at least 2 police officers make more than \$100,000 per year **(redacted specific employee names)**. Obviously the **(redacted specific employee name)** makes more than that also. This is too much money

for anyone employed by the Village of Roselle. I have spoken with **(redacted specific employee name)** about several different issues and certainly do not have anything against him personally. I found him to be very personable and very interested in speaking with residents about village policies and the reasons for these policies. My opinion remains that the police are overpaid.

- HIRE MORE EMPLOYEE'S ON PART TIME BASES.
- Look At the current salary and pension structure for Employees.
- The private sector dropped pensions and went to 401k's 30 years ago. Many public employees make more in retirement than private sector employees make working. This cannot continue.
- The public sector needs to recognize that these ridiculous public pensions are unsustainable. Public employees need to have 401Ks rather than ever increasing pensions.
- change pension to be a 401k just like in the private sector especially for non-emergency 1st responder employees! More furlough days for office employees. No use of public vehicles for personal use, the CSO has a vehicle that they have at their house - why?
- Decrease number of village employees.
- No pay or pension of part time mayors or trustees like coaches and community volunteers don't receive anything for their dedication.Reduce pay and benefits of administration, library, park district, Streets & sanitation like the private sector has. Live within your means like the rest of us and keep your hands out of our pockets, their is not much left after local, county, state and federal and no guarantee of pensions for those who here
- Champaign program to eliminate pension programs for all village employees that are not justified like Police and Fire. Covert to 401k matching program.
- The village has a certain amount of positions available at a certain wage and if we need to hire new people because they are not satisfied with the wages we offer then given the economy, I am sure we can find people to replace them.
- lower pensions for local government officials
- limit number of pensions allowed for local government officials if they are already receiving one
- Make sure all employees are working at all times. When there are retirements, it may not be necessary to rehire, but to allocate responsibilities to others. I works tw jobs: full-time with the postal service, and part time with a college district as a teacher, and my

work load has increased, but I am securely employed. I think Village staff would be willing to do the same for job security. "Down time" should be very minimal in anyone's day.

- This is not easy with the information that I have. You will have to tell public employees no!!!
- Reduce pensions.
- All the time I see road workers, not just in Roselle, where there are 10 men out there with one person working, one hold a sign that says slow and 8 sitting around doing nothing. We could get non union workers that would get the job done with three people at a fraction of the cost and better quality of work. This is just one example.
- Get the pension fund situation on the right course - negotiate.

#### **Infrastructure – Comments about roads, street lights, storm water management, etc.**

- I don't know where the money would come from, but PLEASE improve the storm water management. Every time heavy rains come (over 4 inches) we get flooded. Something needs to be done with the retention pond north of Devon, west of Roselle Road and Turner Pond. Usually after the rain stops and the sewers stop, the street floods and so does our garage and family room. We have invested thousands of dollars in additional sump pumps, rerouting that water to the back of the property, and also installing a valve in the sewer line so that no waste water can come back into the house.
- More resources should be allocated to prevent the flooding that still occurs in some parts of Roselle.
- Why should the people who live at the Marion/Shreiber area have to suffer a flood whenever there is heavy rain? No property should EVER flood and the village should be ashamed of itself for A)Zoning the land in the first place for houses & B)Not correcting this for OUR taxpayer by whatever means necessary. Again, Poor individual property value = Poor value of Roselle.
- Also, too many homes flood when there is heavy rain. There should be better storm water drainage systems.
- The maintenance of sewers needs to be preformed on a regular basis. Perhaps this would eliminate some of the flooding problems within the Village, especially Williams St.
- Storm management - too many floods in my neighborhood, averaging 2-3 per year due to overflow of Turner Pond. The 'retention' area, which is actually a slope that results in rain flooding the streets (I live on Schreiber, just off Roselle Rd). If I'm home, with full force sump pumps running in my downstairs toilet and shower, I can sometimes keep up

with pumping water back out of my home - but only after it's already escaped into my living areas. My home owners insurance was going to be cancelled if I submitted any other claims so therefore anything else that occurs inside my home is at my expense. When is the Village of Roselle going to take appropriate action? This does not just occur when we have major storms.

- Make post office a retention pond to help with the flooding that happens on Granville and W. Glenlake.
- Also as long as I have lived here, when the capacity of the sewers is exceeded by rain water, over flow backs into houses and into creeks.. Build a bigger processing facility. Why did we line the old pipes ? it was very expensive and did not fix any issues in Zone 1 If I had a dollar for every time i called the Sewer Dept for sewerage backing into my house, over flowing into the creek or a sewer cap being blown out by sewerage back pressure? Finally. I have been to Coffee with village and none of my issues were ever followed up and have gotten worse... Seems village only cares for their friends, as Ive seen trends in action.
- The ability of Roselle to effectively and efficiently use the infrastructure available is vital to our success; therefore, the Schaumburg airport, Elgin O'Hare expressway and the Metra should be highlighted for all new potential businesses
- Bring back 50/50 program for sidewalks/trees on parkway. By discontinuing this program, you have allowed the sidewalks to badly deteriorate, as taxpayers are not willing to bear 100% of the costs to repair PUBLIC PROPERTY.
- The TOLLWAY LIGHTING on residential streets is unsightly. too bright & too high up. Lighting around the Village Hall is adequate and attractive.
- Street resurfacing on the north side of town is important along with snow removal on sidewalk of Plum Grove Road bridge.
- We live at 45 Americana Court It took four years to finally have our street replaced. It was in horrible shape but that was thankfully done in 2011.
- Our roads: Do you want to drive YOUR car on E. Devon Ave? No, I don't enjoy driving through craters either. Rosemont is also terrible. Was terrible 5 years ago too. Why do some roads go ignored?
- Some streets in area three had the street removed along the curb , but NOT the middle . NOW the middle is breaking up because the edges were not replaced soon enough .The contractor who did this should replace the middle at HIS expense NOW.

