

2013 Village of Bensenville Business Survey

2013

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Final Report

Submitted to the Village of Bensenville, IL by:

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2013 Village of Bensenville Business Survey

Executive Summary

Purpose and Methodology

During December of 2013, ETC Institute administered a survey to businesses in the Village of Bensenville. The purpose of the survey was to gather feedback from Bensenville business owners and senior managers to identify ways to improve the quality of Village services. The survey was administered by mail and online to a random sample of 216 businesses in the Village of Bensenville. The overall results of the survey have a precision of at least +/-6.6% at the 95% level of confidence.

Major Findings

SATISFACTION WITH VILLAGE SERVICES

- Overall Satisfaction with Village Services. Eighty-two percent (82%) of the businesses surveyed were satisfied with the quality of customer service from Village employees. Seventy-seven percent (77%) of the businesses surveyed were satisfied with efforts of the Village for emergency preparedness, and 74% were satisfied with the quality of services provided.

OVERALL PERCEPTIONS OF THE VILLAGE

- Satisfaction with Various Items That Influence Perceptions of the Village. Businesses were asked to indicate how satisfied they were with various items that may influence their perceptions of the Village of Bensenville. The items that businesses were most satisfied with, based upon a combination of “excellent” and “good” responses, were:
 - Overall quality of local fire protection (92%)
 - Overall quality of local police protection (86%)
 - Overall feeling of safety in the Village (80%)

- Reasons for Moving to Bensenville. When asked to indicate which issues they felt were most important in their decision to locate their business in Bensenville, the items that businesses identified as most important, based upon the combined percentage of “very important” and “somewhat important” responses, were:
 - Safety/security (89%)
 - Overall feeling of safety in the Village (88%)
 - Availability of telecommunications, utilities, etc. (87%)
 - Access to highways (87%)
 - Attitude of local government to business (81%)

- Reasons Businesses Will Stay in Bensenville for the Next 10 Years. The top two items that businesses indicated would most impact their decision to stay in Bensenville for the next 10 years were:
 - Access to highways (25%)
 - Competitive lease rates (20%)

PERCEPTIONS OF THE VILLAGE AS A “BUSINESS FRIENDLY” COMMUNITY

- The Village of Bensenville as a “Business Friendly” Community. Seventy-six percent (76%) of the businesses surveyed felt the Village of Bensenville was a “business friendly” community. Twenty percent (20%) of businesses surveyed indicated the community is not “business friendly” and 4% did not know.

- Likelihood of Recommending the Village as a Business Location. Eighty-three percent (83%) of the businesses surveyed indicated they would recommend Bensenville as a business location to others; 14% would not recommend Bensenville as a business location, and 3% did not know.

- Ratings of the Labor Pool in Bensenville. When asked to rate the labor pool in Bensenville, the items that showed the highest positive ratings, based upon a combined percentage of “excellent” and “good” responses, were:
 - Availability of labor (64%)
 - Stability of the city’s labor force (61%)
 - Productivity of the workforce (60%)

- Importance of Village Goals. Businesses were asked to indicate which goals are most important for the Village. Based on the sum of their top three choices, the most important goals were:
 - Having a financially sound Village (76%)
 - Having a major business/corporate center (57%)
 - Having a safe and beautiful Village (47%)

COMMUNICATION

- Preferred Method of Communication with the Village. Forty-six percent (46%) of business surveyed indicated they prefer the Bensenville Newsletter for Village communication; 38% prefer E-News e-mails, while 37% prefer the Village website and 21% prefer utility bill inserts.

TAXES

- Fairness of Tax Structure in Bensenville. Fifty-nine percent (59%) of businesses surveyed indicated the tax structure for business in the Village of Bensenville is fair. Twenty percent (20%) of businesses indicated the tax structure is not fair, and 21% did not know.
- Priorities for Raising Revenue. Businesses were asked to prioritize methods for raising revenue in order to sustain services. The results provided below are based on a combined percentage of “top priority” and “2nd priority” responses:
 - Charges for service (permits, licenses, fees, etc.): 69%
 - Sales tax: 63%
 - Property tax: 45%
 - Utility rates: 33%

OTHER FINDINGS

- Eighty-two percent (82%) of businesses surveyed believe the Village Government is headed in the right direction with regard to being financially sound and having customer-friendly services. Eleven percent (11%) of businesses did not share this opinion, and 7% did not know.
- One-third (34%) of businesses surveyed indicated their business has been operating in the Village of Bensenville for more than twenty years. Forty-two percent (42%) have been operating in Bensenville between 5 and 20 years, and 22% have been operating in the Village for less than five years. The remaining 2% of businesses did not provide this information.

Recommendations

Based upon the overall results of the survey, ETC Institute recommends that the Village invest in the following areas:

- **Flow of Traffic and Traffic Management.** Among the 8 major categories of Village services that were assessed on the survey, businesses rated the flow of traffic and traffic management with a 53% satisfaction score. Forty-two percent

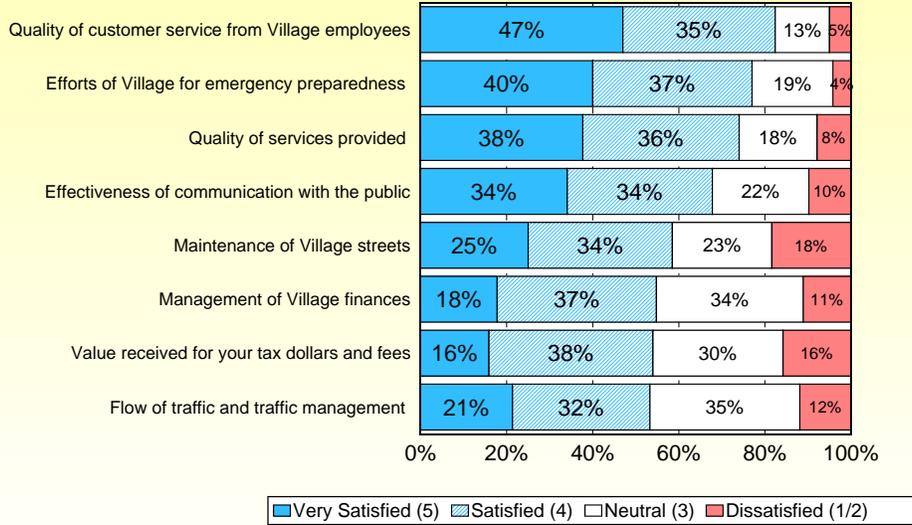
(42%) of businesses surveyed selected this as one of the top three services that should receive emphasis from Village leaders over the next two years. The Village should continue to invest in initiatives that will improve traffic management. It is also recommended that more emphasis be placed on the Metra train service and the Pace Dial-A-Bus service as a way to increase employee ridership.

- **Maintenance of Streets and Infrastructure.** Fifty-nine percent (59%) of businesses surveyed indicated satisfaction with the overall maintenance of streets. Among the 8 major categories of Village services, businesses rated the maintenance of streets as the second most important service to provide. Sixty-five percent (65%) of businesses surveyed indicated that infrastructure and street improvements should be the priority for the Village to focus on for the next five years. Businesses also felt that access to highways was the most important factor in their decision to stay in Bensenville for the next 10 years. It is recommended that the Village continue to emphasize street maintenance and infrastructure.
- **Taxes.** Among the 8 major categories of Village services, businesses rated the value received for their tax dollars and fees as the third most important service to provide. Just over half of the businesses surveyed (59%) indicated that the tax structure in Bensenville is fair, and 57% indicated that business incentives should be a priority for the Village to focus on for the next five years. While 82% of businesses surveyed believe the Village is headed in the right direction with regard to being a financially sound community, it is recommended that leaders continue to emphasize a fair tax structure and overall value received for tax dollars and fees.

Section 1:
Charts and Graphs

Q1. Overall Satisfaction with Village Services

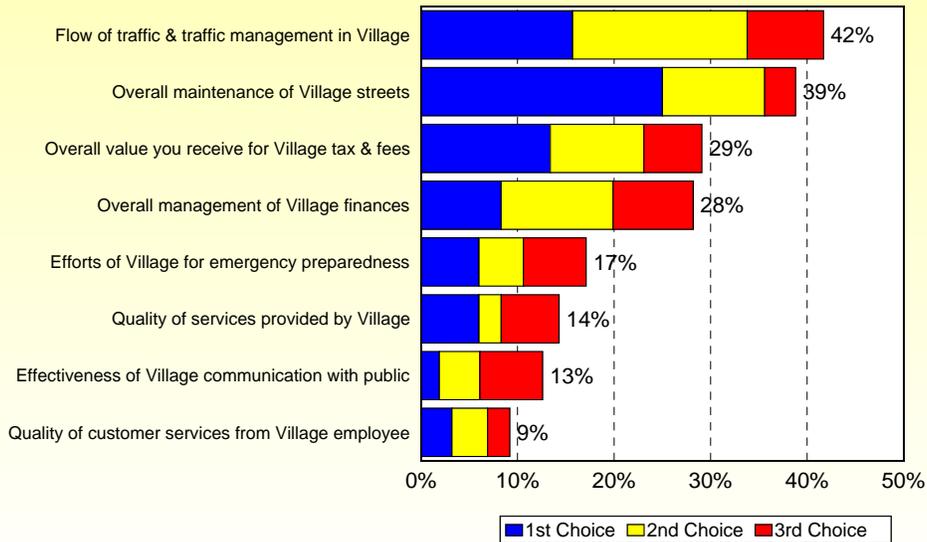
by percentage of businesses who rated the item as a 1 to 5 on a 5-point scale, where 5 means "very satisfied" and a rating of 1 means "very dissatisfied" (excluding "don't knows")



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q2. Village Services That Should Receive the Most Emphasis From Leaders Over the Next Two Years

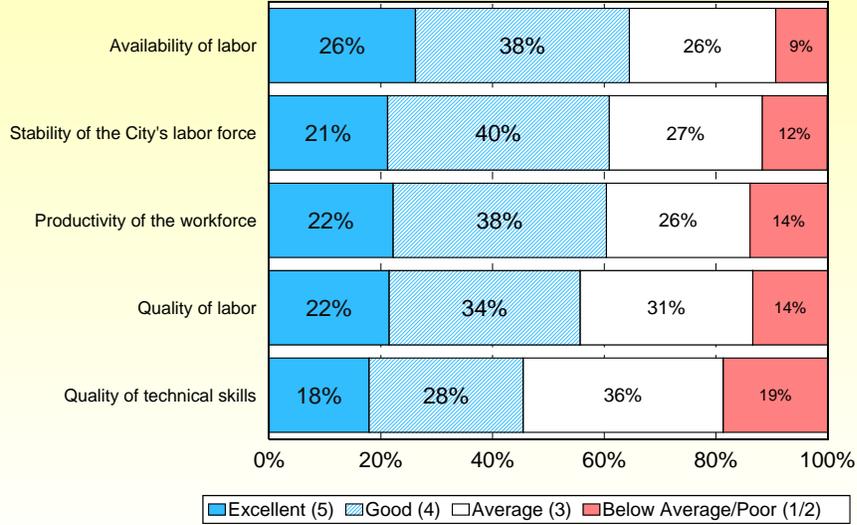
by percentage of businesses who selected the item as one of their top three choices



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q3. How Respondents Rate the Labor Pool in the Village of Bensenville

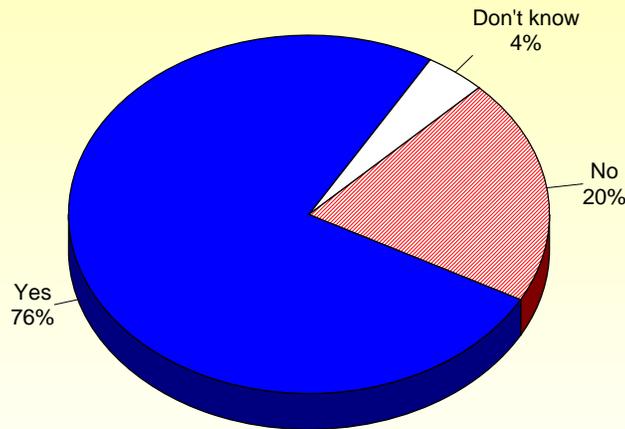
by percentage of businesses who rated the item as a 1 to 5 on a 5-point scale, where 5 means "excellent" and a rating of 1 means "poor" (excluding "don't knows")



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q4. Do you think the Village of Bensenville is a "Business Friendly" community?

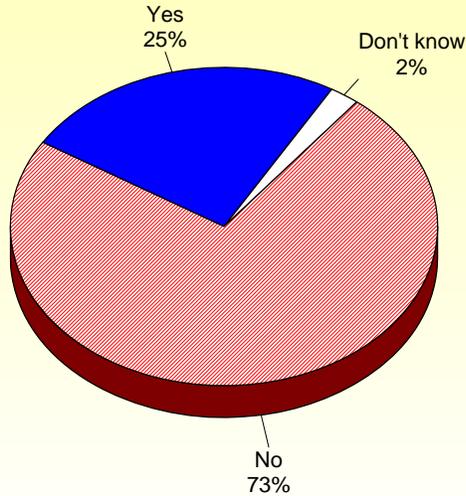
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q5. Are there any barriers to your business growth in this community?

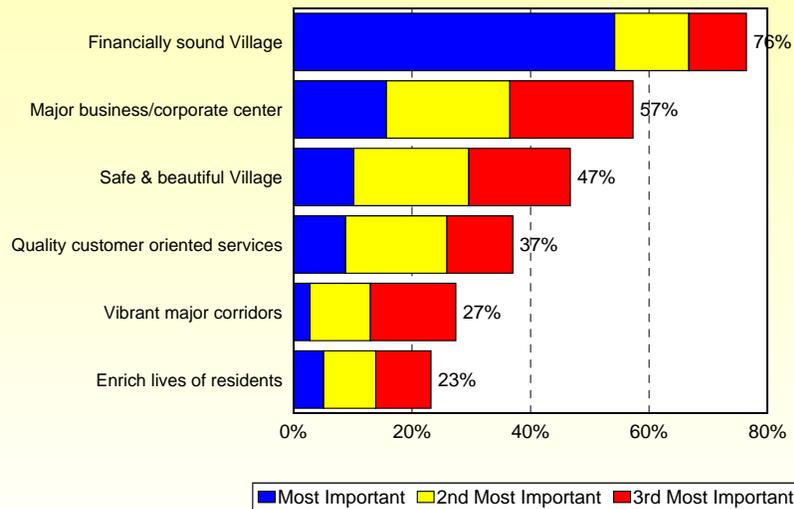
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q6. Village Goals That Are Most Important

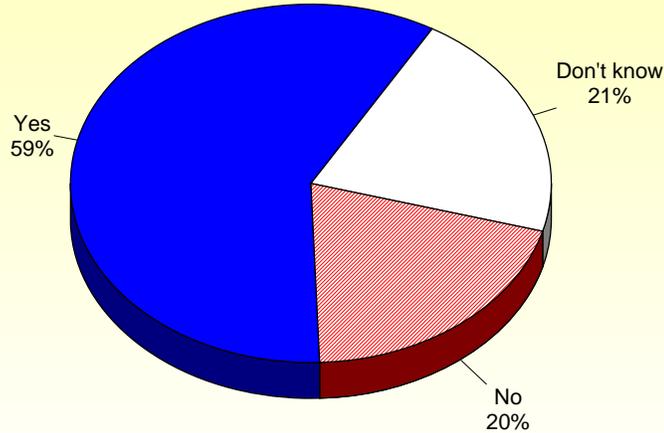
by percentage of businesses surveyed who selected the item as one of their top three choices



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q7. Do you think the tax structure for business in the Village of Bensenville is fair?

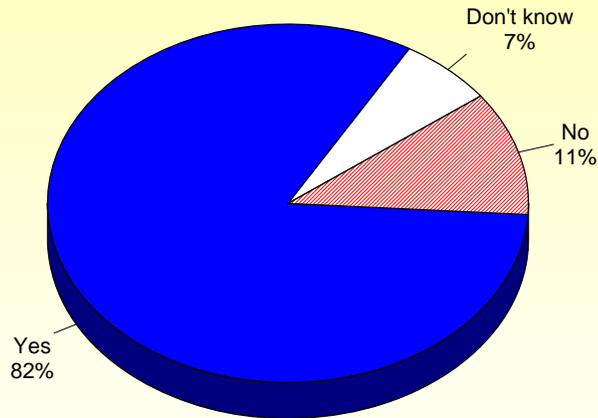
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q8. Do you believe the Village Government is headed in the right direction with regard to being financially sound and having customer-friendly services?

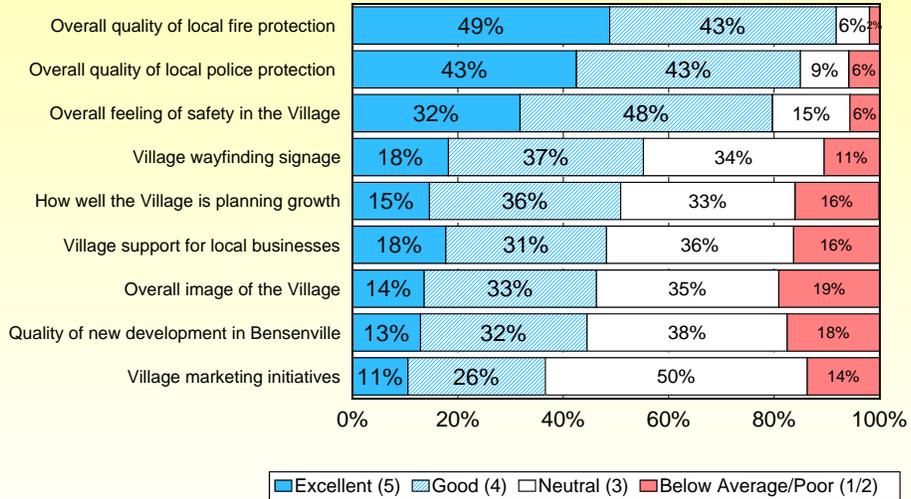
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q9. Perceptions of the Village of Bensenville

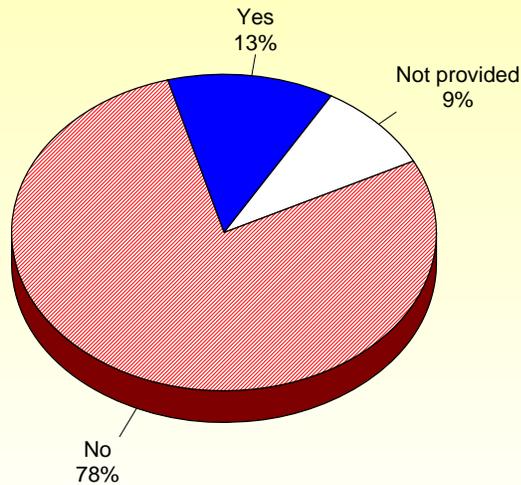
by percentage of businesses who rated the item as a 1 to 5 on a 5-point scale, where 5 means "excellent" and a rating of 1 means "poor" (excluding "don't knows")



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q10. Do you currently pay Village utility bills online?

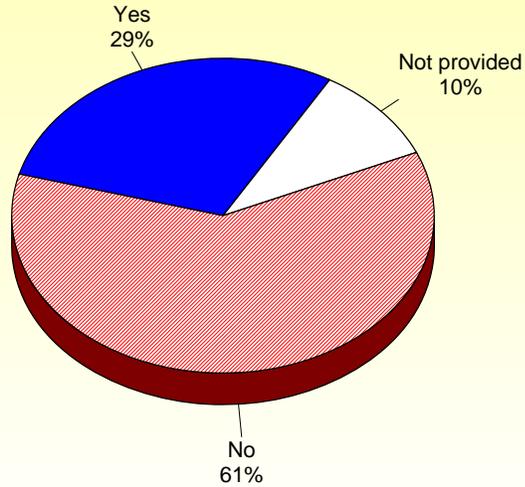
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q11. Would you like to make more Village transactions online?

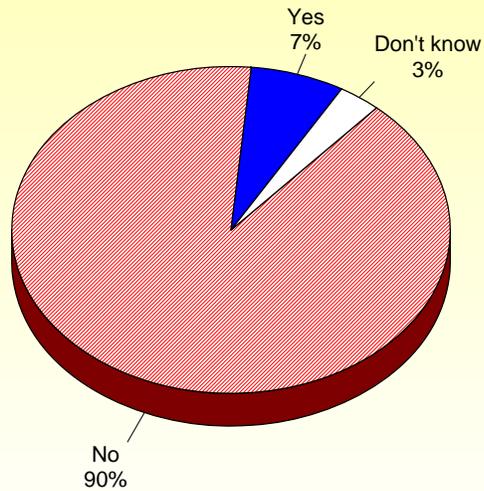
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q12. Do your employees regularly use the Metra train service?

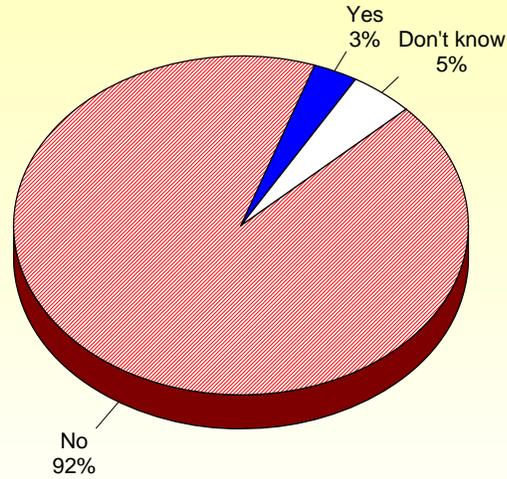
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q13. Do your employees regularly use the Pace Dial-A-Bus transit service?

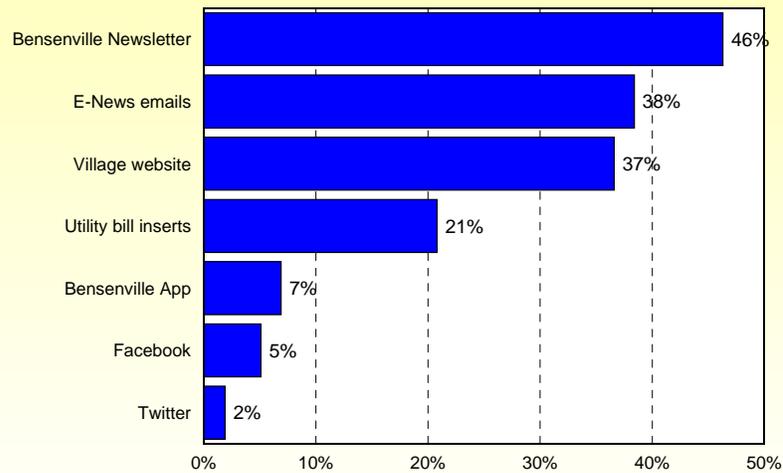
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q14. Preferred Method for Communication with the Village

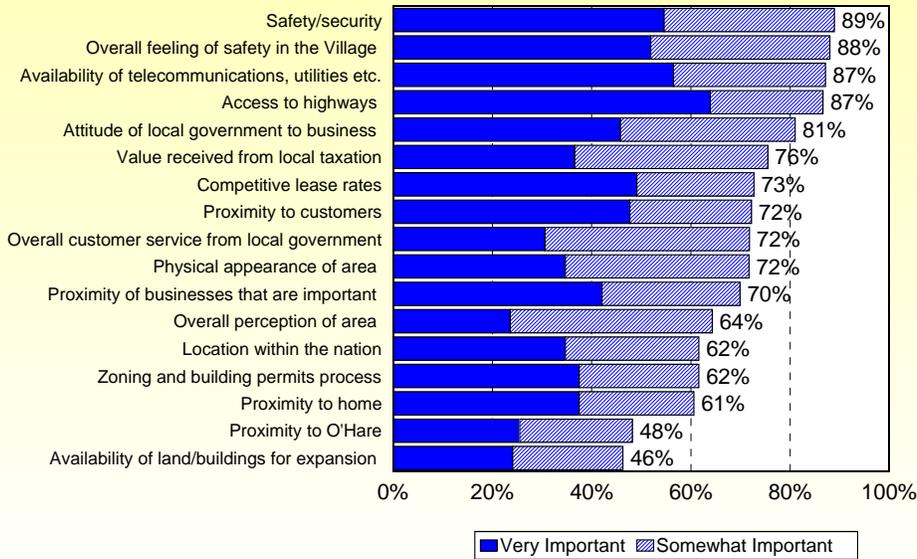
by percentage of businesses surveyed (multiple responses were allowed)



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q15. How important was each reason in your decision to locate in your current location?

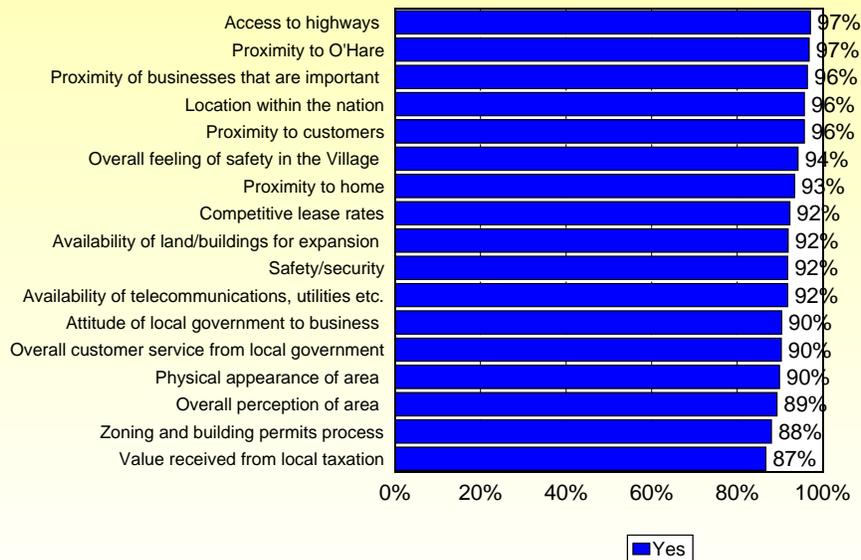
by percentage of businesses surveyed who rated the item as "very important" or "somewhat important"



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q15a. Are your needs being met in Bensenville?

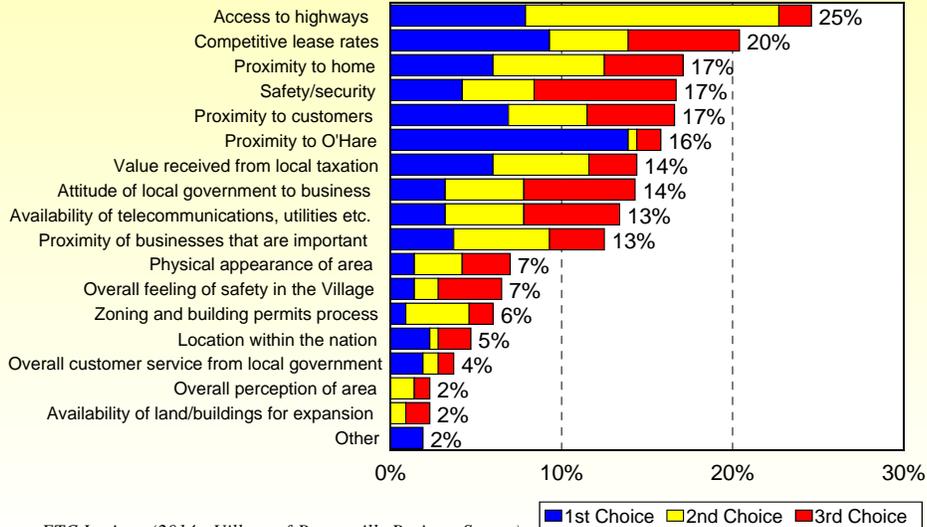
by percentage of businesses surveyed who responded "yes"



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q16. Reasons that will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years

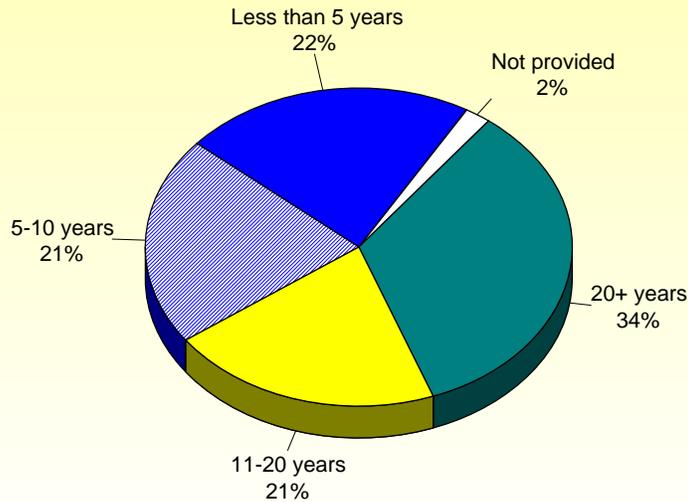
by percentage of businesses surveyed who selected the item as one of their top three choices



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q18. Approximately how many years has your business been operating in the Village of Bensenville?

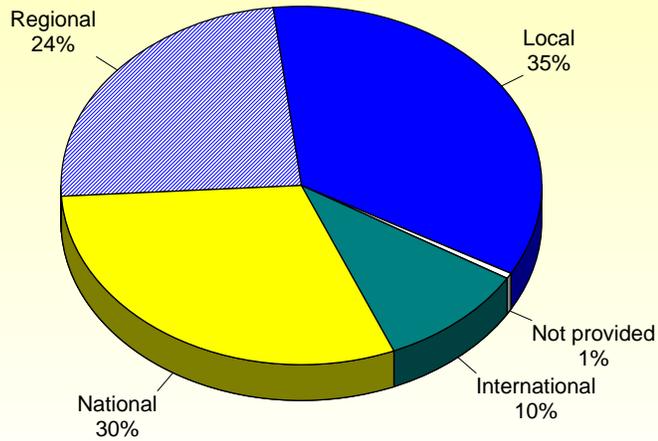
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q19. What is your company's primary market?

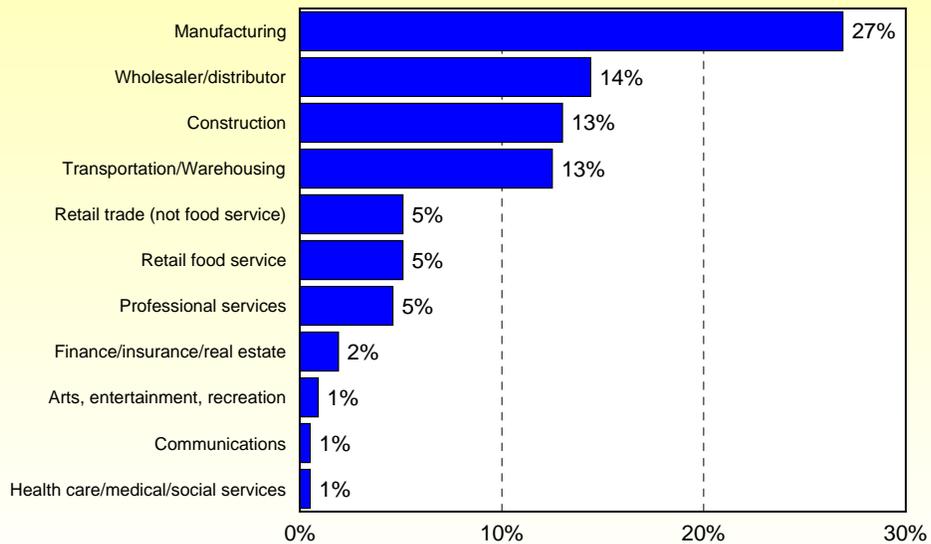
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q20. Which of the following best describes your business?

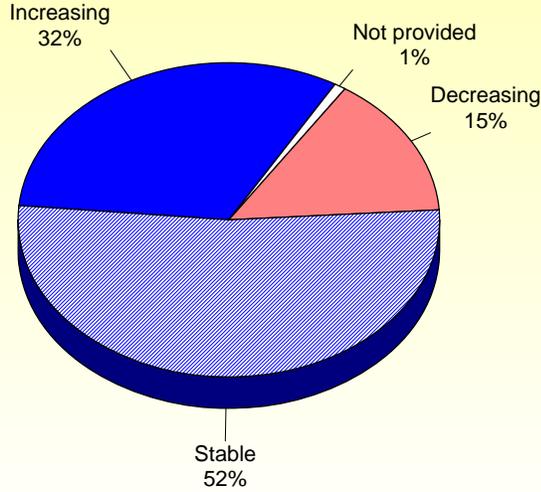
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q21. Please indicate the status of your current company sales

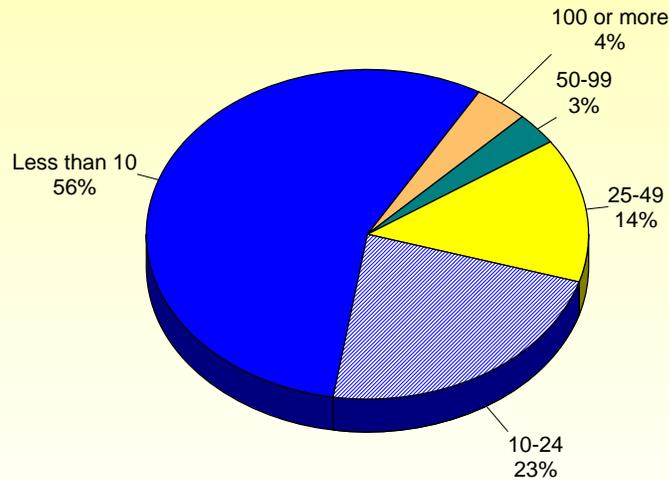
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q22. Approximately how many employees do you employ in your Bensenville location?

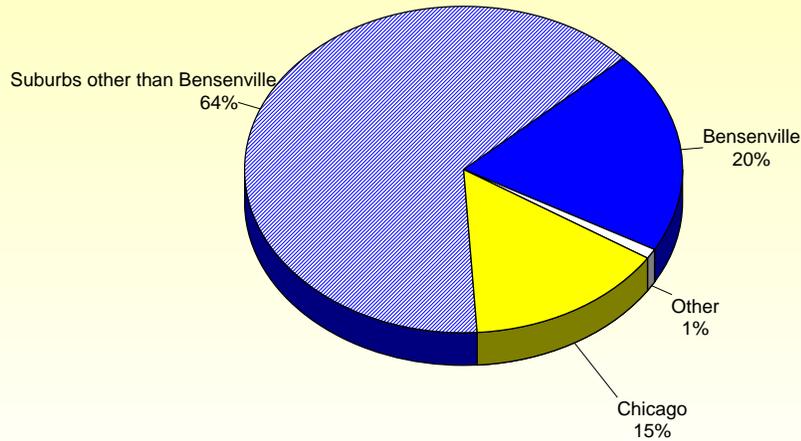
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q23. What percentage of your employees live in the following areas?

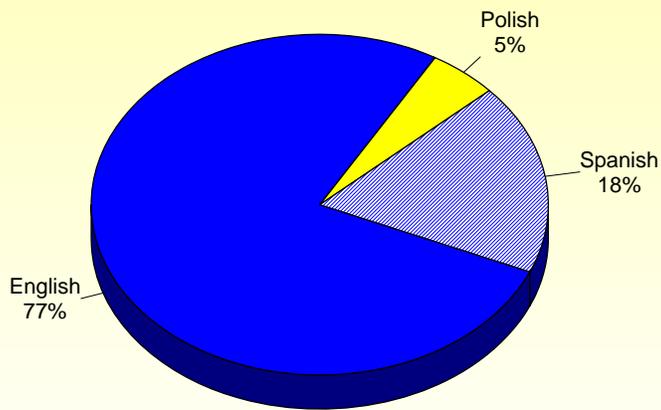
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q24. Approximately what percent of your employees speak the following as a primary language?

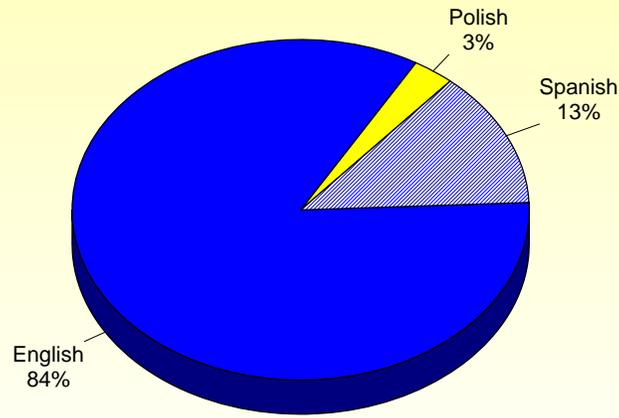
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q25. Approximately what percent of your customers speak the following as a primary language?

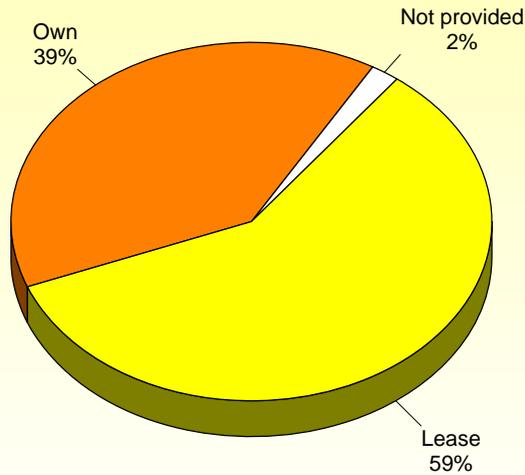
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q26. Do you own or lease your facility?

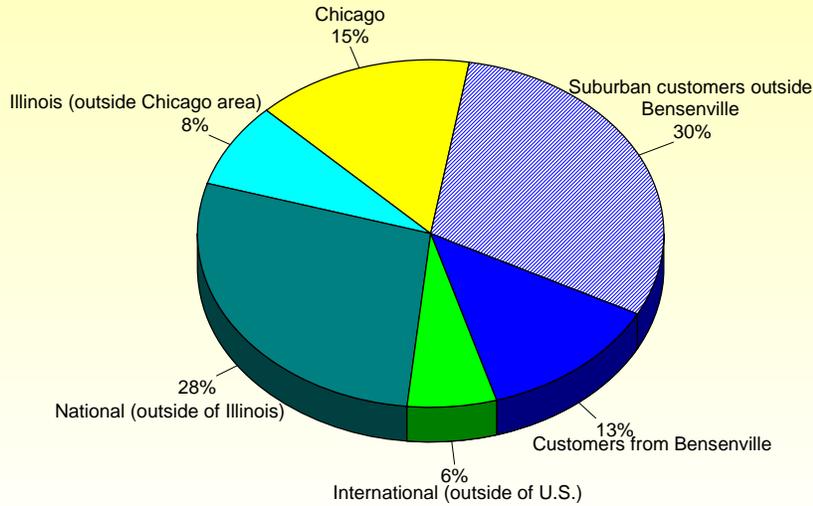
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q27. Approximately what percentage of your customer base is represented by the following groups?

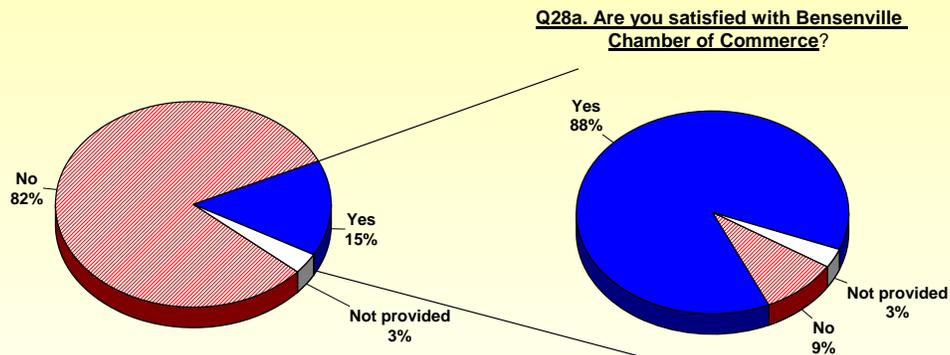
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?

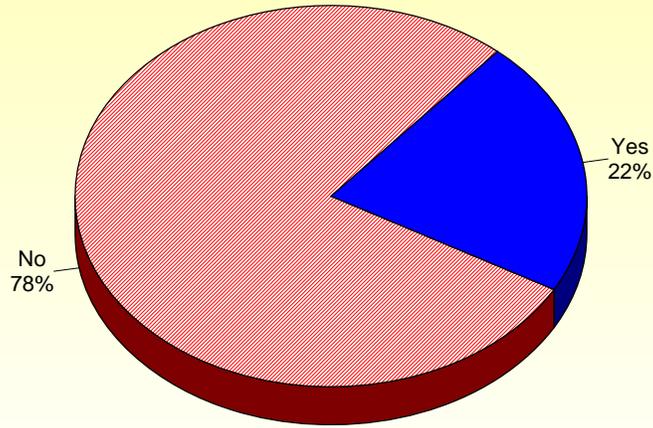
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q29. Does your business have occasion to use hotel and/or conference center services?

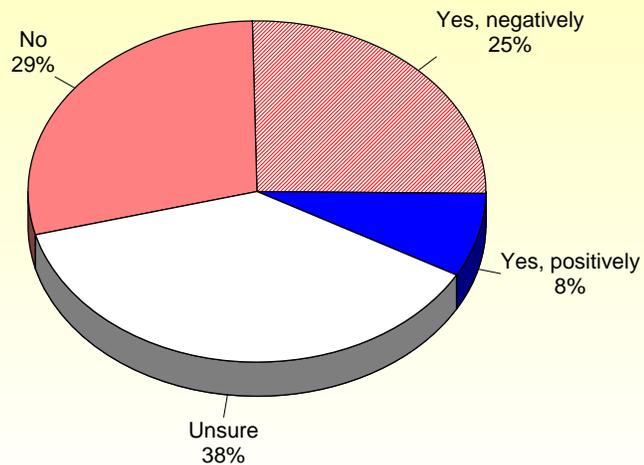
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in the next 5 years?

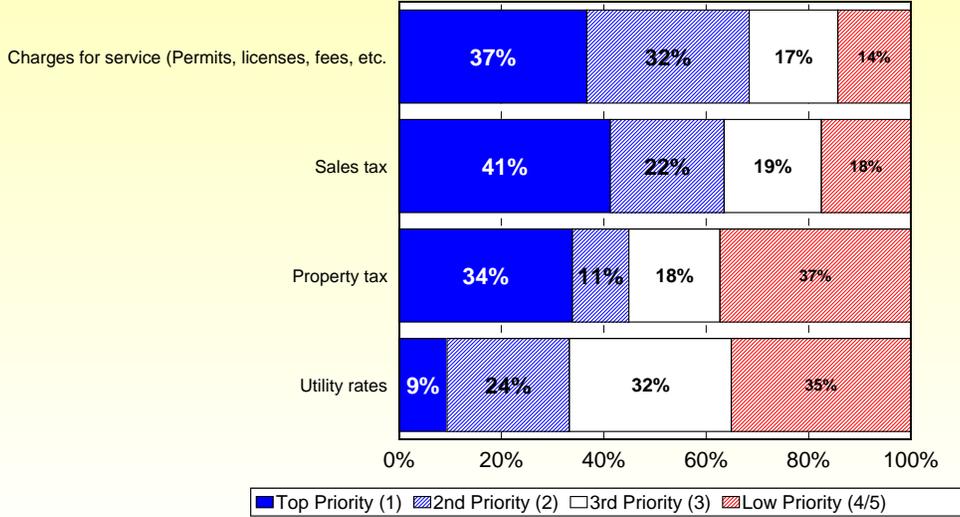
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

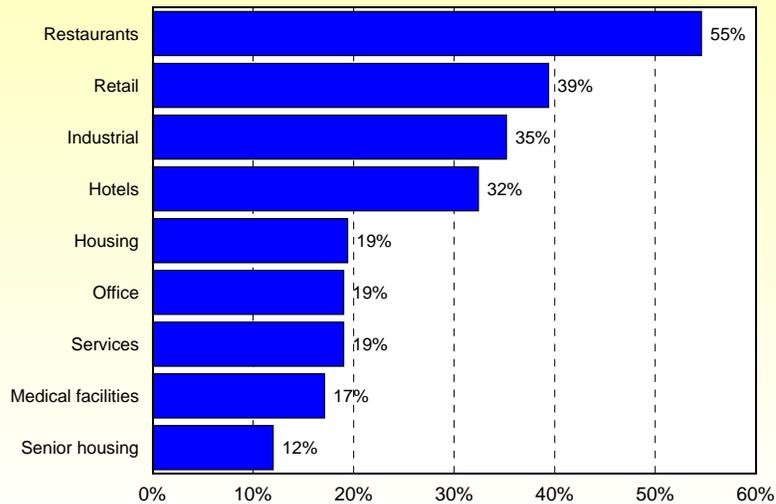
by percentage of businesses surveyed who ranked the item as a 1 to 5 on a 5-point scale, where 1 means "top priority" and 5 means "lowest priority"



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q33. What type of development would you most like to see added to the community (re: Elgin-O'Hare Expressway/Western Access/O'Hare Airport)?

