

# Summary Report



## **VILLAGE OF OAK BROOK RESIDENT SURVEY 2011**



**2011  
Resident  
Survey  
Response**

**860**

**Respondents  
(Valid Surveys)**

**3,618**

**Surveys  
Distributed**

**23.8%**

**Response Rate**

# Public Safety & Public Works Scorecard



## KEY

**5 = Very Good**

**4 = Good**

**3 = Neutral**

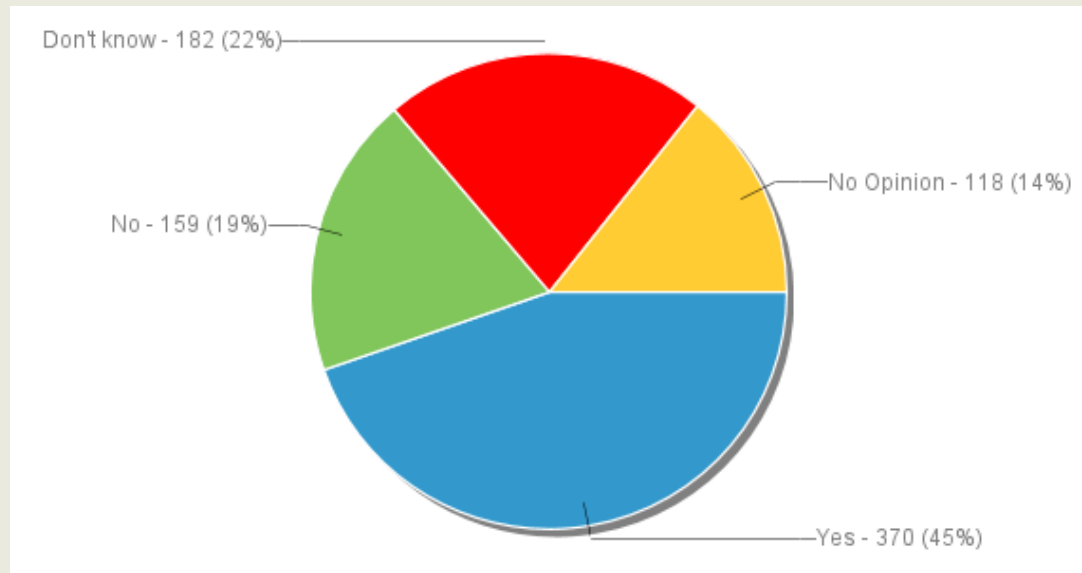
**2 = Poor**

**1 = Very Poor**

**0 = N/A**

- 911 Communications = **4.6**
- Police Services = **4.5**
- Fire/Paramedic Services = **4.8**
- Public Works Water Services = **4.2**
- Engineering Department Services = **4.0**
- Street Maintenance = **4.8**
- Street Sweeping = **3.8**
- Snow Plowing = **4.1**
- Maintenance of Parkways & Medians = **4.0**
- Leaf Pickup = **4.2**
- Mosquito Abatement = **3.4**
- Pathway System = **3.9**
- Garbage and Recycling (Allied Waste) = **4.3**
- Water Utility Billing Office Services = **4.1**

# Do you feel that the Village does an effective job of enforcing its **Zoning Ordinances and Building Codes?**



## ***Resident Comments - Most Common Responses:***

- Specific subdivisions and addresses commented on
- Evidence of poor lawn maintenance, invasive weeds
- Numerous houses in disrepair
- Vacant lots and foreclosed homes unkempt
- Dead trees and unkempt trees, political signs, and trailers and boats in yards
- Selective enforcement, not addressed consistently, poor follow-up on citations
- Not strict enough codes



**Bath & Tennis  
Club Members  
Rate Satisfaction**

**4.0**

Professionalism and  
Courtesy of Personnel

**4.3**

Quality of Facilities

**3.8**

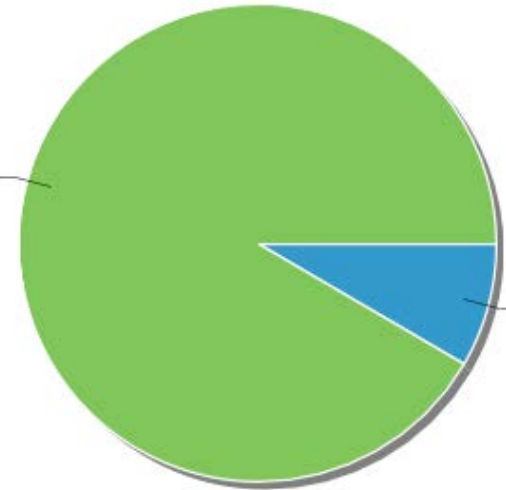
Variety of Activity  
Offerings

**3.9**

Quality of Activity  
Offerings

**Are you a  
member  
of the Oak  
Brook Bath &  
Tennis Club?  
Answer: 8% Yes**

No - 773 (92%)



