

2017

City Services Survey  
Report of Results



**United City of Yorkville**

800 Game Farm Road  
Yorkville, Illinois 60560  
630-553-4350  
[www.yorkville.il.us](http://www.yorkville.il.us)

## Introduction

---

### **Summary**

An analysis of the results from the 2017 City Services Survey.

### **Background**

This is the fourth City Services Survey that the City Council has authorized. Past surveys were completed in 2012, 2013 and 2015. This year's survey was open from September through the end of January. As in the past, it was administered online through surveymonkey.com and was password protected. Passwords were sent to each utility billing account and residence through utility bills and direct mail. Random groups of residents were also direct mailed to increase survey participation rate.

We sent utility bills and direct mails to 6,369 households and businesses and received 348 responses. This is a 5.4% response rate, which is an increase from 4.2% in 2015. We think survey response was better because the City had a better social media strategy.

### **Analysis Notes**

Several of the survey questions asked a resident to rate their satisfaction of a particular city service. For these questions ranking choices were: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. The option of N/A was also included to indicate if a resident did not use a service or have experience with it.

In the analysis, Satisfaction means Very Satisfied plus Satisfied and Dissatisfaction means Dissatisfied plus Very Dissatisfied. This was done in order to reveal overall contentment. The N/A responses were excluded in order to more clearly demonstrate rate of satisfaction from those utilizing each service.

Furthermore, many of the questions allowed for the surveyor to leave a comment or suggestion. In order to evaluate the written portions, answers were categorized. A number of the responses included multiple remarks and each was counted as an individual comment when calculating the percentage.

## Survey Results

---

### City Services Comparison

Question 2 asked constituents to rank their satisfaction with City Services from Very Satisfied (1) to Very Dissatisfied (5)

One method of analysis is to calculate the average answer for each service from the past. Lower values mean satisfaction and higher values mean dissatisfaction due to the scoring method. Possible averages range 1-5. Services are ordered from lowest average to highest average.

Averages range from between very satisfied and satisfied to neutral and dissatisfied. Quality of police services has had the lowest average all four years. Flow of traffic/ congestion management and Maintenance of streets, sidewalks, and infrastructure are in the top two improvements to satisfaction scores.

**Table 1: Average Satisfaction of City Services Compared by Year**

	<b>2012 Average</b>	<b>2013 Average</b>	<b>2015 Average</b>	<b>2017 Average</b>	<b>2015 to 2017 Change</b>
Quality of police services	1.95	1.90	1.81	1.77	0.04
Response time of police services	1.95	1.91	2.02	1.82	0.20
Quality of parks	1.99	1.96	2.03	1.91	0.12
Quality of refuse, recycling, and yardwaste collection services	2.04	1.97	1.96	1.93	0.03
Quantity of parks provided	2.08	1.95	2.06	1.95	0.11
Quality of stormwater management system	2.37	2.33	2.33	2.15	0.18
Quality of customer service (any department)	2.31	2.31	2.30	2.19	0.11
Quality of flood prevention	2.35	2.33	2.27	2.20	0.07
Quality of wastewater services	2.30	2.22	2.25	2.19	0.06
Quality of special events offered	2.30	2.27	2.40	2.24	0.16
Quality of water services	2.44	2.36	2.41	2.39	0.02
Quantity of recreation classes offered	2.52	2.64	2.67	2.51	0.16
Quality of customer service during building inspections	2.58	2.59	2.52	2.38	0.14
Quality of recreation programming offered	2.43	2.58	2.63	2.40	0.23
Quality of property maintenance services (weeds, unsafe buildings, etc.)	2.87	2.77	2.73	2.60	0.13
City communication with public (not from elected officials)	2.70	2.63	2.77	2.61	0.16
Flow of traffic / congestion management	3.28	3.34	3.48	2.73	0.75
Maintenance of streets, sidewalks, and infrastructure	3.38	3.51	3.41	2.79	0.62
Communication with your elected officials	2.95	2.96	3.19	3.05	0.14

(1 very satisfied, 2 satisfied, 3 neutral, 4 dissatisfied, 5 very dissatisfied)

In addition to averages, percentages of satisfaction, neutrality, and dissatisfaction ratings from Question 2 can provide insight to overall contentment with City Services. Services are organized from the highest satisfaction rate to the lowest satisfaction rate. Those highlighted in green indicate overall satisfaction, orange indicates neutrality or unfamiliarity, and red indicates overall dissatisfaction. Residents are overall satisfied with the majority of City services with more than half reaching over a 50% satisfaction rate.

**Table 2: 2017 Satisfaction, Neutral, and Dissatisfaction Percentages of City Services**

City Service	2017		
	Satisfaction	Neutral	Dissatisfaction
Quality of refuse, recycling, and yardwaste collection services	83%	10%	6%
Quality of parks	81%	12%	4%
Quantity of parks provided	81%	12%	5%
Quality of police services	79%	12%	2%
Quality of stormwater management system	70%	20%	5%
Quality of wastewater services	68%	23%	5%
Quality of flood prevention	65%	23%	5%
Quality of water services	64%	19%	15%
Quality of special events offered	64%	25%	6%
Quality of customer service (any department)	57%	23%	5%
Quality of recreation programming offered	54%	23%	12%
Flow of traffic / congestion management	52%	22%	26%
Response time of police services	51%	9%	2%
Maintenance of streets, sidewalks, and infrastructure	49%	22%	28%
Quantity of recreation classes offered	46%	27%	14%
City communication with public (not from elected officials)	45%	36%	13%
Quality of property maintenance services (weeds, unsafe bldgs)	43%	28%	14%
Quality of customer service during building inspections	23%	22%	1%
Communication with your elected officials	21%	40%	21%

Satisfaction rates from Question 2 were also compared by year. In this chart, services are sorted from largest decrease to highest increase. Eight services satisfaction increased. Traffic flow, maintenance of infrastructure and communication rounded out the top change. Communication was an area that has been focused on in the past 2 years because dissatisfaction was apparent in the 2015 survey. The fact that it has increased is a point worth mentioning. For the two large decreased satisfaction categories in response time of police services and quality of customer service during building inspections, a large number of responses chose to response N/A this year on both questions. This indicates people took the survey differently than in the past, and may not be a valid indication of service delivery degradation.

**Table 3: Satisfaction Percentages of City Services Compared by Year**

City Service	Satisfaction				% Change between 2015 and 2017
	2012	2013	2015	2017	
Response time of police services	77%	80%	70%	51%	-19%
Quality of customer service during building inspections	43%	44%	40%	23%	-17%
Quality of Police services	80%	84%	84%	79%	-4%
Quality of customer service (any department)	63%	64%	59%	57%	-2%
Quality of water services	64%	68%	66%	64%	-2%
Quality of Parks	79%	83%	82%	81%	-1%
Quality of property maintenance services (weeds, unsafe buildings, etc.)	38%	46%	44%	43%	-1%
Quality of wastewater services	64%	73%	69%	68%	-1%
Quantity of recreation classes offered	51%	48%	46%	46%	0%
Communication with your elected officials	32%	31%	21%	21%	0%
Quality of refuse, recycling, and yardwaste collection	80%	84%	83%	83%	0%
Quality of flood prevention	62%	65%	62%	65%	3%
Quantity of Parks Provided	75%	77%	78%	81%	3%
Quality of special events offered	62%	65%	60%	64%	4%
Quality of recreation programming offered	57%	54%	49%	55%	7%
City communication with public (not from elected off.)	42%	46%	36%	45%	9%
Quality of stormwater management system	63%	67%	61%	70%	9%
Maintenance of streets, sidewalks, and infrastructure	29%	27%	30%	49%	19%
Flow of traffic / congestion management	30%	28%	26%	52%	26%

Participants were also given the option in Question 2 to leave a comment regarding satisfaction with City services. The following is a table that compares the comments from all three years. Overall, the highest increases were seen regarding service complaints, subdivision issues and downtown improvement.

**Table 4: Comments Regarding City Services Compared by Year**

Comments	% of Comments			
	2012	2013	2015	2017
Specific complaint about a service we are providing	24.4%	28.0%	38.2%	55.6%
Taxes or fees are too high for the level of service	21.8%	17.8%	14.5%	9.9%
Subdivision Issues	0.0%	0.0%	7.9%	8.6%
Citation of a lack of customer service/communication from City Hall and elected officials	0.0%	2.8%	5.3%	6.2%
Downtown Improvement	0.0%	0.0%	2.6%	6.2%
Comments related to the construction on RT 47	0.0%	2.8%	5.3%	3.7%
Compliments on existing services	2.6%	0.0%	3.9%	3.7%
Input for elected officials	7.7%	0.0%	9.2%	2.5%
Snow plow issues	0.0%	1.9%	6.6%	2.5%
Cited recreation classes were too expensive	3.2%	0.0%	0.0%	1.2%
More services per tax dollar	38.5%	25.2%	5.3%	0.0%
Requests for Yorkville to no longer host special events	0.0%	0.9%	1.3%	0.0%
Complaint related to the Rec Center transitioning process	0.0%	0.9%	0.0%	0.0%
Displeasure with the City's choice to not purchase the Rec Center	0.0%	5.6%	0.0%	0.0%

Input on whether to keep the REC Center	1.9%	0.0%	0.0%	0.0%
Positive comments related to communication from their elected officials	0.0%	1.9%	0.0%	0.0%
Request for reduced staffing at YBSD	0.0%	0.9%	0.0%	0.0%
Request to eliminate the garbage subsidy for seniors	0.0%	0.9%	0.0%	0.0%
Request to reduce our number of police officers	0.0%	0.9%	0.0%	0.0%
Requests for a park district	0.0%	0.9%	0.0%	0.0%
Requests for a reduced emphasis on recreation classes and programming	0.0%	4.7%	0.0%	0.0%
Requests to eliminate health insurance for elected officials	0.0%	2.8%	0.0%	0.0%
Thanking those who raised funds for the bike paths	0.0%	0.9%	0.0%	0.0%

In Question 3, citizens were also asked which services should receive the most emphasis and were able to choose three. The table below outlines the response rate for each service with high percentages indicating greater emphasis.

**Table 5: City Service Emphasis Ranking Compared by Year**

Answer Options	Response Percent				% Change Between 2015 and 2017
	2012	2013	2015	2017	
Maintenance of streets, sidewalks, and infrastructure	78%	81%	83%	70%	-13%
Flow of traffic / congestion management	61%	61%	57%	41%	-16%
Quality of water services	16%	12%	16%	26%	10%
Quality of police services	25%	24%	24%	26%	2%
Quality of property maintenance services (weeds, unsafe buildings)	23%	19%	22%	17%	-5%
Communication with your elected officials	16%	18%	17%	17%	0%
City communication with public (not from elected officials)	16%	14%	18%	16%	-2%
Quality of refuse, recycling, and yardwaste collection services	10%	6%	4%	12%	8%
Quality of special events offered	N/A*	4%	9%	9%	0%
Quantity of recreation programming offered	N/A*	N/A*	9%	8%	-1%
Quality of parks	6%	6%	5%	8%	2%
Quality of customer service (any department)	6%	4%	6%	6%	0%
Quality of flood prevention	4%	3%	4%	6%	2%
Quantity of recreation classes offered	6%	11%	7%	6%	-1%
Quantity of parks provided	5%	5%	5%	5%	0%
Quality of wastewater services	3%	4%	2%	5%	3%
Quality of stormwater management system	4%	4%	5%	3%	-2%
Quality of recreation programming offered	7%	11%	5%	3%	-2%
Quality of customer service during building inspections	1%	0%	0%	1%	1%

\*Answer was not an option

---

**City Council Goals**

Question 4 asked surveyors to rank the City Council Goals 1-6. The following is the sorted rankings of the six options, from most important to least important. Lower values signify higher importance and higher values signify less importance as 1 signifies most important and 6 means least important.

**Table 6: Average Importance of City Council Goals Compared by Year**

<b>Answer Options</b>	<b>Average</b>				<b>Increase in Importance (2015 to 2017)</b>
	<b>2012</b>	<b>2013</b>	<b>2015</b>	<b>2017</b>	
Attract commercial development	2.1	2.0	2.1	2.1	0.0
Attract manufacturing and light industrial development	2.8	2.7	3.0	2.8	0.2
Work on completion of unfinished subdivisions	3.1	3.2	2.9	3.4	-0.4
Keep citizens informed on City government activities	3.5	3.7	3.7	3.6	0.1
Attract attainable housing for people at every stage of life	4.3	4.2	4.3	4.1	0.1
Expand cultural activities	5.0	5.0	4.8	4.6	0.2

(1 most important of this group.....6 least important of this group)

The following table outlines the importance of the City Council goals as ranked by residents in Question 4. From 2015 to 2017 the goal of “Work on completion of unfinished subdivisions” is now number three instead of number two and “Attract manufacturing and light industrial development” is now number two instead of number three.

**Table 7: 2012- 2017 Importance of City Council Goals**

<b>Rank of Importance of City Council Goals</b>			
<b>2012</b>	<b>2013</b>	<b>2015</b>	<b>2017</b>
Attract commercial development	Attract commercial development	Attract commercial development	Attract commercial development
Attract manufacturing and light industrial development	Attract manufacturing and light industrial development	Work on completion of unfinished subdivisions	Attract manufacturing and light industrial development
Work on completion of unfinished subdivisions	Work on completion of unfinished subdivisions	Attract manufacturing and light industrial development	Work on Completion of unfinished subdivisions
Keep citizens informed on City government activities			
Attract attainable housing for people at every stage of life	Attract attainable housing for people at every stage of life	Attract attainable housing for people at every stage of life	Attract attainable housing for people at every stage of life
Expand cultural activities	Expand cultural activities	Expand cultural activities	Expand cultural activities

---

### **Overall Quality and Value**

In Question 5, residents were asked to rate four items relating to overall quality and value. The first table shows the 2017 satisfaction rates.

In 2017, Satisfaction was the highest percentage for all four items. Dissatisfaction and Satisfaction percentages for “Quality of life in the City and Quality of City Services” were very close. Examining the comments can give insight into why that is.

**Table 8: 2017 Quality and Value Satisfaction, Neutral, and Dissatisfaction Percentages**

<b>Answer Options</b>	<b>2017 Satisfaction</b>	<b>2017 Neutral</b>	<b>2017 Dissatisfaction</b>
Quality of life in the City	64%	25%	11%
Quality of City Services	64%	28%	8%
Image of the City	53%	27%	19%
Value you receive for City tax dollars and fees	45%	26%	28%

From Question 5 responses, satisfaction of overall quality and value can also be compared by year. In summary, from 2015 to 2017, there have been increases in satisfaction for all items.

**Table 9: Quality and Value Satisfaction, Neutral, and Dissatisfaction Percentages Compared by Year**

<b>Answer Options</b>	<b>2012 Satisfaction</b>	<b>2013 Satisfaction</b>	<b>2015 Satisfaction</b>	<b>2017 Satisfaction</b>	<b>Percentage Change 2015 to 2017</b>
Quality of life in the City	61%	66%	58%	64%	6%
Quality of City Services	59%	62%	54%	64%	10%
Image of the City	45%	48%	46%	53%	8%
Value you receive for City tax dollars and fees	39%	46%	37%	45%	8%

Staff analyzed the comments associated with Question 5, and came up with the following categorizations:

**Table 10: Overall Quality and Value Comments Compared by Year**

Comments	% of Comments			
	2012	2013	2015	2017
Taxes or fees are too high for the level of service	39.6%	21.2%	18.8%	32.5%
Suggestions or input related to how development should occur in Yorkville	0.0%	12.1%	18.8%	27.5%
Specific complaint about a service we are providing	11.0%	39.4%	22.9%	17.5%
Compliment on existing services.	1.1%	4.5%	6.3%	10.0%
Input for elected officials	9.9%	6.1%	16.7%	5.0%
Complaints regarding the school system	3.3%	0.0%	8.3%	5.0%
Questioning the current vision and direction of the City	0.0%	6.1%	2.1%	2.5%
More services per tax dollar	30.8%	10.6%	6.3%	0.0%
Request not to purchase the REC Center	1.1%	0.0%	0.0%	0.0%
Request to slow development or keep small town characteristics	3.3%	0.0%	0.0%	0.0%

Another aspect of overall quality and value is advantages and disadvantages of a city. In question 6, residents were asked to rank certain criteria as an advantage or disadvantage to living in Yorkville. The answer options were: Major Advantage, Advantage, Neutral, Disadvantage or Major Disadvantage. For simplicity, Major Advantage and Advantage were combined into the “Advantage” column and Disadvantage and Major Disadvantage were combined into the “Disadvantage” column.

Answer choices are organized from most advantageous to least advantageous. Those highlighted in green indicate overall advantage, yellow indicates neutrality, and red indicates overall disadvantage.

In addition, looking at the difference between the Advantageous percentage and the Disadvantageous percentage shows the degree to which it is seen as a pro or a con.

In 2017, Transportation is seen as the top disadvantage while residential neighborhoods and friendliness of residents are seen as the primary advantages.

**Table 11: 2017 Rank of Advantages and Disadvantages of Living in Yorkville**

Answer Choices	Percent that identify as			% Difference between Adv. and Disadv.
	Advantage	Neutral	Disadvantage	
Residential Neighborhoods	75%	21%	5%	70%
Friendliness of residents	74%	20%	6%	67%
Housing Quality	68%	27%	5%	64%
Location	55%	30%	16%	39%
Schools	52%	38%	10%	42%
Recreational amenities	41%	43%	16%	25%
Housing Costs	36%	28%	35%	1%
Shopping	28%	32%	40%	-13%
Transportation	9%	41%	50%	-41%

Furthermore, question 9 also related to overall quality and value. In this question respondents were asked to rate their agreement or disagreement with certain statements. The answer options were: Strongly Agree, Agree, Neutral, Disagree, or Strongly Disagree. For simplicity, Strongly Agree and Agree were combined into Agreement and Disagree and Strongly Disagree were combined into Disagreement. This was a new question in 2015.

Answer choices are organized from highest agreement to lowest agreement. Those highlighted in green indicate overall agreement, yellow indicates neutrality, and red indicates overall disagreement.

In addition, looking at the difference between the Agreement percentage and the Disagreement percentage shows the degree to which it is agreed upon with higher percentages indicating more inclusive agreement.

5 of the 6 statements were overall agreed upon. The extent to which each had general agreement is where the differences are. Generally, residents most feel that Yorkville is a good place to raise kids and is safer than surrounding communities.

**Table 12: 2017 Agreement, Neutral, and Disagreement Rates for Statements about Yorkville**

Statement	2017			% Difference between Agreement and Disagreement
	Agreement	Neutral	Disagreement	
Yorkville is a good place to raise kids.	83%	15%	2%	81%
Yorkville is safer than surrounding communities.	71%	25%	3%	68%
Yorkville has a sense of community.	70%	23%	7%	62%
I would recommend living in Yorkville.	67%	19%	14%	52%
I plan to remain in Yorkville for the next five years.	66%	16%	19%	47%
Yorkville is a good place to retire.	33%	25%	42%	-8%

Question 20 inquired for suggestions to improve the quality of life in Yorkville. Responses for this question were written. Staff analyzed the comments and compared them by year. Overall, taxes are still the largest concern, road improvement comments are decreasing, and requests to beautify the downtown and river front are increasing.

**Table 13: Comments Regarding Improving Quality of Life Compared by Year**

Comments	% of Comments			
	2012	2013	2015	2017
Taxes are too high	26.5%	28.0%	25.0%	32.1%
Request for Economic Development	26.5%	18.9%	19.0%	17.6%
Request to beautify Downtown and Riverfront	11.6%	10.3%	7.1%	12.6%
Request for more services	6.8%	14.9%	22.0%	12.6%
Improve the road system	19.3%	19.4%	11.9%	10.7%
School system improvement	0.0%	0.0%	1.8%	5.0%
Add/remove certain types of housing	0.0%	0.0%	3.0%	3.8%
Addition of the Bike Trails and Sidewalks	9.2%	8.6%	7.1%	2.5%
Keep natural areas	0.0%	0.0%	0.6%	1.3%
Don't grow too much	0.0%	0.0%	1.2%	0.6%
Continue Festivals	0.0%	0.0%	0.6%	0.6%
Improve Finances	0.0%	0.0%	0.6%	0.6%

---

**Police and Public Safety**

In Question 7, residents were asked to rate their satisfaction for more specific police services. This next chart indicates the average satisfaction of the more specific services. Putting the two charts together averages for overall quality of police services declined, but how quickly police respond improved.

**Table 14: Average Satisfaction for Specific Police Services Compared by Year**

<b>Specific Police Service</b>	<b>2012 Average</b>	<b>2013 Average</b>	<b>2015 Average</b>	<b>2017 Average</b>	<b>2015 to 2017 Satisfaction Improvement</b>
How quickly police respond	2.1	2.1	2.2	2.1	0.1
Efforts to prevent major crime	2.3	2.3	2.2	2.1	0.1
Visibility of police in your neighborhood	2.3	2.2	2.3	2.2	0.1
Quality of non-enforcement services	2.3	2.3	2.4	2.3	0.1
Enforce traffic laws on major streets	2.3	2.3	2.4	2.3	0.1
Visibility of police in retail areas	2.4	2.4	2.5	2.4	0.1
Enforce traffic laws in your neighborhood	2.6	2.6	2.7	2.5	0.2

In addition to averages, percentages of satisfaction, neutrality, and dissatisfaction percentages for specific police services in 2017 in Question 7 were calculated. Services are organized from the highest satisfaction rate to the lowest satisfaction rate. Those highlighted in green indicate overall satisfaction, yellow indicates neutrality, and red indicates overall dissatisfaction. Overall, residents were satisfied with each police service.

**Table 15: 2017 Satisfaction, Neutral, and Dissatisfaction Percentages of General Police Services**

Specific Police Service	2017		
	Satisfaction	Neutral	Dissatisfaction
Visibility of police in your neighborhood	70%	16%	14%
Enforce traffic laws on major streets	68%	20%	10%
Efforts to prevent major crime	65%	25%	2%
Enforce traffic laws in your neighborhood	56%	25%	16%
Visibility of police in retail areas	53%	35%	9%
How quickly the police respond	52%	19%	3%
Quality of non-enforcement services	48%	31%	1%

Satisfaction rates were also compared by year for specific police services in Question 7. As mentioned earlier in this report, the category “How quickly police respond” saw more people than usual respond with “N/A” which impacts the overall number of respondents who are satisfied with the service.

**Table 16: Satisfaction Percentages of Specific Police Services Compared by Year**

Specific Police Service	Satisfaction				Percent Change 2015 to 2017
	2012	2013	2015	2017	
Visibility of police in your neighborhood	64%	69%	64%	70%	6%
Enforce traffic laws on major streets	68%	70%	63%	68%	5%
Efforts to prevent major crime	62%	65%	69%	65%	-4%
Enforce traffic laws in your neighborhood	51%	53%	48%	56%	8%
Visibility of police in retail areas	53%	55%	53%	53%	0%
How quickly police respond	71%	72%	66%	52%	-14%
Quality of non-enforcement services	54%	58%	49%	48%	-1%

In Question 8, a choice of seven different public safety items was given and participants were asked to identify three that should be given the most emphasis. Compared to prior years, residents are increasingly identifying efforts to prevent major crime as an important emphasis.

**Table 17: Response Rate for Public Safety Emphases Compared by Year**

Answer Options	Response Percent				% Change 2015 to 2017
	2012	2013	2015	2017	
Efforts to prevent major crime	74%	74%	71%	73%	2%
Visibility of police in your neighborhood	55%	55%	56%	57%	1%
Visibility of police in retail areas	43%	39%	41%	42%	1%
Enforce traffic laws on major streets	32%	36%	45%	38%	-7%
How quickly police respond	34%	32%	35%	32%	-3%
Enforce traffic laws in your neighborhood	28%	27%	30%	28%	-2%
Quality of non-enforcement services	17%	15%	16%	13%	-2%

The following table outlines the emphasis order of Public Safety items as ranked by residents in Question 8. The first two and last two priorities have been consistent. In 2017, visibility of police in retail areas is seen as a higher priority for residents compared to enforcing traffic laws on major streets.

**Table 18: 2012-2017 Public Safety Emphasis Rank**

<b>Public Safety Emphasis Rank</b>			
<b>2012</b>	<b>2013</b>	<b>2015</b>	<b>2017</b>
Efforts to prevent major crime			
Visibility of police in your neighborhood			
Visibility of police in retail areas	Visibility of police in retail areas	Enforce traffic laws on major streets	Visibility of police in retail areas
How quickly police respond	Enforce traffic laws on major streets	Visibility of police in retail areas	Enforce traffic laws on major streets
Enforce traffic laws on major streets	How quickly police respond	How quickly police respond	How quickly police respond
Enforce traffic laws in your neighborhood			
Quality of non-enforcement services			

**Public Works**

In Question 10, residents were asked to rate their satisfaction for more specific public works services. Lower scores mean more satisfied and higher scores mean more dissatisfaction. Services are ordered from lowest average (more satisfied) to highest average (more dissatisfied). It is important to note that maintenance of major City streets saw the most improvement in satisfaction.

**Table 19: Average Satisfaction of Specific Public Works Services Compared by Year**

Specific Public Works Service	Average				2015 to 2017 Satisfaction Improvement
	2012	2013	2015	2017	
Snow removal on major streets	2.1	1.9	2.4	2.1	0.2
Cleanliness of streets and other public areas	2.2	2.3	2.4	2.1	0.2
Maintenance of street signs	2.3	2.3	2.4	2.2	0.2
Mowing and trimming along major streets	2.3	2.2	2.4	2.2	0.2
Maintenance of major City streets (i.e. Game Farm Road, Fox Road, Van Emmon Road)	3.3	3.5	3.1	2.3	0.8
Maintenance of City street lighting	2.4	2.4	2.4	2.3	0.1
Maintenance of City sidewalks	2.9	3.0	2.9	2.6	0.4
Snow removal on neighborhood streets	2.5	2.3	3.0	2.6	0.3
Maintenance of neighborhood streets (entrances to subdivisions, streets in front of your house)	3.1	3.2	3.2	2.7	0.5

(1 very satisfied, 2 satisfied, 3 neutral, 4 dissatisfied, 5 very dissatisfied)

Residents were overall satisfied with every Public Works service in Question 10. Combining both charts, snow removal on neighborhood streets overall has the lowest satisfaction rates.

**Table 20: 2017 Satisfaction, Neutral, and Dissatisfaction Percentages for Specific Public Works Services**

Specific Public Works Service	2017		
	Satisfaction	Neutral	Dissatisfaction
Cleanliness of streets and other public areas	79%	13%	7%
Snow removal on major streets	75%	15%	8%
Maintenance of street signs	73%	21%	4%
Mowing and trimming along major streets	70%	22%	5%
Maintenance of major City streets	70%	19%	10%
Maintenance of City street lighting	69%	18%	13%
Maintenance of neighborhood streets	56%	17%	26%
Maintenance of City sidewalks	56%	25%	18%
Snow removal on neighborhood streets	54%	20%	24%

All specific public works services satisfaction rates in Question 10 have improved since the 2015 survey.

**Table 21: Satisfaction Rates for Specific Public Works Services Compared by Year**

Specific Public Works Service	Satisfaction				% Change 2015 to 2017
	2012	2013	2015	2017	
Cleanliness of streets and other public areas	70%	71%	64%	79%	15%
Snow removal on major streets	79%	86%	71%	75%	4%
Maintenance of street signs	68%	67%	64%	73%	9%
Mowing and trimming along major streets	68%	73%	61%	70%	9%
Maintenance of major City streets	32%	26%	39%	70%	30%
Maintenance of City street lighting	68%	64%	66%	69%	4%
Maintenance of neighborhood streets	43%	43%	40%	56%	16%
Maintenance of City sidewalks	40%	38%	40%	56%	15%
Snow removal on neighborhood streets	61%	73%	46%	54%	7%

Analysis of the comments regarding resident’s satisfaction rates for specific public works services in Question 10 can provide additional insight. Road maintenance and improvement continues to be the top type of comment.

**Table 22: Specific Public Works Services Comments Compared by Year**

Comments	% of Comments			
	2012	2013	2015	2017
Roads which needed improvement and better overall maintenance of streets	45.0%	28.8%	37.7%	34.7%
Issues with the snow removal process	24.0%	9.6%	32.1%	22.4%
Compliment on existing services	5.6%	13.5%	5.7%	16.3%
Request for street signs to be added or replaced or better lighting in a neighborhood	7.0%	19.2%	15.1%	14.3%
Concerns regarding mowing and upkeep of abandoned lots and the removal of weeds intersections	8.5%	7.7%	3.4%	6.1%
Requests for more sidewalks	7.0%	7.7%	3.4%	6.1%
Construction has gone on too long	0.0%	0.0%	1.9%	0.0%
Displeasure with the current trash and recycling provider	0.0%	3.8%	0.0%	0.0%
Need for more bike paths	0.0%	1.9%	0.0%	0.0%
Suggestion for more trees near Riemenschneider Park	1.4%	0.0%	0.0%	0.0%
Taxes or fees are too high for the level of service	1.4%	7.7%	0.0%	0.0%

In Question 11, a choice of nine different public works items was given and participants were asked to identify three that should be given the most emphasis. Examining the response rate gives insight into how important a particular emphasis is to residents. Compared to the prior years, residents are increasingly seeing maintenance of City street lighting as important.