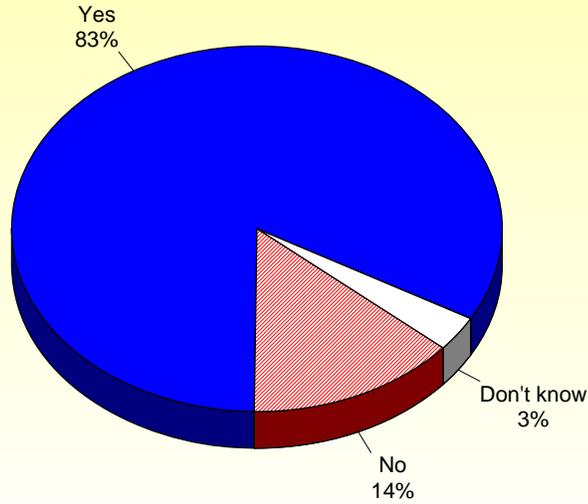
by percentage of businesses surveyed (multiple selections could be made)



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q34. Would you recommend Bensenville as a business location?

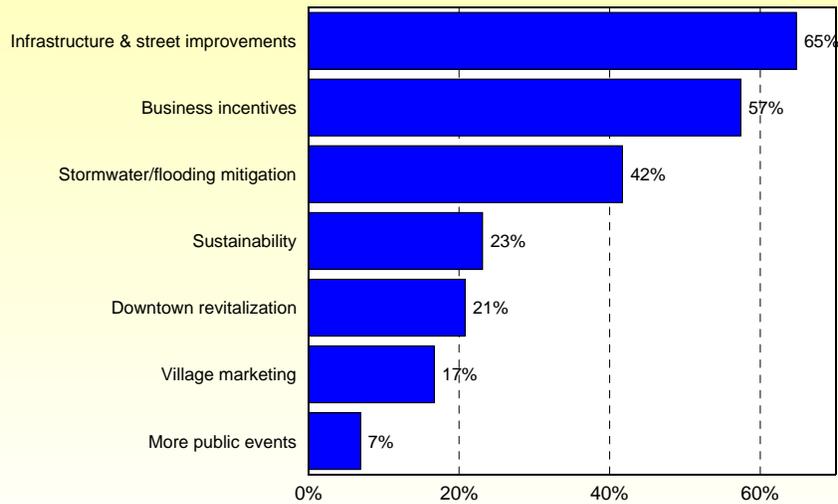
by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q35. What should be the priority for the Village to focus on for the next 5 years?

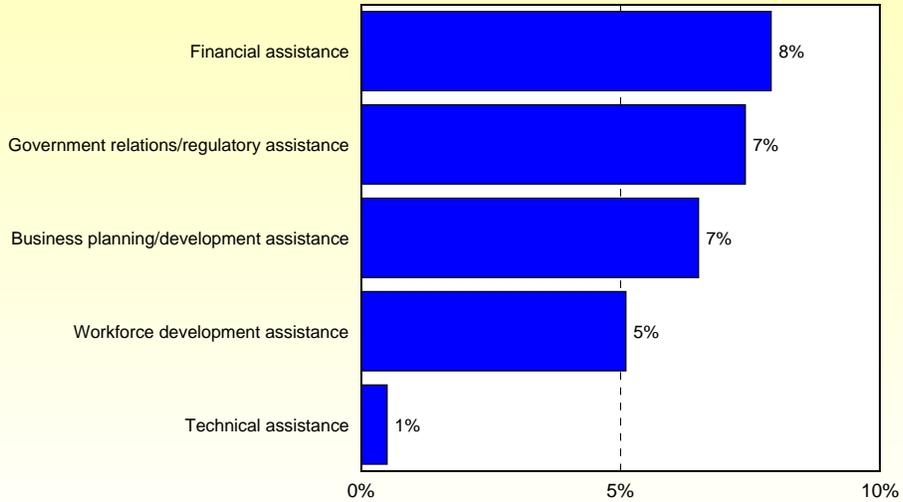
by percentage of businesses surveyed (three selections were permitted)



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q36. Please indicate if you are interested in assistance in any of the following areas:

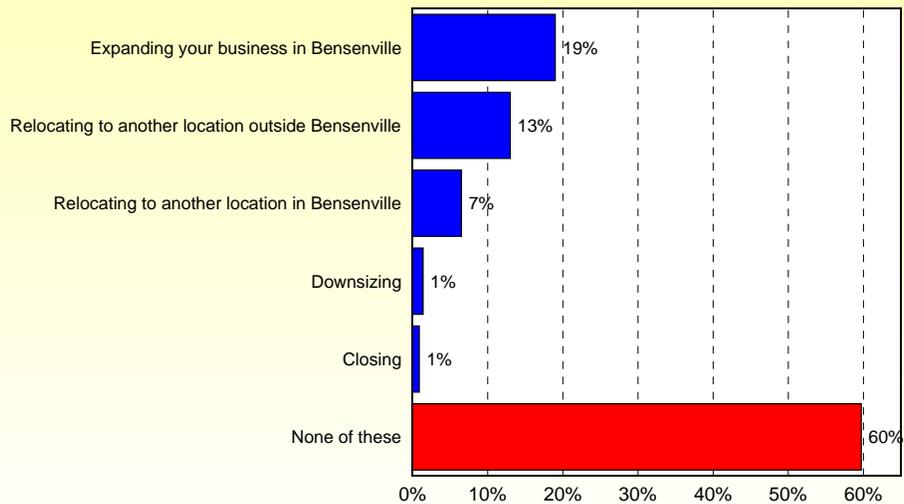
by percentage of businesses surveyed (multiple selections could be made)



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Q37. In the next 12 months, is your business considering any of the following?

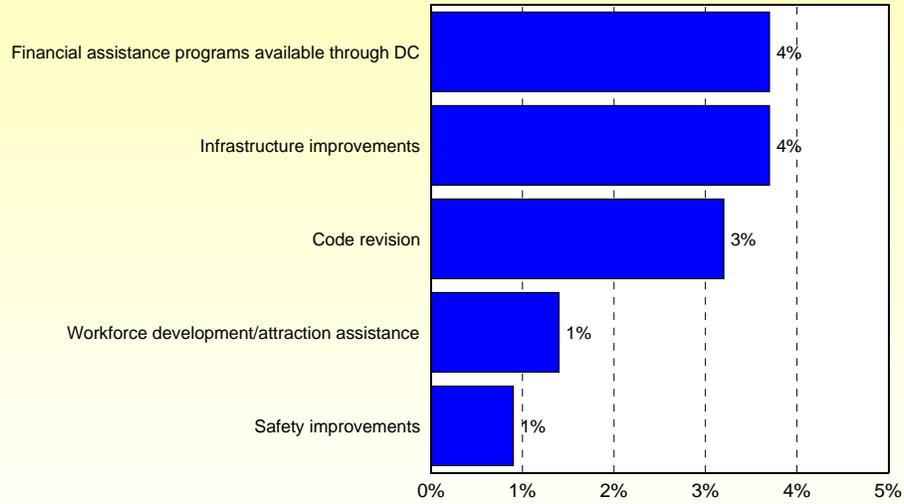
by percentage of businesses surveyed (multiple selections could be made)



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

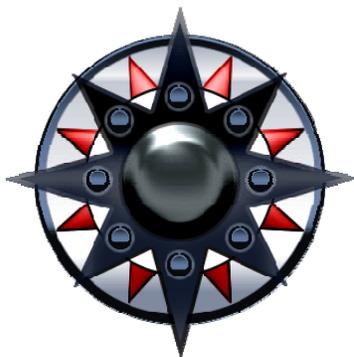
Q38. If your business is considering a relocation, what is the most important improvement/assistance needed to retain your business in Bensenville?

by percentage of businesses surveyed



Source: ETC Institute (2014 - Village of Bensenville Business Survey)

Section 2:
Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

Village of Bensenville, IL

2013 Business Survey

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the Village to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the Major Categories of Services they thought were the most important for Village leaders to emphasize over the next two years. Approximately forty-two percent (41.7%) selected the "flow of traffic and traffic management" as one of the most important services for the Village to emphasize over the next two years.

With regard to satisfaction, approximately fifty-three percent (53.3%) of the respondents surveyed rated their overall satisfaction with the “flow of traffic and traffic management” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “flow of traffic and traffic management” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 41.7% was multiplied by 46.7% (1-0.533). This calculation yielded an I-S rating of 0.1947, which ranked first out of eight Major Village Services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years, and 0% indicates that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the Village to emphasize over the next two years

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for the Village of Bensenville are provided on the following page.

Importance-Satisfaction Rating

Village of Bensenville - 2013 Business Survey

Major Categories of Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Flow of traffic and traffic management	42%	1	53%	8	0.1947	1
Maintenance of Village streets	39%	2	59%	5	0.1610	2
Value received for your tax dollars and fees	29%	3	54%	7	0.1339	3
Management of Village finances	28%	4	55%	6	0.1275	4
Medium Priority (IS <.10)						
Effectiveness of communication with the public	13%	7	68%	4	0.0406	5
Efforts of Village for emergency preparedness	17%	5	77%	2	0.0393	6
Quality of services provided	14%	6	74%	3	0.0372	7
Quality of customer service from Village employees	9%	8	82%	1	0.0162	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

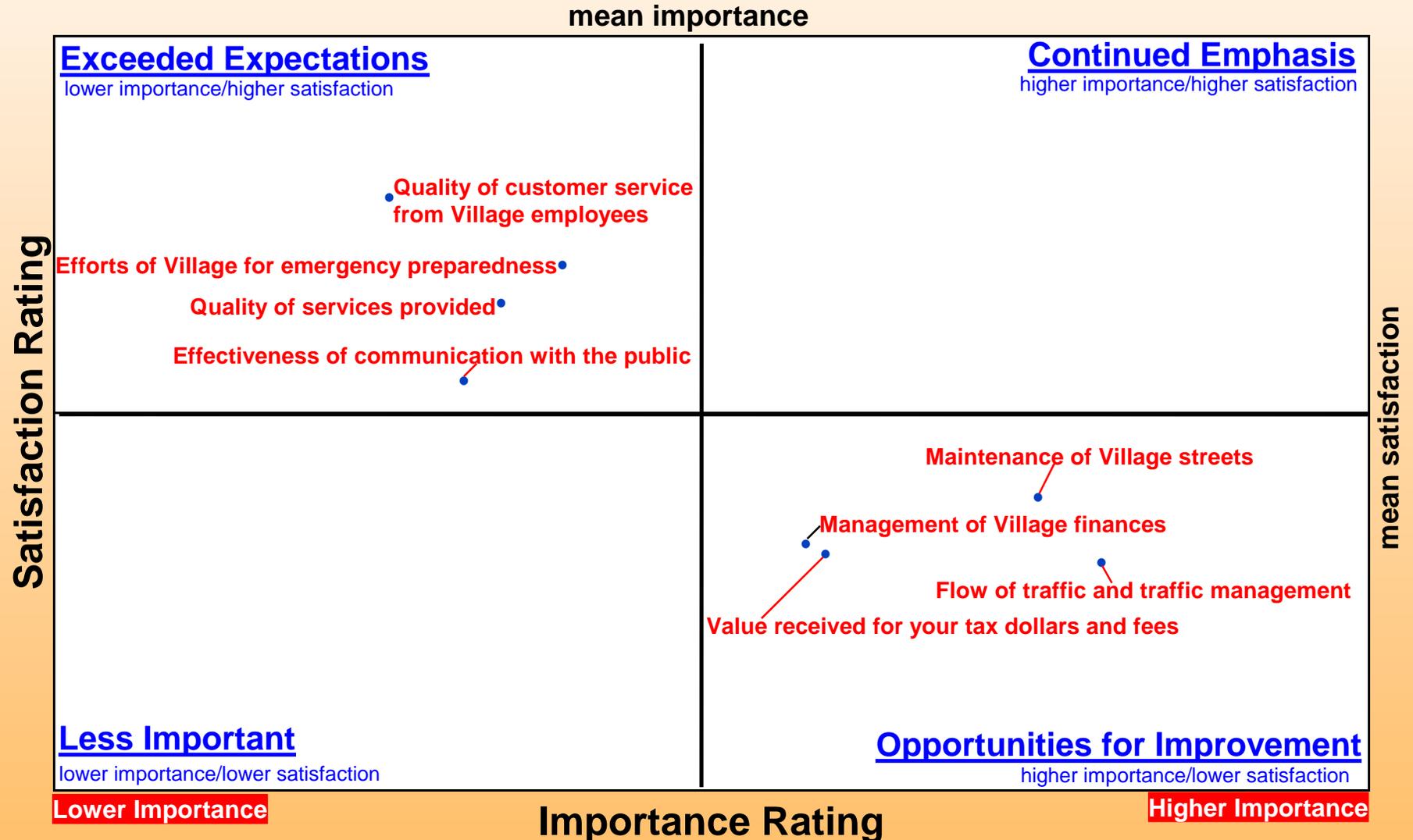
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the Village is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The Village should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the Village is performing significantly better than customers expect the Village to perform. Items in this area do not significantly affect the overall level of satisfaction that customers have with Village services. The Village should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the Village is not performing as well as customers expect the Village to perform. This area has a significant impact on customer satisfaction, and the Village should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the Village is not performing well relative to the Village's performance in other areas; however, this area is generally considered to be less important to customers. This area does not significantly affect overall satisfaction with Village services because the items are less important to customers. The agency should maintain current levels of emphasis on items in this area.

A matrix chart showing the results for the Village of Bensenville is provided on the following page.

2013 Village of Bensenville Business Survey Importance-Satisfaction Assessment Matrix

-Major Categories of Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2014)

Section 3:
Tabular Data

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=216)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of services provided by Village	35.6%	34.3%	17.1%	3.7%	3.7%	5.6%
Q1b. Overall quality of customer services you receive from Village employees	43.1%	32.4%	11.6%	2.8%	1.9%	8.3%
Q1c. Overall maintenance of Village streets	24.5%	32.9%	22.7%	10.6%	7.4%	1.9%
Q1d. Overall flow of traffic & traffic management in Village	20.8%	31.0%	33.8%	9.7%	1.9%	2.8%
Q1e. Overall effectiveness of Village communication with public	32.4%	31.9%	21.3%	7.9%	1.4%	5.1%
Q1f. Overall value that you receive for your Village tax dollars & fees	13.9%	33.3%	26.4%	8.3%	5.6%	12.5%
Q1g. Overall management of Village finances	11.1%	23.1%	21.3%	4.6%	2.3%	37.5%
Q1h. Overall efforts of Village for emergency preparedness	30.6%	28.2%	14.4%	3.2%	0.0%	23.6%

WITHOUT DON'T KNOW**Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=216)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of services provided by Village	37.7%	36.3%	18.1%	3.9%	3.9%
Q1b. Overall quality of customer services you receive from Village employees	47.0%	35.4%	12.6%	3.0%	2.0%
Q1c. Overall maintenance of Village streets	25.0%	33.5%	23.1%	10.8%	7.5%
Q1d. Overall flow of traffic & traffic management in Village	21.4%	31.9%	34.8%	10.0%	1.9%
Q1e. Overall effectiveness of Village communication with public	34.1%	33.7%	22.4%	8.3%	1.5%
Q1f. Overall value that you receive for your Village tax dollars & fees	15.9%	38.1%	30.2%	9.5%	6.3%
Q1g. Overall management of Village finances	17.8%	37.0%	34.1%	7.4%	3.7%
Q1h. Overall efforts of Village for emergency preparedness	40.0%	37.0%	18.8%	4.2%	0.0%

Q2. Which THREE of the overall Village services listed in Question 1 do you think should receive the most emphasis from Village leaders over the next two years?

Q2. 1 st Choice	Number	Percent
Quality of services provided by Village	13	6.0 %
Quality of customer services from Village employees	7	3.2 %
Overall maintenance of Village streets	54	25.0 %
Flow of traffic & traffic management in Village	34	15.7 %
Effectiveness of Village communication with public	4	1.9 %
Overall value you receive for Village tax & fees	29	13.4 %
Overall management of Village finances	18	8.3 %
Efforts of Village for emergency preparedness	13	6.0 %
None chosen	44	20.4 %
Total	216	100.0 %

Q2. Which THREE of the overall Village services listed in Question 1 do you think should receive the most emphasis from Village leaders over the next two years?

Q2. 2 nd Choice	Number	Percent
Quality of services provided by Village	5	2.3 %
Quality of customer services from Village employees	8	3.7 %
Overall maintenance of Village streets	23	10.6 %
Flow of traffic & traffic management in Village	39	18.1 %
Effectiveness of Village communication with public	9	4.2 %
Overall value you receive for Village tax & fees	21	9.7 %
Overall management of Village finances	25	11.6 %
Efforts of Village for emergency preparedness	10	4.6 %
None chosen	76	35.2 %
Total	216	100.0 %

Q2. Which THREE of the overall Village services listed in Question 1 do you think should receive the most emphasis from Village leaders over the next two years?

Q2. 3 rd Choice	Number	Percent
Quality of services provided by Village	13	6.0 %
Quality of customer services from Village employees	5	2.3 %
Overall maintenance of Village streets	7	3.2 %
Flow of traffic & traffic management in Village	17	7.9 %
Effectiveness of Village communication with public	14	6.5 %
Overall value you receive for Village tax & fees	13	6.0 %
Overall management of Village finances	18	8.3 %
Efforts of Village for emergency preparedness	14	6.5 %
None chosen	115	53.2 %
Total	216	100.0 %

Q2. Which THREE of the overall Village services listed in Question 1 do you think should receive the most emphasis from Village leaders over the next two years? (Sum of Top 3 Choices)

Q2. Sum of Top 3 Choices	Number	Percent
Quality of services provided by Village	31	14.4 %
Quality of customer services from Village employees	20	9.3 %
Overall maintenance of Village streets	84	38.9 %
Flow of traffic & traffic management in Village	90	41.7 %
Effectiveness of Village communication with public	27	12.5 %
Overall value you receive for Village tax & fees	63	29.2 %
Overall management of Village finances	61	28.2 %
Efforts of Village for emergency preparedness	37	17.1 %
None chosen	44	20.4 %
Total	457	

Q3. Please rate the labor pool in the Village of Bensenville in the following areas:

(N=216)

	Excellent	Good	Average	Below Average	Poor	Don't Know
Q3a. Quality of labor	14.8%	23.6%	21.3%	8.8%	0.5%	31.0%
Q3b. Availability of labor	17.1%	25.0%	17.1%	5.1%	0.9%	34.7%
Q3c. Stability of City's labor force	14.4%	26.9%	18.5%	4.6%	3.2%	32.4%
Q3d. Productivity of workforce	14.8%	25.5%	17.1%	9.3%	0.0%	33.3%
Q3e. Quality of technical skills	11.1%	17.1%	22.2%	7.9%	3.7%	38.0%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

(N=216)

	Excellent	Good	Average	Below Average	Poor
Q3a. Quality of labor	21.5%	34.2%	30.9%	12.8%	0.7%
Q3b. Availability of labor	26.2%	38.3%	26.2%	7.8%	1.4%
Q3c. Stability of City's labor force	21.2%	39.7%	27.4%	6.8%	4.8%
Q3d. Productivity of workforce	22.2%	38.2%	25.7%	13.9%	0.0%
Q3e. Quality of technical skills	17.9%	27.6%	35.8%	12.7%	6.0%

Q4. Do you think that the Village of Bensenville is a "Business Friendly" community?

<u>Q4. Is Bensenville a "Business Friendly" community?</u>	<u>Number</u>	<u>Percent</u>
Yes	163	75.5 %
No	44	20.4 %
Don't know	9	4.2 %
Total	216	100.0 %

Q4a. If no, why not?

- ADDING TECHNOLOGY.
- BEEN IN BUSINESS 28YEARS, 8 1/2 YEARS IN BENSENVILLE AND THEY COULD CARE LESS.
- BENSENVILLE STILL HAS A BAD "IMAGE" PERCEPTION TO THE DUPAGE COUNTY AREA.
- BUILDING INSPECTOR.
- DON'T KNOW NEVER HAD TO USE VILLAGE.
- EXCESSIVE TAXING.
- FORMERLY 3 YRS BACK DID THEIR PHOTOGRAPHY-NOW VILLAGE HAS FULL STAFF PHOTOGRAPHERS.
- GROSS SPENDING ON FIGHT O'HARE, EXPANSION HAS TAKEN AWAY TAX REVENUE THAT SHOULD SUPPORT INFRASTRUCTURE.
- HARD TO GET ANSWERS OR SATISFACTION ON PROBLEMS.
- HAVE NOT TAKEN CONCERNS UNTIL RECENTLY.
- HISTORY-VOLUME & BUSINESS GONE DOWN, NOT DUE JUST TO THE ECONOMY.
- I DON'T LIKE GOVERNMENT PUTTING THEIR NOSE IN MY BUSINESS.
- I DON'T THINK IT'S TAKING ADVANTAGE OF THE AIRPORT AND GOING OUT TO SECURE NEW BUSINESS.
- IN THE PAST I KNOW OF COMPANY OWNERS WHO WISHED TO BUY A BUILDING BUT VILLAGE WANTED "TOO MUCH" FROM COMPANY TO BRING BUILDINGS UP TO CODE.
- INCREASING SALES BY 10% EACH YEAR.
- IT HAS GOTTEN A LOT BETTER IN THE LAST 3 YEARS. THANK YOU.
- JUST OPENING UP STAYING GOOD.
- LOOK ABOVE QUESTIONS, QUALITY OF SERVICES FROM CITY & EMPLOYEES, STREET MAINT, COMMUNICATION, TAX DOLLAR VALUE AND FESS HORRIBLE AND CITY MANAGEMENT.

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- MY MOM HAD A DRY CLEANING BUSINESS THAT WE HAD TO MOVE TO WOODALE BECAUSE THE VILLAGE FEES AND ORDINANCES WERE WAY OVER THE TOP.
- NEGATIVITY OF VILLAGE.
- NO SIT DOWN RESTAURANTS, NO DEVELOPMENT
- STILL HARD TO GET THINGS DONE THROUGH VILLAGE 30-45 DAYS FOR REVIEW FOR SIMPLE CHANGE.
- SUPPORT OF AIRPORT CHASED OUT BUSINESS
- TAXES TOO HIGH.
- TAXES, FEES
- THE CORNER OF YORTZ AND IRVING PARK IS BAD. THE CORNER OF FOSTER AND 83 IS ALSO BAD. YOU ALLOW TRUCKS TO PARK ON THE STREET IN "NO PARKING ZONE" WHICH SLOWS UP TRAFFIC.
- THE HIGHER THE TAXES THE MORE RESTRICTIVE THE PROPERTY OWNER IS EXPOSED TO.
- THE O'HARA EXPANSION.
- THE VILLAGE DECIDED NOT TO RECOGNIZE MY CONTRACTORS LICENSE AFTER 30+ YEARS IN BUSINESS WITHOUT NOTIFICATION.
- THE WATER METER MESS AND THE INDUSTRIAL TAXES.
- THINK DOUBLE STANDARDS WITH A LOT OF THINGS.
- TOO MANY PERMITS AND INSPECTIONS REQUIRED TO MOVE A BUSINESS TO BENSENVILLE.
- TOO MANY RULES AND REGULATIONS, YOU APPLY TO BUSINESS TO BE ABLE TO STAY OPEN.
- TOO MUCH CORRUPTION AND INSTABILITY WITHIN THEIR OWN SYSTEM. BENSENVILLE IS BANKRUPT. NO GENERAL CODES. EACH INSPECTOR INVENTS THEIR OWN.
- VILLAGE CODES.
- VILLAGE MAKES NO APPARENT EFFORT TO WELCOME NEW BUSINESS.

Q5. Are there any barriers to your business growth in this community?

Q5. Are there any barriers to your business growth in this community?	Number	Percent
Yes	53	24.5 %
No	158	73.1 %
Don't know	5	2.3 %
Total	216	100.0 %

Q5a. If YES, what are they?

- AIRPORT AND ROAD EXPANSION.
- BECAUSE OF THE PER CAPITAL INCOME, WE HAVE TO OFFER INCENTIVES OR SCHOLARSHIPS TO GET PEOPLE TO COME HERE.
- BUSY SEASON, 8 WEEKS OF YEAR. PARKING IS A PROBLEM. GOT TICKETED FOR PARKING ON OWN PROPERTY.
- BUT GETTING BETTER.
- DEMOGRAPHICS, LOW INCOME PEOPLE.
- ELGER O'HARE EXTENSION MAY EFFECT OUR BUSINESS.
- EXISTING BUILDINGS REQUIRE TOO MUCH MONEY TO BRING TO CURRENT ADA REG IF ONE WANTED TO PULL PERMIT
- FIXING OUR STREETS TOOK ALMOST A YEAR AND REALLY AFFECTED OUR BUSINESS, LOSS OF REVENUE WAS SIGNIFICANT.
- FLOODING FROM BLDGS IN BACK OF US DUE TO THE CONTOUR AND WATER RUN OFF.
- GETTING LOCAL BUSINESS.
- I OWN A COIN LAUNDRY, WASTE COST FOR MY LAUNDRY IS 25% OF GROSS REVENUE (TOO HIGH).
- INSANE PERMITTING PROCESS, COST, PERMITS REQUIREMENT FOREVER SIMPLEST CHANGES.
- LABOR POOL, TECHNICAL SUPPORT.
- LACK OF CUSTOMERS
- LACK OF OTHER BUSINESS.
- LOW INCOME
- MAYBE BE ABLE TO PUT UP HIS POSTERS.

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- NARROW STREETS PREVENT ACCESS TO LOADING DOCKS. VERY DIFFICULT WHEN STREETS ARE NOT WIDE ENOUGH FOR EASY MANEUVERING OF LARGE TRUCKS.
- NEEDS BIGGER NAME RECOGNITION IN CHICAGO AREA.
- NO CONTRACTOR LICENSING.
- NO DEVELOPMENT
- NO SIGNAGE, NO EXPOSURE.
- NOT ENOUGH "OTHER" BUSINESS'S AND LOCAL NEIGHBOR'S STREET TRAFFIC.
- NOT RELATED TO WHERE WE ARE LOCATED.
- O'HARE TAKING BUILDING IN JUNE.
- PEOPLE ARE LEAVING.
- PORTRAITS VS OTHER MEANS OF PICTURES. NEED CUSTOMERS TO SHOP LOCALLY.
- PUBLIC TRANSPORTATION, BETTER HIGH SPEED INTERNET/
- RAILROAD IS DIFFICULT TO GET IN TOUCH WITH.
- SPACE
- STILL TRYING TO RECOVER FROM O'HARE HOME DEMOLITIONS AND POPULATION REDUCTION.
- STREETS & LAYOUT OF VILLAGE.
- TAXES AND ASSESSMENTS.
- TAXES, FEES.
- THE NEW TOLLS.
- THE O'HARA EXPANSION.
- THE PEOPLE EMPLOYED IN ECONOMIC DEVELOPMENT DEPARTMENT.
- THE ROADS.
- THE SIGNAGE.
- THEY WAY THAT VILLAGE HANDLES BUSINESS.
- WATER BILL IS TOO HIGH.
- WE ARE CLOSING -HIGH TAXES.
- YES, BUT NOT BECAUSE OF THE VILLAGE, MORE INDUSTRY RELATED.
- ZONING RESTRICTIONS.

Q6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time?

Q6. 1 st Choice	Number	Percent
Financially sound Village	117	54.2 %
Quality customer oriented services	19	8.8 %
Safe & beautiful Village	22	10.2 %
Enrich lives of residents	11	5.1 %
Major business/corporate center	34	15.7 %
Vibrant major corridors	6	2.8 %
None chosen	7	3.2 %
Total	216	100.0 %

Q6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time?

Q6. 2 nd Choice	Number	Percent
Financially sound Village	27	12.5 %
Quality customer oriented services	37	17.1 %
Safe & beautiful Village	42	19.4 %
Enrich lives of residents	19	8.8 %
Major business/corporate center	45	20.8 %
Vibrant major corridors	22	10.2 %
None chosen	24	11.1 %
Total	216	100.0 %

Q6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time?

Q6. 3 rd Choice	Number	Percent
Financially sound Village	21	9.7 %
Quality customer oriented services	24	11.1 %
Safe & beautiful Village	37	17.1 %
Enrich lives of residents	20	9.3 %
Major business/corporate center	45	20.8 %
Vibrant major corridors	31	14.4 %
None chosen	38	17.6 %
Total	216	100.0 %

Q6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time? (Sum of Top 3 Choices)

Q6. Sum of Top 3 Choices	Number	Percent
Financially sound Village	165	76.4 %
Quality customer oriented services	80	37.0 %
Safe & beautiful Village	101	46.8 %
Enrich lives of residents	50	23.1 %
Major business/corporate center	124	57.4 %
Vibrant major corridors	59	27.3 %
None chosen	7	3.2 %
Total	586	

Q7. Do you think the tax structure for business in the Village of Bensenville is fair?

Q7. Is tax structure for business in Village fair?	Number	Percent
Yes	128	59.3 %
No	44	20.4 %
Don't know	44	20.4 %
Total	216	100.0 %

Q8. The Mission of the Village Government is to be financially sound and provide customer-friendly services of the highest quality. Based on this mission, do you believe the Village is headed in the right direction?

Q8. Is Village headed in right direction?	Number	Percent
Yes	178	82.4 %
No	24	11.1 %
Don't know	14	6.5 %
Total	216	100.0 %

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following:

(N=216)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q9a. Overall image of Village	13.4%	32.4%	34.3%	14.8%	4.2%	0.9%
Q9b. How well Village is planning growth	10.6%	26.4%	24.1%	6.5%	5.1%	27.3%
Q9c. Quality of new development in Bensenville	10.2%	25.0%	30.1%	6.5%	7.4%	20.8%
Q9d. Village marketing initiatives	7.4%	18.5%	35.2%	6.5%	3.2%	29.2%
Q9e. Village wayfinding signage	15.3%	31.0%	28.7%	5.1%	3.7%	16.2%
Q9f. Village support for local businesses	16.7%	28.7%	33.3%	8.3%	6.9%	6.0%
Q9g. Overall quality of local police protection	40.7%	40.7%	8.8%	5.1%	0.5%	4.2%
Q9h. Overall quality of local fire protection	46.8%	41.2%	6.0%	1.4%	0.5%	4.2%
Q9i. Overall feeling of safety in Village	31.0%	46.8%	14.4%	5.1%	0.5%	2.3%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

(N=216)

	Excellent	Good	Neutral	Below Average	Poor
Q9a. Overall image of Village	13.6%	32.7%	34.6%	15.0%	4.2%
Q9b. How well Village is planning growth	14.6%	36.3%	33.1%	8.9%	7.0%
Q9c. Quality of new development in Bensenville	12.9%	31.6%	38.0%	8.2%	9.4%
Q9d. Village marketing initiatives	10.5%	26.1%	49.7%	9.2%	4.6%
Q9e. Village wayfinding signage	18.2%	37.0%	34.3%	6.1%	4.4%
Q9f. Village support for local businesses	17.7%	30.5%	35.5%	8.9%	7.4%
Q9g. Overall quality of local police protection	42.5%	42.5%	9.2%	5.3%	0.5%
Q9h. Overall quality of local fire protection	48.8%	43.0%	6.3%	1.4%	0.5%
Q9i. Overall feeling of safety in Village	31.8%	47.9%	14.7%	5.2%	0.5%

Q10. Do you currently pay Village utility bills online?

Q10. Do you currently pay Village utility bills online?	Number	Percent
Yes	27	12.5 %
No	169	78.2 %
Not provided	20	9.3 %
Total	216	100.0 %

Q11. Would you like to make more Village transactions online?

Q11. Would you like to make more Village transactions online?	Number	Percent
Yes	63	29.2 %
No	131	60.6 %
Not provided	22	10.2 %
Total	216	100.0 %

Q12. Do your employees regularly use the Metra train service?

Q12. Do your employees regularly use Metra train Service?	Number	Percent
Yes	15	6.9 %
No	194	89.8 %
Don't know	7	3.2 %
Total	216	100.0 %

Q13. Do your employees regularly use the Pace Dial-A-Bus transit service?

Q13. Do your employees regularly use Pace Dial-A-Bus transit service?	Number	Percent
Yes	7	3.2 %
No	199	92.1 %
Don't know	10	4.6 %
Total	216	100.0 %

Q14. What is your preferred method for communication with the Village?

Q14. Your preferred method for communication with Village	Number	Percent
Village website	79	36.6 %
E-News emails	83	38.4 %
Utility bill inserts	45	20.8 %
Bensenville Newsletter	100	46.3 %
Bensenville App	15	6.9 %
Facebook	11	5.1 %
Twitter	4	1.9 %
Other	31	14.4 %
None chosen	4	1.9 %
Total	372	

Q14. Other

- Q14 Other
-
- BUSINESS NEWSLETTER
 - DIRECT MAIL
 - FACT TO FACE VLG MAL
 - IN PERSON
 - IN PERSON
 - INDIVIDUAL MAILINGS

INDIVIDUAL MAILINGS
INDIVIDUAL MAILINGS
INDIVIDUAL MAILINGS
LETTERS TO BUSINESS
NOT AT ALL
PHONE
TELEPHONE
TELEPHONE
VERY SELDOM COMMUNIC
WALK ACROSS STREET

Q15. Please indicate how important the following factors were in your decision to locate in your current location:

(N=216)

	Very Important	Somewhat Important	Somewhat Unimportant	Unimportant	Don't Know
Q15a. Proximity to O'Hare	25.5%	22.7%	14.8%	34.3%	2.8%
Q15b. Proximity to home	37.5%	23.1%	16.2%	20.8%	2.3%
Q15c. Access to highways	63.9%	22.7%	5.6%	5.6%	2.3%
Q15d. Location within nation	34.7%	26.9%	12.5%	23.6%	2.3%
Q15e. Overall perception of area	23.6%	40.7%	18.1%	14.8%	2.8%
Q15f. Physical appearance of area	34.7%	37.0%	16.2%	9.7%	2.3%
Q15g. Proximity to customers	47.7%	24.5%	11.1%	14.4%	2.3%
Q15h. Overall feeling of safety in Village	51.9%	36.1%	6.5%	2.8%	2.8%
Q15i. Proximity of businesses that are important to your business	42.1%	27.8%	17.1%	10.2%	2.8%
Q15j. Competitive lease rates	49.1%	23.6%	9.7%	13.4%	4.2%
Q15k. Availability of land/buildings for expansion	24.1%	22.2%	14.4%	36.6%	2.8%
Q15l. Safety/security	54.6%	34.3%	4.2%	4.2%	2.8%
Q15m. Zoning & building permits process	37.5%	24.1%	14.8%	18.5%	5.1%
Q15n. Overall customer service from local government	30.6%	41.2%	11.6%	12.5%	4.2%
Q15o. Value received from local taxation	36.6%	38.9%	10.2%	11.1%	3.2%
Q15p. Attitude of local government to business	45.8%	35.2%	7.9%	7.9%	3.2%
Q15q. Availability of telecommunications, utilities & other infrastructure	56.5%	30.6%	6.5%	3.2%	3.2%
Q15r. Other	6.9%	8.3%	0.5%	0.9%	83.3%

Q15. Other

Q15R_Other

COMMUNICATION W/BUSINESS

TOTAL VALUE

TOTAL VALUE

WATER COST

WATER COST

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

(N=216)

	Yes	No
Q15a. Proximity to O'Hare	96.8%	3.2%
Q15b. Proximity to home	93.4%	6.6%
Q15c. Access to highways	97.1%	2.9%
Q15d. Location within nation	95.7%	4.3%
Q15e. Overall perception of area	89.3%	10.7%
Q15f. Physical appearance of area	89.9%	10.1%
Q15g. Proximity to customers	95.7%	4.3%
Q15h. Overall feeling of safety in Village	94.2%	5.8%
Q15i. Proximity of businesses that are important to your business	96.4%	3.6%
Q15j. Competitive lease rates	92.3%	7.7%
Q15k. Availability of land/buildings for expansion	91.9%	8.1%
Q15l. Safety/security	91.8%	8.2%
Q15m. Zoning & building permits process	88.0%	12.0%
Q15n. Overall customer service from local government	90.3%	9.7%
Q15o. Value received from local taxation	86.7%	13.3%
Q15p. Attitude of local government to business	90.4%	9.6%
Q15q. Availability of telecommunications, utilities & other infrastructure	91.8%	8.2%
Q15r. Other	71.4%	28.6%

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years?

Q16. 1 st Choice	Number	Percent
Proximity to O'Hare	30	13.9 %
Proximity to home	13	6.0 %
Access to highways	17	7.9 %
Location within nation	5	2.3 %
Physical appearance of area	3	1.4 %
Proximity to customers	15	6.9 %
Overall feeling of safety in Village	3	1.4 %
Proximity of businesses that are important to your business	8	3.7 %
Competitive lease rates	20	9.3 %
Safety/security	9	4.2 %
Zoning & building permits process	2	0.9 %
Overall customer service from local government	4	1.9 %
Value received from local taxation	13	6.0 %
Attitude of local government to business	7	3.2 %
Availability of telecommunications, utilities & other infrastructure	7	3.2 %
Other	4	1.9 %
<u>None chosen</u>	<u>56</u>	<u>25.9 %</u>
Total	216	100.0 %

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years?

Q16. 2 nd Choice	Number	Percent
Proximity to O'Hare	1	0.5 %
Proximity to home	14	6.5 %
Access to highways	32	14.8 %
Location within nation	1	0.5 %
Overall perception of area	3	1.4 %
Physical appearance of area	6	2.8 %
Proximity to customers	10	4.6 %
Overall feeling of safety in Village	3	1.4 %
Proximity of businesses that are important to your business	12	5.6 %
Competitive lease rates	10	4.6 %
Availability of land/buildings for expansion	2	0.9 %
Safety/security	9	4.2 %
Zoning & building permits process	8	3.7 %
Overall customer service from local government	2	0.9 %
Value received from local taxation	12	5.6 %
Attitude of local government to business	10	4.6 %
Availability of telecommunications, utilities & other infrastructure	10	4.6 %
<u>None chosen</u>	<u>71</u>	<u>32.9 %</u>
Total	216	100.0 %

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years?

Q16. 3 rd Choice	Number	Percent
Proximity to O'Hare	3	1.4 %
Proximity to home	10	4.6 %
Access to highways	4	1.9 %
Location within nation	4	1.9 %
Overall perception of area	2	0.9 %
Physical appearance of area	6	2.8 %
Proximity to customers	11	5.1 %
Overall feeling of safety in Village	8	3.7 %
Proximity of businesses that are important to your business	7	3.2 %
Competitive lease rates	14	6.5 %
Availability of land/buildings for expansion	3	1.4 %
Safety/security	18	8.3 %
Zoning & building permits process	3	1.4 %
Overall customer service from local government	2	0.9 %
Value received from local taxation	6	2.8 %
Attitude of local government to business	14	6.5 %
Availability of telecommunications, utilities & other infrastructure	12	5.6 %
None chosen	89	41.2 %
Total	216	100.0 %

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Sum of Top 3 Choices)

Q16. Sum of Top 3 Choices	Number	Percent
Proximity to O'Hare	34	15.7 %
Proximity to home	37	17.1 %
Access to highways	53	24.5 %
Location within nation	10	4.6 %
Overall perception of area	5	2.3 %
Physical appearance of area	15	6.9 %
Proximity to customers	36	16.7 %
Overall feeling of safety in Village	14	6.5 %
Proximity of businesses that are important to your business	27	12.5 %
Competitive lease rates	44	20.4 %
Availability of land/buildings for expansion	5	2.3 %
Safety/security	36	16.7 %
Zoning & building permits process	13	6.0 %
Overall customer service from local government	8	3.7 %
Value received from local taxation	31	14.4 %
Attitude of local government to business	31	14.4 %
Availability of telecommunications, utilities & other infrastructure	29	13.4 %
Other	4	1.9 %
None chosen	56	25.9 %
Total	488	

Q17. If you responded that your needs were not met to any factor in Q15, please indicate why.

- COMPUTER & PHONE ISSUES CURRENTLY.
- CUT OVERHEAD
- DO NOT RECEIVE GOOD VALUE FOR OUR TAX DOLLARS
- DON'T GET ENOUGH FOR OUR HIGH TAXES. "HALF" OF OUR TAXES WOULD STILL BE TOO MUCH!
- HAS GONE DOWN HILL IN GENERAL OVER PAST 25 YEARS.
- HIGH ASSESSMENTS FOR STREET REPAIRS.
- HIGH PROPERTY TAXES FOR BUSINESS.
- I DON'T LIVE CLOSE
- I HAVE NOT BEEN ABLE TO GET RELIABLE HIGH SPEED INTERNET.
- IRVING PARK ROAD LOOKS KIND OF "RUN-DOWN".
- LEASE RATES ARE TOO HIGH, WE WILL BE ON THE FRONTAGE ROAD INSTEAD OF THE MAIN ROAD, WHEN THE TOLL ROAD GOES IN. NOT HAPPY WITH THE VILLAGE GOVERNMENT.
- LINDAHL POLLUTES AREA WITH NOISE AND DUST.
- MAKE IT ONLINE AND SIMPLIFY.
- NO CONTRACTOR LICENSE ANY MORE.
- OUR PROPERTY TAX INCREASES BY 25% LAST YEAR WHICH HAVE HURT OUT EXPENSE, FINANCIAL BURDEN.
- OUR RENT IS TOO HIGH.
- PERMITTING AND INSPECTIONS ARE VASTLY IMPROVED BUT...
- PHONES KEEP GOING OUT.
- REGARDING PHYSICAL APPEARANCE, THERE IS CONSTANT CONSTRUCTION GOING ON AND SOME BUILDINGS NOT KEPT UP. REGARDING SAFETY, A LOT OF PEOPLE DON'T FEEL SAFE.
- RESTRICTIVE CODES, TAXES TOO HIGH.
- SAME ISSUES HERE WITH SHOOTING & ROBBERIES. WE HAVE TO BE CAREFUL AROUND HERE SPECIALLY DURING LATE AFTERNOON AND EVENINGS.
- SO MANY IMMIGRANT TRUCK DRIVERS LOOKS SHADY.
- STREETS-CUSTOMER SERVICE RUDE, TELECOM AND INFRASTRUCTURE.
- SURVIVE

- TAXES CREEPING UP TOO HIGH.
- TAXES HIGH, LOTS OF PROBLEMS NOT BEING ADDRESSED.
- THE BUSINESS ARE THREATENED POORLY SINCE WE DON'T VOTE, WE DON'T COUNT OR MATTER.
- THE PERMIT PROCESS IS HORRIBLE.
- TOO MANY TRESPASSERS AFTER WORK HOURS, ILLEGAL DUMPING IN OUT DUMPSTERS.
- TRAFFIC AND ROADS ARE REALLY BAD.
- UTILITY BILL TOO HIGH, WATER, ELECTRIC TOO MANY OUTAGES.

Q18. Approximately how many years has your business been operating in the Village of Bensenville?

Q18. How many years has your business been operating in the Village?	Number	Percent
Less than 5 years	48	22.2 %
5-10 years	46	21.3 %
11-20 years	45	20.8 %
20+ years	74	34.3 %
Not provided	3	1.4 %
Total	216	100.0 %

Q19. What is your company's primary market?

Q19. Your company's primary market	Number	Percent
Local	75	34.7 %
Regional	53	24.5 %
National	65	30.1 %
International	22	10.2 %
Not provided	1	0.5 %
Total	216	100.0 %

Q20. Which of the following best describes your business?

<u>Q20. Which best describes your business</u>	<u>Number</u>	<u>Percent</u>
Manufacturing	58	26.9 %
Retail trade (not food service)	11	5.1 %
Retail food service	11	5.1 %
Transportation/Warehousing	27	12.5 %
Communications	1	0.5 %
Finance/insurance/real estate	4	1.9 %
Wholesaler/distributor	31	14.4 %
Construction	28	13.0 %
Health care/medical/social services	1	0.5 %
Arts, entertainment, recreation	2	0.9 %
Professional services	10	4.6 %
Other	39	18.1 %
<u>Not provided</u>	<u>2</u>	<u>0.9 %</u>
Total	225	

Q20. Other

Q20 Other

-
- AUTO SALES/REPAIR
 - BANKING
 - BANQUET FACILITIES
 - CLEANING SERVICE
 - COIN OPERATED LAUNDRY
 - COIN OPERATED LAUNDRY
 - COMMERCIAL PROP MGT
 - COMMERICAL PRINTER
 - COMMERICAL PRINTER
 - CONSTRUCTION HEAVY EQPT SALES
 - CONSTRUCTION HEAVY EQPT SALES
 - EDUCATION
 - EDUCATIONAL DEVELOPMENT/TEST
 - EMPLOYMENT SVCS
 - EMPLOYMENT SVCS
 - FIRE & SAFETY COMPANY
 - FIRE & SAFETY COMPANY
 - FREIGHT FOWARDING
 - FREIGHT FOWARDING
 - FRIEGHT FORWARDERS
 - GENERAL CONTRACTORS
 - GROCERY & BEER
 - GROCERY & BEER
 - GROCERY STORE
 - KINDERCARE
 - LOGISTIC CUSTOM HOUSE BROKER
 - MANUFACTURING
 - MARKETING
 - PERFORMANCE SHOP
 - PRINT
 - PRINT
 - PRINT
 - RETAIL LIQUOR
 - SERVICE INSPECTION
 - SERVICE INSPECTION
 - SERVICE MANUFACTURING

SERVICE-PROPERTY MGMT
 SERVICE/REPAIR ON ELEVATORS
 SOCIAL SERVICE

Q21. Please indicate the status of your current company sales.