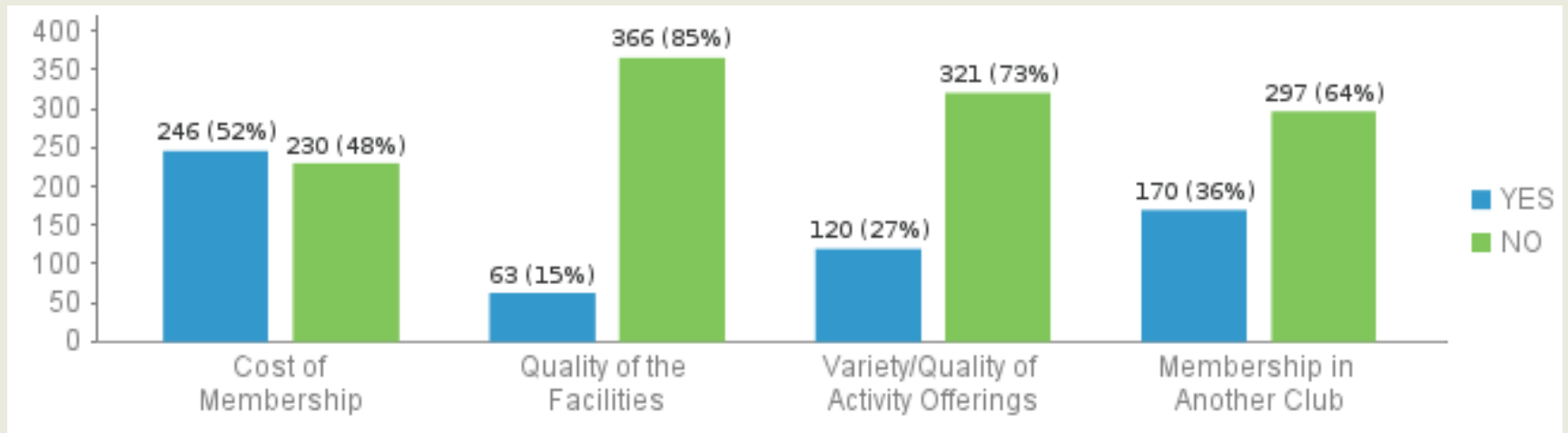
Yes - 71 (8%)

**What activities should be added or  
improvements made to the Bath & Tennis  
Club? (Resident Members Response Only)**

*Most Common Answers:*

- Poor cleaning of bathrooms
- Locker rooms need updated
- More shaded areas needed
- Make pool more "senior-friendly"
- Develop family nights and themed socials
- Poor food service
- Basic maintenance and disrepair (paint, rust, chairs, paddleboats, tennis facilities)

# What factors affected your decision **to not become a member** of the Oak Brook Bath & Tennis Club?



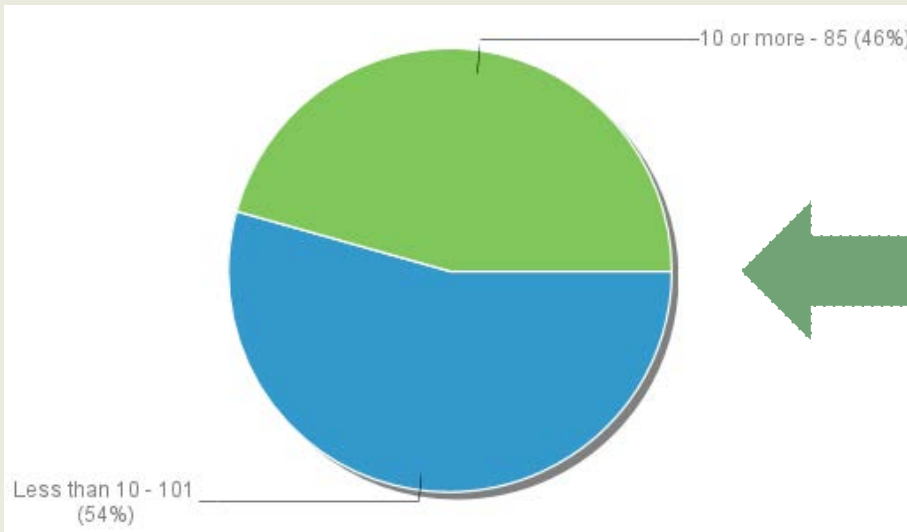
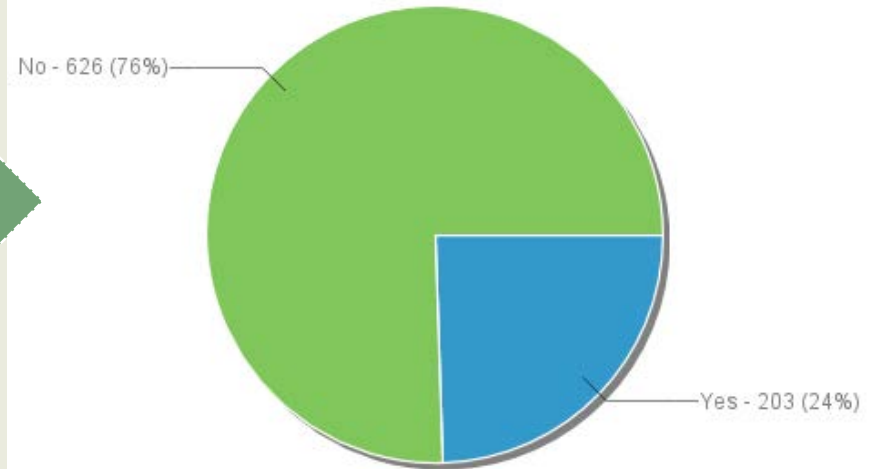
## Other factors affecting residents decision to not become a member of the Bath & Tennis Club