**Table 23: Response Rate for Public Works Emphases Compared by Year**

Answer Options	Response Percent				% Change 2015 to 2017
	2012	2013	2015	2017	
Maintenance of neighborhood streets	63%	64%	65%	59%	-6%
Maintenance of major City streets	75%	83%	68%	53%	-15%
Snow removal on neighborhood streets	32%	23%	48%	40%	-8%
Snow removal on major streets	24%	17%	28%	31%	3%
Maintenance of City street lighting	18%	22%	17%	30%	12%
Cleanliness of streets and other public areas	29%	29%	27%	28%	1%
Maintenance of City sidewalks	33%	35%	26%	28%	3%
Mowing and trimming along major streets	10%	9%	9%	10%	1%
Maintenance of street signs	5%	5%	5%	4%	-1%

The following table outlines the emphasis order of Public Works items as ranked by residents in Question 11. In prior years, maintenance of major City streets has been the top priority – with Game Farm now having been completed and Kennedy Road recently completed, we think less people have named major street maintenance as a priority. Snow removal remains a high priority and mowing and street signs remains very low.

**Table 24: 2012-2017 Public Works Emphasis Rank**

Public Works Emphasis Rank			
2012	2013	2015	2017
Maintenance of major City streets	Maintenance of major City streets	Maintenance of major City streets	Maintenance of neighborhood streets
Maintenance of neighborhood streets	Maintenance of neighborhood streets	Maintenance of neighborhood streets	Maintenance of major City streets
Maintenance of City sidewalks	Maintenance of City sidewalks	Snow removal on neighborhood streets	Snow removal on neighborhood streets
Snow removal on neighborhood streets	Cleanliness of streets and other public areas	Snow removal on major streets	Snow removal on major streets
Cleanliness of streets and other public areas	Snow removal on neighborhood streets	Cleanliness of streets and other public areas	Maintenance of City street lighting
Snow removal on major streets	Maintenance of City street lighting	Maintenance of City sidewalks	Cleanliness of streets and other public areas
Maintenance of City street lighting	Snow removal on major streets	Maintenance of City street lighting	Maintenance of City sidewalks
Mowing and trimming along major streets			
Maintenance of street signs			

**Communications**

In order to most effectively communicate with residents, it is crucial to understand what their primary sources of information about City issues, services, and events are. In question 12, residents were asked to identify the primary sources of media they use to gather information about City issues.

Residents are increasingly using our utility billing inserts (for the first time, more often than other sources), the City newsletter, the City’s facebook page, and WSPY Radio. Residents have increasingly turned away from the Kendall County Record and Beacon News.

**Table 25: Response Rates for Communication Sources Compared by Year**

Answer Options	Response Percent				% Change 2015 to 2017
	2012	2013	2015	2017	
Utility Bill Inserts	43%	46%	57%	68%	10%
Kendall County Record	74%	72%	64%	50%	-14%
City Newsletter	32%	47%	37%	47%	10%
Yorkville Patch	24%	39%	27%	33%	6%
City Facebook Page	2%	10%	18%	29%	11%
Website	43%	27%	28%	27%	-1%
WSPY Radio	14%	12%	12%	23%	12%
Beacon News	24%	23%	15%	10%	-5%
Other	5%	3%	6%	4%	-2%
Contact with elected officials	11%	7%	4%	3%	0%
City Twitter Account	0%	2%	2%	2%	0%
Govt Access TV (FVTV)	2%	2%	0%	1%	1%

In order to reach as many residents as possible, it is important to ask what sources would be the best if they do not use any of the options given before. Question 13 was new in 2013, therefore data from 2012 is not provided. Email blast and mailings continue to be the top two sources.

**Table 26: Comments Regarding Best Unmentioned Forms of Communication**

Comments	% of Comments		
	2013	2015	2017
Mailings, preferably in the form of a newsletter	35.5%	28.0%	52.4%
Communication through email via a weekly or monthly news blast	29.0%	32.0%	42.9%
Flyers	0.0%	4.0%	4.8%
Restated option given before	12.9%	28.0%	0.0%
Coffee with the Mayor	0.0%	4.0%	0.0%
Senior Paper at Senior Services	0.0%	4.0%	0.0%
Council meetings are the only way they are communicated with	3.2%	0.0%	0.0%
Neighborhood meetings held by elected officials	3.2%	0.0%	0.0%
Not sure if any other way to be communicated with than those already described	12.9%	0.0%	0.0%
Word of mouth is only way they will receive information	3.2%	0.0%	0.0%

In question 14, residents were asked to rate their satisfaction with specific City communication avenues and efforts. Lower scores relate to more satisfaction and higher scores relate to more dissatisfaction. In general, residents appear to be marginally more satisfied with all City communication avenues and efforts.

**Table 27: Average Satisfaction of Specific Communication Tools Compared by Year**

Specific Communication Tool	Average				2015 to 2017 Satisfaction Improvement
	2012	2013	2015	2017	
Quality of City newsletter	2.6	2.5	2.6	2.4	0.2
Quality of website	2.6	2.6	2.6	2.5	0.1
Quality of City facebook page	3.0	2.7	2.7	2.5	0.2
Efforts to keep you informed about issues	2.8	2.5	2.7	2.6	0.1
Quality of City twitter account	3.0	2.9	2.9	2.9	0.0
Quality of government access TV station	3.0	3.0	3.1	3.0	0.0

(1 very satisfied, 2 satisfied, 3 neutral, 4 dissatisfied, 5 very dissatisfied)

The data for Question 14 also shows that many people feel neutral or chose “N/A” in response to all specific communication questions. Out of the six categories, only one had a majority of respondents say they were aware of the service and were satisfied with it (“efforts to keep you informed about issues”).

**Table 28: 2017 Satisfaction Ranking Percentages for Specific Communications Services**

Specific Communications Service	2017		
	Satisfaction	Neutral	Dissatisfaction
Efforts to keep you informed about issues	53%	30%	14%
Quality of website	49%	32%	6%
Quality of City newsletter	48%	31%	4%
Quality of City facebook page	29%	29%	3%
Quality of government access TV station	9%	31%	9%
Quality of City twitter account	6%	25%	2%

For the responses to Question 14 about specific communications services, just looking at the satisfaction percentages shows some trends. Respondents thought the City’s efforts to communicate were marginally better than last year but within historical ranges, and respondents are less aware and satisfied with the government access TV station and Twitter account.

**Table 29: Satisfaction Percentages for Specific Communication Tools Compared by Year**

Specific Communication Tool	Satisfaction Percentages				Percentage Change 2015 to 2017
	2012	2013	2015	2017	
Efforts to keep you informed about issues	42%	56%	48%	53%	5%
Quality of Website	46%	44%	50%	49%	-1%
Quality of City Newsletter	52%	54%	47%	48%	1%
Quality of City Facebook Page	12%	31%	32%	29%	-3%
Quality of Government Access TV Station	17%	18%	17%	9%	-8%
Quality of City Twitter Account	9%	13%	16%	6%	-10%

---

### **Parks and Recreation Events**

One primary function of Parks and Recreation is special events. Questions 15-17 related to special events. In Question 15, residents were asked to rate their satisfaction with how each event is run. The first table displays the average satisfaction rate from highest satisfaction to lowest satisfaction. A lower score means more satisfaction and a higher score means more dissatisfaction.

**Table 30: Average Satisfaction for Special Events Compared by Year**

Special Event	Average rank				2015 to 2017 Satisfaction Improvement
	2012	2013	2015	2017	
Hometown Days	2.2	2.1	2.3	2.1	0.3
River Fest and Whitewater Festival	N/A	2.4	2.5	2.1	0.3
Holiday Under the Stars	2.3	2.2	2.4	2.3	0.1
Music Under the Stars	2.2	2.1	2.3	2.3	0.0
Outdoor Movies	N/A	2.3	2.5	2.3	0.1
5k runs (Tax Dodge, Chili Chase, etc.)	2.5	2.3	2.5	2.3	0.1
Easter Express	N/A	2.5	2.5	2.4	0.1
Halloween Egg Hunt	N/A	2.5	2.5	2.4	0.1
National Night Out	2.6	2.4	2.5	2.5	0.1

(1 very satisfied, 2 satisfied, 3 neutral, 4 dissatisfied, 5 very dissatisfied)

Similar to the satisfaction response spreads seen in the communications services section, a large number of respondents responded to the events question #15 with neutral or N/A.

**Table 31: 2017 Satisfaction, Neutral, and Dissatisfaction Percentages for Special Events**

Special Event	2017		
	Satisfaction	Neutral	Dissatisfaction
Hometown Days	58%	14%	4%
River Fest and Whitewater Festival	44%	16%	2%
Music Under the Stars	34%	19%	2%
Holiday Under the Stars	33%	20%	1%
Outdoor Movies	30%	20%	1%
5k runs (Tax Dodge, Chili Chase, etc.)	27%	19%	1%
National Night Out	22%	23%	1%
Halloween Egg Hunt	21%	21%	1%
Easter Express	21%	20%	1%

---

**Economic Development**

Questions 18 and 19 related to economic development and business recruitment. In Question 18, surveyors were asked which type of business or industry that they would most like to see in Yorkville. Answers are organized from highest percentage to lowest. Responses matched historical averages and order.

**Table 32: Response Rates for Business and Industry Types Desired Compared by Year**

Answer Options	Response Percent				Percent Change (2015 to 2017)
	2012	2013	2015	2017	
Retail/shopping opportunities	56%	57%	66%	65%	-1%
Light manufacturing areas	24%	26%	17%	18%	2%
Office Developments	14%	11%	10%	10%	0%
Heavy manufacturing or industrial	6%	7%	8%	7%	-1%

In Question 19, citizens commented on which specific companies or brands they would like to see open a retail store in Yorkville. The table below identifies types of company residents are seeking in Yorkville. If a comment mentioned more than one store in a category it was only counted once.

As in the past restaurants are the top desire. One important item to note is in addition to specific supermarkets, a number of individuals mentioned a grocery store on the south side as something they would like. Furthermore, bookstores, craft stores and clothing stores made up the majority of specialty stores.

**Table 33: Comments Regarding Types of Companies**

Type of Company	# of Comments			
	2012	2013	2015	2017
Supermarket	202	185	61	112
Dining Facility	313	266	75	97
Specialty Store	225	229	64	75
General Purpose	134	104	51	19
Miscellaneous	5	23	25	11
Service Industries	43	34	2	4

The table below outlines specific brands and companies that were mentioned in the comments in Question 19. Multiple suggestions came from a single comment. As in the past Trader Joe's, Portillos, Meijer, and Costco are near the top.

**Table 34: 2017 Comments Regarding Specific Companies Desired**

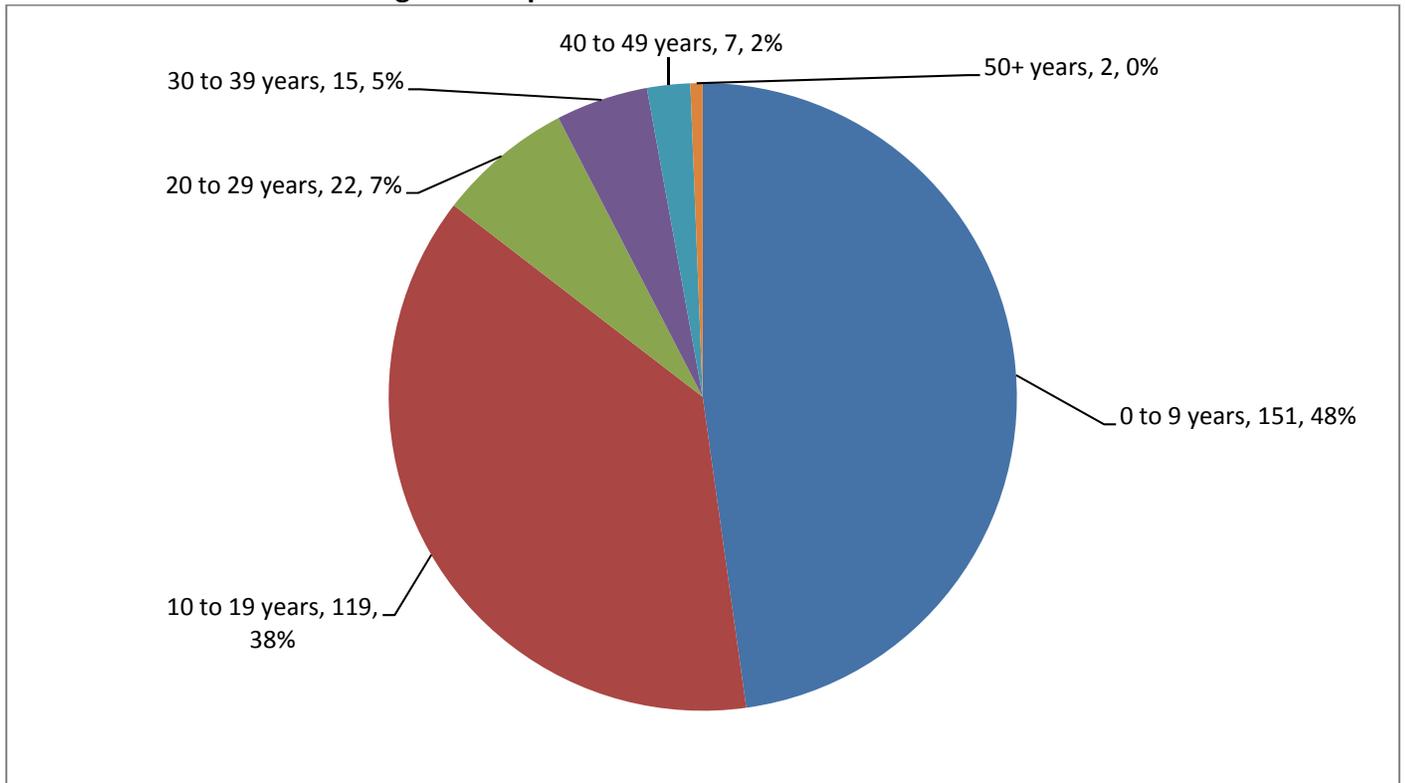
Specific Company	# of Suggestions	Specific Company	# of Suggestions
Trader Joes	46	DSW	3
Portillos	28	Gap	3
Meijer	20	Texas Roadhouse	3
Costco	19	Outback	3
Chilis	16	Planet Fitness	3
Michaels	15	Express	3
Bath and Body Works	15	TJ Maxx	3
Whole Foods	14	Jewel	3
Chipotle	14	Hallmark	2
Mariano's	14	Food 4 Less	2
Grocery store – South	10	Barnes and Noble	2
Home Goods	10	Steak n Shake	2
Olive Garden	9	Binnys Beverage	2
Hobby Lobby	8	Sears	2
Buffalo Wild Wings	8	Carters	2
Book Store	7	Macy's	2
Walmart	7	Mall	2
Jo Ann Fabric	7	Five Guys	2
Sam's	6	Hooter's	2
JC Penney	6	White Castle	2
Caputos	5	Houlihan's	2
Red Robin	5	Lou Malnati's	2
Applebees	5	Red Lobster	2
Old Navy	5	World Market	2
Best Buy	5	Cooper's Hawk	1
Noodles and Company	5	Popeye's	1
Jersey Mikes	4	Chick-Fil-A	1
Woodmans	4		
Fresh Thyme Market	4		
Bed, Bath and Beyond	4		
TGI Fridays	4		
Office Store	4		
Restaurant	3		

**Demographics of Respondents**

Questions 21 through 28 addressed personal characteristics of the surveyors.

The following is a graph that shows the percentage of people who have been living in Yorkville at a 10 year time interval per year.

**Table 35: Pie chart of how long each respondent has lived in Yorkville**



A historical breakdown of these categories is in the following chart.

**Table 36: Number of Years Respondents have Lived in Yorkville Compared by Year**

Years Living in Yorkville	# and % of People			
	2012*	2013	2015	2017
0 to 9 years	349, 70%	243, 55%	144, 59%	151, 47%
10 to 19 years	95, 19%	120, 27%	69, 28%	119, 37%
20 to 29 years	32, 6%	34, 8%	16, 7%	22, 7%
30 to 39 years	15, 3%	21, 5%	5, 2%	15, 5%
40 to 49 years	10, 2%	14, 3%	8, 3%	7, 2%
50+ years	0, 0%	11, 2%	4, 1%	2, 1%

\* In 2012 the question was worded “How many years have you lived at your current residence?”

---

Question 23 asked respondents to indicate where they lived before moving to Yorkville. In some cases individuals provided multiple answers. Only the most recent place was counted.

This data generated 298 responses. Only 8 survey takers were lifelong residents, which is an increase of 1 from the total of 7 in 2017. 115 responders lived in another City in the Chicago Metropolitan area excluding Aurora at 33, Naperville at 24, Oswego at 25, and Montgomery at 11. This trend is consistent from 2012, 2013, and 2015. There is also representation from multiple states. These are: Arizona, California, Colorado, Florida, Georgia, Iowa, Indiana, Kansas, Louisiana, Ohio, Pennsylvania, Tennessee, Michigan, Minnesota, Missouri, Nebraska, New Jersey, New York, North Carolina, Tennessee, Virginia, and Wisconsin with no more than three responses from each.

---

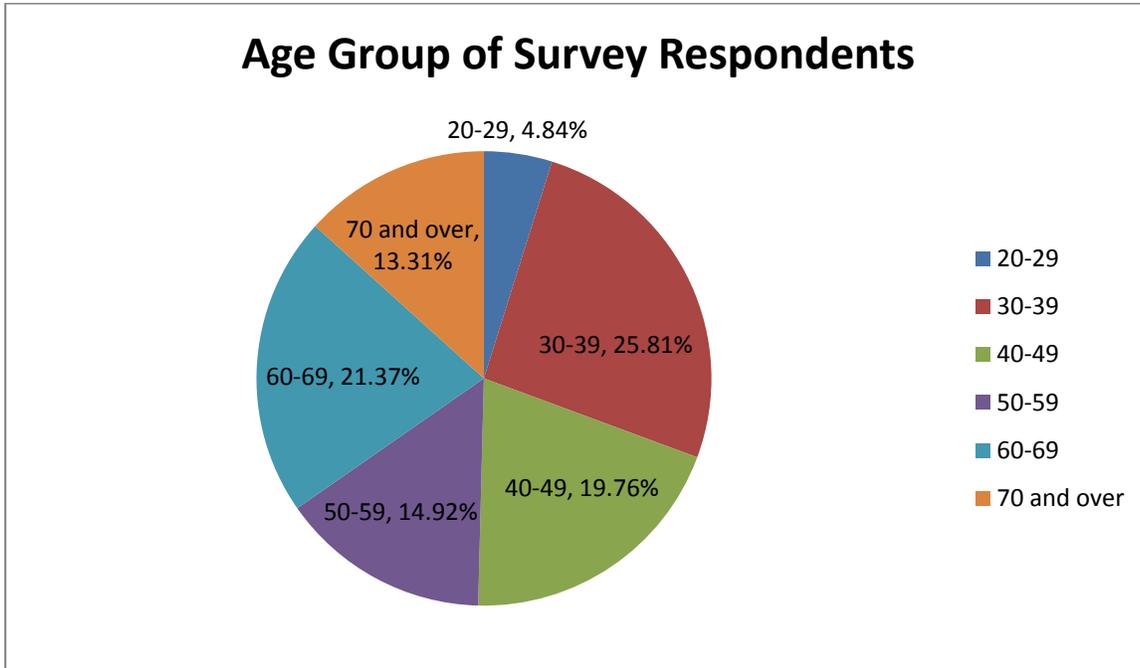
Question 24 asked respondents if they owned or rented their current residence.

In 2017, 93% of surveyors answered that they currently own their own home. This slightly decreased from 2015, 2013 and 2012 where the percentage was 96%, 95% and 95% respectively.

According to U.S. Census data, renters are properly represented in our survey. Renter-occupied households make up approximately 7.4% of occupied households in Yorkville.

Question 26 specifically asked the age group of the individual completing the survey.

The pie chart below indicates the percentage of survey respondents in each age group. No one in the age groups of “Under age 10” and “10-19” completed the survey.



The percentage of respondents in each age group can also be compared to the U.S. Census Data to determine if respondents reflect the community as a whole. The table below compares 2017 data to the 2010 census data. Those 50 and over were very overrepresented.

**Table 37: Percentage of Survey Respondents in each Age Group Compared to U.S. Census**

Age Group	2010 Census	2017 Survey Results	Representation
0-19 (Under 18 for U.S. Census)	30.4%	0.0%	Underrepresented by 30.4%
20-49	45.9%	43.7%	Underrepresented by 2.2%
50 and over	21.6%	56.2%	Overrepresented by 27.6%

Next, the following chart compares the response rates of each age group by year. Largest increase was respondents in the age group 50-59 and largest decrease in respondents 30-39.

**Table 38: Percentage of Survey Respondents in each Age Group Compared by Year**

Age Group	Response Percent				% Change 2015 to 2017
	2012	2013	2015	2017	
10-19	0%	0%	0%	0%	0%
20-29	6%	3%	5%	5%	0%
30-39	23%	21%	26%	21%	-5%
40-49	21%	21%	20%	18%	-2%
50-59	23%	19%	15%	19%	4%
60-69	17%	23%	21%	23%	1%
70 and over	11%	12%	13%	15%	1%

Question 27 asked surveyors to indicate their race/ethnicity. The following pie chart breaks down the response percentages and compares it to the 2010 census figures and the 2015 survey demographics.

**Table 39: Race/Ethnicity of Survey Respondents Compared to U.S. Census**

Race/Ethnicity	2010 Census	2015 Survey Results	2017 Survey Results	Representation
White/Caucasian	90.80%	93.00%	95.00%	Overrepresented by ~4%
Hispanic/Latino	10.60%	3.70%	1.70%	Underrepresented by ~9%
African American/Black	3.30%	0.80%	1.70%	Underrepresented by ~1.5%
Multiracial	1.70%	1.70%	1.70%	Accurate
Asian/Pacific Islander	1.60%	0.40%	0.00%	Underrepresented by 1.6%
Native American/Eskimo	0.20%	0.40%	0.00%	Underrepresented by 0.2%
Other	2.40%	N/A	N/A	N/A

Question 28 asked surveyors to identify their gender. Approximately 48.2% of respondents were male and 51.8% of respondents were female. U.S. Census Data indicates males make up 49.5% of Yorkville’s total population while females constitute 50.5%. As a result, females are overrepresented by approximately 2.3%.

---

The final question asked residents to comment on how the survey could be improved. Staff analyzed the 79 comments resulting in the following data:

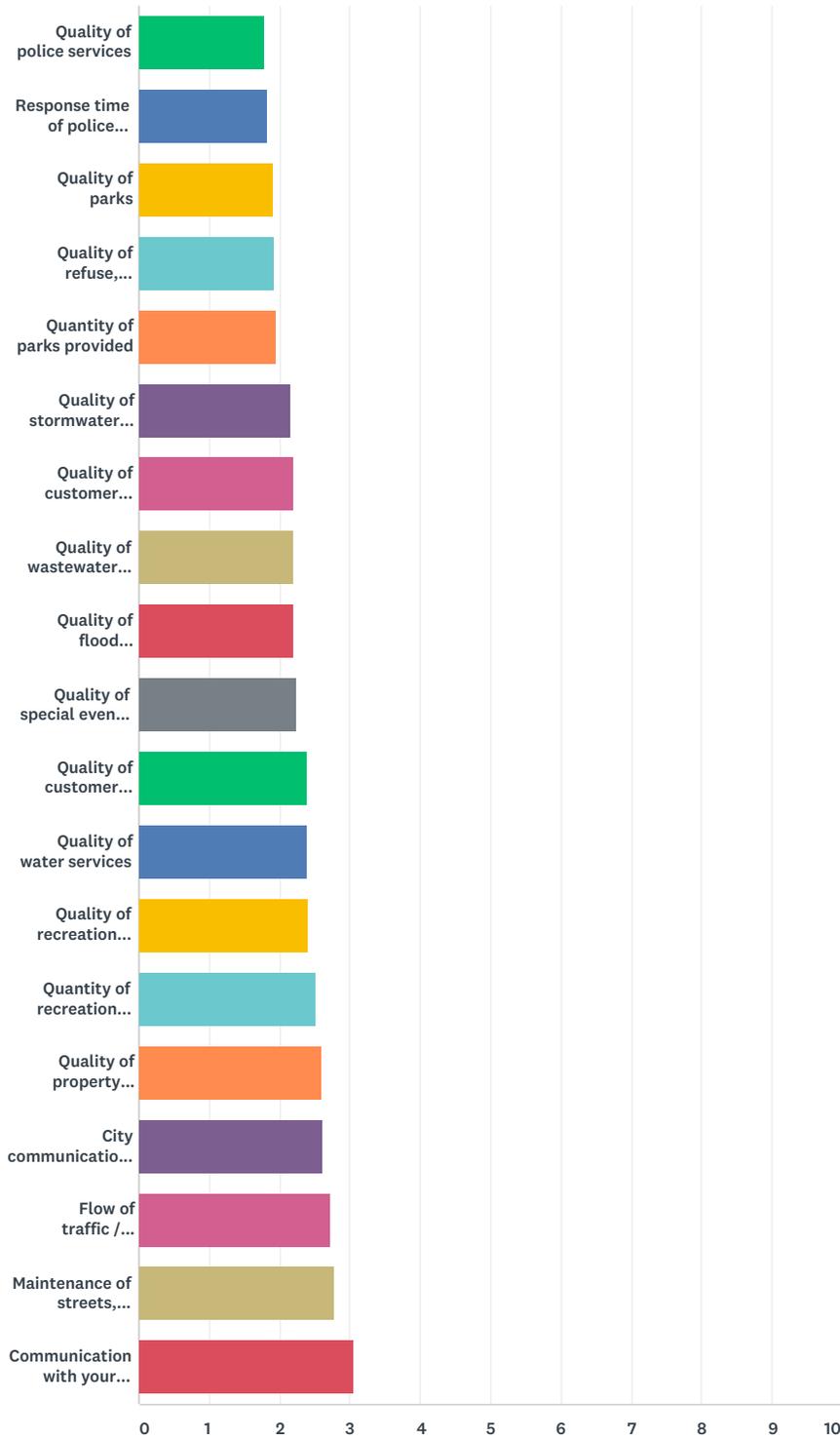
- a. 30 comments indicated they liked the survey or had no suggestions for improvements.
- b. 4 comments concluded the survey was too long or needed to be shortened.
- c. 4 comments suggested a comment and/or other section of each question.
- d. 3 comments addressed asking about how to spend tax dollars or dissatisfaction with taxes
- e. 3 comments asked for more options/categories for questions.
- f. 3 comments requested items to be implemented from survey.
- g. 2 comments requested the comment boxes be larger.
- h. 2 comments wanted more questions on elected officials.
- i. 2 comments wanted to see results of the survey.
- j. 1 comment asked for more school district questions.
- k. 1 comment asked for more feedback on the survey.
- l. 1 comment asked to have the survey sent out annually.
- m. 1 comment suggested the focus of the survey be on younger families.
- n. 1 comment asked that the survey only be sent to residents living in Yorkville longer than 1 year.
- o. 1 comment asked for questions about the cost of living.
- p. 1 comment requested the ratings be removed from events.
- q. 1 comment asked for focus to be on improving IL Route 47.
- r. 1 comment suggested an e-gift card at the end of the survey to encourage resident response.
- s. 1 comment requested 2 survey codes so that couples in the household can take it separately.
- t. 1 comment asked for open ended questions so that residents can voice their concerns more openly.
- u. 1 comment focused on assurance that the surveys are read.
- v. 1 comment asked for questions on ward specific items.
- w. 1 comment asked for questions about the areas that are weak as well as those that are neutral or exceptional.
- x. 1 comment suggested a neutral or N/A response.
- y. 1 comment asked for questions about local not-for-profits and social services organizations and volunteerism.
- z. 1 comment asked the city to add a "suggestion box" via the internet so residents can voice their opinion.
- aa. 1 comment suggested to add links of information into the survey regarding specific questions.
- bb. 1 comment asked for more specific questions.