- Road improvements will make neighborhoods more desirable and decrease number of homes for sale that just sit. Increases in desirable areas will attract residents who do improvements, start new businesses, etc. Rosemont Ave and Marion Ave have not been touched in over 20 YEARS. We are a couple that want to purchase 2-3 more homes in the neighborhood but we're looking in Itasca as we do not want to invest more in an area that looks poor and unkept. I feel no one on the board must be living on these streets. Children and adults alike are in danger with the current street conditions.
- Curbs on our street would of been nice instead of wasting money on turner park pond
- Should invest in paving a street right in the first place instead of paving 2/3 of the streets which look bad and will be high maintenance.
- Please do your best to fix Devon Avenue. It is way overdue for a makeover. Thanks
- Coming into Woodfield Trail to Nerge School the road is okay but going north on Woodfield Trail after the school to Nerge Road, the street is terrible as there are so many ptholes. How can you let the school buses ride on this street without any danger to the children in the school buses. Please repair ASAP, thanks. Also very few street lights in the Trails subdivision.
- Our street has not been repaved or blacktopped in the almost 18 years that we've lived here. I asked a village official about this a long time ago and she said that there was a plan so that in the course of time, all the streets would eventually be resurfaced. Well, we are still waiting while it seems like other streets have had services done more than once.
- Sometimes it seems like streets are resurfaced that don't really need it, they might just have a few cracks. Maybe I don't understand the situation, but couldn't they just be patched? I'm not sure about sidewalk maintenance; I haven't seen any sidewalks that really needed work. Maybe they do in a different area than mine.
- We need more lighting on each street. Only 1 light on each end of the street is dangerous if walking alone. Too dark! Seniors need to look around while walking. We help the Roselle Village to grow, not it's your turn to help us.
- Sidewalks are in disrepair, posing a hazard to those using them in multiple areas on my block alone.
- Stop repaving the same streets over and over. Stop coal patching pot holes because in the long run, resurfacing a street properly will be more cost effective. Rosement and Marion have been coal patched for years now. The patch work lasts only 5 weeks. It is a heavily trafficked area with residents and school buses.

- I've lived on Rosemont Avenue for over a decade and the streets have never been repaved. Myself, my wife, and my neighbors are frustrated. Other streets have been redone numerous times but ours is horrible. Potholes everywhere, no curbs, and car damage due to the bad streets.
- We don't feel it was necessary or cost effective to dig those deep, dangerous, and hard-to-maintain ditches and narrow the streets. And why wasn't **(redacted specific name)** ditch dug as deeply as ours -maybe that's why he was not re-elected. He could never speak to anyone about it without arguing with them.
- more time spent on stormwater management-- too many places flood in heavy rains-- and not just this year--every year.
- Possible to partner with homeowners on storm water management. Dry wells on properties similar to rain barrel efforts, perhaps 50/50.
- Change codes to require permeable driveways, etc. for stormwater runoff, recognize home, driveways, garages, etc. cover too much land, cause problems downstream.
- Maintain/allocate more resources: We do NOT need to use ANY of our community's money for the Elgin-O'Hare "transportation improvement" so I hope this is the case. The resources we really need are more police.
- During rainstorms, Turner Pond overflows across Roselle Road and floods streets to impassable.
- Town Acres subdivision does not have curbs and continuous sidewalks.
- Our area is very, very dark at night and we do not have any street lighting on our streets. We also do not have any curbs and some homes do not have sidewalks in front of them. We have ditches with drain pipes and without street lights have seen people drive into these ditches in the winter. In the summer when people park in front of your home, and get out of their cars it is very difficult. It's a lawsuit waiting to happen if someone falls in one of these gulleys and breaks an extremity. It's also extremely difficult to cut the grass. Put the funds on paving roads and putting curbs. If you took the time and money now to fix the water, drain, ditch problem it would save the Village in the future. There wouldn't be standing water in my yard and we wouldn't need to spray for mosquitoes.

#### **Reduction in Taxes and/or Fees**

- Less property taxes!!!! (Especially for school support)
- No vehicle stickers, use the resources spent on the taste of Roselle to maintain the village.
- Property tax is unfair.

- Given that Roselle has experienced budget issues for a few years and is anticipating more budget issues in the future, it was poor timing to have asked Roselle residents to pay for a new pool this year. It doesn't matter that these are different taxing bodies/districts because it is still the same taxpayers' pockets which are being squeezed. You can't draw blood from a rock. While I fully support an indoor pool at Lake Park High School, the timing for the referendum earlier this year could not have been more poorly chosen. It will be a few more years before our country and the housing market rebounds. Patience and good judgment is needed in exercising restraint from going forward again to ask Roselle residents for anymore new expenditures. Also, I would advise that future promotional materials (a few years from now) focus more on the details of how an indoor pool can generate revenue rather than a bunch of kids wishing for an indoor pool. It just didn't send the right message.
- PROPERTY TAXES ARE TOO HIGH
- Property taxes are too high. Stop property taxes now: Village, county & state.
- Village of Roselle have a lots of money from taxes and car stickers. Should just do better job on manage them. Taxes and prices for garbage, water, car stickers are getting up almost every month and all the services are getting worse. Grass is not cut in privet homes or on Rosell property. Ponds are in horrible condition, the grass around them is not cut and we have more wild dangers animals and mosquitos. More and more people are moving out to better managed towns.
- Vehicle Village stickers should be eliminated. Two towns off the top of my head have eliminated this uncalled for sticker, which is not necessary. They are way too pricey and are not needed. Schaumburg and Lombard have stopped this fee.
- Vehicle sticker - \$22/yr; state of IL charges \$30 for 5 yrs. WOW!
- Vehicle sticker fees should be greatly reduced to a negligible amount and only serve the purpose of keeping non-local vehicles from being kept on our streets for prolonged periods; the purpose should not be for the sake of raising revenue for other things.
- The village vehicle stickers are a waste of time. All you need to do is add a once-a-year or twice-a-year charge to the water bill to keep the same revenue. I'm sure the police have better things to do than searching for a sticker on a car. While I agree the village needs revenue, vehicle stickers are a really lame way to make money. It wastes the time of the residents, the village employees, and the police all of which have better and more important things to do.
- The sewer and water costs should allow a discount for SENIORS.... Taxes for library should also have discount for SENIORS