Q21. Status of your current company sales	Number	Percent
Increasing	69	31.9 %
Stable	113	52.3 %
Decreasing	32	14.8 %
Not provided	2	0.9 %
Total	216	100.0 %

Q22. Approximately how many employees do you employ in your Bensenville location?

Q22. How many employees do you employ in your Bensenville location?	Number	Percent
Less than 10	120	55.6 %
10-24	49	22.7 %
25-49	30	13.9 %
50-99	7	3.2 %
100 or more	10	4.6 %
Total	216	100.0 %

Q23. What percentage of your employees live in the following areas?

	Mean
Bensenville	20%
Suburbs other than Bensenville	64%
Chicago	15%
Other	1%

Q23. Other

- Q23(4) Other
-
- LOS ANGELES
 - OUT OF STATE
 - OUT OF STATE
 - OUT OF STATE
 - OUTSIDE
 - OUTSIDE
 - OUTSIDE
 - OUTSIDE
 - ROCKFORD IL
 - WI

Q24. Approximately what percent of your employees speak the following as a primary language?

	<u>Mean</u>
English	77%
Spanish	18%
Polish	5%

Q25. Approximately what percent of your customers speak the following as a primary language?

	<u>Mean</u>
English	84%
Spanish	13%
Polish	3%

Q26. Do you own or lease your facility?

<u>Q26. Do you own or lease your facility</u>	<u>Number</u>	<u>Percent</u>
Own	85	39.4 %
Lease	128	59.3 %
Not provided	3	1.4 %
Total	216	100.0 %

Q27. Approximately what percentage of your customer base is represented by the following groups?

	<u>Mean</u>
Customers from Village of Bensenville	13%
Suburban customers outside Bensenville	30%
Chicago	15%
Illinois (outside Chicago area)	8%
National (outside of Illinois)	28%
International (outside of United States)	6%

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?

<u>Q28. Is your business currently a member of Bensenville's Chamber of Commerce?</u>	<u>Number</u>	<u>Percent</u>
Yes	32	14.9 %
No	176	81.9 %
Not provided	8	3.3 %
Total	216	100.0 %

Q28a. If yes to Question 28, are you satisfied with the Bensenville Chamber of Commerce?

<u>Q28a. Are you satisfied with Bensenville Chamber of Commerce?</u>	<u>Number</u>	<u>Percent</u>
Yes	28	87.5 %
No	3	9.4 %
Not provided	1	3.1 %
Total	32	100.0 %

Q29. Does your business have occasion to use hotel and/or conference center services?

<u>Q29. Does your business have occasion to use hotel and/or conference center services?</u>	<u>Number</u>	<u>Percent</u>
Yes	47	21.8 %
No	169	78.2 %
Total	216	100.0 %

Q30. What is your company's greatest achievement in the past 3 years?

- 5 YR CONTRACT WITH MAJOR AIRLINE.
- BECOMING A MEMBER OF THE CHAMBER OF COMMERCE GAVE US MORE ACCESS TO THE VILLAGE SERVICES.
- BECOMING OPERATIONAL.
- BEING BEST IN HAND FINISHING DRYWALL.
- BUSINESS GROWTH.
- CONTINUAL GROWTH.
- CONTINUED GROWTH
- CONTINUED GROWTH.
- CUSTOMER SATISFACTION (NOT ENOUGH CUSTOMERS).
- CUSTOMER SERVICE.
- DOORS STILL OPEN
- ECONOMIC SURVIVAL.
- EXPANSION
- EXPANSION NATIONWIDE.
- GAIN MORE CUSTOMERS.
- GENERATING MORE ACCOUNTS
- GETTING MORE BUSY
- GREATER SALES=GREAT PROFITS. THAT ACHIEVEMENT KEEPS YOU IN BUSINESS.
- GROWING
- GROWING
- GROWING TROUGH AN OWNERSHIP TRANSITION.
- GROWING.
- GROWTH
- GROWTH
- GROWTH SINCE COMING TO BENSENVILLE.

- GROWTH SINCE COMING TO BENSENVILLE.
- HAVE WORKED FOR EMPLOYEES.
- HOLDING STEADY.
- INCREASED QUOTA FOR ONE OF OUR MANUFACTURERS
- INCREASE IN SALES
- INCREASE SALES 50%
- INCREASE TECHNOLOGY.
- INCREASING BUSINESS WHILE KEEPING COSTS DOWN.
- INCREASING SALES BY 10% EACH YEAR.
- INROADS TO PEOPLE WHEN BRANCH STARTED.
- INVENTING NEW PRODUCTS. HIGH PERFORMANCE PRODUCTS WITH SECOND HAND MATERIAL.
- KEEPING BUSINESS AFLOAT.
- KEEPING COMPETITIVE WITH THE TAX INCREASES, INSURANCE INCREASE, TRYING TO RESOLVE OBAMA CARE.
- KEEPING CUSTOMERS HAPPY.
- KEEPING DOORS OPEN
- KEEPING DOORS OPEN.
- KEEPING FROM GOING BANKRUPT. WE ARE THINKING OF MOVING OUT OF BENSENVILLE IF TAXES AND FEES DON'T GET LOWERED.
- KEPT THE DOORS OPEN.
- LOST A MAJOR CUSTOMER ALMOST PUT US OUT OF BUSINESS. WE MADE A COME BACK,
- MAINTAIN GROWTH.
- MAINTAINING STEADY SALES.
- MOVING INTO THIS PLACE AND GROWING.
- NAMES TO CHICAGO MAGAZINE, "TOP" INSURANCE AGENCY LIST.
- NEW BUSINESS LOCATION-CORP IS WORLD WIDE.
- NEW COMPANY STARTED
- NOT BEING FINANCIALLY CRUSHED BY VILLAGE PERMIT PROCESS ETC.
- NOT SURE CORP BUT BUSINESS IS DOING WELL.

- NOTHING MONTH TO MONTH, NOTHING CHANGED.
- OPENING STORES IN ILLINOIS
- PARTS AND SERVICE GROWTH.
- PRODUCT EXPANSION.
- SALES
- SERVICE TO CLIENTS, ADVERTISEMENTS.
- STABLE.
- STAY ALIVE IN THIS ECONOMY.
- STAY IN BUSINESS
- STAY IN BUSINESS.
- STAYING AFLOAT AFTER 2006.
- STAYING AFLOAT.
- STAYING AFLOAT.
- STAYING ALIVE.
- STAYING ALIVE.
- STAYING IN BUSINESS
- STAYING IN BUSINESS
- STAYING IN BUSINESS.
- STAYING OPEN
- STAYING OPEN
- STAYING OPEN
- STAYING OPEN FOR BUSINESS.

- STAYING OPEN.
- STAYING OPEN.
- STEADY GROWTH.
- STILL IN BUSINESS.
- STILL IN BUSINESS.
- SUPPLIED MEDICAL EQUIPMENT AT NO CHARGE.
- SURVIVAL
- SURVIVAL AFTER 2009.
- SURVIVED
- SURVIVED
- SURVIVED THE GREAT DEPRESSION.
- SURVIVING
- SURVIVING THE ECONOMIC PROBLEMS OF UNITED STATES
- SURVIVING THE PAST 6 YEARS WITH NO PROFIT.
- SURVIVING THE POOR ECONOMY.
- SURVIVING.
- SURVIVING.
- SURVIVING.
- SURVIVING.
- SURVIVING.
- SURVIVING.
- SUSTAIN GROWTH.
- SUSTAIN WHERE AT
- THAT WE HAVE SUSTAINED AND RETAINED OUTSTANDING EMPLOYEES & MANAGEMENT.
- THEY TRY TO STICK YOU WITH EXCESSIVE FESS AND CHARGES FOR EVERY LITTLE THING.
- TREMENDOUS GROWTH IN ALL ASPECTS OF BUSINESS.
- WE EXPANDED FROM ONE WAREHOUSE TO 4 WAREHOUSES.
- WE ARE CLOSING.
- WE HAVE BEEN ACCREDITED.

- WE MOVED FROM 2300 SQ. FT. BLDG. TO 5000 SQ. FT. BLDG., NOW TRYING TO ESTABLISH BIGGER CUSTOMER BASE.
- WE MOVED TO BENSENVILLE AND KEPT OUR CUSTOMERS AND EMPLOYEES.
- WORK LOAD.
- WORKING WITH VILLAGE IN ICE RINK.

Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in the next 5 years?

Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in next 5 years?

	Number	Percent
Yes, positively	17	7.9 %
Yes, negatively	55	25.5 %
No	62	28.7 %
Unsure	82	38.0 %
Total	216	100.0 %

Q31a. If yes, what changes and how will they affect the company?

- ACA, EPA, OSHA, IEPA ILLINOIS PENSIONS/TAXATION.
- CERTIFICATION OF INDUSTRY, REGULATIONS, EXTRA PAPER.
- CHANGES TO EMPLOYMENT LAWS AND OBAMACARE ARE COSTLY. MIN WAGE WHILE GOOD WILL HUNT REV.
- DRIVING LICENSE-STATE & FED AND SAFETY, PRE SCREEN CARDS.
- EXPECT SOME EACH WAY.
- EXPIRATION/DATING TIRES.
- EXPRESSWAY.
- FEDERAL INTRUSION AND TAKEN OVER OF MORE OF THE INSURANCE INDUSTRY.
- GOVERNMENT RESTRICTIVE SINCE 911. TSA VERY REGULATED IN THE PAST 10-12 YEARS.
- HEALTH CARE, SO LARGE PART OF PEOPLE WILL NEED TO BUY HEALTH INSURANCE.
- HEALTH INSURANCE, TAXATION.
- HEALTH INSURANCE.
- HEALTHCARE AND EMPLOYMENT REPORTING REQUIREMENTS.
- HEALTHCARE AND EMPLOYMENT REPORTING REQUIREMENTS.

- HIGHER MINIMUM WAGE.
- INSURANCE, TAXES
- INTERNET SALES TAX.
- MEDICAL INSURANCE.
- MORE TAXES, HEALTHCARE ETC.
- MORE WORK WILL GO TO CHINA.
- OBAMACARE.
- OBMACARE, GREATER EMPLOYMENT COSTS.
- PATENTS GRANTED.
- POCKET BOOK.
- REGULATIONS
- STAYING OPEN.
- TAXES
- TAXES
- TAXES & FEES COMPETITION
- TAXES TO GO UP TO PAY FOR DEBT.
- TAXES, HEALTHCARE, UTILITIES.
- TAXES.
- TAXES.
- THE INCOME TAX RATES ON SMALL BUSINESS-OBAMA CARE.
- THE MOVE TO NOT SELL CIGARETTES.
- THE STATE PENSION FUNDING, PROBLEMS WILL TRICKLE DOWN TO BUSINESS & CONSUMERS. RIGHT HOW BUSINESSES BARE THE BURDEN.
- THERE IS ALWAYS SOMETHING THAT GOVT DOES TO ATTACK US (I'M WITH THE GOVT, I'M HERE TO HELP).
- THIS WILL INCREASE THE COST TO OUR CUSTOMERS.
- TOO MUCH REGULATION AND TAXATION.
- WORKER'S COMP & OSHA & HEALTHCARE.

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

(N=216)

	Top Priority	2	3	4	Lowest Priority
Q32-1. Property tax	33.9%	11.0%	17.8%	25.4%	11.9%
Q32-2. Charges for service (Permits, licenses, fees, etc.)	36.7%	31.7%	17.3%	12.9%	1.4%
Q32-3. Sales tax	41.3%	22.2%	19.0%	12.7%	4.8%
Q32-4. Utility rates	9.4%	23.9%	31.6%	32.5%	2.6%
Q32-5. Other	52.0%	4.0%	4.0%	4.0%	36.0%

Q32. Other

Q32-5 Other

-
- ALREADY GETTING HAMMERED
 - ANYTHING BUT TAXES
 - ANYTHING BUT TAXES
 - ATTRACT NEW BUSINESS
 - BALANCE BUDGET/NO INCREASE TAX
 - BE COMPETATIVE
 - BUDGET
 - BUDGET CUTS
 - CUT OVERHEAD
 - CUT/TIGHTEN BELT
 - CUT/TIGHTEN BELT
 - CUT VILLAGE SALARIES
 - CUT WITHIN
 - DONT INCREASE
 - DONT INCREASE
 - EFFECTIVE COST REDUCTION
 - ENCOURAGE NEW BUSINESS
 - ENCOURAGE NEW BUSINESS
 - ENCOURAGE NEW BUSINESS
 - GET RID RED-LIGHT CAMERAS
 - GET RID RED-LIGHT CAMERAS
 - LAY OFF CUT FAT
 - LESS SPENDING
 - LESS SPENDING
 - MANAGE REVENUE, NO TAXES
 - MORE EFFICIENT REVENUE
 - NO INCREASE FOR PENSIONS
 - ONE ITME TAX ASSESSMENT
 - ONE ITME TAX ASSESSMENT
 - REDUCE OVER HEAD
 - REVENUE
 - TAXES INCREASE SERVICES DON'T

Q33. Expansion of the Elgin-O'Hare Expressway and Western Access and a Western Terminal to O'Hare Airport would bring economic development opportunities to the Village. What type of development would you most like to see added to the community?

Q33. What type of development would you most like to see added to community?	Number	Percent
Housing	42	19.4 %
Senior housing	26	12.0 %
Retail	85	39.4 %
Medical facilities	37	17.1 %
Industrial	76	35.2 %
Restaurants	118	54.6 %
Office	41	19.0 %
Services	41	19.0 %
Hotels	70	32.4 %
Other	9	4.2 %
None chosen	21	9.7 %
Total	566	

Q33. Other

Q33 Other

COMMERCIAL DEVELOPMT
 COMMERCIAL DEVELOPMT
 COMMERCIAL PROP DEV
 HARDWARE STORE
 HEALTH CLUB
 MFG
 MFG HWY IS UPSETTING
 TECHNICAL SCHOOLS
 WILL NOT AFFECT ME

Q34. Would you recommend Bensenville as a business location?

Q34. Would you recommend Bensenville as a business Location?	Number	Percent
Yes	179	82.9 %
No	30	13.9 %
Don't know	7	3.2 %
Total	216	100.0 %

Q35. What should be the priority for the Village to focus on for the next 5 years?

Q35. What should be priority for Village to focus on for next 5 years?	Number	Percent
Business incentives	124	57.4 %
Village marketing	36	16.7 %
Infrastructure & street improvements	140	64.8 %
More public events	15	6.9 %
Downtown revitalization	45	20.8 %
Sustainability	50	23.1 %
Stormwater/flooding mitigation	90	41.7 %
None chosen	14	6.5 %
Total	514	

Q36. Please indicate if you are interested in assistance in any of the following areas:

Q36. Interested in assistance in any areas?	Number	Percent
Technical assistance	1	0.5 %
Financial assistance	17	7.9 %
Workforce development assistance	11	5.1 %
Business planning/development assistance	14	6.5 %
Government relations/regulatory assistance	16	7.4 %
Other	5	2.3 %
None chosen	165	76.4 %
Total	229	

Q36. Other

Q36 Other

 NOT CURRENTLY
 NOT INTERESETED WE PAY VILLAGE
 SIGNAGE
 SOUND PROOFING
 SOUND PROOFING

Q37. In the next 12 months, is your business considering any of the following?

Q37. Is your business considering any of following in next 12 months?	Number	Percent
Expanding your business in Bensenville	41	19.0 %
Relocating to another location in Bensenville	14	6.5 %
Relocating to another location outside Bensenville	28	13.0 %
Downsizing	3	1.4 %
Closing	2	0.9 %
Don't know	15	6.9 %
None of these	129	59.7 %
Total	232	

Q38. If your business is considering a relocation, what is the most important improvement/assistance needed to retain your business in Bensenville?

Q38. Most important improvement/assistance needed to retain your business in Bensenville	Number	Percent
Financial assistance programs available through Illinois Department of Commerce & Economic Opportunity (DCEO)	8	3.7 %
Infrastructure improvements	8	3.7 %
Workforce development/attraction assistance	3	1.4 %
Safety improvements	2	0.9 %
Code revision	7	3.2 %
Other	22	10.2 %
Not applicable	149	69.0 %
None chosen	21	9.7 %
Total	220	

Q38. Other

Q38 Other

-
- BECAUSE OF RUNWAY
 - CLOSER TO THE TRI-STATE
 - FACELIFT/REVITALIZATION
 - FINANCIAL CAN'T RELOCATE
 - GET RID OF RED-LIGHT CAMERA
 - GET RID OF RED-LIGHT CAMERA
 - JUST LOOK FOR LARGER BUILDING
 - LEASE NEGOTIATIONS
 - LEASE RATES
 - LOWER MY TIF
 - LOWER PROPERTY TAX
 - LOWER PROPERTY TAX
 - LOWER PROPERTY TAX
 - LOWER RATES
 - LOWER RATES
 - NO TOLL ROAD
 - NO TOLL ROAD
 - SIGNAGE
 - SPACE
 - TAXES
 - WATER & SEWER COST
 - WATER & SEWER COST

Section 4:
Survey Instrument



12 South Center
Street
Bensenville, IL
60106

Office:
630 766 8200

December 4, 2013

VILLAGE BOARD

President

Frank Soto

Trustees

Morris Bartlett
Susan V. Janowiak
Robert "Bob" Jarecki
Martin O'Connell
JoEllen Ridder
Henry Wessler

Village Clerk

Ilsa Rivera-Trujillo

Village Manager

Michael J. Cassady

Dear Business Owner/Operator,

In the Village of Bensenville, the voice and opinions of our businesses matter. We have been working very hard to ensure the quality of our services and programs meet or exceed your expectations to make Bensenville business-friendly and to achieve our motto "*Bensenville: Where Opportunity Takes Off!*" To help us measure progress, we have partnered with the ETC Institute to complete a business survey. You have been selected on a random basis to participate in this evaluation.

A key goal in our Strategic Plan is to conduct a business survey to help us understand your perceptions of Bensenville and your level of satisfaction with municipal services. Your confidential feedback is invaluable and will be used to evaluate and improve existing programs and services.

Your input is very important as we develop plans for the future of our community. A postage-paid return envelope has been provided for your convenience. A version of the survey in Spanish is also enclosed – please return only one version of the survey. If you prefer to take the survey over the phone in English or Spanish, please call 630-350-3400. You may also take the survey online at <http://tinyurl.com/bensenvillesurvey>.

Español: Una versión en Español de esta encuesta está disponible si lo desea—por favor de regresar solamente una versión de este encuesta. Si usted prefiere tomar la encuesta en el teléfono en español, por favor de llamar al 630-350-3400.

Polski: Jeżeli państwo woleli by wypełnić ankietę przez telefon w języku Angielskim, prosimy dzwonic pod numer 630-350-3400.

Your responses to the questions in the survey are anonymous and will not be sent to the Village but to ETC directly. ETC will compile the results and present a completed report to the Village during a public meeting. Copies of the report will also be available at Village Hall and posted on the Village website at www.bensenville.il.us.

If you have any questions, please contact the Village by calling 630-350-3400.

On behalf of the Village Board of Trustees, I thank you for taking the time to complete this brief survey. Together we will build a better community and a brighter tomorrow.

Sincerely,

A handwritten signature in black ink, appearing to read 'F. Soto', written over a white background.

Frank Soto
Village President

Village Initiatives/Perception

2013 Village of Bensenville Business Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's on-going effort to involve the business community in long-range planning decisions, and determine how well the Village is meeting your company's needs. You may return this survey in the enclosed postage paid envelope or fax your answers to ETC Institute (FAX: 913-829-1591).

1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (please circle your answer)

<i>How Satisfied Are You With:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Overall quality of services provided by the Village of Bensenville	5	4	3	2	1	9
B.	Overall quality of customer services you receive from Village employees	5	4	3	2	1	9
C.	Overall maintenance of Village streets	5	4	3	2	1	9
D.	Overall flow of traffic and traffic management in the Village	5	4	3	2	1	9
E.	Overall effectiveness of Village communication with the public	5	4	3	2	1	9
F.	Overall value that you receive for your Village tax dollars and fees	5	4	3	2	1	9
G.	Overall management of Village finances	5	4	3	2	1	9
H.	Overall efforts of the Village for emergency preparedness	5	4	3	2	1	9

2. Which **THREE** of the Overall Village Services listed above do you think should receive the most emphasis from Village leaders over the next two years? [Write in the letters below using the letters from the list in Question 1 above.]

 1st 2nd 3rd

3. Please rate the labor pool in the Village of Bensenville in the following areas: (please circle your answer)

<i>Area Rated</i>		<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	Quality of labor	5	4	3	2	1	9
B.	Availability of labor	5	4	3	2	1	9
C.	Stability of the City's labor force	5	4	3	2	1	9
D.	Productivity of the workforce	5	4	3	2	1	9
E.	Quality of technical skills	5	4	3	2	1	9

4. Do you think that the Village of Bensenville is a "Business Friendly" community?

___(1) Yes ___(2) No

4a. If NO: Why not? _____

5. Are there any barriers to your business growth in this community?

___(1) Yes ___(2) No

5a. If YES: What are they? _____

6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time? (please indicate letter below)
- (A) Financially sound Village
 - (B) Quality customer oriented services
 - (C) Safe and beautiful Village
 - (D) Enrich the lives of the residents
 - (E) Major business/corporate center
 - (F) Vibrant major corridors

1st 2nd 3rd

7. Do you think the tax structure for business in the Village of Bensenville is fair?
 (1) Yes (2) No
8. The Mission of the Village Government is to be financially sound and provide customer-friendly services of the highest quality. Based on this mission, do you believe the Village is headed in the right direction?
 (1) Yes (2) No
9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (please circle your answer)

		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	Overall image of the Village	5	4	3	2	1	9
B.	How well the Village is planning growth	5	4	3	2	1	9
C.	Quality of new development in Bensenville	5	4	3	2	1	9
D.	Village marketing initiatives	5	4	3	2	1	9
E.	Village wayfinding signage	5	4	3	2	1	9
F.	Village support for local businesses	5	4	3	2	1	9
G.	Overall quality of local police protection	5	4	3	2	1	9
H.	Overall quality of local fire protection	5	4	3	2	1	9
I.	Overall feeling of safety in the Village	5	4	3	2	1	9

10. Do you currently pay Village utility bills online?
 (1) Yes (2) No
11. Would you like to make more Village transactions online?
 (1) Yes (2) No
12. Do your employees regularly use the Metra train service?
 (1) Yes (2) No (3) Don't know
13. Do your employees regularly use the Pace Dial-A-Bus transit service?
 (1) Yes (2) No (3) Don't know
14. What is your preferred method for communication with the Village? (check all that apply)
- (1) Village website
 - (2) E-News emails
 - (3) Utility bill inserts
 - (4) Bensenville Newsletter
 - (5) Bensenville App
 - (6) Facebook
 - (7) Twitter
 - (8) Other: _____

15. Please indicate how important the following factors were in your decision to locate in your current location and indicate if your needs are met: (please circle your answer)

Reasons to Locate						Are your needs being met in Bensenville?	
						Very Important	Somewhat Important
A.	Proximity to O'Hare	4	3	2	1	A	B
B.	Proximity to home	4	3	2	1	A	B
C.	Access to highways	4	3	2	1	A	B
D.	Location within the nation	4	3	2	1	A	B
E.	Overall perception of area	4	3	2	1	A	B
F.	Physical appearance of area	4	3	2	1	A	B
G.	Proximity to customers	4	3	2	1	A	B
H.	Overall feeling of safety in the Village	4	3	2	1	A	B
I.	Proximity of businesses that are important to your business	4	3	2	1	A	B
J.	Competitive lease rates	4	3	2	1	A	B
K.	Availability of land/buildings for expansion	4	3	2	1	A	B
L.	Safety/security	4	3	2	1	A	B
M.	Zoning and building permits process	4	3	2	1	A	B
N.	Overall customer service from local government	4	3	2	1	A	B
O.	Value received from local taxation	4	3	2	1	A	B
P.	Attitude of local government to business	4	3	2	1	A	B
Q.	Availability of telecommunications, utilities and other infrastructure	4	3	2	1	A	B
R.	Other (please specify): _____	4	3	2	1	A	B

16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Use the letters from the list in Question 15.)

_____ 1st: _____ 2nd: _____ 3rd

17. If you responded that your needs were not met to any factor in Q15, please indicate why.

DEMOGRAPHICS

18. Approximately how many years has your business been operating in the Village of Bensenville?

- ____ (1) Less than five years ____ (3) 11-20 years
- ____ (2) 5-10 years ____ (4) More than 20 years

19. What is your company's primary market? (please check one)

- ____ (1) Local ____ (3) National
- ____ (2) Regional ____ (4) International

20. Which of the following best describes your business? (please check one)

- ____ (01) Manufacturing ____ (09) Wholesaler/distributor
- ____ (02) Agriculture/forestry ____ (10) Construction
- ____ (03) Retail Trade (not food service) ____ (11) Health care/medical/social services
- ____ (04) Retail food service ____ (12) Arts, entertainment, recreation
- ____ (05) Transportation/Warehousing ____ (13) Professional services (law, consulting, architecture, engineers, etc.)
- ____ (06) Communications ____ (14) Other _____
- ____ (07) Utilities
- ____ (08) Finance/insurance/real estate

21. Please indicate the status of your current company sales.

___(1) Increasing ___(2) Stable ___(3) Decreasing

22. Approximately how many employees do you employ in your Bensenville location?

___(1) Less than 10 ___(5) 100-249
___(2) 10-24 ___(6) 250-499
___(3) 25-49 ___(7) 500 or more
___(4) 50-99

23. What percentage of your employees live in the following areas?

___%(1) Bensenville ___%(3) Chicago
___%(2) Suburbs other than Bensenville ___%(4) Other _____

24. Approximately what percent of your employees speak the following as a primary language?

(A) English ___% (B) Spanish ___% (C) Polish ___%

25. Approximately what percent of your customers speak the following as a primary language?

(A) English ___% (B) Spanish ___% (C) Polish ___%

26. Do you own or lease your facility?

___(1) Own ___(2) Lease

27. Approximately what percentage of your customer base is represented by the following groups?
(total should add to 100%)

_____ % Customers from the Village of Bensenville
_____ % Suburban customers outside Bensenville
_____ % Chicago
_____ % Illinois (outside Chicago area)
_____ % National (outside of Illinois)
_____ % International (outside of United States)

100% TOTAL

28. Is your business currently a member of Bensenville's Chamber of Commerce?

___ (1) Yes ___ (2) No

28a. If yes, are you satisfied with the Bensenville Chamber of Commerce?

___ (1) Yes ___ (2) No

29. Does your business have occasion to use hotel and/or conference center services?

___ (1) Yes ___ (2) No

30. What is your company's greatest achievement in the past 3 years?

MOVING FORWARD

31. Do you anticipate any federal, state or local legislation changes that will affect your business in the next 5 years?

___(1) Yes, Positively ___(2) Yes, Negatively ___(3) No ___(4) Unsure

31a. If Yes, what changes and how will they affect the company? _____

32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue? (Please write in a number 1 through 5, with 1 meaning top priority and 5 meaning lowest priority.)

- ___(1) Property tax
- ___(2) Charges for service (Permits, licenses, fees, etc.)
- ___(3) Sales tax
- ___(4) Utility rates
- ___(5) Other (please specify) _____

33. Expansion of the Elgin-O'Hare Expressway and Western Access and a Western Terminal to O'Hare Airport would bring economic development opportunities to the Village. What type of development would you most like to see added to the community? (check all that apply)

- ___(01) Housing
- ___(02) Senior Housing
- ___(03) Retail
- ___(04) Medical Facilities
- ___(05) Industrial
- ___(06) Restaurants
- ___(07) Office
- ___(08) Services
- ___(09) Hotels
- ___(10) Other (please specify) _____

34. Would you recommend Bensenville as a business location?

- ___(1) Yes
- ___(2) No

35. What should be the priority for the Village to focus on for the next 5 years? (please check THREE only)

- ___(1) Business incentives
- ___(2) Village marketing
- ___(3) Infrastructure and street improvements
- ___(4) More public events
- ___(5) Downtown revitalization
- ___(6) Sustainability
- ___(7) Stormwater/flooding mitigation

36. Please indicate if you are interested in assistance in any of the following areas. (Check all that apply)

- ___(1) Technical assistance
- ___(2) Financial assistance
- ___(3) Workforce development assistance
- ___(4) Business planning/development assistance
- ___(5) Government relations/regulatory assistance
- ___(6) Other _____

37. In the next 12 months, is your business considering any of the following?

(Check all that apply)

- ___(1) Expanding your business in Bensenville
- ___(2) Relocating to another location in Bensenville
- ___(3) Relocating to another location outside Bensenville
- ___(4) Downsizing
- ___(5) Closing
- ___(6) Don't know
- ___(7) None of these

38. If your business is considering a relocation, what is the most important improvement/assistance needed to retain your business in Bensenville? (Please check only the most important.)

- ___(1) Financial assistance programs available through the Illinois Department of Commerce and Economic Opportunity (DCEO)
- ___(2) Infrastructure improvements
- ___(3) Workforce development / attraction assistance
- ___(4) Technical assistance
- ___(5) Safety improvements
- ___(6) Code revision
- ___(7) Other (please specify) _____
- ___(8) Not applicable

THIS CONCLUDES THE SURVEY – THANK YOU FOR YOUR TIME!

Your responses will remain **Completely Confidential**. The information shown to the right will **ONLY** be used to help identify which areas of the Village are having problems. If your address is not correct, please provide the correct information. Thank you.

2013 Village of Bensenville Business Survey *Appendix A – Cross-Tabular Data*

...helping organizations make better decisions since 1982

Submitted to the Village of Bensenville, IL by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

April 2014



***Crosstabular Data by:
Number of Years Business Has Been
Operating in the Village***

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q1a. Overall quality of services provided by Village

Very Satisfied	52.1%	55.8%	29.5%	22.7%	0.0%	37.7%
Satisfied	29.2%	30.2%	43.2%	42.4%	0.0%	36.3%
Neutral	14.6%	7.0%	20.5%	22.7%	100.0%	18.1%
Dissatisfied	0.0%	2.3%	2.3%	9.1%	0.0%	3.9%
Very Dissatisfied	4.2%	4.7%	4.5%	3.0%	0.0%	3.9%

Q1b. Overall quality of customer services you receive from Village employees

Very Satisfied	56.3%	64.1%	42.5%	35.3%	0.0%	47.0%
Satisfied	27.1%	28.2%	45.0%	41.2%	0.0%	35.4%
Neutral	10.4%	2.6%	10.0%	20.6%	33.3%	12.6%
Dissatisfied	4.2%	0.0%	0.0%	2.9%	66.7%	3.0%
Very Dissatisfied	2.1%	5.1%	2.5%	0.0%	0.0%	2.0%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q1c. Overall maintenance of Village streets</u>						
Very Satisfied	28.3%	34.8%	22.2%	19.4%	0.0%	25.0%
Satisfied	23.9%	32.6%	40.0%	37.5%	0.0%	33.5%
Neutral	37.0%	21.7%	15.6%	19.4%	33.3%	23.1%
Dissatisfied	8.7%	4.3%	15.6%	11.1%	66.7%	10.8%
Very Dissatisfied	2.2%	6.5%	6.7%	12.5%	0.0%	7.5%
 <u>Q1d. Overall flow of traffic & traffic management in Village</u>						
Very Satisfied	23.9%	26.1%	11.6%	23.6%	0.0%	21.4%
Satisfied	26.1%	37.0%	41.9%	27.8%	0.0%	31.9%
Neutral	37.0%	19.6%	32.6%	41.7%	100.0%	34.8%
Dissatisfied	10.9%	13.0%	14.0%	5.6%	0.0%	10.0%
Very Dissatisfied	2.2%	4.3%	0.0%	1.4%	0.0%	1.9%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q1e. Overall effectiveness of Village communication with public

Very Satisfied	44.7%	46.3%	31.8%	22.9%	0.0%	34.1%
Satisfied	19.1%	31.7%	36.4%	44.3%	0.0%	33.7%
Neutral	27.7%	14.6%	22.7%	20.0%	100.0%	22.4%
Dissatisfied	8.5%	4.9%	4.5%	12.9%	0.0%	8.3%
Very Dissatisfied	0.0%	2.4%	4.5%	0.0%	0.0%	1.5%

Q1f. Overall value that you receive for your Village tax dollars & fees

Very Satisfied	23.3%	24.4%	15.4%	6.3%	0.0%	15.9%
Satisfied	39.5%	36.6%	43.6%	36.5%	0.0%	38.1%
Neutral	27.9%	29.3%	25.6%	34.9%	33.3%	30.2%
Dissatisfied	2.3%	2.4%	10.3%	15.9%	66.7%	9.5%
Very Dissatisfied	7.0%	7.3%	5.1%	6.3%	0.0%	6.3%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q1g. Overall management of Village finances

Very Satisfied	30.0%	24.1%	15.4%	8.5%	0.0%	17.8%
Satisfied	33.3%	48.3%	38.5%	34.0%	0.0%	37.0%
Neutral	30.0%	20.7%	30.8%	46.8%	33.3%	34.1%
Dissatisfied	0.0%	6.9%	7.7%	8.5%	66.7%	7.4%
Very Dissatisfied	6.7%	0.0%	7.7%	2.1%	0.0%	3.7%

Q1h. Overall efforts of Village for emergency preparedness

Very Satisfied	64.1%	46.9%	33.3%	25.9%	0.0%	40.0%
Satisfied	28.2%	28.1%	51.5%	41.4%	0.0%	37.0%
Neutral	7.7%	15.6%	15.2%	25.9%	100.0%	18.8%
Dissatisfied	0.0%	9.4%	0.0%	6.9%	0.0%	4.2%

Q2. Which THREE of the overall Village services listed in Question 1 do you think should receive the most emphasis from Village leaders over the next two years? (Sum of Top 3 Choices)

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q2. Sum of Top 3 Choices</u>						
Quality of services provided by Village	12.5%	4.3%	17.8%	20.3%	0.0%	14.4%
Quality of customer services from Village employees	10.4%	6.5%	8.9%	8.1%	66.7%	9.3%
Overall maintenance of Village streets	41.7%	41.3%	42.2%	35.1%	0.0%	38.9%
Flow of traffic & traffic management in Village	41.7%	56.5%	46.7%	31.1%	0.0%	41.7%
Effectiveness of Village communication with public	18.8%	10.9%	4.4%	14.9%	0.0%	12.5%
Overall value you receive for Village tax & fees	35.4%	21.7%	15.6%	36.5%	66.7%	29.2%
Overall management of Village finances	20.8%	21.7%	40.0%	28.4%	66.7%	28.2%
Efforts of Village for emergency preparedness	16.7%	17.4%	8.9%	23.0%	0.0%	17.1%
None chosen	18.8%	19.6%	17.8%	23.0%	33.3%	20.4%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q3a. Quality of labor</u>						
Excellent	25.7%	32.4%	17.9%	13.5%	0.0%	21.5%
Good	40.0%	26.5%	42.9%	30.8%	0.0%	34.2%
Average	25.7%	35.3%	17.9%	38.5%	0.0%	30.9%
Below Average	8.6%	5.9%	21.4%	15.4%	0.0%	12.8%
Poor	0.0%	0.0%	0.0%	1.9%	0.0%	0.7%
<u>Q3b. Availability of labor</u>						
Excellent	29.4%	34.4%	25.9%	18.8%	0.0%	26.2%
Good	35.3%	21.9%	48.1%	45.8%	0.0%	38.3%
Average	29.4%	34.4%	11.1%	27.1%	0.0%	26.2%
Below Average	5.9%	3.1%	14.8%	8.3%	0.0%	7.8%
Poor	0.0%	6.3%	0.0%	0.0%	0.0%	1.4%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q3c. Stability of City's labor force</u>						
Excellent	24.2%	36.4%	19.2%	11.1%	0.0%	21.2%
Good	36.4%	30.3%	53.8%	40.7%	0.0%	39.7%
Average	33.3%	24.2%	19.2%	29.6%	0.0%	27.4%
Below Average	3.0%	3.0%	7.7%	11.1%	0.0%	6.8%
Poor	3.0%	6.1%	0.0%	7.4%	0.0%	4.8%
<u>Q3d. Productivity of workforce</u>						
Excellent	27.3%	33.3%	20.0%	13.2%	0.0%	22.2%
Good	36.4%	33.3%	44.0%	39.6%	0.0%	38.2%
Average	21.2%	24.2%	28.0%	28.3%	0.0%	25.7%
Below Average	15.2%	9.1%	8.0%	18.9%	0.0%	13.9%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q3e. Quality of technical skills</u>						
Excellent	19.4%	25.9%	26.1%	9.4%	0.0%	17.9%
Good	25.8%	22.2%	21.7%	34.0%	0.0%	27.6%
Average	45.2%	44.4%	30.4%	28.3%	0.0%	35.8%
Below Average	9.7%	3.7%	21.7%	15.1%	0.0%	12.7%
Poor	0.0%	3.7%	0.0%	13.2%	0.0%	6.0%

WITHOUT DON'T KNOW

Q4. Do you think that the Village of Bensenville is a "Business friendly" community? (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
Q4. Is Bensenville a "Business Friendly" community?						
Yes	85.4%	86.0%	76.2%	73.2%	33.3%	78.7%
No	14.6%	14.0%	23.8%	26.8%	66.7%	21.3%

WITHOUT DON'T KNOW

Q5. Are there any barriers to your business growth in this community? (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
Q5. Are there any barriers to your business growth in this community?						
Yes	31.9%	13.3%	15.9%	31.9%	66.7%	25.1%
No	68.1%	86.7%	84.1%	68.1%	33.3%	74.9%

Q6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time? (Sum of Top 3 Choices)

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q6. Sum of Top 3 Choices</u>						
Financially sound Village	75.0%	78.3%	73.3%	77.0%	100.0%	76.4%
Quality customer oriented services	47.9%	30.4%	26.7%	39.2%	66.7%	37.0%
Safe & beautiful Village	56.3%	54.3%	37.8%	41.9%	33.3%	46.8%
Enrich lives of residents	25.0%	30.4%	24.4%	17.6%	0.0%	23.1%
Major business/corporate center	47.9%	60.9%	55.6%	60.8%	100.0%	57.4%
Vibrant major corridors	25.0%	19.6%	28.9%	33.8%	0.0%	27.3%
None chosen	0.0%	4.3%	6.7%	2.7%	0.0%	3.2%

WITHOUT DON'T KNOW

Q7. Do you think the tax structure for business in the Village of Bensenville is fair? (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q7. Is tax structure for business in Village fair?</u>						
Yes	89.7%	76.3%	81.6%	59.3%	33.3%	74.4%
No	10.3%	23.7%	18.4%	40.7%	66.7%	25.6%

WITHOUT DON'T KNOW

Q8. The Mission of the Village Government is to be financially sound and provide customer-friendly services of the highest quality. Based on this mission, do you believe the Village is headed in the right direction? (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q8. Is Village headed in right direction?</u>						
Yes	86.4%	90.9%	83.8%	91.9%	33.3%	88.1%
No	13.6%	9.1%	16.2%	8.1%	66.7%	11.9%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q9a. Overall image of Village</u>						
Excellent	21.7%	19.6%	11.1%	6.8%	0.0%	13.6%
Good	37.0%	39.1%	31.1%	28.4%	0.0%	32.7%
Neutral	28.3%	26.1%	42.2%	36.5%	100.0%	34.6%
Below Average	10.9%	13.0%	6.7%	24.3%	0.0%	15.0%
Poor	2.2%	2.2%	8.9%	4.1%	0.0%	4.2%
 <u>Q9b. How well Village is planning growth</u>						
Excellent	21.2%	18.2%	21.9%	5.3%	0.0%	14.6%
Good	33.3%	36.4%	40.6%	36.8%	0.0%	36.3%
Neutral	36.4%	24.2%	31.3%	35.1%	100.0%	33.1%
Below Average	6.1%	21.2%	3.1%	7.0%	0.0%	8.9%
Poor	3.0%	0.0%	3.1%	15.8%	0.0%	7.0%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q9c. Quality of new development in Bensenville</u>						
Excellent	14.3%	17.5%	17.6%	6.7%	0.0%	12.9%
Good	37.1%	35.0%	38.2%	23.3%	0.0%	31.6%
Neutral	34.3%	32.5%	32.4%	45.0%	100.0%	38.0%
Below Average	5.7%	10.0%	8.8%	8.3%	0.0%	8.2%
Poor	8.6%	5.0%	2.9%	16.7%	0.0%	9.4%
<u>Q9d. Village marketing initiatives</u>						
Excellent	15.6%	12.9%	15.6%	3.6%	0.0%	10.5%
Good	25.0%	25.8%	28.1%	26.8%	0.0%	26.1%
Neutral	50.0%	38.7%	40.6%	58.9%	100.0%	49.7%
Below Average	0.0%	22.6%	9.4%	7.1%	0.0%	9.2%
Poor	9.4%	0.0%	6.3%	3.6%	0.0%	4.6%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q9e. Village wayfinding signage

Excellent	31.0%	30.6%	13.9%	6.2%	0.0%	18.2%
Good	42.9%	41.7%	30.6%	35.4%	0.0%	37.0%
Neutral	11.9%	19.4%	50.0%	46.2%	100.0%	34.3%
Below Average	9.5%	2.8%	0.0%	9.2%	0.0%	6.1%
Poor	4.8%	5.6%	5.6%	3.1%	0.0%	4.4%

Q9f. Village support for local businesses

Excellent	34.1%	25.6%	11.4%	7.1%	0.0%	17.7%
Good	22.7%	41.9%	25.0%	32.9%	0.0%	30.5%
Neutral	34.1%	23.3%	40.9%	41.4%	0.0%	35.5%
Below Average	2.3%	9.3%	11.4%	8.6%	100.0%	8.9%
Poor	6.8%	0.0%	11.4%	10.0%	0.0%	7.4%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q9g. Overall quality of local police protection

Excellent	47.7%	68.2%	37.2%	28.4%	0.0%	42.5%
Good	40.9%	27.3%	51.2%	45.9%	100.0%	42.5%
Neutral	9.1%	4.5%	7.0%	13.5%	0.0%	9.2%
Below Average	2.3%	0.0%	2.3%	12.2%	0.0%	5.3%
Poor	0.0%	0.0%	2.3%	0.0%	0.0%	0.5%

Q9h. Overall quality of local fire protection

Excellent	55.6%	69.8%	51.2%	32.4%	0.0%	48.8%
Good	40.0%	25.6%	41.9%	54.1%	100.0%	43.0%
Neutral	2.2%	4.7%	4.7%	10.8%	0.0%	6.3%
Below Average	2.2%	0.0%	0.0%	2.7%	0.0%	1.4%
Poor	0.0%	0.0%	2.3%	0.0%	0.0%	0.5%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q9i. Overall feeling of safety in Village</u>						
Excellent	47.8%	45.7%	24.4%	18.1%	0.0%	31.8%
Good	39.1%	45.7%	44.4%	55.6%	100.0%	47.9%
Neutral	10.9%	6.5%	22.2%	18.1%	0.0%	14.7%
Below Average	2.2%	2.2%	6.7%	8.3%	0.0%	5.2%
Poor	0.0%	0.0%	2.2%	0.0%	0.0%	0.5%

WITHOUT NOT PROVIDED

Q10. Do you currently pay Village utility bills online? (without "not provided")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q10. Do you currently pay Village utility bills online?</u>						
Yes	18.2%	18.6%	17.1%	6.2%	0.0%	13.8%
No	81.8%	81.4%	82.9%	93.8%	100.0%	86.2%

WITHOUT NOT PROVIDED

Q11. Would you like to make more Village transactions online? (without "not provided")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q11. Would you like to make more Village transactions online?</u>						
Yes	48.8%	39.5%	32.6%	17.9%	33.3%	32.5%
No	51.2%	60.5%	67.4%	82.1%	66.7%	67.5%

WITHOUT DON'T KNOW

Q12. Do your employees regularly use the Metra train service? (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
Q12. Do your employees regularly use Metra train service?						
Yes	6.5%	4.4%	15.9%	4.2%	0.0%	7.2%
No	93.5%	95.6%	84.1%	95.8%	100.0%	92.8%

WITHOUT DON'T KNOW

Q13. Do your employees regularly use the Pace Dial-A-Bus transit service? (without "don't know")

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
Q13. Do your employees regularly use Pace Dial-A-Bus transit service?						
Yes	0.0%	0.0%	2.3%	8.3%	0.0%	3.4%
No	100.0%	100.0%	97.7%	91.7%	100.0%	96.6%

Q14. What is your preferred method for communication with the Village?