### ***Most Common Answers:***

- Not interested/Don't have time
- No kids/Age
- Have similar amenities in subdivision
- Too expensive/Would join if membership cheaper
- Don't think residents should have to pay
- Would like to see daily usage fees
- Facilities need improvement

# Oak Brook Golf Club

Have you played at the Oak Brook Golf Club in the last 12 months?  
**Answer: 24% Yes**



If you have played at the Oak Brook Golf Club in the last 12 months, how many **rounds** did you play?

**Answer: 46% More than 10 Rounds**

# Oak Brook Golf Club Players Rate Satisfaction

4.6

Professionalism and  
Courtesy of Personnel

4.4

Quality of Facilities

## KEY

5 = Very Good

4 = Good

3 = Neutral

2 = Poor

1 = Very Poor

0 = N/A

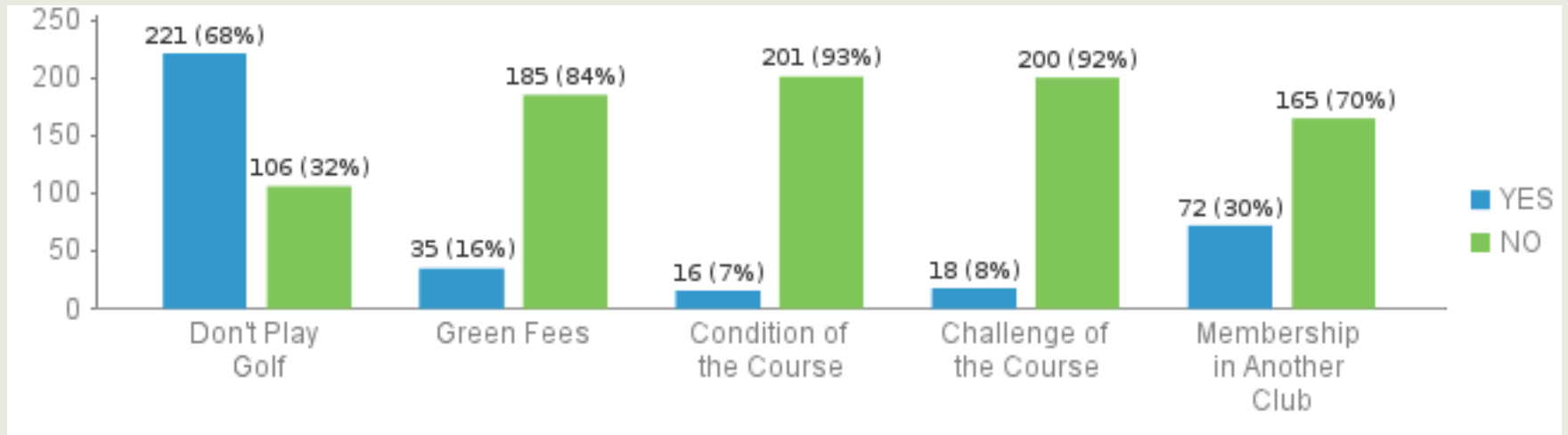
What improvements should be made to the Oak Brook Golf Club?  
*(Residents Playing in the last 12 Months Only)*

### *Most Common Answers:*

- Pace of play (slow)
- Drainage issues
- Purchase new or improve golf carts
- Decrease fees for residents/Increase fees for non-residents
- The “rough” is too high, cut grass down
- Better maintenance of the greens
- Improve the Clubhouse and restrooms
- Better food service



If you have **not played** at the OBGC in the last 12 months, or you play at the OBGC **less than** you play at other golf clubs, what affected your decision to play elsewhere?



