

**Village of Bensenville**  
**Board Room**  
**12 South Center Street**  
**Bensenville, Illinois 60106**  
**Counties of DuPage and Cook**

**MINUTES OF THE VILLAGE BOARD OF TRUSTEES MEETING**  
**July 14, 2015**

**CALL TO ORDER:** 1. President Soto called the meeting to order at 7:18 p.m.

**ROLL CALL:** 2. Upon roll call by Village Clerk, Ilsa Rivera-Trujillo, the following Board Members were present:

DeSimone, Jaworska, Carmona, Wesseler, Janowiak, O'Connell

Absent: None

A quorum was present.

Staff Present: Staff Present: M. Cassady, Village Attorney, Pat Bond, V. Benham, J. Caracci, D. DiSanto, G. Ferguson, T. Finner, F. Kosman, D. Schultz, T. Sloth, A. Thakkar, S. Viger, C. Williamsen

**2014 Community Survey:**

Mr. Jason Marado of ETC Institute presented the 2014 Community Survey results to the Village Board and Community. A copy of the presentation has been attached to the minutes as "Exhibit A".

**PUBLIC COMMENT:**

**Christopher Kazaglis – 26 West Belmont Avenue**

Mr. Kazaglis thanked the Village Board for their services at the Water's Edge facility. Mr. Kazaglis stated he uses the facility on a weekly basis and appreciates the Village Board's determination to make the necessary upgrades at the facility.

**APPROVAL OF MINUTES:**

3. The June 23, 2015 Village Board Meeting minutes were presented.

**Motion:**

Trustee O'Connell made a motion to approve the minutes as presented. Trustee DeSimone seconded the motion.

All were in favor. Motion carried.

**WARRANT NO.**

**15/13:** 4. President Soto presented **Warrant No. 15/13** in the amount of \$4,615,500.03.

**Motion:** Trustee Janowiak made a motion to approve the warrant as presented. Trustee O'Connell seconded the motion.

**ROLL CALL:** AYES: DeSimone, Carmona, Jaworska, Wessler, Janowiak, O'Connell

NAYS: None

All were in favor. Motion carries.

*President Soto asked to move the presidential remarks to this portion of the meeting. There were no objections from the Village Board.*

**PRESIDENT'S  
REMARKS:**

President Soto announced the Federal Aviation Administration (FAA) recently announced four Public Meetings in August to review and comment on a new environmental study of the current runway configuration and new runway opening at O'Hare. President Soto announced one of the meetings will be held in Bensenville on Wednesday, August 12 from 1:00pm – 9:00pm at Monty's Elegant Banquets located at 703 South York Road. President Soto engages all to attend.

President Soto announced the Village of Bensenville continues to support the operation of diagonal runways at O'Hare Airport. President Soto stated the Village of Bensenville is continuing its push for a Fly Quiet Program.

President Soto announced Senate Bill 636 was passed by the General Assembly of June 26<sup>th</sup>. President Soto stated the Bill expands the number of runways allowed at O'Hare Airport from 8 to 10 and establishes CNEL as the new noise matrix from measuring airplane noise. President Soto stated the Bill is currently pending an awaiting approval from Governor Rauner. President Soto encourages Resident to contact the Governor's Office showing their support to have the Bill passed.

President Soto recognized the passing of Bensenville Resident Nick Sabatino.

President Soto announced the Quiet Zone is now live.

**Resolution No.**

**R-81-2015:**

Village Manager, Michael Cassady, gave the summarization of the action contemplated in **Resolution No. R-81-2015** entitled **A Resolution Authorizing the Execution of a Surveying Services Agreement with TFW Surveying & Mapping, Inc. for Topographic Surveying Services on the Tax Increment Financing District 4 Property in the Not-to-Exceed Amount of \$14,775.**

Mr. Cassady stated the Village continues pursuit of a Hospitality Campus at the TIF 4 site (Grand Avenue and County Line Road), a topographic survey is required prior to engineering work on the property. Mr. Cassady stated TFW Surveying & Mapping Inc. performed the original survey work on TIF 4 back in 2008 and they still have that base information in their system. Mr. Cassady stated this proposal is to update the information for a cost of \$14,775. Mr. Cassady stated Staff recommends approval.

There were no questions from the Village Board.

Motion:

Trustee Janowiak made a motion to approve the resolution as presented. Trustee Jaworska seconded the motion.

**ROLL CALL:**

AYES: DeSimone, Carmona, Jaworska, Wesseler, Janowiak, O'Connell

NAYS: None

All were in favor. Motion carries.

**Ordinance No.**

**R-81-2015:**

Village Manager, Michael Cassady, gave the summarization of the action contemplated in **Ordinance No. R-81-2015** entitled **An Ordinance Granting Approval of a Site Plan Review to Allow an Addition of a Reading Room to be Constructed for the Property Commonly Identified as the Bensenville Community Public Library, 200 S. Church Road.**

Mr. Cassady stated the Bensenville Community Library requested that the Village review their site plan to construct an approximately 950 square foot addition in the rear of their existing facility. Mr. Cassady stated the addition will be for a reading room that includes a covered patio area with outdoor access to a courtyard garden. Mr. Cassady stated the addition meets all Village codes and will be harmonious to the existing building aesthetics. Mr. Cassady stated the CDC unanimously recommended approval of the request (vote 7-0).

There were no questions from the Village Board.

Motion: Trustee Janowiak made a motion to adopt the ordinance as presented. Trustee O'Connell seconded the motion.

**ROLL CALL:** AYES: DeSimone, Carmona, Jaworska, Wessler, Janowiak, O'Connell

NAYS: None

All were in favor. Motion carries.

**Resolution No.  
R-82-2015:**

Village Manager, Michael Cassady, gave the summarization of the action contemplated in **Resolution No. R-82-2015 entitled A Resolution Authorizing an Intergovernmental Agreement Between the Village of Bensenville and Bensenville Elementary School District 2 for a School Resource Officer.**

Mr. Cassady stated for the past seven years, the Village of Bensenville and School District 2 execute an intergovernmental agreement (IGA) to assign a Bensenville Police Officer as a school resource officer for days that school is in session. Mr. Cassady stated District 2 in turn reimburses the officer's cost to the Village. School District 2 has already authorized execution of this year's IGA, therefore staff recommends the Village Board also approve a Resolution authorizing execution of the IGA.

There were no questions from the Village Board.

Motion: Trustee Wessler made a motion to approve the resolution as presented. Trustee Janowiak seconded the motion.

**ROLL CALL:** AYES: DeSimone, Carmona, Jaworska, Wessler, Janowiak, O'Connell

NAYS: None

All were in favor. Motion carries.



**MANAGERS  
REPORT:**

**Resolution No.  
R-83-2015:**

Village Manager, Michael Cassady, gave the summarization of the action contemplated in **Resolution No. R-83-2015** entitled **A Resolution authorizing the execution of a purchase order with AquaPure Enterprises, Inc., to remove and replace swimming pool filters for the Water's Edge Lap Pool in Redmond Park for the not to exceed amount of \$21,749.90.**

Mr. Cassady stated the 2015 Community Investment Plan includes funding to replace the filters in the Water's Edge Aquatic Center pump room. Mr. Cassady stated these filters have reached the end of their useful life and are showing signs of structural fracture. Mr. Cassady stated Staff recommends contracting with the low bidder, AquaPure Enterprises, Inc. for \$21,749.90, which is under the budgeted amount of \$25,000. Mr. Cassady stated this purchase appears directly on the Village Board agenda because the pool is scheduled to be out of service in August and the filters must be replaced prior to the next Village Board meeting. Mr. Cassady stated Staff recommends approval.

There were no questions from the Village Board.

**Motion:**

Trustee Janowiak made a motion to approve the resolution as presented. Trustee O'Connell seconded the motion.

**ROLL CALL:**

AYES: DeSimone, Carmona, Jaworska, Wesseler, Janowiak, O'Connell

NAYS: None

All were in favor. Motion carries.

**Resolution No.  
R-84-2015:**

Village Manager, Michael Cassady, gave the summarization of the action contemplated in **Resolution No. R-83-2015** entitled **A Resolution Authorizing the Waiving of Competitive Bids and Executing a Purchase Order with Aquajoy Spa and Pool, Inc. of Sugar Grove, IL for the Dive Well Replaster project for the Total Amount of \$20,910.00.**

Mr. Cassady stated the 2015 Community Investment Program includes funds for replastering the dive well at the Water's Edge Aquatic Center. Mr. Cassady stated the well is 12 years old and is in poor condition and requires replacement. Mr. Cassady stated Staff advertised the project for bidding but only received one bid, which was well over budget. As such, staff sought subsequent proposals from three firms and recommends contracting with the lowest cost proposal, Aquajoy Spa and Pool, Inc. for \$20,910, which is \$615 under budget. Mr. Cassady stated this contract appears directly on the Village Board agenda because the dive well is scheduled to be drained in August so the work must commence prior to the next Village Board meeting. Mr. Cassady stated Staff recommends rejecting formal bids and contracting with Aquajoy Spa and Pool at this time.

There were no questions from the Village Board.

Motion: Trustee O'Connell made a motion to approve the resolution as presented. Trustee Janowiak seconded the motion.

**ROLL CALL:** AYES: DeSimone, Carmona, Jaworska, Wesseler, Janowiak, O'Connell

NAYS: None

All were in favor. Motion carries.

**VILLAGE ATTORNEY  
REPORT:**

Village Attorney, Pat Bond, has no report.

**UNFINISHED  
BUSINESS:**

There was no unfinished business.

**NEW BUSINESS:**

Trustee Wesseler asked Staff to prepare a formal presentation that can be submitted to the FAA with videos of the airplane noise in Bensenville. Mr. Cassady stated Village Staff has already begun working on a video to submit to the FAA at their August 12<sup>th</sup> Public Meeting.

**EXECUTIVE  
SESSION:**

Village Attorney, Pat Bond, stated there was not a need for executive session.

**ADJOURNMENT:**

Trustee Wessler made a motion to adjourn the meeting and go into executive session. Trustee Janowiak seconded the motion.

All were in favor. Motion carried.

President Soto adjourned the meeting at 8:20 p.m.

Ilsa Rivera-Trujillo  
Village Clerk

**PASSED AND APPROVED** by the President and Board of Trustees of the Village of Bensenville this 11th day, August 2015

# 2014 Village of Bensenville Citizen Survey

*...helping organizations make better decisions since 1982*

## Final Report

**Submitted to the Village of Bensenville, IL**

**by:**

ETC Institute  
725 W. Frontier Circle  
Olathe, Kansas  
66061

**February 2015**



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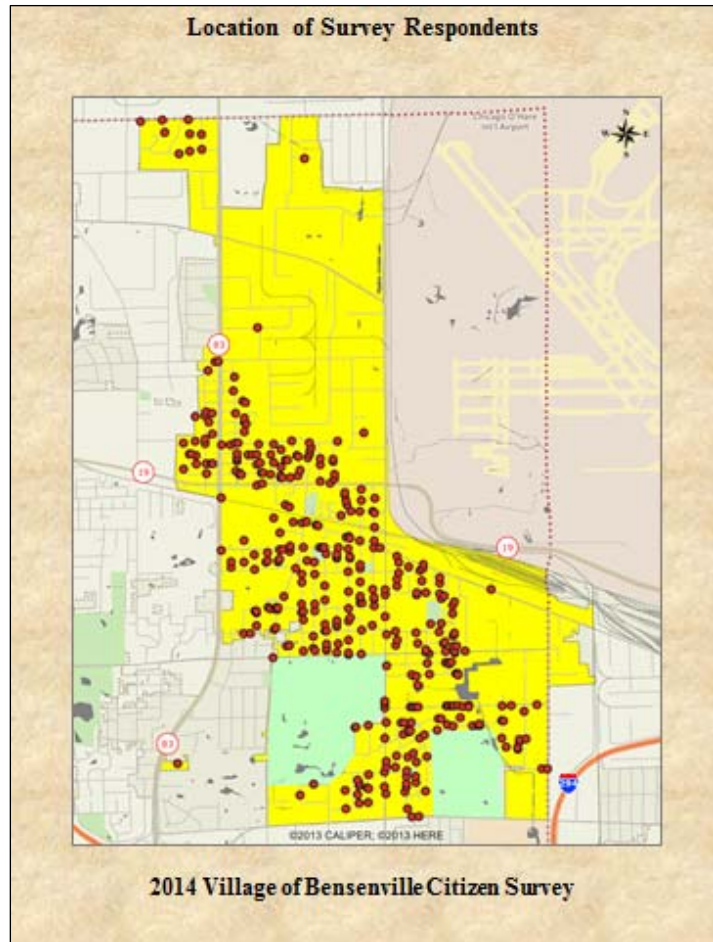


### Purpose and Methodology

ETC Institute administered the *DirectionFinder*® survey for the Village of Bensenville during November and December of 2014. This is the second time that the survey was administered for the Village. The survey was administered as part of the Village's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will help the Village establish budget priorities and refine policy decisions.