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q14. Your preferred method for communication with Village</u>						
Village website	35.4%	39.1%	31.1%	39.2%	33.3%	36.6%
E-News emails	47.9%	34.8%	35.6%	33.8%	100.0%	38.4%
Utility bill inserts	14.6%	26.1%	22.2%	21.6%	0.0%	20.8%
Bensenville Newsletter	35.4%	41.3%	60.0%	50.0%	0.0%	46.3%
Bensenville App	12.5%	0.0%	11.1%	5.4%	0.0%	6.9%
Facebook	6.3%	8.7%	4.4%	2.7%	0.0%	5.1%
Twitter	2.1%	2.2%	2.2%	1.4%	0.0%	1.9%
Other	8.3%	8.7%	15.6%	21.6%	0.0%	14.4%
None chosen	2.1%	4.3%	0.0%	1.4%	0.0%	1.9%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q15a. Proximity to O'Hare

Very Important	22.9%	26.7%	27.9%	28.2%	0.0%	26.2%
Somewhat Important	18.8%	17.8%	30.2%	23.9%	66.7%	23.3%
Somewhat Unimportant	6.3%	17.8%	11.6%	22.5%	0.0%	15.2%
Unimportant	52.1%	37.8%	30.2%	25.4%	33.3%	35.2%

Q15b. Proximity to home

Very Important	47.9%	35.6%	50.0%	28.2%	0.0%	38.4%
Somewhat Important	12.5%	17.8%	20.5%	35.2%	66.7%	23.7%
Somewhat Unimportant	8.3%	26.7%	15.9%	16.9%	0.0%	16.6%
Unimportant	31.3%	20.0%	13.6%	19.7%	33.3%	21.3%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q15c. Access to highways

Very Important	79.2%	55.6%	81.8%	52.1%	66.7%	65.4%
Somewhat Important	12.5%	33.3%	13.6%	29.6%	33.3%	23.2%
Somewhat Unimportant	2.1%	6.7%	2.3%	9.9%	0.0%	5.7%
Unimportant	6.3%	4.4%	2.3%	8.5%	0.0%	5.7%

Q15d. Location within nation

Very Important	35.4%	42.2%	38.6%	29.6%	33.3%	35.5%
Somewhat Important	33.3%	26.7%	18.2%	28.2%	66.7%	27.5%
Somewhat Unimportant	10.4%	15.6%	6.8%	16.9%	0.0%	12.8%
Unimportant	20.8%	15.6%	36.4%	25.4%	0.0%	24.2%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q15e. Overall perception of area</u>						
Very Important	29.8%	28.9%	18.2%	22.5%	0.0%	24.3%
Somewhat Important	42.6%	31.1%	52.3%	42.3%	33.3%	41.9%
Somewhat Unimportant	14.9%	22.2%	11.4%	21.1%	66.7%	18.6%
Unimportant	12.8%	17.8%	18.2%	14.1%	0.0%	15.2%
<u>Q15f. Physical appearance of area</u>						
Very Important	47.9%	31.1%	31.8%	33.8%	0.0%	35.5%
Somewhat Important	31.3%	37.8%	38.6%	39.4%	100.0%	37.9%
Somewhat Unimportant	8.3%	26.7%	20.5%	14.1%	0.0%	16.6%
Unimportant	12.5%	4.4%	9.1%	12.7%	0.0%	10.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q15g. Proximity to customers

Very Important	43.8%	51.1%	40.9%	53.5%	100.0%	48.8%
Somewhat Important	31.3%	22.2%	29.5%	21.1%	0.0%	25.1%
Somewhat Unimportant	6.3%	11.1%	18.2%	11.3%	0.0%	11.4%
Unimportant	18.8%	15.6%	11.4%	14.1%	0.0%	14.7%

Q15h. Overall feeling of safety in Village

Very Important	56.3%	64.4%	44.2%	50.7%	33.3%	53.3%
Somewhat Important	29.2%	31.1%	48.8%	38.0%	66.7%	37.1%
Somewhat Unimportant	10.4%	2.2%	4.7%	8.5%	0.0%	6.7%
Unimportant	4.2%	2.2%	2.3%	2.8%	0.0%	2.9%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
<u>Less than 5</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q15i. Proximity of businesses that are important to your business

Very Important	50.0%	46.7%	46.5%	33.8%	66.7%	43.3%
Somewhat Important	20.8%	35.6%	16.3%	36.6%	33.3%	28.6%
Somewhat Unimportant	18.8%	6.7%	30.2%	16.9%	0.0%	17.6%
Unimportant	10.4%	11.1%	7.0%	12.7%	0.0%	10.5%

Q15j. Competitive lease rates

Very Important	63.8%	46.7%	48.8%	44.9%	100.0%	51.2%
Somewhat Important	29.8%	31.1%	20.9%	20.3%	0.0%	24.6%
Somewhat Unimportant	4.3%	11.1%	9.3%	14.5%	0.0%	10.1%
Unimportant	2.1%	11.1%	20.9%	20.3%	0.0%	14.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q15k. Availability of land/buildings for expansion</u>						
Very Important	31.3%	26.7%	18.6%	23.9%	0.0%	24.8%
Somewhat Important	29.2%	24.4%	7.0%	25.4%	66.7%	22.9%
Somewhat Unimportant	8.3%	20.0%	16.3%	15.5%	0.0%	14.8%
Unimportant	31.3%	28.9%	58.1%	35.2%	33.3%	37.6%
 <u>Q15l. Safety/security</u>						
Very Important	52.1%	60.0%	48.8%	62.0%	33.3%	56.2%
Somewhat Important	35.4%	22.2%	48.8%	33.8%	66.7%	35.2%
Somewhat Unimportant	8.3%	4.4%	2.3%	2.8%	0.0%	4.3%
Unimportant	4.2%	13.3%	0.0%	1.4%	0.0%	4.3%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q15m. Zoning & building permits process</u>						
Very Important	50.0%	40.9%	33.3%	37.1%	0.0%	39.5%
Somewhat Important	21.7%	15.9%	26.2%	31.4%	66.7%	25.4%
Somewhat Unimportant	13.0%	22.7%	14.3%	14.3%	0.0%	15.6%
Unimportant	15.2%	20.5%	26.2%	17.1%	33.3%	19.5%
 <u>Q15n. Overall customer service from local government</u>						
Very Important	44.7%	40.0%	26.2%	22.9%	0.0%	31.9%
Somewhat Important	34.0%	22.2%	47.6%	58.6%	66.7%	43.0%
Somewhat Unimportant	10.6%	22.2%	7.1%	10.0%	0.0%	12.1%
Unimportant	10.6%	15.6%	19.0%	8.6%	33.3%	13.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q15o. Value received from local taxation</u>						
Very Important	38.3%	46.7%	30.2%	38.0%	0.0%	37.8%
Somewhat Important	44.7%	26.7%	37.2%	46.5%	66.7%	40.2%
Somewhat Unimportant	8.5%	17.8%	11.6%	7.0%	0.0%	10.5%
Unimportant	8.5%	8.9%	20.9%	8.5%	33.3%	11.5%
<u>Q15p. Attitude of local government to business</u>						
Very Important	44.7%	55.6%	39.5%	50.7%	0.0%	47.4%
Somewhat Important	44.7%	24.4%	37.2%	36.6%	66.7%	36.4%
Somewhat Unimportant	4.3%	15.6%	9.3%	5.6%	0.0%	8.1%
Unimportant	6.4%	4.4%	14.0%	7.0%	33.3%	8.1%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
<u>Less than 5</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q15q. Availability of telecommunications, utilities & other infrastructure

Very Important	55.3%	64.4%	65.1%	54.9%	0.0%	58.4%
Somewhat Important	38.3%	24.4%	30.2%	31.0%	66.7%	31.6%
Somewhat Unimportant	6.4%	8.9%	0.0%	9.9%	0.0%	6.7%
Unimportant	0.0%	2.2%	4.7%	4.2%	33.3%	3.3%

Q15r. Other

Very Important	50.0%	60.0%	44.4%	25.0%	0.0%	41.7%
Somewhat Important	33.3%	40.0%	55.6%	62.5%	100.0%	50.0%
Somewhat Unimportant	0.0%	0.0%	0.0%	12.5%	0.0%	2.8%
Unimportant	16.7%	0.0%	0.0%	0.0%	0.0%	5.6%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q15a. Proximity to O'Hare

Yes	96.7%	100.0%	97.3%	94.4%	100.0%	96.8%
No	3.3%	0.0%	2.7%	5.6%	0.0%	3.2%

Q15b. Proximity to home

Yes	86.7%	94.7%	97.4%	93.2%	100.0%	93.4%
No	13.3%	5.3%	2.6%	6.8%	0.0%	6.6%

Q15c. Access to highways

Yes	97.1%	100.0%	95.3%	96.2%	100.0%	97.1%
No	2.9%	0.0%	4.7%	3.8%	0.0%	2.9%

Q15d. Location within nation

Yes	97.1%	100.0%	97.3%	90.2%	100.0%	95.7%
No	2.9%	0.0%	2.7%	9.8%	0.0%	4.3%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q15e. Overall perception of area

Yes	88.2%	97.4%	94.7%	78.7%	100.0%	89.3%
No	11.8%	2.6%	5.3%	21.3%	0.0%	10.7%

Q15f. Physical appearance of area

Yes	97.0%	94.9%	91.9%	79.6%	100.0%	89.9%
No	3.0%	5.1%	8.1%	20.4%	0.0%	10.1%

Q15g. Proximity to customers

Yes	96.9%	95.0%	100.0%	92.2%	100.0%	95.7%
No	3.1%	5.0%	0.0%	7.8%	0.0%	4.3%

Q15h. Overall feeling of safety in Village

Yes	97.1%	100.0%	97.6%	85.5%	100.0%	94.2%
No	2.9%	0.0%	2.4%	14.5%	0.0%	5.8%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q18. How many years has your business been operating in Village?						Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided		

Q15i. Proximity of businesses that are important to your business

Yes	96.9%	92.3%	100.0%	96.2%	100.0%	96.4%
No	3.1%	7.7%	0.0%	3.8%	0.0%	3.6%

Q15j. Competitive lease rates

Yes	97.2%	100.0%	91.4%	83.0%	100.0%	92.3%
No	2.8%	0.0%	8.6%	17.0%	0.0%	7.7%

Q15k. Availability of land/buildings for expansion

Yes	97.0%	91.7%	97.1%	84.1%	100.0%	91.9%
No	3.0%	8.3%	2.9%	15.9%	0.0%	8.1%

Q15l. Safety/security

Yes	97.2%	100.0%	92.5%	81.5%	100.0%	91.8%
No	2.8%	0.0%	7.5%	18.5%	0.0%	8.2%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q15m. Zoning & building permits process</u>						
Yes	96.9%	89.2%	93.9%	76.6%	100.0%	88.0%
No	3.1%	10.8%	6.1%	23.4%	0.0%	12.0%
 <u>Q15n. Overall customer service from local government</u>						
Yes	94.1%	100.0%	91.4%	79.6%	100.0%	90.3%
No	5.9%	0.0%	8.6%	20.4%	0.0%	9.7%
 <u>Q15o. Value received from local taxation</u>						
Yes	91.2%	86.8%	94.3%	78.0%	100.0%	86.7%
No	8.8%	13.2%	5.7%	22.0%	0.0%	13.3%
 <u>Q15p. Attitude of local government to business</u>						
Yes	94.1%	97.3%	94.3%	80.0%	100.0%	90.4%
No	5.9%	2.7%	5.7%	20.0%	0.0%	9.6%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q15q. Availability of telecommunications, utilities & other infrastructure</u>						
Yes	97.2%	97.5%	92.9%	82.7%	100.0%	91.8%
No	2.8%	2.5%	7.1%	17.3%	0.0%	8.2%
 <u>Q15r. Other</u>						
Yes	66.7%	0.0%	100.0%	50.0%	0.0%	71.4%
No	33.3%	100.0%	0.0%	50.0%	0.0%	28.6%

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Sum of Top 3 Choices)

N=216

Q18. How many years has your business been operating in Village?					Total
Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	

Q16. Sum of Top 3 Choices

Proximity to O'Hare	12.5%	15.2%	15.6%	18.9%	0.0%	15.7%
Proximity to home	29.2%	6.5%	20.0%	13.5%	33.3%	17.1%
Access to highways	22.9%	32.6%	31.1%	17.6%	0.0%	24.5%
Location within nation	10.4%	0.0%	0.0%	5.4%	33.3%	4.6%
Overall perception of area	0.0%	8.7%	0.0%	1.4%	0.0%	2.3%
Physical appearance of area	10.4%	2.2%	0.0%	12.2%	0.0%	6.9%
Proximity to customers	18.8%	10.9%	15.6%	18.9%	33.3%	16.7%
Overall feeling of safety in Village	4.2%	8.7%	6.7%	6.8%	0.0%	6.5%
Proximity of businesses that are important to your business	14.6%	8.7%	15.6%	12.2%	0.0%	12.5%
Competitive lease rates	22.9%	15.2%	24.4%	20.3%	0.0%	20.4%

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Sum of Top 3 Choices)

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q16. Sum of Top 3 Choices (Cont.)</u>						
Availability of land/buildings for expansion	2.1%	2.2%	4.4%	1.4%	0.0%	2.3%
Safety/security	8.3%	21.7%	11.1%	23.0%	0.0%	16.7%
Zoning & building permits process	4.2%	13.0%	6.7%	2.7%	0.0%	6.0%
Overall customer service from local government	0.0%	4.3%	2.2%	6.8%	0.0%	3.7%
Value received from local taxation	14.6%	13.0%	17.8%	13.5%	0.0%	14.4%
Attitude of local government to business	8.3%	23.9%	11.1%	14.9%	0.0%	14.4%
Availability of telecommunications, utilities & other infrastructure	20.8%	8.7%	15.6%	10.8%	0.0%	13.4%
Other	6.3%	0.0%	0.0%	1.4%	0.0%	1.9%
None chosen	27.1%	23.9%	24.4%	25.7%	66.7%	25.9%

Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in the next 5 years?

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in next 5 years?</u>						
Yes, positively	12.5%	2.2%	0.0%	13.5%	0.0%	7.9%
Yes, negatively	35.4%	28.3%	22.2%	20.3%	0.0%	25.5%
No	29.2%	30.4%	22.2%	31.1%	33.3%	28.7%
Unsure	22.9%	39.1%	55.6%	35.1%	66.7%	38.0%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q32-1. Property tax</u>						
Top Priority	34.3%	30.0%	42.1%	25.8%	100.0%	33.9%
2	11.4%	23.3%	5.3%	3.2%	0.0%	11.0%
3	17.1%	20.0%	15.8%	19.4%	0.0%	17.8%
4	14.3%	26.7%	36.8%	32.3%	0.0%	25.4%
Lowest Priority	22.9%	0.0%	0.0%	19.4%	0.0%	11.9%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216

<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q32-2. Charges for service (Permits, licenses, fees, etc.)

Top Priority	39.5%	28.1%	38.5%	42.5%	0.0%	36.7%
2	34.2%	25.0%	34.6%	32.5%	33.3%	31.7%
3	15.8%	25.0%	15.4%	15.0%	0.0%	17.3%
4	7.9%	21.9%	11.5%	7.5%	66.7%	12.9%
Lowest Priority	2.6%	0.0%	0.0%	2.5%	0.0%	1.4%

Q32-3. Sales tax

Top Priority	23.5%	60.0%	34.8%	50.0%	0.0%	41.3%
2	14.7%	16.7%	21.7%	30.6%	66.7%	22.2%
3	41.2%	13.3%	21.7%	2.8%	0.0%	19.0%
4	11.8%	10.0%	17.4%	13.9%	0.0%	12.7%
Lowest Priority	8.8%	0.0%	4.3%	2.8%	33.3%	4.8%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216

<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q32-4. Utility rates

Top Priority	17.1%	0.0%	10.0%	9.7%	0.0%	9.4%
2	28.6%	25.0%	30.0%	16.1%	0.0%	23.9%
3	5.7%	42.9%	40.0%	41.9%	66.7%	31.6%
4	42.9%	32.1%	20.0%	29.0%	33.3%	32.5%
Lowest Priority	5.7%	0.0%	0.0%	3.2%	0.0%	2.6%

Q32-5. Other

Top Priority	46.2%	71.4%	53.3%	46.7%	0.0%	52.0%
2	0.0%	0.0%	13.3%	0.0%	0.0%	4.0%
3	0.0%	0.0%	0.0%	13.3%	0.0%	4.0%
4	7.7%	0.0%	0.0%	6.7%	0.0%	4.0%
Lowest Priority	46.2%	28.6%	33.3%	33.3%	0.0%	36.0%

Q33. Expansion of the Elgin-O'Hare Expressway and Western Access and a Western Terminal to O'Hare Airport would bring economic development opportunities to the Village. What type of development would you most like to see added to the community?

N=216

<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
<u>Less than 5</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q33. What type of development would you most like to see added to community?

Housing	31.3%	10.9%	22.2%	16.2%	0.0%	19.4%
Senior housing	16.7%	2.2%	13.3%	14.9%	0.0%	12.0%
Retail	41.7%	32.6%	46.7%	39.2%	0.0%	39.4%
Medical facilities	18.8%	17.4%	20.0%	14.9%	0.0%	17.1%
Industrial	33.3%	30.4%	22.2%	45.9%	66.7%	35.2%
Restaurants	70.8%	47.8%	40.0%	55.4%	100.0%	54.6%
Office	20.8%	26.1%	15.6%	14.9%	33.3%	19.0%
Services	25.0%	8.7%	22.2%	20.3%	0.0%	19.0%
Hotels	41.7%	28.3%	33.3%	28.4%	33.3%	32.4%
Other	6.3%	0.0%	11.1%	1.4%	0.0%	4.2%
None chosen	4.2%	15.2%	15.6%	6.8%	0.0%	9.7%

WITHOUT DON'T KNOW

Q34. Would you recommend Bensenville as a business location? (without "don't know")

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q34. Would you recommend Bensenville as a business location?</u>						
Yes	87.0%	93.5%	93.0%	77.5%	33.3%	85.6%
No	13.0%	6.5%	7.0%	22.5%	66.7%	14.4%

Q35. What should be the priority for the Village to focus on for the next 5 years?

N=216	<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
	<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	
<u>Q35. What should be priority for Village to focus on for next 5 years?</u>						
Business incentives	77.1%	54.3%	51.1%	50.0%	66.7%	57.4%
Village marketing	25.0%	13.0%	13.3%	16.2%	0.0%	16.7%
Infrastructure & street improvements	66.7%	71.7%	62.2%	62.2%	33.3%	64.8%
More public events	12.5%	6.5%	6.7%	4.1%	0.0%	6.9%
Downtown revitalization	20.8%	17.4%	28.9%	17.6%	33.3%	20.8%
Sustainability	20.8%	26.1%	15.6%	24.3%	100.0%	23.1%
Stormwater/flooding mitigation	35.4%	50.0%	37.8%	44.6%	0.0%	41.7%
None chosen	2.1%	6.5%	6.7%	6.8%	0.0%	5.6%

Q36. Please indicate if you are interested in assistance in any of the following areas:

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q36. Interested in assistance in any areas?</u>						
Technical assistance	0.0%	0.0%	2.2%	0.0%	0.0%	0.5%
Financial assistance	12.5%	8.7%	11.1%	2.7%	0.0%	7.9%
Workforce development assistance	10.4%	6.5%	0.0%	4.1%	0.0%	5.1%
Business planning/development assistance	10.4%	6.5%	2.2%	6.8%	0.0%	6.5%
Government relations/regulatory assistance	8.3%	17.4%	4.4%	2.7%	0.0%	7.4%
Other	2.1%	0.0%	4.4%	2.7%	0.0%	2.3%
None chosen	75.0%	63.0%	77.8%	83.8%	100.0%	76.4%

Q37. In the next 12 months, is your business considering any of the following?

N=216	Q18. How many years has your business been operating in Village?					Total
	Less than 5 years	5-10 years	11-20 years	20+ years	Not provided	
<u>Q37. Is your business considering any of following in next 12 months?</u>						
Expanding your business in Bensenville	20.8%	19.6%	24.4%	14.9%	0.0%	19.0%
Relocating to another location in Bensenville	10.4%	6.5%	0.0%	8.1%	0.0%	6.5%
Relocating to another location outside Bensenville	18.8%	15.2%	6.7%	9.5%	66.7%	13.0%
Downsizing	2.1%	0.0%	0.0%	2.7%	0.0%	1.4%
Closing	2.1%	0.0%	0.0%	1.4%	0.0%	0.9%
Don't know	8.3%	2.2%	6.7%	9.5%	0.0%	6.9%
None of these	52.1%	60.9%	62.2%	63.5%	33.3%	59.7%

Q38. If your business is considering a relocation, what is the most important improvement/assistance needed to retain your business in Bensenville?

N=216

<u>Q18. How many years has your business been operating in Village?</u>					<u>Total</u>
<u>Less than 5 years</u>	<u>5-10 years</u>	<u>11-20 years</u>	<u>20+ years</u>	<u>Not provided</u>	

Q38. Most important improvement/assistance needed to retain your business in Bensenville

Financial assistance programs available through Illinois Department of Commerce & Economic Opportunity (DCEO)	12.5%	2.2%	0.0%	1.4%	0.0%	3.7%
Infrastructure improvements	2.1%	6.5%	0.0%	5.4%	0.0%	3.7%
Workforce development/attraction assistance	0.0%	0.0%	4.4%	1.4%	0.0%	1.4%
Safety improvements	0.0%	4.3%	0.0%	0.0%	0.0%	0.9%
Code revision	2.1%	0.0%	0.0%	8.1%	0.0%	3.2%
Other	12.5%	19.6%	6.7%	5.4%	0.0%	10.2%
Not applicable	64.6%	65.2%	86.7%	62.2%	100.0%	69.0%
None chosen	12.5%	4.3%	2.2%	16.2%	0.0%	9.7%

***Crosstabular Data by:
Number of Employees at
Bensenville Location***

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q1a. Overall quality of services provided by Village</u>				
Very Satisfied	41.7%	29.2%	36.6%	37.7%
Satisfied	34.8%	45.8%	29.3%	36.3%
Neutral	16.5%	12.5%	29.3%	18.1%
Dissatisfied	3.5%	8.3%	0.0%	3.9%
Very Dissatisfied	3.5%	4.2%	4.9%	3.9%

<u>Q1b. Overall quality of customer services you receive from Village employees</u>				
Very Satisfied	52.8%	40.4%	39.5%	47.0%
Satisfied	33.3%	34.0%	41.9%	35.4%
Neutral	11.1%	14.9%	14.0%	12.6%
Dissatisfied	2.8%	6.4%	0.0%	3.0%
Very Dissatisfied	0.0%	4.3%	4.7%	2.0%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q1c. Overall maintenance of Village streets

Very Satisfied	29.7%	14.3%	24.4%	25.0%
Satisfied	30.5%	42.9%	31.1%	33.5%
Neutral	21.2%	24.5%	26.7%	23.1%
Dissatisfied	11.0%	12.2%	8.9%	10.8%
Very Dissatisfied	7.6%	6.1%	8.9%	7.5%

Q1d. Overall flow of traffic & traffic management in Village

Very Satisfied	26.3%	20.4%	9.3%	21.4%
Satisfied	31.4%	30.6%	34.9%	31.9%
Neutral	29.7%	40.8%	41.9%	34.8%
Dissatisfied	11.9%	6.1%	9.3%	10.0%
Very Dissatisfied	0.8%	2.0%	4.7%	1.9%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q1e. Overall effectiveness of Village communication with public

Very Satisfied	36.0%	26.5%	37.8%	34.1%
Satisfied	33.3%	36.7%	31.1%	33.7%
Neutral	20.7%	22.4%	26.7%	22.4%
Dissatisfied	8.1%	12.2%	4.4%	8.3%
Very Dissatisfied	1.8%	2.0%	0.0%	1.5%

Q1f. Overall value that you receive for your Village tax dollars & fees

Very Satisfied	21.5%	2.3%	15.4%	15.9%
Satisfied	38.3%	62.8%	10.3%	38.1%
Neutral	29.0%	11.6%	53.8%	30.2%
Dissatisfied	5.6%	14.0%	15.4%	9.5%
Very Dissatisfied	5.6%	9.3%	5.1%	6.3%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q1g. Overall management of Village finances

Very Satisfied	22.7%	0.0%	21.2%	17.8%
Satisfied	29.3%	66.7%	30.3%	37.0%
Neutral	40.0%	7.4%	42.4%	34.1%
Dissatisfied	5.3%	14.8%	6.1%	7.4%
Very Dissatisfied	2.7%	11.1%	0.0%	3.7%

Q1h. Overall efforts of Village for emergency preparedness

Very Satisfied	46.2%	27.3%	36.6%	40.0%
Satisfied	31.9%	60.6%	29.3%	37.0%
Neutral	16.5%	12.1%	29.3%	18.8%
Dissatisfied	5.5%	0.0%	4.9%	4.2%

Q2. Which THREE of the overall Village services listed in Question 1 do you think should receive the most emphasis from Village leaders over the next two years? (Sum of Top 3 Choices)

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q2. Sum of Top 3 Choices</u>				
Quality of services provided by Village	16.7%	14.3%	8.5%	14.4%
Quality of customer services from Village employees	10.8%	14.3%	0.0%	9.3%
Overall maintenance of Village streets	40.8%	38.8%	34.0%	38.9%
Flow of traffic & traffic management in Village	36.7%	46.9%	48.9%	41.7%
Effectiveness of Village communication with public	14.2%	16.3%	4.3%	12.5%
Overall value you receive for Village tax & fees	24.2%	34.7%	36.2%	29.2%
Overall management of Village finances	23.3%	34.7%	34.0%	28.2%
Efforts of Village for emergency preparedness	12.5%	16.3%	29.8%	17.1%
None chosen	24.2%	14.3%	17.0%	20.4%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q3a. Quality of labor</u>				
Excellent	26.0%	8.6%	24.3%	21.5%
Good	35.1%	45.7%	21.6%	34.2%
Average	31.2%	28.6%	32.4%	30.9%
Below Average	7.8%	14.3%	21.6%	12.8%
Poor	0.0%	2.9%	0.0%	0.7%
 <u>Q3b. Availability of labor</u>				
Excellent	29.6%	9.1%	35.1%	26.2%
Good	36.6%	66.7%	16.2%	38.3%
Average	28.2%	21.2%	27.0%	26.2%
Below Average	5.6%	3.0%	16.2%	7.8%
Poor	0.0%	0.0%	5.4%	1.4%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q3c. Stability of City's labor force</u>				
Excellent	23.0%	9.1%	28.2%	21.2%
Good	40.5%	54.5%	25.6%	39.7%
Average	29.7%	30.3%	20.5%	27.4%
Below Average	6.8%	3.0%	10.3%	6.8%
Poor	0.0%	3.0%	15.4%	4.8%
 <u>Q3d. Productivity of workforce</u>				
Excellent	25.7%	6.5%	28.2%	22.2%
Good	40.5%	54.8%	20.5%	38.2%
Average	25.7%	32.3%	20.5%	25.7%
Below Average	8.1%	6.5%	30.8%	13.9%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q3e. Quality of technical skills</u>				
Excellent	17.4%	10.0%	25.7%	17.9%
Good	33.3%	33.3%	11.4%	27.6%
Average	39.1%	30.0%	34.3%	35.8%
Below Average	10.1%	20.0%	11.4%	12.7%
Poor	0.0%	6.7%	17.1%	6.0%

WITHOUT DON'T KNOW

Q4. Do you think that the Village of Bensenville is a "Business friendly" community? (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q4. Is Bensenville a "Business Friendly" community?</u>				
Yes	81.4%	69.4%	82.2%	78.7%
No	18.6%	30.6%	17.8%	21.3%

WITHOUT DON'T KNOW

Q5. Are there any barriers to your business growth in this community? (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q5. Are there any barriers to your business growth in this community?</u>				
Yes	22.2%	27.7%	29.8%	25.1%
No	77.8%	72.3%	70.2%	74.9%

Q6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time? (Sum of Top 3 Choices)

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q6. Sum of Top 3 Choices</u>				
Financially sound Village	75.8%	79.6%	74.5%	76.4%
Quality customer oriented services	32.5%	42.9%	42.6%	37.0%
Safe & beautiful Village	52.5%	32.7%	46.8%	46.8%
Enrich lives of residents	28.3%	16.3%	17.0%	23.1%
Major business/corporate center	56.7%	59.2%	57.4%	57.4%
Vibrant major corridors	20.0%	40.8%	31.9%	27.3%
None chosen	3.3%	2.0%	4.3%	3.2%

WITHOUT DON'T KNOW

Q7. Do you think the tax structure for business in the Village of Bensenville is fair? (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	

Q7. Is tax structure for business in Village fair?

Yes	80.8%	70.0%	60.6%	74.4%
No	19.2%	30.0%	39.4%	25.6%

WITHOUT DON'T KNOW

Q8. The Mission of the Village Government is to be financially sound and provide customer-friendly services of the highest quality. Based on this mission, do you believe the Village is headed in the right direction? (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	

Q8. Is Village headed in right direction?

Yes	85.5%	83.0%	100.0%	88.1%
No	14.5%	17.0%	0.0%	11.9%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q9a. Overall image of Village</u>				
Excellent	19.3%	6.3%	6.4%	13.6%
Good	37.8%	27.1%	25.5%	32.7%
Neutral	26.9%	50.0%	38.3%	34.6%
Below Average	10.1%	12.5%	29.8%	15.0%
Poor	5.9%	4.2%	0.0%	4.2%
<u>Q9b. How well Village is planning growth</u>				
Excellent	17.2%	9.7%	12.8%	14.6%
Good	37.9%	38.7%	30.8%	36.3%
Neutral	28.7%	41.9%	35.9%	33.1%
Below Average	10.3%	3.2%	10.3%	8.9%
Poor	5.7%	6.5%	10.3%	7.0%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q9c. Quality of new development in Bensenville

Excellent	15.6%	7.1%	12.8%	12.9%
Good	30.0%	31.0%	35.9%	31.6%
Neutral	37.8%	45.2%	30.8%	38.0%
Below Average	10.0%	7.1%	5.1%	8.2%
Poor	6.7%	9.5%	15.4%	9.4%

Q9d. Village marketing initiatives

Excellent	15.7%	0.0%	6.5%	10.5%
Good	29.2%	30.3%	12.9%	26.1%
Neutral	40.4%	57.6%	67.7%	49.7%
Below Average	9.0%	6.1%	12.9%	9.2%
Poor	5.6%	6.1%	0.0%	4.6%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q9e. Village wayfinding signage</u>				
Excellent	25.3%	4.3%	17.9%	18.2%
Good	40.0%	36.2%	30.8%	37.0%
Neutral	23.2%	46.8%	46.2%	34.3%
Below Average	7.4%	8.5%	0.0%	6.1%
Poor	4.2%	4.3%	5.1%	4.4%
<u>Q9f. Village support for local businesses</u>				
Excellent	24.3%	4.3%	15.6%	17.7%
Good	27.9%	40.4%	26.7%	30.5%
Neutral	30.6%	34.0%	48.9%	35.5%
Below Average	9.0%	12.8%	4.4%	8.9%
Poor	8.1%	8.5%	4.4%	7.4%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q9g. Overall quality of local police protection

Excellent	49.1%	29.2%	40.4%	42.5%
Good	34.8%	60.4%	42.6%	42.5%
Neutral	11.6%	4.2%	8.5%	9.2%
Below Average	3.6%	6.3%	8.5%	5.3%
Poor	0.9%	0.0%	0.0%	0.5%

Q9h. Overall quality of local fire protection

Excellent	54.5%	35.4%	48.9%	48.8%
Good	35.7%	60.4%	42.6%	43.0%
Neutral	8.9%	2.1%	4.3%	6.3%
Below Average	0.0%	2.1%	4.3%	1.4%
Poor	0.9%	0.0%	0.0%	0.5%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q9i. Overall feeling of safety in Village</u>				
Excellent	37.6%	25.5%	23.4%	31.8%
Good	45.3%	51.1%	51.1%	47.9%
Neutral	12.8%	21.3%	12.8%	14.7%
Below Average	3.4%	2.1%	12.8%	5.2%
Poor	0.9%	0.0%	0.0%	0.5%

WITHOUT NOT PROVIDED

Q10. Do you currently pay Village utility bills online? (without "not provided")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q10. Do you currently pay Village utility bills online</u>				
Yes	13.0%	19.0%	10.3%	13.8%
No	87.0%	81.0%	89.7%	86.2%

WITHOUT NOT PROVIDED

Q11. Would you like to make more Village transactions online? (without "not provided")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q11. Would you like to make more Village transactions online?</u>				
Yes	37.8%	38.6%	10.3%	32.5%
No	62.2%	61.4%	89.7%	67.5%

WITHOUT DON'T KNOW

Q12. Do your employees regularly use the Metra train service? (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q12. Do your employees regularly use Metra train service?</u>				
Yes	7.9%	8.3%	4.3%	7.2%
No	92.1%	91.7%	95.7%	92.8%

WITHOUT DON'T KNOW

Q13. Do your employees regularly use the Pace Dial-A-Bus transit service? (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q13. Do your employees regularly use Pace Dial-A-Bus transit service?</u>				
Yes	1.8%	6.3%	4.5%	3.4%
No	98.2%	93.8%	95.5%	96.6%

Q14. What is your preferred method for communication with the Village?

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q14. Your preferred method for communication with Village</u>				
Village website	36.7%	24.5%	48.9%	36.6%
E-News emails	38.3%	55.1%	21.3%	38.4%
Utility bill inserts	25.0%	12.2%	19.1%	20.8%
Bensenville Newsletter	52.5%	40.8%	36.2%	46.3%
Bensenville App	7.5%	12.2%	0.0%	6.9%
Facebook	5.0%	10.2%	0.0%	5.1%
Twitter	0.8%	6.1%	0.0%	1.9%
Other	9.2%	20.4%	21.3%	14.4%
None chosen	1.7%	4.1%	0.0%	1.9%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15a. Proximity to O'Hare

Very Important	22.2%	32.6%	29.8%	26.2%
Somewhat Important	23.1%	26.1%	21.3%	23.3%
Somewhat Unimportant	16.2%	6.5%	21.3%	15.2%
Unimportant	38.5%	34.8%	27.7%	35.2%

Q15b. Proximity to home

Very Important	42.4%	30.4%	36.2%	38.4%
Somewhat Important	21.2%	32.6%	21.3%	23.7%
Somewhat Unimportant	13.6%	19.6%	21.3%	16.6%
Unimportant	22.9%	17.4%	21.3%	21.3%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15c. Access to highways

Very Important	60.2%	71.7%	72.3%	65.4%
Somewhat Important	22.9%	23.9%	23.4%	23.2%
Somewhat Unimportant	7.6%	2.2%	4.3%	5.7%
Unimportant	9.3%	2.2%	0.0%	5.7%

Q15d. Location within nation

Very Important	31.4%	45.7%	36.2%	35.5%
Somewhat Important	28.8%	21.7%	29.8%	27.5%
Somewhat Unimportant	12.7%	8.7%	17.0%	12.8%
Unimportant	27.1%	23.9%	17.0%	24.2%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15e. Overall perception of area

Very Important	24.6%	26.7%	21.3%	24.3%
Somewhat Important	39.0%	51.1%	40.4%	41.9%
Somewhat Unimportant	19.5%	13.3%	21.3%	18.6%
Unimportant	16.9%	8.9%	17.0%	15.2%

Q15f. Physical appearance of area

Very Important	33.1%	43.5%	34.0%	35.5%
Somewhat Important	39.8%	30.4%	40.4%	37.9%
Somewhat Unimportant	16.9%	10.9%	21.3%	16.6%
Unimportant	10.2%	15.2%	4.3%	10.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15g. Proximity to customers

Very Important	50.0%	52.2%	42.6%	48.8%
Somewhat Important	25.4%	21.7%	27.7%	25.1%
Somewhat Unimportant	11.0%	10.9%	12.8%	11.4%
Unimportant	13.6%	15.2%	17.0%	14.7%

Q15h. Overall feeling of safety in Village

Very Important	50.4%	56.5%	57.4%	53.3%
Somewhat Important	40.2%	37.0%	29.8%	37.1%
Somewhat Unimportant	6.0%	2.2%	12.8%	6.7%
Unimportant	3.4%	4.3%	0.0%	2.9%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15i. Proximity of businesses that are important to your business

Very Important	47.0%	43.5%	34.0%	43.3%
Somewhat Important	23.9%	23.9%	44.7%	28.6%
Somewhat Unimportant	16.2%	26.1%	12.8%	17.6%
Unimportant	12.8%	6.5%	8.5%	10.5%

Q15j. Competitive lease rates

Very Important	50.0%	50.0%	55.3%	51.2%
Somewhat Important	25.9%	22.7%	23.4%	24.6%
Somewhat Unimportant	12.1%	15.9%	0.0%	10.1%
Unimportant	12.1%	11.4%	21.3%	14.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15k. Availability of land/buildings for expansion

Very Important	24.8%	19.6%	29.8%	24.8%
Somewhat Important	17.1%	23.9%	36.2%	22.9%
Somewhat Unimportant	17.1%	19.6%	4.3%	14.8%
Unimportant	41.0%	37.0%	29.8%	37.6%

Q15l. Safety/security

Very Important	53.0%	58.7%	61.7%	56.2%
Somewhat Important	37.6%	34.8%	29.8%	35.2%
Somewhat Unimportant	6.0%	4.3%	0.0%	4.3%
Unimportant	3.4%	2.2%	8.5%	4.3%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15m. Zoning & building permits process

Very Important	32.5%	38.6%	57.4%	39.5%
Somewhat Important	24.6%	27.3%	25.5%	25.4%
Somewhat Unimportant	18.4%	20.5%	4.3%	15.6%
Unimportant	24.6%	13.6%	12.8%	19.5%

Q15n. Overall customer service from local government

Very Important	30.4%	35.6%	31.9%	31.9%
Somewhat Important	37.4%	48.9%	51.1%	43.0%
Somewhat Unimportant	16.5%	8.9%	4.3%	12.1%
Unimportant	15.7%	6.7%	12.8%	13.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15o. Value received from local taxation

Very Important	32.5%	40.0%	48.9%	37.8%
Somewhat Important	35.9%	48.9%	42.6%	40.2%
Somewhat Unimportant	17.1%	4.4%	0.0%	10.5%
Unimportant	14.5%	6.7%	8.5%	11.5%

Q15p. Attitude of local government to business

Very Important	46.2%	53.3%	44.7%	47.4%
Somewhat Important	29.9%	37.8%	51.1%	36.4%
Somewhat Unimportant	12.0%	6.7%	0.0%	8.1%
Unimportant	12.0%	2.2%	4.3%	8.1%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15q. Availability of telecommunications, utilities & other infrastructure

Very Important	52.1%	57.8%	74.5%	58.4%
Somewhat Important	30.8%	40.0%	25.5%	31.6%
Somewhat Unimportant	11.1%	2.2%	0.0%	6.7%
Unimportant	6.0%	0.0%	0.0%	3.3%

Q15r. Other

Very Important	40.0%	40.0%	45.5%	41.7%
Somewhat Important	40.0%	60.0%	54.5%	50.0%
Somewhat Unimportant	6.7%	0.0%	0.0%	2.8%
Unimportant	13.3%	0.0%	0.0%	5.6%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15a. Proximity to O'Hare

Yes	97.6%	91.4%	100.0%	96.8%
No	2.4%	8.6%	0.0%	3.2%

Q15b. Proximity to home

Yes	95.2%	88.2%	94.3%	93.4%
No	4.8%	11.8%	5.7%	6.6%

Q15c. Access to highways

Yes	97.8%	92.5%	100.0%	97.1%
No	2.2%	7.5%	0.0%	2.9%

Q15d. Location within nation

Yes	95.3%	92.3%	100.0%	95.7%
No	4.7%	7.7%	0.0%	4.3%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15e. Overall perception of area

Yes	92.9%	92.3%	77.1%	89.3%
No	7.1%	7.7%	22.9%	10.7%

Q15f. Physical appearance of area

Yes	96.5%	86.5%	78.4%	89.9%
No	3.5%	13.5%	21.6%	10.1%

Q15g. Proximity to customers

Yes	100.0%	92.1%	89.2%	95.7%
No	0.0%	7.9%	10.8%	4.3%

Q15h. Overall feeling of safety in Village

Yes	98.9%	92.3%	85.4%	94.2%
No	1.1%	7.7%	14.6%	5.8%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15i. Proximity of businesses that are important to your business

Yes	98.9%	91.7%	94.9%	96.4%
No	1.1%	8.3%	5.1%	3.6%

Q15j. Competitive lease rates

Yes	97.6%	89.2%	82.9%	92.3%
No	2.4%	10.8%	17.1%	7.7%

Q15k. Availability of land/buildings for expansion

Yes	96.3%	91.7%	81.8%	91.9%
No	3.8%	8.3%	18.2%	8.1%

Q15l. Safety/security

Yes	97.8%	90.0%	79.5%	91.8%
No	2.2%	10.0%	20.5%	8.2%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q15m. Zoning & building permits process

Yes	92.2%	82.4%	84.6%	88.0%
No	7.8%	17.6%	15.4%	12.0%

Q15n. Overall customer service from local government

Yes	93.8%	84.6%	88.6%	90.3%
No	6.2%	15.4%	11.4%	9.7%

Q15o. Value received from local taxation

Yes	91.7%	81.1%	81.1%	86.7%
No	8.3%	18.9%	18.9%	13.3%

Q15p. Attitude of local government to business

Yes	92.6%	86.5%	89.7%	90.4%
No	7.4%	13.5%	10.3%	9.6%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q15q. Availability of telecommunications, utilities & other infrastructure</u>				
Yes	93.5%	94.9%	84.6%	91.8%
No	6.5%	5.1%	15.4%	8.2%
 <u>Q15r. Other</u>				
Yes	71.4%	33.3%	100.0%	71.4%
No	28.6%	66.7%	0.0%	28.6%

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Sum of Top 3 Choices)

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q16. Sum of Top 3 Choices</u>				
Proximity to O'Hare	11.7%	16.3%	25.5%	15.7%
Proximity to home	20.0%	18.4%	8.5%	17.1%
Access to highways	23.3%	18.4%	34.0%	24.5%
Location within nation	5.0%	8.2%	0.0%	4.6%
Overall perception of area	4.2%	0.0%	0.0%	2.3%
Physical appearance of area	7.5%	8.2%	4.3%	6.9%
Proximity to customers	20.0%	20.4%	4.3%	16.7%
Overall feeling of safety in Village	7.5%	10.2%	0.0%	6.5%
Proximity of businesses that are important to your business	13.3%	6.1%	17.0%	12.5%
Competitive lease rates	18.3%	20.4%	25.5%	20.4%

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Sum of Top 3 Choices)

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q16. Sum of Top 3 Choice (Cont.)</u>				
Availability of land/buildings for expansion	1.7%	2.0%	4.3%	2.3%
Safety/security	14.2%	8.2%	31.9%	16.7%
Zoning & building permits process	5.0%	4.1%	10.6%	6.0%
Overall customer service from local government	3.3%	0.0%	8.5%	3.7%
Value received from local taxation	14.2%	20.4%	8.5%	14.4%
Attitude of local government to business	14.2%	14.3%	14.9%	14.4%
Availability of telecommunications, utilities & other infrastructure	15.0%	10.2%	12.8%	13.4%
Other	2.5%	2.0%	0.0%	1.9%
None chosen	24.2%	30.6%	25.5%	25.9%

Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in the next 5 years?

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in next 5 years?</u>				
Yes, positively	7.5%	0.0%	17.0%	7.9%
Yes, negatively	26.7%	26.5%	21.3%	25.5%
No	34.2%	22.4%	21.3%	28.7%
Unsure	31.7%	51.0%	40.4%	38.0%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q32-1. Property tax</u>				
Top Priority	32.9%	37.0%	33.3%	33.9%
2	12.3%	7.4%	11.1%	11.0%
3	15.1%	22.2%	22.2%	17.8%
4	24.7%	22.2%	33.3%	25.4%
Lowest Priority	15.1%	11.1%	0.0%	11.9%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q32-2. Charges for service (Permits, licenses, fees, etc.)</u>				
Top Priority	33.7%	34.5%	50.0%	36.7%
2	34.9%	27.6%	25.0%	31.7%
3	17.4%	10.3%	25.0%	17.3%
4	14.0%	20.7%	0.0%	12.9%
Lowest Priority	0.0%	6.9%	0.0%	1.4%

Q32-3. Sales tax

Top Priority	45.3%	24.2%	55.6%	41.3%
2	21.3%	30.3%	11.1%	22.2%
3	20.0%	21.2%	11.1%	19.0%
4	8.0%	18.2%	22.2%	12.7%
Lowest Priority	5.3%	6.1%	0.0%	4.8%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q32-4. Utility rates

Top Priority	10.8%	11.1%	0.0%	9.4%
2	27.0%	14.8%	25.0%	23.9%
3	25.7%	44.4%	37.5%	31.6%
4	33.8%	25.9%	37.5%	32.5%
Lowest Priority	2.7%	3.7%	0.0%	2.6%

Q32-5. Other

Top Priority	39.3%	76.9%	55.6%	52.0%
2	7.1%	0.0%	0.0%	4.0%
3	7.1%	0.0%	0.0%	4.0%
4	7.1%	0.0%	0.0%	4.0%
Lowest Priority	39.3%	23.1%	44.4%	36.0%

Q33. Expansion of the Elgin-O'Hare Expressway and Western Access and a Western Terminal to O'Hare Airport would bring economic development opportunities to the Village. What type of development would you most like to see added to the community?