- REAL ESTATE TAXES ARE ALREADY TO HIGH, DO NOT INCREASE THEM.
- TRY TO MAINTAIN A BUDGET THAT WILL REDUCE COST TO THE TAX PAYERS. EVERY YEAR PROPERTY TAXES ARE BEING INCREASED. PEOPLE CAN ONLY PAY SO MUCH,THEY HAVE FUEL COST, EXCESSIVE WATER BILLS,ETC. PLUS FAMILIES ARE TRYING TO MAKE ENDS MEET AND THE GOVERNMENTS KEEP TAXING AND TAXING. SOME ONE SHOULD FIGURE HOW TO REDUCE THE TAXES
- I would like sewers and curbs on my street without raising taxes. the water bills are to high. I understand its the dupage water commission. I have a small house and I think my taxes are to high.
- Permits, fees and citations are all taxation. Property taxes are out of control, for these unjust enrichment schemes of the strongest public unions.Less taxes equals less vacancies. Strong 2nd amendment laws equals less crime.Red light cameras need to go.No doubt police and fire staffing could be cut, especially on odd hours.Fine these banks heavily with their dilapidated foreclosed properties of weed infested over grown lawns. Are full property taxes paid by banks in these properties ?
- Lower property taxes,
- NO MORE TAX INCREASES
- I would suggest eliminating vehicle stickers. A fee could be charged, but no sticker required.
- As far as the water services go, I think our rates are outlandish!!!! There are just two adults in our home and our monthly bills are around \$80! As far as saving revenue is concerned, I understand that anything that needs improvement means more man hours and more revenue spent. Where will it come from, I don't know except increasing taxes or budget cuts.
- Eliminate traffic cameras. and other programs like double charging for sewer service when water is not returned to system, i.e. pool fills, lawn watering, car washing etc. This is double charging when no product is received.
- need to lower water and sewer water rates.
- Provide free or reduced cost rain barrels to offset sewer charges for water used in spring/summer for irrigation.
- My taxes are much higher here for poorer service.

- My property taxes continue to rise as my property value decreases. I live in a gated community, pay high taxes, and yet must pay for garbage pickup, and my streets are the last to be plowed.
- also vehicle stickers are to high.
- reduce garbage collection fee.
- I would do anything to get my taxes lowered.

#### **Reallocation of Resources – Service Level Increase**

- Foster Avenue needs monitoring - too many cars speeding, school buses speeding, kids coming out of Lake Park East H.S. speeding.
- We have an extraordinary amount of stray or feral cats in our neighborhood. I would like the village to help with that. It is getting out of control. The odor and mess in our yards is not very appealing.
- I think all Village information should be available online for the residents to read. It should be current year information as well. There should not be a need for a FOIA request from Roselle residents (the people paying the bills). Less information available online seems like the Village Government is trying to hide something from the residents (people paying the bills).
- The village should do a much better job of snow removal on sidewalks, especially on "common" sidewalks heading toward the train station. During winter, it is often almost impossible and dangerous to walk to the train station along Irving Park Road especially. This is unacceptable.

#### **Encourage Volunteerism and Greater Collaboration with other units of government**

- Offer a Volunteer crew, for various projects, landscaping, crime squad, etc.
- If there is not enough revenue to maintain services, perhaps local governmental units should be consolidated, rather than having so many separate little villages all with their own elected officials
- When people are convicted of a crime and community service is involved, put them to work cutting grass and picking up debris around town.
- Institute a volunteer program for minor maintenance jobs. Painting, pruning, trash pickup, etc.
- Host meetings with Roselle residents, marketers to brainstorm free innovative inexpensive ways to market our downtown.

- incentivize more volunteerism.
- I think the use of volunteers is critical and working more closely with the business community to ensure that business stays and grows in Roselle is important.
- Would be nice to see the municipalities working together and offering more explanation to the community their functions.
- Why can't we partner with other communities for Police and Fire services?
- Identify ways to reduce costs by combining services with other communities like Bloomingdale etc, examples would be services relating to Fire, streets, Police, office staff.

### **Sustainability Initiatives**

- Solar panel powered streetlights and street signs would be a good investment for the future, I have seen those in many other locations and they are effective.
- Seriously, we need to get involved with a program on sustainability with professionals who have the knowledge to guide us in the best direction for the future of our community.
- Camille & Joel Stauber, of Sustainable Places, Inc. are experts at addressing the issues we have regarding Storm Water Management. They are intelligent, personable, respectful, & proactive. They have experience at many levels of guiding both residential, commercial, & community to provide solutions that are sound and affordable.
- Village should also consider maintaining natural resources. Plant more trees that were cut down ny village, install water fountains for small lakes, ponds etc and

### **Revenue Enhancements**

- More income is always needed and since the village gets very little from property taxes due to all the money the schools say they need makes it hard to do much other than increase business.
- Have a spirit wear sale to sell Roselle sweatshirts, t-shirts, hats, umbrellas, maybe baby items "Born in Roselle, Illinois". Have Roselle Day at the Rose parade where people would be encouraged to wear, carry, wave their spirit wear.
- Strive for more grants.
- It's difficult to come up with more ways to increase revenue. Other than attract more business into Roselle and increasing fees not much more you can do. I believe services have been trimmed to adequate levels. Schools are eating up property taxes. Too much of our

high property taxes go to schools, this is part of the problem for local governments. Freeze school portion of property taxes and any future increases go to local government. For the amount of very high property taxes we pay it's a shame the village gets so little of it.

- Kind of not on the subject, but revenue could be raised by charging maybe \$5 for garage sales.
- Aggressively seek Grants from the DNR for flood and noise abatement.
- Property taxes should go up on any home of net worth of \$700,000 and up.
- Annex property around train station that can be used for high rise living to increase tax income
- I understand that I have asked for more services by the ratings displayed above. I am open to a modest increase in my taxes in order to support this increase in services and to maintain the existing level of services. However, I hope that the Village can identify ways to reduce expenses through identifying and implementing efficiencies and waste reduction.
- I would be willing to have my taxes raised slightly for a comprehensive storm water plan and mitigation
- If the Village would do an adequate job of snow removal and salting I would be willing to pay for a minor tax increase. The job currently being done is quite frankly a joke when compared to ANY of the surrounding communities. Also when we have a water main break leaving the repair go until Monday if it happens late in the day on Friday or on the weekend doesn't make any sense to myself or anyone else I've talked to about this practice.
- Offer brush pick up and mulch again for a fee.
- If you need more revenue increase fees and continue to work with the state legislators to provide what we need.
- Pay per use fee schedule should be utilized for most services considered unessential. Example is brush pickup. Charge a fee for the service for those that want to use it. There should be a storm water management fee for any new development or redevelopment - and eventually every resident and property owner should pay their fair share to manage this concern.

#### **Other Responses – Village of Roselle Specific**

- People who work till 6:00 pm everyday cannot have access to village because the office is closed and no Saturday hours.