**Resident Survey.** A seven-page survey was mailed to a random sample of 2,000 households in the Village of Bensenville. The survey was offered in both English and Spanish. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 423 completed the survey. The results for the random sample of 423 households have a 95% level of confidence with a precision of at least  $\pm 4.7\%$ . In order to better understand how well services are being delivered by the Village, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the Village of Bensenville from other communities in the *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of Village services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”



This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey along with comparisons to the 2011 survey
- GIS maps that show the results of selected questions on maps of the Village
- benchmarking data that shows how the results for the Village of Bensenville compare to other cities
- importance-satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the English and Spanish survey instruments

## Major Findings

- **Most of the residents surveyed were satisfied with Village services.** Seventy-eight percent (78%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of buildings and facilities, 70% were satisfied with the overall quality of customer service, and 69% were satisfied with the overall quality of services in Bensenville.
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the Village of Bensenville over the next two years were: (1) the overall value received for Village tax dollars and fees, and (2) the maintenance of Village streets.
- **Perceptions of the Village.** Most of the residents surveyed, who had an opinion, indicated that these services were “excellent” or “good”: the overall quality of Park District facilities (77%), the quality of library services (71%), the overall maintenance of public property (65%), and access to religious institutions (63%).
- **Public Safety.** Eighty-two percent (82%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of local fire protection, 80% were satisfied and satisfied with the quality of local ambulance service, and 78% were satisfied with the overall quality of local police protection.
- **Recreational Programs and Facilities.** Eighty-one percent (81%) of the residents, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of Music in the Park events, 80% were satisfied with the quality of 4<sup>th</sup> of July events, and 78% were satisfied with the quality of Redmond Recreational Complex.
- **Trash Collection.** Eighty-nine percent (89%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection services and 80% were satisfied with residential recycling services.

- **Public Works** The areas of maintenance that were rated best by residents included; the overall cleanliness of streets (73%), the maintenance of street signs and pavement markings (67%), water quality (67%), and overall quality of sanitary/waste water services (67%).
- **Transportation.** Sixty-nine percent (69%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with quality of transit (train and bus) service, and 62% were satisfied with traffic signal timing for efficient traffic flow.
  - 18% of those surveyed regularly used the Metra train service, and of those, the primary reason was to go to and from work (49%), and to go to and from social activities (40%).
  - 3% regularly used the Pace Dial-a-Bus transit service, and of those, 54% used it to go to and from shopping and 39% used it to go to and from social activities.
  - 33% of those surveyed believe the Village should subsidize public transit.

### **Other Findings**

- 63% of those surveyed would recommend Bensenville to a friend as a place to live.
- 58% of those surveyed, who had an opinion, indicated the noise from O'Hare International Airport has gotten worse at their home since Runway 10 Center/28 Center opened in October 2013.
- Nearly three-fourths (74%) of residents, who had an opinion, believe the Village is headed in the right direction with regard to having a financially sound government that provides customer friendly services of the highest quality.

### **Trends in Satisfaction Ratings for Village Services**

The most notable changes in satisfaction with Village services from 2011 to 2014 are listed below and on the following page:

#### **Notable Increases from 2011 to 2014:**

- Overall quality of Park District facilities (+8%)
- Quality of new development (+8%)
- Fair treatment by Village staff (+8%)
- Overall management of finances (+7%)
- Effectiveness of communication with the public (+5%)



### **Notable Decreases from 2011 to 2014:**

- Access to quality shopping facilities (-11%)
- Ease of north-south travel (-11%)
- Traffic signal providing for efficient traffic flow (-12%)
- Ease of walking or biking in Bensenville (-13%)
- Flow of traffic and traffic management (-14%)

## **Investment Priorities**

**Recommended Priorities for the Next Two Years.** In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each Village service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the Village.** The first level of analysis reviewed the importance of and satisfaction with major categories of Village services. This analysis was conducted to help set the overall priorities for the Village. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:

- Overall maintenance of Village streets
- Flow of traffic and traffic management

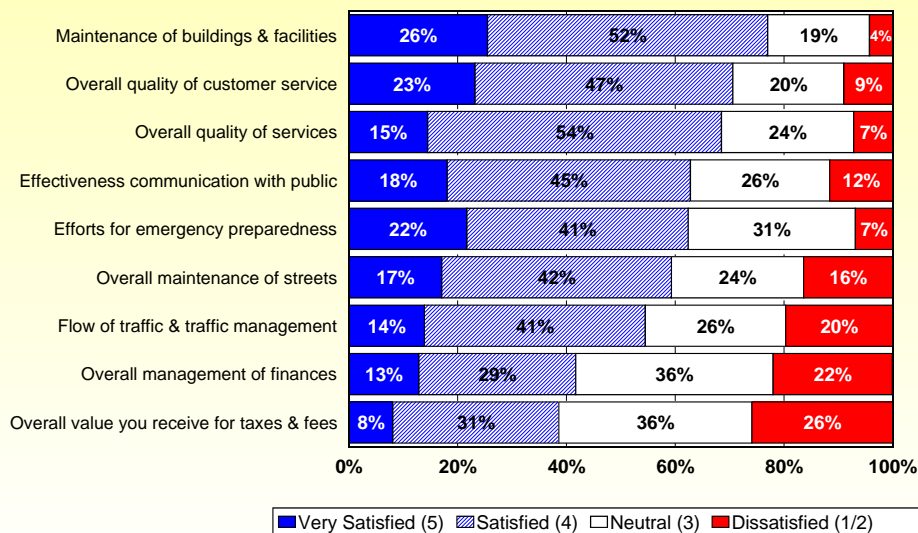
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

- **Public Safety:** efforts to prevent crime, visibility of police in neighborhoods, and enforcement of speed limits in neighborhoods.
- **Public Works:** maintenance of neighborhood streets, stormwater management/flood control system, adequacy of street lighting, and maintenance of major streets.

*Section 1:*  
***Charts and Graphs***

## Q1. Overall Satisfaction with Village of Bensenville Services

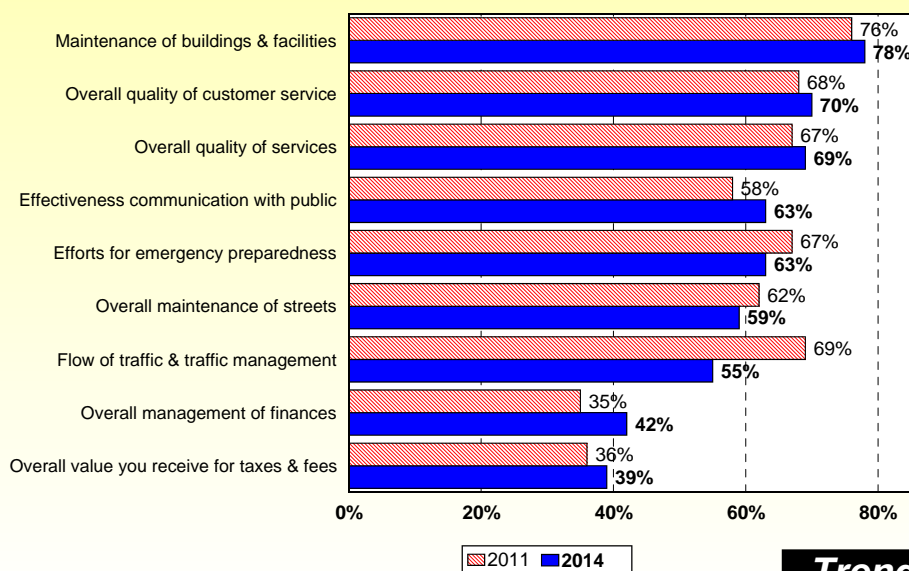
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Overall Satisfaction with Village of Bensenville Services 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)

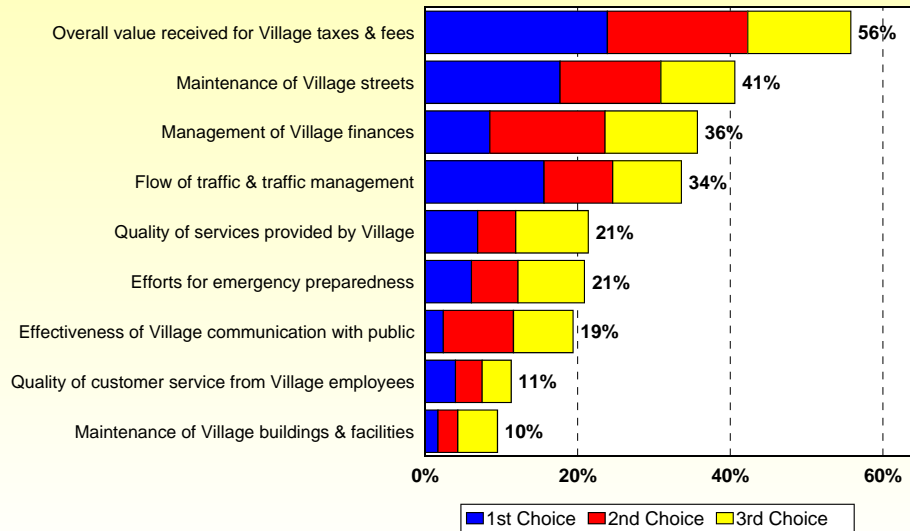


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

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

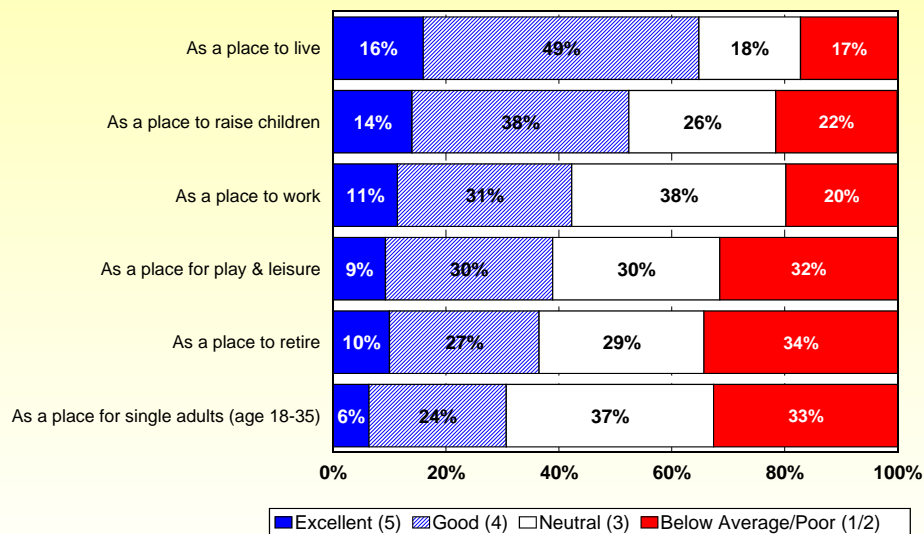
by percentage of respondents who selected the item as one of their top three choices