## Other factors affecting the decision to not play golf at the OBGC or to play golf more so at other clubs

### ***Most Common Answers:***

- Pace of play (slow)
- Too crowded
- Not enough time
- Cost of play
- Tee time availability
- Variety on other courses
- Health problems (can't play)

Have you visited the Oak Brook Library in the past 12 months?

Answer: 67% Yes

Oak Brook Library Users Rate Satisfaction

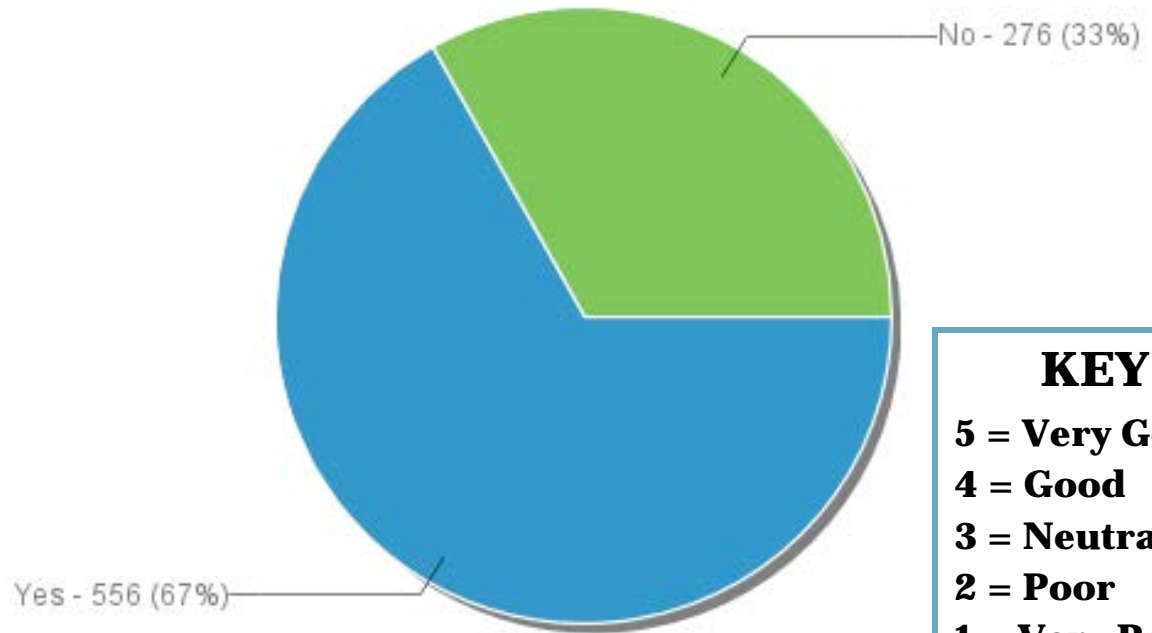


4.5

Professionalism and Courtesy of Personnel

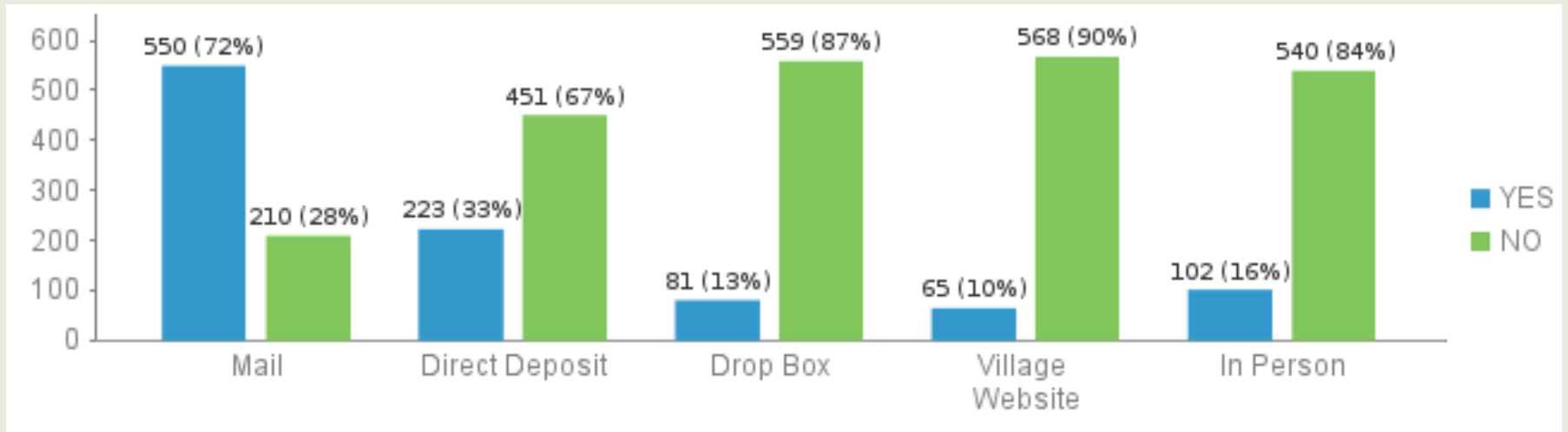
4.2

Quality & Availability of Reading Materials



KEY	
5	Very Good
4	Good
3	Neutral
2	Poor
1	Very Poor
0	N/A