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q33. What type of development would you most like to see added to community?

Housing	28.3%	12.2%	4.3%	19.4%
Senior housing	14.2%	10.2%	8.5%	12.0%
Retail	46.7%	42.9%	17.0%	39.4%
Medical facilities	19.2%	20.4%	8.5%	17.1%
Industrial	30.8%	44.9%	36.2%	35.2%
Restaurants	51.7%	55.1%	61.7%	54.6%
Office	22.5%	18.4%	10.6%	19.0%
Services	19.2%	24.5%	12.8%	19.0%
Hotels	33.3%	38.8%	23.4%	32.4%
Other	5.0%	2.0%	4.3%	4.2%
None chosen	10.8%	8.2%	8.5%	9.7%

WITHOUT DON'T KNOW

Q34. Would you recommend Bensenville as a business location? (without "don't know")

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q34. Would you recommend Bensenville as a business location?</u>				
Yes	87.0%	81.6%	86.7%	85.6%
No	13.0%	18.4%	13.3%	14.4%

Q35. What should be the priority for the Village to focus on for the next 5 years?

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q35. What should be priority for Village to focus on for next 5 years?</u>				
Business incentives	53.3%	55.1%	70.2%	57.4%
Village marketing	18.3%	20.4%	8.5%	16.7%
Infrastructure & street improvements	65.8%	57.1%	70.2%	64.8%
More public events	8.3%	10.2%	0.0%	6.9%
Downtown revitalization	24.2%	14.3%	19.1%	20.8%
Sustainability	21.7%	30.6%	19.1%	23.1%
Stormwater/flooding mitigation	41.7%	42.9%	40.4%	41.7%
None chosen	5.8%	10.2%	0.0%	5.6%

Q36. Please indicate if you are interested in assistance in any of the following areas:

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q36. Interested in assistance in any areas?</u>				
Technical assistance	0.0%	2.0%	0.0%	0.5%
Financial assistance	9.2%	4.1%	8.5%	7.9%
Workforce development assistance	5.0%	6.1%	4.3%	5.1%
Business planning/ development assistance	8.3%	8.2%	0.0%	6.5%
Government relations/ regulatory assistance	7.5%	6.1%	8.5%	7.4%
Other	0.8%	4.1%	4.3%	2.3%
None chosen	76.7%	77.6%	74.5%	76.4%

Q37. In the next 12 months, is your business considering any of the following?

N=216	Q22. How many employees do you employ in your Bensenville location?			Total
	Less than 10	10-24	25 or more	
<u>Q37. Is your business considering any of following in next 12 months?</u>				
Expanding your business in Bensenville	19.2%	18.4%	19.1%	19.0%
Relocating to another location in Bensenville	5.8%	2.0%	12.8%	6.5%
Relocating to another location outside Bensenville	10.0%	12.2%	21.3%	13.0%
Downsizing	0.0%	6.1%	0.0%	1.4%
Closing	1.7%	0.0%	0.0%	0.9%
Don't know	9.2%	4.1%	4.3%	6.9%
None of these	60.0%	63.3%	55.3%	59.7%

Q38. If your business is considering a relocation, what is the most important improvement/assistance needed to retain your business in Bensenville?

N=216

Q22. How many employees do you employ in your Bensenville location?			Total
Less than 10	10-24	25 or more	

Q38. Most important improvement/assistance needed to retain your business in Bensenville

Financial assistance programs available through Illinois Department of Commerce & Economic Opportunity (DCEO)	3.3%	4.1%	4.3%	3.7%
Infrastructure improvements	4.2%	2.0%	4.3%	3.7%
Workforce development/attraction assistance	0.8%	0.0%	4.3%	1.4%
Safety improvements	1.7%	0.0%	0.0%	0.9%
Code revision	2.5%	0.0%	8.5%	3.2%
Other	10.0%	6.1%	14.9%	10.2%
Not applicable	69.2%	81.6%	55.3%	69.0%
None chosen	10.8%	8.2%	8.5%	9.7%

*Crosstabular Data by:
Chamber of Commerce Membership*

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q1a. Overall quality of services provided by Village

Very Satisfied	35.5%	37.3%	100.0%	37.7%
Satisfied	35.5%	36.7%	0.0%	36.3%
Neutral	16.1%	18.9%	0.0%	18.1%
Dissatisfied	0.0%	4.7%	0.0%	3.9%
Very Dissatisfied	12.9%	2.4%	0.0%	3.9%

Q1b. Overall quality of customer services you receive from Village employees

Very Satisfied	33.3%	48.1%	100.0%	47.0%
Satisfied	36.7%	35.8%	0.0%	35.4%
Neutral	16.7%	12.3%	0.0%	12.6%
Dissatisfied	3.3%	3.1%	0.0%	3.0%
Very Dissatisfied	10.0%	0.6%	0.0%	2.0%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q1c. Overall maintenance of Village streets

Very Satisfied	31.3%	25.0%	0.0%	25.0%
Satisfied	28.1%	34.9%	14.3%	33.5%
Neutral	28.1%	20.9%	57.1%	23.1%
Dissatisfied	6.3%	12.2%	0.0%	10.8%
Very Dissatisfied	6.3%	7.0%	28.6%	7.5%

Q1d. Overall flow of traffic & traffic management in Village

Very Satisfied	30.0%	19.8%	28.6%	21.4%
Satisfied	16.7%	35.5%	0.0%	31.9%
Neutral	26.7%	34.9%	71.4%	34.8%
Dissatisfied	16.7%	9.3%	0.0%	10.0%
Very Dissatisfied	10.0%	0.6%	0.0%	1.9%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q1e. Overall effectiveness of Village communication with public

Very Satisfied	35.5%	33.7%	42.9%	34.1%
Satisfied	32.3%	35.5%	0.0%	33.7%
Neutral	12.9%	23.5%	28.6%	22.4%
Dissatisfied	16.1%	6.0%	28.6%	8.3%
Very Dissatisfied	3.2%	1.2%	0.0%	1.5%

Q1f. Overall value that you receive for your Village tax dollars & fees

Very Satisfied	22.6%	14.7%	0.0%	15.9%
Satisfied	41.9%	37.8%	0.0%	38.1%
Neutral	9.7%	33.3%	100.0%	30.2%
Dissatisfied	12.9%	9.0%	0.0%	9.5%
Very Dissatisfied	12.9%	5.1%	0.0%	6.3%

WITHOUT DON'T KNOW

Q1. Please rate your overall satisfaction with major services by the Village of Bensenville on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q1g. Overall management of Village finances

Very Satisfied	25.0%	16.5%	0.0%	17.8%
Satisfied	41.7%	34.9%	100.0%	37.0%
Neutral	20.8%	37.6%	0.0%	34.1%
Dissatisfied	4.2%	8.3%	0.0%	7.4%
Very Dissatisfied	8.3%	2.8%	0.0%	3.7%

Q1h. Overall efforts of Village for emergency preparedness

Very Satisfied	48.1%	38.2%	42.9%	40.0%
Satisfied	25.9%	39.7%	28.6%	37.0%
Neutral	22.2%	19.1%	0.0%	18.8%
Dissatisfied	3.7%	3.1%	28.6%	4.2%

Q2. Which THREE of the overall Village services listed in Question 1 do you think should receive the most emphasis from Village leaders over the next two years? (Sum of Top 3 Choices)

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q2. Sum of Top 3 Choices</u>				
Quality of services provided by Village	6.3%	16.5%	0.0%	14.4%
Quality of customer services from Village employees	15.6%	8.5%	0.0%	9.3%
Overall maintenance of Village streets	37.5%	37.5%	71.4%	38.9%
Flow of traffic & traffic management in Village	43.8%	41.5%	42.9%	41.7%
Effectiveness of Village communication with public	9.4%	11.9%	28.6%	12.5%
Overall value you receive for Village tax & fees	34.4%	29.0%	0.0%	29.2%
Overall management of Village finances	31.3%	29.0%	0.0%	28.2%
Efforts of Village for emergency preparedness	18.8%	16.5%	28.6%	17.1%
None chosen	25.0%	20.5%	0.0%	20.4%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q3a. Quality of labor

Excellent	24.0%	20.0%	50.0%	21.5%
Good	32.0%	34.2%	50.0%	34.2%
Average	28.0%	32.5%	0.0%	30.9%
Below Average	16.0%	12.5%	0.0%	12.8%
Poor	0.0%	0.8%	0.0%	0.7%

Q3b. Availability of labor

Excellent	31.6%	24.6%	50.0%	26.2%
Good	31.6%	40.7%	0.0%	38.3%
Average	26.3%	25.4%	50.0%	26.2%
Below Average	10.5%	7.6%	0.0%	7.8%
Poor	0.0%	1.7%	0.0%	1.4%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q3c. Stability of City's labor force

Excellent	17.4%	21.0%	50.0%	21.2%
Good	43.5%	38.7%	50.0%	39.7%
Average	26.1%	28.6%	0.0%	27.4%
Below Average	13.0%	5.9%	0.0%	6.8%
Poor	0.0%	5.9%	0.0%	4.8%

Q3d. Productivity of workforce

Excellent	17.4%	22.2%	50.0%	22.2%
Good	43.5%	36.8%	50.0%	38.2%
Average	21.7%	27.4%	0.0%	25.7%
Below Average	17.4%	13.7%	0.0%	13.9%

WITHOUT DON'T KNOW

Q3. Please rate the labor pool in the Village of Bensenville in the following areas: (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q3e. Quality of technical skills</u>				
Excellent	22.7%	17.3%	0.0%	17.9%
Good	31.8%	27.3%	0.0%	27.6%
Average	22.7%	37.3%	100.0%	35.8%
Below Average	22.7%	10.9%	0.0%	12.7%
Poor	0.0%	7.3%	0.0%	6.0%

WITHOUT DON'T KNOW

Q4. Do you think that the Village of Bensenville is a "Business friendly" community? (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q4. Is Bensenville a "Business Friendly" community?</u>				
Yes	71.9%	79.9%	100.0%	78.7%
No	28.1%	20.1%	0.0%	21.3%

WITHOUT DON'T KNOW

Q5. Are there any barriers to your business growth in this community? (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	

Q5. Are there any barriers to your business growth in this community?

Yes	32.3%	23.8%	28.6%	25.1%
No	67.7%	76.2%	71.4%	74.9%

Q6. Please review the list of Village goals below. Which of the following goals do you believe to be the most important, second most important, and third most important for Bensenville at the present time? (Sum of Top 3 Choices)

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	

Q6. Sum of Top 3 Choices

Financially sound Village	62.5%	79.0%	71.4%	76.4%
Quality customer oriented services	50.0%	34.7%	28.6%	37.0%
Safe & beautiful Village	40.6%	47.2%	57.1%	46.8%
Enrich lives of residents	18.8%	23.3%	42.9%	23.1%
Major business/corporate center	56.3%	57.4%	71.4%	57.4%
Vibrant major corridors	46.9%	23.9%	28.6%	27.3%
None chosen	3.1%	3.4%	0.0%	3.2%

WITHOUT DON'T KNOW

Q7. Do you think the tax structure for business in the Village of Bensenville is fair? (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q7. Is tax structure for business in Village fair?</u>				
Yes	72.0%	74.5%	100.0%	74.4%
No	28.0%	25.5%	0.0%	25.6%

WITHOUT DON'T KNOW

Q8. The Mission of the Village Government is to be financially sound and provide customer-friendly services of the highest quality. Based on this mission, do you believe the Village is headed in the right direction? (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q8. Is Village headed in right direction?</u>				
Yes	90.6%	87.0%	100.0%	88.1%
No	9.4%	13.0%	0.0%	11.9%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q28. Is your business currently a member of
Bensenville's Chamber of Commerce?

	Yes	No	Not provided	Total
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Q9a. Overall image of Village

Excellent	9.4%	14.3%	14.3%	13.6%
Good	37.5%	32.0%	28.6%	32.7%
Neutral	21.9%	36.0%	57.1%	34.6%
Below Average	21.9%	14.3%	0.0%	15.0%
Poor	9.4%	3.4%	0.0%	4.2%

Q9b. How well Village is planning growth

Excellent	4.2%	17.2%	0.0%	14.6%
Good	54.2%	30.5%	100.0%	36.3%
Neutral	16.7%	37.5%	0.0%	33.1%
Below Average	20.8%	7.0%	0.0%	8.9%
Poor	4.2%	7.8%	0.0%	7.0%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q9c. Quality of new development in Bensenville

Excellent	3.8%	12.9%	60.0%	12.9%
Good	34.6%	30.7%	40.0%	31.6%
Neutral	38.5%	39.3%	0.0%	38.0%
Below Average	7.7%	8.6%	0.0%	8.2%
Poor	15.4%	8.6%	0.0%	9.4%

Q9d. Village marketing initiatives

Excellent	4.0%	11.9%	0.0%	10.5%
Good	24.0%	27.0%	0.0%	26.1%
Neutral	48.0%	49.2%	100.0%	49.7%
Below Average	12.0%	8.7%	0.0%	9.2%
Poor	12.0%	3.2%	0.0%	4.6%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q9e. Village wayfinding signage

Excellent	14.3%	18.1%	50.0%	18.2%
Good	39.3%	36.2%	50.0%	37.0%
Neutral	32.1%	35.6%	0.0%	34.3%
Below Average	0.0%	7.4%	0.0%	6.1%
Poor	14.3%	2.7%	0.0%	4.4%

Q9f. Village support for local businesses

Excellent	12.5%	18.1%	40.0%	17.7%
Good	37.5%	29.5%	20.0%	30.5%
Neutral	34.4%	35.5%	40.0%	35.5%
Below Average	6.3%	9.6%	0.0%	8.9%
Poor	9.4%	7.2%	0.0%	7.4%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q9g. Overall quality of local police protection

Excellent	50.0%	41.1%	42.9%	42.5%
Good	43.8%	41.7%	57.1%	42.5%
Neutral	3.1%	10.7%	0.0%	9.2%
Below Average	3.1%	6.0%	0.0%	5.3%
Poor	0.0%	0.6%	0.0%	0.5%

Q9h. Overall quality of local fire protection

Excellent	53.1%	47.0%	71.4%	48.8%
Good	37.5%	45.8%	0.0%	43.0%
Neutral	6.3%	6.5%	0.0%	6.3%
Below Average	3.1%	0.0%	28.6%	1.4%
Poor	0.0%	0.6%	0.0%	0.5%

WITHOUT DON'T KNOW

Q9. Several items that may influence your perception of the Village of Bensenville are listed below. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the Village with regard to the following: (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q9i. Overall feeling of safety in Village</u>				
Excellent	46.9%	28.5%	42.9%	31.8%
Good	28.1%	52.3%	28.6%	47.9%
Neutral	12.5%	14.5%	28.6%	14.7%
Below Average	12.5%	4.1%	0.0%	5.2%
Poor	0.0%	0.6%	0.0%	0.5%

WITHOUT NOT PROVIDED

Q10. Do you currently pay Village utility bills online? (without "not provided")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q10. Do you currently pay Village utility bills online?</u>				
Yes	40.7%	9.8%	0.0%	13.8%
No	59.3%	90.2%	100.0%	86.2%

WITHOUT NOT PROVIDED

Q11. Would you like to make more Village transactions online? (without "not provided")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q11. Would you like to make more Village transactions online?</u>				
Yes	50.0%	29.8%	0.0%	32.5%
No	50.0%	70.2%	100.0%	67.5%

WITHOUT DON'T KNOW

Q12. Do your employees regularly use the Metra train service? (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q12. Do your employees regularly use Metra train service?</u>				
Yes	12.5%	6.5%	0.0%	7.2%
No	87.5%	93.5%	100.0%	92.8%

WITHOUT DON'T KNOW

Q13. Do your employees regularly use the Pace Dial-A-Bus transit service? (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q13. Do your employees regularly use Pace Dial-A-Bus transit service?</u>				
Yes	0.0%	4.2%	0.0%	3.4%
No	100.0%	95.8%	100.0%	96.6%

Q14. What is your preferred method for communication with the Village?

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q14. Your preferred method for communication with Village</u>				
Village website	40.6%	36.4%	28.6%	36.6%
E-News emails	46.9%	36.4%	42.9%	38.4%
Utility bill inserts	18.8%	22.2%	0.0%	20.8%
Bensenville Newsletter	40.6%	47.7%	28.6%	46.3%
Bensenville App	12.5%	6.3%	0.0%	6.9%
Facebook	9.4%	4.5%	0.0%	5.1%
Twitter	6.3%	1.1%	0.0%	1.9%
Other	9.4%	15.9%	0.0%	14.4%
None chosen	0.0%	2.3%	0.0%	1.9%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15a. Proximity to O'Hare

Very Important	34.4%	24.1%	42.9%	26.2%
Somewhat Important	21.9%	23.5%	28.6%	23.3%
Somewhat Unimportant	6.3%	16.5%	28.6%	15.2%
Unimportant	37.5%	35.9%	0.0%	35.2%

Q15b. Proximity to home

Very Important	40.6%	39.2%	14.3%	38.4%
Somewhat Important	28.1%	22.2%	28.6%	23.7%
Somewhat Unimportant	15.6%	17.5%	0.0%	16.6%
Unimportant	15.6%	21.1%	57.1%	21.3%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15c. Access to highways

Very Important	81.3%	62.6%	71.4%	65.4%
Somewhat Important	9.4%	25.1%	28.6%	23.2%
Somewhat Unimportant	3.1%	6.4%	0.0%	5.7%
Unimportant	6.3%	5.8%	0.0%	5.7%

Q15d. Location within nation

Very Important	34.4%	34.5%	71.4%	35.5%
Somewhat Important	21.9%	28.7%	28.6%	27.5%
Somewhat Unimportant	12.5%	13.5%	0.0%	12.8%
Unimportant	31.3%	23.4%	0.0%	24.2%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15e. Overall perception of area

Very Important	34.4%	20.5%	71.4%	24.3%
Somewhat Important	46.9%	42.7%	0.0%	41.9%
Somewhat Unimportant	3.1%	22.2%	0.0%	18.6%
Unimportant	15.6%	14.6%	28.6%	15.2%

Q15f. Physical appearance of area

Very Important	53.1%	31.0%	71.4%	35.5%
Somewhat Important	21.9%	41.5%	28.6%	37.9%
Somewhat Unimportant	12.5%	17.5%	0.0%	16.6%
Unimportant	12.5%	9.9%	0.0%	10.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15g. Proximity to customers

Very Important	50.0%	48.0%	71.4%	48.8%
Somewhat Important	31.3%	25.1%	0.0%	25.1%
Somewhat Unimportant	6.3%	12.9%	0.0%	11.4%
Unimportant	12.5%	14.0%	28.6%	14.7%

Q15h. Overall feeling of safety in Village

Very Important	51.6%	52.6%	85.7%	53.3%
Somewhat Important	45.2%	36.8%	14.3%	37.1%
Somewhat Unimportant	3.2%	7.0%	0.0%	6.7%
Unimportant	0.0%	3.5%	0.0%	2.9%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15i. Proximity of businesses that are important to your business

Very Important	41.9%	44.4%	28.6%	43.3%
Somewhat Important	19.4%	29.8%	42.9%	28.6%
Somewhat Unimportant	22.6%	17.5%	0.0%	17.6%
Unimportant	16.1%	8.2%	28.6%	10.5%

Q15j. Competitive lease rates

Very Important	38.7%	53.0%	57.1%	51.2%
Somewhat Important	35.5%	23.8%	0.0%	24.6%
Somewhat Unimportant	9.7%	10.1%	14.3%	10.1%
Unimportant	16.1%	13.1%	28.6%	14.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15k. Availability of land/buildings for expansion

Very Important	41.9%	22.2%	14.3%	24.8%
Somewhat Important	16.1%	24.0%	28.6%	22.9%
Somewhat Unimportant	16.1%	15.2%	0.0%	14.8%
Unimportant	25.8%	38.6%	57.1%	37.6%

Q15l. Safety/security

Very Important	51.6%	57.3%	57.1%	56.2%
Somewhat Important	48.4%	33.3%	14.3%	35.2%
Somewhat Unimportant	0.0%	5.3%	0.0%	4.3%
Unimportant	0.0%	4.1%	28.6%	4.3%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15m. Zoning & building permits process

Very Important	46.7%	36.9%	71.4%	39.5%
Somewhat Important	23.3%	26.8%	0.0%	25.4%
Somewhat Unimportant	13.3%	16.7%	0.0%	15.6%
Unimportant	16.7%	19.6%	28.6%	19.5%

Q15n. Overall customer service from local government

Very Important	35.5%	31.4%	28.6%	31.9%
Somewhat Important	48.4%	42.0%	42.9%	43.0%
Somewhat Unimportant	9.7%	13.0%	0.0%	12.1%
Unimportant	6.5%	13.6%	28.6%	13.0%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15o. Value received from local taxation

Very Important	45.2%	35.1%	71.4%	37.8%
Somewhat Important	35.5%	41.5%	28.6%	40.2%
Somewhat Unimportant	6.5%	11.7%	0.0%	10.5%
Unimportant	12.9%	11.7%	0.0%	11.5%

Q15p. Attitude of local government to business

Very Important	58.1%	46.2%	28.6%	47.4%
Somewhat Important	29.0%	36.3%	71.4%	36.4%
Somewhat Unimportant	6.5%	8.8%	0.0%	8.1%
Unimportant	6.5%	8.8%	0.0%	8.1%

WITHOUT DON'T KNOW

Q15. Please indicate how important the following factors were in your decision to locate in your current location: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15q. Availability of telecommunications, utilities & other infrastructure

Very Important	61.3%	57.9%	57.1%	58.4%
Somewhat Important	22.6%	32.7%	42.9%	31.6%
Somewhat Unimportant	12.9%	5.8%	0.0%	6.7%
Unimportant	3.2%	3.5%	0.0%	3.3%

Q15r. Other

Very Important	62.5%	35.7%	0.0%	41.7%
Somewhat Important	37.5%	53.6%	0.0%	50.0%
Somewhat Unimportant	0.0%	3.6%	0.0%	2.8%
Unimportant	0.0%	7.1%	0.0%	5.6%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q15a. Proximity to O'Hare</u>				
Yes	91.3%	97.6%	100.0%	96.8%
No	8.7%	2.4%	0.0%	3.2%
<u>Q15b. Proximity to home</u>				
Yes	95.5%	92.8%	100.0%	93.4%
No	4.5%	7.2%	0.0%	6.6%
<u>Q15c. Access to highways</u>				
Yes	92.0%	97.8%	100.0%	97.1%
No	8.0%	2.2%	0.0%	2.9%
<u>Q15d. Location within nation</u>				
Yes	90.5%	96.2%	100.0%	95.7%
No	9.5%	3.8%	0.0%	4.3%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	

Q15e. Overall perception of area

Yes	95.2%	88.0%	100.0%	89.3%
No	4.8%	12.0%	0.0%	10.7%

Q15f. Physical appearance of area

Yes	95.0%	88.6%	100.0%	89.9%
No	5.0%	11.4%	0.0%	10.1%

Q15g. Proximity to customers

Yes	95.5%	95.6%	100.0%	95.7%
No	4.5%	4.4%	0.0%	4.3%

Q15h. Overall feeling of safety in Village

Yes	95.8%	93.6%	100.0%	94.2%
No	4.2%	6.4%	0.0%	5.8%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q15i. Proximity of businesses that are important to your business

Yes	77.3%	99.3%	100.0%	96.4%
No	22.7%	0.7%	0.0%	3.6%

Q15j. Competitive lease rates

Yes	91.3%	92.1%	100.0%	92.3%
No	8.7%	7.9%	0.0%	7.7%

Q15k. Availability of land/buildings for expansion

Yes	90.5%	91.9%	100.0%	91.9%
No	9.5%	8.1%	0.0%	8.1%

Q15l. Safety/security

Yes	87.5%	92.1%	100.0%	91.8%
No	12.5%	7.9%	0.0%	8.2%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?		Total	

Q15m. Zoning & building permits process

Yes	76.2%	89.3%	100.0%	88.0%
No	23.8%	10.7%	0.0%	12.0%

Q15n. Overall customer service from local government

Yes	90.9%	89.8%	100.0%	90.3%
No	9.1%	10.2%	0.0%	9.7%

Q15o. Value received from local taxation

Yes	90.9%	85.3%	100.0%	86.7%
No	9.1%	14.7%	0.0%	13.3%

Q15p. Attitude of local government to business

Yes	85.7%	90.7%	100.0%	90.4%
No	14.3%	9.3%	0.0%	9.6%

WITHOUT DON'T KNOW

Q15. Please indicate if your needs are met: (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q15q. Availability of telecommunications, utilities & other infrastructure</u>				
Yes	95.8%	90.7%	100.0%	91.8%
No	4.2%	9.3%	0.0%	8.2%
<u>Q15r. Other</u>				
Yes	100.0%	66.7%	0.0%	71.4%
No	0.0%	33.3%	0.0%	28.6%

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Sum of Top 3 Choices)

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q16. Sum of Top 3 Choices</u>				
Proximity to O'Hare	15.6%	15.3%	28.6%	15.7%
Proximity to home	12.5%	17.6%	28.6%	17.1%
Access to highways	28.1%	23.9%	28.6%	24.5%
Location within nation	0.0%	5.7%	0.0%	4.6%
Overall perception of area	6.3%	1.7%	0.0%	2.3%
Physical appearance of area	12.5%	6.3%	0.0%	6.9%
Proximity to customers	25.0%	15.9%	0.0%	16.7%
Overall feeling of safety in Village	3.1%	7.4%	0.0%	6.5%
Proximity of businesses that are important to your business	9.4%	13.6%	0.0%	12.5%
Competitive lease rates	9.4%	23.3%	0.0%	20.4%

Q16. Which THREE of these reasons listed in Question 15 will have the most impact on your decision to stay in the Village of Bensenville for the next 10 years? (Sum of Top 3 Choices)

N=216

	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	

Q16. Sum of Top 3 Choices (Cont.)

Availability of land/buildings for expansion	0.0%	2.8%	0.0%	2.3%
Safety/security	9.4%	18.8%	0.0%	16.7%
Zoning & building permits process	12.5%	5.1%	0.0%	6.0%
Overall customer service from local government	9.4%	2.8%	0.0%	3.7%
Value received from local taxation	15.6%	13.6%	28.6%	14.4%
Attitude of local government to business	9.4%	15.9%	0.0%	14.4%
Availability of telecommunications, utilities & other infrastructure	15.6%	12.5%	28.6%	13.4%
Other	6.3%	1.1%	0.0%	1.9%
None chosen	25.0%	25.0%	42.9%	25.9%

Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in the next 5 years?

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q31. Do you anticipate any federal, state or local legislation changes that will affect your business in next 5 years?</u>				
Yes, positively	9.4%	6.8%	28.6%	7.9%
Yes, negatively	18.8%	27.8%	0.0%	25.5%
No	34.4%	28.4%	14.3%	28.7%
Unsure	37.5%	36.9%	57.1%	38.0%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q32-1. Property tax</u>				
Top Priority	54.2%	30.3%	0.0%	33.9%
2	8.3%	10.1%	40.0%	11.0%
3	12.5%	20.2%	0.0%	17.8%
4	16.7%	25.8%	60.0%	25.4%
Lowest Priority	8.3%	13.5%	0.0%	11.9%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q32-2. Charges for service (Permits, licenses, fees, etc.)

Top Priority	33.3%	35.5%	80.0%	36.7%
2	12.5%	36.4%	20.0%	31.7%
3	20.8%	17.3%	0.0%	17.3%
4	29.2%	10.0%	0.0%	12.9%
Lowest Priority	4.2%	0.9%	0.0%	1.4%

Q32-3. Sales tax

Top Priority	9.1%	50.5%	0.0%	41.3%
2	31.8%	19.2%	40.0%	22.2%
3	27.3%	15.2%	60.0%	19.0%
4	22.7%	11.1%	0.0%	12.7%
Lowest Priority	9.1%	4.0%	0.0%	4.8%

Q32. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?

N=216

	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	

Q32-4. Utility rates

Top Priority	4.5%	10.0%	20.0%	9.4%
2	45.5%	20.0%	0.0%	23.9%
3	27.3%	32.2%	40.0%	31.6%
4	18.2%	35.6%	40.0%	32.5%
Lowest Priority	4.5%	2.2%	0.0%	2.6%

Q32-5. Other

Top Priority	40.0%	55.0%	0.0%	52.0%
2	0.0%	5.0%	0.0%	4.0%
3	0.0%	5.0%	0.0%	4.0%
4	0.0%	5.0%	0.0%	4.0%
Lowest Priority	60.0%	30.0%	0.0%	36.0%

Q33. Expansion of the Elgin-O'Hare Expressway and Western Access and a Western Terminal to O'Hare Airport would bring economic development opportunities to the Village. What type of development would you most like to see added to the community?

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
Yes	No	Not provided	

Q33. What type of development would you most like to see added to community?

Housing	40.6%	16.5%	0.0%	19.4%
Senior housing	18.8%	11.4%	0.0%	12.0%
Retail	40.6%	39.8%	14.3%	39.4%
Medical facilities	18.8%	16.5%	28.6%	17.1%
Industrial	34.4%	36.4%	14.3%	35.2%
Restaurants	65.6%	53.4%	28.6%	54.6%
Office	18.8%	19.9%	0.0%	19.0%
Services	15.6%	20.5%	0.0%	19.0%
Hotels	31.3%	34.1%	0.0%	32.4%
Other	3.1%	4.5%	0.0%	4.2%
None chosen	6.3%	9.7%	28.6%	9.7%

WITHOUT DON'T KNOW

Q34. Would you recommend Bensenville as a business location? (without "don't know")

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q34. Would you recommend Bensenville as a business location?</u>				
Yes	86.2%	85.5%	100.0%	85.6%
No	13.8%	14.5%	0.0%	14.4%

Q35. What should be the priority for the Village to focus on for the next 5 years?

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q35. What should be priority for Village to focus on for next 5 years?</u>				
Business incentives	68.8%	56.3%	42.9%	57.4%
Village marketing	18.8%	15.3%	42.9%	16.7%
Infrastructure & street improvements	56.3%	66.5%	71.4%	64.8%
More public events	15.6%	5.7%	0.0%	6.9%
Downtown revitalization	31.3%	19.9%	0.0%	20.8%
Sustainability	25.0%	23.9%	0.0%	23.1%
Stormwater/flooding mitigation	25.0%	45.5%	28.6%	41.7%
None chosen	6.3%	5.1%	0.0%	5.6%

Q36. Please indicate if you are interested in assistance in any of the following areas:

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q36. Interested in assistance in any areas?</u>				
Technical assistance	0.0%	0.6%	0.0%	0.5%
Financial assistance	12.5%	7.4%	0.0%	7.9%
Workforce development assistance	6.3%	4.0%	28.6%	5.1%
Business planning/development assistance	18.8%	4.5%	0.0%	6.5%
Government relations/regulatory assistance	28.1%	4.0%	0.0%	7.4%
Other	3.1%	2.3%	0.0%	2.3%
None chosen	62.5%	79.0%	71.4%	76.4%

Q37. In the next 12 months, is your business considering any of the following?

N=216	Q28. Is your business currently a member of Bensenville's Chamber of Commerce?			Total
	Yes	No	Not provided	
<u>Q37. Is your business considering any of following in next 12 months?</u>				
Expanding your business in Bensenville	34.4%	15.9%	28.6%	19.0%
Relocating to another location in Bensenville	12.5%	4.5%	28.6%	6.5%
Relocating to another location outside Bensenville	18.8%	11.4%	28.6%	13.0%
Downsizing	3.1%	1.1%	0.0%	1.4%
Closing	0.0%	1.1%	0.0%	0.9%
Don't know	3.1%	8.0%	0.0%	6.9%
None of these	43.8%	63.1%	42.9%	59.7%

Q38. If your business is considering a relocation, what is the most important improvement/assistance needed to retain your business in Bensenville?

N=216

Q28. Is your business currently a member of Bensenville's Chamber of Commerce??			Total
Yes	No	Not provided	

Q38. Most important improvement/assistance needed to retain your business in Bensenville

Financial assistance programs available through Illinois Department of Commerce? & Economic Opportunity (DCEO)	15.6%	0.6%	28.6%	3.7%
Infrastructure improvements	0.0%	4.5%	0.0%	3.7%
Workforce development/ attraction assistance	6.3%	0.6%	0.0%	1.4%
Safety improvements	0.0%	1.1%	0.0%	0.9%
Code revision	6.3%	2.8%	0.0%	3.2%
Other	25.0%	8.0%	0.0%	10.2%
Not applicable	46.9%	72.7%	71.4%	69.0%
None chosen	12.5%	9.7%	0.0%	9.7%

2013 Village of Bensenville Business Survey *Appendix B - GIS Maps*

...helping organizations make better decisions since 1982

Submitted to the Village of Bensenville, IL by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

April 2014



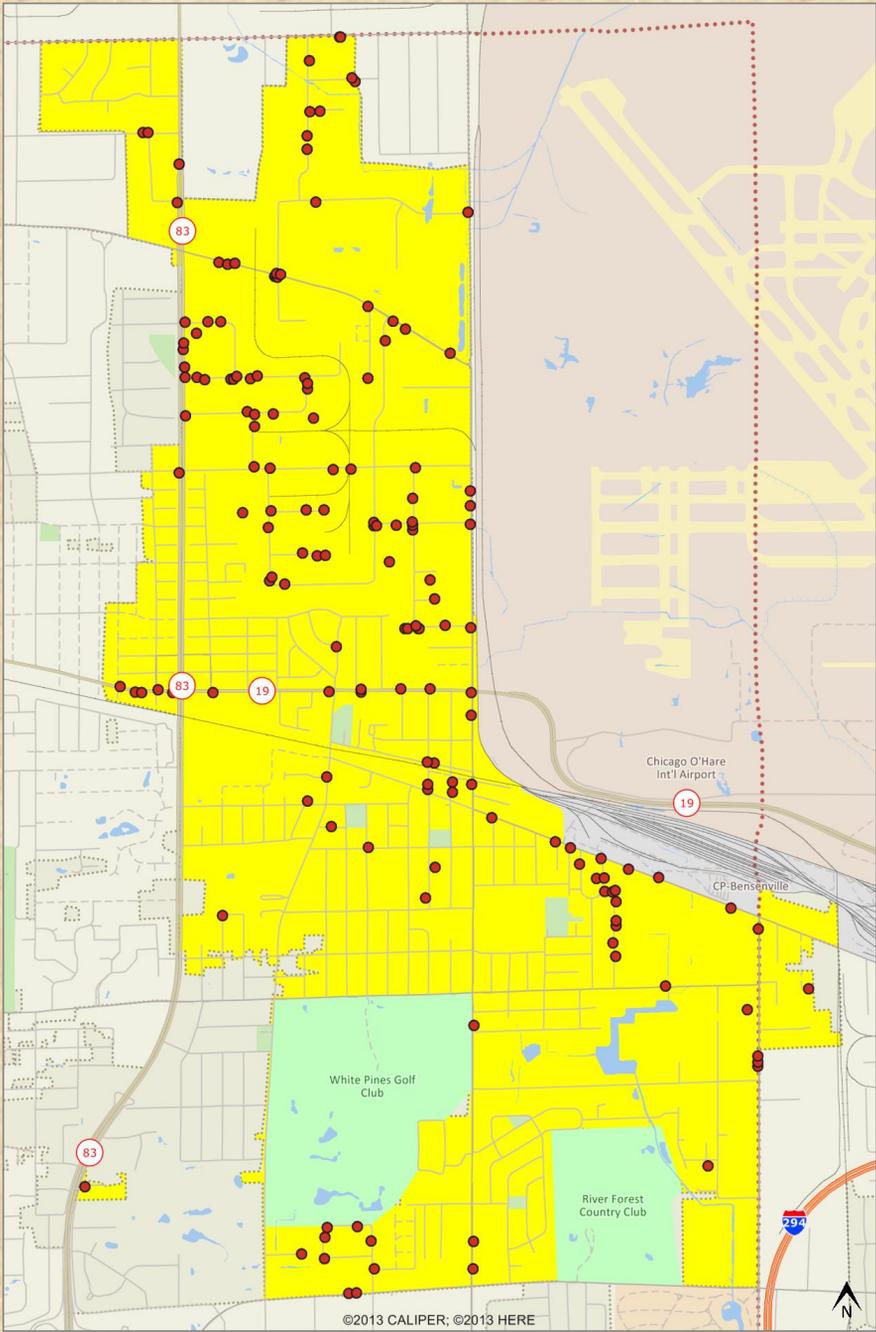
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

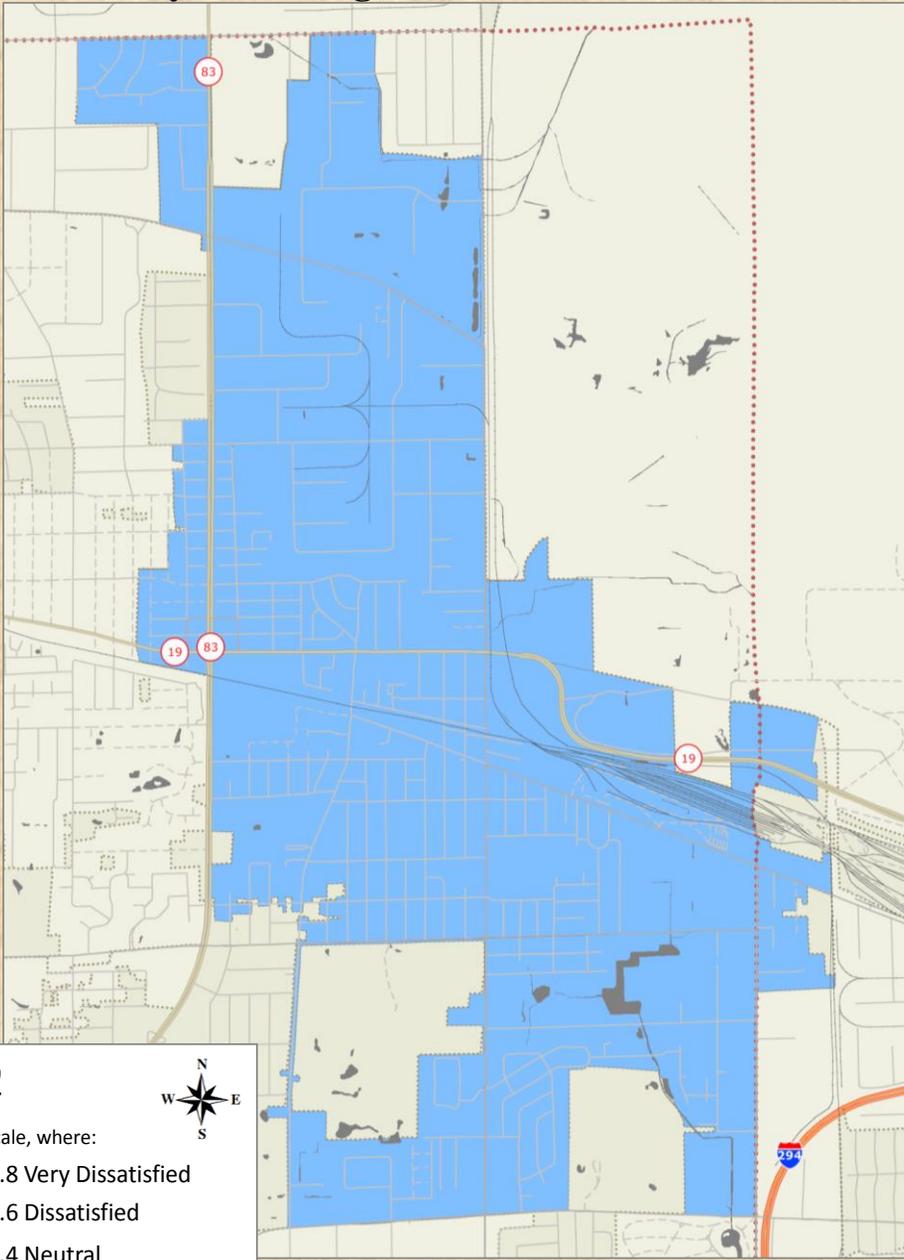
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



2013 Village of Bensenville Business Survey

Q1a Satisfaction with overall quality of services provided by the Village of Bensenville



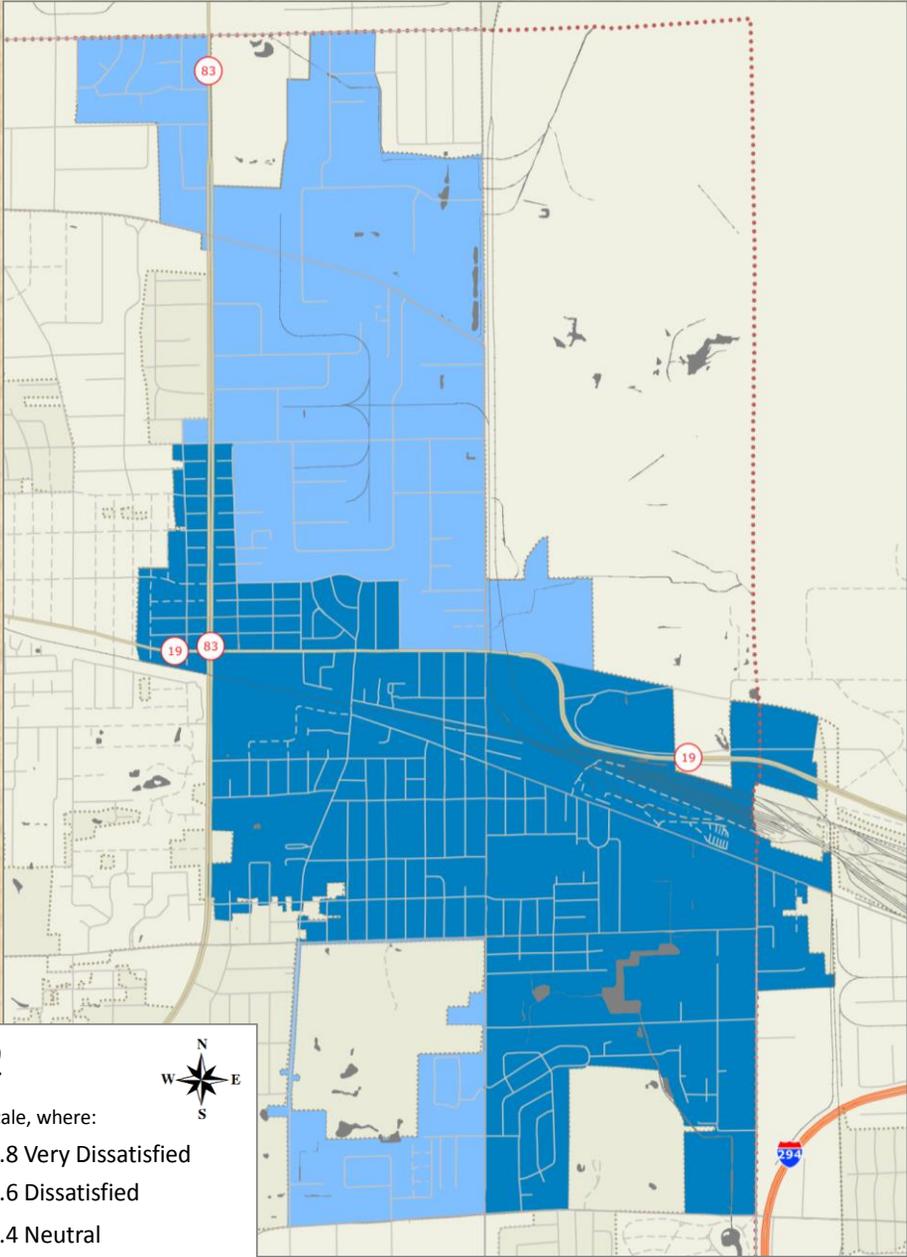
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1b Satisfaction with overall quality of customer services received from Village employees