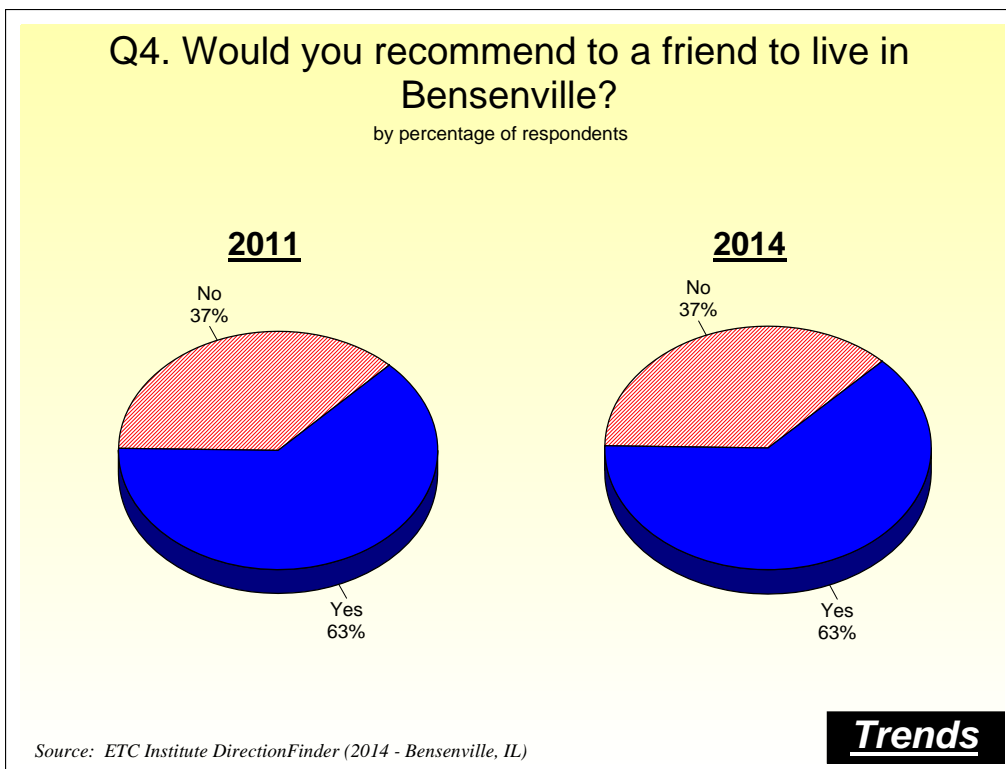
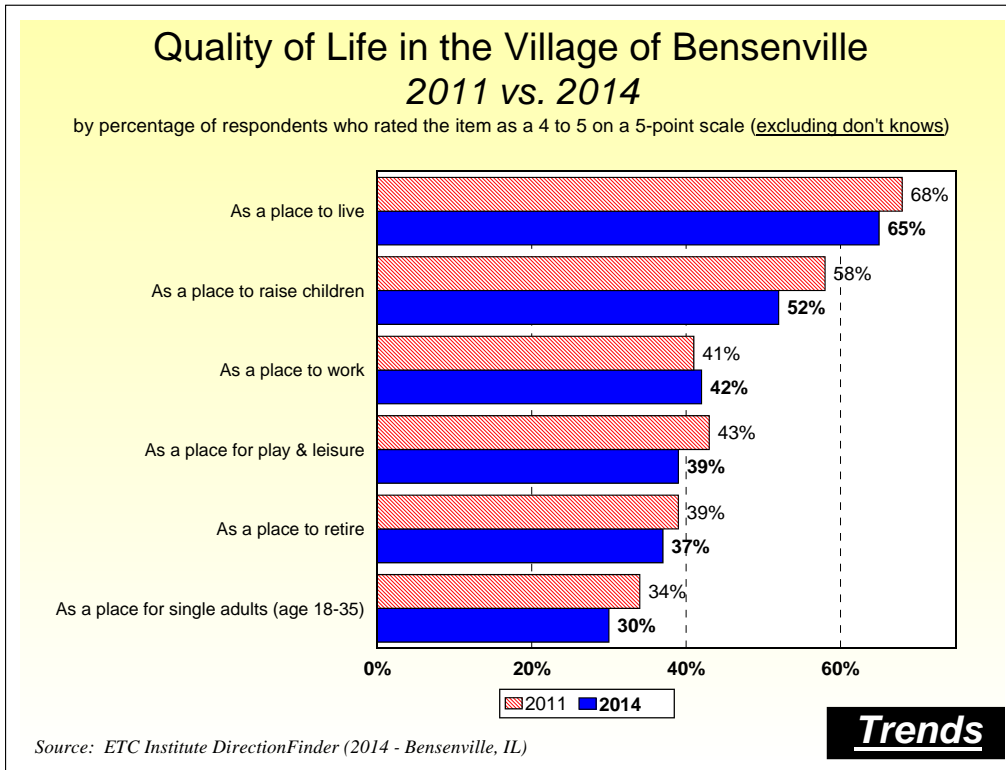
Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Q3. Quality of Life in the Village of Bensenville

by percentage of respondents (excluding don't knows)

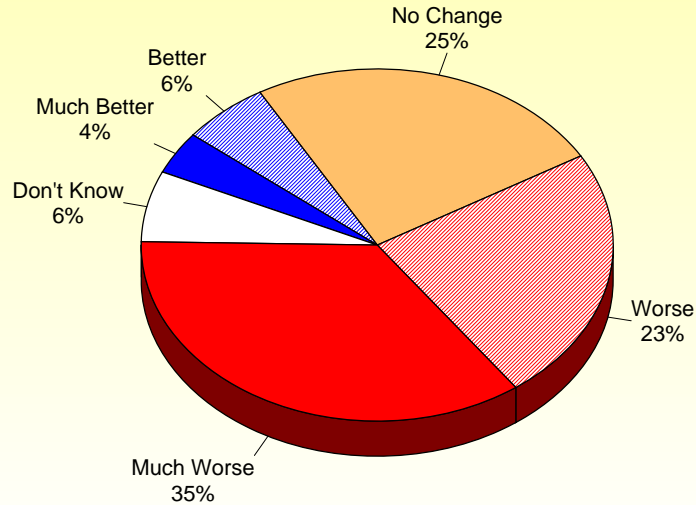


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)



### Q5. How the Noise From O'Hare International Airport Has Changed at Home

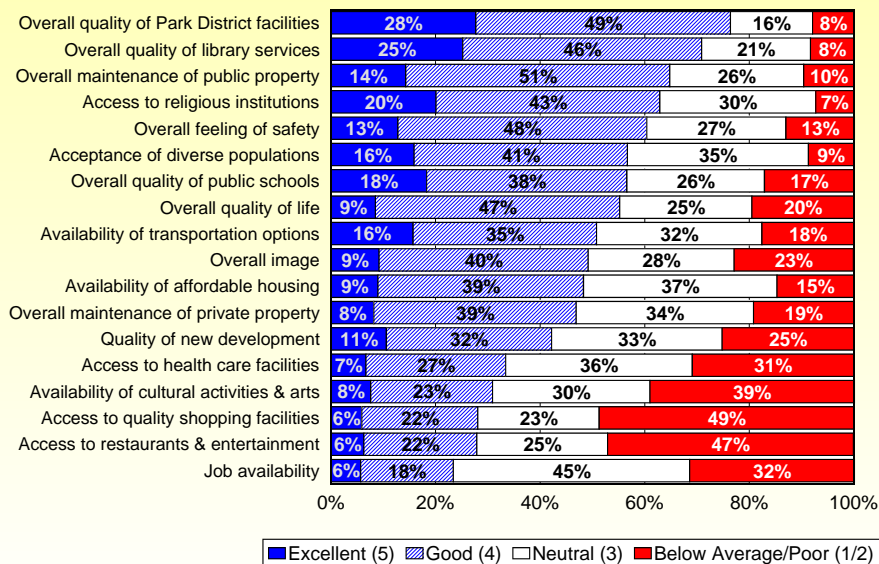
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Q6. Overall Perception of the Village

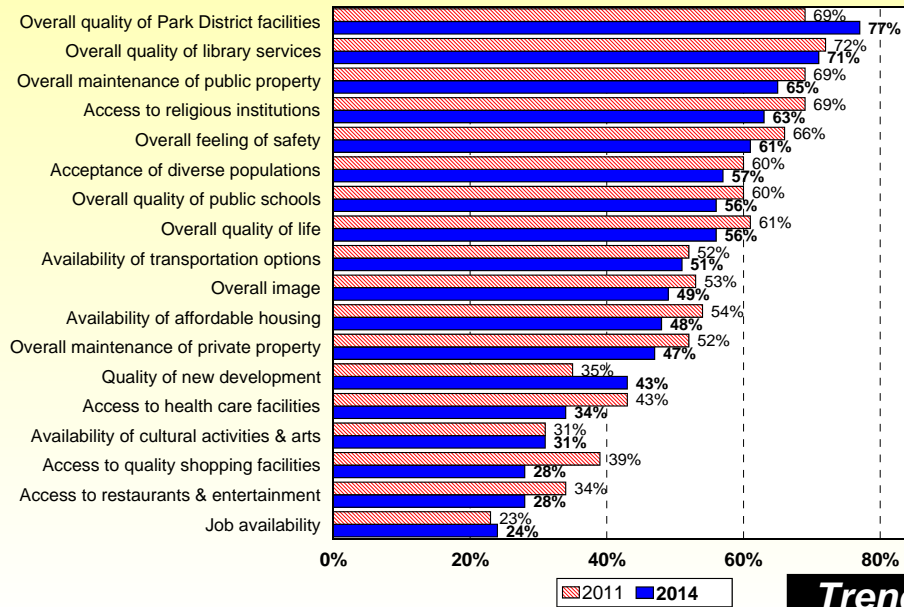
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

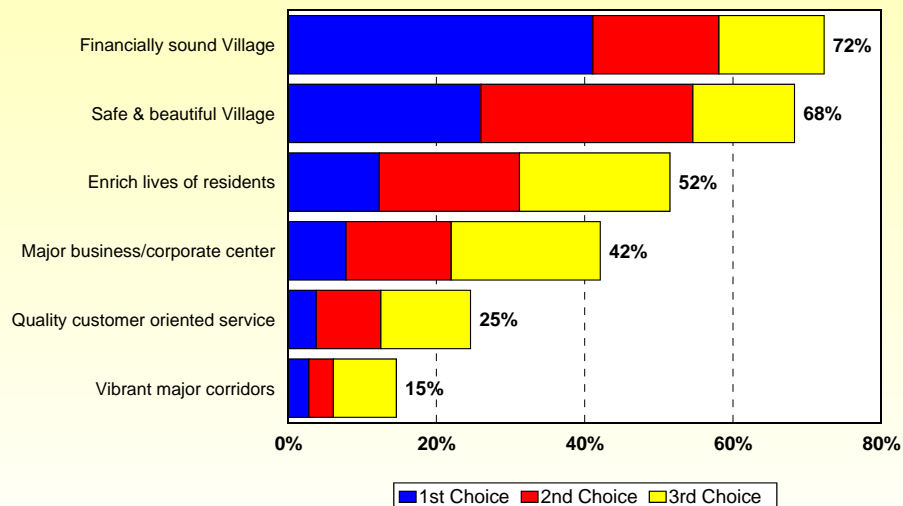
## Overall Perception of the Village 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)