## Q1 What is your survey passcode?

Answered: 348 Skipped: 0

## Q2 Please rate your satisfaction with each City service.

Answered: 340 Skipped: 8

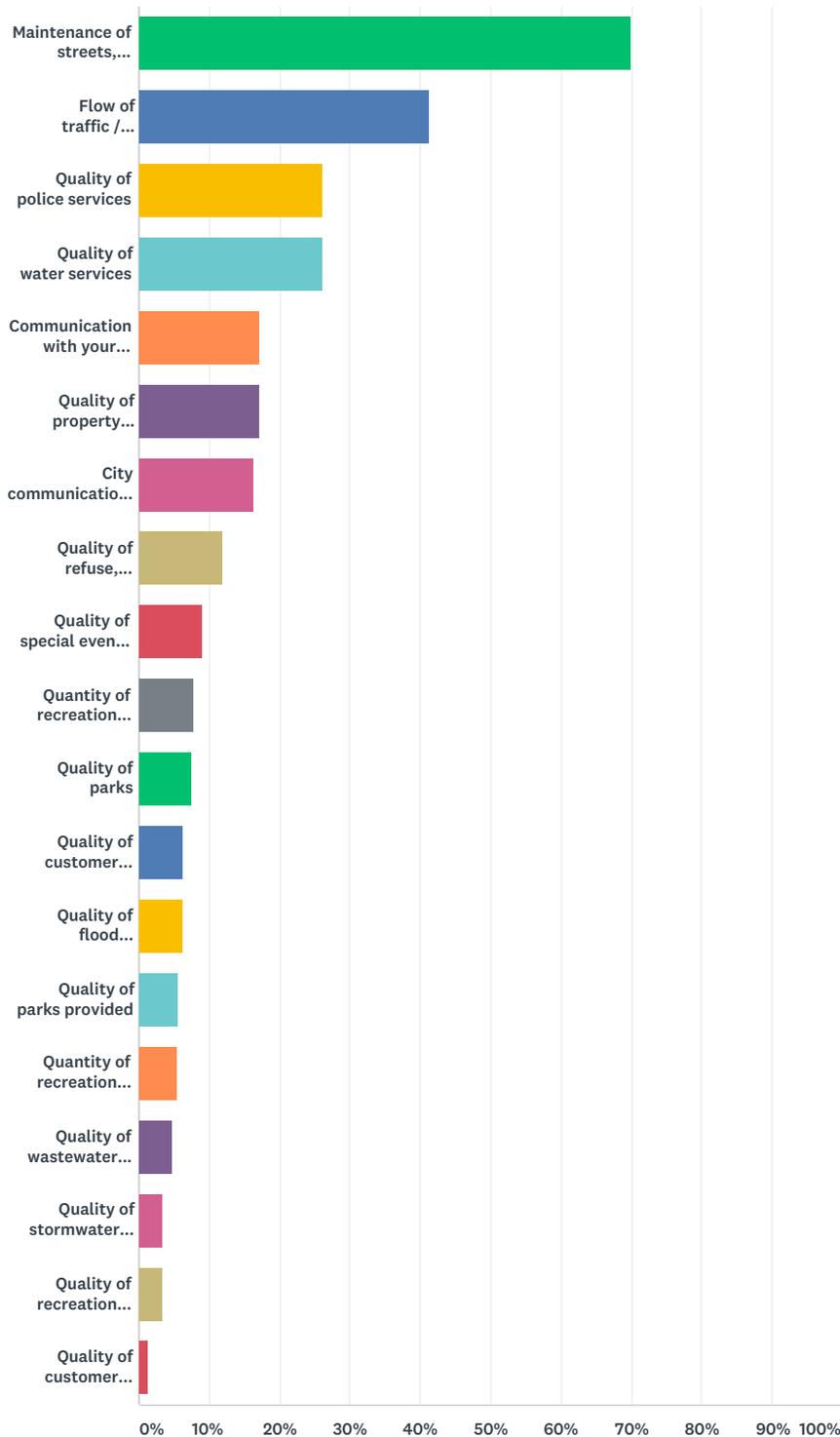


	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Quality of police services	36.80% 124	42.43% 143	11.57% 39	1.19% 4	0.59% 2	7.42% 25	337	1.77
Response time of police services	24.70% 83	26.19% 88	9.23% 31	1.79% 6	0.30% 1	37.80% 127	336	1.82

Quality of parks	29.50% 100	51.92% 176	11.80% 40	2.36% 8	1.47% 5	2.95% 10	339	1.91
Quality of refuse, recycling, and yardwaste collection services	29.71% 101	53.53% 182	9.71% 33	4.12% 14	1.76% 6	1.18% 4	340	1.93
Quantity of parks provided	29.67% 100	51.04% 172	11.57% 39	2.97% 10	2.37% 8	2.37% 8	337	1.95
Quality of stormwater management system	16.57% 56	52.96% 179	19.53% 66	3.55% 12	1.18% 4	6.21% 21	338	2.15
Quality of customer service (any department)	18.75% 63	38.39% 129	22.62% 76	3.87% 13	1.49% 5	14.88% 50	336	2.19
Quality of wastewater services	16.17% 54	51.50% 172	23.35% 78	2.40% 8	2.10% 7	4.49% 15	334	2.19
Quality of flood prevention	15.09% 51	50.30% 170	23.08% 78	3.55% 12	1.18% 4	6.80% 23	338	2.20
Quality of special events offered	16.32% 55	47.48% 160	24.93% 84	4.15% 14	2.08% 7	5.04% 17	337	2.24
Quality of customer service during building inspections	7.44% 25	15.77% 53	21.73% 73	0.30% 1	0.89% 3	53.87% 181	336	2.38
Quality of water services	16.86% 57	47.63% 161	18.93% 64	9.17% 31	5.92% 20	1.48% 5	338	2.39
Quality of recreation programming offered	14.16% 48	39.82% 135	22.71% 77	9.73% 33	2.65% 9	10.91% 37	339	2.40
Quantity of recreation classes offered	12.76% 43	33.53% 113	26.71% 90	11.28% 38	2.67% 9	13.06% 44	337	2.51
Quality of property maintenance services (weeds, unsafe buildings, etc.)	8.90% 30	34.12% 115	27.60% 93	9.20% 31	4.45% 15	15.73% 53	337	2.60
City communication with public (not from elected officials)	8.88% 30	36.39% 123	35.80% 121	9.17% 31	4.14% 14	5.62% 19	338	2.61
Flow of traffic / congestion management	9.82% 33	42.26% 142	22.02% 74	17.26% 58	8.63% 29	0.00% 0	336	2.73
Maintenance of streets, sidewalks, and infrastructure	8.28% 28	40.53% 137	22.49% 76	20.71% 70	7.69% 26	0.30% 1	338	2.79
Communication with your elected officials	4.42% 15	16.81% 57	39.82% 135	11.80% 40	8.85% 30	18.29% 62	339	3.05

Q3 Which three of the items listed below do you think should receive the most emphasis from City leaders over the next two years? (Choose the three most important)

Answered: 333 Skipped: 15

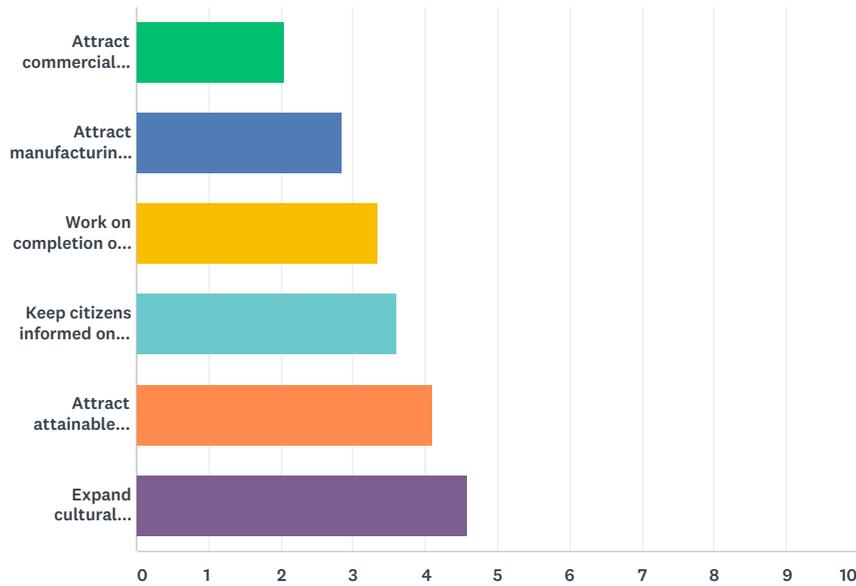


ANSWER CHOICES	RESPONSES
Maintenance of streets, sidewalks, and infrastructure	69.97% 233

Flow of traffic / congestion management	41.14%	137
Quality of police services	26.13%	87
Quality of water services	26.13%	87
Communication with your elected officials	17.12%	57
Quality of property maintenance services (weeds, unsafe buildings, etc.)	17.12%	57
City communication with public (not from elected officials)	16.22%	54
Quality of refuse, recycling and yardwaste collection services	12.01%	40
Quality of special events offered	9.01%	30
Quantity of recreation programming offered	7.81%	26
Quality of parks	7.51%	25
Quality of customer service (any department)	6.31%	21
Quality of flood prevention	6.31%	21
Quality of parks provided	5.71%	19
Quantity of recreation classes offered	5.41%	18
Quality of wastewater services	4.80%	16
Quality of stormwater management system	3.30%	11
Quality of recreation programming offered	3.30%	11
Quality of customer service during building inspections	1.20%	4
Total Respondents: 333		

### Q4 Rank these City Council goals in order from most important (1) to least important (6):

Answered: 329 Skipped: 19



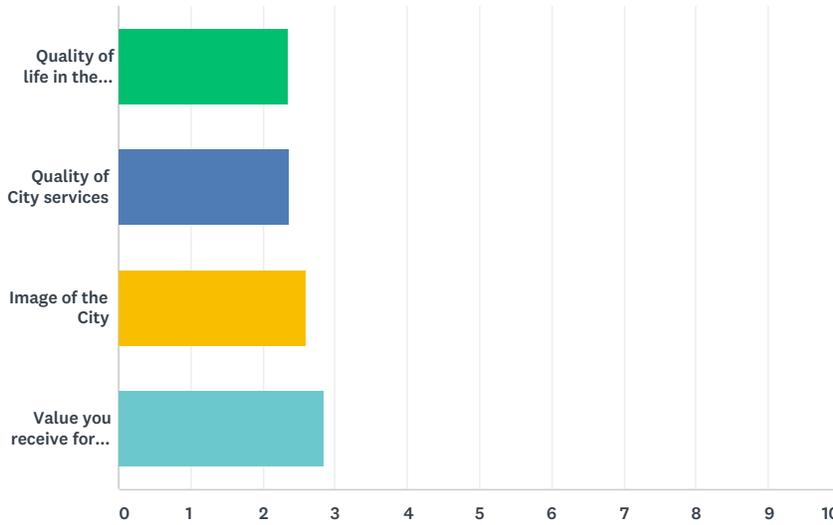
	MOST IMPORTANT OUT OF THIS GROUP - 1	2	3	4	5	LEAST IMPORTANT OUT OF THIS GROUP - 6	TOTAL	WEIGHTED AVERAGE
Attract commercial development	48.47% 143	25.08% 74	11.86% 35	6.10% 18	4.07% 12	4.41% 13	295	2.05
Attract manufacturing and light industrial development	18.03% 55	31.15% 95	21.97% 67	12.13% 37	10.82% 33	5.90% 18	305	2.84
Work on completion of unfinished subdivisions	15.54% 46	17.57% 52	22.97% 68	17.57% 52	12.84% 38	13.51% 40	296	3.35
Keep citizens informed on City government activities	11.76% 36	12.09% 37	17.97% 55	27.45% 84	25.16% 77	5.56% 17	306	3.59
Attract attainable housing for people at every stage of life	7.28% 22	9.93% 30	13.58% 41	23.51% 71	24.83% 75	20.86% 63	302	4.11
Expand cultural activities	4.72% 15	7.55% 24	16.98% 54	9.75% 31	18.24% 58	42.77% 136	318	4.58

Q5 Approximately six cents of each property tax dollar you pay goes to the City. The City’s portion of property tax pays for the following services:

Police, Public Works (street maintenance, snow plowing), Building, Zoning, Planning, Finance, Administration, and Parks and Recreation. The remaining 90 cents goes to the Library, County, Township, School District, Community College, Fire Protection, and Forest Preservation.

Please rate your satisfaction with each item.

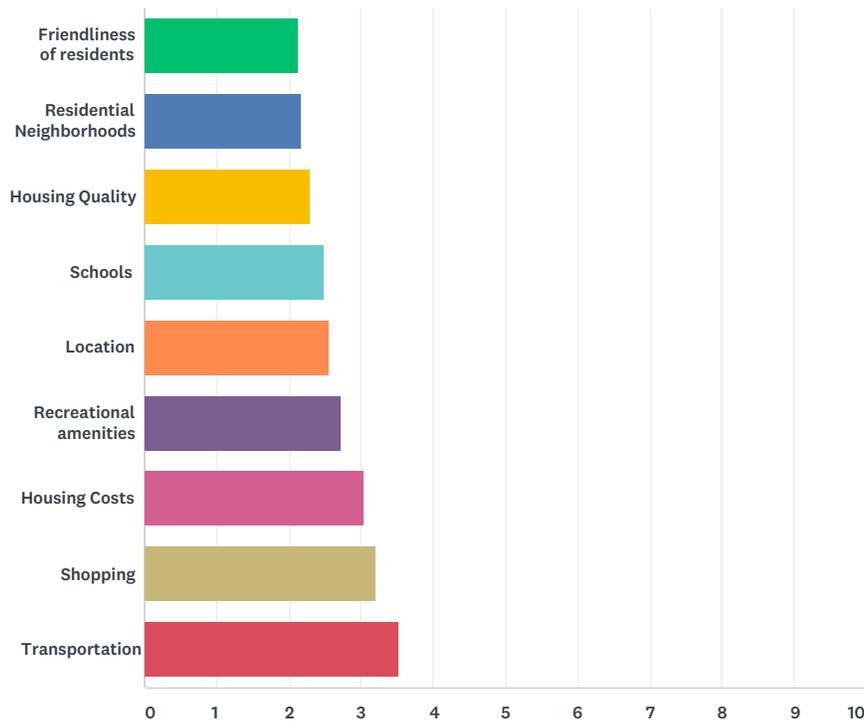
Answered: 323 Skipped: 25



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Quality of life in the City	14.95% 48	49.22% 158	25.23% 81	7.79% 25	2.80% 9	0.00% 0	321	2.34
Quality of City services	10.87% 35	52.80% 170	27.64% 89	5.59% 18	2.48% 8	0.62% 2	322	2.36
Image of the City	10.25% 33	43.17% 139	27.02% 87	13.66% 44	5.28% 17	0.62% 2	322	2.60
Value you receive for City tax dollars and fees	10.56% 34	34.78% 112	25.78% 83	15.53% 50	12.42% 40	0.93% 3	322	2.84

Q6 Please rank the advantages and disadvantages of living in Yorkville.

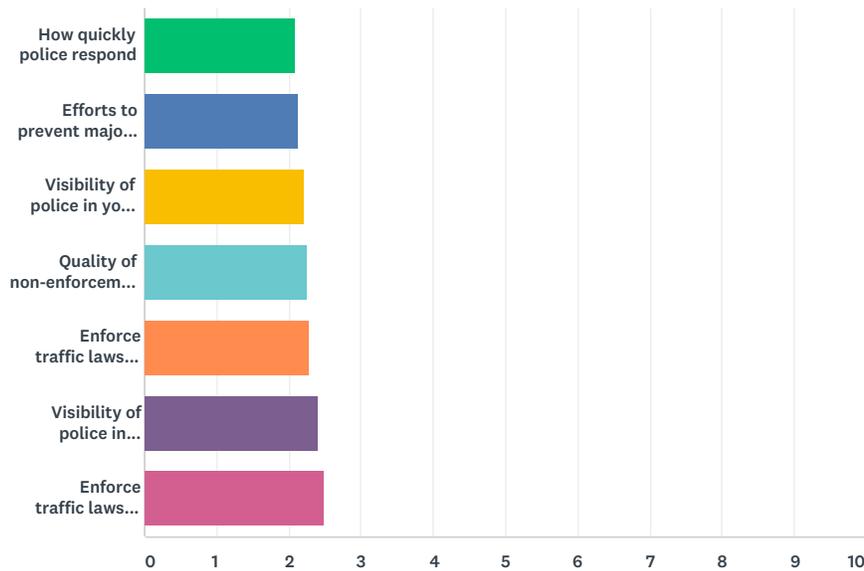
Answered: 329 Skipped: 19



	MAJOR ADVANTAGE	ADVANTAGE	NEUTRAL	DISADVANTAGE	MAJOR DISADVANTAGE	TOTAL	WEIGHTED AVERAGE
Friendliness of residents	21.65% 71	52.13% 171	19.82% 65	3.96% 13	2.44% 8	328	2.13
Residential Neighborhoods	13.93% 45	60.68% 196	20.74% 67	3.72% 12	0.93% 3	323	2.17
Housing Quality	7.06% 23	61.35% 200	26.69% 87	3.99% 13	0.92% 3	326	2.30
Schools	11.62% 38	40.67% 133	37.61% 123	7.95% 26	2.14% 7	327	2.48
Location	8.31% 27	46.46% 151	29.54% 96	12.31% 40	3.38% 11	325	2.56
Recreational amenities	5.81% 19	35.47% 116	42.81% 140	12.84% 42	3.06% 10	327	2.72
Housing Costs	8.56% 28	27.83% 91	28.13% 92	22.32% 73	13.15% 43	327	3.04
Shopping	3.06% 10	24.77% 81	31.80% 104	29.05% 95	11.31% 37	327	3.21
Transportation	0.61% 2	8.59% 28	40.80% 133	37.73% 123	12.27% 40	326	3.52

### Q7 Please rate your satisfaction for each police service.

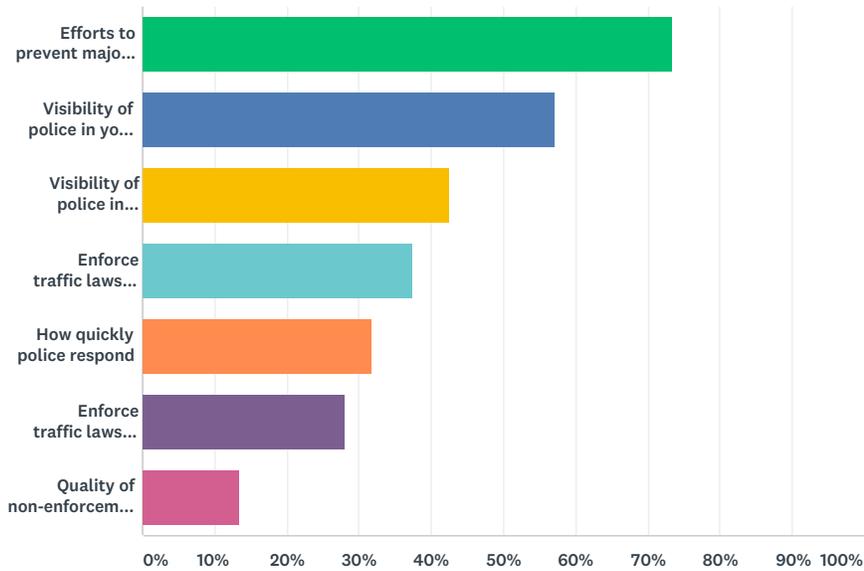
Answered: 326 Skipped: 22



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
How quickly police respond	19.44% 63	32.72% 106	18.83% 61	2.16% 7	0.93% 3	25.93% 84	324	2.09
Efforts to prevent major crime	18.21% 59	46.91% 152	25.31% 82	0.93% 3	0.93% 3	7.72% 25	324	2.13
Visibility of police in your neighborhood	25.46% 83	44.48% 145	15.95% 52	11.66% 38	2.45% 8	0.00% 0	326	2.21
Quality of non-enforcement services	12.04% 39	36.42% 118	30.56% 99	0.31% 1	0.62% 2	20.06% 65	324	2.26
Enforce traffic laws on major streets	16.92% 55	51.08% 166	19.69% 64	5.23% 17	4.62% 15	2.46% 8	325	2.28
Visibility of police in retail areas	13.54% 44	39.69% 129	34.77% 113	7.08% 23	1.54% 5	3.38% 11	325	2.41
Enforce traffic laws in your neighborhood	13.50% 44	42.02% 137	25.15% 82	11.96% 39	3.99% 13	3.37% 11	326	2.49

**Q8 Which three of the public safety items listed below do you think should receive the most emphasis from City leaders over the next two years?  
(Choose the three most important)**

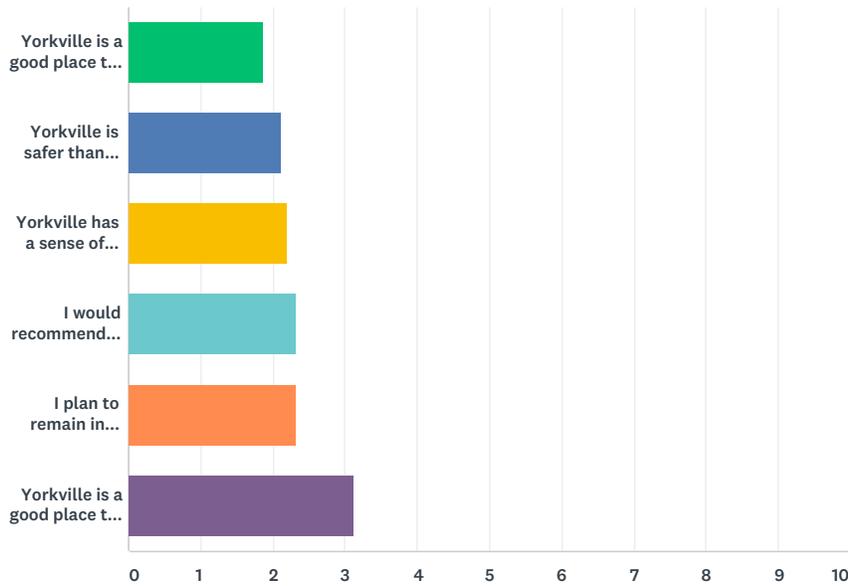
Answered: 328 Skipped: 20



ANSWER CHOICES	RESPONSES	
Efforts to prevent major crime	73.48%	241
Visibility of police in your neighborhood	57.01%	187
Visibility of police in retail areas	42.38%	139
Enforce traffic laws on major streets	37.50%	123
How quickly police respond	31.71%	104
Enforce traffic laws in your neighborhood	28.05%	92
Quality of non-enforcement services	13.41%	44
Total Respondents: 328		

### Q9 Please read each statement below and rate your level of agreement or disagreement:

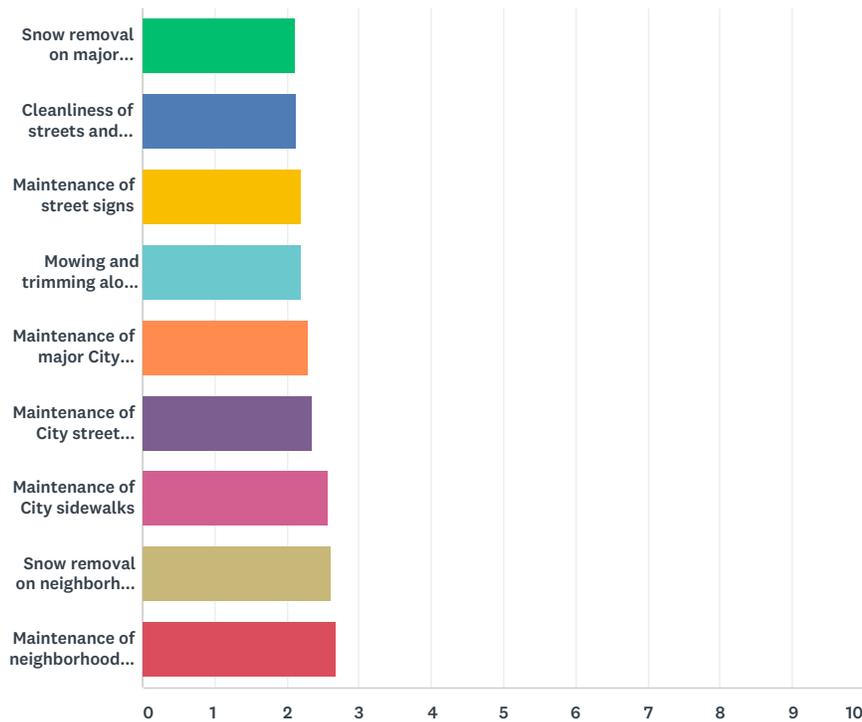
Answered: 327 Skipped: 21



	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Yorkville is a good place to raise kids.	31.79% 103	51.54% 167	14.51% 47	2.16% 7	0.00% 0	324	1.87
Yorkville is safer than surrounding communities.	20.62% 67	50.77% 165	25.23% 82	3.08% 10	0.31% 1	325	2.12
Yorkville has a sense of community.	19.08% 62	50.46% 164	23.08% 75	6.46% 21	0.92% 3	325	2.20
I would recommend living in Yorkville.	20.62% 67	46.15% 150	18.77% 61	9.85% 32	4.62% 15	325	2.32
I plan to remain in Yorkville for the next five years.	27.91% 91	37.73% 123	15.64% 51	11.66% 38	7.06% 23	326	2.32
Yorkville is a good place to retire.	11.04% 36	22.39% 73	24.85% 81	27.61% 90	14.11% 46	326	3.11

### Q10 Please rate your satisfaction for each public works service.

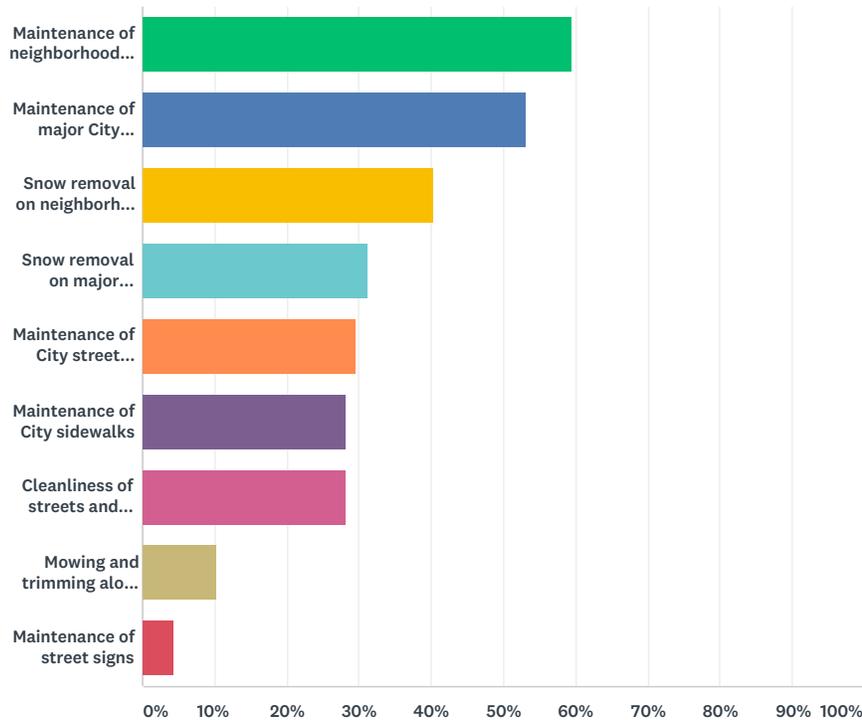
Answered: 323 Skipped: 25



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Snow removal on major streets	21.67% 70	52.94% 171	14.55% 47	5.88% 19	2.48% 8	2.48% 8	323	2.12
Cleanliness of streets and other public areas	15.79% 51	63.16% 204	13.31% 43	5.57% 18	1.86% 6	0.31% 1	323	2.14
Maintenance of street signs	11.88% 38	61.25% 196	20.94% 67	2.19% 7	1.88% 6	1.88% 6	320	2.19
Mowing and trimming along major streets	14.95% 48	55.14% 177	21.81% 70	2.49% 8	2.49% 8	3.12% 10	321	2.20
Maintenance of major City streets (i.e. Game Farm Road, Fox Road, Van Emmon Road)	11.80% 38	57.76% 186	18.94% 61	6.21% 20	3.42% 11	1.86% 6	322	2.30
Maintenance of City street lighting	13.00% 42	56.04% 181	17.65% 57	8.98% 29	3.72% 12	0.62% 2	323	2.34
Maintenance of City sidewalks	9.06% 29	46.56% 149	24.69% 79	12.81% 41	5.00% 16	1.88% 6	320	2.57
Snow removal on neighborhood streets	16.72% 54	36.84% 119	19.50% 63	15.48% 50	8.36% 27	3.10% 10	323	2.61
Maintenance of neighborhood streets (entrances to subdivisions, streets in front of your house)	11.80% 38	44.10% 142	17.39% 56	17.39% 56	8.70% 28	0.62% 2	322	2.67