# How do you pay your water bill?



**Answer: 72% Mail**  
**33% Direct Deposit**  
**16% In Person**  
**13% Drop Box**  
**10% Website**

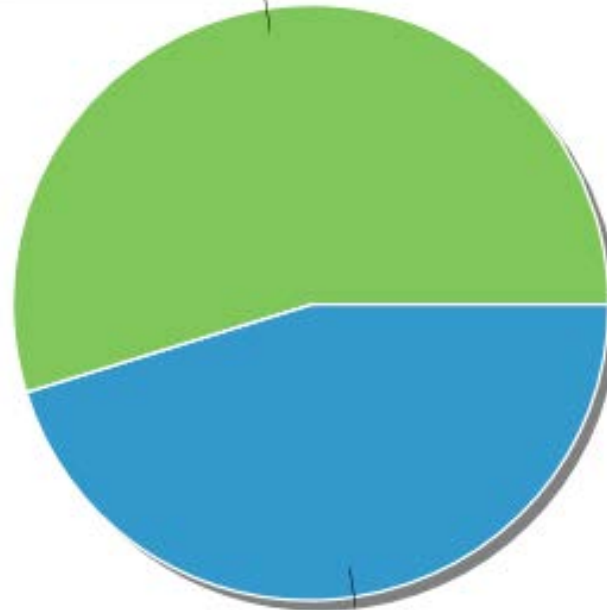
Have you visited Village Hall in the past 12 months?

**Answer: 45% Yes**

**Village Hall Visitors Rate of Satisfaction**



No - 456 (55%)



Yes - 376 (45%)

**4.4**

**Professionalism and Courtesy of Personnel**

**KEY**

**5 = Very Good**

**4 = Good**

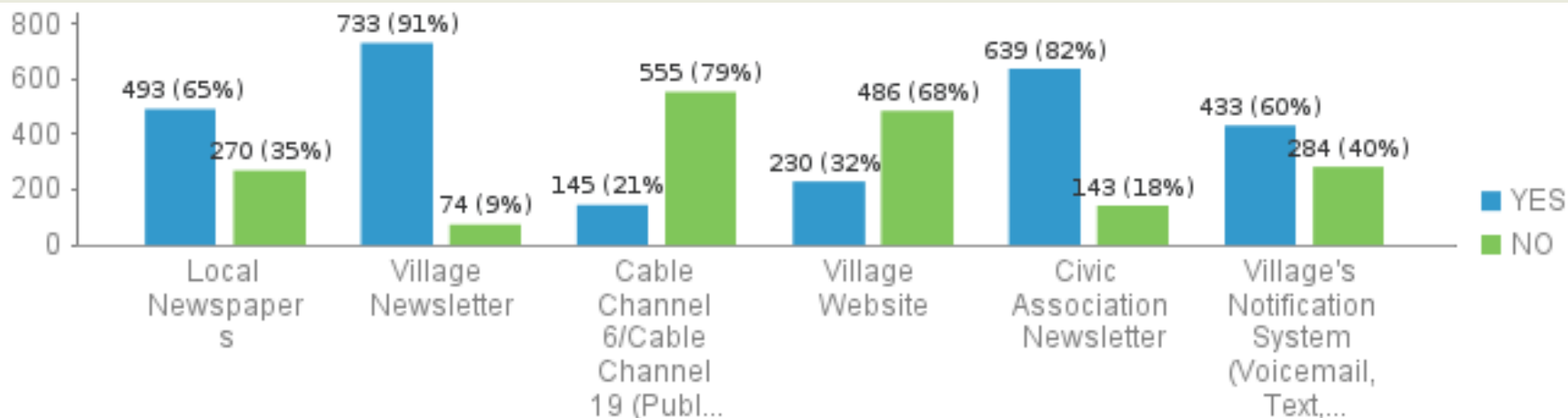
**3 = Neutral**

**2 = Poor**

**1 = Very Poor**

**0 = N/A**

# Which of the following do you rely on for obtaining information about the Village?



## Other Media Sources for Obtaining Village Information

### ***Most Common Responses:***

- Neighbors
- Village meetings
- Public officials
- Community and Homeowners Associations
- Radio
- Television