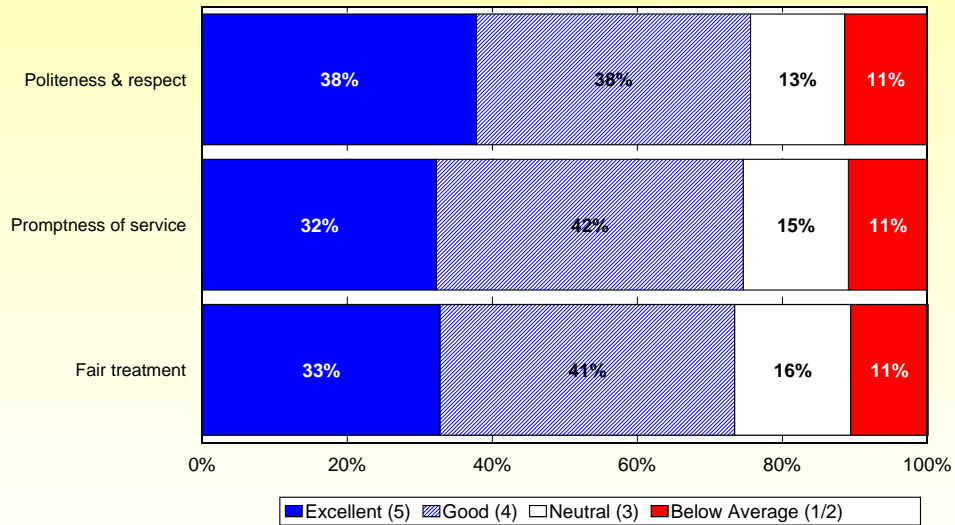
## Q7. Village Goals That Are Most Important

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



## Q8. Ratings of Village Staff

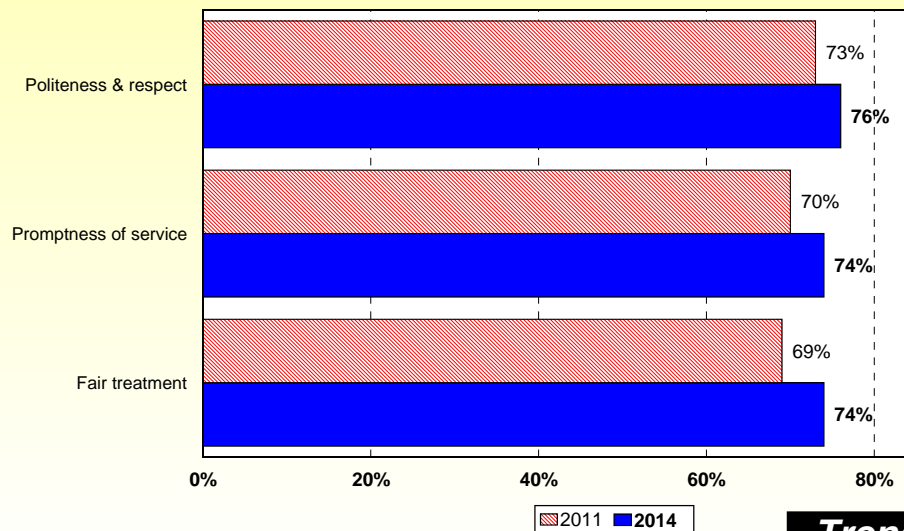
by percentage of respondents who had contact with Village staff within the last 12 months  
(excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Ratings of Village Staff 2011 vs. 2014

by percentage of respondents who had contact with Village staff within the last 12 months and rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)



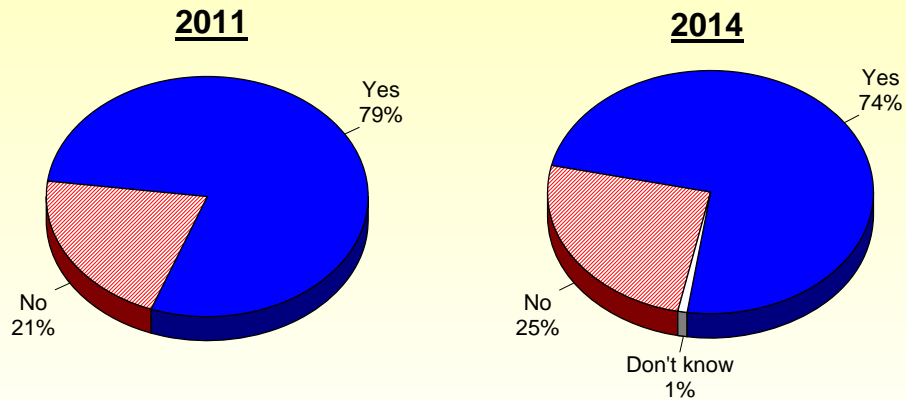
Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**



## Q9. Do you believe the Village is headed in the right direction?

by percentage of respondents

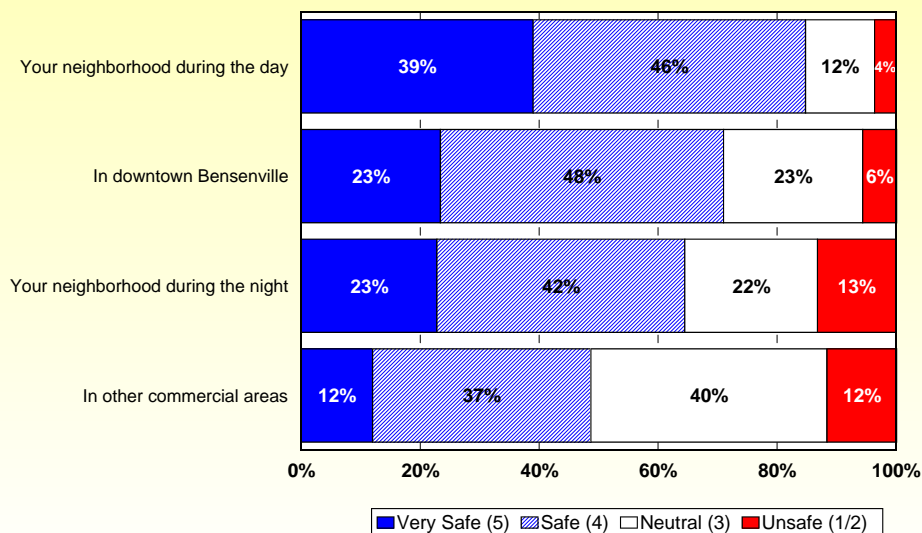


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q10. Feelings of Safety in Bensenville

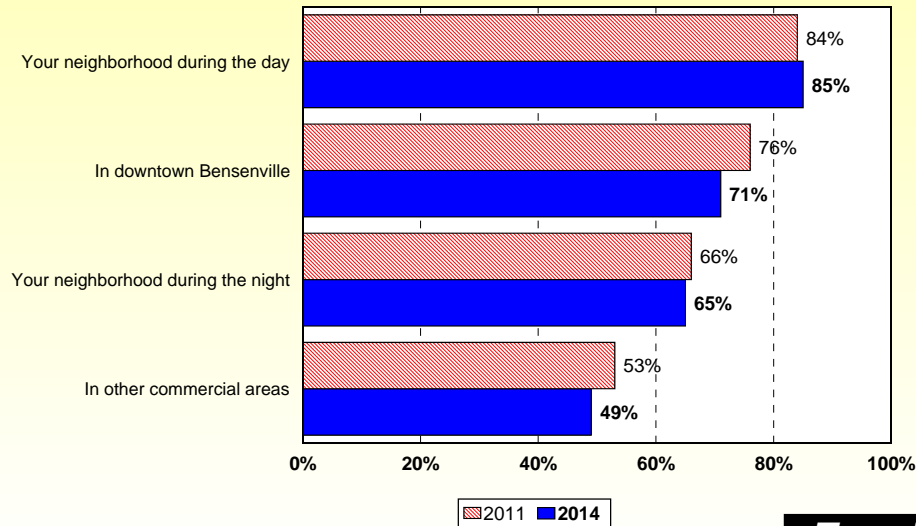
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Feelings of Safety in Bensenville 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)

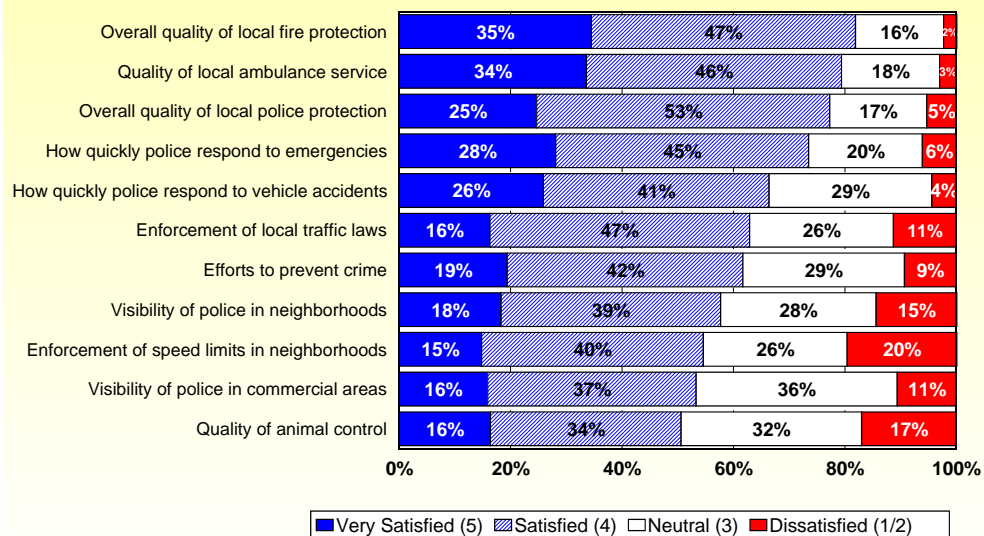


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q11. Satisfaction with Public Safety and Emergency Services

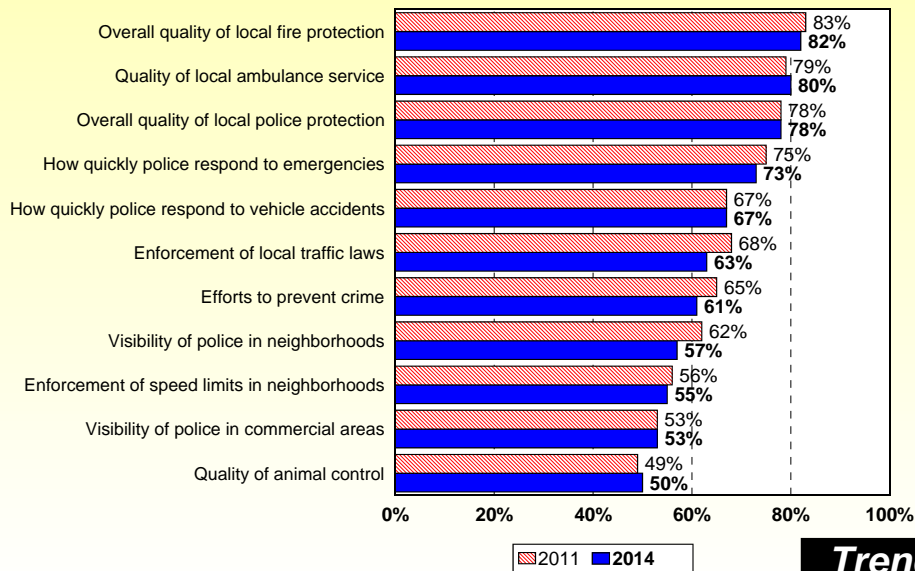
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