**Q11 Which three of the public works items listed below do you think should receive the most emphasis from City leaders over the next two years? (Choose the three most important)**

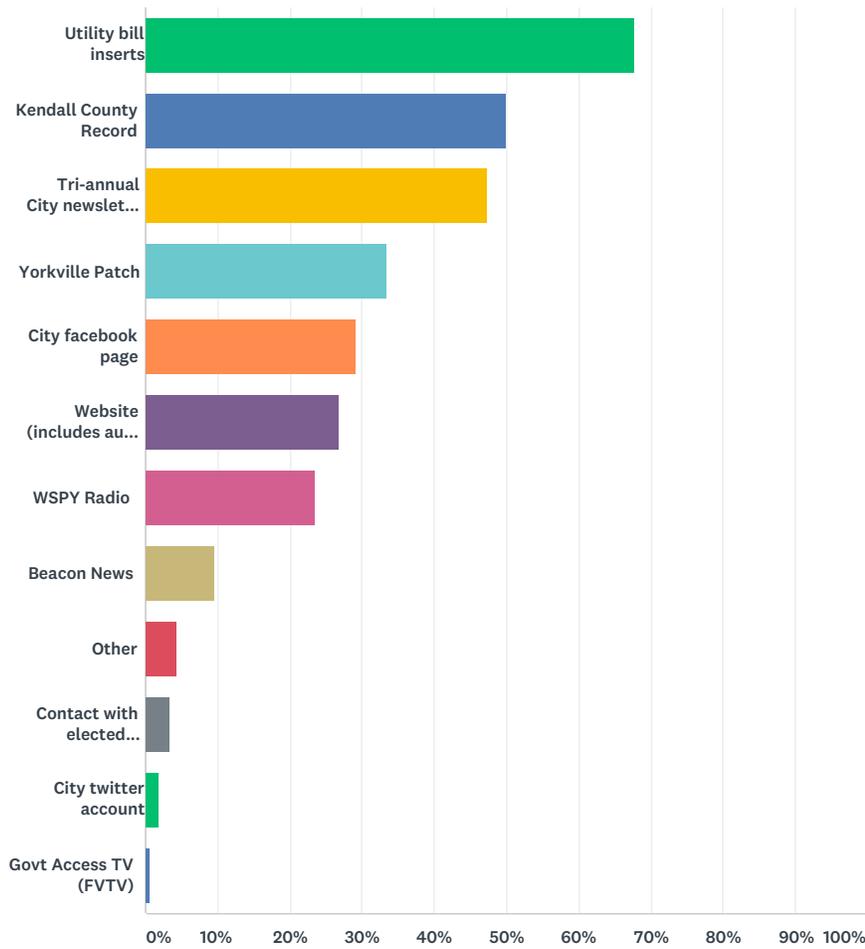
Answered: 325 Skipped: 23



ANSWER CHOICES	RESPONSES	
Maintenance of neighborhood streets (entrances to subdivisions, streets in front of your house)	59.38%	193
Maintenance of major City streets (i.e. Game Farm Road, Fox Road, Van Emmon Road)	53.23%	173
Snow removal on neighborhood streets	40.31%	131
Snow removal on major streets	31.08%	101
Maintenance of City street lighting	29.54%	96
Maintenance of City sidewalks	28.31%	92
Cleanliness of streets and other public areas	28.31%	92
Mowing and trimming along major streets	10.15%	33
Maintenance of street signs	4.31%	14
Total Respondents: 325		

### Q12 Which of the following are/were your primary sources of information about City issues, services, and events? (check all that apply)

Answered: 320 Skipped: 28



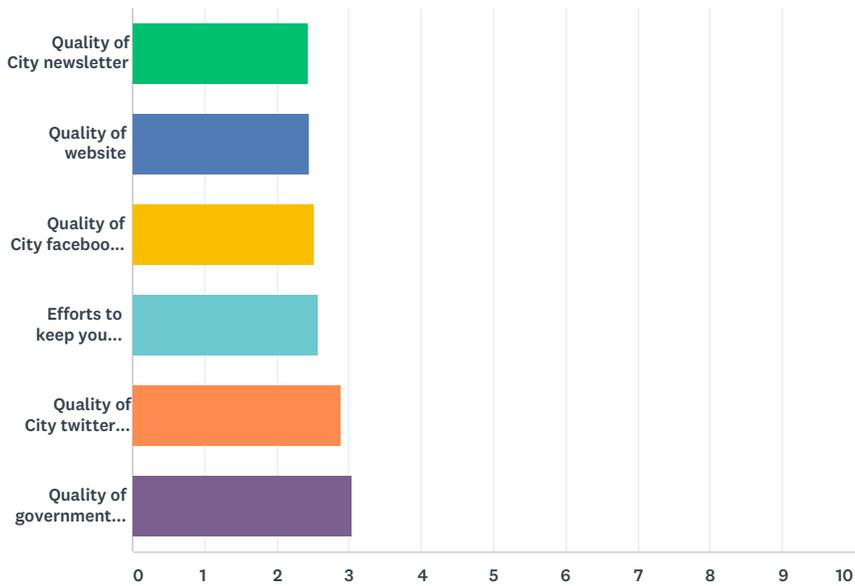
ANSWER CHOICES	RESPONSES	
Utility bill inserts	67.81%	217
Kendall County Record	50.00%	160
Tri-annual City newsletter (included in Parks and Recreation catalog)	47.19%	151
Yorkville Patch	33.44%	107
City facebook page	29.06%	93
Website (includes audio / video files of City meetings)	26.88%	86
WSPY Radio	23.44%	75
Beacon News	9.69%	31
Other	4.38%	14
Contact with elected officials	3.44%	11
City twitter account	1.88%	6
Govt Access TV (FVTV)	0.63%	2
Total Respondents: 320		

**Q13 If you do not use any of the communication outlets described in the prior questions, what would be the best avenue to inform you of City issues, news, and events?**

Answered: 34 Skipped: 314

Q14 Please rate your satisfaction with each item below:

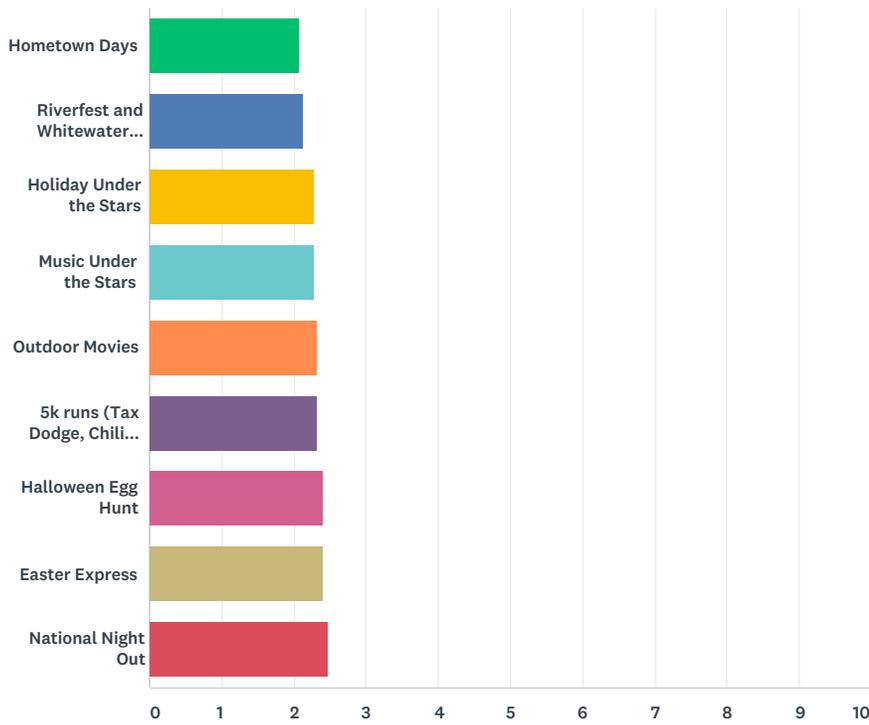
Answered: 322 Skipped: 26



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Quality of City newsletter	4.75% 15	43.35% 137	31.33% 99	3.16% 10	0.95% 3	16.46% 52	316	2.43
Quality of website	5.70% 18	43.04% 136	31.65% 100	5.06% 16	0.95% 3	13.61% 43	316	2.45
Quality of City facebook page	4.15% 13	24.92% 78	29.39% 92	2.56% 8	0.64% 2	38.34% 120	313	2.52
Efforts to keep you informed about issues	5.31% 17	47.81% 153	30.31% 97	11.25% 36	2.81% 9	2.50% 8	320	2.57
Quality of City twitter account	0.64% 2	5.47% 17	25.40% 79	0.96% 3	0.96% 3	66.56% 207	311	2.88
Quality of government access TV station	1.59% 5	7.30% 23	31.11% 98	6.67% 21	2.54% 8	50.79% 160	315	3.03

### Q15 Please rate your satisfaction with how each event is run:

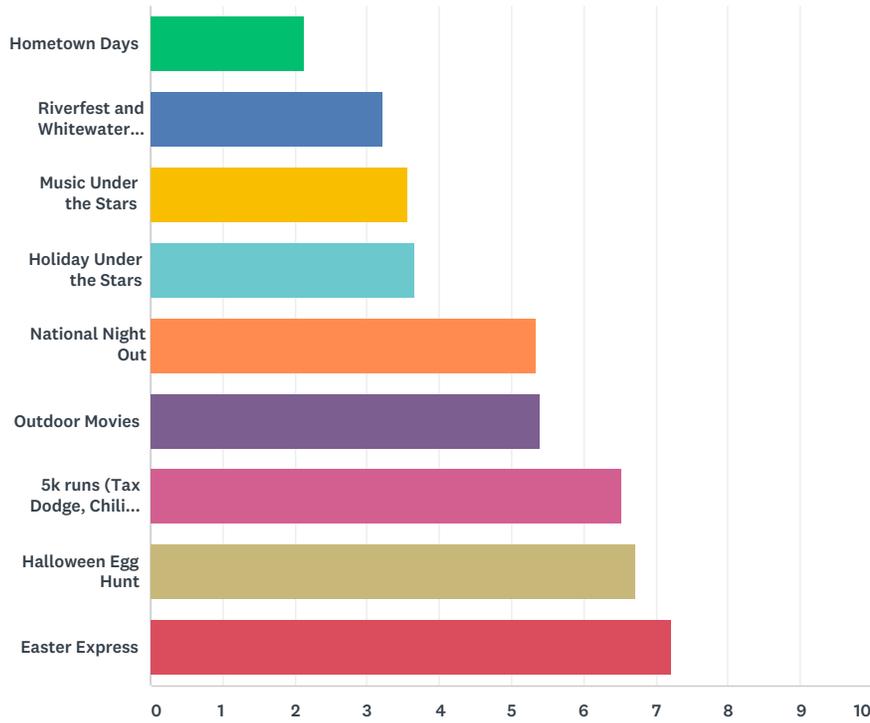
Answered: 319 Skipped: 29



	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Hometown Days	17.92% 57	39.94% 127	13.52% 43	3.14% 10	1.26% 4	24.21% 77	318	2.07
Riverfest and Whitewater Festival	12.03% 38	32.28% 102	16.46% 52	1.27% 4	0.63% 2	37.34% 118	316	2.14
Holiday Under the Stars	6.94% 22	26.50% 84	19.56% 62	0.63% 2	0.32% 1	46.06% 146	317	2.27
Music Under the Stars	8.57% 27	25.71% 81	19.37% 61	0.63% 2	0.95% 3	44.76% 141	315	2.27
Outdoor Movies	5.38% 17	24.68% 78	19.94% 63	0.32% 1	0.32% 1	49.37% 156	316	2.32
5k runs (Tax Dodge, Chili Chase, etc.)	6.01% 19	20.57% 65	19.30% 61	0.63% 2	0.32% 1	53.16% 168	316	2.33
Halloween Egg Hunt	6.65% 21	14.56% 46	21.20% 67	0.63% 2	0.63% 2	56.33% 178	316	2.41
Easter Express	5.38% 17	15.51% 49	20.25% 64	0.63% 2	0.32% 1	57.91% 183	316	2.41
National Night Out	3.82% 12	18.15% 57	22.93% 72	0.64% 2	0.32% 1	54.14% 170	314	2.47

Q16 Please rank the events, from your most favorite to least favorite.

Answered: 236 Skipped: 112



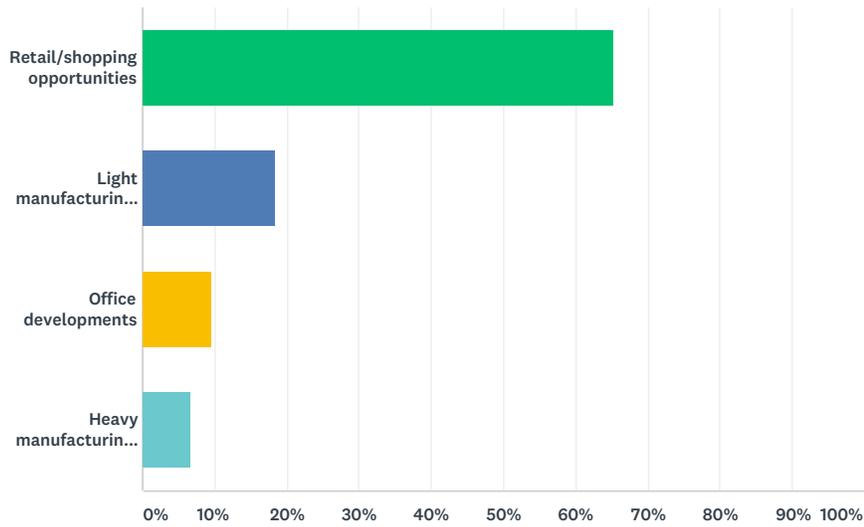
	MOST FAVORITE	SECOND MOST FAVORITE	THIRD MOST FAVORITE	FOURTH MOST FAVORITE	THE MIDDLE	FOURTH LEAST FAVORITE	THIRD LEAST FAVORITE	SECOND LEAST FAVORITE	LEAST FAVORITE	TOTAL
Hometown Days	56.36% 124	17.73% 39	10.45% 23	3.18% 7	4.55% 10	4.09% 9	0.91% 2	1.36% 3	1.36% 3	220
Riverfest and Whitewater Festival	25.26% 48	24.74% 47	11.05% 21	10.53% 20	13.68% 26	6.84% 13	1.58% 3	4.74% 9	1.58% 3	190
Music Under the Stars	11.93% 21	19.89% 35	25.57% 45	18.18% 32	9.09% 16	5.68% 10	5.11% 9	2.84% 5	1.70% 3	176
Holiday Under the Stars	8.93% 15	22.62% 38	22.62% 38	17.86% 30	10.71% 18	6.55% 11	6.55% 11	2.38% 4	1.79% 3	168
National Night Out	0.63% 1	5.00% 8	6.25% 10	21.25% 34	26.88% 43	13.75% 22	11.88% 19	9.38% 15	5.00% 8	160
Outdoor Movies	3.01% 5	6.02% 10	12.05% 20	10.24% 17	15.66% 26	20.48% 34	19.88% 33	7.23% 12	5.42% 9	166
5k runs (Tax Dodge, Chili Chase)	3.03% 5	6.67% 11	6.67% 11	3.64% 6	7.88% 13	16.97% 28	15.15% 25	6.67% 11	33.33% 55	165
Halloween Egg Hunt	3.14% 5	4.40% 7	2.52% 4	8.81% 14	4.40% 7	5.66% 9	18.24% 29	41.51% 66	11.32% 18	159
Easter Express	1.89% 3	2.52% 4	1.89% 3	4.40% 7	6.92% 11	11.32% 18	15.72% 25	19.50% 31	35.85% 57	159

**Q17 Are there any types of special events you would like to see the City engage in?**

Answered: 58 Skipped: 290

### Q18 Which type of businesses or industry would you most like to see in Yorkville?

Answered: 311 Skipped: 37



ANSWER CHOICES	RESPONSES	
Retail/shopping opportunities	65.27%	203
Light manufacturing areas	18.33%	57
Office developments	9.65%	30
Heavy manufacturing or industrial	6.75%	21
<b>TOTAL</b>		<b>311</b>

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

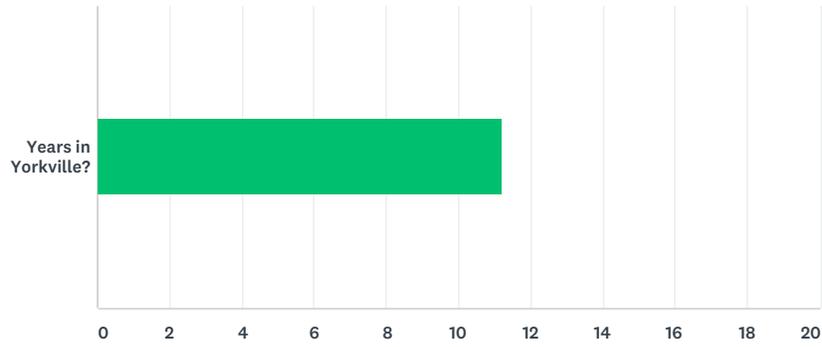
Answered: 219 Skipped: 129

## Q20 What suggestions do you have to improve the quality of life in Yorkville?

Answered: 188 Skipped: 160

### Q21 How many years have you lived in Yorkville?

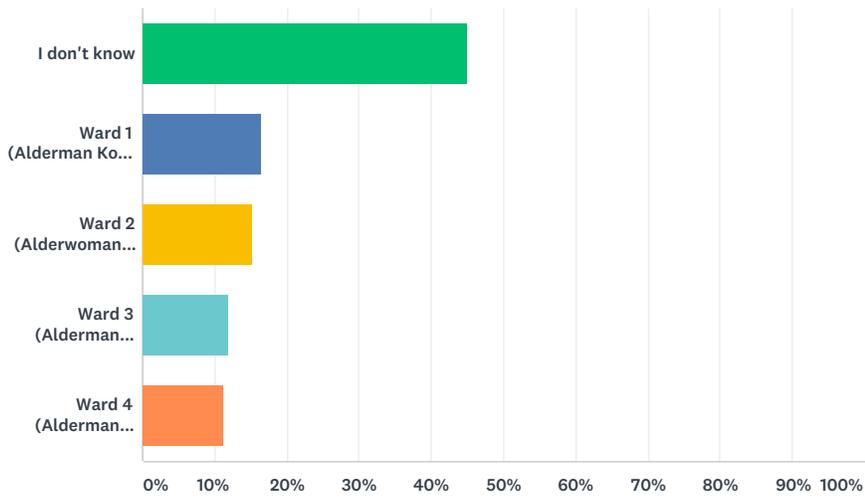
Answered: 316 Skipped: 32



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Years in Yorkville?	11	3,541	316
Total Respondents: 316			

### Q22 In which ward do you currently reside?

Answered: 316 Skipped: 32



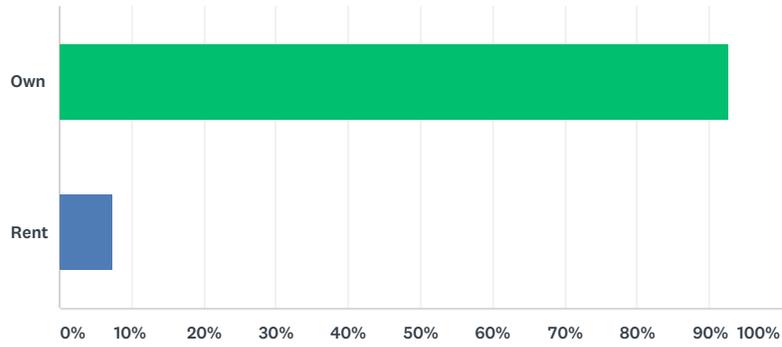
ANSWER CHOICES	RESPONSES	
I don't know	44.94%	142
Ward 1 (Alderman Koch, Alderman Colosimo)	16.46%	52
Ward 2 (Alderwoman Milschewski, Alderman Plocher)	15.19%	48
Ward 3 (Alderman Frieders, Alderman Funkhouser)	12.03%	38
Ward 4 (Alderman Tarulis, Alderman Hernandez)	11.39%	36
<b>TOTAL</b>		<b>316</b>

**Q23 Which City and State did you live in prior to moving to Yorkville? If you have lived here your entire life, please write "lifelong resident" or similar.**

Answered: 297 Skipped: 51

### Q24 Do you own or rent your current residence?

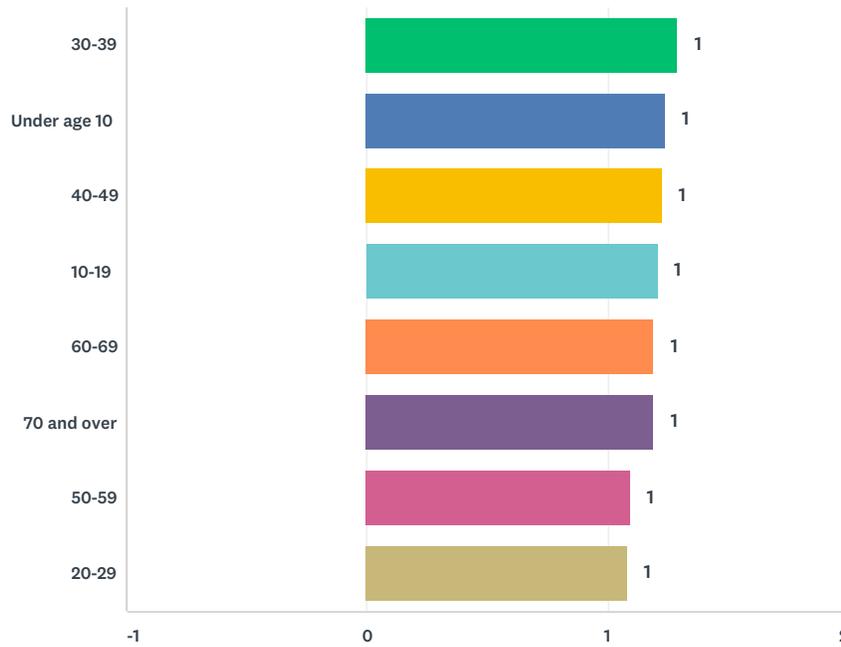
Answered: 316 Skipped: 32



ANSWER CHOICES	RESPONSES	
Own	92.72%	293
Rent	7.28%	23
TOTAL		316

### Q25 How many persons in your household, counting yourself, are in the following age groups?

Answered: 305 Skipped: 43

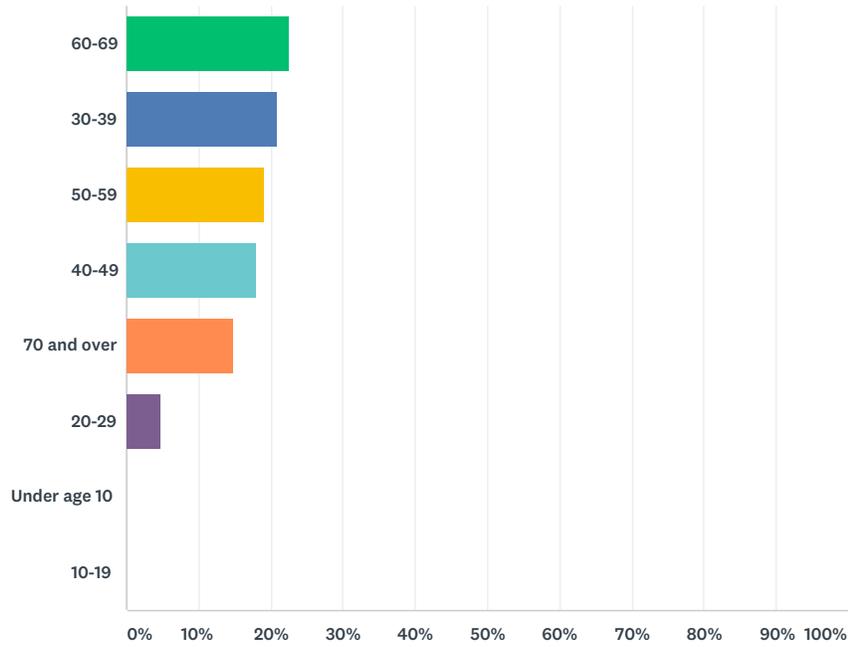


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
30-39	1	128	99
Under age 10	1	119	96
40-49	1	112	91
10-19	1	110	91
60-69	1	125	105
70 and over	1	88	74
50-59	1	102	93
20-29	1	80	74
Total Respondents: 305			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Under age 10	0.00	3.00	1.00	1.24	0.94
10-19	0.00	3.00	1.00	1.21	0.82
20-29	0.00	3.00	1.00	1.08	0.75
30-39	0.00	2.00	1.00	1.29	0.76
40-49	0.00	2.00	1.00	1.23	0.73
50-59	0.00	2.00	1.00	1.10	0.67
60-69	0.00	2.00	1.00	1.19	0.72
70 and over	0.00	5.00	1.00	1.19	0.85

### Q26 Which is your age group?

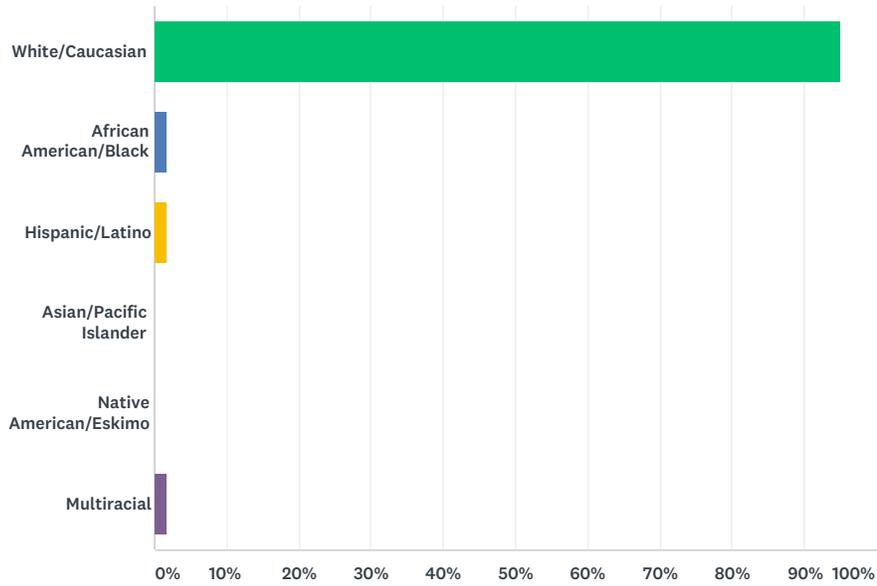
Answered: 311 Skipped: 37



ANSWER CHOICES	RESPONSES	
60-69	22.51%	70
30-39	20.90%	65
50-59	18.97%	59
40-49	18.01%	56
70 and over	14.79%	46
20-29	4.82%	15
Under age 10	0.00%	0
10-19	0.00%	0
<b>TOTAL</b>		<b>311</b>

### Q27 Which of the following best describes your race / ethnicity?

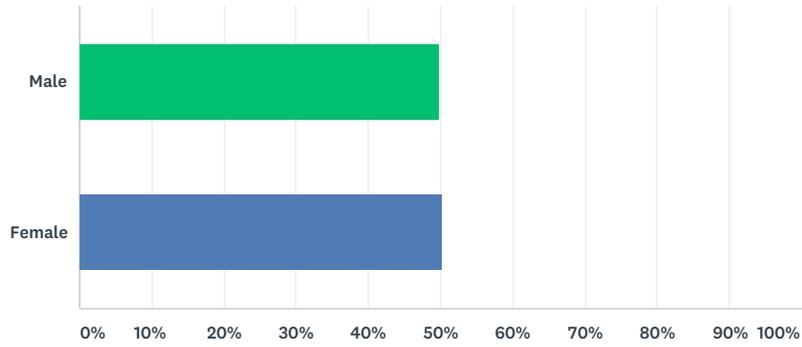
Answered: 297 Skipped: 51



ANSWER CHOICES	RESPONSES	
White/Caucasian	94.95%	282
African American/Black	1.68%	5
Hispanic/Latino	1.68%	5
Asian/Pacific Islander	0.00%	0
Native American/Eskimo	0.00%	0
Multiracial	1.68%	5
<b>TOTAL</b>		<b>297</b>

### Q28 What is your gender?

Answered: 307 Skipped: 41



ANSWER CHOICES	RESPONSES	
Male	49.84%	153
Female	50.16%	154
TOTAL		307

## Q29 Is there any way in which this survey can be improved?

Answered: 74 Skipped: 274

**United City of Yorkville City Services Survey 2017**

**Q2 Please rate your satisfaction with each City service.**

	Comments:
1	We have a few properties in Countryside center that need to be tagged and enforced more often for excessive grass height.
2	I would love to see the fitness programming for adults increase. However you may consider putting someone in charge with experience running fitness programming. Odd times lots offered that seem to work best for the instructors not the community.
3	Like myself and many residents in Yorkville that I know taxes are way too high. I'm looking to move out of Kendall County in the near future. Others will follow suit. It's just a matter of time.
4	Route 47 northbound from Yorkville to Sugar Grove has needed improvement for the last 20 years. This should have been a priority over Route 47 southbound to Morris. There are numerous accidents, some being fatal, at Route 47 & Galena Road. How many people need to be hurt or killed before this problem is addressed?
5	Corner Liquor and Groceries on the SW corner of Fox Street and Bridge Street is poorly maintained.
6	Mill road between the Burlington rail road tracks and Kennedy Road, needs major repaving. No t just a patch job!!!!
7	there are many recreation classes for youth but not seniors
8	I am dissatisfied with parks because I don't think the maintenance/security/landscaping is enough. The Hiding Spot park usually has garbage overflowing. No one is taking care of the landscape. Very poor maintenance by the park staff. Security cameras should be installed to catch vandals and any drug related transactions. Yorkville has done a good job adding parks, just not properly maintaining them. Our roads are terrible in Yorkville. Embarrassingly terrible.
9	Weeds over grow sidewalks all the time. Sometime I can't even walk on the sidewalks in the area between Praire Meadows and 34/47
10	notified City of street lights out along Grande Trail by Rotary Park being out all summer and they are still out.
11	Services are fine, but property taxes are OUTof control and will probably force us to move.
12	After moving here 18 mo ago from Aurora, my biggest complaints are poor streets, poor water quality and high taxes. We solved the water problem (setiment,hardness and iron with a softner. Something needs to be done about the tax rate. With the number of home sales in Heartland Circle since we have been here, will soon be the older neighbors as long as we can afford it. I know some of the sales are due to taxes Were retired.
13	I am amazed the city spent all the taxpayer's money on that crappy building in downtown for a recreation center where a few yoga classes are held. That building was worth \$1 million+ ? NO WAY.