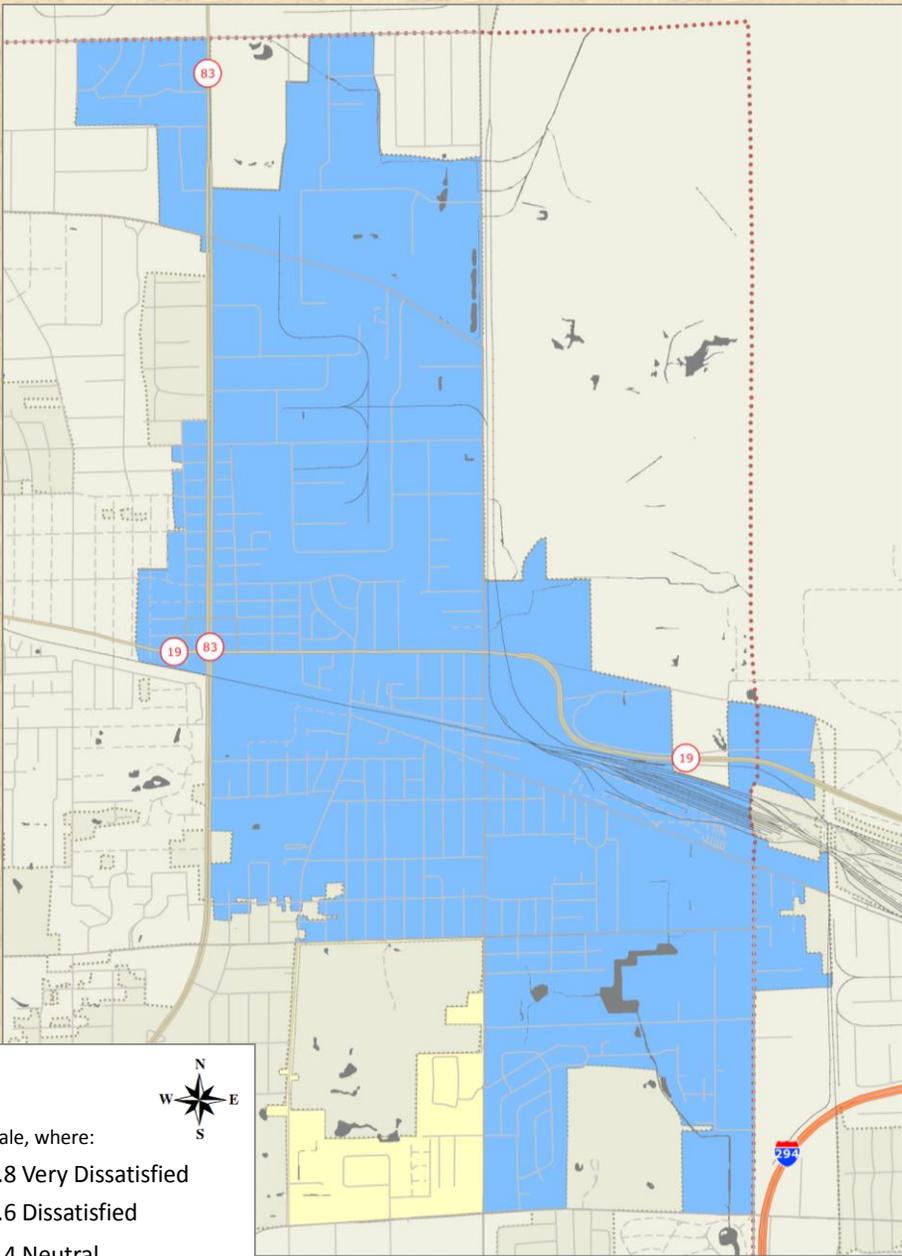
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1c Satisfaction with overall maintenance of Village streets



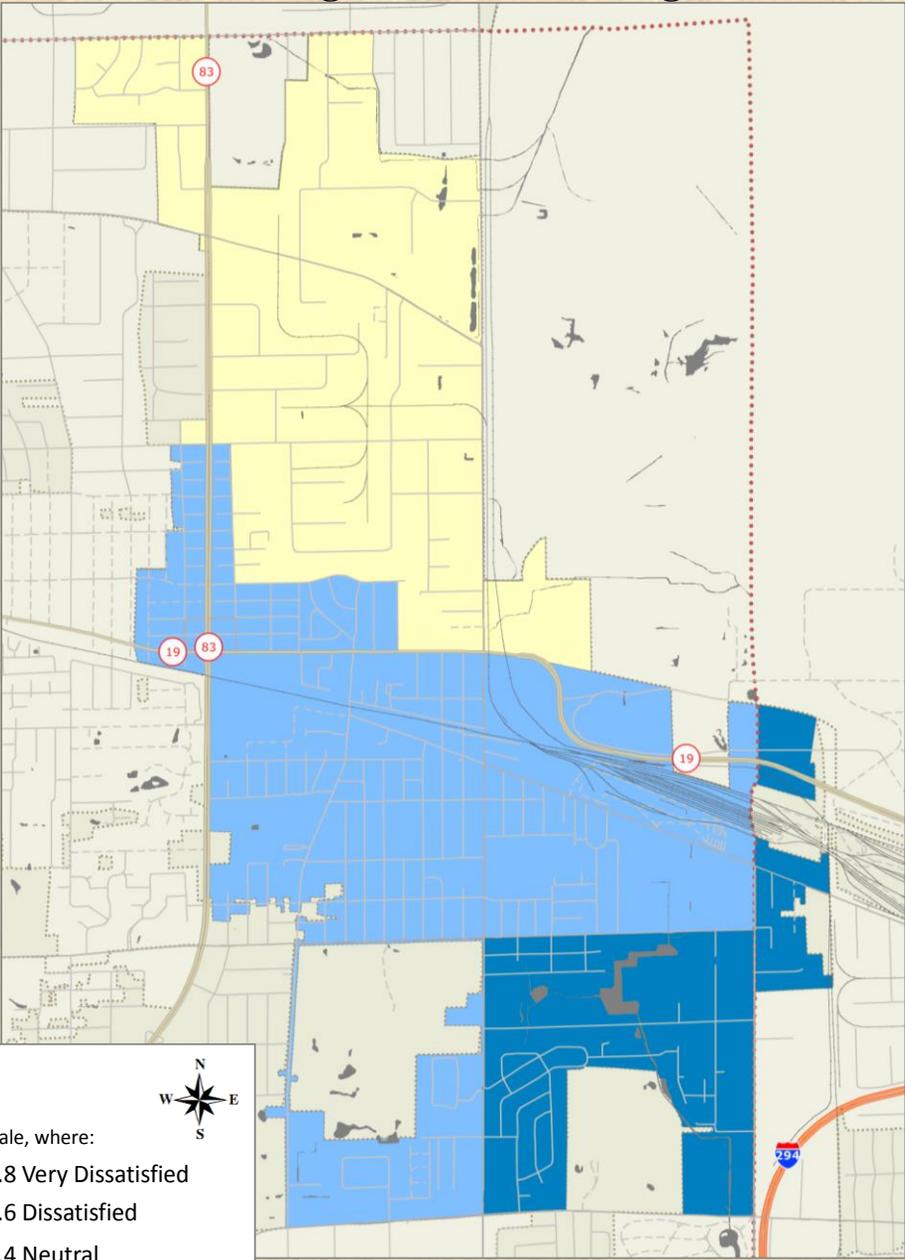
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1d Satisfaction with overall flow of traffic and traffic management in the Village



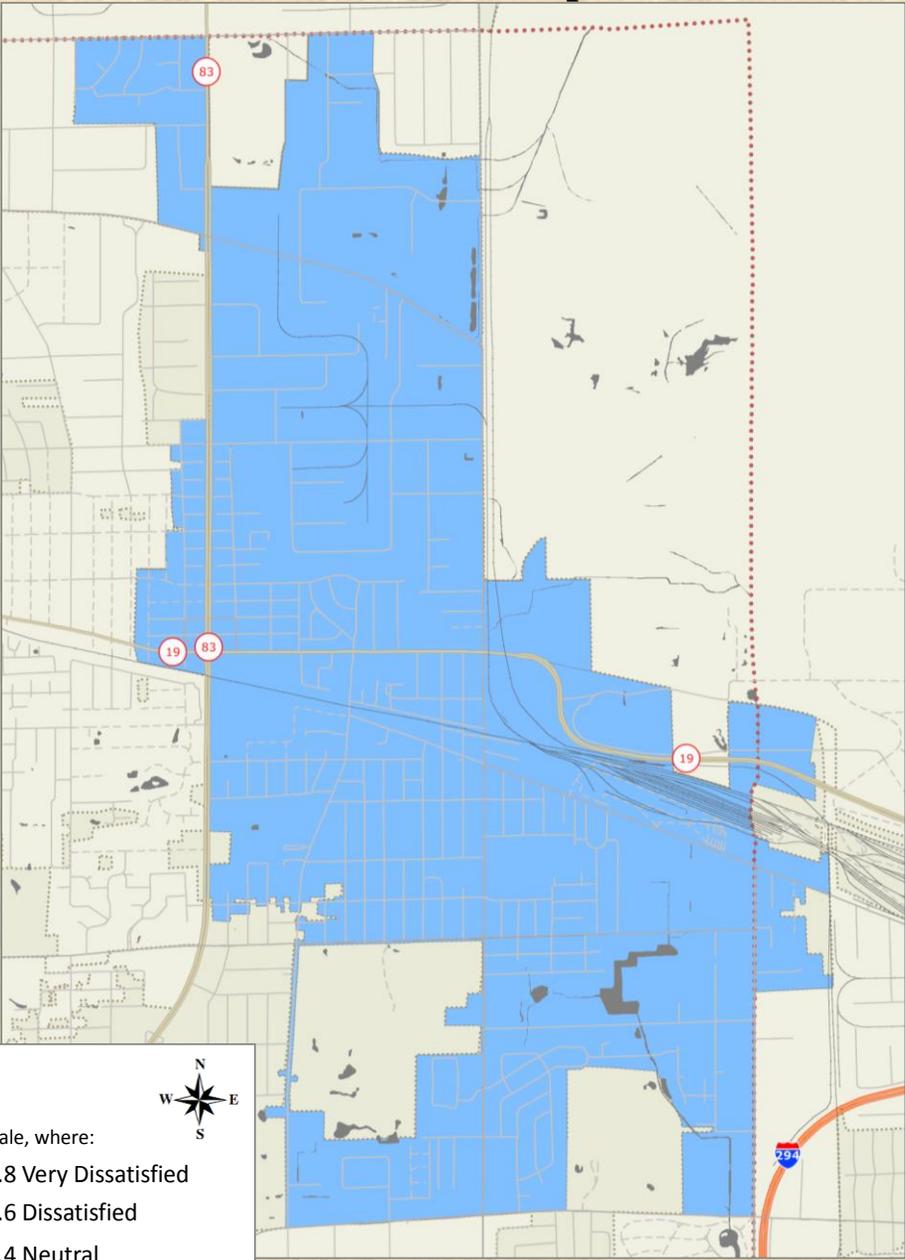
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1e Satisfaction with overall effectiveness of Village communication with the public



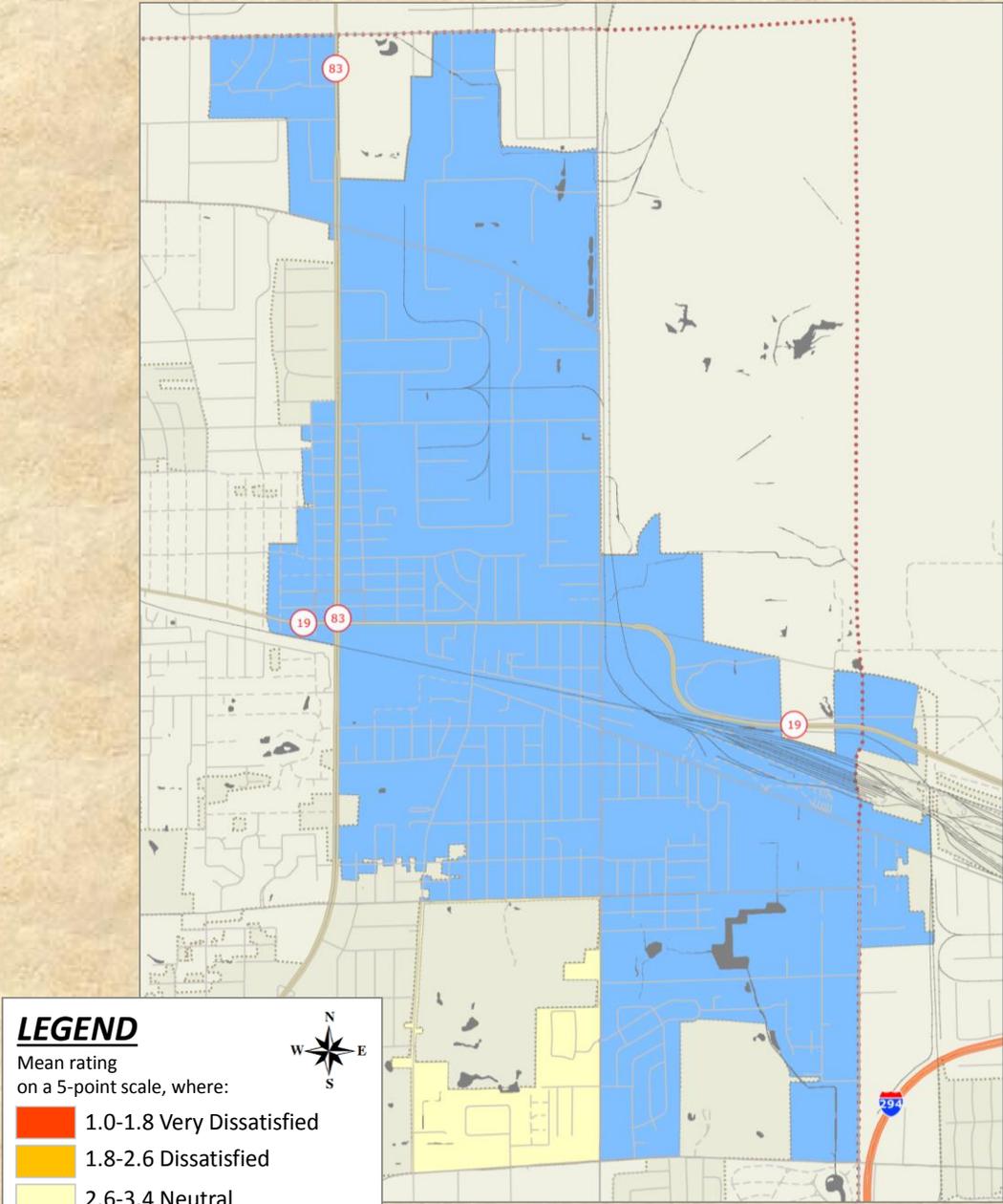
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1f Satisfaction with overall value received for Village tax dollars and fees



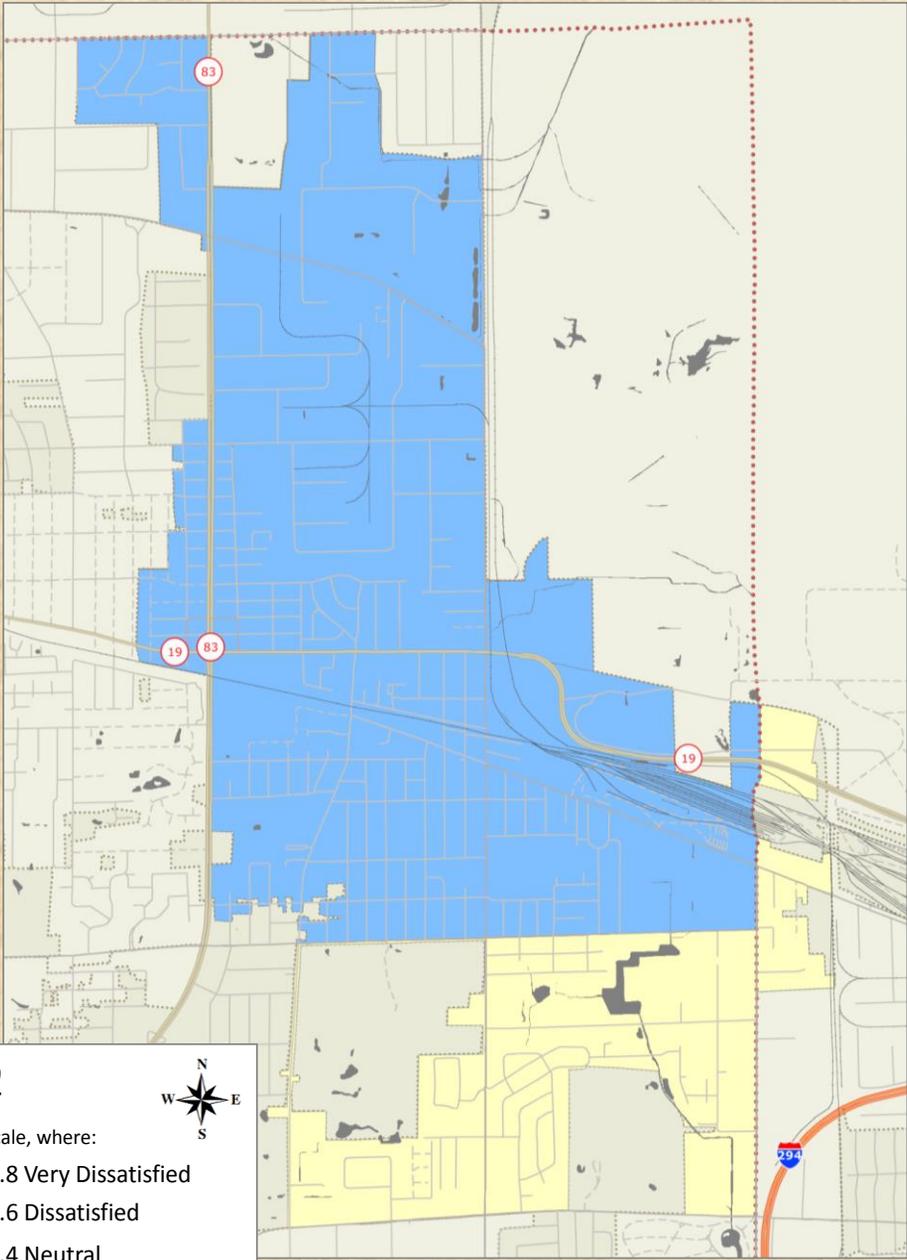
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1g Satisfaction with overall management of Village finances



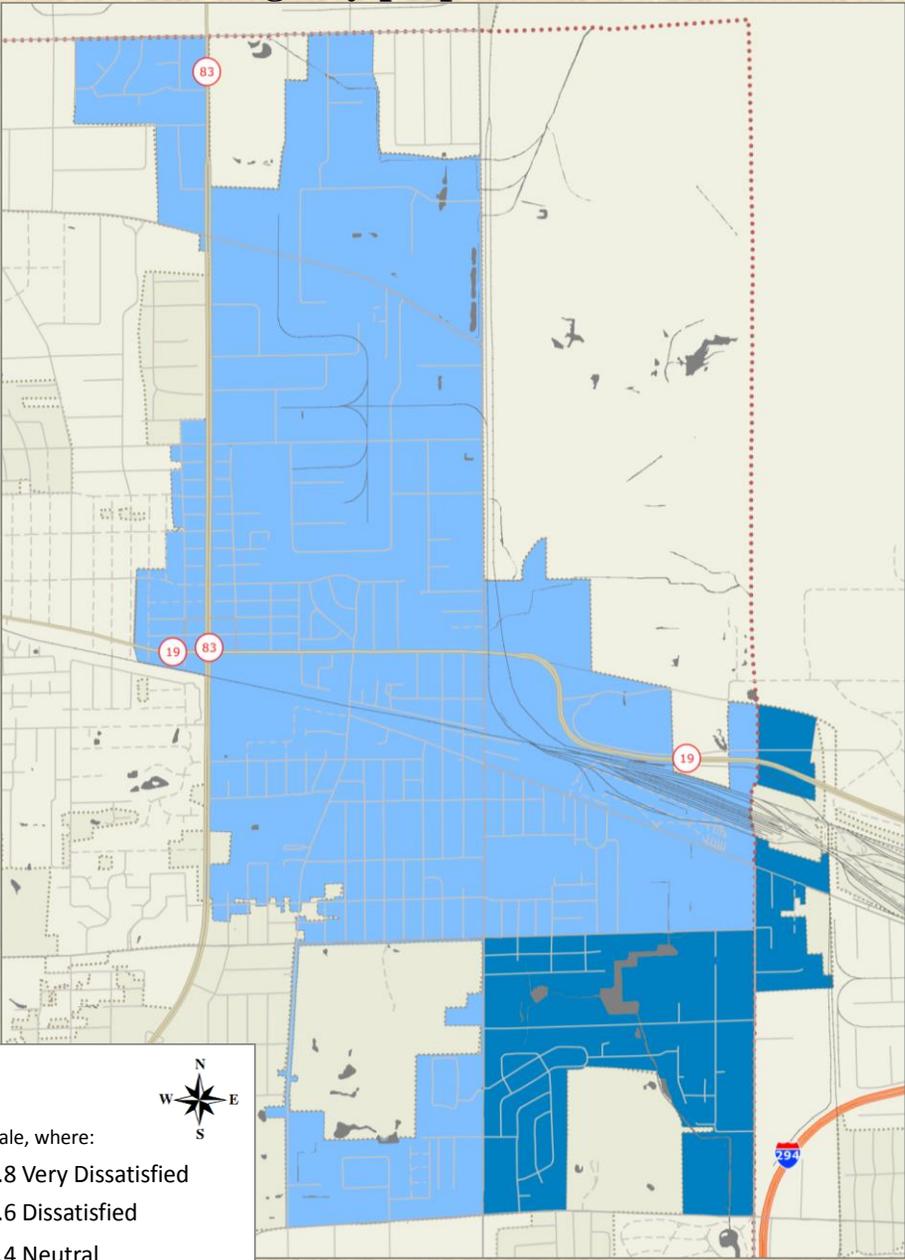
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1h Satisfaction with overall efforts of the Village for emergency preparedness



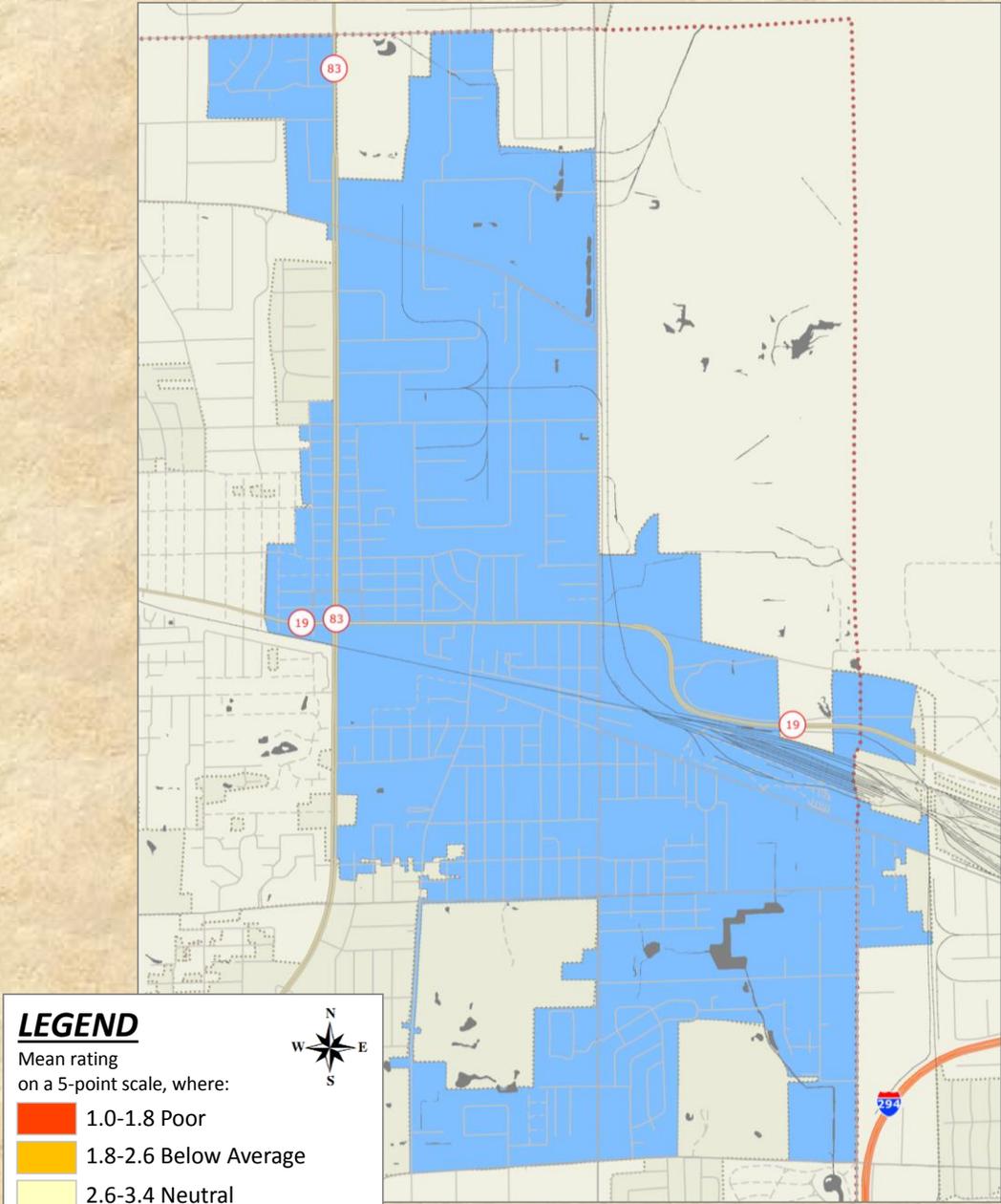
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

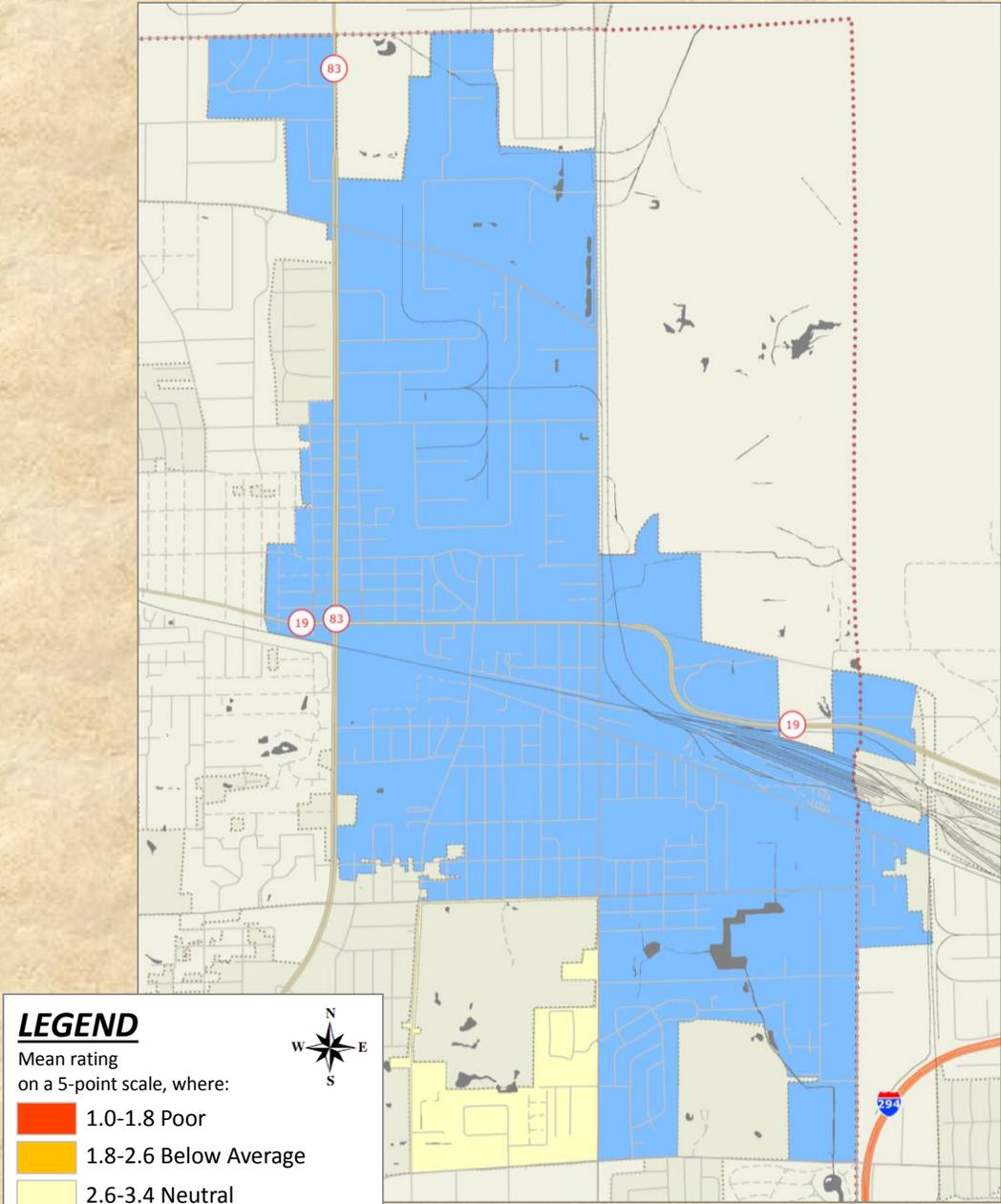
Q3a Ratings of the quality of labor



2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

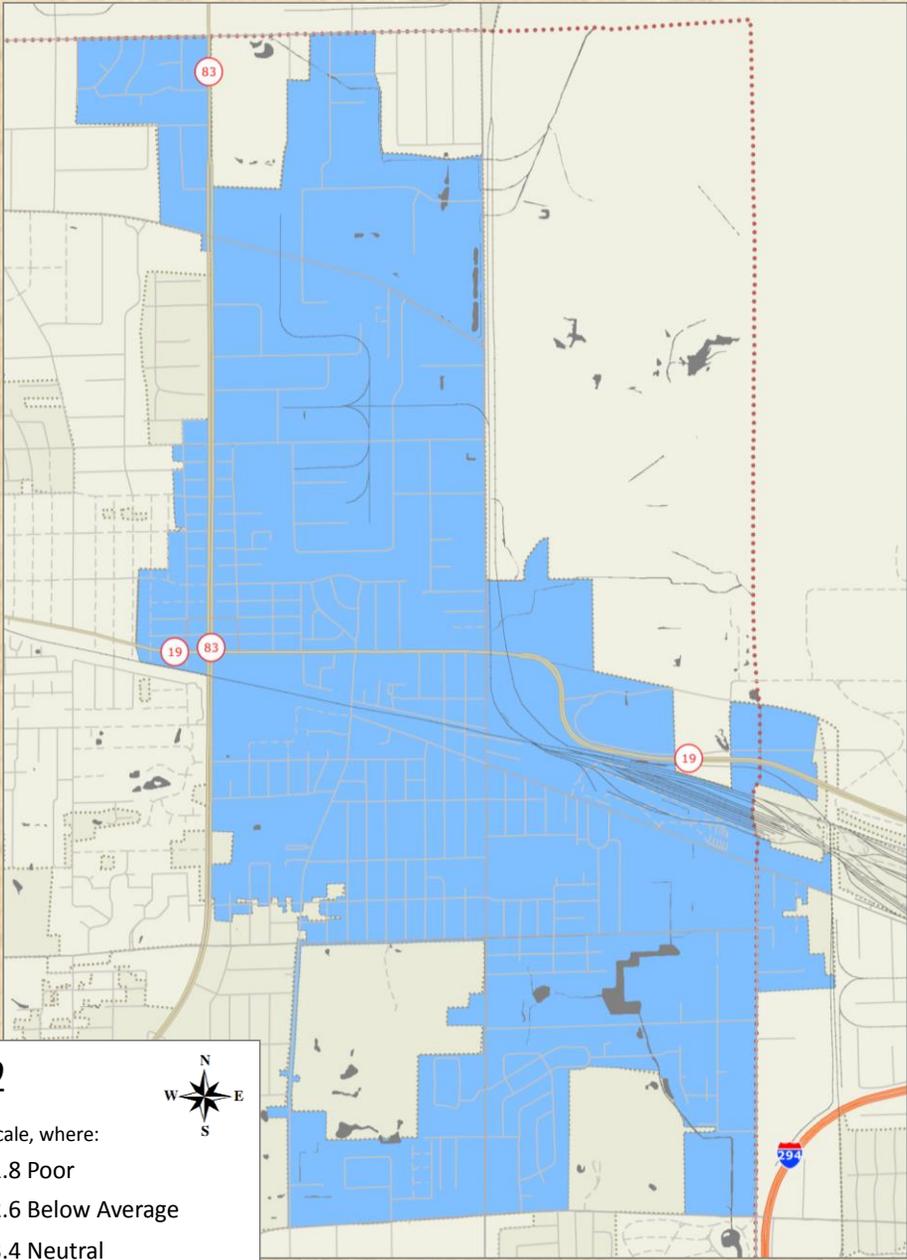
Q3b Ratings of the availability of labor



2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3c Ratings of the stability of the City's labor force



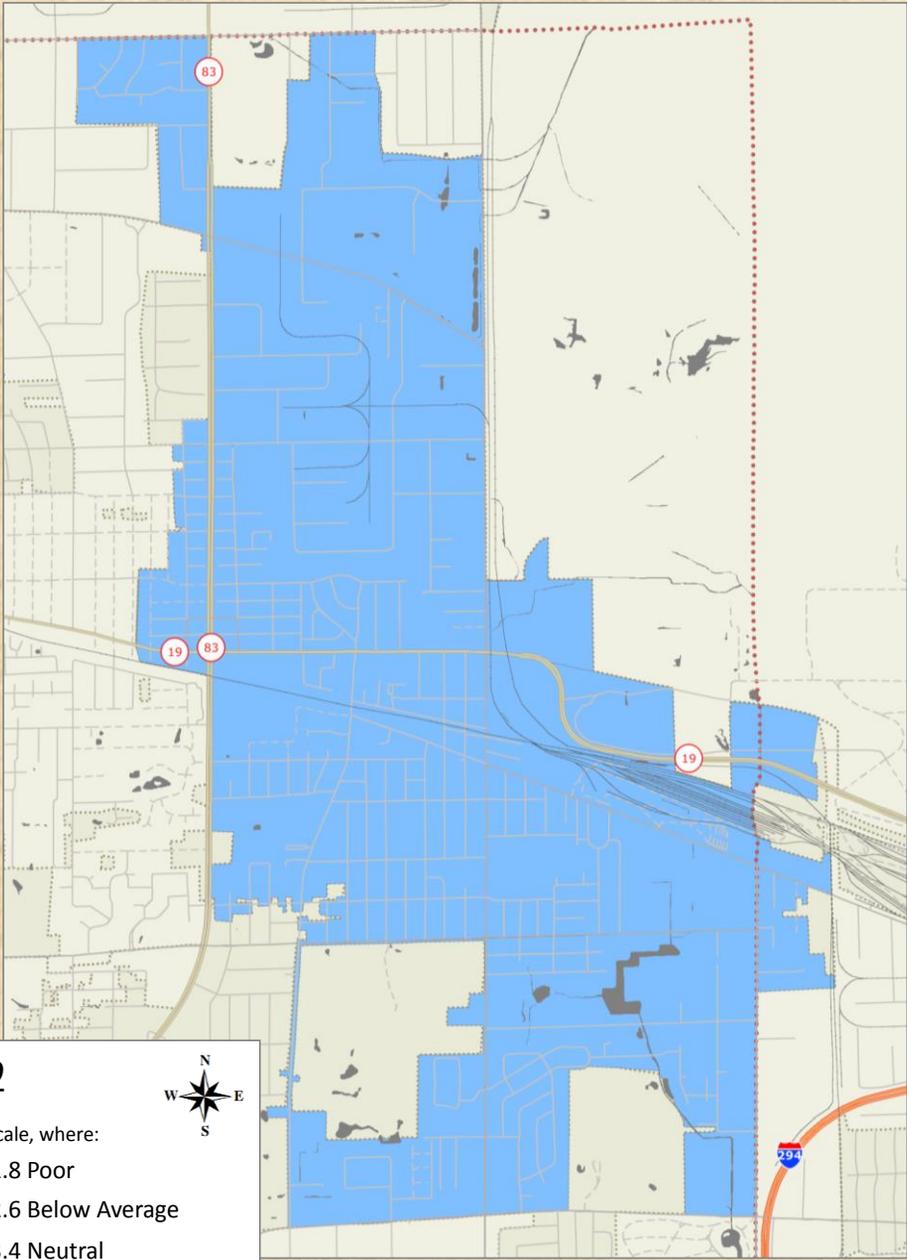
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3d Ratings of the productivity of the workforce



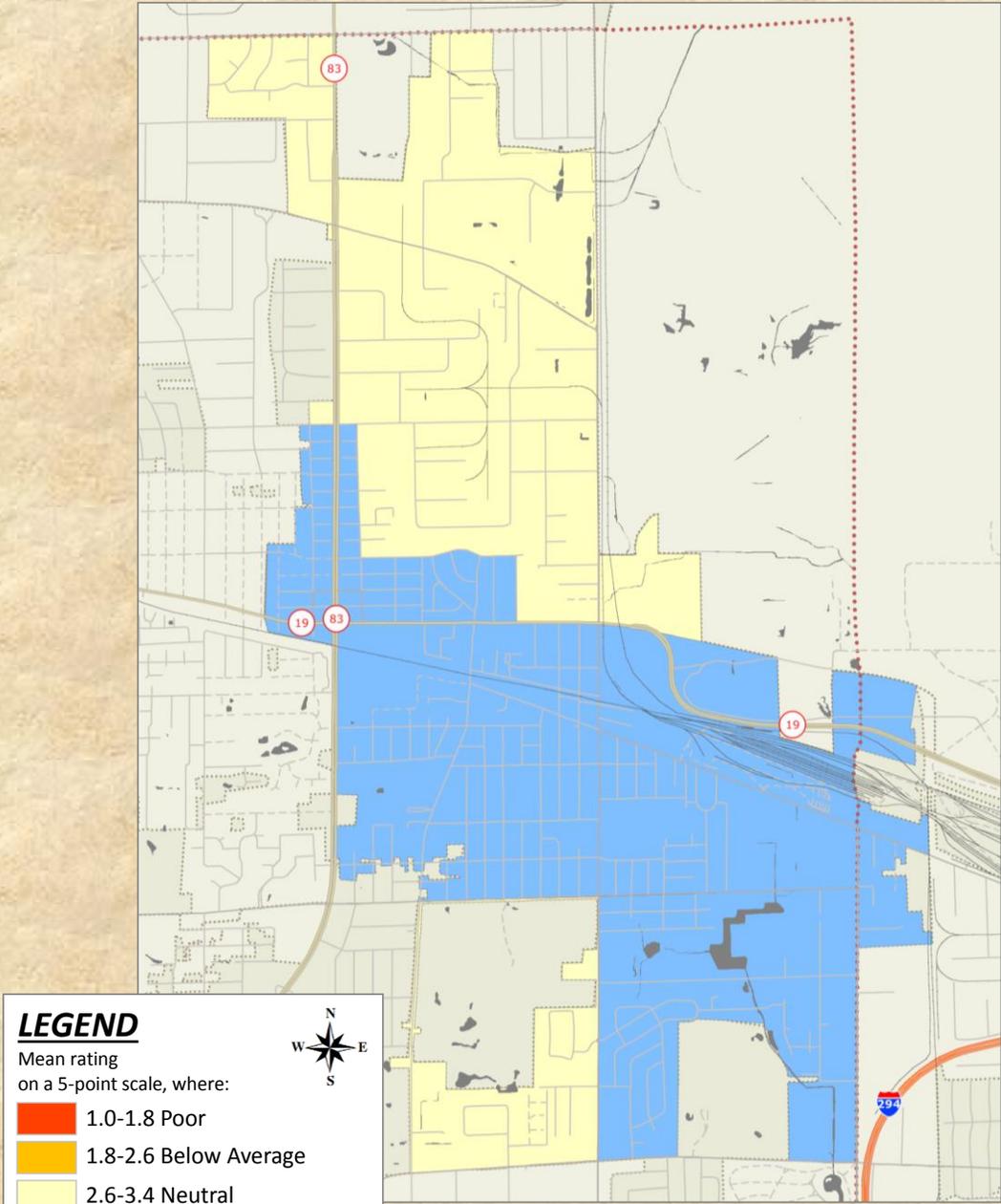
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3e Ratings of the quality of technical skills



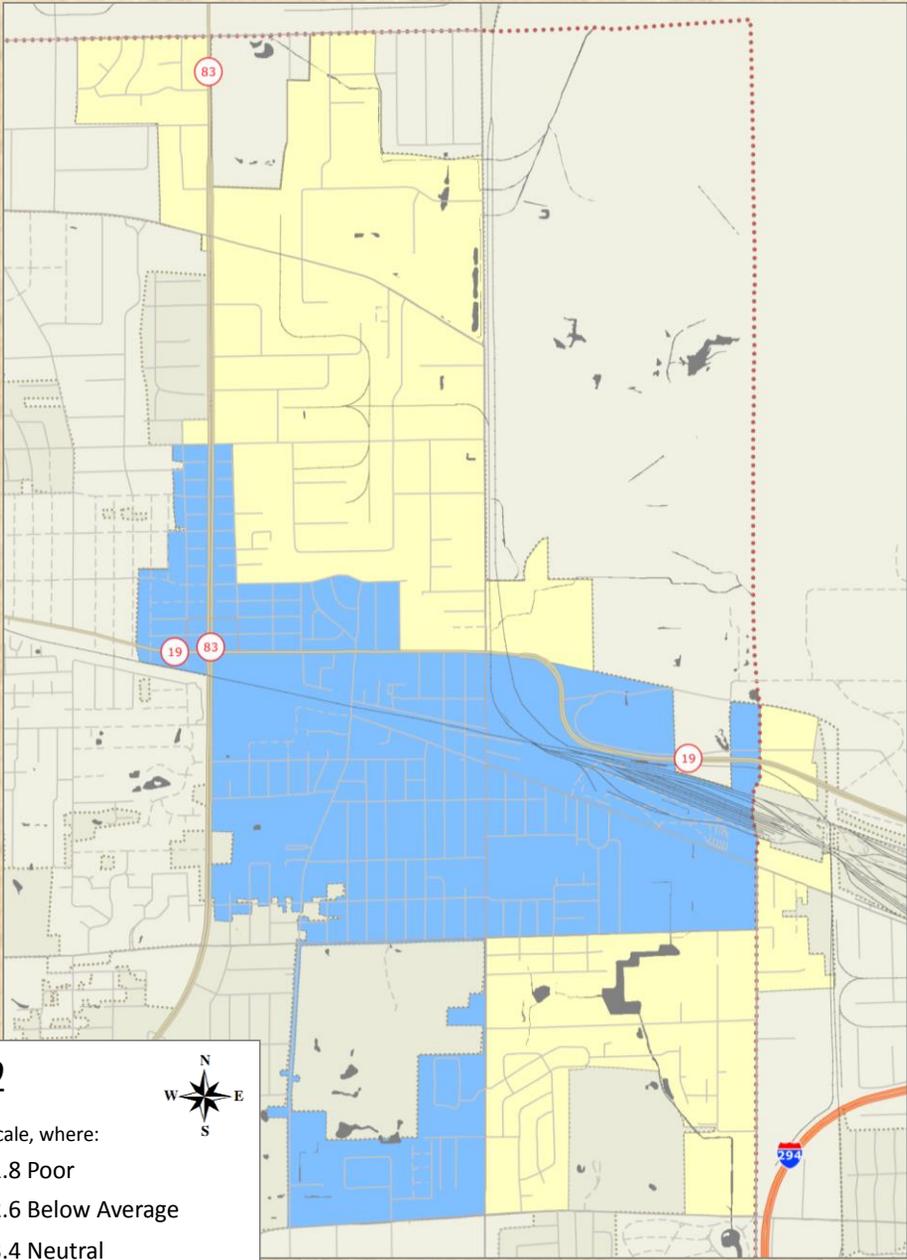
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9a Ratings of the overall image of Village



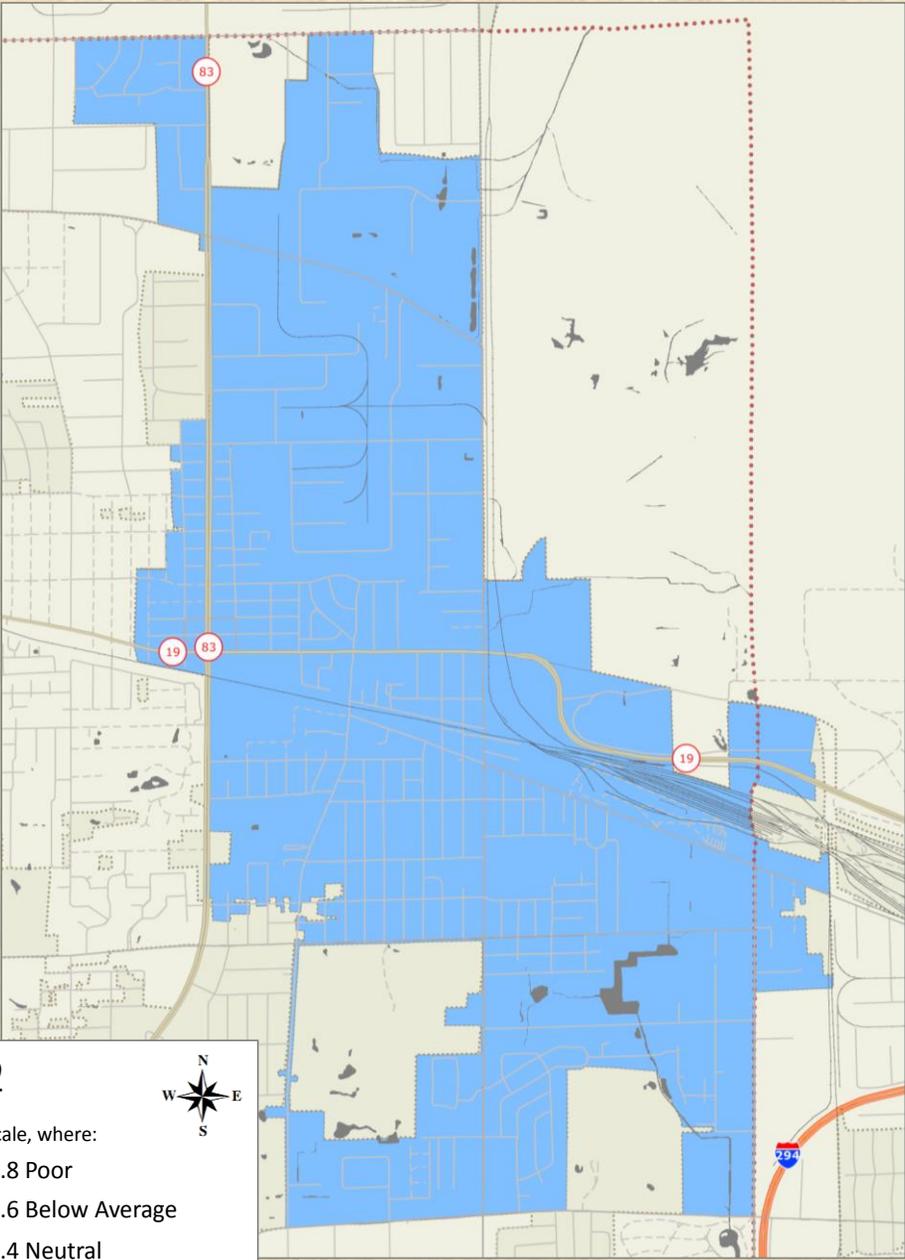
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9b Ratings of how well the Village is planning growth