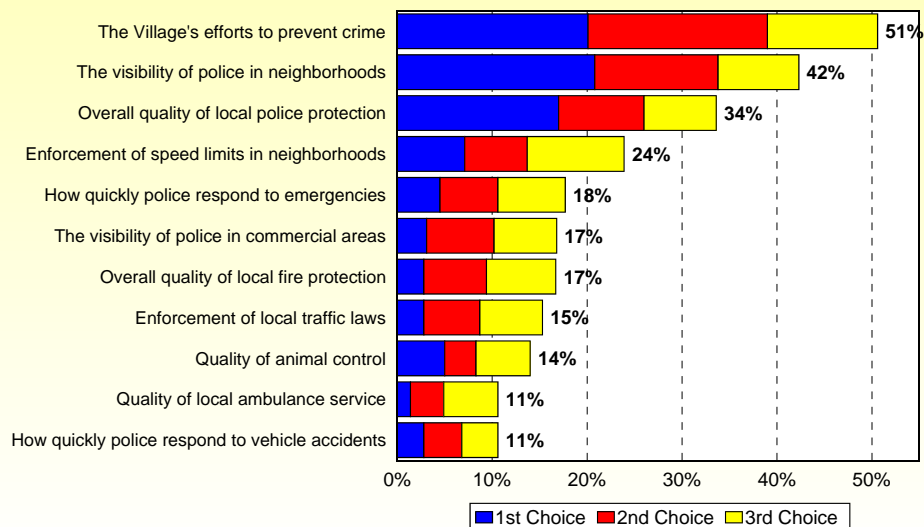
## Satisfaction with Public Safety and Emergency Services 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)



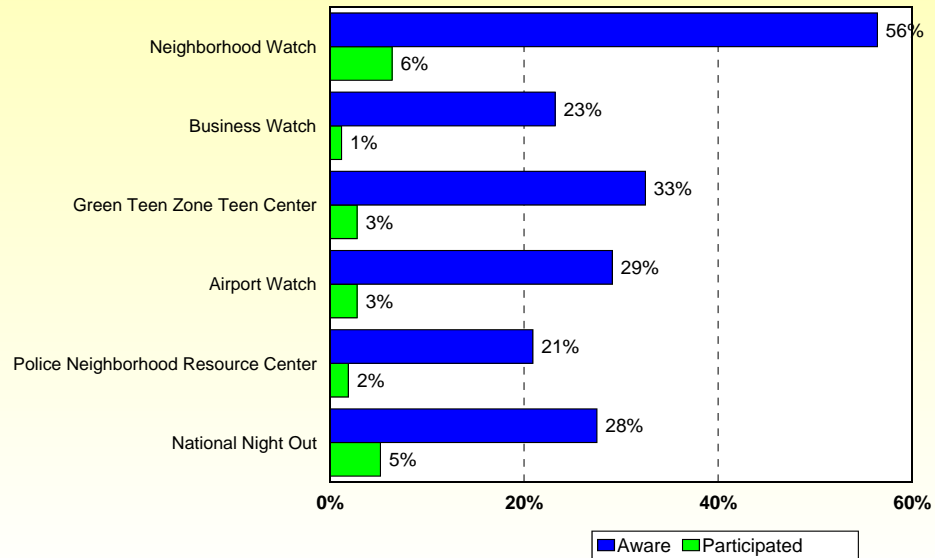
## Q12. Public Safety and Emergency Services That Should Receive the Most Emphasis from Village Leaders Over the Next Two Years

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



### Q13. Police Programs: Awareness and Participation

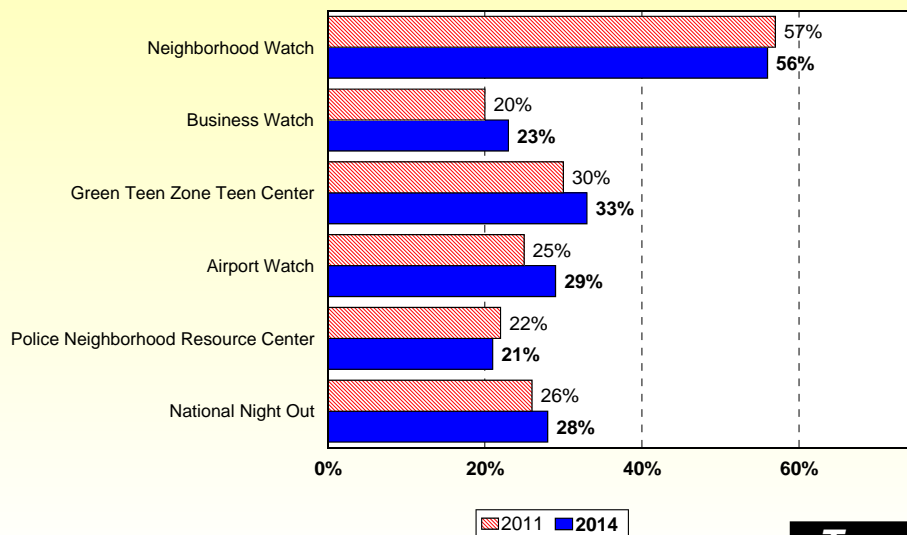
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Police Programs: Awareness 2011 vs. 2014

by percentage of respondents (excluding don't knows)

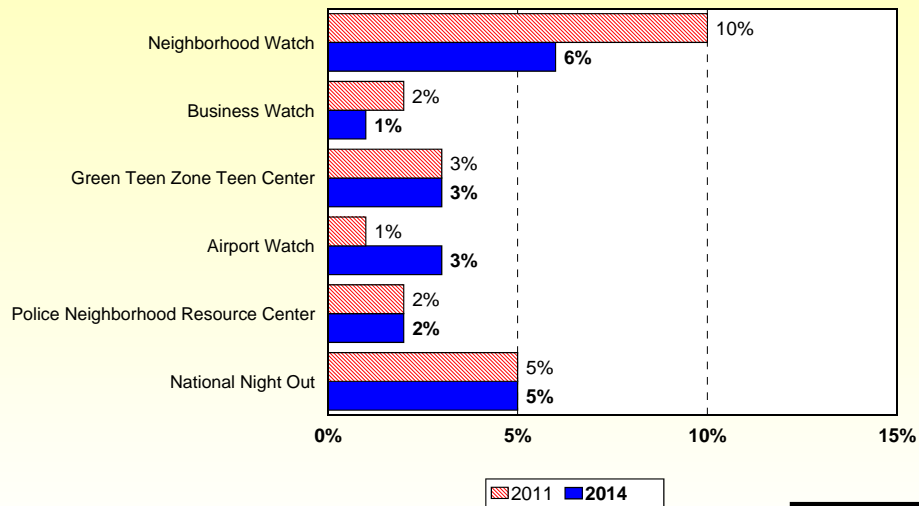


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Police Programs: Participation 2011 vs. 2014

by percentage of respondents (excluding don't knows)

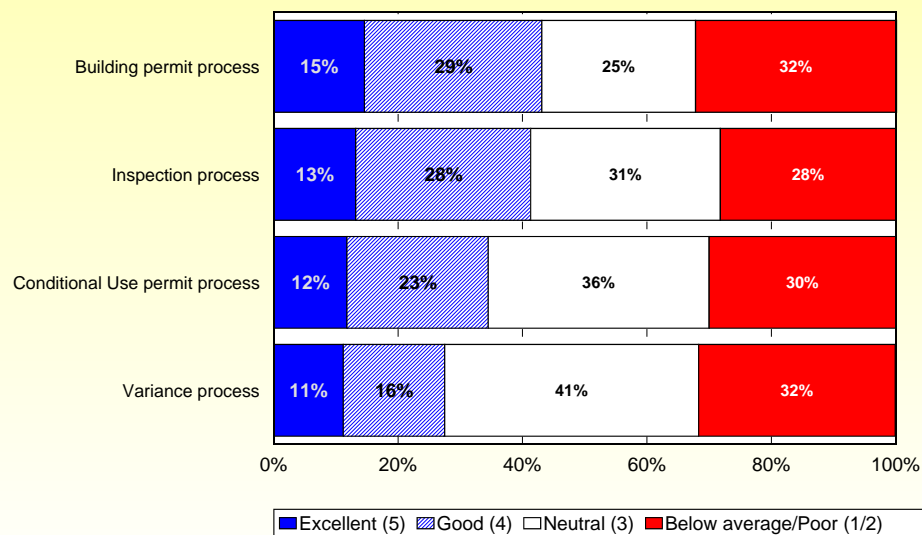


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

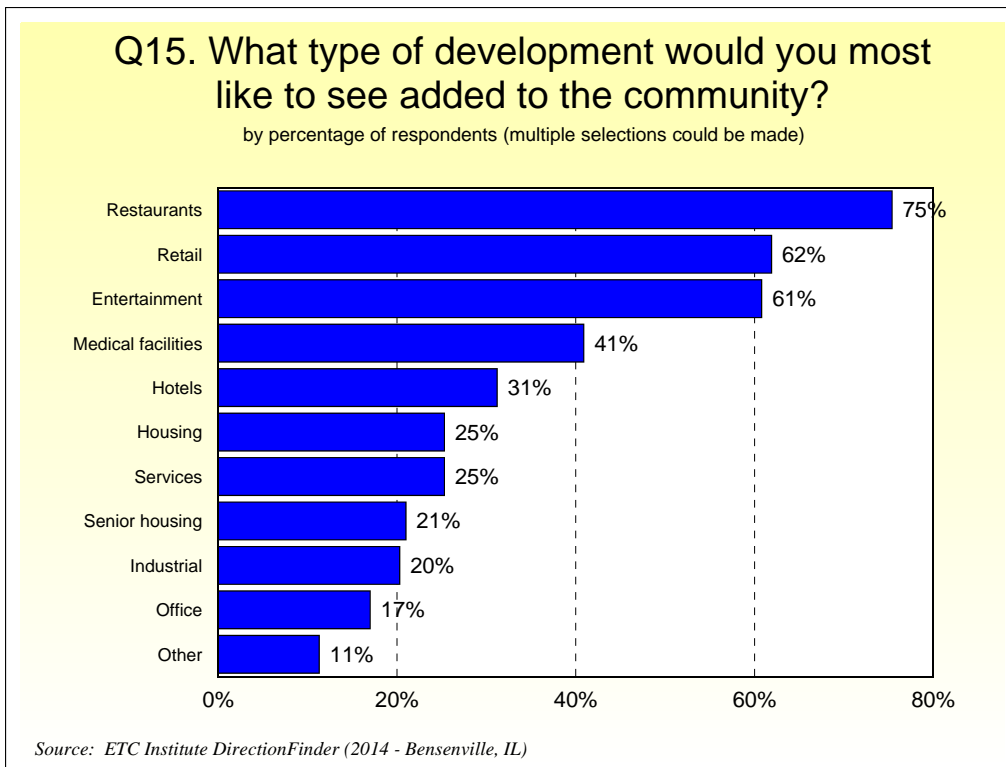
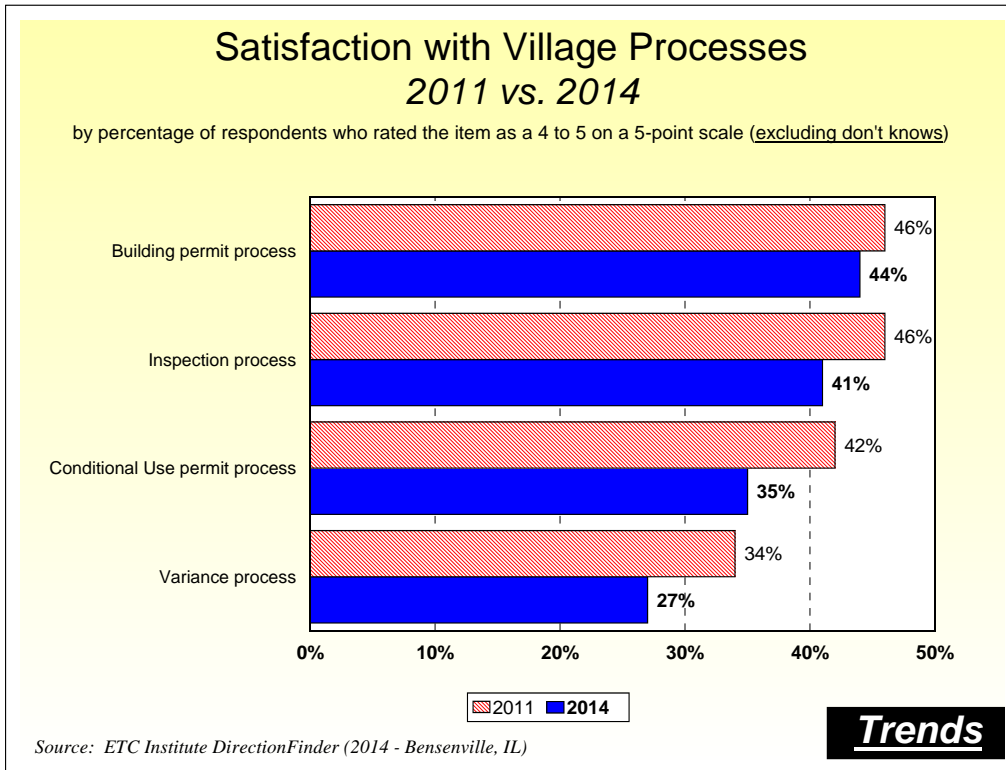
**Trends**