## Did you attend the 2011 Taste of Oak Brook event?

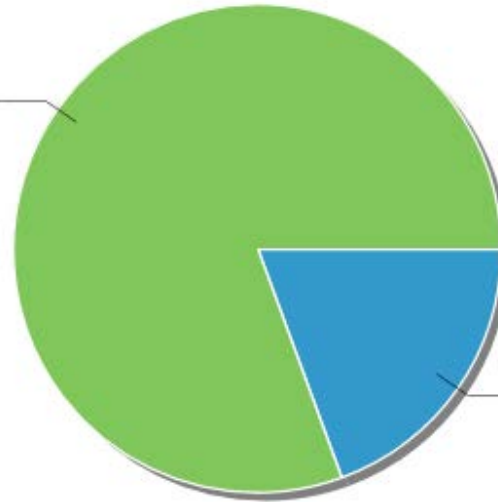
**Answer: 19% Yes**

## Attendees Rate the 2011 Taste

# 4.4

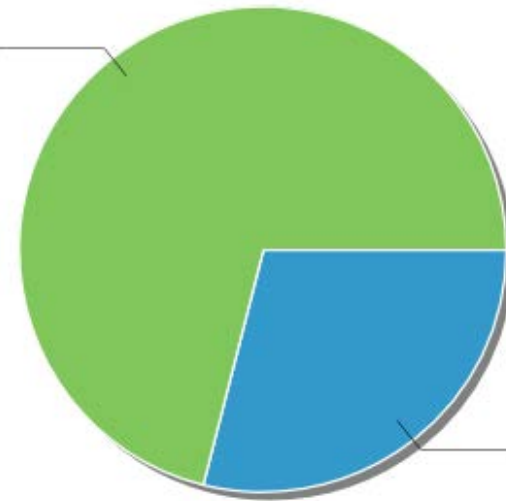
Overall Satisfaction

No - 664 (81%)



Yes - 160 (19%)

No - 133 (71%)



Yes - 54 (29%)

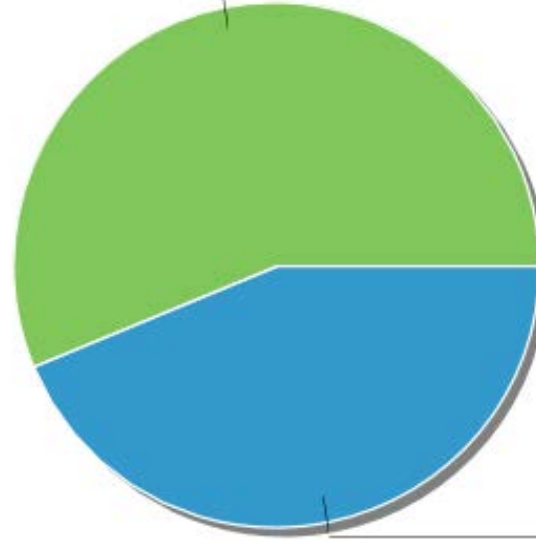
## Should the Taste be expanded to a 2-day event?

**Answer: 29% Yes**

Would you attend Polo matches if they returned to Oak Brook?  
**Answer: 44% Yes**

What other types of Village events should be offered?

No - 443 (56%)



Yes - 344 (44%)

***Most Common Answers:***

- Music concerts
- Polo
- None – Not the Village’s job to entertain
- Children’s activities
- Sports events
- Highland games
- Farmer’s markets
- Art shows
- Picnics
- Golf outings
- Auto shows
- Dinner and dance
- Movies in the park