- Your customer service to a working family is terrible due your limited hours of operation. No Saturday hours makes it difficult to do business for the working class. Perhaps you should consider eliminating one of your half days on Wednesday nor Thursday and open a half day on Saturday to be more user friendly to those who work and are not able to arrive before 6 pm.
- As it is I am finding it hard to get to the Village Hall to buy a sticker as there are no weekend hours.
- Please open the Village Hall on Saturday. Maybe close on Thursdays. It is difficult to get here before 6pm on Monday. Other days are impossible if someone works between 8am and 5pm.
- Would like to have free brush pick up twice. A year.
- Bring back brush pick-up!!! It is a waste of time and money after storms to have to cut broken branches and place them in yard waste bags. I have better ways to spend my time.
- We need landscape waste pick up at least once a year. Bloomingdale has it three times a year.
- Would like to again have brush pick up service available
- Brush pick should resume
- This is a hard one for a resident to answer only because we don't have access to the overtime info and what is being used.
- I couldn't let you know without a study or some type of info.
- I'm sure there are places of inefficiency in the government budget--there always are--that can be eliminated. Sweetheart deals, no-bid contracts, purchases of products and services that really aren't needed, use of consultants (especially those with ties to village employees or former village employees), uncollected taxes, etc.
- Our community is built out - we now need to focus on what will sustain our community for the years to come financially and structurally
- I am aware that the Village has made service reductions and cost savings over the past few years, however I cannot make specific recommendations since I don't know details of budget amounts and what they cover.

- The water department people are useless and offer no help. **(redacted specific employee names)** They don't even return calls. There should be more qualified people that can investigate and help with water issues.
- I don't think we always need to allocate more resources (I think you mean money)I think it is using the resources we have more wisely and looking for grants and other options
- Rather than contracting out certain services, it would probably be more economical to hire EMPLOYEES to do these services. Not sure whose responsibility it is, but the Metra train sidewalk has been needing repairs or replacement for at least the last 5 years. It is a HAZARD to walk on the sidewalk and you are risking a lawsuit if someone gets hurt, which costs more \$\$.
- Why did mayor smonikis and the clerk get raises when the village keeps complaining about not having money? maybe they should of thought about that.
- Utilize what you have. Don't spend money you don't have. Above all else, use common sense.
- It is interesting the revenue enhancement question. Our Police have no problem stopping cars for doing rolling stops, yet the police do that all the time. We have a lady who has no problem ticketing cars for parking over the sidewalk on certain streets, but I find it interesting when doing my daily walk that cars on Bryn Mawr are never ticketed. Her friends? Wave to a Roselle Police Office driving down the street as a friendly gesture and they ignore you. Wave to a Schaumburg Police Officer and they wave back and acknowledge you. Maybe we need to stop using the Police Department as a revenue enhancer.
- Due to the world economic instability since 11/2007, all government budgets must be scrutinize tightly. Presently, we are now facing extreme inflation when we aren't even out of the recession yet. The American people just don't have the extra revenue in their budgets to pay inflated taxes just because governing bodies spend tax dollars foolishly...Be thrifty! Good Luck in your fiscal responsibilities.
- Zoning is an issue. Huge houses should not be allowed to be built lot line to lot line.
- Now I'm seeing some neighbor putting in huge boulders & planting their own trees, plants, filling these area in. Are allowed to do this?
- I think the Village of Roselle maintains the above services adequately. If more resources were available I'm sure they would be allotted. In such a bad economy you cannot expect more businesses to come into the village. I think no more buildings should be allowed to be built expecting that the bottom floor will be retail when the existing retail cannot even be filled. There is nothing wrong with a building in town that doesn't have retail on the bottom of it. Cut backs on current service is not the answer.

- It would be nice to have a discount if you pay early like with the pool passes. Police need to be better trained in handling domestic/mental health disorders recognized in their day to day. Directing homeless and knowing the rights of others and possibly involving additional county/etc... services if they see a need. There really does not seem to be a major crime problem in Roselle, so I think keeping resources at the schools is a good way to keep that issue in check. Our drunk driver arrest program seems to be working fine.
- As an average home owner I would speculate we don't know how many resources are being allocated for each service. We don't know the amount of the utilization of these resources and the consequences of reductions.
- It's very difficult for the average citizen to have an educated opinion about this. I appreciate the financial information that is published in the quarterly Village news letter, however, it does not provide the level of detail that would allow me to have an opinion on this. I am involved with two not for profit organizations and am involved with the finance committee in both organizations. The detailed information that is provided at committee level is needed to better understand the Village finances and how funds should be allocated. That said, I also believe that the Village should be more visionary and should be planning for the future and be more creative in with revenue enhancements that would allow for this vision of the future. The thought process should not be too locked in on the current revenue streams and the current obligations, even though these two things are obviously critical in the short term.
- I moved over 2 decades ago. It used to be a nice town, very personable. The changes are so disheartening. It has become ugly, with ugly new buildings. The charm of the town has been sucked right out. What a shame. Had I a crystal ball, I would never have moved here. It seems as if our elected officials care more for their own pocketbooks than they care about serving the people. The favored few get resources allocated and the others just pay for it.
- The people at the village all pass the blame. When you call for help they say you need to talk to **(redacted specific employee name)** and then when you talk to **(redacted specific employee name)** he says not me you need to talk to **(redacted specific employee name)**. Basically everyone in the water dept. is rude and or have no knowledge on how to handle issues.
- Snow plowing and salting has been excellent in my neighborhood.
- Unfortunately better planning in the past would have enabled a better future.
- Can't really think of anything off hand. I feel that considering the size of the village and what the Village Government has to work with for a budget, the village is run pretty efficiently. There is always room for improvement, but at what cost. So continue what you been doing in the past and we should be good for years to come.
- I use to live in unincorporated cook county on a cull-de-sac. My street was always plowed quickly. Here It can be a day before it's plowed. Snow plow when surrounding suburbs do.