## Q14. Satisfaction with Village Processes

by percentage of respondents who participated in Village processes (excluding don't knows)

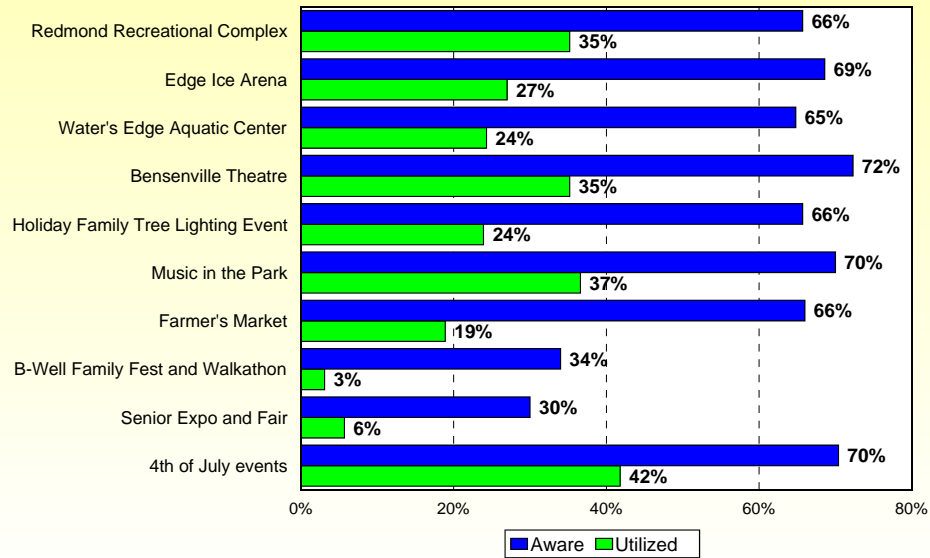


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)



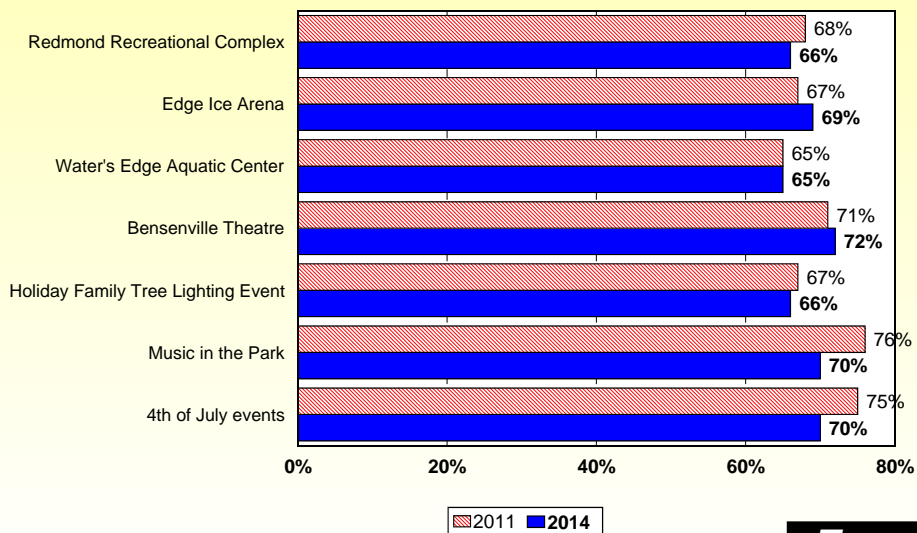
## Q16. Awareness and Utilization of Recreational Programs and Facilities

by percentage of respondents



## Awareness of Recreational Programs and Facilities 2011 vs. 2014

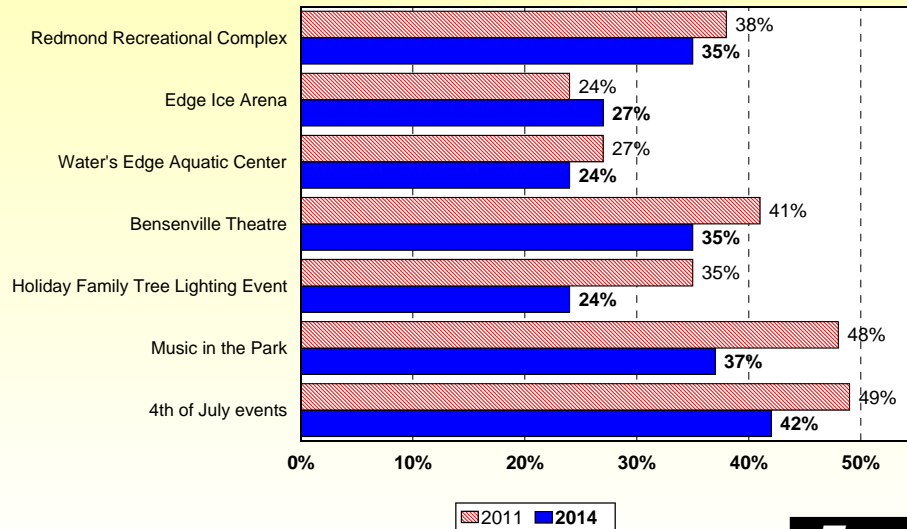
by percentage of respondents (excluding don't knows)



**Trends**

## Utilization of Recreational Programs and Facilities 2011 vs. 2014

by percentage of respondents (excluding don't knows)

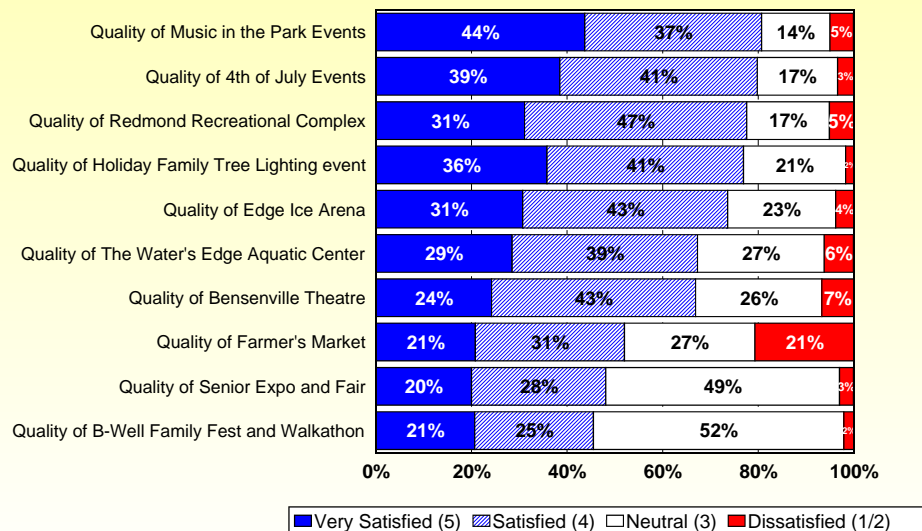


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q17. Satisfaction with Recreational Programs and Facilities

by percentage of respondents (excluding don't knows)

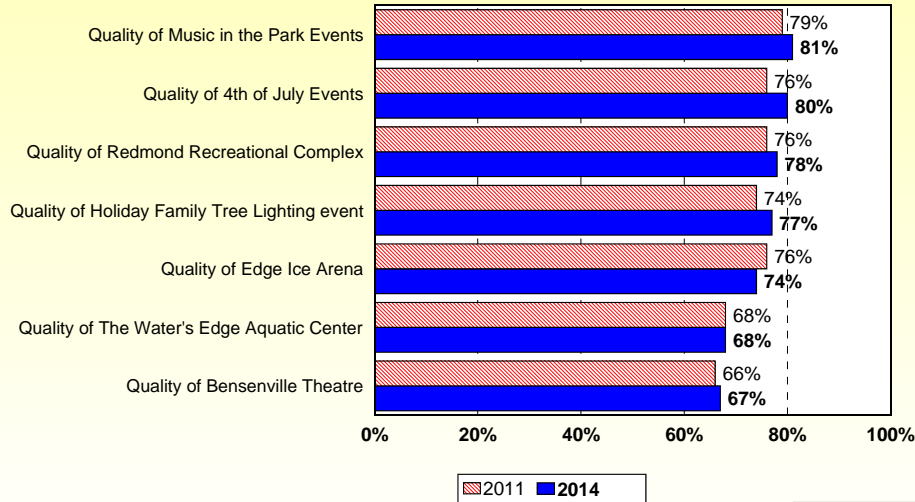


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)



## Satisfaction with Recreational Programs and Facilities 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)

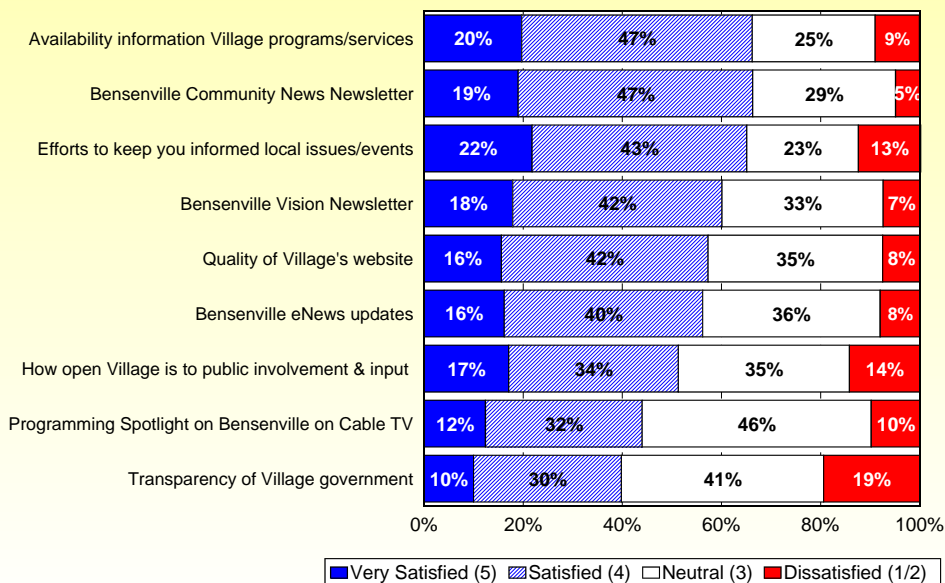


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q18. Satisfaction with Communication by the Village