# Please rate your satisfaction with the quality of life in Oak Brook.

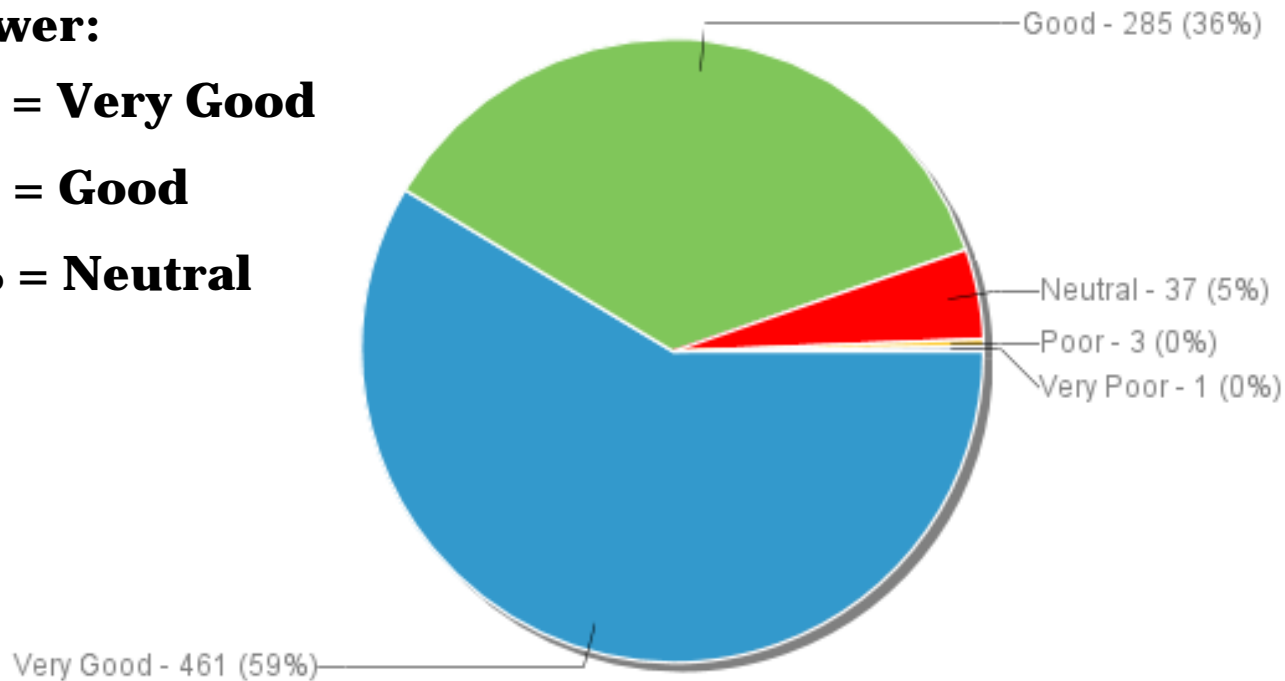


## Answer:

**59% = Very Good**

**36% = Good**

**5% = Neutral**





What 3 things do you like **BEST** about living in Oak Brook?

What 3 things do you like **LEAST** about living in Oak Brook?

***Most Common Answers:***

- Location: Shopping, restaurants, airports, Chicago
- Low taxes
- Roadway convenience
- Quiet, peaceful, privacy
- Safety
- Open spaces, beautiful environment
- Village services and amenities
- Schools
- Quality homes
- Walking trails

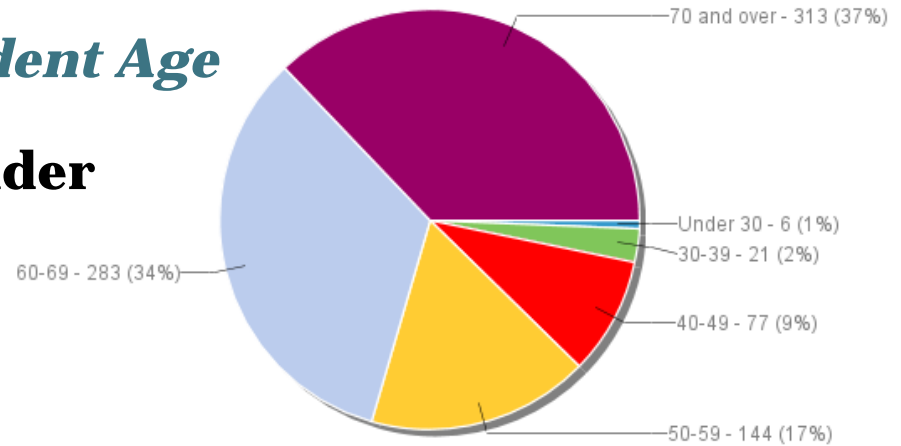
***Most Common Answers:***

- No downtown
- Political climate/Bad press
- Traffic congestion
- No grocery store
- Lack of sidewalks
- School districts
- Noise from the Tollway
- Homes in disrepair
- Power outages
- Almost inaudible emergency sirens