**United City of Yorkville City Services Survey 2017**

**Q2 Please rate your satisfaction with each City service.**

Comments:	
26	The mayor does not return emails and voice messages. He does not make himself accessible to most of the public. We only see him at town hall meetings. Previous mayors took the time to meet with the public and hear concerns, answer questions, and see where we thought the City was doing a great job. Our subdivision floods constantly, and the City refuses to do anything to help. Customer service from the ladies in the main office when you walk in is always terrific. We cannot say the same of others in the building.
27	The city and the Forrest Preserve need to work together on funds to do controlled burns. The weeds behind my house are at least 12 ft high and taking over. Forrest Preserve says it does not have funds to control this problem. It's causing water to back up farther into my yard due to the thickness not allowing drainage.
28	The waste water base of 6900 cubic feet is too high. Households that consistently use much less water are paying for households that use more water.
29	Only lived here two weeks
30	Wastewater fees are to high.
31	The City needs a tree trimming crew for summer months maintaining the parkway trees. Since the city endorses the 50/50 tree program and also in new residential building to have parkway trees planted. Maybe look to have Oswego share their crew since we are sharing departments with other Towns and Villages.
32	The cost of the water and sewer utilities is rather extreem compared to those of my friends in neighboring comunities
33	Cost utility bill is double that of Plano and significantly higher than Oswego with similar quality of service. I don't understand this.
34	As owner of the [REDACTED], even though we instigated the drainage of the back parking lot (as it badly needed for decades), I was very upset that we were made to jump through so many hoops. It would have been much better to not rent the back building out at all and leave it the un-drainable nightmarte that it was. Also, I believe Yorkville's requirements are WAY too over reaching when it comes to city codes. It seems to me like the City not only doesn't encourage new business, but actually discourages it by enacting so many ordinances. As you may know, I actually closed a business due to 'Big Brother' rules. As owner of the property, I like the demographics and potential but I do believe, as do many people, that there should be way less micromanagement from city government. Let the business succeed or fail by itself. I know of companies that will not come into Yorkville because it is so unfriendly to business.

**United City of Yorkville City Services Survey 2017**

**Q2 Please rate your satisfaction with each City service.**

	Comments:
35	There are a lot of parks just not any very close to our subdivision (Blackberry Woods). When we moved here two years ago I was astonished at the cost of water (easily the most we have ever paid by far we) for well water that stains our toilets and doesn't clean the cost is ridiculous. I would like to see more paths and bike trails, especially leading from the west part of town (Blackberry Woods) to the schools or to the water park. The building inspector that came out to inspect my deck that I build was very friendly, prompt and fair.
36	The water still has a slight metallic taste with red iron appearing in fridge water filter
37	spend less time on parks more on roads
38	I have yet to receive ANY communication from our elected officials.
39	Too many parks and programs and no meaning classes
40	Yorkville needs to pay more attention to Bristol Bay regarding street repair, yard conditions and commercial vehicle parking
41	Police response time typically 20min / area to south has a hill that causing extreme street flooding and driveway when raining / water is yellow and metallic tasting and cleaning products for laundry is not enough to keep whites from discoloring / refuse service is good for the exception of debris always blowing around from what doesn't make it in the truck / city areas along 47 and throughout town could stand more attention to weed and grass height along with blowing off the sidewalks and streets afterwards
42	There is no facility for exercise for adults.
43	disappointed with mayor and council in their efforts to change Ron Clark park also their efforts to locate a sports dome near Hoover Forest Preserve Failure to do anything about Nicholson's Saw Mill Eye Sore Should be a 4-way stop at Van Emmon and Heists St as FS no longer pulls tanks up the hill. Take down deaf child sign on Morgan as this person has become aged and perhaps deceased.
44	need public pools
45	The amount of money I pay for mt water/garbage bill is RIDICULOUS! but hey props to you for being the only option we have! This is why people leave this county, town and state.
46	I would like to see our riverfront designed, developed, and maintained for vastly improved leisure, recreational, and commercial activities with bicycling/walking trails that connect to our residents and the residents of surrounding communities.
47	more speed control by Police on Mchugh Rd.
48	We are new to the Yorkville area, some of the above topics we have little or no experience with so far.
49	water constantly smells like bleach
50	left turn from route 47 south to route 34 east is too short.

## United City of Yorkville City Services Survey 2017

### Q2 Please rate your satisfaction with each City service.

	Comments:
51	It is becoming too expensive to live in Yorkville. The water bill is 2 to 3 times as high as other larger communities. The property taxes keep going up every year. I will be moving out of Yorkville next year to a community that has more reasonable property taxes and water bills.
52	Please maintain your city streets!
53	it appears to us that whrn we have a concern, it is difficult to reach the correct person. We also do not see results when we have a concern like trash pickup or residents not mainting property or yard maintenance.
54	FIX THE LUMBER YARD MESS ON HUESTES St.
55	Need a light at the entrance of Bristol bay or another exit/entrance added. In addition, need better traffic management services at 47 & Galena
56	We need more social events and gatherings around Yorkville for people to come together and mingle. The facilities at existing parks need to be improved to have more free sports capabilities such as: badminton, tennis, soccer, card / board game nights etc.
57	Bristol Bay renters do not regularly leash dogs and pick up waste after their pets. We've had a rash of package thefts this season in the condos. We get people littering and dumping on the access road to the condos and people dump mattresses and electronics in our garbage corrals. Property Management does nothing but complain to us. They do not seem to know how to fix these problems.
58	I wish there was an increase offering of adult activities including sports, get togethers, and mingling opportunities. I love the fall fitness classes but an increased amount would be great as well as the addition of some adult sport teams.
59	The downtown area of Yorkville needs to be update badly. Many of the buildings look run down. The area is experiencing alot of growth with housing construction and this area is in dire need of it. Nearby Plainfield and Oswego downtown areas have things to offer that we don't.
60	more adult recreation classes during early or late hours
61	recreation programs are to costly
62	Everything fine
63	Aside from the streets, and general upkeep of city areas (trees on most parkways unkept or overgrown, downed stop signs, etc.), the downtown is embarrassing. Aside from the few businesses that are trying to revitalize the area, the condition of the buildings, parking lots and vacant parcels is downright embarrassing. Further, cars travel WAY too fast through the downtown corridor which should prompt greater police presence.
64	overgrown trees bushes along Mchugh road on west side
65	Waste/disposal services could be better
66	Very poor roads in older district; building and yard codes don't seem to be enforced - houses look like hell

**United City of Yorkville City Services Survey 2017**

**Q2 Please rate your satisfaction with each City service.**

	Comments:
67	Water bill is too high. Sanitary district is a scam
68	Please find ways to bring in more commercial tax revenue to reduce tax burden. The schools will need a referendum soon and the less requested the better as taxes in Yorkville are already extremely high compared to surrounding area. That said, I love Yorkville and the area and recognize the economic loss that was sustained during the recession.
69	Need to kill weeds along the curbs. Need some senior citizen recreation.
70	should check backyards for unruly lawns. Waste disposal should offer larger containers for recycling
71	Our local sales taxes and property taxes are outrageous. What are you going to do about that?
72	Whispering Meadows NEEDs new sidewalks and roads. Its very dangerous.
73	I gave N/A whereby I have no direct knowledge
74	please do something about the weeds that grow in the streets & curbing.
75	what kind of oversight is performed to ensure that department heads are putting in the work hours they are being paid for? Was told by employees that the best way to reach park dept head was e-mail because "we never know when he will be in the office". You can reply to e-mail fro anywhere.
76	1. Keep the bridge area looking sharp! Clean away dust & webs. It is the heart of our town, should look cared for! Water - Noticed a fishy smell of late, then an over correction, with a bleachy smell. Going to keep paying close attention to your water quality efforts.
77	I appreciate the fairly regular police patrols through my neighborhood. Waste services are good too.
78	Please bring back the bbq competition next year.
79	There are many subdivision streets especially in country hills subdivision, several very busy intersections that are lacking any sense of yield or stop signs. Busses loaded with children drive through them every day and the city officials refuse to place a stop sign at the intersection because they cost \$100 each and need to be replaced every 12 years. This is a complete joke, the amount of tax dollars the citizens pay and cannot even get a stop sign is insane. Instead they have placed stop signs and infrastructure in a somewhat abandoned subdivision near the middle school that has road barriers up to keep people from driving through there. Very poor poor decision on the city's part and when asked about the sign placement they have no answers other than a issue that was brought up in 2011 and they have no time table to re evaluate the decision. Complete waste of time talking to them and they are completely clueless when asking them any questions pertaining to the issue.
80	Many homes have unmaintained yards
81	Need more recreation offerings for non-senior adults. The riverfront area will never be a destination site we can be proud of until things (especially the logging dump) get cleaned up and classed up.

United City of Yorkville City Services Survey 2017

**Q2 Please rate your satisfaction with each City service.**

	Comments:
82	The homes on 34 toward Plano are a disgrace and should be removed. Our sidewalks have too many uneven areas.
83	The ponds in Raintree Village and Windett Ridge are very overgrown and unkept.
84	Rt47 continues to be a disaster. Please put as much pressure on IDOT as possible. It's a disgrace that we have to drive on this road. Illinois should be embarrassed.
85	more speed control by Police on Mchugh Rd.

## United City of Yorkville City Services Survey 2017

**Q3 Which three of the items listed below do you think should receive the most emphasis from City leaders over the next two years? (Choose the three most important)**

	Comments:
1	I believe this size of community needs and deserves a separate park district!
2	Need response to code violations that are reported so we don't have to live next to squalor and watch our home value go down. City can NEVER do anything about complaints even tho it's in the ordinances!
3	Just moved here.
4	Dog park would be great.
5	Bring more businesses and restaurants into Yorkville!
6	We are supposed to be allowed 1 item a week extra for garbage. We usually just use an extra can for our recycling. They refuse to pick it up, like the service we had before. They picked it up every week because it was extra recycling. Why won't the new service do that?
7	We never hear from our ward person like we did in the past.
8	A few buildings in our neighborhood should be cited for disrepair and poor maintenance.
9	Tax rate
10	All the communication I see is in the exorbitant water/sewer/refuse bill.
11	New businesses
12	Rose Spears was good at communicating. Since she left we hear nothing
13	Quantity of parks
14	The water is abysmal, and I am tired of all whites turning orange due to the iron in the water. The hydrants need to be flushed 2x a year.
15	I only use the water to cook with, it is very foggy and never comes out clear
16	Traffic flow from Sugar Grove to Downtown Yorkville is very slow, always backed up at end of the work day. Too many fees on the water bill. Our taxes should be covering these.
17	You have a lot of recreational programming available for the 3-10 age - but barely anything for teenagers/adults.
18	More residents in Yorkville than 5 years ago and service fees continue to go up.
19	I believe these are the 2 most important issues of the items listed.
20	I feel that safety and schools should be the highest priority.
21	worry about the infrastructure not parks a bed of nepotism and graft they mow and do things they dont have to my taxes are too high for this mediocre place
22	Check presence of iron particles in water - Heartland Circle
23	Some of the parks were vandalized and the police response was not to know who to contact.
24	Focus on Bringing more businesses, downtown revival, ways to reduce property taxes
25	Reduce staff and programs to reduce government budgets and therefore taxes

**United City of Yorkville City Services Survey 2017**

**Q3 Which three of the items listed below do you think should receive the most emphasis from City leaders over the next two years? (Choose the three most important)**

	Comments:
26	Future growth. Bigging in businesses to reduce taxes
27	We need to press the state to widen Rt. 47 up to Sugar Grove.
28	Would like to have a dog park
29	I do not take a newspaper and receive information about what is going on in the city from the email I receive from WSPY out of Plano. The city should have a system like that.
30	ability to dispose of microwaves, etc at city hall rather than a once a year program
31	Quality of our Riverfront development for leisure, recreation, and commerce. Developing our Downtown for our citizens and in a unique way that will attract new visitors, and businesses.
32	My husband and I are not very happy with our elected officials wanting the TIF District on 102 parcels in downtown Yorkville and in a mostly residential area so the city can commercialize the downtown! How would you like to live in a business district with increased traffic flow, noise, gas pollution, and crowded conditions? You wouldn't and neither do we which is why we are moving out of Yorkville sooner than we expected! And honestly, who is going to stop to shop or eat in the "revitalized downtown" off the four-lane highway! Thanks for not really listening to our concerns at the City meetings and deciding to have the TIF anyway! Good luck trying to revitalize downtown and taking much-needed taxes away from the police and schools!
33	We are receiving way less services and paying way more in taxes and fees. Very Dissapointing
34	Park District facilities include gym and other services
35	they are all important
36	Our neighborhood park is dominated by a paid youth football program for a good part of the year. Most of the children who participate do not live in our neighborhood. There is not enough parking for all who participate. Parents cars line the street--some even park in the grass or in handicapped spaces. This diminishes the quality of the park experience for the neighbors who use it. WHAT IS REALLY NEEDED are sand volleyball courts and soccer goals set up at EVERY public park, so that neighbors can gather to use these facilities, without belonging to an organized sports program.
37	Something needs to change at the intersection of Rt 47 and Galena to help prevent accidents
38	leaf pickup later in fall season
39	Who is and what has my alderman done for their ward ?
40	Clean up the lumber yard property and develop downtown.
41	leaves pick-up in the fall

**United City of Yorkville City Services Survey 2017**

**Q3 Which three of the items listed below do you think should receive the most emphasis from City leaders over the next two years? (Choose the three most important)**

	Comments:
42	I have noticed more roads are being repaired or rebuilt, but they have been bad prior to this. The water tastes awful so I only use it for showering, bathing, cleaning. I do not drink it or cook with it. Would like to see more classes or after school services.
43	We would love more trails!
44	The police are wonderful. I don't see room for improvement in any other areas but the above checks
45	The water is terrible!
46	Should add recycling to Bristol Bay Condos. And more recreation activities around Raging Waves.
47	I would love to see yorkville go more green. I love that this last year the compost program was initiated but I'd like to see recycling bins in the parks and other ventures that will help the environment.
48	Hwy 47 is now 47 drag strip..police cars on 47 stick out like sore thumb,,Need REAL cars to control speed,.....Need more communication IE million dollar plus rec center Taxing people out of town..
49	People have to travel out of the area for gainful employment. Route 47 north and 126 southwest are congested and limit city growth. My work route on 47 north are the worst part of my commute. If the city is going to grow it needs to be easier to get in and out of.
50	Senior discounts on water and sewer bill besides garbage.
51	Hoping leaf pickup will be better managed this year
52	At times our water tastes a bit off- if we let it run it gets better but sometimes it tastes a bit metal like.
53	All the above are fine - need to work diligently on reducing our taxes. They are ridiculous.
54	welcome packages with city information,city offials and upcoming meeting would be help
55	The city would be able to pay all of its bills if the police enforced the speed limit on Route 47 through the downtown area. Why are the speed limits on Rt 47 not enforced all the time? Dangerous, loud, very unsatisfactory
56	As previously stated, investing in helping to bring in more commercial development would be #1 in my opinion (advertisement, incentives, etc.). The water in heartland circle where I live is very poor and always has been. I built my home 6 years ago and the water has always been poor.
57	My number three choice: quality of ALL WORK DONE at the city!
58	#1 is roads - the roads and sidewalks are not safe in Whispering Meadows. It makes our very nice subdivision look a bit trashy.
59	Really mean expense of water services. Feel areas not checked are ok as are.

**United City of Yorkville City Services Survey 2017**

**Q3 Which three of the items listed below do you think should receive the most emphasis from City leaders over the next two years? (Choose the three most important)**

	Comments:
60	Most subdivisions have 'tot lots'. Most of the yards in those subdivisions have about as much equipment as the parks! How about some adult fitness equipment friendly to seniors? Note: <a href="http://www.aarp.org/home-family/friends-family/info-2017/adult-fitness-playgrounds.html">http://www.aarp.org/home-family/friends-family/info-2017/adult-fitness-playgrounds.html</a> !
61	Many side streets and subdivision roads are bad, you know this. Manage the "curb appeal" of our town! step up the water quality...especially for the long-term.
62	I think police quantity, not quality, presence needs to be visible so as to keep Yorkville as safe if not safer than it is today. Traffic on 47 is manageable, though north of town it can become quite slow during morning and evening commute.
63	More bike paths, please!
64	Again put as much pressure on IDOT as possible to make rt47 expanded
65	We need a Dog Park in our area
66	Homes should be fined if proper yardwork and or building are not safe.
67	Recycling should be required for all residents including appartment buildings, I throw out 5 bags of recyclables a week because I have no option to recycle. Road taxes should not be on water bill
68	Quality of life--train noise

**United City of Yorkville City Services Survey 2017**

**Q4 Rank these City Council goals in order from most important (1) to least important (6):**

Comments:	
1	Dining options in this town is so limited compared to other small towns of the same size (example, Ottawa-same population many more shopping and restaurant options)
2	I would highly recommend against tattoo parlors and marijuana shops and avoid allowing biological males who feel like females to use female public restrooms.
3	Yorkville is lagging behind in commercial and retail in comparison to Sugar Grove and nearby towns
4	Bring more businesses and restaurants into Yorkville!
5	Taxes to homeowner are way to high. We need more industry to share the load. Be more selective on choices
6	Which ever of the above would reduce the tax rate the most.
7	How about finding some commercial/light industrial companies that can help offset the property taxes? We are footing the whole bill now. You got the new roads put in so get some commercial tax revenue. You are going to drive all the home owners out of Yorkville.
8	More quality shopping, less auto parts stores
9	New business first!
10	Attract commerce by cleaning up old downtown area
11	Affordable housing must include lower taxes
12	It would be nice to have more businesses that actually pay taxes without a tax break. Your citizens are struggling to pay taxes.
13	I literally go to Oswego to get food. It would be nice if we could keep people here in Yorkville spending money. Food options are minimal. Get some popular chains, unique restaurants, and an organic grocery store option. No apartments increasing people, but people that aren't paying property taxes that even contribute to the increased class sizes they create. I have had people that work at Wrigley parking in front of my house "meeting up to talk" aka have sex and left a used condom in my yard. I know that because my husband confronted them while my son was leaving for school. Random people park in front of my house on a regular basis. I live in a cul-de-sac. So, I would say no to more factory type businesses that have random people cruising around and "parking" in surrounding neighborhoods. Just my opinion.
14	Work with Jewel to upgrade their Yorkville store to the level of Sugar Grove and Oswego stores. Encourage more development out by the water park and new dome.
15	Even if you lower house prices to bring in new people, at every stage of life, the taxes and water/sewer bill will put them right back in debit.
16	Attract more dining opportunities other than fast food.

**United City of Yorkville City Services Survey 2017**

**Q4 Rank these City Council goals in order from most important (1) to least important (6):**

	Comments:
17	I feel the more industry/business that could be attracted would help bring down property taxes.
18	why would this city have made such a stupid decision to make a downtown building into a city office? Where is the revenue this could be making? What kind of a stupid, unprofessional decision was this based on? That building was offered to nothing a few years ago. DUMB!!!!!!!
19	The real estate taxes are very harsh. We need new business in Yorkville to offset them.
20	for those of us who are buzzword challenged, what is "attainable housing"? If this is newspeak for postage stamp size lots, count me out!!!
21	Need to attract better nightlife and dining options.
22	Make Yorkville Fox River a place to come to shop, restaurants or walk along the river front
23	1- real estate taxes are too high, really too high
24	more restaurants
25	Create a master plan and lead its completion
26	the least important is still important
27	ALL are important
28	We need restaurants and stores tired of traveling to Oswego and Aurora for restaurants and stores wedo not have especially with taxes being high
29	I love that yorkville is growing but I hope it always maintains the small town feel. I would hate to get rid of that feeling with increased manufacturing and commercial businesses.
30	Again, there are not many jobs here that offer a higher salary. Need to be better roads and transport to higher paying jobs closer to Chicago. Take adavantage of it
31	would like to see more healthy food store choices, like Whole Foods or Fresh Thyme or Caputo's.
32	Would love to see more the downtown area become more lively with restaurants. Some parts look pretty run down.
33	As Yorkville grows, I would love to see it retain it's charm. I fear that Yorkville is so desperate for new business that any and every box store will be welcomed. NO MORE flat roof lines and tacky signage.
34	all are important
35	expand MULTICULTRAL activities
36	We don't need anymore low income housing. More coming is enough
37	Hopefully you can attain these goals without taxing the residents!
38	Do not give tax incentives to attract development.

**United City of Yorkville City Services Survey 2017**

**Q4 Rank these City Council goals in order from most important (1) to least important (6):**

	Comments:
39	Rental rates are so high that many cannot afford to live here any longer. More affordable rental housing is needed.
40	I was attracted to Yorkville based on my perception of the quality of people, smaller town feel, and safety. I am willing to pay for it as evidence of the taxes incurred yearly. Should I feel that neighborhoods or the percentage of residents with a vested interest in the good of the community changes, I will be looking to move towards a community that exhibits those same values.
41	Why are all the fast food and other business failing and closing down in Yorkville?
42	Would like to see more small businesses in the existing lots on Hydraulic Street along the river. Would like to see a Trader Joe's go in by the Jewel on Bridge and 34. Please keep Walmart out of Yorkville!!!

**United City of Yorkville City Services Survey 2017**

**Q5 Approximately six cents of each property tax dollar you pay goes to the City. The City's portion of property tax pays for the following services: Police, Public Works (street maintenance, snow plowing), Building, Zoning, Planning, Finance, Administration, and Parks and Recreation. The remaining 90 cents goes to the Library, County, Township, School District, Community College, Fire Protection, and Forest Preservation. Please rate your satisfaction with each item.**

	Comments
1	Need some attractions-dining, family events, cultural draw etc.
2	free snow plowing for seniors should be a service
3	We live in a 1500 sq foot for last 8 months while remodeling a 2400 sq foot home. Nobody lives in the bigger house yet the water bills are almost the same! So many fees, particularly the minimum charge. How can you charge for zero water usage? The water is off!
4	I would like to see the downtown area and riverfront expanded.
5	As far as the image of the City, give the Bristol Bay subdivision to Montgomery!
6	Again the tax issue
7	No one even knows about Yorkville to the East. What does the city offer? A million dollar yoga building?
8	Taxes too high for what is here
9	Need to clean up downtown area. parking deck, open spaces
10	I would like to know what percentage is actually used by the Forrest Preserve and how that money is used if they can't even do their job. Maybe they should be seeing more funds.
11	The police dept is wonderful
12	Upgrade the fire department to fulltime city employee status.
13	Our taxes are high for the things that are available in Yorkville.
14	new to community
15	The downtown looks horrible. Who picked that railing? Stop picking on the Sawmill guy and start worrying about your properties. So far I've seen nothing done with the Old Second Bank purchase. You took a big property off the tax rolls and are letting it sit.
16	excessive property tax. addn'l taxation added to utility bill is disgraceful (sinf,winf,rinf)
17	.06+.90 does not equal \$1 where does the other \$.04 cents go?
18	Real estate taxes are way too high.
19	You understate your tax impact - it is the city and your zoning that largely drive the demand for the public schools and from that their tax "needs".
20	seems to be missing four cents
21	To many liquor stores/slots/pizza / city services regarding water,plowing

**United City of Yorkville City Services Survey 2017**

**Q5 Approximately six cents of each property tax dollar you pay goes to the City. The City's portion of property tax pays for the following services: Police, Public Works (street maintenance, snow plowing), Building, Zoning, Planning, Finance, Administration, and Parks and Recreation. The remaining 90 cents goes to the Library, County, Township, School District, Community College, Fire Protection, and Forest Preservation. Please rate your satisfaction with each item.**

	Comments
22	I live on a cut-de sac and the way that it is plowed when it snows is opposite of the way it should be. The plowing loads every drive with snow. If plowed in a clockwise rotation the snow could be pushed on to areas where there are no drives! They also try to plow the cut-de-sac with a dump that cannot maneuver well.
23	Property taxes are too high, went up nearly \$3000
24	You didnt give me a way to rate each of these 6 services???
25	We dont have anything to show for our extremely hgih taxes. We have no nice rec facilities indoor or outdoor like other neighbiring communitis. Our roads are rarely salted & plowed and the parks arent taken care of like they used to be.
26	taxes are just too high, my husband and I hope that we will not be taxed out of our home
27	downtown area needs redevelopment badly.
28	I gave the image of the city a "dissatisfied" rating due to the exposed power lines
29	The Library is excellent! More funds should be allocated to it so it can purchase more materials and hold more events for everyone.
30	There is not a whole lot to do here. Need some comm. theatre, or arts classes or music or something cultural like a nature preserve or museum or something to do other than summer water park.
31	Very nice community to live in. Taxes are terrible and getting worse
32	Roadway shoulders and medians should be mowed more often. The tall grass looks like we don't care.
33	Taxes are ridiculous
34	Your added fees for infrastructure programs are like a hidden property tax.
35	enjoy residing in Yorkville
36	Need more commercial/retail opportunities to bring additional tax dollars to the city
37	Again, speed limits and building codes need to be enforced. Also, why is Boombah allowed to control an entire half of the downtown area???? Their lack of planning or funding makes the downtown buildings look like the town is dying. DO SOMETHING

**United City of Yorkville City Services Survey 2017**

**Q5 Approximately six cents of each property tax dollar you pay goes to the City. The City's portion of property tax pays for the following services: Police, Public Works (street maintenance, snow plowing), Building, Zoning, Planning, Finance, Administration, and Parks and Recreation. The remaining 90 cents goes to the Library, County, Township, School District, Community College, Fire Protection, and Forest Preservation. Please rate your satisfaction with each item.**

	Comments
38	The schools in Yorkville are a mess. Depending on which subdivision you live depends on how many buildings and what kind of buildings your child will experience (K-3 vs K-6 vs 4-6 elementary buildings). There should be a push to make all experience the same which might mean building a new building to help unify these experiences and possibly re-purposing or selling the smaller (older) buildings.
39	Fixed income people should have a cap on taxes not bases on their income
40	Do NOT spend more money for consultants. Talk about a waste.
41	High property taxes, minimal job opportunities
42	We have a beautiful city. Maybe we need less emphasis on Parks/Recreation/Forest Preservation and more emphasis on being able to live here. Those things are nice but can wait.
43	Though I am satisfied with the services provided, I do not feel there is value for what is paid. Coming from out of state (Michigan), I am provided these same quality of services for 1/2 to 1/3 the taxes. So though I am satisfied with services, I am very dissatisfied with the cost. I do accept that this is the way it is in Illinois generally speaking, but that does not mean I find it appropriate.
44	The down town remodel was a waste of money. No improvement to the City.
45	Why is the city always trying to control the library and the money they receive but this survey item description makes it clear that the taxes for the operation of the library are a separate entity ?
46	Build up the downtown area more.
47	Train noise strong negative factor

**United City of Yorkville City Services Survey 2017**

**Q6 Please rank the advantages and disadvantages of living in Yorkville.**

	Other (please specify)
1	For families with small children there are not many things to do in the immediate area
2	The initial cost of a house in Yorkville is reasonable, the taxes are not.
3	Miss the rec center.
4	Compare Oswego to Yorkville.
5	I have no children. Schools are of no importance to me.
6	I am happy with the level of shopping choices in the city. I realize we don't have all the convenience of the Rt 34/Douglas Rd area but I don't want all of that for our "small" city.
7	No one is friendly. The neighborhoods are all half ads and unfinished. The Bristol Bay park is extremely dirty. We will be moving out of state eventually. Taxes are insanely high in Illinois. I like Yorkville as a town but the roads are crap especially Mill. Huntley has the right idea. I do brag on my town and I like the stores we currently have and I like our downtown and have hopes for its future. Best town in IL.
8	Is there marketing to bring in more retail in Yorkville? We were promised Trader Joe's among others
9	We need a grocery store on the south end of town.
10	Seeing as my property taxes are HIGHER than what my parents are paying in Wheaton (DuPage County) I feel that our schools are seriously lagging behind. This is one of the major reasons why we are putting our house on the market and leaving not only Kendall County, but the state of Illinois as a whole.
11	I laugh when I fill out checks for the "UNITED CITY" of Yorkville...there is nothing united about this city. There is no cohesion, no communication. It is a sprawling housing wanna be Chicago 'burbs. We are isolated out here and no businesses want to set up shop out here. Everyone drives into Oswego.
12	Most people are very pleasant and helpful
13	Taxes will drive us out, we're looking to move.
14	Property taxes are on the high side
15	Bank at Cannonball and 47 needs to be a nice Mexican restaurant.
16	The City is looking to bring in more residents without planning ahead. Schools are crowded and residents cannot afford to pay into taxes to cover and new buildings. And Yorkville residents were friendlier years ago before the population increased.
17	Property taxes huge disadvantage!!
18	I think Yorkville is about the same as surrounding cities in regards to cost etc. We do need better shopping options, and more entertainment options.
19	Our schools ACT scores are too low if we are trying to be a destination district. Heavy traffic volume on north bound route 47 is a limitation.
20	Cost of housing is good, taxes are still too high.