- Village officials should not vote themselves raises.
- I would like to see the tree trimming service reduced. They do a horrible job. The trees all over the village are over cut and look like broccoli heads. We planted a tree three years ago with the Village 50/50 program on our parkway and last year it finally grew and had a nice round shape and they came and trimmed it last fall. We have no wires on our cal du sac there was no reason to cut the tree. They cut too much off and it is now unevenly shaped. It looks terrible. Someone should come and look at the work and evaluate the tree trimmers. I was considering planting another tree on our parkway where one tree was removed but based on this most recent experience, I have chosen to not plant one because I don't want them to ruin another tree at my expense. I think overall the village and elected officials have done a good job.
- We've lived here 35 yrs & hate to see it look rundown.
- I do agree that the Village does a good job overall. However, I would like to see more police patrols in our area. We live on West Pine & there is very little police patrol by us. I had someone by my front window last week, probably trying to get in (I scared him away). Also, teenagers were all over our front lawns last week. Setting funds aside for police/fire protection is upmost in my mind.
- The police seem to like to sit around taking radar instead of crime preventing and protecting Roselle citizens.
- We need more parking on the streets. There is no where to park in Roselle if you don't have a garage or driveway. This limits families that want their out of town families to visit and spend time. Where should they park their cars? There are no parking signs everywhere. Streets are for cars and cars need to be parked!
- The corner of Nerge and Roselle Rd. had been in very poor condition for the past 12 years I have lived here. Additionally, make buying the gas station on Devon & Roselle more attractive to buyers by adding a traffic light there. It would look better, slow down drivers, and make it easier for us to exit our own neighborhood.
- Sorry, no suggestions. I love Roselle and I am very happy to live here.
- In our opinion, the cost of guessing or waiting for something more severe to happen is not the answer. All facets of our village would truly benefit. The time to act is now... we're lucky to have dodged the last storm.
- Daily breaking news has erratic storms happening all over the country in many random ways. We will ask you kindly, to please listen to what they have to say. Not listening & not being proactive is not an option... we have the best at our fingertips!
- Gayle has been doing an outstanding job!

- We have a Police Department and Fire Department that is as nice as any Hilton Hotels. Unfortunately, downtown Roselle will never be a downtown like Elmhurst or Lagrange. If the City wants to attract business, it should be more business friendly.
- More salt & plowing during snow times.
- The online payment convenience fees are ridiculously high. My business is charged \$.50 per transaction. Since switching to e-pay we have been able to reduce AR collections and the labor involved with processing payments more than the cost to accept e-payments. Public services have been great as they are. Don't change what is working.
- I do not want to see any services reduced
- When the street sweeper passes by no one is made aware of this. People leave their cars on the street and the sweeper just goes around them. Why cant the residents be made aware of this and if cars are left on the street tow them. My parkway tree is dead for 5 years and I have left two messages to try and get this fixed and I was told they were going to keep an eye on it. it is dead what is there to look at. Also the trees that were cut down in my neighborhood. Are they going to be replaced? Will the homeowners have to "share in the cost".
- I do not have any suggestions because I feel that I know a lot less than the people that we have in charge. We have been fortunate and have been served well.
- Lowering the salaries and pensions of high seated officials and representatives and putting that money toward improvements toward the village. The purpose of these positions is supposed to be "service" not personal gain through high salaries. Also, all religious organizations (churches) should be taxed like all other businesses on the revenue they generate. They use the tax payer provided infrastructure just as much as other businesses and should contribute their fair share in maintaining these services
- Very unhappy with the looks of Roselle, telephone poles for street lights, (Hanover Park, Streamwood, Itasca all have beautiful poles) our community looks poor n shabby. No imagination with few flower beds they could up grade plantings to beautify our looks.
- Businesses on Irving Park could look better, Admrial Repair very bad w rusty fence just to name one...Itasca Bank a welcome look, however how long will that property look unfinished rocks piled up, unfinished sidewalks. Bricks around pond neat Springhill n Irving park falling in. We look like al low in come community, don't feel with our high taxes reflect the visible condition of our village. The cosmetic issues mentioned can not be that far out of reach . CAPITOL IMPROVEMENTS another charge we r hit with, so where is that money going? We need to upgrade ourselves to look as good as HP Stremwod
- Overall Police and Fire are great.

- Public works needs improvement. When it rains heavy, many streets flood because the sewer grates are covered with leaves. No response by Public Works to remedy problem. Residents are left to solve issue their self if they want water to drain.
- We are proud to live in Roselle! A great place to raise kids--small town atmosphere. We use the library often and the programs offered. Thank you for all of your hard work.
- Sidewalks flood, sump pumps discharge onto them, bushes and trees grow over them, cars are parked on them, they're too narrow in most places, and absent in others. Bike routes on the sides of streets are a waste of money. It's not always that we need more or less resources, but to use what we have more effectively. Police should be more proactive rather than reactive. They should walk the beat and see and hear what we see and hear. They should not side with the person who called them in disputes. Too much noise from trains, planes, loud cars, and speeding motorcycles. Add resources to reduce the population of skunks that tear up our lawns and smell up our town. Bury power lines for reliability and safety. Find an alternative to AT&T and Comcast.
- Keep street sewers cleaner.
- Manage and eliminate smell coming regularly from sewer plants. I have communicated twice by email and letter to village and have not even received a courtesy response. This is unacceptable. Further do the same for other Roselle taxing and county agencies i.e. eliminate Bloomingdale township, reduce excessive or unneeded taxes for park District, library, etc.
- reduce campaigning for local government to 2 months no toll on Elgin-O'Hare more open communication for Village Board decisions
- Shame on me for not knowing more about where the money is being spent in the Village. But if Roselle is like many other govt entities, there are certainly ways that resources can be better allocated. I'm not at all in favor of seeing any more tax increases, from any where! And I find it very hard to believe that the only two solutions to resolving budget issues are to raise taxes or decrease critical services. Can the budget committee look at spending differently, renegotiating contracts, implementing real pension reform for civil servants which are structured more like a 401k program, eliminate lifetime health care plans for civil servants, privityze any non-essential services where possible, implement higher levels of accountability for how the money is being spent, be aggressive and proactive to keep and attract new businesses to Roselle.
- Review which of the services that village offers can be our sourced to save \$\$\$ for the balanced well planed budget for village of Roselle. Residents are paying a pretty some of \$\$\$ that can be saved. Also how to maintain the service like the village out door pool that can be run by out source and save MONEY !!
- roselle in general is a good community but there are some things that need to be changed. I am tired of solicitors coming to my door. I have a sticker it doesn't matter.i am not a

Jehovah witness nor do I care to be. I also don't want to buy candy from jesse whites tumblers. if we can some decent restaurants on irving park road people can put some money into the community. I would rather take my family to roselle than Schaumburg or bloomingdale. put the dare program back in place. lets make sure our kids are safe.thank you