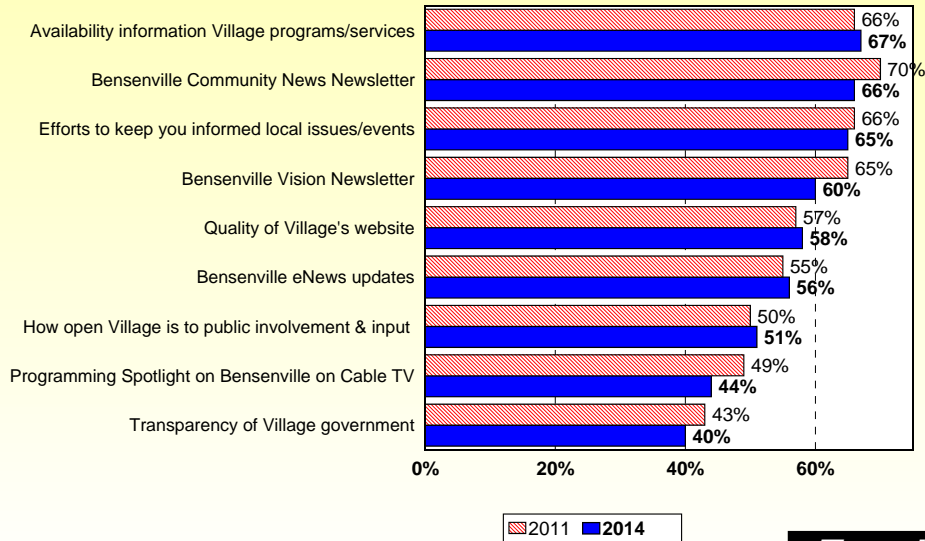
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Satisfaction with Communication by the Village 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)

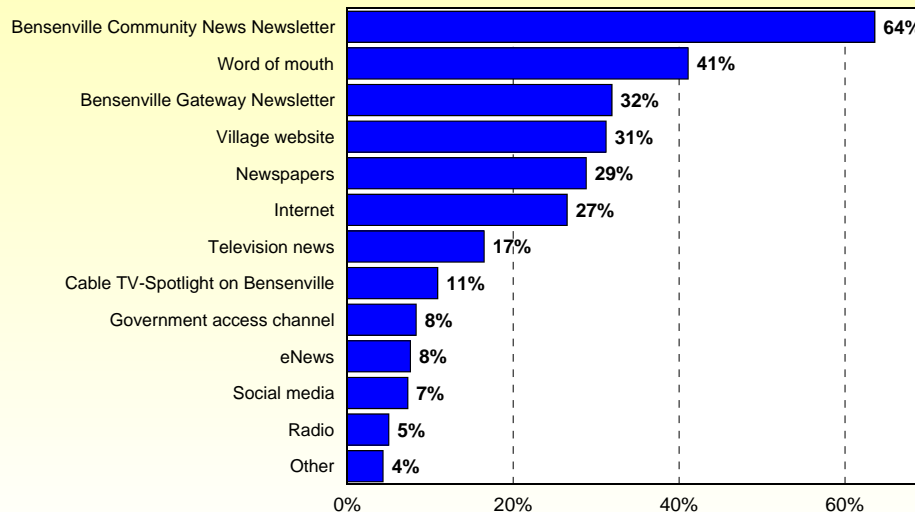


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q19. Which of the following are your primary sources of information about Village issues, services, and events?

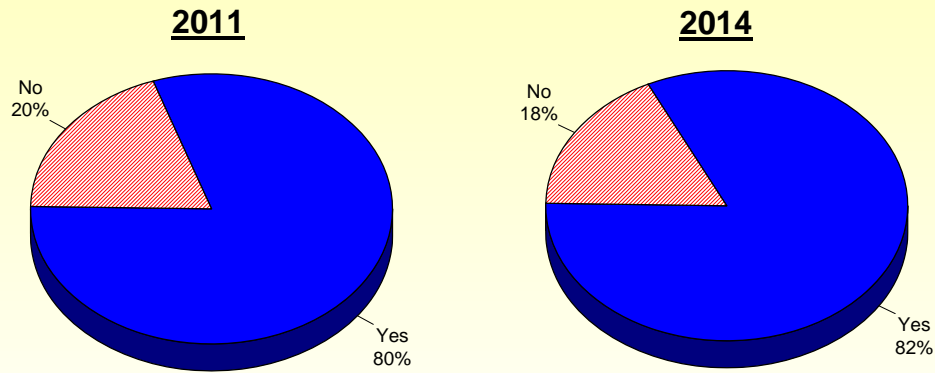
by percentage of respondents who rated the item



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Q20. Do you have access to the internet at home?

by percentage of respondents

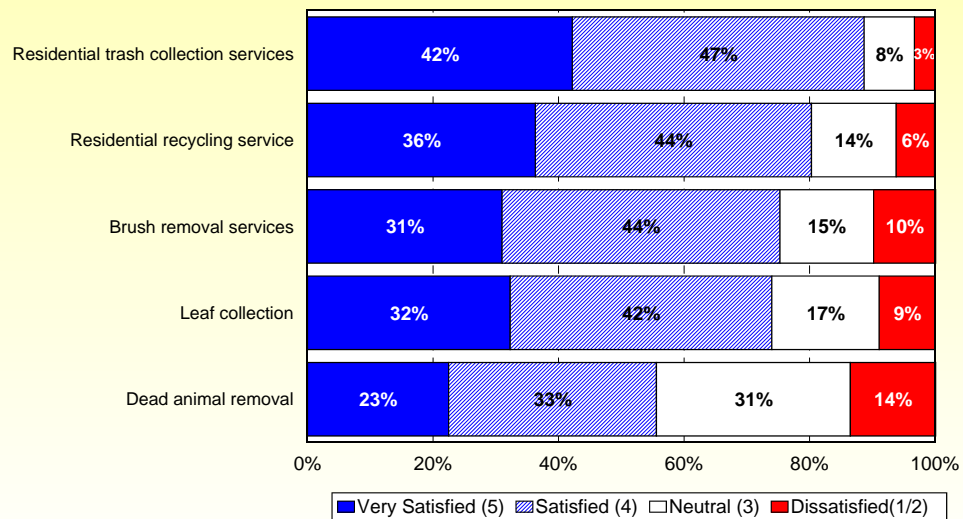


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q21. Satisfaction with Trash Collection

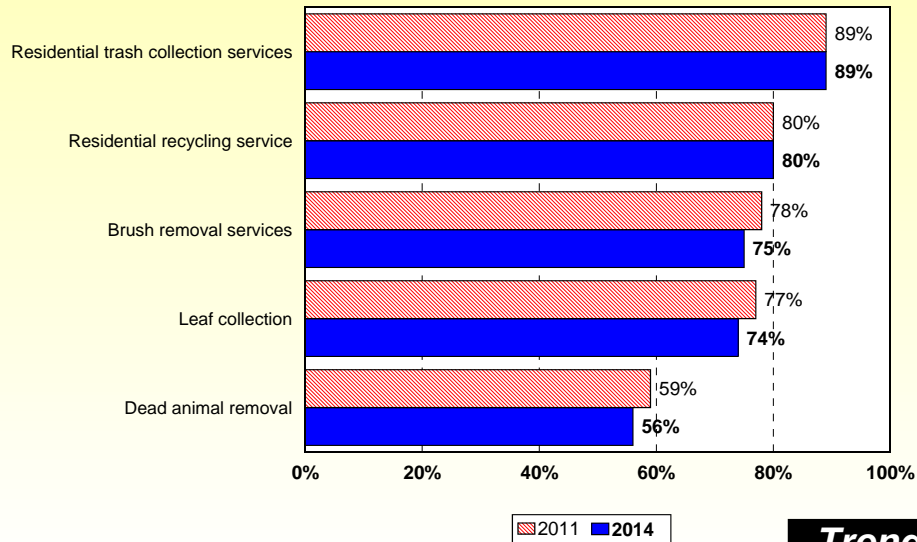
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

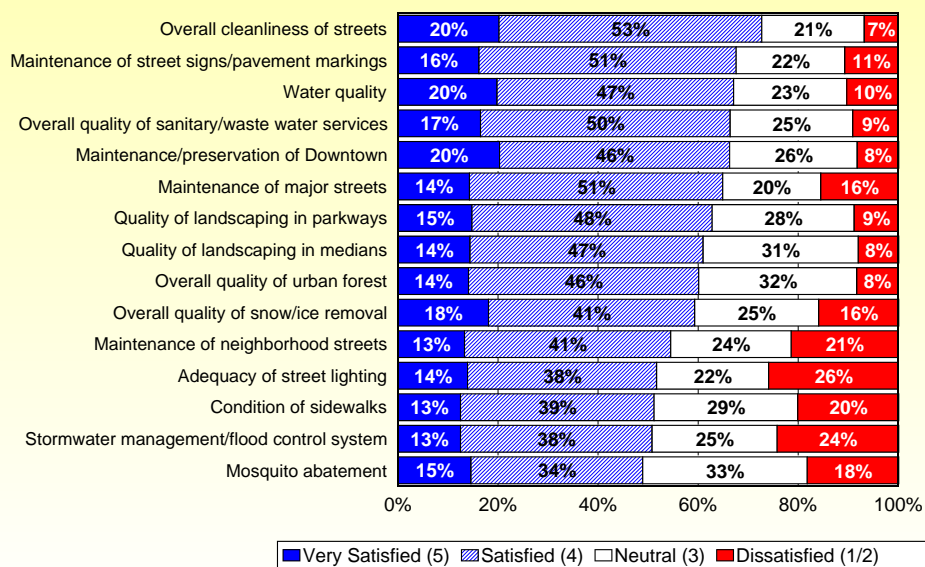
## Satisfaction with Trash Collection 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)



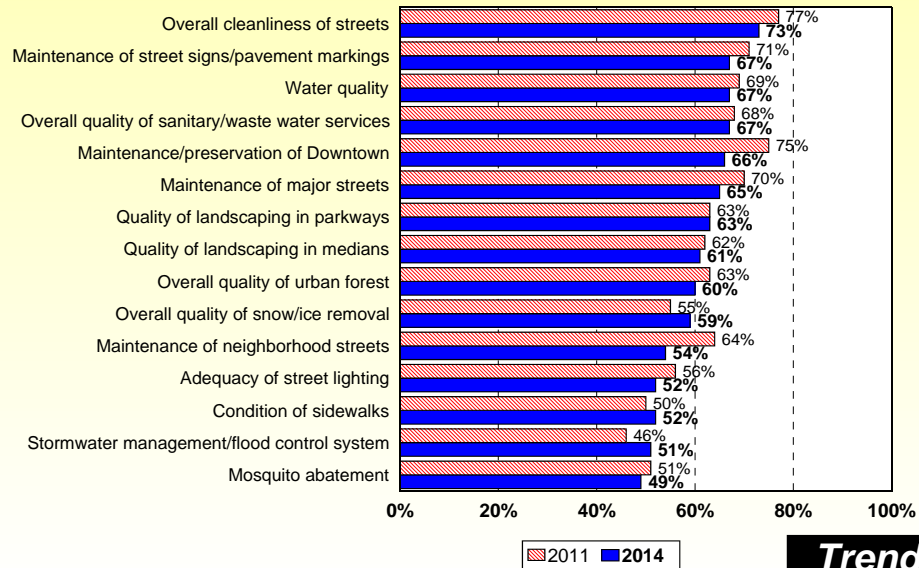
## Q22. Satisfaction with Public Works in Bensenville

by percentage of respondents (excluding don't knows)