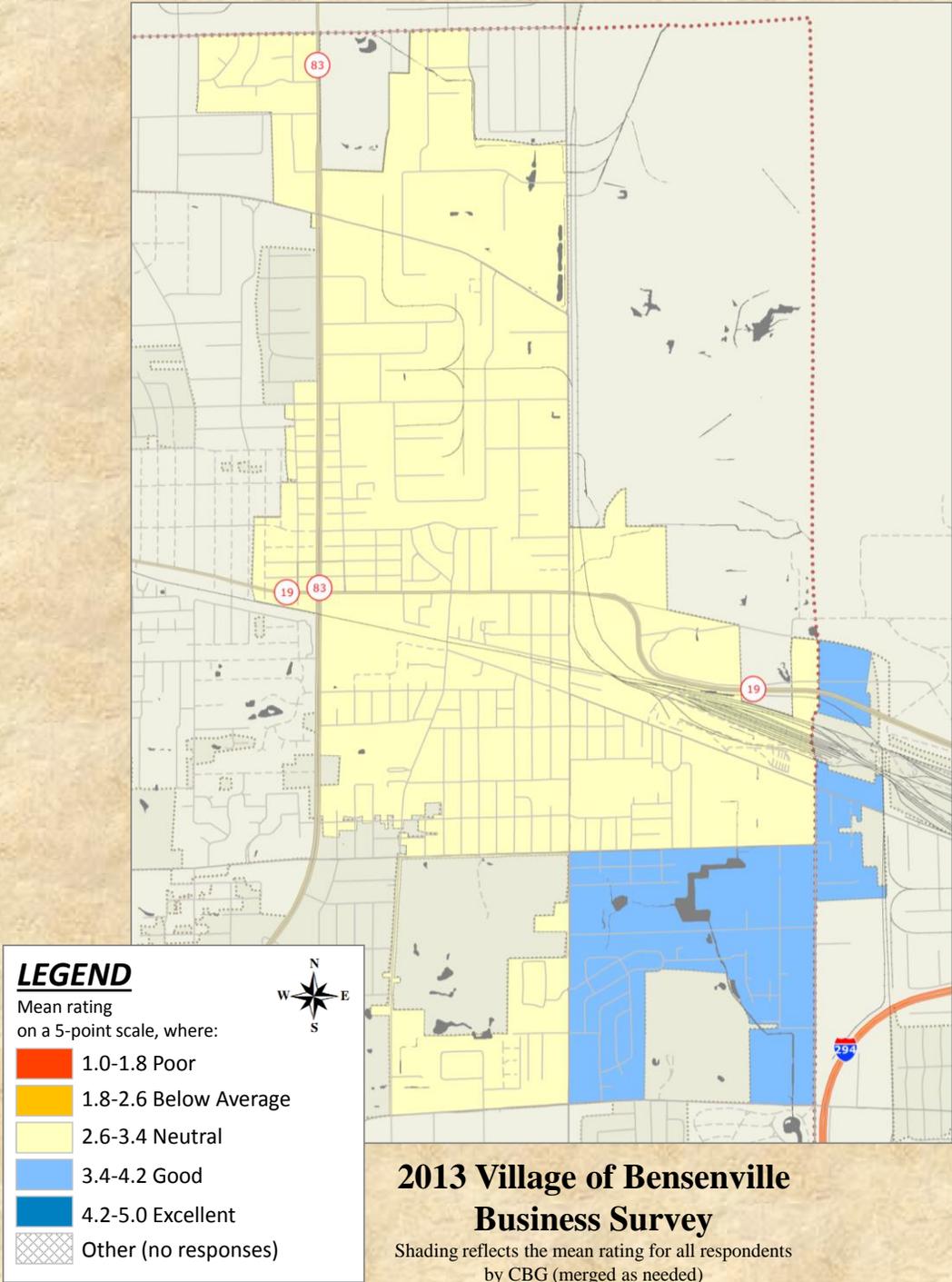
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

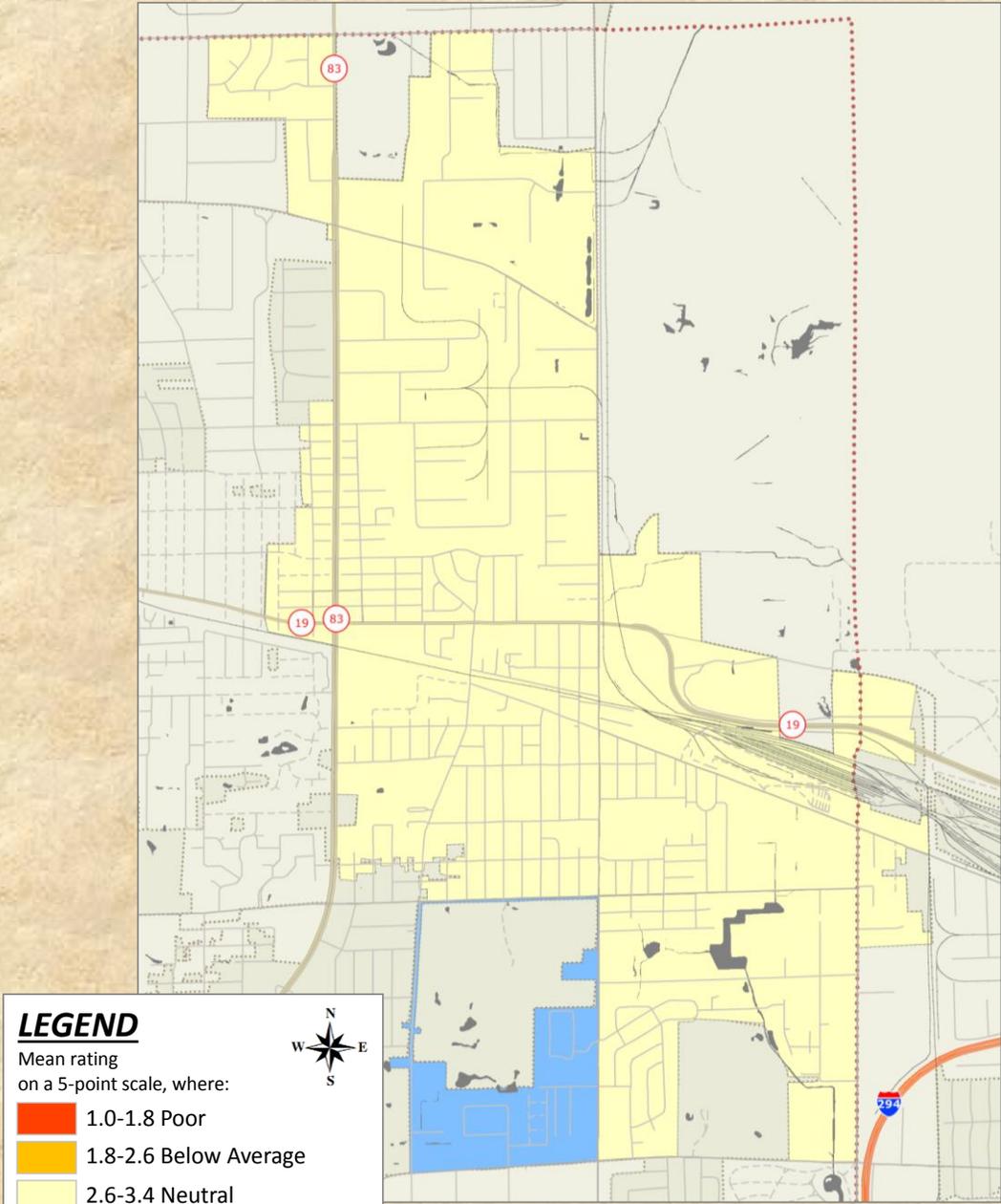
2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9c Ratings of the quality of new development in Bensenville



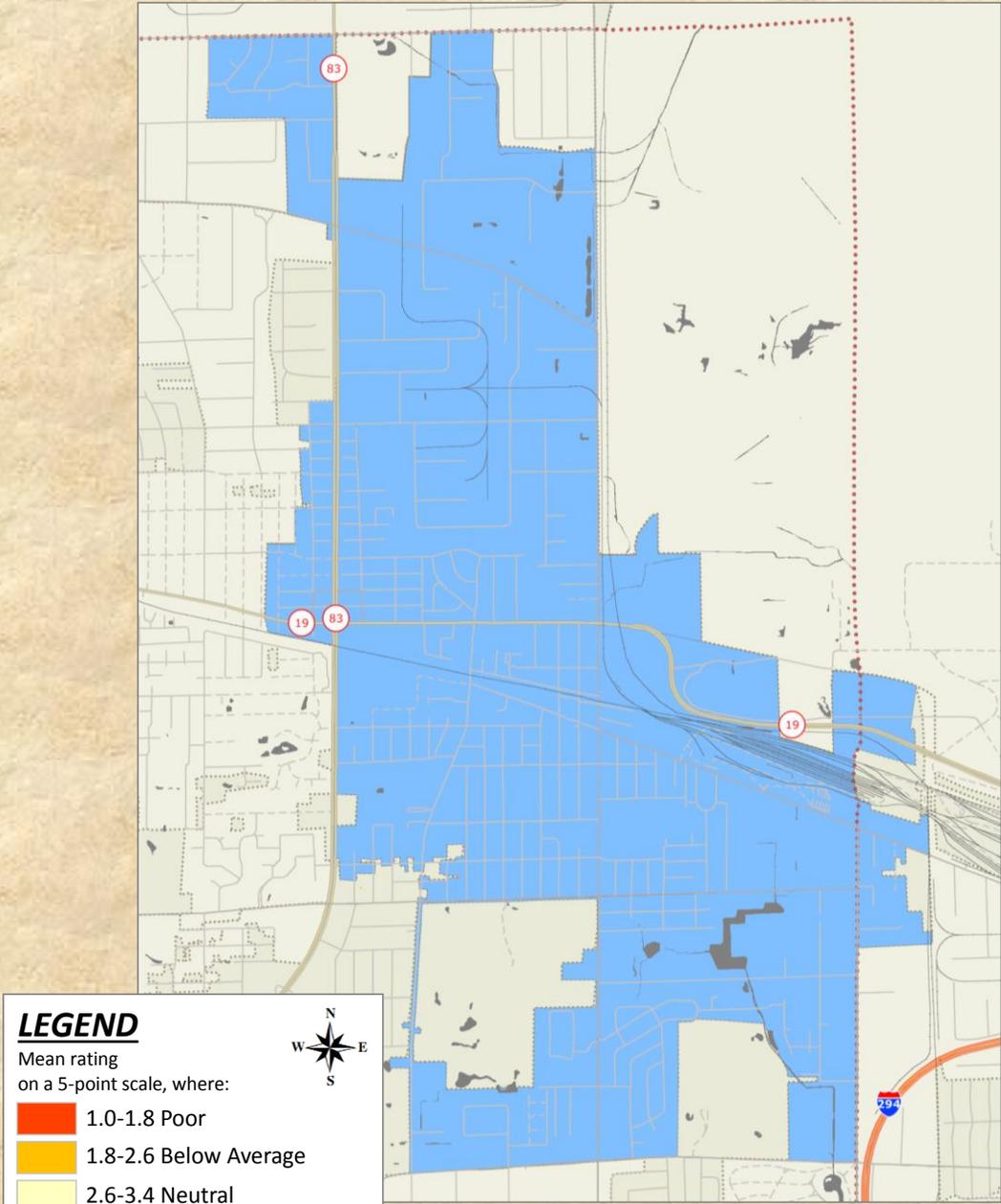
Q9d Ratings of Village marketing initiatives



2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

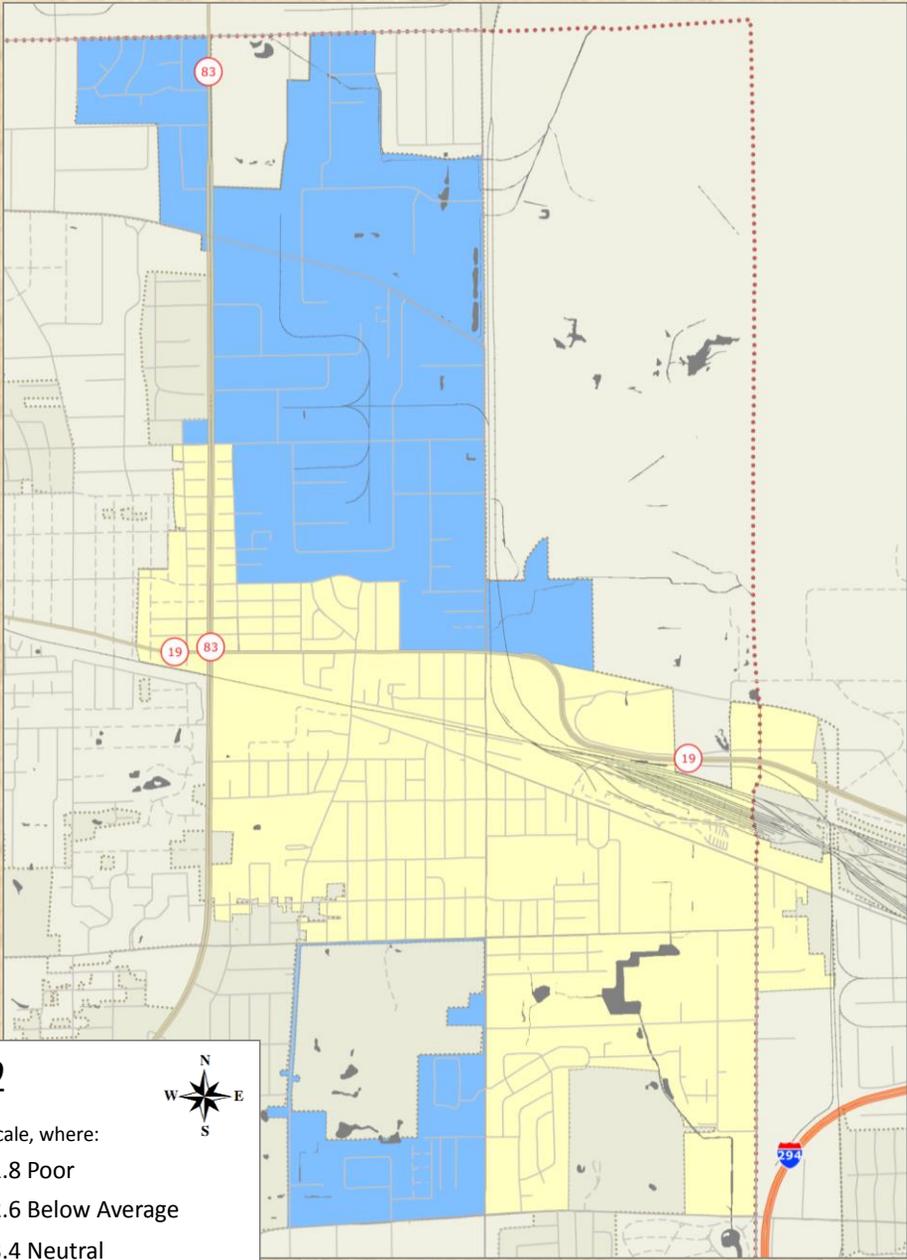
Q9e Ratings of Village wayfinding signage



2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9f Ratings of Village support for local businesses



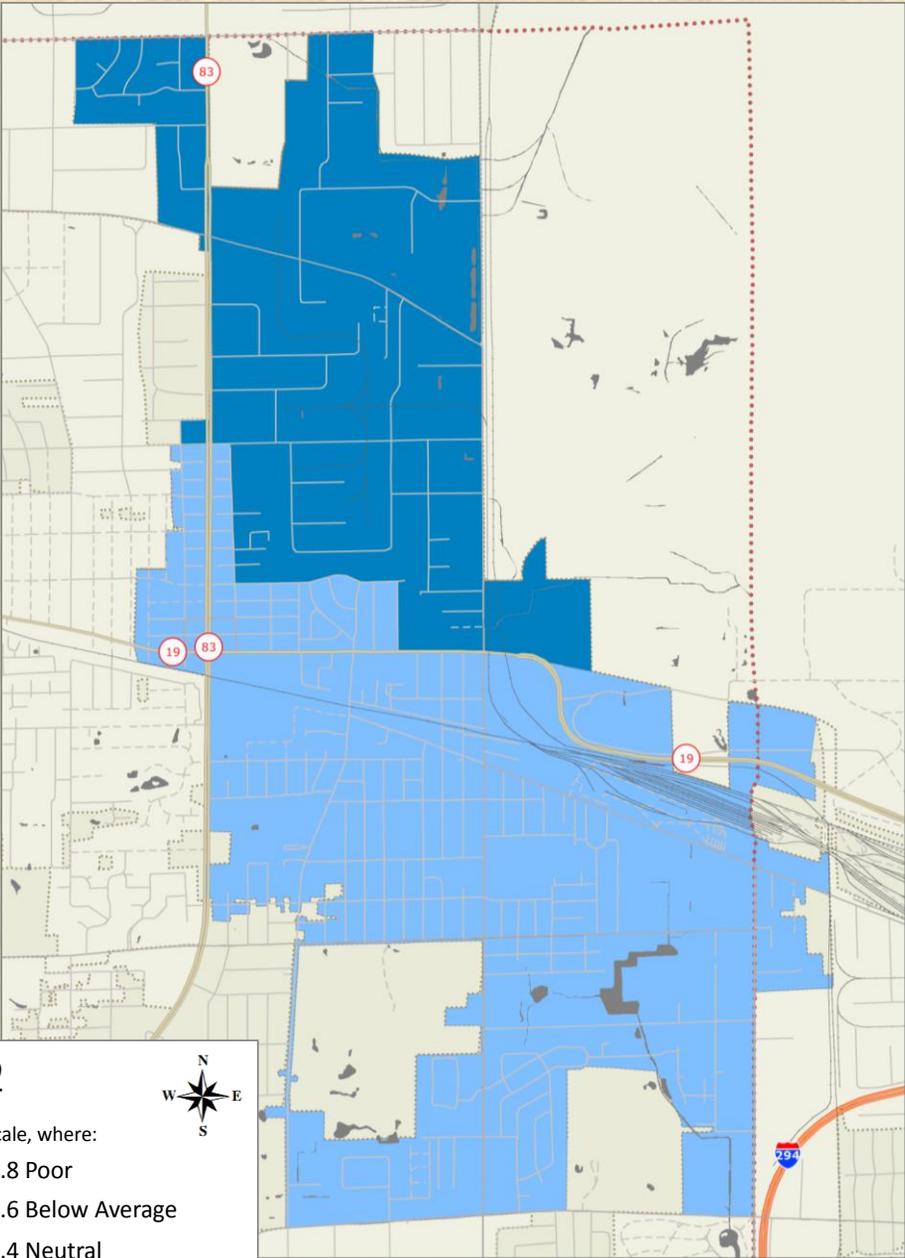
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9g Ratings of the overall quality of local police protection



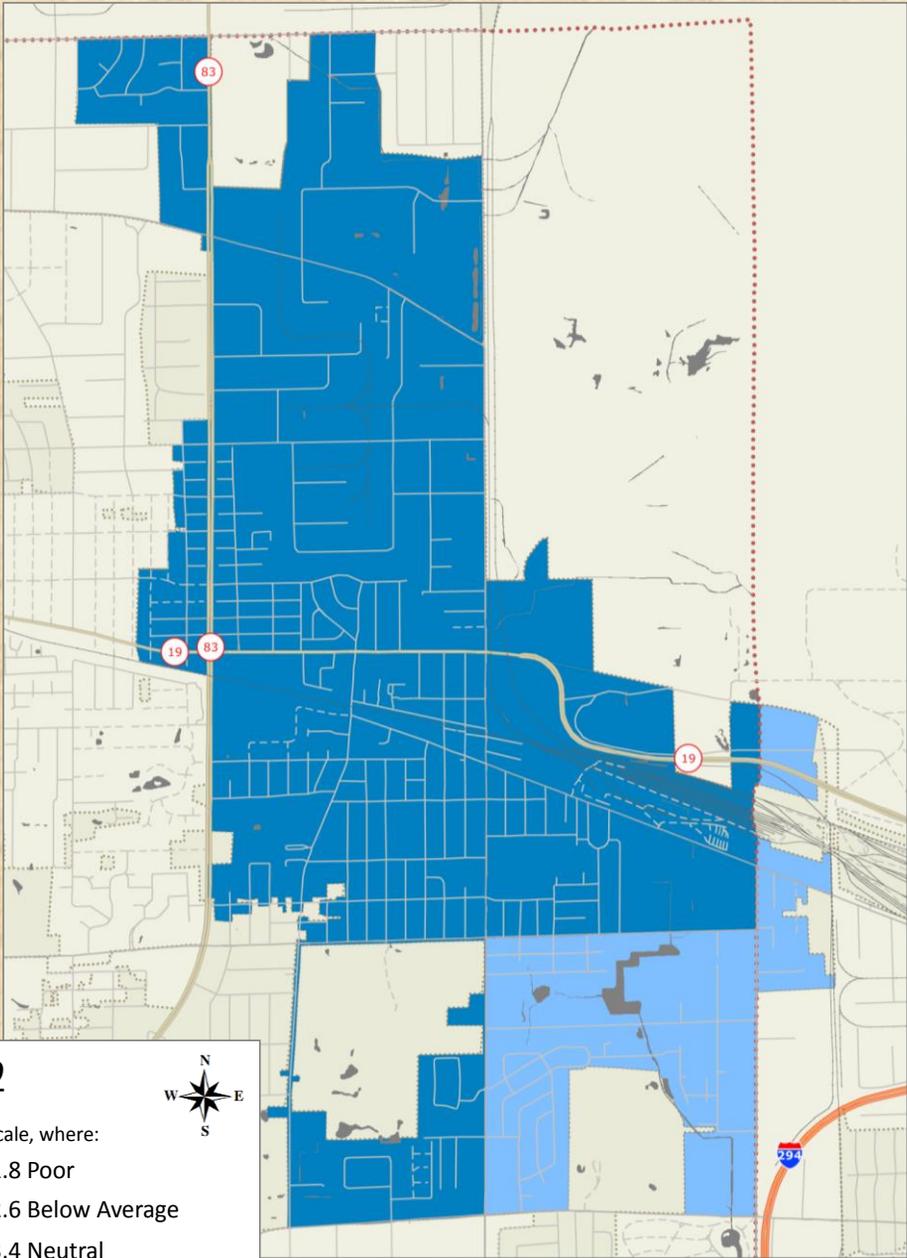
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9h Ratings of the overall quality of local fire protection



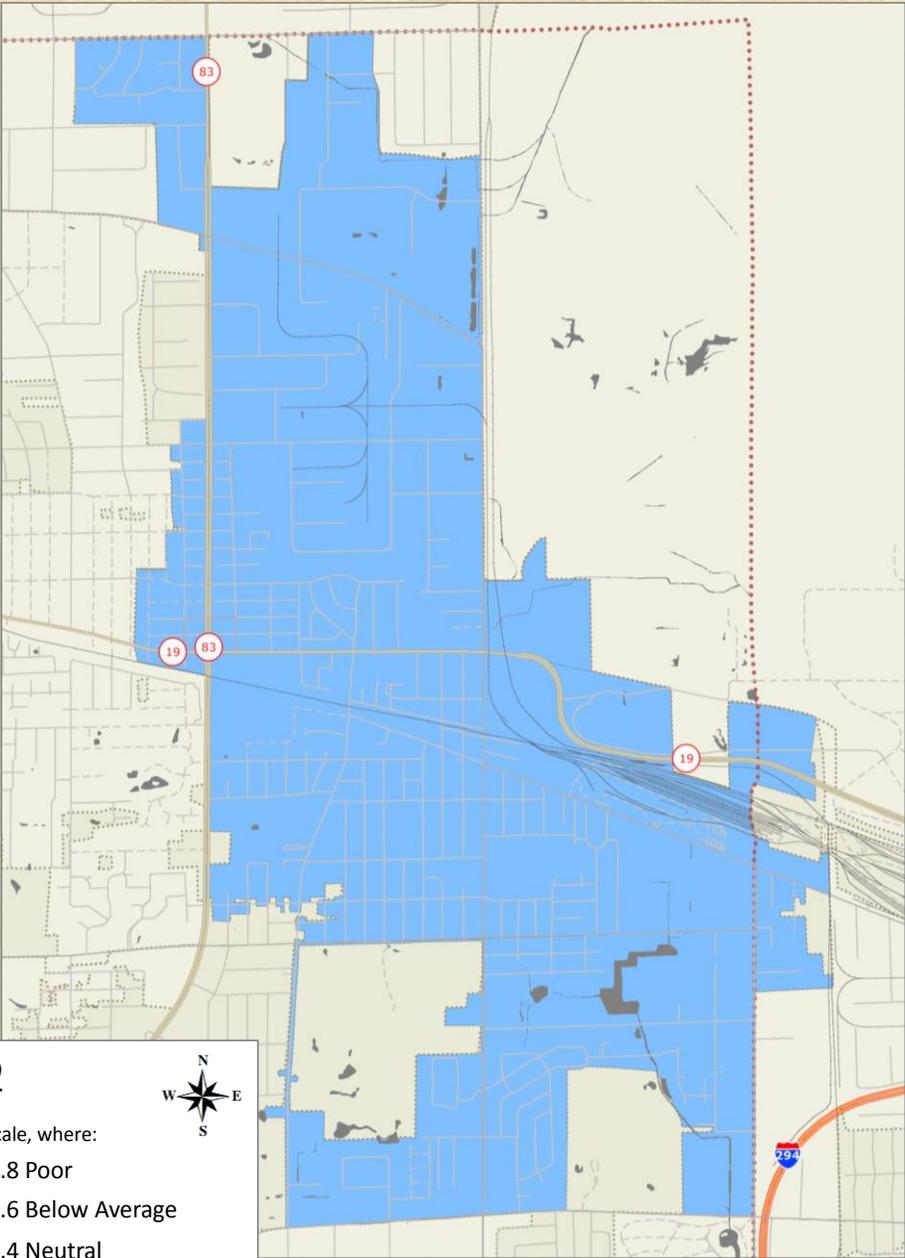
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9i Ratings of the overall feeling of safety in the Village



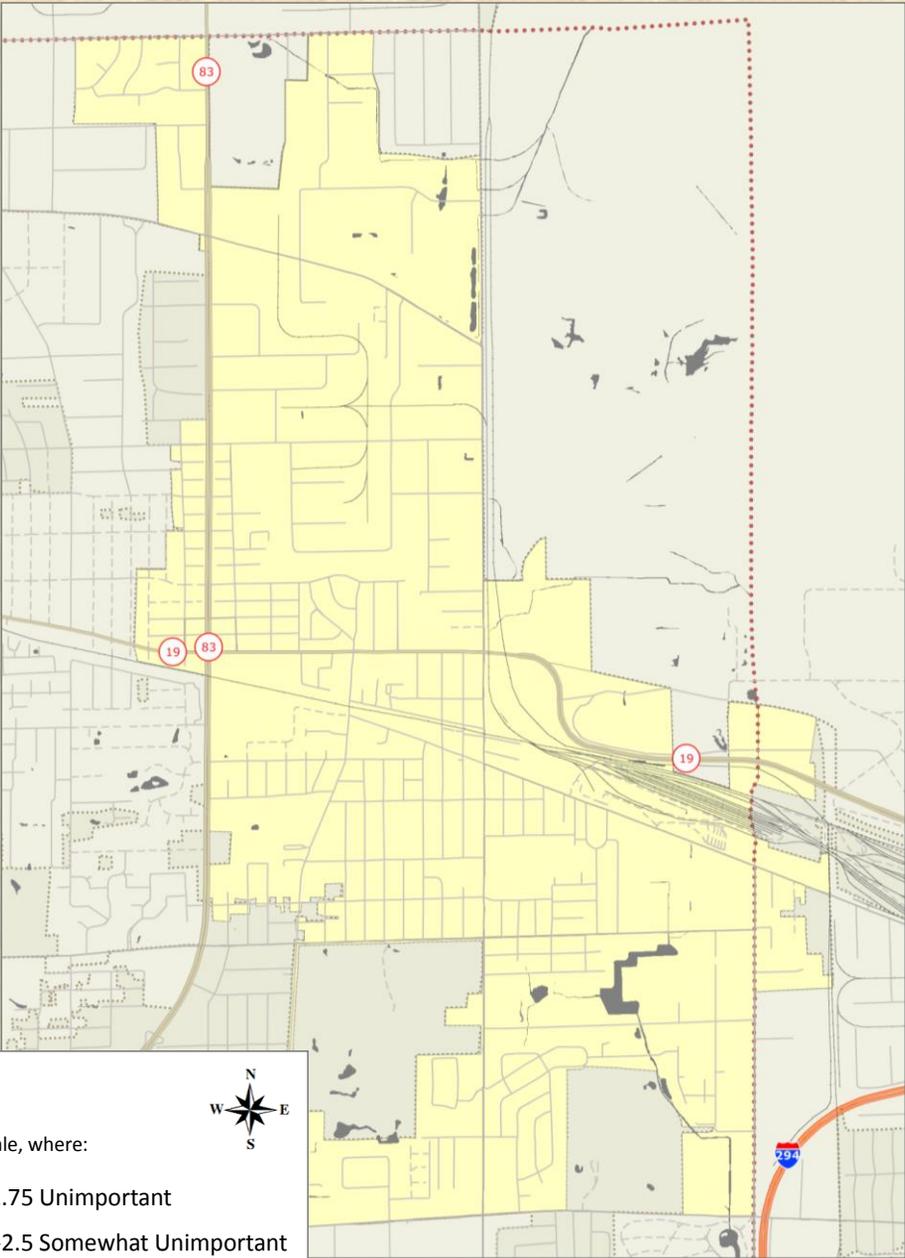
LEGEND
Mean rating on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15a Importance of the proximity to O'Hare



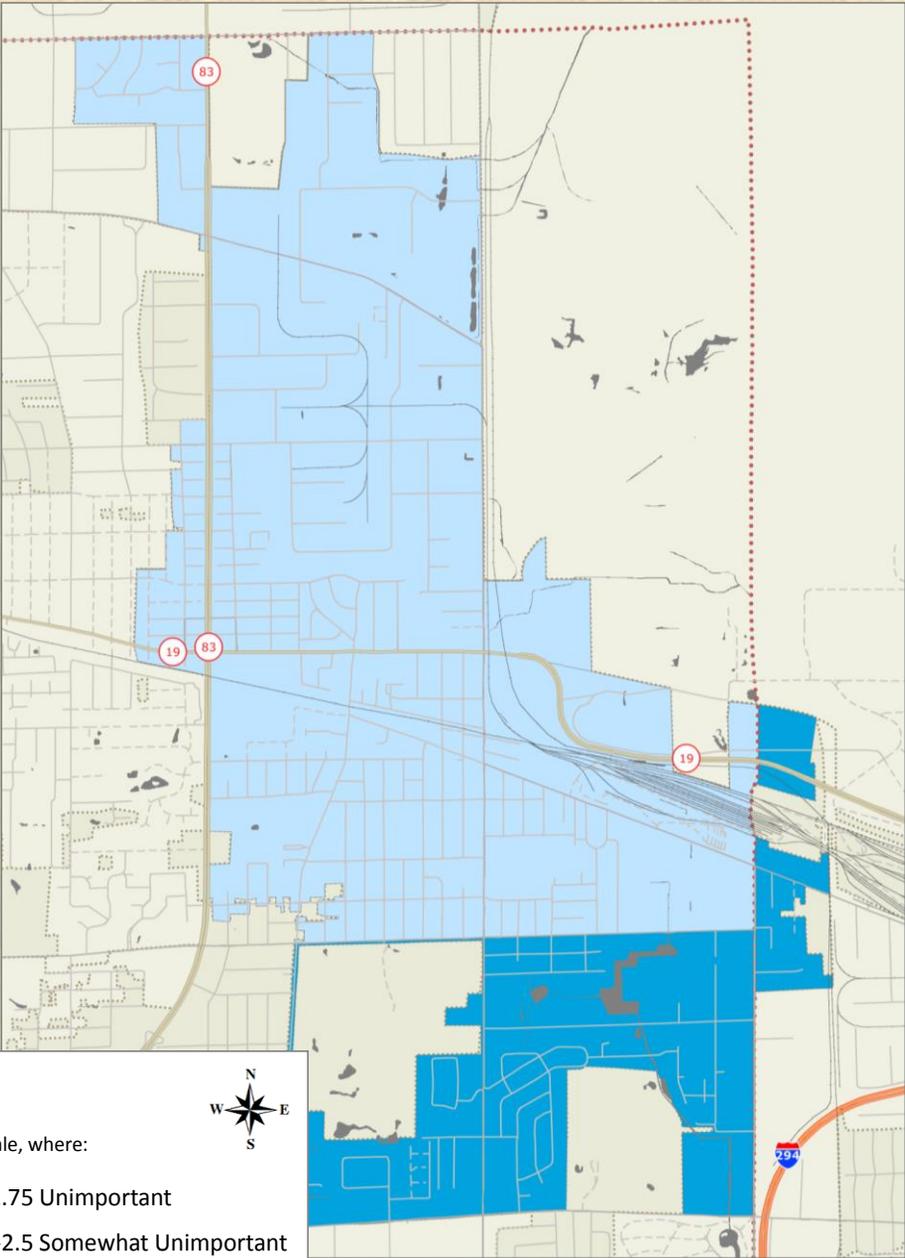
LEGEND
Mean rating on a 4-point scale, where:

	1.0-1.75 Unimportant
	1.75-2.5 Somewhat Unimportant
	2.5-3.25 Somewhat Important
	3.25-4.0 Very Important
	Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15b Importance of the proximity to home



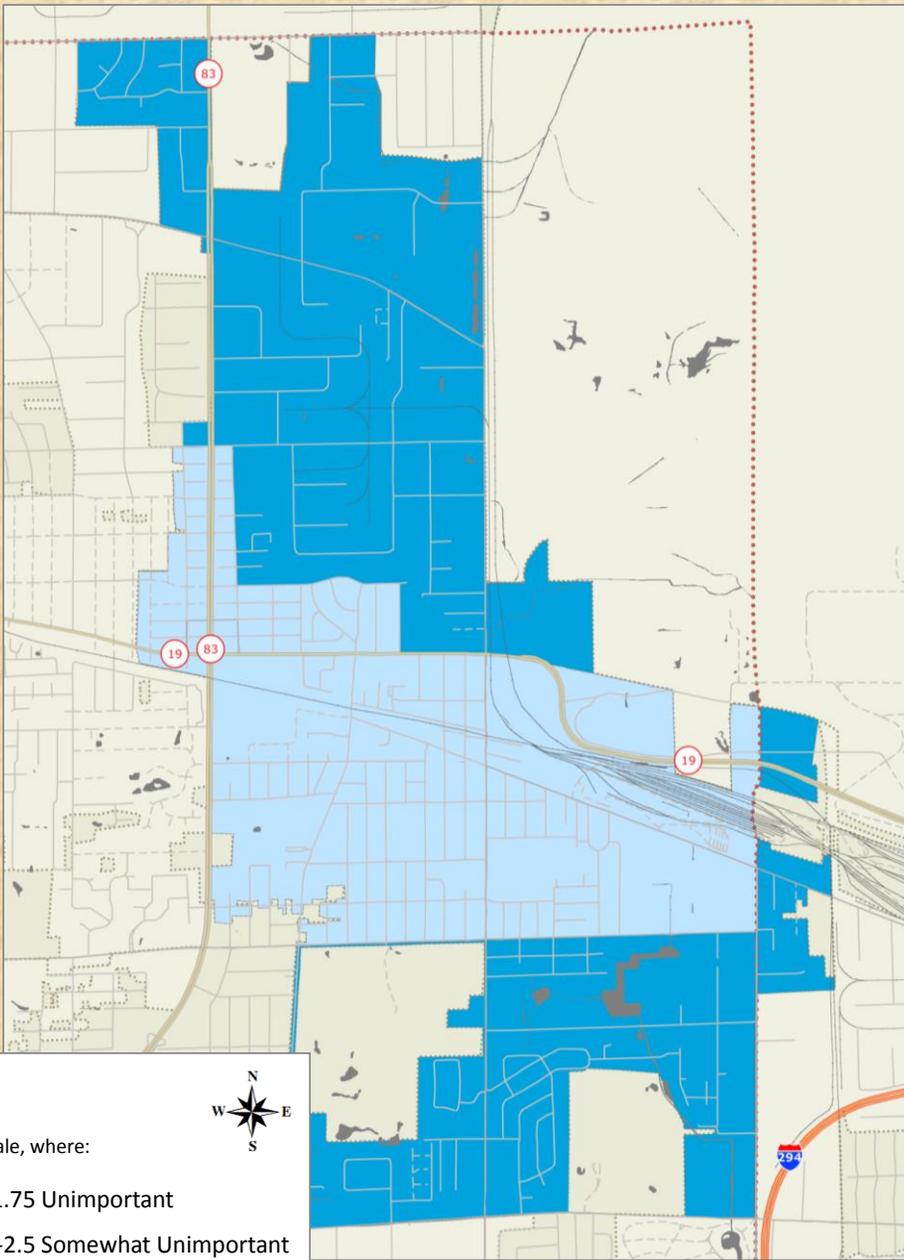
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15c Importance of access to highways



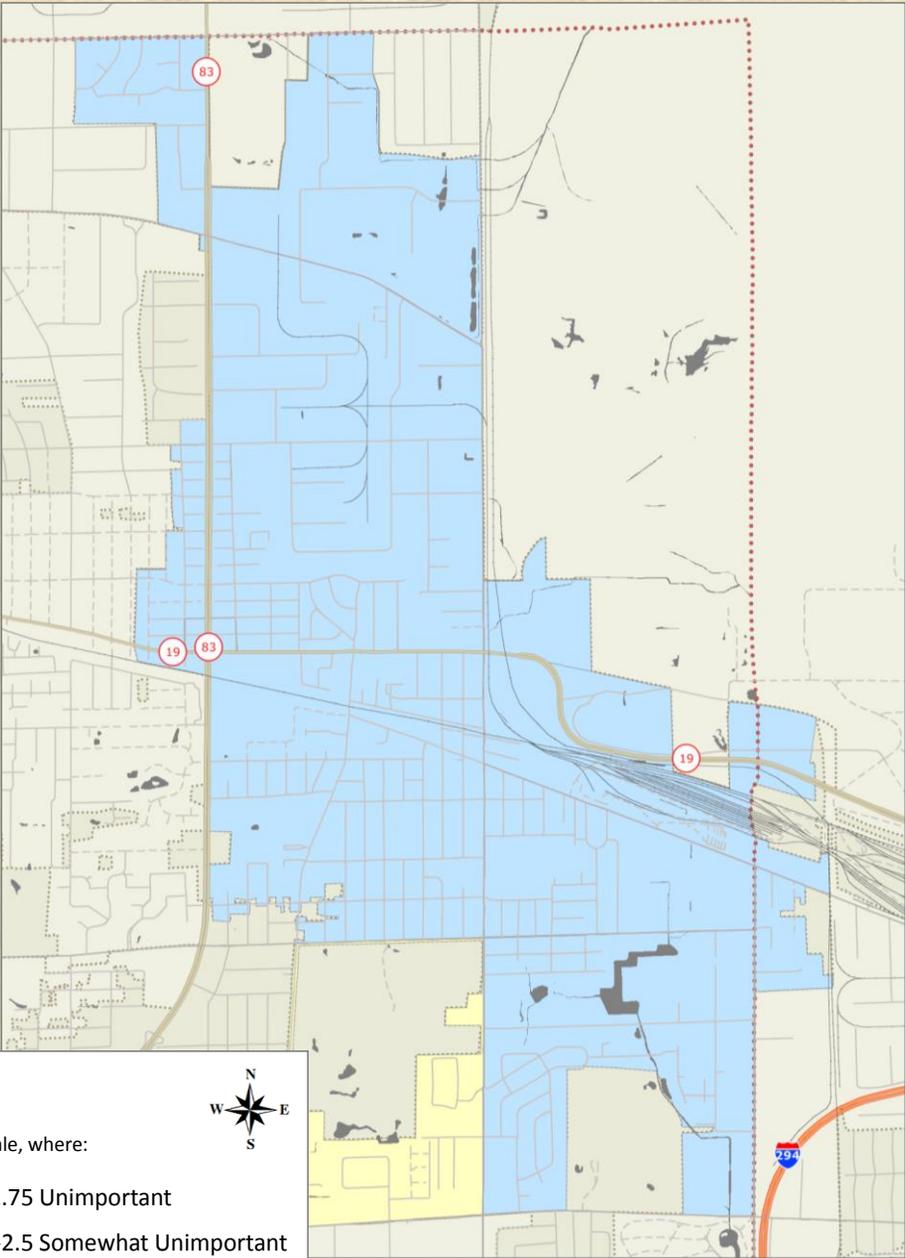
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15d Importance of location within the nation



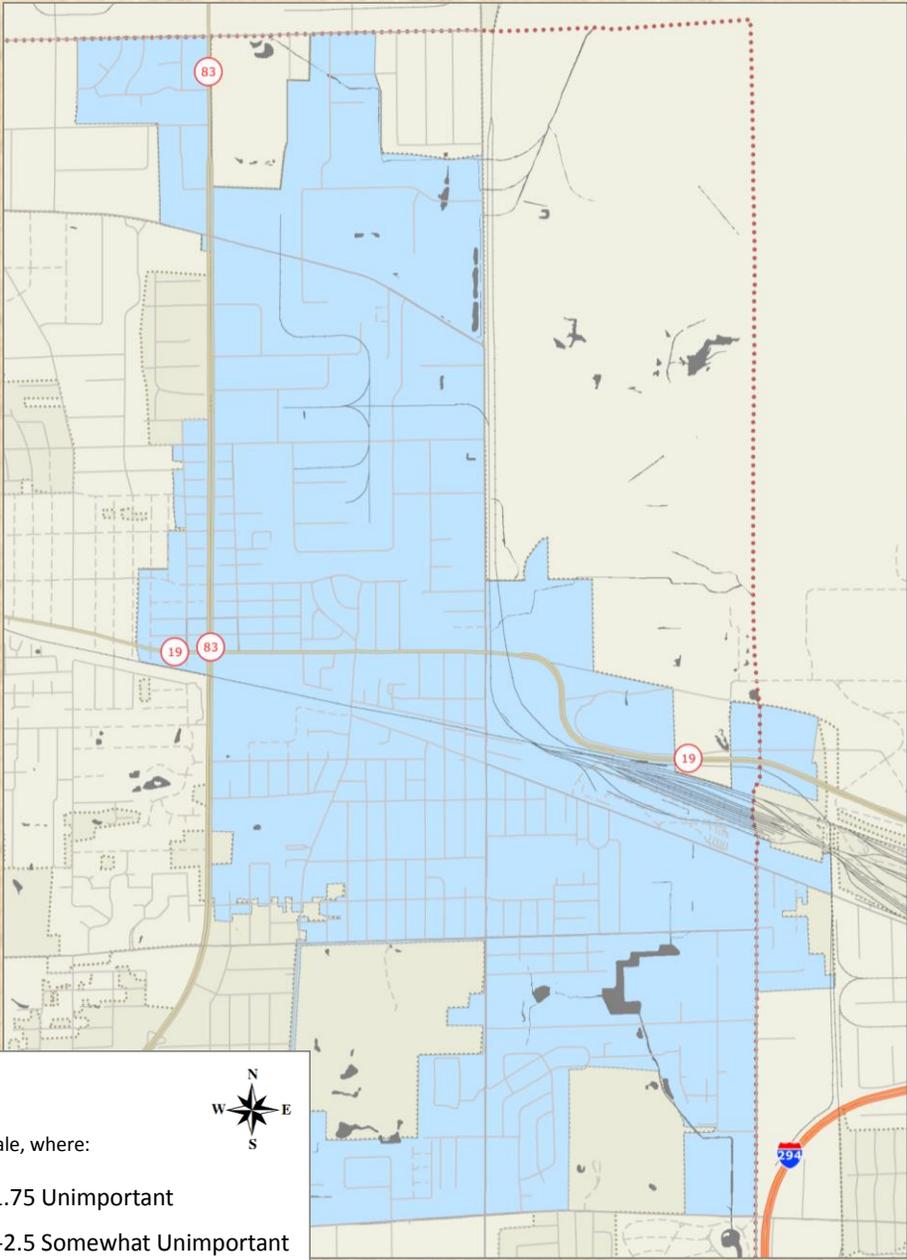
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15e Importance of the overall perception of area