**United City of Yorkville City Services Survey 2017**

**Q6 Please rank the advantages and disadvantages of living in Yorkville.**

	Other (please specify)
21	School District Superintendent and his Staff are paid way to much money!!!!
22	again, taxation and utilities excessive
23	Property taxes are high, need to reduce school taxes
24	poor management of money spent on taxes. Taxes are ridiculous.
25	Home quality is horrific for new homes, residents are not friendly, transportation is non-existent unless you have a car.
26	Not alot of housing options for first time home buyers, high property taxes-but high everywhere here, transportation for people who go to chicago--not a issue for us
27	Top 1% in local taxes nation-wide but barely a cornfield else-wise.
28	Too much money spent on recreation it's not what people want from their government
29	Houses aren't that expensive, but taxes are crazy.
30	need commuter train option.
31	Major disadvantage Property taxes are too high, went up nearly \$3000
32	high property taxes is a major disadvantage
33	Fox River, Our Riverfront, Hoover, Kennedy Bike Trail
34	need for a jc penney or sears closer
35	Rentals are geared toward over 55 or higher incomes. Single parents don't stand a chance
36	We moved from Glen Ellyn. We love the lack of congestion--no wait at restaurants and for city services. Less traffic. Unfortunately this also translates into few options for consumers.
37	To much section 8 from Chicago
38	schools are great however being this far from Chicago, without public transportaion, ie a train station, makes it difficult to commute without sacrificing hours each day of your personal life. Housing costs & quality are competitive. Depending on the area, neighbors can be troublesome, such as apartments, lower cost housing areas. For the most part, people as a whole seem friendly.
39	There are not enough public transportation services. Yorkville should have its own affordable bus system and train lines to connect to other towns (Naperville, Chicago etc.). The work the city has done to improve roads / sidewalks is fantastic, however there should be more efforts to improve public transportation and recreational facilities at parks.
40	Yorkville residents are not outwardly friendly types. The residents at Bristol Bay condos are so transient there is no time to make a bond with them. The only way to make friends in town is to support businesses and become a regular. Some long term owners at BB are great friends, however.
41	Quality of Grocery Stores - Disadvantage (Other than Aldi)

**United City of Yorkville City Services Survey 2017**

**Q6 Please rank the advantages and disadvantages of living in Yorkville.**

	Other (please specify)
42	Mediocre schools will not attract young families. There needs to be reasons people will want to move here.
43	Real estate taxes are going to drive everyone out.
44	Kind of a high-priced town
45	more anchor stores are needed for community
46	No trains to downtown or other west suburban locations. Limited shopping options.
47	Stop doing surveys about commuter rail service and get some service out here.
48	taxes too high, need full day Kindergarten
49	Real estate taxes are horrible. IL is a problem so not just Yorkville
50	the people and possibility for growth are what I think are best here. The housing cost I would put in a higher rank except I'm factoring in property taxes in my response.
51	I shop in Oswego more than Yorkville due to the lack of stores. It's sad because I believe people from Hinckley, Sugar Grove, and Plano would come to Yorville to shop if we had more stores like Oswego.
52	Should have put RE taxes in there. Now there is a disadvantage.
53	Again, cost of living/rentals/utilities is out of line.
54	Must have a plan to expand rt.47 North of Yville to 4 lanes!!!
55	My wife and I have not yet started a family but plan to here in Yorkville. I had heard good things about the school prior to moving here, however have heard that curriculum standards have changed recently to allow students the opportunity to retake tests, turn in homework late, etc. I only hope this reverts back by the time my children reach school age as this is not how the working work operates. Miss a deadline? That's okay. Present or submit a report rife with errors? That's okay, you can redo it. I like the location between I-80 and I-88 and convenience of shopping right here in town. Similar to all of Illinois housing, I find the cost a disadvantage though do appreciate that such a barrier to home ownership provides neighbors who value their home and its appearance. I have not used recreational amenities though perceive them to be an advantage.
56	Shopping options have improved however Yorkville needs to continue to offer unique, more upscale offerings to make shopping here more advantageous to heading to Oswego, Batavia, of Geneva
57	More parks and recs classes, please. Park and Rec softball/baseball league!
58	School taxes are largest part of bill and we do not see a lot going on

**United City of Yorkville City Services Survey 2017**

**Q7 Please rate your satisfaction for each police service.**

	Comments
1	Have only lived here 8 months so haven't experienced much regarding police activity
2	There was a suspicious person riding around our subdivision, I called non emergency and asked for an officer to ride thru to check the person out and the police never showed up.
3	with no stop signs or speed limit signs in Heartland/heartland circle, people drive way too fast and we hardly ever see police patrol there.
4	Red light run throughs all the time.
5	After how I was treated last year when my sister committed suicide, I will not trust the Yorkville Police again.
6	While it is not a main street in the city, I would love to see more police presence on Game Farm Rd/Somonauk St between 7:45-8:30 am. I drop off at YGS and I see people FLYING down the road, disregarding kids in the crosswalk and just generally driving carelessly given the area they're in. I've seen a squad parked in the bus area of next to YHS a few times, but rarely during the time when I see the most amount of school zone/crosswalk violations. I don't notice the reckless driving as much in the afternoon when I do pick-up (3:00-3:30) but I do see people disregard the crosswalk frequently. Seems like an easy place to patrol considering its proximity to the PD.
7	Look at road safety esp on 47 and with truck traffic
8	The police put out a fire at my neighbor's house before the fire department arrived. The police are doing an amazing job. One area that needs to be addressed is package stealing. We need the police to be innovative in fighting package stealing.
9	The police in this town strive to be very good people. When you see someone passing by, they will wave. My kids have never been afraid of the police in town because they are friendly.
10	we have a lot of children of in our neighborhood and we also have drivers that speed down the streets without concern for children playing.
11	Have not had interaction with police in over 10yrs Rich Hart does a great job!
12	Efforts to prevent major crime? There is no communication from the police dept so how would we know what their plan is? All I ever see are police cars trying to catch people for traffic violations on the main thoroughfares but it's the speeding in the neighborhoods that is scary.
13	Too many police sitting in car waiting for speeders. Not needed.
14	Be aware of three wheelers in Autumn creek at night
15	I see police in my neighborhood which I am satisfied with, however, we got a lot of speeders and youth seem to make mischief at night. Maybe what I observe would be worse if police weren't patrolling as much as they are.
16	We rarely see police, but that may be because we haven't experienced any situations that require assistance

**United City of Yorkville City Services Survey 2017**

**Q7 Please rate your satisfaction for each police service.**

	Comments
17	I have lived in Yorkville 8 months. I had to call the police to unlock my car. They were very prompt. Great job. This is the only time I have ever seen the police in my Grand Reserve neighborhood. I use to live in Batavia and would waive to the police car almost every day when he went down my street.
18	Neighborhood enforcement of speed limits is lacking. Multiple conversations with the Mayor and police from my neighbors and I have gone unheeded
19	I support the Police. Keep crime out of here!
20	Thankfully Yorkville is pretty uneventful. Not sure why most of this is even on here, because how is the average person going to know what Police actually do unless it involves them... and even then how is that general? Maybe you should tell us...what training your department takes, stats, and community engagements. I personally think they are doing just fine, but if you want the public to know what you're doing in these cases you have to tell us...not the other way around.
21	never had to use the Police Department which is a good thing. I see them in our subdivision at times but not on a regular basis.
22	new to community
23	Drivers on cell phones out of control. Supposed to hands free
24	People fly down Cannonball I've never seen anyone get a ticket.
25	Police ignore illegal cell phone use and non-working brake lights
26	Crossing guard was just started in Bristol bay neighborhood for the school which was much needed. So thank you.
27	Cannot remember when I last saw a police car in the subdivision or in a retail area.
28	I never call the police and rarely see them
29	The Police Department is doing a great job!
30	speeding cars and trucks on mchugh and walnut sts
31	Dispatchers at Kendall County need to be nicer when calls go through them for city police service
32	Every encounter with Yorkville police has been extremely positive and professional.
33	Driving and texting/phone talking should be # 1
34	More police presence is needed in subdivisions to control excessive speeding
35	Glad to see Stop signs installed on Cannonball.
36	We live off countryside parkway and center parkway, our subdivision does not have a stop sign coming out of it, people are constantly trying to blow the stop sign at countryside parkway thinking countryside residents have a stop sign at that intersection almost causing an accident daily now they're building a hote and we will have out of towners doing the same. The intersection needs to be addressed with people trying to avoid the light at 34 and 47 by cutting through and not paying attention to their stop sign

**United City of Yorkville City Services Survey 2017**

**Q7 Please rate your satisfaction for each police service.**

	Comments
37	I live at the Reserve on the Fox River and while police respond quickly to calls, I would like to see more of a police presence, especially with kids that hangout and are loitering. There seems to be a great deal of that, not including the playground & pool. I have noticed that people tend to drive extremely fast on side streets or secondary roads. It seems as if they feel the road isn't too busy so they can speed and not completely stop at traffic signals or signs. They also seem to drive faster on tertiary roads.
38	No complaints, only compliments to the police.
39	Need bike cops..loved them yrs ago.....Also cycle cops.....More contact with the public....Contact VERY important
40	Police do a great job here.
41	I see a lot of people driving much faster than the posted speed limit over the bridge (to the point where I almost don't feel safe driving the legal limit). Plus traffic on McHugh and Somonauk Streets also drives very fast and I don't often see police at either location.
42	Get them on Rt 47 EVERYDAY - 24/7 to slow down traffic
43	I have had very little interaction with Y police this past year, so I don't feel qualified to give an opinion or comments
44	They do a great job. Thank you from us: [REDACTED]
45	We're new. Don't fully understand desired police approach to neighborhoods.
46	I have not had any interaction with the police since I moved here.
47	I have no knowledge of non-enforcement.
48	Please be pro-active about avoiding the kinds of incidents where police are too aggressive with ordinary citizens. Have a program that you can share with the public to create confidence in our Officer's common-sense and professionalism.
49	The excellence of our police is now being abused in my neighborhood by a new couple who watches everything from inside their house and calls police anonymously for any tiny infraction of regulations. Police should be given more discretion to counter & curtail such nuisance calls.
50	I feel like I see police patrolling my neighborhood with frequency (even at 4 AM when I am leaving for work). I am neutral on enforcement of traffic laws only as I do not think this can be enforced enough (as a runner and bicyclist, I am a huge proponent of enforcement for safety purposes). Same goes for in neighborhood enforcement. I do not expect police to be around all the time, though frequently see people doing 40 mph in a residential 25 mph zone as they head to the back of the subdivision. I have not had to call police so I am not sure as to timeliness of response, but do feel that crime is minimal in Yorkville. Whether that is a result of police presence or make up of residents, I am unsure. For question 8, I think visibility in neighborhood should go hand in hand with enforcing traffic laws in neighborhoods. And by traffic laws I am most concerned with speeding and distracted/impaired driving.

United City of Yorkville City Services Survey 2017

**Q7 Please rate your satisfaction for each police service.**

	Comments
51	the police in yorkville do a great job and we very much appreciate their service and dedication to protect and serve the people. Thank you officers.
52	More police presence on rt47. If you look at Sugar Grove there is a constant presence of the police on rt47. People speeding, not paying attention.
53	Should not need to file foa request to get copy of police reports we personally file

## United City of Yorkville City Services Survey 2017

### Q10 Please rate your satisfaction for each public works service.

	Comments
1	there should be a walkway over Blackberry creek bridge so people on the same side as Target could walk to the library (or that side of town) without having to walk right along major traffic.
2	several days after a snowfall, and the public sidewalks along route 47 were not plowed forcing me to run in the street - this is very unsafe
3	I see street sweeper go by surrounding streets...never mine..I pay taxes. Curb grates are always clogged leading to street flooding.
4	could clean streets more often
5	Fox Hill is FULL of potholes. A crew comes by every couple of months to patch them, which helps for about 3 weeks and then the potholes are back. I marked "dissatisfied" for snow removal in our neighborhood, but I do realize there are miles and miles of roads that are a higher priority, so while I wish the plows would come through sooner, I know it is what it is.
6	My neighborhood is dirty and I always see a lot of roadside trash.
7	There is a need for more public lights at night, especially along Kennedy Rd near Bristol Ridge Rd
8	the plows have destroyed the apron on our driveway and everytime I shovel out they plow me in. How hard is it to turn a plow bucket! they have done it while i am out there in the process of shoveling.
9	Fix the large number of street light out along Grande Trail by Rotary Park!
10	In our subdivision there are a few vacant lot so NO Sidewalk!! Make owner pay for sidewalks after 3 years of buildout 90% done!!!
11	Speed limit signs on Kennedy road. Plow Kennedy road
12	Repave Mill Road
13	A street light is needed Kennedy and Freedom (entrance to Grande Reserve). It is difficult to see pedestrians, other vehicles, and animals at night. Were it not for the entrance to the golf course, I would miss the entrance entirely.
14	Too many parked vehicles on the neighborhood street. This limits plowing and hard to get around.
15	Street sweeper needs to be used more often, esp. on Main St.
16	Need repainting of turn lanes, especially at Rte 47 and Rte 34.
17	Starting to be more litter on Cannonball Trail between 47 and 34. Also, the parking in front of the Joyce Buffet is an eye sore during the summer.
18	In the summer trees need trimmed and grass growing between street and curbing in fairly new subdivision.
19	there are more streets in yorkville
20	We have brand new streets and sidewalks in our subdivision so they are very nice. We have street lights out in a brand new subdivision.
21	Snow removal and tree branch collection are well-done.
22	Galena road and 47 probably would benefit from turn lanes, too many accidents there.

## United City of Yorkville City Services Survey 2017

### Q10 Please rate your satisfaction for each public works service.

	Comments
23	very unhappy with plowing and salting. terrible! Do they have Sunday off if it snows? It should be a 24/7 operation if needed.
24	We wish the city would trim the city trees in the residential areas more than you do! Also, we need to have more leaf pick-up dates and for longer on the South side because we have a lot of mature trees with lots of leaves and branches!
25	When the City laid off all of the Public Works employees our roads are never cleared they are icy and dangerous and the parks are not nearly as nice as they used to be. The money has all gone to administration instead of staff.
26	I work in Batavia. In the winter, Yorkville has the worst snow removal of all the communities I drive through.
27	We live in a culdesac in countryside, every year the snow plows come around our circle and instead of pushing it up to the straight bath of the road they push it in our circle some times trapping us in our driveways
28	could use more city lighting
29	Need to REPLACE trees removed from parkways in Fox Hill - city took out Ash trees and never replaced them.
30	Please maintain streets where school buses travel and parks are located. Thank you. you
31	Use street sweeper at least once or twice per month
32	Very dissatisfied with unfinished roads and sidewalks in some neighborhoods
33	We NEED a separate entrance / egress from Bristol Bay. The condos alone number 350 families. The bus traffic in and out of the ONE exit holds up traffic, then if you are turning left, it's near impossible. No traffic light off Galena Road. The answer to this is to install another entry / egress from this property. It has homes, townhomes and 350 condo units. It's too big a property to have just one entry / egress. And it's a HUGE disaster if we had some sort of natural catastrophe. Please Please Please consider this. It could be an exit / entry to 47 or to Galena, either way, it's better than what we have now. It's downright dangerous in an emergency.
34	Good job to all.
35	Have not lived here for a full year to experience winter
36	Snow removal our court (Mistwood) packs the snow in the area of a concentration of driveways... There is a large area without driveways that would be a better place for the snow.
37	Kennedy Rd and Freedom Place intersection needs a streetlight badly. Hard to see the street while night time is occurring.
38	They do a good job
39	I am constantly impressed by our public areas
40	overgrown bushes and trees
41	Not sure if it's City, but the Target area lights by 34 are not working. I'm not sure if it's due to the timers on them due to it getting darker earlier.

## United City of Yorkville City Services Survey 2017

### Q10 Please rate your satisfaction for each public works service.

	Comments
42	I've noticed long grass occasionally at Cannonball and RT 34. When snow plows come out to neighborhood, they just need to scrap the street better. Seems like they leave a inch or two, then it gets icy.
43	Mill street is need of major repairs
44	Haven't experienced winter months yet.
45	weeds & trash on neighborhood streets
46	the snow-plow drivers are rock stars!
47	The riverwalk area needs more attention. Webs, weeds and edging. Show off our best geographical landmark! Create a positive image of the bridge area downtown, like St. Charles, Geneva, etc.
48	I am very satisfied to this point with public works services as listed above.
49	put up some stop signs, you cannot justify having a 3 way intersection with no directional signs for at least one of the sides. the city's lack of caring about signs in residential areas is very disheartening. It seems like they are waiting for a major accident for them to act. Safety is done best to prevent accidents rather than wait for them to happen then react. The police do a great job keeping its citizens safe now if only the city officials would do the same and place signs in subdivisions to keep its children and citizens safe.
50	It would be great if the shopping areas west of town (Target, etc.) were connected to the community via sidewalks
51	Again, homes on 34 toward Plano need to be removed. (It makes our city look trashy.)
52	Things like missing or fallen stop signs and road signs are not being addressed, signs will remain on the ground for months at a time
53	I live in Whispering Meadows. Our streets are horrible.

**United City of Yorkville City Services Survey 2017**

**Q12 Which of the following are/were your primary sources of information about City issues, services, and events? (check all that apply)**

	Other (please specify)
1	WSPY Facebook articles, Kendall County Record on FB until I reach the limit for monthly articles
2	Yorkville Patch is awful.
3	Targeted newsletters mailed to homes.
4	neighbors
5	I am still lost as newcomer how to learn about events!!!
6	Neighbors
7	We know a few people working in Yorkville City
8	new to community
9	live here
10	Elected officials are MIA. They need to talk to the people.
11	Neighbor who works for the city
12	Shopper
13	Posts by neighbors on Facebook and other social media. Either private post or reposting of official notifications.
14	Yorkville area moms on Facebook
15	US Mail
16	Yorkville patch
17	Only 1 contact with city official who said Yorkville could not afford a street sweeper....( Colosomo?)
18	social media
19	Neighborhood Facebook postings
20	Yorkville Soup (FB page)
21	Neighbors
22	Neighbors
23	Other residents talking about issues
24	Someone from the neighborhood would bring an issue to light.
25	Do not have a social media account to be able to rate those avenues for communication.

**United City of Yorkville City Services Survey 2017**

**Q13 If you do not use any of the communication outlets described in the prior questions, what would be the best avenue to inform you of City issues, news, and events?**

	Responses
1	Newsletter I might check out
2	Facebook seems to be the best way.
3	Emails
4	Newsletter. Could be sent out by email
5	Email letter
6	e mail
7	email
8	I'm glad that you still do mailings/inserts.
9	More newsletter options in the bi-monthly bill
10	Email direct
11	Utility Bill Inserts
12	More information on utility bills or have an email list that goes out weekly.
13	Direct emailing or snail mail about the important items.
14	City mailings
15	monthly news letters or reminders in utility bills to use webpage to look for communications.
16	Text alerts like Aurora has for weather emergencies, etc.
17	A US folded mailing (single sheet or card would be fine). They are not prone to spam filters and can be taken anywhere to read at one's leisure or taped on the wall for future reference or to be plugged in.
18	Facebook
19	Grocery stores: Aldi's is incredibly important for shopping (and at very affordable prices), so it would be a good place to start since grocery shopping is generally done on a regular basis.
20	Kendall Cty Record paper
21	N/A
22	email blast
23	monthly newsletter. Improve website, it's cluttered, difficult to find specific topic
24	mailings directly to home
25	<p>Monthly newsletter would be more useful - doesn't have to be in fancy format. Emailed would be great. For security reasons, I do NOT use facebook, so anything posted there never reaches me or many of my neighbors. Very ineffective form of communication for some people. (those of us who are less trendy).</p> <p>Never hear a damn thing from officials. If they are getting paid for their efforts they certainly aren't earning their paychecks. I've been here 16 years and have to go to City Hall to ask what's going on in the village. Consider email delivery.</p>

**United City of Yorkville City Services Survey 2017**

**Q13 If you do not use any of the communication outlets described in the prior questions, what would be the best avenue to inform you of City issues, news, and events?**

	Responses
26	monthly city news letter
27	I would love a text as well. I don't have time to go online to view FB, emails, an electronic news outlet, or stuff like that. So a text would give me the info right to the device that is usually used by me.
28	Mass mailing to residents. Many do not have Internet access.
29	email
30	Utility Bill inserts are my first source of staying up and have appreciate the information contained in them since moving to Yorkville. When I have used the website for the city, I have been able to find the information I was looking for in a timely manner.
31	Facebook
32	NA
33	4 mailers a year, and water bill inserts
34	NA

## United City of Yorkville City Services Survey 2017

### Q14 Please rate your satisfaction with each item below:

	Comments
1	I'm on the facebook page but I don't see much communication there other than activities. Seem to get more out of the Patch.
2	what tv station what newsletter
3	The website can be difficult to use at times. Particularly when looking up city ordinances.
4	The newsletter is good but I could have used the information earlier. Case in point: electronics recycling prgram
5	I don't receive the city newsletter.
6	Government access tv station?
7	I appreciate updates on the Facebook page, especially about delays in garbage removal.
8	What newsletter?
9	It would be nice to hear the City Council agendas on WSPY before meetings like other nearby cities do.
10	What city newsletter?
11	When I was building my deck the deck documents and specifications we so hard to find and figure out, and I was a city engineer for 5 years of my life.
12	I haven't seen a city newsletter; I don't subscribe to twitter; I could care less about FaceBook.
13	Could government TV be streamed for those of us who can't afford "Community Access TV" in the AT&T/Comcast world?
14	I haven't made any effort to access these official social media pages
15	What city newsletter? Don't use Facebook, Twitter, etc.
16	Don't use digital media. It gets lost. Use US Mail for city matters.
17	Generally I see everything I need to in the above sources, with the exception of leaf pick up last month.
18	Did not use
19	I would like to receive the city newsletter
20	not aware of a local government tv station. Do not follow twitter.
21	There's a govt access tv channel?
22	Unaware of TV station
23	Not all of us use facebook or Twitter - keep that in mind when sending out information.
24	Web site is not accurate on "Green Group"
25	If I could figure out twitter, I might use it.

## United City of Yorkville City Services Survey 2017

### Q15 Please rate your satisfaction with how each event is run:

	Comments
1	We've only attended the Christmas parade and tree lighting. I'll be honest, it was kind of a sad production and the tree was a bit pitiful. Again I compare this to my experience at the Ottawa holiday parade and park lighting. It was much bigger and more festive.
2	We have been only living here a little over a year, we haven't had a chance to go to all of the events yet although we plan to!
3	i didn't attend any of these events other than chili chase
4	why any of the events how many residents attend for the cost
5	I could really care less about these events
6	The last couple of years nearly all of the single-evening events have fallen on dates when we are unable to attend. We are interested in going, just not able to.
7	We have a lot of fun festivals!! So awesome
8	Just moved here.
9	Create more history events, tour for Yorkville's such as the old Courthouse
10	Hometown days needs to change things up a little bit. The music doesn't entertain people in their 20s. We always go to see High Infedely and enjoy that, but now that our kids are old enough to choose, they don't come with anymore.
11	I haven't lived here long enough to attend most of these.
12	Music under the stars was better in the gazebo not by the river
13	The city absolutely has to do something to develop that area along the Fox River. What is there now is a start but you need a long term vision to build some revenue generating restaurants with patios overlooking the river.
14	Did not participate in any of these events.
15	We plan to make an effort this year to attend community events. We often go to out of town events with family.
16	Only went to this one event
17	Bring Hometown Days back to Riverfront
18	Haven't been here long enough or received much information
19	I normally don't attend due to terrible parking
20	I really think that you could have a better turnout if you utilized social media more for these events.
21	I would like to see Yorkville do a longer run than a 5K and attract runners from neighboring communities. I would love to see a half marathon. Naperville has a large running community and it would be great if Yorkville could also. There are many runners that train in Yorkville.
22	Home town Days is great, however, the swimming dog attraction should be moved away from the homes next to the park.
23	Don't really participate
24	Just moved here. Am not familiar with them.
25	I've only been to Hometown Days.

## United City of Yorkville City Services Survey 2017

### Q15 Please rate your satisfaction with how each event is run:

	Comments
26	new to community
27	I don't attend many of the events.
28	spend our money on roads no parks and rec
29	The 4th of July fireworks are impressive.
30	Have not attended these events so don't know
31	Make less events and only 1 day events
32	Need more music under stars and movie nights
33	I do not attend any of these events.
34	have never attended any of yorkville events
35	have lived in my home for just over 1 year, not familiar with most of these events, would like to be better informed
36	Additional parking for these events would render a very satisfied score
37	I haven't made it to these events yet.
38	Did not attend
39	It would be great to be able to add an entire year's events to my calendar (Google) so I am alerted to these events, I did not know about a lot of these events. The outdoor movie nights should be more frequent and should have more adult (in addition to the cartoon / animated ones) movies with meaningful themes. Comedy may be helpful for stress relief: <a href="https://www.rottentomatoes.com/top/bestofrt/top_100_comedy_movies/">https://www.rottentomatoes.com/top/bestofrt/top_100_comedy_movies/</a> <a href="http://www.imdb.com/genre/comedy">http://www.imdb.com/genre/comedy</a>
40	N/a - we don't attend those events
41	Should include Biz Boo in next Survey
42	We are new to the area so we have not experienced all of these.
43	There needs to be seating at Hometown days. I have no desire to stand or to drag a chair that distance to listen to the same bands you have every year. Holiday under the Stars is too early--I can not even think about Christmas before Dec. 1st. Music under the Stars is so infrequent now that the last 2 years I had conflicts and couldn't make it. I used to love to go.
44	We haven't lived here very long to have been to any of these
45	july 4th fireworks were good
46	Do not participate in any of these events
47	The city has done a phenomenal job with the river front festivals!! Excellent in every sense. Please pass along my thanks for the effort.
48	My life is very filled with family and volunteer activities so I rarely participate in the City social events.
49	I have never been, but I can hear it from my home. I watched the fireworks 2 years ago. That was very good!
50	I have no knowledge of the N/A's

**United City of Yorkville City Services Survey 2017**

**Q15 Please rate your satisfaction with how each event is run:**

	Comments
51	I went to Holiday under the stars in 2009. Had to walk about a half mile from the neighborhood across the street from the town square park in the freezing wind . There is not enough parking near there. Same when there were weekly farmers markets. Plenty of parking by the Beecher Center with the high school across the street. I am a senior, and I'm sure more would participate with easier access to the event. Also, movies in the park are geared toward children. Grown-ups like their movies, too. How about a movie night for us?
52	Until we have children would I feel comfortable rating more of the items above. My perception though from talking with other residents is that these events are well run and received.
53	I am sorry, but I have not been to any of the above events.
54	What happened to Music Under the Stars? Either it wasn't offered this year or wasn't advertised because we wanted to attend and never saw anything about it
55	we've lived here 18 yrs and have never been to any of these events
56	Would like to see a greater variety of food vendors at events. Popcorn vendor, empanadas, tacos, something other than the usual hotdogs and pizza.