- My first concern is the presence of the police department in the parks and neighborhoods... We have friends that work for the Schiller Park PD and in the spring, summer and fall there is police presence walking in all parks... There are police walking the neighborhoods... I have NEVER seen a Roselle Police officer walking at Turners Pond just being present with all the folks that utilize the facility.. Sidewalks and bushes along the sidewalks are a BIG issue... Sidewalks SHOULD be repaired when they have sunk or heaved due to tree roots. Small children ride bikes on these sidewalks. People don't trim there bushes back to behind the sidewalk making it cumbersome if pushing a wheelchair or stroller. Empty businesses that are not kept up..front wise..the public sees this unsightly mess. For example the gas station on the corner of Devon and Roselle Road...Now the weeds are at least 12 inches high. It is bad enough that it is deserted.
- I think public involvement of choices made, ie: the finish used on the ground where some of the vintage cars park on Friday night.
- Greater resources towards snowplowing which is at best very inconsistent and rarely prompt. Your public works crews dress like hoboes and always seem to be talking on cell when driving in their vehicles.
- Good idea on the yearly fireworks display. Donating funds is the correct way to go.
- Use the free market for services, preferably non-union, Americans who can be fired for poor performance.
- I LOVE LIVING IN ROSELLE AND FULLY SUPPORT OUR MAYOR AND HER CHANGES TO BRING OUR VILLAGE INTO A FINANCIALLY SOUND POSITION BY MAKING BUDGET CUTS NECESSARY.
- The website for the town looks like every other towns website - very unoriginal. You used to have pictures of the actual town.
- Love the Village of Roselle, overall happy with the services of village hall, fire dept, police, library, and Kimmerling pool. My biggest complaint was the mutilation of beautiful trees in our Waterbury neighborhood under the premise that the waste hauler needed them cut to clear way for the trucks. I think its total BS, the tree in my front yard was beautiful, it provided much needed shade in the front yard, and now it looks odd with the way it was cut. I look in other surrounding communities that use the same waste hauler and their streets don't look anything like ours now. Who ever approved or recommended that work to be done should be fired!!!!.

- Police work should focus less on revenue enhancement and more on safety/security. Seat belt checks are fine, but less focus on speed traps would be appreciated. More school presence is a better use of resources.
- Bring back three year vehicle village stickers. Very difficult to remove, and I keep my cars for a minimum of ten years. Village claims this is a hard program to maintain. Computerize it, and it wouldn't be a problem. Don't waste my money on fake ice rinks Mayor and put them in the Clauss Park and prevent the kids from using the basketball court. We all know you bought it, and now claim it is the park districts. Take the blame for bad decisions. Finally, the houses on Mensching are being broken into. It is necessary for the park to cut down the weeds on the hill so people are not watching our property. Fine the park if they don't remove weeds this year!!!
- Raise moratoriums until the economy is not still so shakey. Those of us on fixed incomes simply cannot continue to have cost upon cost raised. Maybe villlage officails should learn to live on a real budget.
- Hire more police and fire.
- Everything seems to get done, but not always in a timely fashion. Project Management and performance analysis needs to be improved.
- These comments summarize our observations over 39 years of living and owning in Roselle: 12 years at 335 E. Walnut Street and 27years at 131-133-135 Morningside Drive. It is so sad that you want service reductions. I wish we did not have to pay for a few retirement plans. If you want to reduce anything reduce that. Have teachers and government employees pay some of there own medical and retirement and lower the cost of living per year just like the rest of us who do not have tax payers paying for our retirement. That would save us a bundle so that maybe we could fix some of these streets which are in disrepair and maybe even get branch pickup.....
- Although I feel the Village is currently doing an excellent job I suggest limiting the ability of icumbent officials to challenge other possible candidates to one only that the village pays for. Additional Challenges should be paid by the Incumbent if that Incumbent desires to do further Challenges.
- Nothing at this time. Have lived in Roselle since 1974 and have been quite pleased with the experience.
- I think public works need to do a better job of getting out into the village fater heavy rains and clearing sewer grids to alleviate the flodding on streets.
- I have lived in Roselle for over thirty years and we have always been the worst town for snow removal. If our public works managers don't know how to do their jobs, can't they get trained by neighboring towns that do a much better job.

- Access to Information about the Village: how about some information about crime in area? Avail of police blotter? Neighbor house was broken into a while back and would've like to see in report (vs. word of mouth).
- I think the village should stop writing tickets for vehicles that overhang the sidewalk by 3 inches. 3 tickets in 3 weeks is ridiculous. My guess is that it's revenue generating for Roselle; at my expense.
- Snow is removed in a timely manner; I just don't care for the manner in which it's done. Since I'm at the end of the block, I end up with twice as much snow on my driveway than anyone else on the block.
- The village gives NO HELP TO SENIORS.....
- I'd like to follow up independently on this as a proper response deserves greater consideration than I'm capable of at this moment. You see I'm on a Metra train headed into the Loop. I believe an assessment of our town it's resources, our relationship to neighbouring communities is necessary to best reveal where we can realize savings through sharing/consolidating and what sources of revenue which haven't been maximizes.
- I said more resources for plowing, but I'm not sure if properly training the employees how to plow better. It seems that I visit the towns of relatives and they are able to plow the streets with out leaving
- I have lived here for over forty years and if I had the answer for that I would run for village office
- We love living in Roselle. We greatly appreciate the services provided. My husband had a stroke and the paramedics/ambulance came within minutes and had him at Alexian Med Ctr within minutes. They (the paramedics/ambulance) were wonderful. We have raised our two children in Roselle - we couldn't have raised our children in a better environment.
- More concerned that Roselle has a balanced budget and depends less on a state that is essentially broke.
- Makes us less dependent.
- I would like to be able to pay my water bill online using my credit card instead of paying it from my bank account. I also do not want to be charged extra to do this.
- Police Officers invest way too much of their time at the same speed traps in town, it sends a bad message that all they care about is ticket revenue.
- I believe the cost of replacing a piece of sidewalk is way overpriced for the resident.