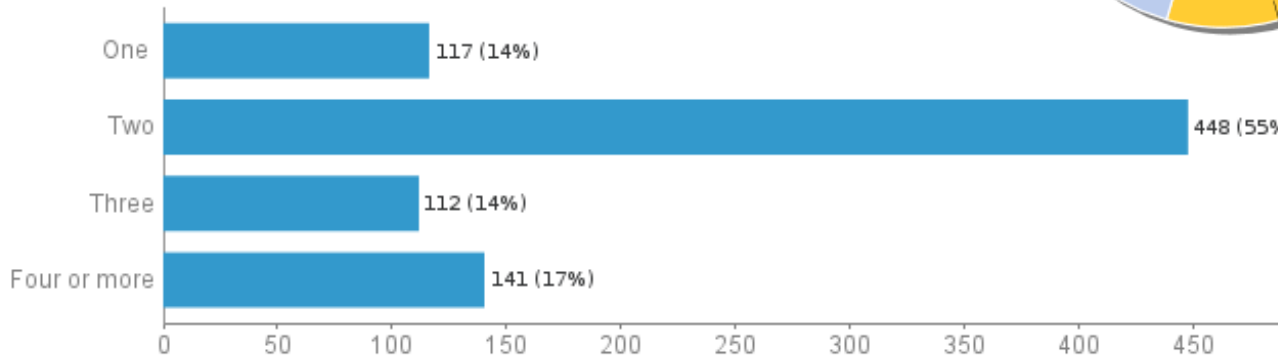
# Demographics

## *Resident Age*

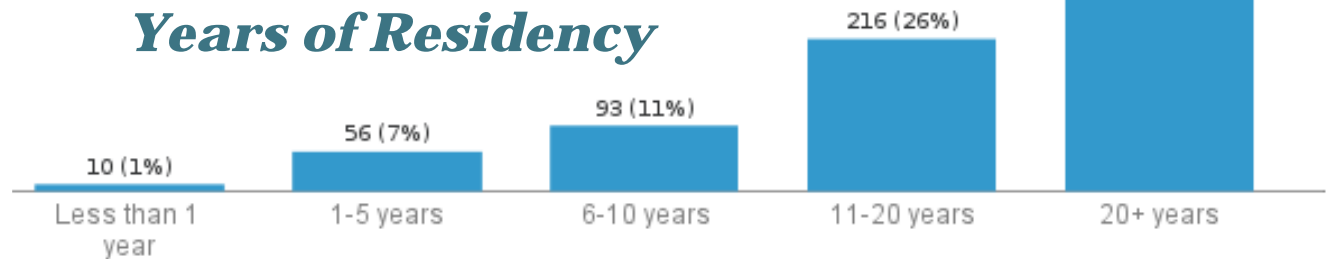
**71% are 60 years or older**



## *Number in Household*



## *Years of Residency*



# Summary Report



## **VILLAGE OF OAK BROOK BUSINESS COMMUNITY LEADER'S SURVEY 2011**

On a scale of 1 to 5 (highest), how would you rate the **Village's support** of the Oak Brook business community?

4.6

Average Score

**KEY**

5 = Very Good

4 = Good

3 = Neutral

2 = Poor

1 = Very Poor

0 = N/A

**Comments:**

- Strong support of Chamber of Commerce and Greater Oak Brook Partnership Project
- Responsive of Board and staff
- Understands businesses needs and concerns
- Works through issues toward mutually beneficial solutions
- Village recognizes businesses as corporate citizens
- Signage ordinance is great

On a scale of 1 to 5 (highest), how would you rate the **business environment** in Oak Brook?

4.4

Average Score

**KEY**

5 = Very Good

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0 = N/A

**Comments:**

- Effective communication network created by Chamber
- Strong support system/improved infrastructure for business
- Reasonable tax structure
- Administration willing to work with businesses makes Oak Brook an inviting place for business
- Board and staff's decision not to increase taxes and fees
- No extra luxury tax on restaurants
- Much improved/Can always be better

# What are the top 3 things you **LIKE MOST** about doing business in Oak Brook?



## **Most Common Answers:**

- Low real estate taxes
- Professionalism and assistance of Village staff
- Reputation of retail, restaurants, quality of life
- Positive business climate
- Location (near Chicago & corridor) ideal for business
- Chamber has platform to build relationships with company leaders and Village officials
- Village functions (police, fire) supportive of business
  - Know that business affects quality of life

# What are the top 3 things you **LIKE LEAST** about doing business in Oak Brook?



## **Most Common Answers:**

- Traffic congestion/22<sup>nd</sup> Street Construction
- Political issues harms reputation/Negative publicity
- Flagg Creek
- Residents view of businesses – some being anti-business, others unwilling to develop cooperative relationship with Oak Brook and Oakbrook Terrace businesses
- Fighting between resident factions
- Lack of sidewalks
- Turnaround on permits and inspections

What would you rate as the top 3 priorities that the Village should undertake in support of businesses for the next five years?



**Most Common Answers:**

- Continue to strengthen relationship with Chamber of Commerce/Greater Oak Brook Partnership
- Cooperative relationship with Oakbrook Terrace (mutual aid, infrastructure, transportation)
- Work with auxiliary government and non-profit organizations for continued success
- Revitalize beautification plan
- Encourage and retain corporate headquarters in area
- Comprehensive Master Plan to chart out vision for Oak Brook
- Backfill 2 vacant hotels
- Complete 22<sup>nd</sup> Street construction
- Avoid increases or new business taxes or fees
- Allow for more parking near businesses
- Improve highway entrances into businesses areas