LEGEND
Mean rating on a 4-point scale, where:

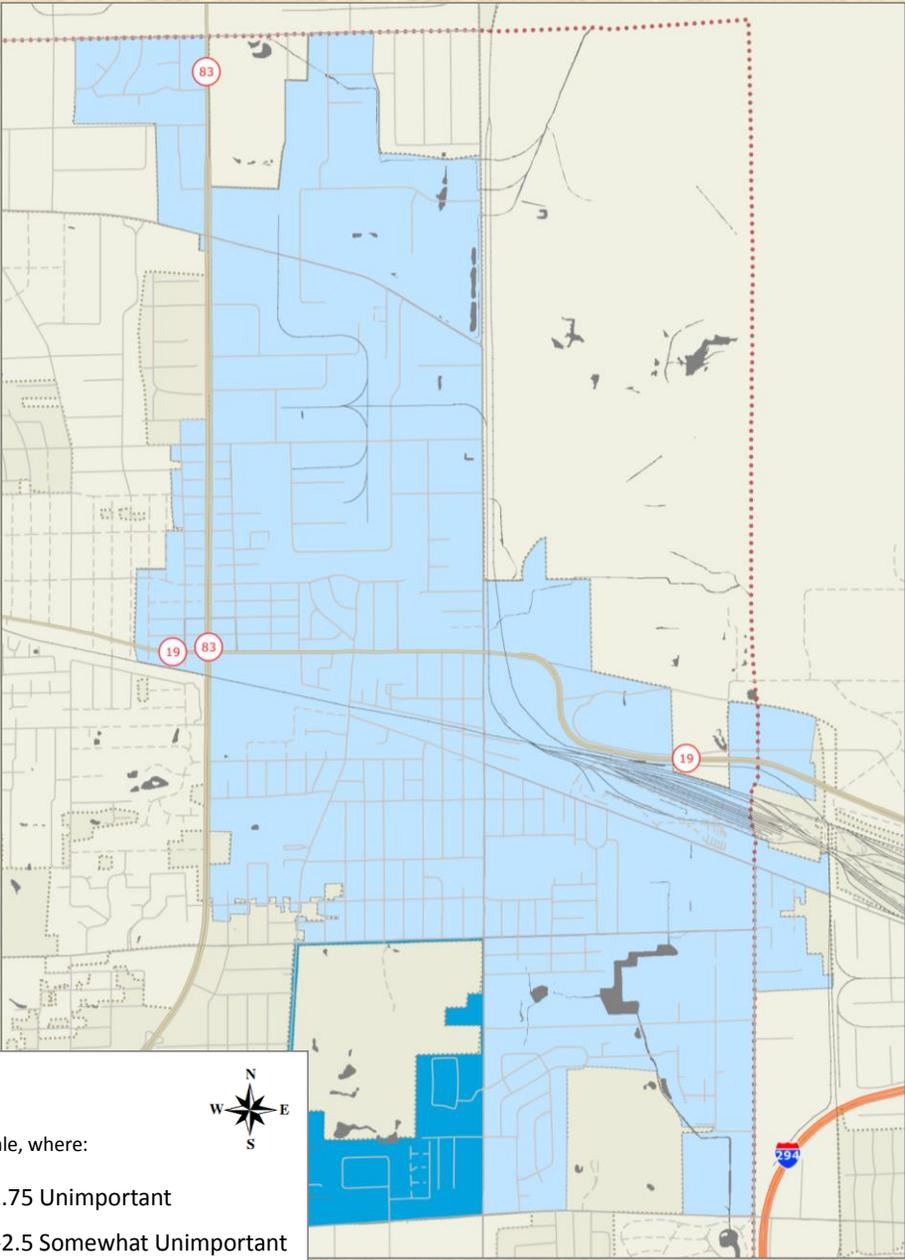
	1.0-1.75 Unimportant
	1.75-2.5 Somewhat Unimportant
	2.5-3.25 Somewhat Important
	3.25-4.0 Very Important
	Other (no responses)



2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15f Importance of the physical appearance of area



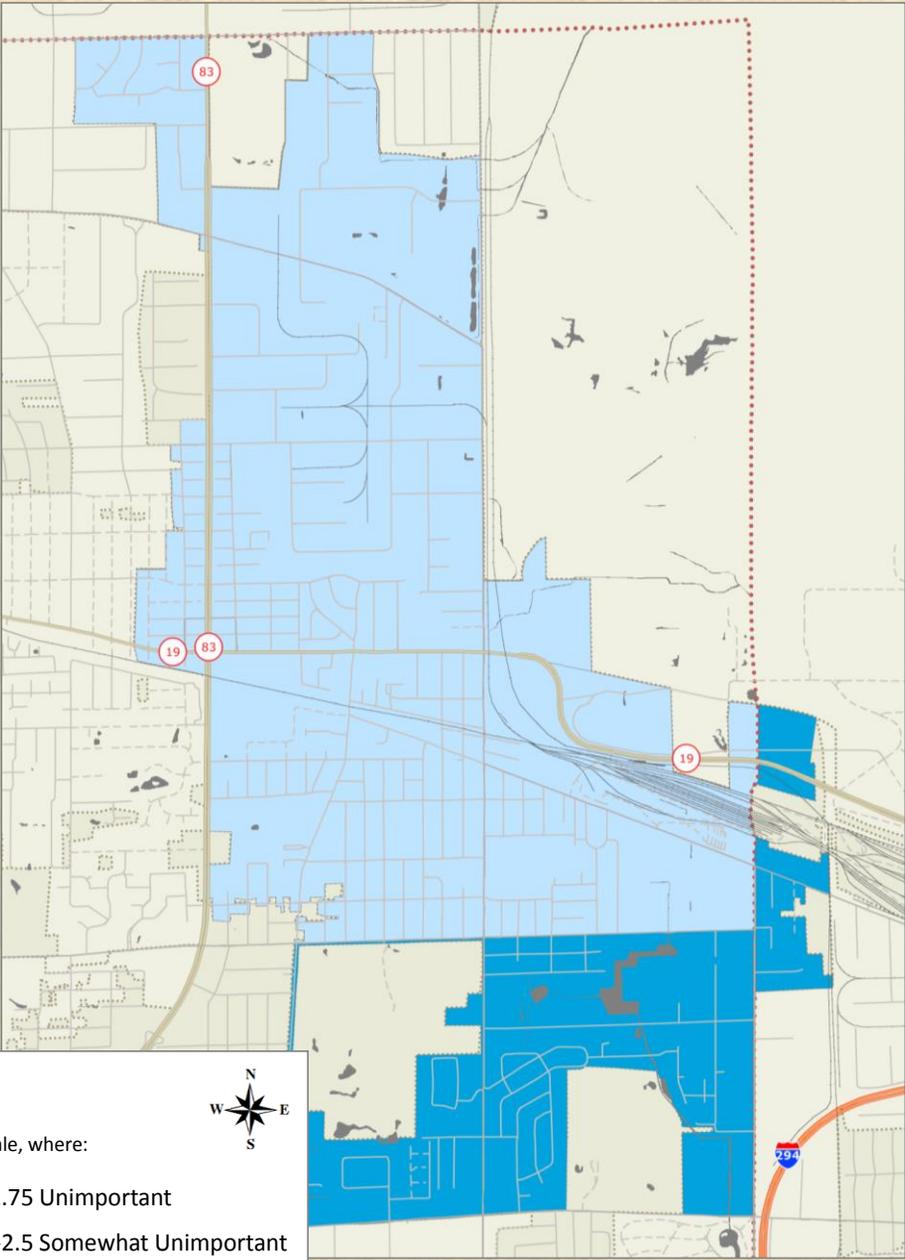
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15g Importance of the proximity to customers



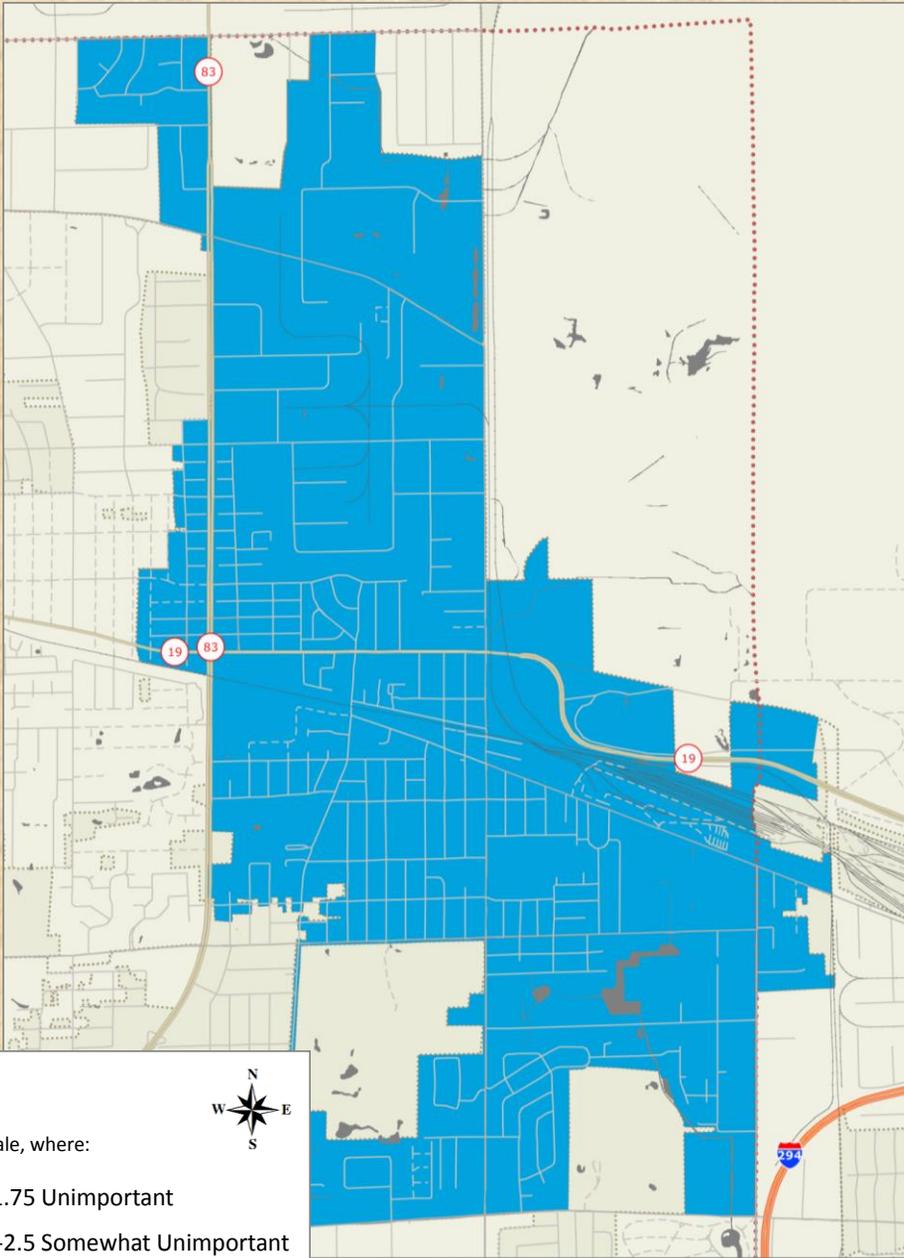
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15h Importance of the overall feeling of safety in the Village



LEGEND
Mean rating on a 4-point scale, where:

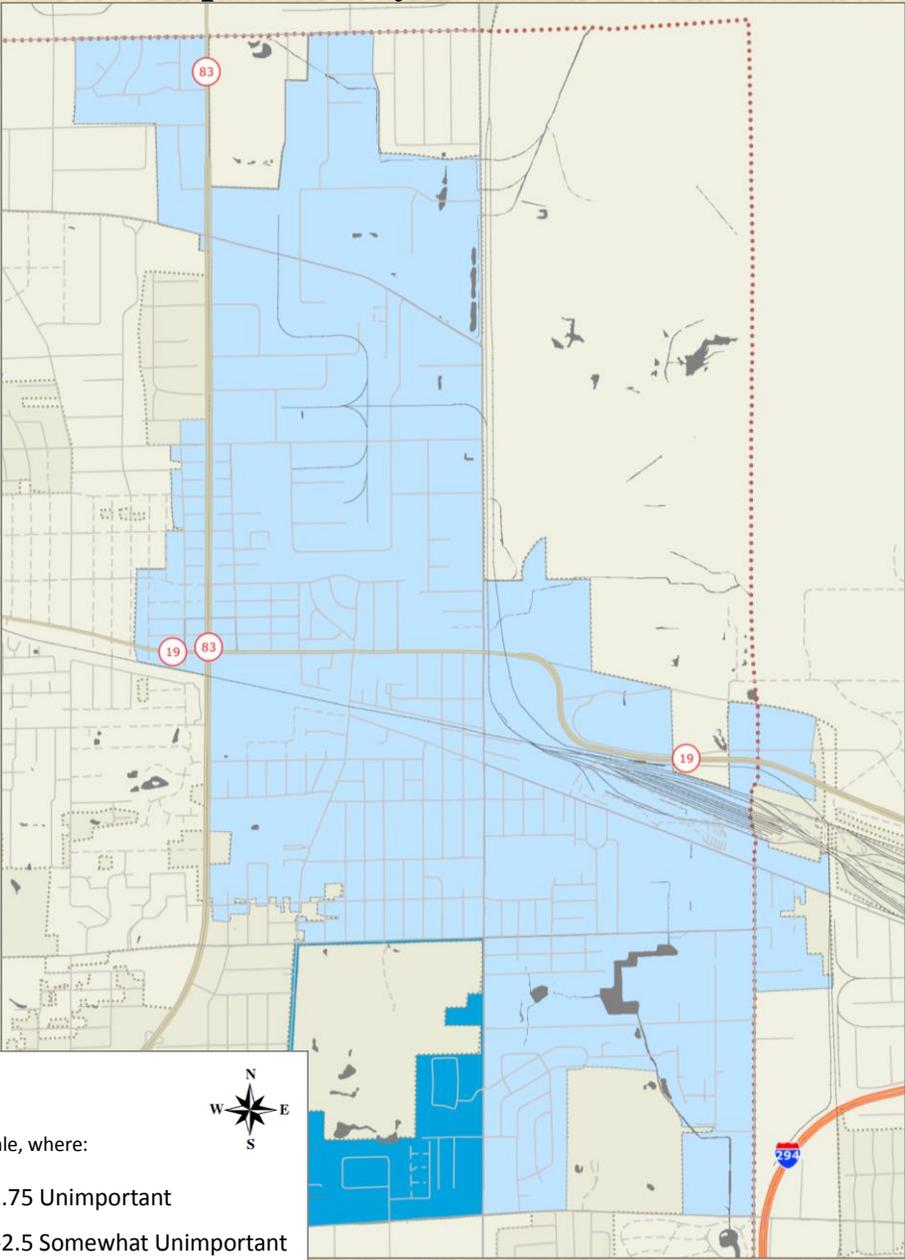
	1.0-1.75 Unimportant
	1.75-2.5 Somewhat Unimportant
	2.5-3.25 Somewhat Important
	3.25-4.0 Very Important
	Other (no responses)

Compass rose showing North (N), South (S), East (E), and West (W).

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15i Importance of the proximity of businesses that are important to your business



LEGEND
Mean rating on a 4-point scale, where:

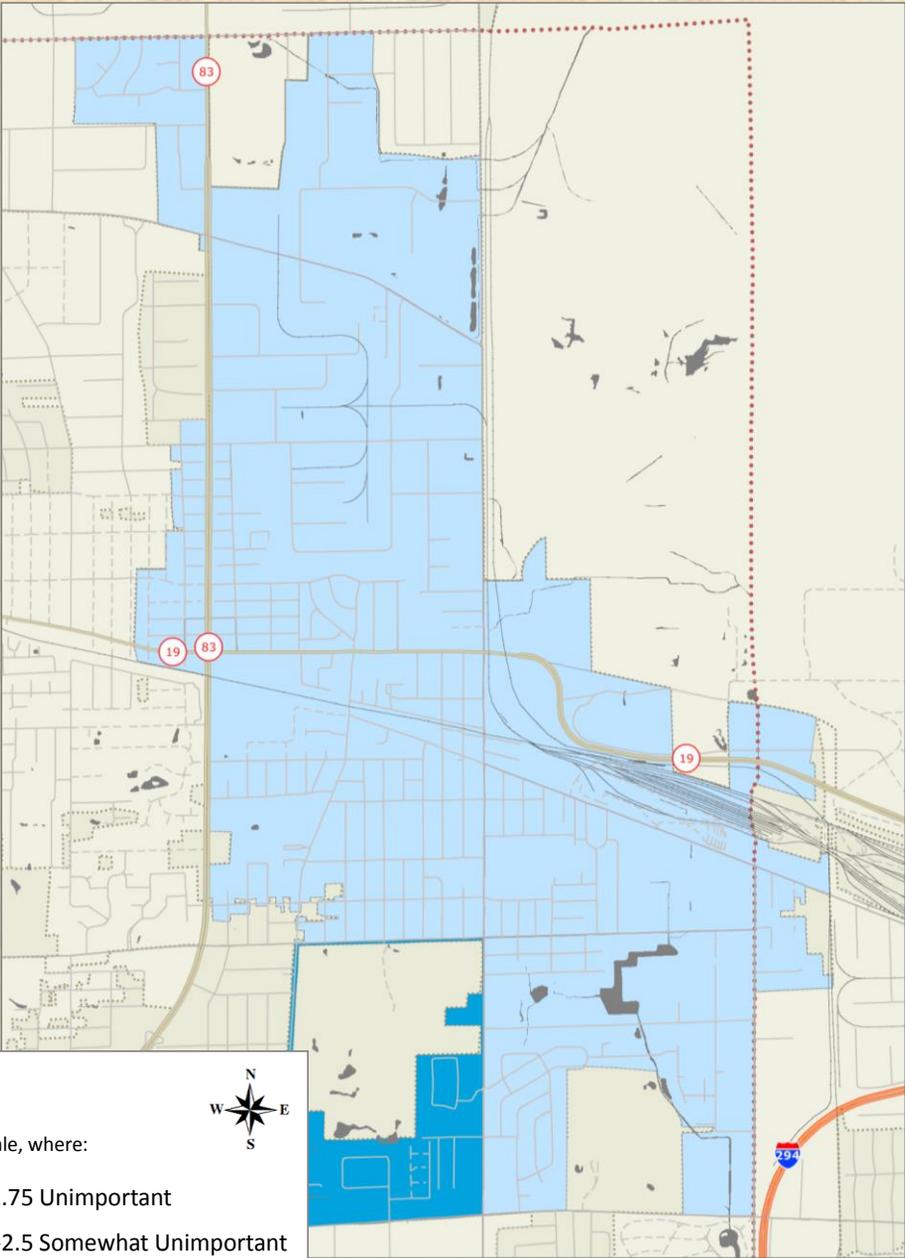
- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)



2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15j Importance of competitive lease rates



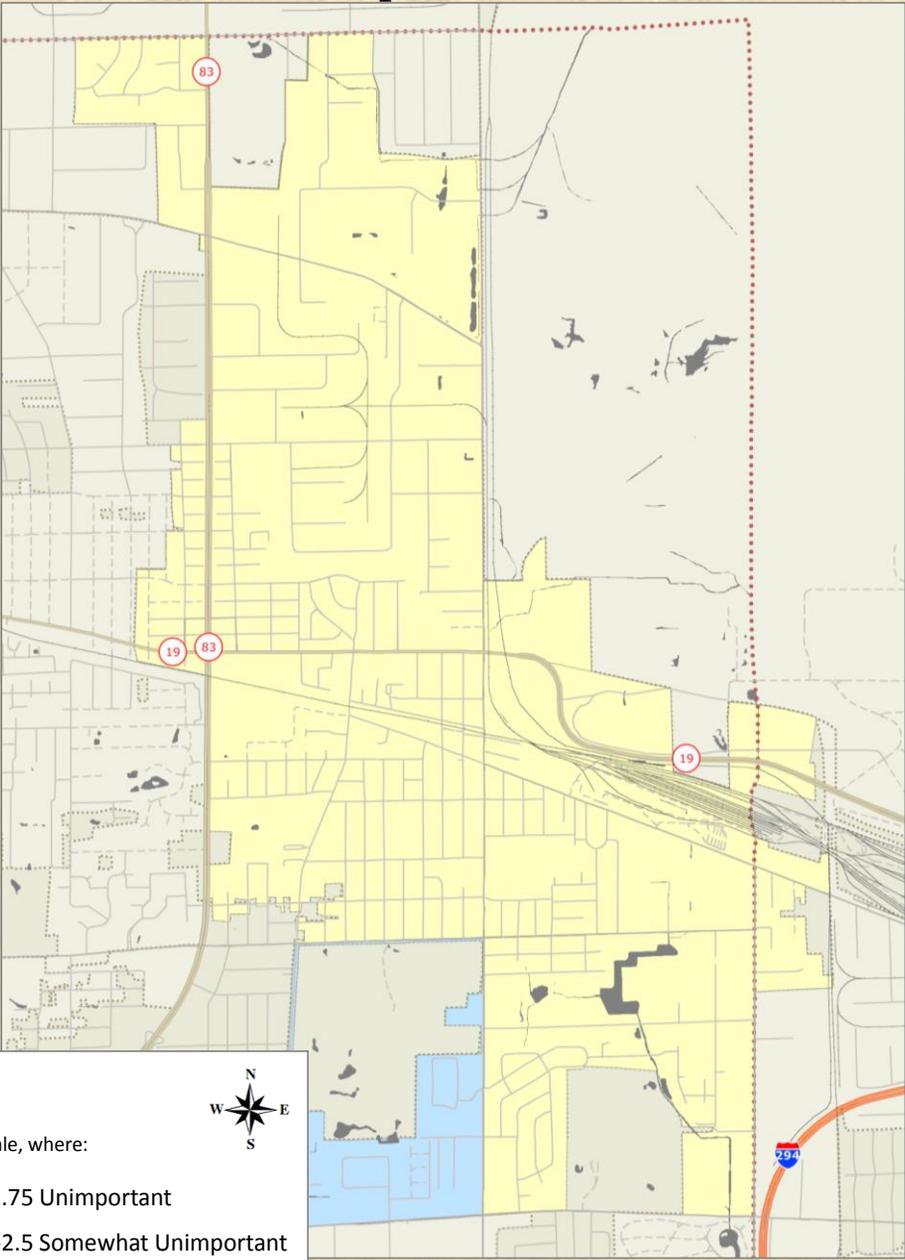
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15k Importance of the availability of land/buildings for expansion



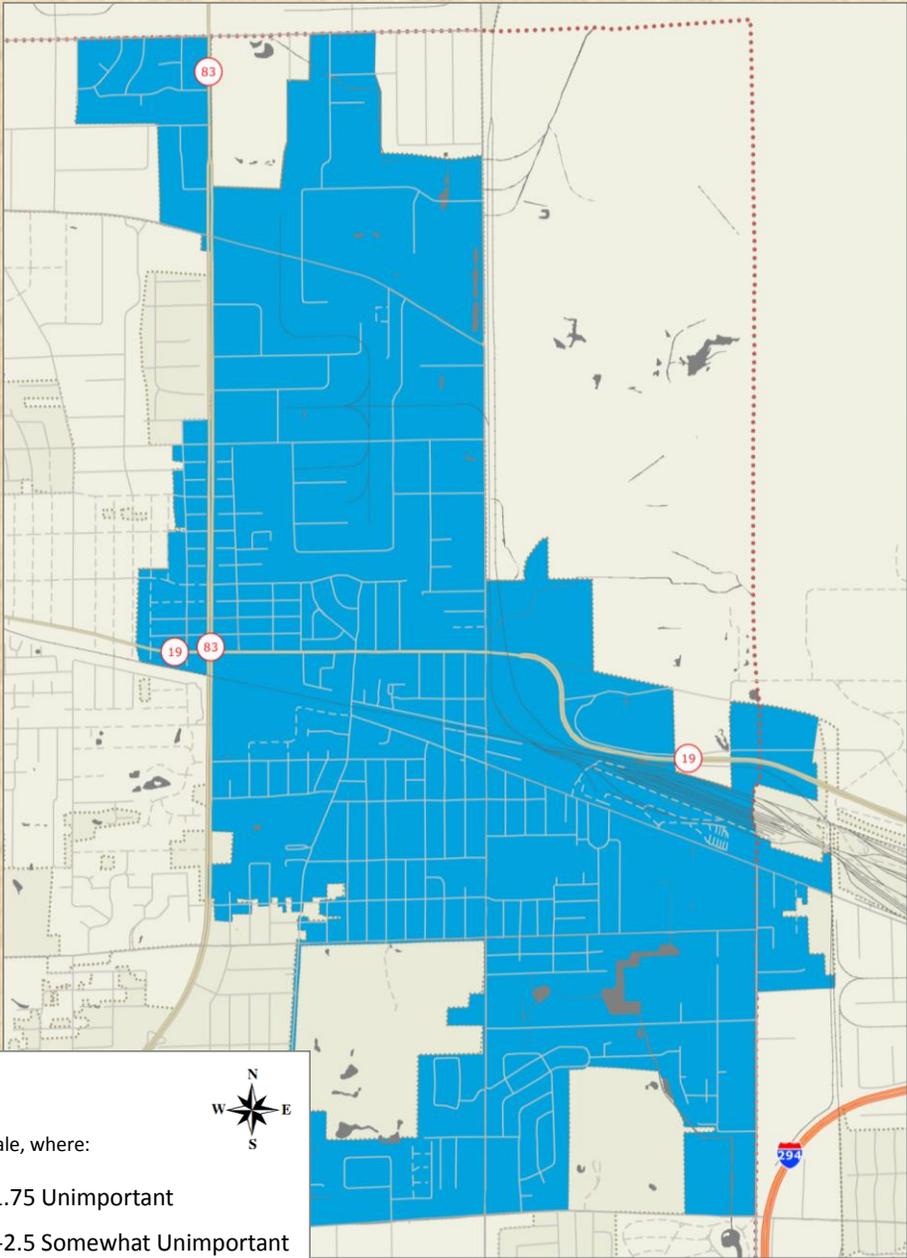
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15I Importance of safety/security



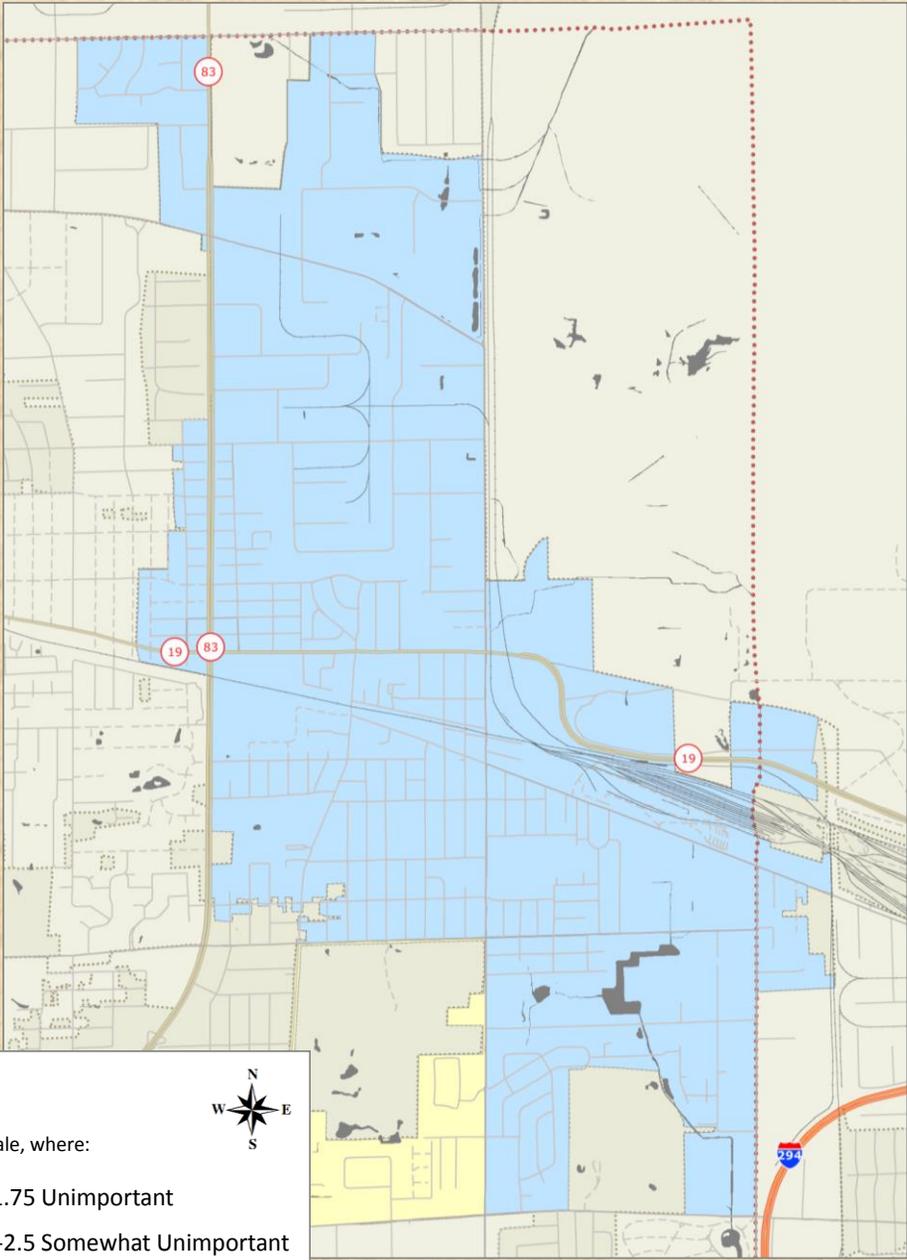
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15m Importance of zoning and building permits process



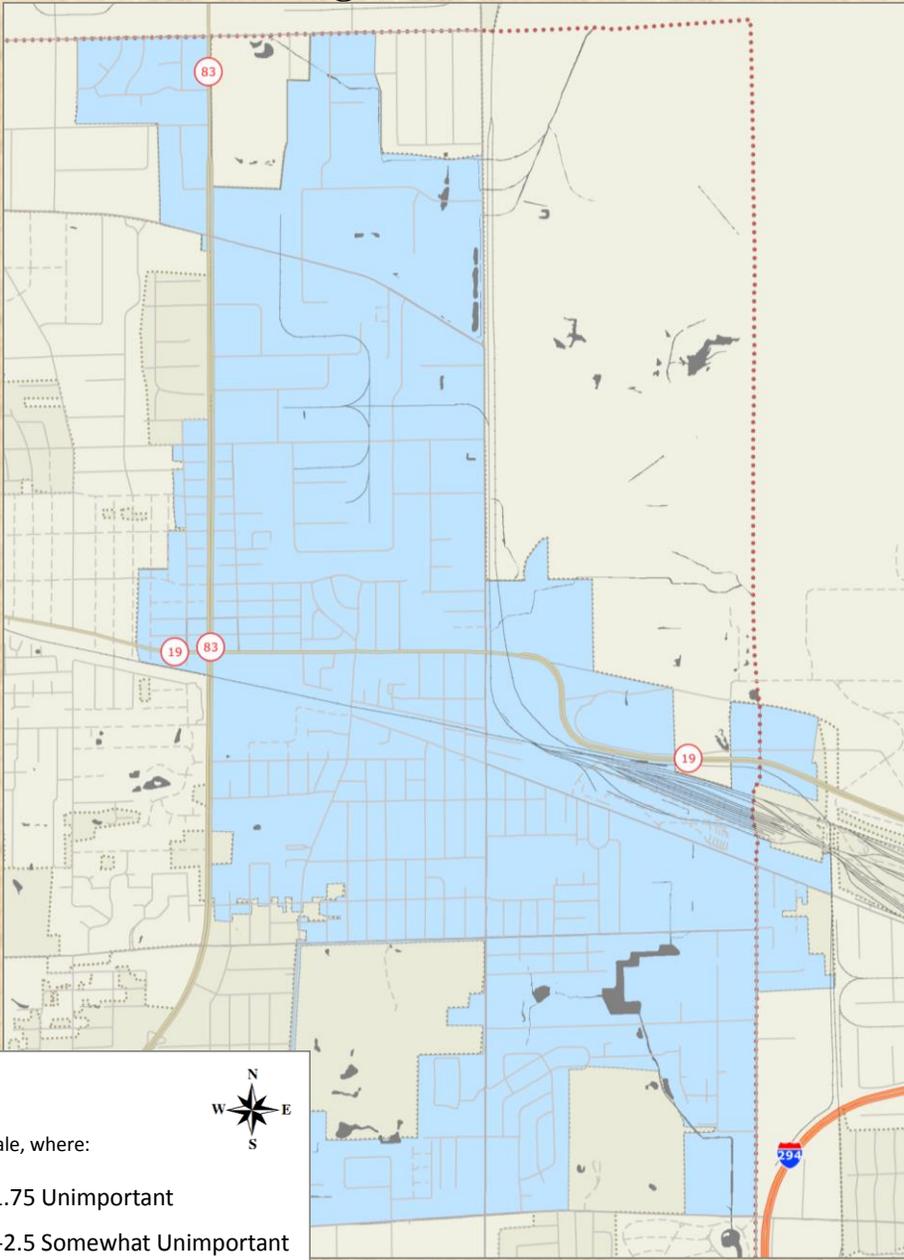
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15n Importance of overall customer service from local government



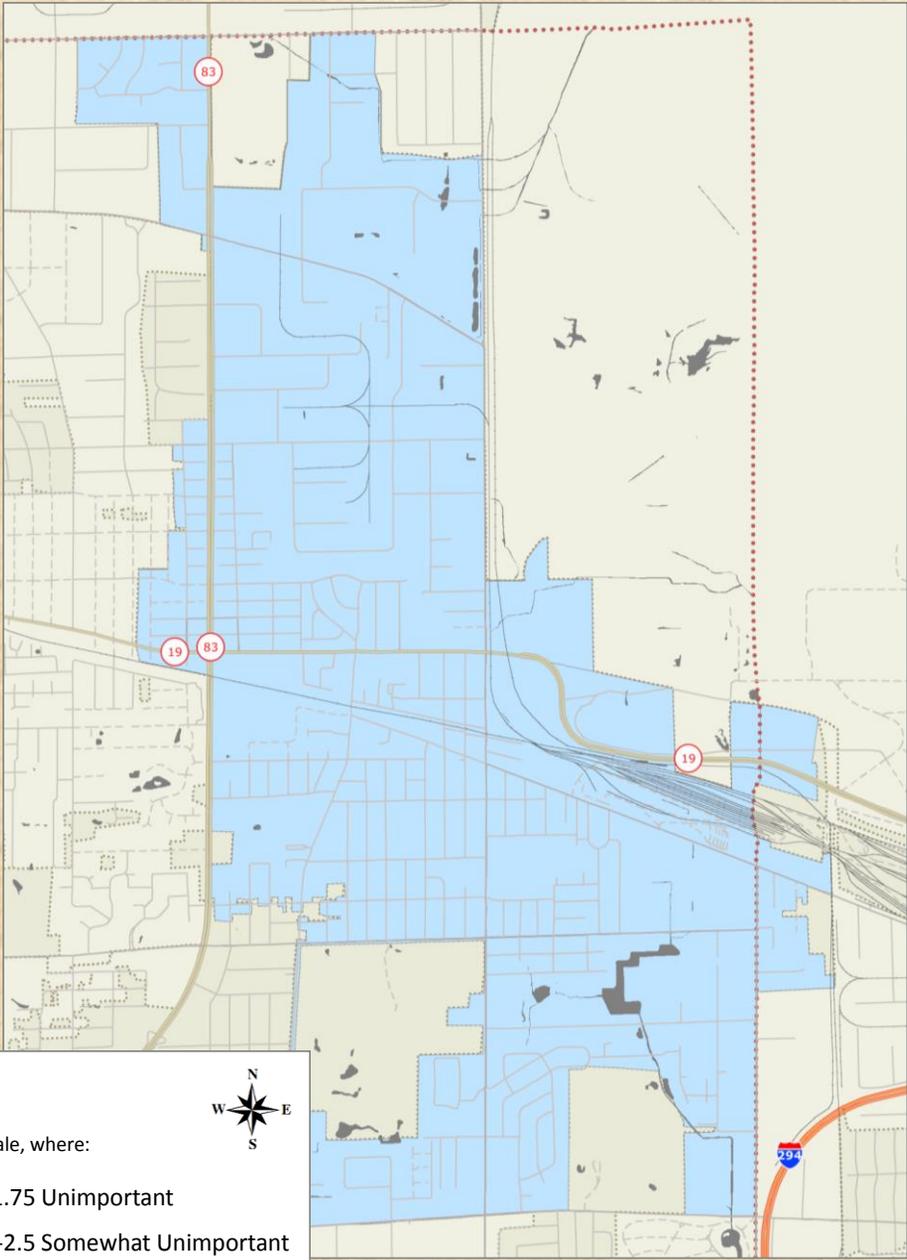
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15o Importance of the value received from local taxation



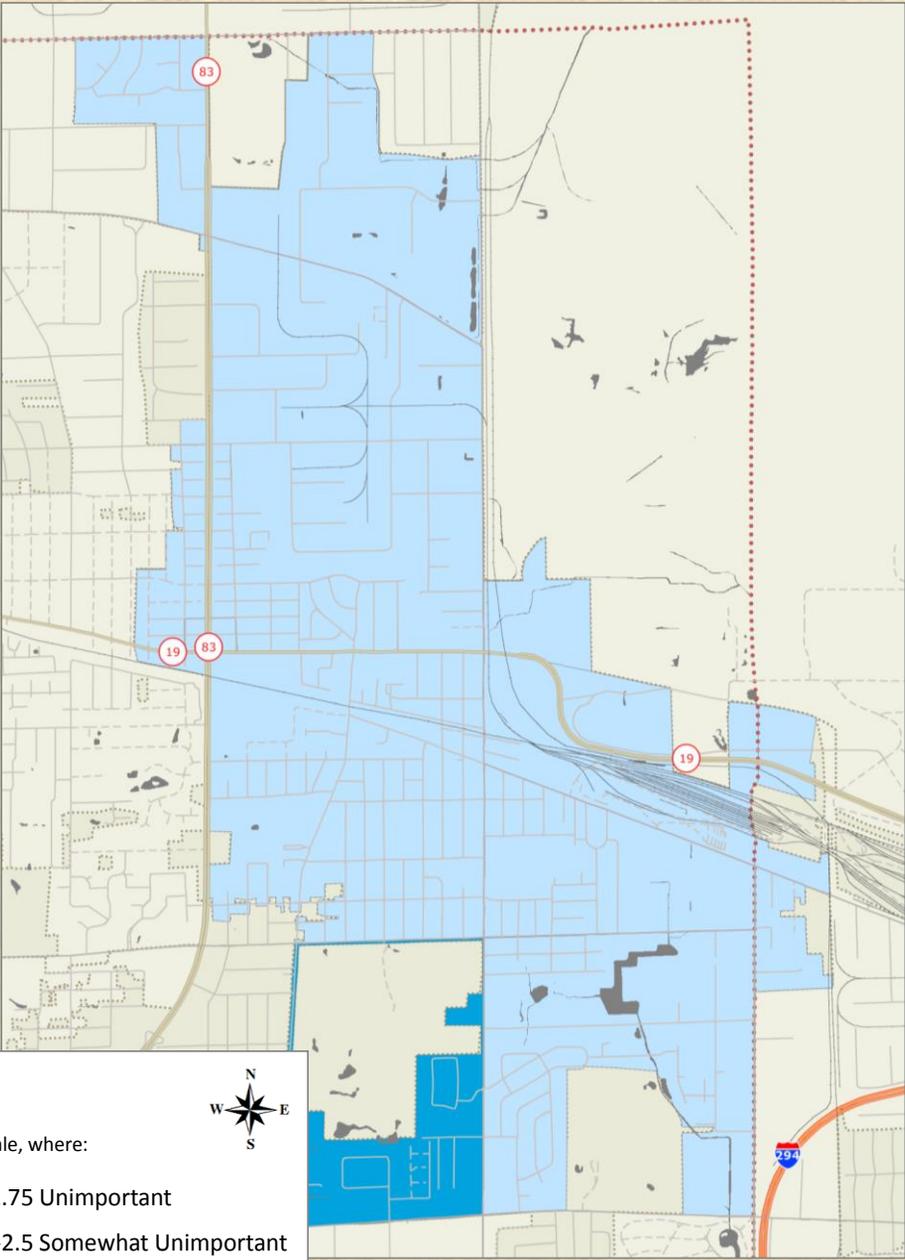
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15p Importance of the attitude of local government to business



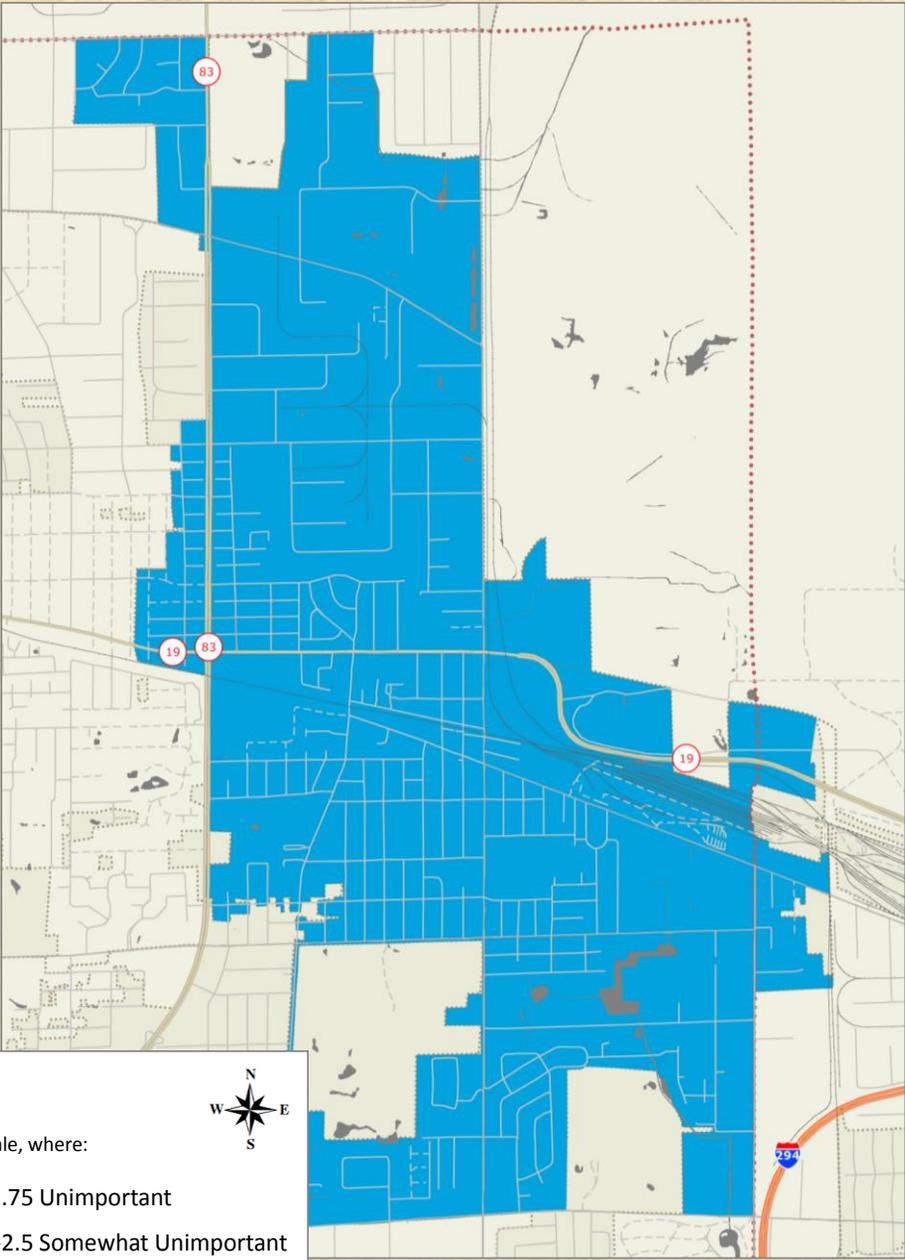
LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15q Importance of the availability of telecommunications, utilities and other infrastructure



LEGEND
Mean rating on a 4-point scale, where:

- 1.0-1.75 Unimportant
- 1.75-2.5 Somewhat Unimportant
- 2.5-3.25 Somewhat Important
- 3.25-4.0 Very Important
- Other (no responses)

2013 Village of Bensenville Business Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)