- One problem not noted above is large trucks that block Central trying to back into industrial areas where they don't fit very well. Work with businesses to limit semis to non-busy hours.
- Rather than devoted any resources to attracting new businesses, I think the Village to accept the reality of the "street" - it's just not going to happen. The Village is too proximate to major and diverse shopping and restaurant both south and north. The Mayor promotes all the new business loudly in the newsletter, but is silent on the flood that go under and board up the shops. The demographics, geographics and economics aren't going to change. Government resources are far better spent elsewhere.
- In the private sector annual salary increases are predicated on how well the company is doing. If business is difficult, no matter how well an associate did his or her job, no increase would happen. Even in good times raises would be limited to 1 or 2 percent annually. Government agencies should operate in the same manner. Additionally, there are never cost of living adjustments or increases in pension amounts once retirement has occurred and pensions are far less generous. Example...after 38 years with a major corporation my pension is \$12,000 annually, before taxes and no health care insurance is provided. Why should our taxes support such rich government perks as we barely survive in retirement from the private sector.
- Thank you for your consideration of this very unfair reality.
- I see CSOs sitting in Butera parking lot, Maple train lot, and by Clauss Rec Center. Except for last year when I was cleaning storm damage in my yard, I had to rent equipment and left my truck over the sidewalk over my driveway. I was in the yard working and they wrote a ticket on my truck. No warning. Village must be hard up for \$ but I don't know how when they cut services. Village Hall hours are ridiculous & prevent anyone who works from doing business in person. I had to get a building permit for damaged fence, but was delayed because the Village expected (without notice) that the contractor should be registered with the Village (\$25) Red light cameras - a joke. Caused an accident where an old lady rear ended my son. I work for a corporation that has seen staff layoffs over 50% in past 6 years. we had to be more efficient to maintain customer service levels. Village just cuts services and picks pockets of residents.
- Please, when mailing Village car stickers, do not staple on return form. It disfigures them and someone could say it was removed to another vehicle. Thanks.
- File suit against Gammonly Real Estate to recoup TIF money, based on their failure to fulfill their responsibilities regarding leasing of retail properties. Quit pandering to Janke regarding TIF money.
- I guess I'm a little confused on why the Village needs to increase any areas of service. I think better judgement could be made if the Village provided statistics and/or justification for any change. I think using a survey based on people's perception of a small area of concern should not be used to determine an increase or reduction of services. It's like a commissioner running for a seat because he/she doesn't like their

neighbor's lawn growing to long. We need to be able to see the overall picture of the current status of the town to make better decisions. The Village can start by making more statistical information available and using different methods/tools to get the information out to residents. Just to add, I also don't agree with using something that other towns are doing just because it has gained popularity. Instead, the Village should be embracing innovative ideas.

- I personally do not think that overtime should be allocated for things like snow plowing - during the snow season reallocate employees to a different shift schedule to accommodate call ins for snow removal.
- While the streets that are plowed and salted are done very well, there are other streets such as in my subdivision that are not plowed at all. Our association has to pay a huge amount to have this done privately and I'm not sure that's fair since we pay taxes too.
- Village employees need to go the extra mile in tough economic times just like any business would. In other words, sometimes they have to stop the clock and get the job done as a matter of pride and not just for a paycheck. Consultants are usually former unemployed people who had few re-employment options. It seems the village is contracting too many. It would be preferable if village employees developed more expertise/went back to school to acquire skills now sought from consultants. Special interests seem to play a big role in how money is allocated and to whom.
- When money is in short supply fancy stuff can not be considered. For instance, an indoor pool for Roselle, or new chairs for village employees, or fire works. The money is not available period.
- It is upsetting to see that our police force is constantly running radar on our major roads and does not have a presence in the community. Is the \$\$\$ from each and every ticket that they write making up for the lack of presence in the neighborhood? Crime prevention starts with presence. It is also upsetting to see that the Foster Rd project area is still looking poor years later! Homeowners that are not happy with the deep culverts - refuse to mow them. Others never watered and all there is are weeds and the netting. And then there are those that the soil and grass at the culvert pipe coming from under the driveway is washing away - leaving driveways to eventually break/crack over time. There are very few homes that cared about their property once the construction was finished. If the homeowner had a nice lawn before the construction and was left with weeds, netting and garbage - most gave up and refused to water or pay for what was ruined by the village project. :-(
- The main concern I have is over grown trees in the community breaking through our clay pipes and causing water issues. Another concern is putting in curbs on streets that did not get completed. I would also like to see more lighting on our streets. I feel Roselle is a safe community but lighting helps keep any ideas that people may have.

- We didn't need the park with the fancy water fountain.
- From all that I have read and heard, it seems to me that the Village of Roselle has worked very hard during the last few years to make cuts where possible. I feel that I have been kept well informed and access to information is pretty open and readily available. I am not aware of any problems with storm water management, but staff should have a better handle on what is needed in the areas of storm water, sewer and water, street and sidewalk maintenance.
- There are a lot of extra police cars in the department - they could be parked throughout the village as a way of deterring crime/speeding.
- I think foot/bike patrols should be utilized during the nicer weather, so more people know the police that serve in the village. Even having them proactively talk to citizens to create a better bond with the police department.
- Isn't that your job?
- You're asking me this question in a survey? How can I or any person answer this question without spending time reviewing the performance of the many Roselle programs and the cost of each? I would think any answers you get will be of little value.
- why did the mayor get a huge raise

#### **Other Responses – Not Village of Roselle Specific**

- Suggest getting the school district to work together with the park district. One shovels the snow and the other does not shovel the snow on the same continuous path!
- Please allocate more resources to library. The desks/tables ,chairs, sofa are very old. If the budget is ok, can you do re-modeling (carpet, shelves,lighting, etc)? Thanks.
- I think we should follow Obama's worst fears.-- He is concerned with those who are God driven, Bible thumpers and guns. We should all go to church and pray for a National Revival and adopt the Right to Carry. We will be the safest city in the Cook County. Luke 22: 38 read and go to your gun shop and get one of each.
- Get rid of skating park - too much liability.
- Everything in Roselle pertaining to recreation is based around children, and very few activities for adults.
- Turner Park at Christmas is pitiful, lights should be on all trees around pond....get rid of the horrible wooded decorations.

- clean up the goose poop by turner pond that way people can enjoy the nice pond we have.
- Library seems overstaffed.

**31: How often, if ever, do you obtain local news and information about the Village of Roselle from the following sources?**

Answers for Other (please specify):

**WORD OF MOUTH/NEIGHBORS**

- Word of mouth.
- Waterbury News site through email from neighbors or other citizens.
- I obtain info freq. from the Waterbury news website.
- Neighbors.
- Waterbury email news update
- Neighbors and friends.
- A friend sends out emails about current events in Roselle.
- Word of mouth.
- Word of mouth
- Neighborhood gossip (I am not joking - I do get an occasional tidbit of news that way!)
- We are a good healthy neighborhood and we communicate and know each other.
- Other residents who have been to board meetings or at Chamber events.
- Neighbors
- Waterbury Network
- Waterbury Website
- Grapevine
- Neighbors
- Waterbury Network info which is emailed
- Waterbury news
- Word of mouth from friends and neighbors. If important to me, I call the village hall and get the answers.
- Waterbury network emails
- Obtain information from friends and neighbors
- Various residents within the village
- Word of mouth
- word of mouth from other neighbors.
- Buttonwood newsletter Waterbury Network word of mouth
- Community members and friends.