**United City of Yorkville City Services Survey 2017**

**Q17 Are there any types of special events you would like to see the City engage in?**

	Responses
1	More weekend/daytime festivals for families with small children. Even simple events like 'touch a truck' or small fairs with food and simple attractions that are easy to get in and out of. An example could be like LaGrange has a 'pet parade' to kick off summer. It's simple and fun to watch people and their pets.
2	More bus trips for seniors.
3	hockey rink similar to Frozemont. Brings in tourists and gives local places exposure. Could be right at the paza with Home Depot or the old driving range on the south side.
4	no events
5	None, save the money for the roads
6	More young child activities!
7	Wine festivals or tastings
8	More musical events; fairs with food,vendors, music
9	I have not attended any of the above yet.
10	More festivals, expand Hometown Days to have more of a fair setting - better & more food vendors.
11	I don't care about any of these events
12	Don't really partake much in the Festivals it seems as if I am always busy around that time therefore I don't really have much insight on them. but would love to partake in the future.
13	Yes, the biggest problem in Yorkville is the two lane corridor between Kennedy Rd. and Cross St. in Sugar Grove. Yorkville must petition IDOT to widen this.
14	n/a
15	Sound like good ideas, but have not attended any as of yet.
16	Until there is better parking, I won't comment
17	I love Oswego's Wine on the Fox, and from what I hear these types of events are money makers for them. Problem with downtown Yorkville is parking, so.
18	Car/motorcycle shows
19	Half marathon
20	Christmas Tree Lighting in town square park
21	never gone to any of them
22	I don't go to any of these.
23	Bring more to farmers market, more activities for little kids, keep improving city parks--add more to the current splash pad--Oswego has a nice splash pad for ideas
24	No I don't rely on the City for entertainment I want the City to be responsible with money.
25	Haven't heard of most of these events

**United City of Yorkville City Services Survey 2017**

**Q17 Are there any types of special events you would like to see the City engage in?**

	Responses
26	More music under stars
27	Farmers Market with quality vendors. Prepared food, produce, specialty items.
28	No
29	We don't really participate in many city events. They seem like they are all geared towards families with young children or senior citizens.
30	music under the stars. do they do this anymore??
31	A better farmers market
32	Special Olympics (state or regional events) at the forest preserve next to the county fair grounds.
33	n/a
34	I've only been to a couple of these events
35	Farmer's Market, garden plots to lease for growing our own vegetables.
36	You need a "Never attended" button on question 16th. I have to rate events I have never been to...
37	At least a few Parks should have tables with inbuilt chess boards:  <a href="https://www.chess.com/forum/view/general/chess-in-the-park">https://www.chess.com/forum/view/general/chess-in-the-park</a>  There should be more opportunities for people to meetup and join a walking group (for example) during the long winters where there is not a lot to do / not many events.  In addition, community game nights (For example: every other weekend at the Library) would be great to foster a community spirit in Yorkville!
38	again, we only attend 1st and 2nd choice events. The rest we don't attend.
39	Illinois 200th anniversary of being added to the Union is in 2018. Bring back The Christmas Walk.
40	You should have Universal Soul Circus for kids here.
41	I haven't heard of holiday or music under the stars or national night out but as a young adult without children these sound like great opportunities to meet more members of the community. I would love to see more events focused towards adults but still being kid friendly since that is a large portion of our community.
42	Maybe some type of Subdivision event that allows people to get to know their neighbors better.
43	Can't think of any
44	Didn't attend any special events
45	How about ice skating in the winter? Maybe on Jaycee Pond?

**United City of Yorkville City Services Survey 2017**

**Q17 Are there any types of special events you would like to see the City engage in?**

	Responses
46	all are a waste of tax dollars
47	Anything with music is great
48	Community clean up day
49	We have a lot in our town. I am impressed by what we do have. I'm satisfied with the special events.
50	October Fest, Cultural Events, More events for teenagers
51	Summertime barbecues
52	Again, I have not been to any of these events
53	Art Fairs
54	More events at Towne Square. Really enjoy the Saturday morning fruit/veggie stand.
55	NA
56	anything without cheap carnivals
57	I would like to see some different bands at HomeTown Days. It is always the same old music. I would like to see all of the food vendors for the city get together for a charity "cook-off." Have those people eating cast a vote for their favorite meal and the winner gets bragging rights until the next event. Something more than chili. Have a price for people to eat and then those proceeds goes to a county or city charity. As much good food that comes from the city events, something like this should be easy.
58	More music venues at the park on Hydraulic.

**United City of Yorkville City Services Survey 2017**

**Q18 Which type of businesses or industry would you most like to see in Yorkville?**

	Other (please specify)
1	RESTAURANTS!!!! Chains or family owned, people are starving for options around here. Target area would be prime space for restaurants, why aren't there any there?! The 'word' is that its super expensive space. Its too bad, the space is just being wasted and people forego shopping at Target here if they want a meal out at the same time; they go to Oswego to get both.
2	absolutely no tattoo parlors or marijuana shops
3	Restaurants
4	casual and fine dining, family fun establishments
5	Restaurants!
6	Chain Restaurants
7	Cannot think of anything yet.
8	and another grocery store!
9	You need both retail/restaurant as well as light manufacturing. You have to give people a reason to leave their house or people to drive into Yorkville.
10	Restaurants
11	bring in more jobs and help lower property taxes
12	More family friendly restaurants. Chili's, Applebee's, Portillos, Olive Garden.
13	Focus on filling Kendall Marketplace
14	We NEED business to lighten the property tax load especially with the new tax law!
15	More food options! Chili's, Friday's, BWW, and all the stuff we leave Yorkville for a quick family bite that's not super expensive. SEAFOOD, steak, sushi, and unique places like St. Charles/Geneva has (ie- Burger Local, Buttermilk, etc)... just something different and delish.
16	Restaurants
17	I'd love to see the river area downtown become more user friendly with shopping and open walking areas.
18	Any business or industry would be great.
19	More restaurants other fast food
20	7 -11store
21	and mfg and office developments, bring in more taxes dollars for city and
22	Not more banks, services or TIFs that don't pay taxes but freeload on residents who do.
23	Anything would be fine
24	Draw surrounding areas to generate revenue
25	Major restaurant would be very good. I only consider Lakeview when I dine out. For all other dining I leave the city for Oswego.
26	more retail/restaurants, shopping so that young people don't have to go elsewhere

United City of Yorkville City Services Survey 2017

**Q18 Which type of businesses or industry would you most like to see in Yorkville?**

	Other (please specify)
27	Restaurants
28	seriously consider connecting to metra
29	Particularly on south end of town
30	Restaurants, retail stores, varied grocery store options
31	chain restaurants
32	Chain restaurants
33	more food choices
34	Better restaurants - more variety
35	need to finish Kendall Market Place.
36	I'd like to see the area around Target developed with additional shopping and restaurants
37	More Light and Heavy manufacturing for jobs
38	Dining and a robust downtown
39	GROCERY - We are almost a food desert!
40	restaurants, small shops, grocery stores
41	Restaurants
42	dining
43	We need more moderately priced carry out dinner places (not fast food).
44	anything that would reduce taxes!
45	educational, entertainment (not food), public pool
46	another quality grocery store
47	Health food store (organic and nonGMO products)
48	Woodmans
49	Not a Casey's next to a major subdivision
50	More jobs always good
51	Casual restaurants
52	Fast Food and Resturants
53	chair resteraunts NOT Fast food ones
54	better quality restaurants
55	Would like Yorkville to stay light in all these areas as the surrounding areas provide ample shopping and other development. Keep it farm country, that's what makes it so nice here.

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
1	Perhaps Noodles and Company, Chipotle, Olive Garden etc. A sushi restaurant maybe. A diner or a cafe that offers good breakfast/lunch/dinner. Costco or a Trader Joes here would be a dream and would draw the restaurants also. Keep people spending in the community instead of going to surrounding towns.
2	It would be nice to have a name brand food chain like Arby's, Five Guys, A & W, BWW, Etc. in the center where Kohl's and Dick's Sporting Goods stores are. Presently, there are no restaurants on that side of the highway to eat.
3	Trader Joe's
4	Bank of America branch; Mariano's Fresh Market
5	Development south of the river, preferably another grocery store like Meijers.
6	Meijer - on southside would be great! More restaurants like Chili's or Portillo's.
7	more food
8	Cermak Fresh Market on the south side, any business on the south side of town.
9	Dave and Busters, Chili's, Outback Steakhouse, Noodles & Co, Jersey Mike's, Giordano's, Buffalo Wild Wings, Red Robin, Party City, Micheal's, Costco or Sam's Club
10	Lou Malanti's Pizza
11	Restaurants, bookstore
12	No more retail is needed. We have plenty now.
13	Larger chain restaurants IE chili's, Applebee's, Buffalo Wild Wings, Olive Garden, red robin
14	*IF* we had to have another store it would be nice if it were a Hobby Lobby or Michael's. A large craft/hobby store is one of the categories that is unrepresented.
15	Portillos, costco, lifetime fitness, jersey mikes, baby's r us (classy businesses please no Wal-Mart!)
16	Portillos, book store, maggianos, Cooper's hawk, white chocolate grill, Home goods etc
17	Meijer!! Sit down chains like Ruby Tuesday, steak house
18	Chili's, Olive Garden, Chipotle, White Castle
19	Satisfied with what is there now.

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
20	Bath and Body Works Trader Joe's Portillos Chili's World Market Pier 1 Red Lobster Benihana Denny's Houlihans Dominos Burger King Joanns Massage Envy US Bank Bank of America Ball Factory Chuck E Cheeses
21	Groceries near art 71 and art 47
22	Trader Joe's, antique shops, Michael's, Charming Charlie's, GAP, Express, Chipotle, Jersey Mike's, Shoe Repair shop,
23	Chili's
24	Home Goods, TJ Maxx, Whole Foods, Teenage entertainment - something like Main Event, Chipotle, Portillo's, Furniture stores, Nordstrom Rack
25	Bath and Body Works Trader Joe's JoAnn Fabrics Costco

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
26	Michaels, Jo Anns, or Hobby Lobby Meijer New York & Co. JC Penny Panda Express Friday's Chipotle Planet Fitness Jersey Mikes
27	Bath and Body Works, Michael's or Hobby Lobby, Lane Bryant, another 7-11 where it was or something just like it, Meyers, Costco
28	Trader Joe's. But not too much stuff because that's part of why we picked Yorkville over Oswego. Yorkville has most of what we need day to day.
29	Old Navy, a real bakery, an affordable gym (like Crunch or Planet Fitness)
30	Craft supplies, michaels or hobby lobby
31	Another Jewel or market, Bath and Body Works, Binny's
32	Bath and body, chipotle, Michaels, Health foods
33	Office Max
34	Trader Joes, Marianos, Einstein Bagels, Fresh Thyme, Carters, Bath and Body Works, Barnes and Noble
35	(1) Olive Garden, (2) Texas Roadhouse
36	Trader Joes, Marianos, TJ Max
37	A good burger chain.
38	food stores such as Mariano's, Meijer's, Costco. We need competition for Jewel's high prices.
39	Portillos, Bed Bath Beyond, Fresh Market, Staples more upscale restaurants.
40	Meijer, Mariano's, Costco
41	Buffalo Wild Wings
42	I would be nice to get some chain companies that would keep residents spending their money in Yorkville vs going to Oswego, Aurora, etc.
43	restaurants!!
44	Home Goods, Woodmans
45	We need better restaurants.
46	Pink, Portillos, Trader Joe's, antique stores, specialty markets, any restaurant!
47	Macy's
48	Chilis/Portillos
49	mariano's , trader joe, dsw, home goods, varied clothing stores

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
50	Foods 4 Less and Tony's Finer Foods (produce market).
51	Gaming (arcade/board games) Bath and Body Works Trader Joe's Costco
52	Food establishments. Red Lobster, Chili's, etc
53	Trader Joe's
54	Retailers must be persuaded to purchase and develop land at Kendall County Marketplace. We need a Trader Joe's and a nice Mexican Restaurant - we already have the land and the traffic flow.
55	Chili's
56	Trader Joes
57	A shopping mall center
58	Department stores, book stores, gift shops
59	We enjoy the local restaurants. It's nice to not have so many chains here. What would be nice is a store like Macys.
60	Chain restaurants particularly higher end will bring money into the area.
61	White Castle
62	Bath and Body Works, DSW, Express, and basically anything that is at Geneva Commons. Not more discount stuff like Ross and Burlington or mattress stores like Oswego is resorting to at this point.
63	Mariano's food store, Caputo's
64	Buffalo Wild Wings
65	no more auto parts stores, banks, gas stations, hotels
66	Mariano's Grocery
67	Bath and Body Works. Hy-Vee
68	Trader Joes
69	Trader Joe's
70	Canes chicken, Portillos, Chilis, Hardees, Steak & Shake, Honda dealership , chain furniture store
71	International Grocery Store or Deli. KD Market, Caputos, Trader Joe's
72	Portillos!!!! Trader Joes, Home Goods and more restarants (Olive Garden, Chllis, etc.).
73	Michaels or Hobby Lobby, Bed bath & beyond. Another resturant would be good too.
74	More interested in developing the south end of Rt. 47 between Van Emmon Rd. and Rt. 71, in which case either manufacturing or retail come in.

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
75	I would love to see Planet Fitness in the area of Target & Home Depot. We also need restaurants such as Red Robin, Chili's, Olive Garden, Salad Works...
76	I would like to see a Trader Joe's and a good grocery store is needed on the south side of town.
77	Olive Garden, Applebee's, Outback, Carrabba's
78	trader joes
79	Google
80	want restaurants
81	costco,chipotle, portillos, bike shop
82	N/A
83	We need another grocery store in Yorkville! Options outside of Target and Jewel would be great.
84	Cermak grocery, half price books, texas roadhouse, joann fabrics, cracker barrel, portillos, five guys burgers, trader joes, tjmaxx
85	Not relevant to me
86	Yankee candle, Michaels, Portillos, bath and body works, Carter's, Whole Foods, Mariano's
87	Any Grocery Store such as Mariano's, Jewel, Butera
88	Any
89	Express Bath & Body Works Chipotle Noodle and Co.
90	Clothing stores, mom & pop stores
91	bicycle shop
92	Brick and mortar retail stores are almost a thing of the past.
93	A grocery store on the south side of town please!
94	Caputos
95	Trader Joe's, Hallmark, Christian Bookstore
96	Trader Joes
97	Trader Joes
98	Any restaurant that is not like a McDonalds. I have to go to Oswego every time I want to get a decent meal. The restaurant options here are terrible.
99	Whole Foods
100	poppy's chicken sea food place
101	I would like to see more restaurants in yorkville

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
102	Family/Local/Unique brands/retailers, restaurants Make Yorkville Unique!!
103	JCPenney, Wal-mart, Outback, Olive Garden, Red Robin,
104	jc penney and or sears
105	Craft store! Michael's or JoAnne fabrics! Home goods would be awesome. Portillos yum!
106	Meijer, no more fast food!
107	Money makers to reduce my taxes
108	BestBuy, Buffalo Wild Wings, Sams
109	Applebees, 7 Eleven closed, probably because the development across the street never happened, now it's empty.
110	Marianos, Trader Joe
111	Best Buy, Fry's electronics, Meier
112	Bakeries/More Grochery Chains, Portillos  Like we really needed another auto parts store?
113	grocery store/department store - south side of town Trader Joes, Whole Foods, Meijer, Best Buy, Bed Bath & Beyond, etc. Chain Restaurants - TGI Fridays, Chilis, Olive Garden, Red Lobster, etc.
114	an outdoor mall
115	grocery stores, fruit markets, specialty grocery stores. Resturants
116	Meijer, Walmart, Portillos, Red Robin, Houlihans
117	TJ Maxx, Whole Foods, Trader Joes, Chipotle, Potbelly, McAlister's Deli, Home Goods, DSW, LOFT, Banana Republic, GAP, Chili's, Giordano's, Nordstrom Rack
118	Craft store. Office Supply store. Book Store.
119	grocery chain at south end of town
120	Bath and Body Works, Michael's, Jewel or Aldi (on south side of town)
121	Bath and Body Works, Hobby Lobby, Five Below, JcPenny, Trader Joe's, Olive Garden, Noodles and Company, Chipotle, Portillo's
122	A large furniture store - high quality but with large selection at good prices.
123	Trader Joes, Portillos
124	Portillo's, Chick-fila, Penney's
125	Chili's, Chipolte
126	Denny's, Whole Foods, Big Lots
127	Bath and Body Works, Portillo's, Lou Malnotti

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
128	Walmart, Trader Joe,
129	Carpet, furniture, and Carsons
130	Anything that Oswego does not have.
131	Trader Joe's, Joann Fabrics, seafood restaurant
132	some chain eating establishments.
133	Trader Joe, Whole Foods, Portillo's
134	Yankee Candle, Maurices, Portillos, Lowes, Hobby Lobby or any hobby/craft stores, and an outdoor dog park.
135	clothing shoes craft store
136	Walmart, Discount retail mall
137	Bath and body works, meijer
138	Michaels, Costco,
139	Sams/Costco
140	Best Buy, The Patio Restaurant, Carson's, Half Price Books
141	Indian grocery stores and restaurants.
142	Rue 21, outlet mall, disney store
143	Chipotle, Best Buy, Cheese Cake Factory, Woodmans, Wyndam Hotels/Resorts (good combo for Raging Waves).
144	Walmart
145	Whole Foods Trader Joe's
146	Chipotle! Home goods
147	Grocery on the South side
148	Chipotle, Costco
149	Tony's, Caputos, Trader Joes, Something with an emphasis on Quality Produce and Selection.
150	Chipotle and Jersey Mikes
151	Meijer, JCPenny, Tastee Bites (in Plano)
152	healthy food stores like Whole Foods, Fresh Thyme, Caputos
153	Mainstream restaurants. No more mom and pop stores.
154	meijer, old navy, sams club,
155	Discount Tire
156	Pink, Trader Joes, Bath and Body Works, Old Navy, Gap, THINK Geneva Commons!
157	Valli Produce, Applebee's, Portillos, Chipotle, Costco

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
158	Bouna Beef, Applebees, Chili's
159	good grocery store on south end of 47
160	An Italian beef restaurant, a Chili's type restaurant, clothing stores that carry Plus sizes and Petite sizes. We currently have to drive to Oswego for these things.
161	Trader Joes, Costo, more support of local businesses
162	Even though I would like to see more retail. Will probably still shop Owego.
163	-Hobby lobby/ Michaels- crafting store -sushi
164	clothing retailers
165	Whole Foods or Meijers.
166	Kroger or such (not Trader Joe's), Denny's or Cracker Barrel (not fast food), Hallmark
167	more grocery store options, or big box stores, like Meijer, Sams, or Costco
168	Mariano's, Trader Joe's
169	Bob's furniture Hooters Micheal's are some stores I went to neighboring communities to spend money. Especially furniture home stores for growing area.
170	restaurants that aren't fast food grocery store on south side of town
171	Trader Joes
172	Buona Beef or Portillos
173	Trader Joes, Portillo's, Sam's or Costco, Office Depot, Hallmark
174	Variety of retain/restaurant options so that we do not spend our dollars supporting other communities like Oswego or the Aurora outlet mall
175	Amazon (joke). Nice bookstore would be good. Highend hotel would be a welcome addition.
176	Meijer or Marianos
177	michaels, restauratns: Portillos, almost anything
178	Portillo,Hooters,TGIFriday
179	Portillos Chain restaurant
180	Grocery options, Eclectic food (no more family diners, bbq or burger joints), would be nice to have a higher end restaurant for nice evenings out.
181	Woodmans
182	marianos, trader joes, whole foods, costco, meijer
183	South side grocery store and south side pizza place.
184	kids clothing- gap, Gymboree, justice adult clothing-
185	Costco

**United City of Yorkville City Services Survey 2017**

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
186	Meijers
187	Trader Joes
188	Book Store - Anderson's Bookshop Gift shops Clothing boutiques
189	Whole Foods, Fresh Thyme, Organic grocery store, Bed-Bath-&-Beyond, Costco, Old Navy, Office Supply, Fruitful Yield or Vitamin Shoppe, TGIF's, small old fashioned diner with stools and a counter, a real bakery, Dress Barn, Charlotte Russe, Michael's Craft store, Best Buy, Big Lots, FedEx Print / Ship store, and more independent restaurants like they have in Geneva, IL. (Coffee Drop Shop, Little Owl, Stockholm's, Cocoa Bean Fine Desserts, Breadsmith, Soup to Nuts).
190	ANY major grocery chain.
191	Michaels, Joann, hobby lobby, old navy
192	Angelo Caputos, Food For Less
193	Buffalo Wild Wings World Market Bath and Body Works Texas Roadhouse
194	Olive Garden type.
195	Local businesses
196	A grocery store in S. Yorkville would be great as would more fast food restaurants. Any kind of shopping is nice.
197	Popeyes
198	Home Goods Trader Joe's Independent grocers like Tony's Finer Foods, Shop & Save Market which have decent prices are carry ethnic foods
199	Buffalo wild wings,
200	Southside of town needs a retail grocery store. Nice to see a development plan for 126 & 71 intersection...
201	Portillo. Chilis walmart
202	Trader Joe's
203	Amazon
204	Walmart, Arby's, Burger King, Portillos, Chinese Wok, Cracker Barrel, Harners, Boston Market, Trader Joe's, Hobby Lobby, Michaels, Office Depot
205	HomeGoods (per my wife)

United City of Yorkville City Services Survey 2017

**Q19 What specific companies or brands do you want to see open a retail store in Yorkville?**

	Responses
206	Burger King ( better management then prior) Domino's Italian resturants
207	whole foods
208	Costco
209	Binny's Trader Joes Book store
210	Chipotle, Portillo's. (NO more paint or auto parts stores!)
211	Meijer and more sit down restaurants to eliminate driving to Oswego so much.
212	Meijers, office supply store, family restaurant,
213	Some chain resteraunts, like Panda express, TGIFridays, Steak and Shake Noodles and company.. stuff like that
214	Woodman's groceries
215	Without being specific, a couple more restaurants, sport bar types, grocery shopping and gas stations with stores attached.
216	j c penney and sears
217	Trader Joe's or Whole Foods
218	Trader Joe's,
219	Barnes and Noble

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
1	Food and activity options. Especially food.
2	Easier said than done, but improve the downtown to include something besides bars and provide more parking, if possible.
3	Reduce the city bill & real estate taxes. Make this a more senior citizen friendly community. You are making it impossible to survive on social security in Yorkville.
4	Lower School taxes. Taxes are ridiculous and higher than Naperville. Quality of education is horrible. Administration is significantly over paid.
5	Just looking for more stuff to do with the family and places to shop without having to go to Oswego or surrounding areas. I would rather spend my money in my town.
6	City officials do there job and respond to complaints.
7	Train the police!
8	We do not need a 4 lane highway along every road. Rt 71 between 47 and 126 does not need to be expanded to 4 lanes. That money should be used on N ll Rt 47 towards Sugar Grove. Eldamain south of 34 is being changed from a scenic country lane to an interstate. We moved to Yorkville because it still had country charm and was not fully developed like Oswego and areas further east. Keep it simple here, please.
9	I would like to see all the empty retail space filled before additional retail space is built. I understand the need for development in the context of revenue, but a lot of the people who live here are here because it was a small town close to places with more convenient. I hate the push to continue building and developing without any thought to the fact that many residents enjoy living a simple life in a small town. The city is quickly loosing it's feel of a close-knit community. Also, a realistic solution to the enrollment in certain school buildings need to be put on the table. It is ridiculous that our high school can't hold ALL of it's students. If the city is going to push for all this growth then it needs to consider a second high school and changes to the way the other buildings are structured.
10	Better roads and cleaner parks! Seriously mill road is sad. It is a super safe friendly town and it's hard to find towns like this. We are known to have good cops! Maybe the downtown could have more?! We like it a lot. But, We hate Illinois.
11	We love it here. My restaurants and shopping.
12	Schools
13	Cannot think of any.

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
14	Make more hotels/restaurants/ family activity centers around the water park to attract more visitors.  Bring in an actual park district where kids can take ballet classes, swimming, karate, offering jobs for teens and adults and places indoors for kids and families-something local for winter seasons. YMCA charges extra for non-resident, it's be nice to have a place of our own in town. A place to rent a room for parties and go work out or take the kids to do activities/sports.
15	Lower taxes even more for seniors, allow only single family developments, do not develop any more housing projects such as Bristol Bay.
16	More trees. More hiking. More attractions downtown. Bigger farmer's market. More river activities. Maintain the river bridge area (mow the weeds!) STOP PAYING FOR STUDIES! STOP WASTING MONEY ON ROAD STUDIES! JUST TAKE CARE OF THE ROADS!
17	We need to get chain restaurants here! My kids are constantly driving to Oswego for Chipotle, Panda Express, Olive Garden. I would love a Chili's, maybe a bakers Square or IHOP that's open late.
18	Give it more curb appeal, Create a real downtown that locals might like to frequent.
19	LOWER PROPERTY TAXES. The current rate makes living in Yorkville impossible long term.
20	More places to eat
21	I would like to see more of a downtown area with more restaurants, a more developed riverfront. We also need a grocery store or market on the south end of town.
22	Lower taxes, we can not afford to live here with the taxes
23	More chain style restaurants. The specialty type restaurants do not seem to be able to survive once the novelty wears off .
24	LOWER OUR PROPERTY TAXES
25	Lower all taxes ! School !!
26	Some how lower the tax rate
27	Realtors tell me I can only expect to net 75 % of the purchase price of the home we purchased new in 2005. One of the main reasons is that property tax on our 3brm ranch is nearly \$10,000. Increases of 12 to 15% each year. Doesn't work for retired people on fixed income!
28	Lower property taxes.
29	More grocery shopping choices, more restaurant options. More retail and less emphasis on auto parts.
30	Less taxes
31	The development of the downtown area by the river

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
32	Not sure if this applies, but it would be nice to see garbage receptacles near parks. Often people walk their dogs and don't pick up - perhaps if there were more areas to get rid of the "waste", people would be more likely to pick it up.
33	Lower the property taxes or at least give us more for the crazy amounts we pay. And cut the wasteful government spending REALLY guys you can do better!!
34	More & better restaurants. Need to widen 47 north of Yorkville to I-88
35	Lower taxes with stores and restaurants
36	We like the newly constructed bicycle paths
37	new city government leaders
38	get schools to stop spending my money on building and administration!!!
39	PLEASE LOWER THE PROPERTY TAXES! That's what most adversely affects the quality of life in Yorkville.
40	Lower taxes
41	lower taxes and stop paying elected officials such a high salary. Bring more business in so property taxes decrease. Kendal county has some of the highest tax rates in the area, and if they keep increasing it is going to be hard to keep people here.
42	expand Rte. 47 north and keep property tax affordable for middle class families
43	More shopping and earteries. Lower taxes.
44	Vacant land developed with both heavy industry and other smart choices. We already have 4 auto parts stores.
45	See above.
46	n/a
47	Develop river front. Give the city a physical identity and something outside residents might seek as a destination worthy of their time.
48	although City taxes are not high, what we pay to the County and mostly the school district iare crushing many residents. So many people are talking about how they feel like they are being taxed out of their homes. This may be "normal" for the State of Illinois, because of mandates, etc. But Yorkville should more to help keep spending low like sharing resources with neighboring cities, It's something we've seen a bit of, so thats a step in the right direction.
49	walking / bike path from rte 47 to Hoover / Silver Springs along Fox.
50	Better development of river front area for park/recreation and increased parking for activities at riverfront.
51	More bike trails (Cannonball), better shopping, and better food.
52	Property Tax relief

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
53	Reduce property taxes, they are so high and may force us to move. Why are they so high?
54	less section 8 housing
55	Improve the water quality. You charge a lot for poor quality. More adult recreational classes.
56	Encourage the state to widen route 47 between Yorkville and Sugar Grove. Expand services provided by Rush Copley.
57	Community Pools
58	Yorkville is a great town that still has a small town feel. I'd love to see the river area turn into a destination place (similar to Naperville River Walk) for Yorkville.
59	I think lower taxes and the water bill would be great! I have enjoyed living in Yorkville, but I have no idea why our taxes are so high!! Then to get a water bill with so many fees is very discouraging.
60	Lower the taxes in Kendall County. Every time the tax bills come out, you see a influx of homes being listed for sale.
61	Need big employer to move to the area. There is no place to earn a decent living in Yorkville unless you work for the schools or the city.
62	na
63	lower taxation and utilize my property tax monies more effectively. We plan on relocating out of Yorkville to decrease our living costs
64	Improve Rte 47 north
65	lower taxes no section 8 housing would be nice.
66	most industry, or other ways to lower taxes.
67	1. Make elected officials have town halls to talk to us. 2. Make elected officials solicit businesses to move here. 3. Lower the real estate taxes.
68	reduce property taxes, bring a grocery store to the south side, attract more commercial
69	Better retail and restaurant choices, more access to public transportation, connected neighborhood walking/bike trails, connected walking/bike trail along the Fox. Diversified housing options (something other than >250k) to attract more diversity to our community.
70	Lower property taxes and bring more businesses, shopping to yorkville. We often shop in Oswego and not in Yorkville. Get rid of the SSA taxes for subdivisions that have it in order to sell the houses, finish roads in Whispering Meadows subdivision--never done due to the SSA issue
71	Cut staff, and services, run government like a lean business. This will make people proud to live here not another recreational activity!

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
72	Other than more shopping, I wouldn't change a thing. Yorkville is Great!
73	Improve route 47. Its very dangerous and too many deaths occur through the year. Add left turn lanes at galena and 47.
74	Lower property taxes
75	More walking paths; better downtown. Need a destination downtown like Oswego and Naperville and a fox river path
76	Have more events for older adults
77	I see room for improvement in water quality. We live in the south end of town and have HEAVY rust in our water, as well as high levels of Ca.
78	Better communication of school programs: sports, arts, etc
79	Grocery store on the south side of town.
80	Invest in downtown public areas along River to make it a place people want to congregate. Expand Library media selection (digital). Expand river access and fishing areas. Expand Dining options so surrounding communities see Yorkville as a destination instead of the other way around.
81	Mainly continue with the projects underway and be open to new opportunities
82	More bike trails are needed. More access to the waterfront would be a huge plus. More parks with trails for walking and biking
83	Develop the river front more; extend the walkway along the river park; attract more restaurants, a donut shop
84	Stop raising taxes, its ridiculous and when we retire we are moving because of them
85	My top 4 problems with Yorkville are the outrageous property taxes.The quality of roads just outside my house, Whispering Meadows subdivision. And getting plowing and salting of streets done no matter what day it is and what time of day. And the lack of good restaurants.
86	Lower property taxes
87	there not much we love our city
88	I would like to see quicker snow removal on residential streets for homes in the older neighborhoods on the south side of the river, improving quality of schools, and bringing more businesses to town especially downtown.
89	A beautiful and unique downtown and riverfront that we can be proud of and that will attract visitors who are seeking unique restaurants, shopping, leisure, and recreation

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
90	Do something about the trains and Good especially at night! I know when Larry Lot was our alderman he proposed a study be done but Alderwoman Milchewski nixed this stating, "If you didn't want to be by train noise, you shouldn't have bought a house by the train tracks or something like this!
91	reduce taxes
92	We are liking this area more each day!!
93	Better water quality. Hardwater. Stains toilet sometimes with orange hue.
94	Water is HELLISH expensive and always smells like bleach. Housing is not affordable for lower income single parents (me).
95	Have a Recreation Center indoor and outdoor. Reduce fees charged to our water bill that are ever increasing. Get more business in.
96	diversity
97	love your neighbor
98	Prohibit burning in entire area. For some reason our neighbors are allowed to burn leaves and garbage.
99	Taxes too high, Water Utility Outrageous
100	I would love to retire in Yorkville. My husband and I have been residence of Yorkville for the past 3 years. We built a new home in the Autumn Creek subdivision. The taxes are outrageous. If we would have been aware that the taxes + SSA = would be close to \$10,000 a year. We feel for that amount of tax dollars we could have purchased a home in Naperville where the city is more established with fine dining and good shopping. Also we would have like for the Autumn Creek builder (Pulte) to have had the SSA as a separate bill and not rolled into the taxes.
101	Stop the section 8 Chicago junk moving into our town. Seniors shouldn't have to pay for refuse
102	Bring in more retail/shopping, restaurants
103	Bring us more chain restaurants and stores so we don't have to go to Oswego or Aurora for specific things. Mom and Pop and local business are great but we need some of these more popular retailers and food options in this town.

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
104	Look more toward the prevailing socio-economic future of Yorkville in context of the country and world markets. The citizens have to participate against the world now, help them and their businesses. Of course, that means STEM businesses, training and jobs.
105	Downtown development and restructuring
106	Continue to provide new opportunities for residents
107	Lower property taxes
108	Reduce water bills and property taxes
109	Better street lighting, replacing trees that were removed in Fox Hill parkways.
110	lower property taxes, people don't want to buy in Yorkville due to tax bill, and it is depressing housing prices. Home we built in 2005 is valued at \$100,000 less, and tax is +2,000 more
111	Please fix the neighborhood streets!
112	Make residents maintain there property (cut grass, not parking cars in the grass or RV's in driveways) city should pickup leaves weekly in November in the streets.
113	Finish Kendall Market Place, revitalize downtown.
114	Better shopping and develop Downtown. Develop a River walk and restaurants provide better parking near Downtown. Clean up the lumberyard.
115	Lower taxes
116	I would attempt to bury the power lines in the downtown area for attraction purposes. I would also like to see the unfinished neighborhoods and retail areas completed. Widening of Route 47 from Menards north would enhance traffic flow.
117	n/a
118	have something cultural to do / see. Museum, plays, operas, musicals, dramas, arts arts arts
119	Crime prevention
120	Lower taxer, better infrastructure, trails!
121	Helping enforce association rules that affect neighborhoods. Dogs, garbage, parking
122	Free community game nights throughout the year. Participants can bring their own games / boards used for that day/night. Parks should be equipped with more courts: badminton, ping-pong, tennis, basketball, swimming pools etc.
123	More patrolling of police officers and better drinking water
124	Higher minimum wage or lower cost of living.
125	Bring in more retail stores and restaurants. We do NOT need more assisted living or auto parts stores!

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
126	Stop letting irresponsible business owners control the trajectory of your downtown project. I know efforts are underway, but just remember that what you have been doing hasn't worked.
127	As stated, I would love to see more fitness opportunities for adults such as an increase in fitness classes, perhaps even a community gym, as well as adult sport events. I'd also love an increase in adult focused community events.
128	LOWER TAXES...Taxes driving people from Yorkville
129	None
130	Better grocery options, Fast Casual Dining, North Bound Traffic Flow on 47 to 88, Open the bottleneck on 34 from Gamefarm to Cannonball.
131	The biggest issues for me are roads in and out of the area and the quality of the school system. Both need improvement
132	lowering taxes would make it easier to live, but realize that it is needed to keep the things going.We enjoy living here.
133	more healthy food store choices, more non-fast food restaurants.
134	Pay down debt. STOP trying to fix downtown. Invest money into debt, streets, ect.
135	Bring down the price of gasolene
136	Lower taxes
137	I understand this is not under the city's control, but my biggest QoL complaint is about the school district. The school district seems poorly managed and deceptive. They set up a 'Boundries Committee' years ago which veered off topic and wanted to redistribute the grades, split up schools. When the community pushed back against the idea, instead of redrawing the boundaries as they originally set out to do, they did nothing for years. Too many tax dollars to live in Yorkville and have the issues with the schools that we currently have. They need better management.
138	listen to what the residents say
139	Keep the small town/country feel. That is why we moved here.
140	reduce the tax burden
141	Improve downtown area
142	Connect the sidewalks on Fox Street so there is a clear shot to Hoover and downtown. Cross country kids are going to get hit on that road. Just need to finish adding sidewalk inbetween White Oaks and River's Edge.
143	Do something about downtown. I realize that the store fronts are close to the street, but they could be made into retail - plenty of parking available. Quit tearing down all the old, historical buildings (like that little gas station that was on Rt 47 by the impound lot). And, for what we pay in school taxes, you would think they would all be triple A or 10 rated.
144	None - I love it here!

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
145	Hard water solution
146	High taxes are running people out of town!
147	Lower Taxes
148	Fix the streets in my subdivision
149	Widen route 47 from Cannonball Trail into Sugar Grove.
150	Lower taxes, more services for seniors, more options for shopping/restaurants, better city planning. The current plans include businesses that do not have cohesion. Smaller, well-designed strip malls with a variety of shopping options are needed. Develop character in the downtown area; more restaurants, a river walk, dining along the river.
151	Tickets on Rt 47, more river front development, better/more entertainment options, repave crappy neighborhood roads, commuter trail service
152	property tax relief
153	Full day kindergarten. Families really scramble to find adequate childcare for K students. Also, they need the academic advantage. Trains are annoying, need quiet zone study and plan of action!
154	lower taxes
155	Attract more retail, specifically grocery and specialty food stores.
156	<b>LOWER PROPERTY TAXES AND LOWER WATER BILL</b>
157	There has been an ongoing problem at the intersection of Blaine and Adrian. Water should not flow across the street from one gutter to another. There should be a drain on the east side of Adrian so water does not have to cross over to the west side and collects in the middle. Also a small depression is forming next to one of the man holes as if the sub structure is collapsing. A similar problem arose when the water main broke. Fix the long overdue problem of street repair in our subdivisions. The excuse of government working slow is just that an excuse. If a state official lived in that area it Would be resolved.
158	Less tax/fee burden on residents
159	Ordinance for barking dogs. Water bills are unusually high
160	Improve school scores; schools are an embarrassment
161	Please do something about the "downtown" area: needs to be more appealing with a variety of shops or offices. Do something about the horrible vacant store n the corner of Bridge and Main St. and the garish store (OMG) next to it across from the nice Town Square.

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
162	Quality of life is very nice here, but the TAXES ARE KILLING US. We cannot afford to live here if we retire. I would love to spend my retirement going out to eat and shopping, but when your taxes are \$800 a month, that amount is what we could spend if it wasn't going to the county/city and then allow more revenue to the UC of Yorkville. Too bad you cannot have a electronic system to tally all the \$ you spend in Yorkville and if you reach a certain amount seniors could get a rebate on their property taxes. Now don't tell me about the Senior Freeze or Senior Exemption, because the property taxes are still CRAZY HIGH with the exemptions and the 8.25% sales tax is the highest around here! It's terrible!
163	Reduce RE taxes and don't spend ridiculous amounts of money that are not necessary. The City Hall which has now become a workout center is ridiculous and the amount of money spent was unbelievable.
164	Lower the property taxes and bring jobs.
165	Fix the roads and keep them maintained. Widen 34 (towards Plano) and 47 North
166	Improve/Finish the roads in Whispering Meadows. Also, the sidewalks are missing in places which make it difficult to walk, run, and bike. I hope they are completed soon.
167	Do something about the outrageous water bill. Add affordable rental housing. Don't forget South Yorkville; add some industry.
168	get the side streets cleaned up
169	When the police cruise the neighborhoods, which they do, enforce the parking laws. Have never seen police so reluctant to issue tickets to violators. Now it is out of control in Windett Ridge because they let a sheriff's deputy park illegally for many months and now residents are all doing it, even though the deputy no longer does due to a previous complaint. Also publicize what the residential parking laws are. Cars block the fire hydrants and the mail boxes so that the mailman has to get out of the truck to deliver.
170	Reduced taxes
171	Better police presence in countryside subdivision
172	Get more feedback from the residents. Elected officials do their own thing and are not very sensitive to the needs of the residents.
173	Celebrate diversity & promote inclusiveness
174	For city water, and what we pay the water is very hard. If I wanted to have a water softener, I would live where I could have my own well.
175	Yorkville is a great town, if only the taxes were lower!
176	We need more restaurants and retail. Seems like a business will open and then close after 3 months. We have to go to Oswego for shopping and restaurants.

**United City of Yorkville City Services Survey 2017**

**Q20 What suggestions do you have to improve the quality of life in Yorkville?**

	Responses
177	Lower taxes
178	Clean up the area around the riverfront area and make is a show place area that we can be proud of
179	More chain restaurants and local events.
180	Keeping up with unmaintained areas in subdivision.
181	Improve downtown area by train tracks. Get the so called lumber yard out of yorkville....such an eye sore
182	Active adult community, Senior independent living, family type restaurants
183	it would be so great to have a Dog park in our area. We go to many in other towns and counties.. but we have to pay so much. You have alot of parks and stuff for people with KIDS how about us with the 4 footed kids?
184	better school's, quality of teaching and admin has gone down hill
185	We are supposed to be a "fun" city. Yet once we hit Labor day everything slow down and stops. We need other business types that would enhance this "fun" for more than just a few months. We are a very active community with everything that happens, but we are still missing something and I am not sure what it is. To many times on a weekday or weekend when people are restless, there is nothing to do late. Everything except McDonald's is closed. That is very frustrating when you travel and return to town late. No stores, no bars, nothing stays open past midnight, except the gas stations and Mickey D's.
186	control traffic speed on Walnut St and McHugh Rd
187	Reduce train noise
188	Cut back on the amount of loud fireworks coming from river area. There seems to be a lot of noise at times other than July 4.

United City of Yorkville City Services Survey 2017

**Q 23 Which City and State did you live in prior to moving to Yorkville? If you have lived here your entire life, please write "lifelong resident" or similar.**

	Responses
1	Lake Elsinore, CA
2	Aurora, Il.
3	Aurora, IL
4	Montgomery, IL
5	Oak Forest, IL
6	Carol Stream
7	Winfield, IL
8	sandwich
9	Lockport, IL
10	Oak Forest, IL
11	Oswego, IL
12	Woodstock, IL Romeoville, Il
13	in the country
14	lifelong resident
15	Watseka IL
16	I graduated from YHS, went to Wisconsin for college and lived in Batavia for a few years before coming back to Yorkville.
17	Oswego- louisville- Yorkville- south carolina in the future
18	Oswego
19	Plainfield IL
20	Schaumburg
21	Oswego.il
22	north aurora,il
23	Bensenville, Illinois
24	Montgomery IL
25	Hillside, Illinois
26	Saint Charles, IL
27	Washington, IL Aurora, IL Montgomery, IL
28	Aurora, IL
29	Montgomery, IL & North Aurora, IL
30	Montgomery, IL
31	Downers Grove, IL
32	Paw Paw, IL
33	Chicago,IL
34	Michigan
35	Woodridge, il
36	Aurora, Il

37	Lyons and Woodridge Illinois
38	Montgomery, il
39	Wheaton, IL
40	Sugar Grove, IL
41	South Holland, IL
42	Aurora
43	Naperville
44	Minneapolis, MN
45	Oak Brook,IL
46	Elgin
47	Naperville 19 years
48	Appleton, Wisconsin
49	Carol stream IL.
50	Oswego, IL
51	Roselle, IL
52	Aurora, IL
53	Kalamazoo, MI
54	Michigan
55	Grenoble, France and Clayton, NC
56	Bergenfield New Jersey
57	Naperville, IL
58	Wheaton, IL
59	Crest Hill, Illinois
60	Previously "lifelong resident" of Aurora; work in Aurora school district
61	Batavia, 27 years
62	Aurora/Naperville
63	Montgomery, IL Sheridan, IL
64	Chicago
65	Aurora, IL
66	North Aurora
67	Lifelong resident
68	Topeka, Kansas
69	Lockport Ill
70	Downers Grove, IL
71	Boulder Hill ,IL
72	Lions IL.
73	north aurora il
74	Rocky River, Ohio
75	Aurora, Illinois
76	Alsip, Illinois
77	Villa Park Illinois
78	Madison Wisconsin
79	Atlanta, GA
80	Oswego

81	Oswego
82	Prospect Hts, Illinois
83	Aurora, Illinois
84	Oswego, IL
85	lifelong Illinois resident
86	Wheaton, IL
87	Montgomery, IL
88	Aurora, Chicago
89	Herscher, Illinois
90	Chicago, IL
91	Schaumburg, IL
92	Plano IL
93	DeKalb
94	Aurora, Illinois
95	Oswego, IL
96	IL
97	I lived in Millbrook , IL
98	St. Charles, IL
99	Oswego
100	big rock, illinois
101	Lifelong resident
102	sandwich il.
103	Batavia IL
104	Oswego, IL
105	Bolingbrook, IL
106	Bolingbrook, IL.
107	Naperville
108	Fort Wayne, IN--relocated due to spouses job relocation
109	Aurora, IL
110	Naperville - moved here for less congestion, less "all about me", and lower taxes. Now Naperville has lower taxes and is a better home investment (remember that concept?) too!
111	Aurora
112	Oswego, IL
113	Naperville for 12 years. Had to get out! Too crazy busy and crowded!
114	Darien, IL 2 years; westmont, IL 25 years
115	New Lenox il
116	Oswego
117	Sandwich, IL
118	Warrenville IL
119	Naperville, Illinois
120	Geneva
121	Naperville
122	LaGrange, Il
123	Elmhurst, IL

124	Aurora, Il
125	Ottawa, IL
126	Lifer
127	Elmhurst, IL
128	Nokomis, Illinois
129	Batavia, IL
130	Gainesville, Virginia
131	Oswego, IL
132	Bartlett, Illinois
133	Park Ridge Illinois
134	Aurora, il
135	Oswego IL
136	aurora
137	Plano
138	Oswego
139	30 years in Naperville
140	We lived in Kalamzoo, Michigan. I have also loved in Fort Collins, Co.
141	peru Illinois where taxes in lasalle county were a lot lower
142	Peoria, IL
143	Minooka,Il
144	Lifelong Illinois resident
145	Overland Park KS
146	Tinley Park, Il
147	Aurora/Naperville
148	Batavia then Elburn
149	Plainfield illinois
150	Sugar Grove, IL
151	Naperville , Illinois
152	Glen Ellyn, IL
153	Plainfield, Illinois
154	St. Charles
155	St. Charles, IL
156	Plainfield, IL.
157	Lombard, Illinois
158	Lyons, Ill
159	South Lyon, Mi
160	Naperville, IL
161	Naperville, IL
162	Sugar Grove
163	lifelong resident with the exception of living in Plano for 2 years
164	Lombard

165	Aurora, IL
166	Bridgeview, Illinois
167	Montgomery Illinois
168	warrenville, il
169	Born in Aurora, moved to DeKalb for 28 years and back to Yorkville (still small like the old Aurora I used to know).
170	Oswego, IL
171	Oswego
172	Oswego, IL
173	Oswego
174	Oswego, Illinois
175	Cleveland, OH
176	Geneva, IL
177	Montgomery, IL
178	Morton, Illinois
179	West Chicago, IL
180	Geneva, IL
181	Dardenne prairie, mo
182	Lifelong resident
183	Lombard,IL
184	Naperville, Illinois.
185	Aurora,IL
186	Carol Stream, IL
187	West Chicago, IL
188	Plano, IL
189	Aurora
190	Oak Park, IL Forest Park, IL Chicago, IL California (Palm Springs, LA, Newport Beach, Pasadena, San Francisco, Manhattan Beach, Corona Del Mar, etc. etc.) Phoenix, AZ
191	Plainfield, IL
192	Indiana
193	Hoffman Estates, IL
194	Plainfield, IL
195	Naperville, IL
196	Wheaton
197	NYC
198	Montgomery, IL
199	New Lenox, IL
200	Chicago IL
201	Aurora, IL
202	Aurora, IL
203	Maywood, forest park, chicago

204	Plano, IL for 2 years and Oswego, IL for my life prior to that
205	lifelong resident
206	INDIANA
207	Dekalb IL Northbrook IL
208	Carol Stream, IL
209	Aurora, IL and Chicago, IL
210	Menomonee Falls WI.
211	Naperville, IL
212	Hinckley. Sandwich Somonauk and Plano
213	Downers Grove, IL
214	Newburgh, Indiana
215	Bolingbrook, IL
216	Sandwich, IL
217	Bartlett, IL
218	Chicago, IL
219	Moline, IL
220	Glendale Heights, IL
221	Romeoville IL
222	Aurora, IL
223	Aurora, IL Naperville, IL
224	Lake in the Hills, IL
225	Bettendorf, Iowa
226	Pennsylvania
227	Peoria
228	Lifelong Kendall county resident
229	Joliet
230	Bolingbrook, IL Grew Too Much
231	Schaumburg IL
232	Plainfield, IL
233	St Peters, MO
234	Aurora, IL
235	Naperville
236	Illinois
237	Carbondale, IL
238	Oswego
239	Naperville, IL
240	Naperville, Illinois
241	Lockport, IL
242	Wheaton, IL
243	aurora
244	Bolingbrook
245	Aurora
246	Plattville, Ill.
247	New Orleans, LA
248	Naperville

249	West Dundee IL
250	Sandwich
251	Naperville (lived their my entire life till I built a home here)
252	bristol, il
253	Newark, Illinois
254	IL-
255	St Charles, Il
256	Oswego IL
257	Plainfield
258	Aurora, IL
259	Westmont, IL
260	Denver, CO
261	Elburn, IL; Rolling Meadows, IL; Northbrook, IL; Chicago, IL; Apex, NC; Raleigh, NC; Chapel Hill, NC; Pinehurst, NC.
262	Lockport Illinois
263	oswego
264	Naperville, IL
265	Clarksville, TN
266	Los Angeles to Wheaton (25 years) to Aurora (10 years) to Yorkville. Kiss a lot of frogs before you find a prince!
267	I lived in Schaumburg, IL prior to Yorkville but I grew up and went to school in Oswego.
268	Aurora, IL Owed home until 2016 in Yorkville
269	Seneca, Illinois
270	Chicago suburb
271	Bristol, IL
272	Montgomery
273	Bartlett IL
274	Aurora, il
275	Orland Park, IL
276	Chicago, IL
277	Aurora, Illinois
278	sugar grove,il
279	Aurora, IL
280	Immediately prior I lived in Rockford (rented) for a few years and currently commute there daily for work. I grew up in Michigan and spent a couple years in the Toledo Ohio area.
281	St. Charles
282	Aurora, IL
283	Glen Ellyn, IL
284	Highlands Ranch, CO.
285	Bolingbrook, IL
286	New York

287	Oswego, IL
288	Earlville IL
289	Bolingbrook
290	Bolingbrook IL
291	Daytona Beach Florida
292	Indiana
293	El Mirage, AZ
294	Peru IL
295	Joliet and Plainfield, IL
296	Geneva, IL
297	Gifford, Illinois

## United City of Yorkville City Services Survey 2017

### Q29 Is there any way in which this survey can be improved?

	Responses
1	seems good as is
2	This survey was fairly thorough!
3	show a % completed bar of the survey as you go
4	No, I will say there needs to be more of a focus on younger families with housing. We lived in fox river reserve and it was horrible and we paid full price and struggled yet talking to others made me realize many people used vouchers there. The neighborhood was dirty and there would be people looking in cars at night and smoking funny smelling stuff in their car parked in n front of the buildings. We got released from the lease bc of mold in our wall and I doubt they fixed it. I heard there is mold in all the buildings and they are trying to cover it up. Bristol bay just is also so dirty with so much trash everywhere. I want to live somewhere with more trees. Huntley has a lot and has nice roads. We should follow their lead. Seriously, I mean put some trees in. Lol that's about it
5	No
6	Wait until someone has lived in Yorkville for one year before mailing this survey to them.
7	No
8	Since women are the main source of income in many households, we are also the main shoppers and support the few retail stores Yorkville has. The sections related to retail could have been expanded in detail to allow sequence of importance and demand.
9	I believe your questions covered most things that are important.
10	Provide feedback on suggestions.
11	Lower taxes and add retail and restaurants
12	Very thorough
13	No, because I don't think our governmental leaders pay attention to the results
14	Ask more about the cost of living.
15	It was quite comprehensive. Also, we did not know our ward until we looked on our voting registration card. My husband and I completed this survey together. We have enjoyed our first year in Yorkville.
16	A bit too long
17	survey could be improved by removing ratings of events i unfortunately have not gone to all events so for me to rate them is hard to do.

## United City of Yorkville City Services Survey 2017

### Q29 Is there any way in which this survey can be improved?

	Responses
18	No, not really. Route 47 from Kennedy Rd. to Cross St. in Sugar Grove should be the major focus now. Some of the intersections are accident prone and outdated. Four bridges and a creek running along side Rt. 47 so it will be very expensive. Yorkville needs to do what it can to convince IDOT to widen this. Traffic flow is increasing and the intersection at Cannonball and Rt. 47 is already outdated. All other sections of Rt. 47 have already been widened to 4 lanes except this section and this is where Rt. 30 and Illinois 88 tie in. People are not going to want to live in Yorkville if they cannot get in and out.
19	n/a
20	New category: Compare impressions of Yorkville with other Fox River communities
21	The survey was good.
22	Actually implement some changes based on the feedback you receive. I'm so sick of the Library not being open on Sunday. We all work during the week. Our downtown - why would you install those horrible railings? They look terrible. If you need to save money, save it somewhere else - it is what everyone sees when they come into Yorkville.
23	Too long with repetitive questioning
24	the last question two genders for survey male and female
25	no.... I appreciate the opportunity to give our opinion. Thanks for the opportunity!!!
26	Give options as to which businesses are interested in Yorkville.
27	Why don't you ask harder questions of substance. Ask citizens what they want from their government, answer Less of it!
28	No
29	Conduct the same survey yearly
30	There should be space as a way to respond to each question. Multiple choice answers do not tell the whole story. It is to long.
31	Fine as is.
32	Include peoples attitudes about the ridiculously high property taxes. But you won't do that because you know they are already too high.
33	Shorter
34	no
35	I think the survey design is well done
36	Have more categories on how to improve Yorkville.
37	Put a choice of "never attended" under city events.
38	Not sure at this time
39	Ask about how the schools could be improved.
40	Allow an open ended place to voice my concerns.
41	Continue to provide a survey to residents.

**United City of Yorkville City Services Survey 2017**

**Q29 Is there any way in which this survey can be improved?**

	Responses
42	Assurance that it will be actually read.
43	It is just fine. Thanks.
44	n/a
45	It was pretty comprehensive!
46	No. Clean and clear survey, satisfied.
47	have a comment line
48	no
49	It seems quite comprehensive.
50	Include an option to receive combined survey results to participants!
51	Adding a question for ward specific additions (such as businesses).
52	People perceive Yorkville as an ignorant enclave of uneducated conservatives whose leaders are oblivious to the cries for real, effectual growth. This "city" is known for its impotence in driving development, both cultural and economic. You should ask questions about the areas that are strikingly weak, as well as those that are neutral or exceptional.
53	Have more general comments....Such as why are my taxes higher than 90% of all US cities?..Why do we have 35 city parks? Why do we have a million dollar plus rec center which we pay taxes for but must buy a membership when the last rec center the city ran LOST money? Why is the montra for the city and county SPEND< SPEND< SPEND<.....Due to VERY poor communication, we feel the average resident has NO SAY
54	nope. I take a lot of surveys and enjoy this one the most!
55	I either went neutral or NA because some of the questions I felt I couldn't answer truthfully not using the service.
56	To long
57	No
58	Survey is fine
59	no because no matter what I say, nothing will change
60	Publish and post the results.
61	act on results
62	Ask questions about local not-for-profits and social services organizations and volunteerism. These are related to quality of life.
63	no
64	I thought it was a good survey. It would be nice if the city had a "suggestion box" via the internet so residents can voice their opinion, but this "suggestion box" would be an "in-box" only. The city would not have to respond, since I know that would be time consuming and costly. Thank you for allowing me to voice my opinions.
65	Add links to information regarding some of the areas of the survey.
66	Better and more specific questions. Too many generalities.

**United City of Yorkville City Services Survey 2017**

**Q29 Is there any way in which this survey can be improved?**

	Responses
67	The comment boxes worked well, though would be nice if they were larger so you could proof read more than just a couple words at a time. Maybe consider putting in a section to determine how much usage residents get from various services; "How many times a year do you use the library?", "Do you use community college..." etc. Have you attended Hometown days, Movie nights... I think this information could help understand more of the demographic utilizing services or why individuals respond in a certain manner. I do not think the responses though to such questions should be the sole means of determining or rationalizing the existence of a service however.
68	No
69	no
70	NA
71	suggest ways to lower taxes
72	Not at this time
73	Include "Other" with capability to write in choice. "Comments" doesn't carry same weight.
74	No