### **HOMEOWNERS AND/OR CONDO ASSOCIATIONS**

- do get village updates from our homeowners association meetings. Condo association board meetings.
- From neighbors and from our association newsletter
- from my neighbors and home association

### **OTHER MEDIA OUTLETS**

- Internet
- Sun Times
- Chicago Times
- Google News feed for Roselle
- Sun Times
- TWITTER. Join the revolution, Roselle! There's a reason why over half of the population is walking around staring at their phones. It's kind of catching on, wouldn't you agree?
- Sun Times
- Facebook
- Facebook - Friends and Roselle Mayor and Trustees who use FB.
- Facebook for Mayoral and Trustee comments and links.

### **OTHER VILLAGE COMMUNICATION OUTLETS**

- When I was active with the Police Volunteers, I was kept aware of ROSELLE concerns.
- The posts on the marquee at Turner park
- Village sign by train station. Also Park Dist sign on Roselle Rd. at Turner
- Mayor's State of the Village message at Chamber lunch.
- Direct contact with mayor or trustees
- talking with Village employees on the street or on the phone.
- People I know who work for the Village keep me informed.
- I very much think that coffee with the board is an excellent way to see find out what is happening in town and get feedback from the city leaders.
- Train station and park district signage.
- Village hall is very helpful for the info. community calendar is great source of information.
- Village board outside of train station.

### **OTHER RESPONSES**

- AMAC Association of Mature American Citizens a conservative org. no longer AARP liberal not for the long term good of the Nation.
- The Roselle newsletters should not be used as political tools in the weeks before an election, as they are currently.
- Even Library Lights has info
- The village website can be a little difficult to navigate - could stand to be updated

- I live in the Cook County portion of Roselle and am included in Schaumburg Township. So the Daily Herald version that I subscribe to has Schaumburg news in it. I rarely see information on Roselle in my version.
- Often find it difficult to find the information I am looking for on the website
- waste of money with the fancy reporter newsletter. stop complaining about being broke and then wasting my tax money
- ROSELLE IS NEVER IN THE NEWS
- West Suburban Living magazine always profiles a community in every issue. Roselle has never been featured. Why don't we have more publicity about what the Village has to offer?
- The coffee with the board is an OK thing to do, but I don't think it is very effective. If all a resident wants is general answers, this is for them. I feel it's just an opportunity to vent with little or no results.
- I always read the mayor's newsletter. If the coffee with the Board and Village Board Meetings could be held on weekend occasionally, you could attract people who work during the weekdays to attend.
- would like to see more municipal meetings aired on att as I just had it installed. also would be great if municipalities summarized services and tax dollars received in a public forum. we have to stop complaining about our taxes and find out what we are getting for our money THEN critique places for cuts.
- Newsletter can be printed on cheaper paper and less color. Timeliness is important. Sometimes get newsletter after an event that was featured in newsletter has past. Was unable to attend due to the late delivery of the newsletter. Watch time of submissions for the newsletter to make sure at least 2 weeks before event that the newsletter will make it to residents homes.
- A Facebook page would be good, just to scan the newsfeed
- I wasn't aware of the cable channel. Now that I know it's there, I will tune in. Village website is very informative,,,we do read it .
- I do not have a bird. I do not need papers to line the bottom of a bird cage.
- If & when Roselle does take a proactive Sustainable stance, I look forward to encouraging the local news to support the responsibility to help residents learn what they can do to be part of the solution.
- We have a lot of great things happening, we need to make the best of it & get more people interested & involved. Love to see intergovernmental partnerships that accomplish results for the community as a whole. I'd like to see our schools take some interest along with the parks & village.
- You are spending more \$\$ on the newsletter for glossy paper and a nice 4 color photo of the mayor.
- If I felt my input into city government did not land on deaf ears, I would be much more pro active. Too many politicians do not care about their constituents, they care about getting elected and reelected. I would like to become more active.

- I know where to find info if needed on the village website. I look to the Herald for news and would like to do the coffee but work full time in addition to caring for family and elderly parents there simply isn't enough time.
- I never see anything about Roselle in the newspaper.
- MANY PEOPLE WORK ON WEEKENDS AND CANNOT ATTEND COFFEE ON SATURDAY MORNINGS. MORE OPTIONS NEEDED IF THE VILLAGE REALLY CARED TO HEAR FROM RESIDENTS. I DON'T WANT TO ATTEND BORED MEETINGS TO DISCUSS PROBELSM
- Thank you we do feel informed
- Its seems those in power also control the information made available to the public. The media is almost all the same. My personal dealings with those elected has been nothing short of poor. I would like news on Term LIMITS. No more than two terms and get a real job. Most people have little faith in those seeking power, thus the poor almost non existent turnout at meetings and voting. Personally can't wait to go leave and live in a friendly property tax and one that is less burdensome.
- We need more Village events on cable TV.
- I would not mind receiving a monthly news letter to my e-mail briefing me on what is going on in Roselle. If this already exists I am not aware of it.
- Web site is a good source of information.
- Website looks like every other towns website and offers very little news. The newsletter provides fluff news.
- Eliminate that comcast station and relationship. This is clouding the objectivity of the village to allow competition from other cable companies. Our cable bill goes up every 6-12 months. This is outrageous that competition is not allowed from AT&T Uverse cable.
- Dont have commcast, not sure how to get E-news publications. Don't subscribe to newspapers. Glad that the newsletter is mailed since its the only way to know whats going on in the village. Would like more links to elgin ohare upgrades on village website to read or keep up to date on future plans
- Daily Herald is unbiased on Roselle news. The Roselle Reporter is obviously a tool of the Mayor's. In Spring issue it would have been proper to thank incumbents who were defeated and welcome new board members. Of course Smolinski can only think of herself and winning again. Had their been a challenger who actually ran a strong campaign, she wouldn't be around. The people of Bloomingdale obviously felt change was necessary and voted out their dinosaur incumbent.
- Wrong section, I know, but comment on Taste of Roselle: why not include only restaurants from Roselle and surrounding area? Why include mass produce trailers that have no ties here? If it was more of a community event then I would certainly attend to support, sample and also invite friends and relatives.
- I obtain my main info about what is going on in the village from your e-news. I really like that.
- Chamber of Commerce.
- The village website isn't very user friendly especially when it comes to trying to obtain information regarding village ordinances. I found it difficult to find the specific information I was looking for.

- I would like to see video/TV of more things going on in Roselle, like board meetings or any type of village meeting (library, fire, police, taste of Roselle, etc). I think every meeting should be televised or at least video access online
- News for Crime and Mayoral elections was obtained online.
- Those newsletters are a waste of money
- Didn't know we had community TV