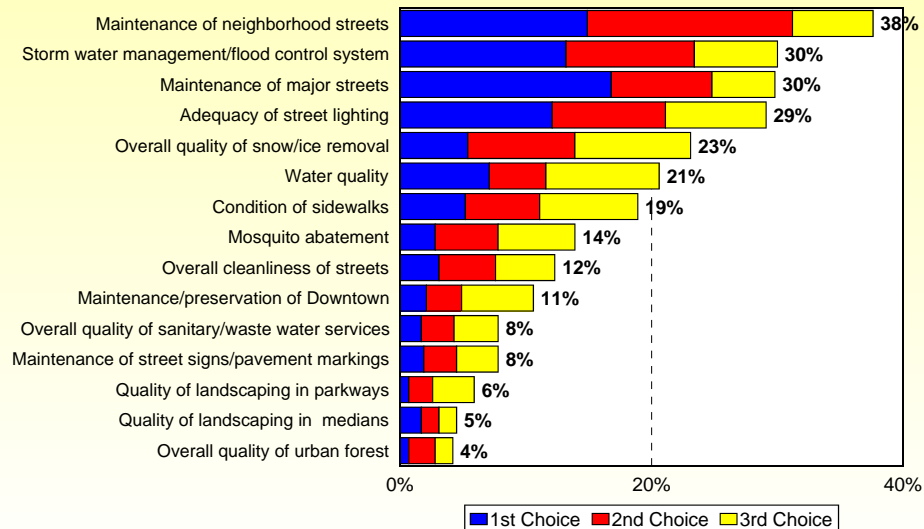
## Satisfaction with Public Works in Bensenville 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)



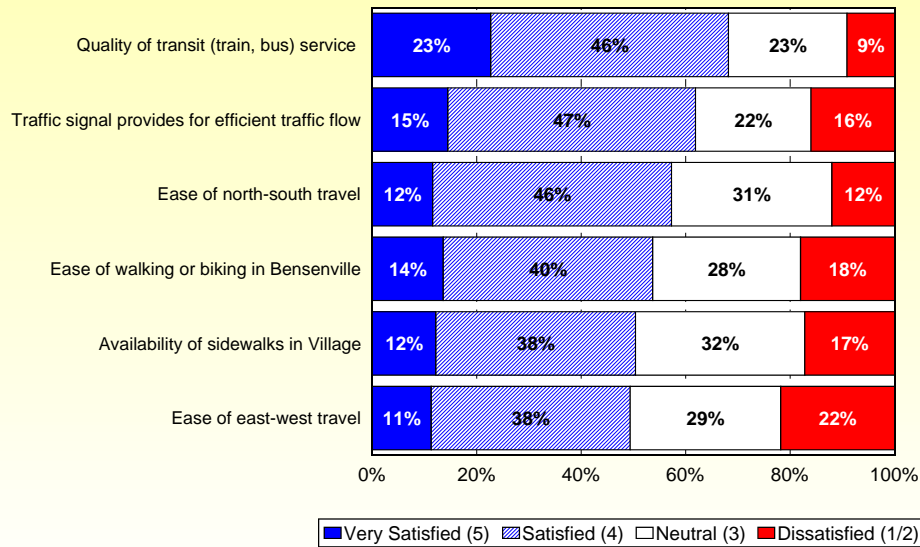
## Q23. THREE Public Works Services That Should Receive the Most Emphasis From Village Leaders Over the Next Two Years

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



## Q24. Satisfaction with Transportation Issues in Bensenville

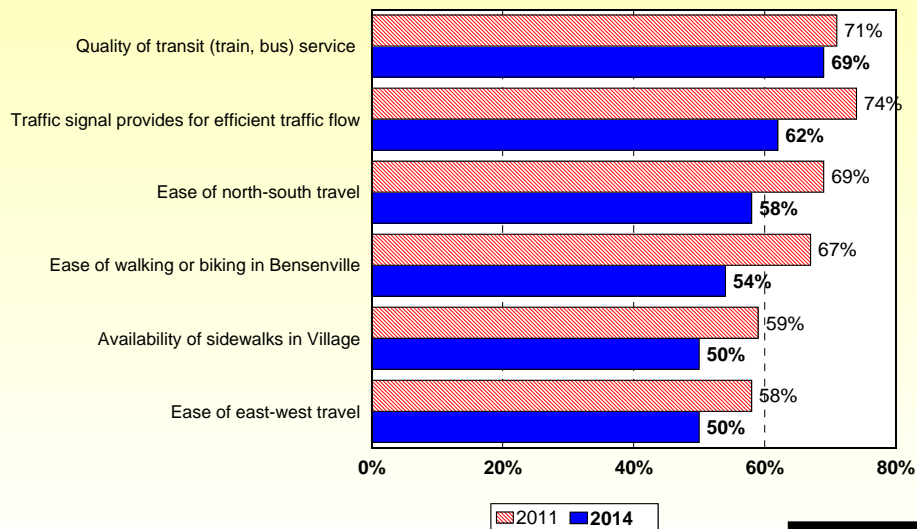
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Satisfaction with Transportation Issues in Bensenville 2011 vs. 2014

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding don't knows)

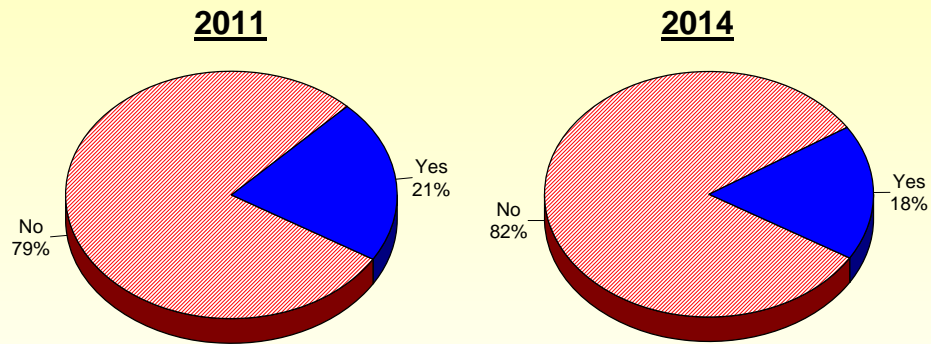


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q25. Do you regularly use the Metra train service?

by percentage of respondents

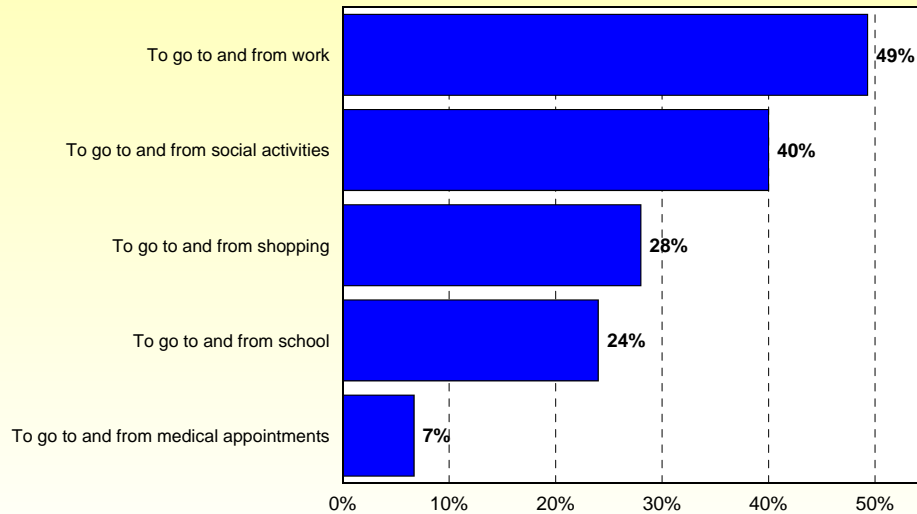


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q25a. Primary Reason for Taking the Train

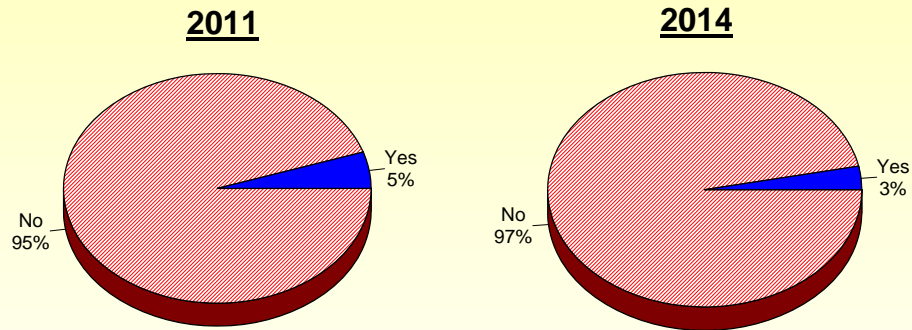
by percentage of respondents who regularly use the Metra train service (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

## Q26. Do you regularly use Pace Dial-A-Bus transit service?

by percentage of respondents

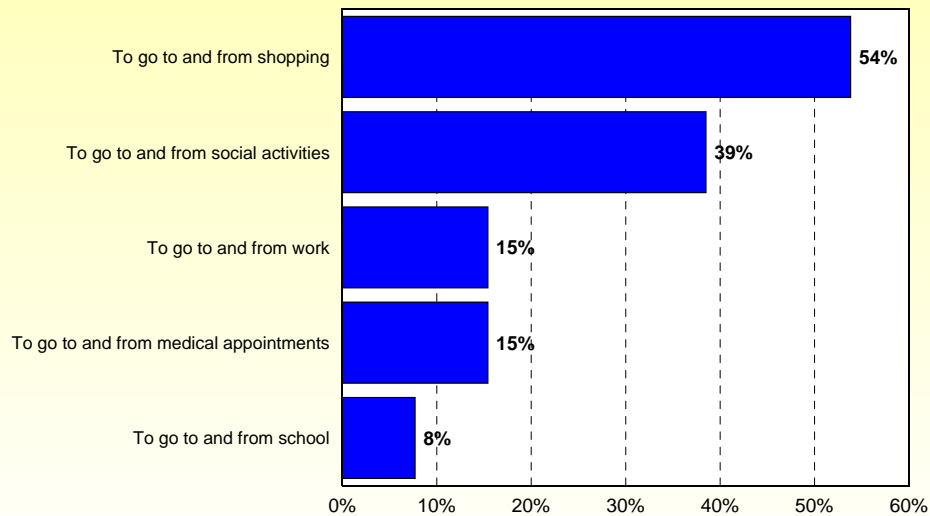


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

## Q26a. Primary Reason for Taking the Bus

by percentage of respondents who regularly use the Metra train service (multiple selections could be made)

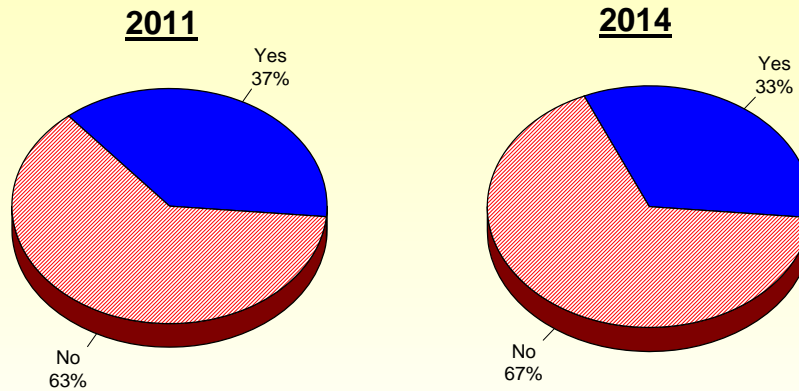


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)



### Q27. Do you believe the Village should subsidize public transit?

by percentage of respondents (without "no response")

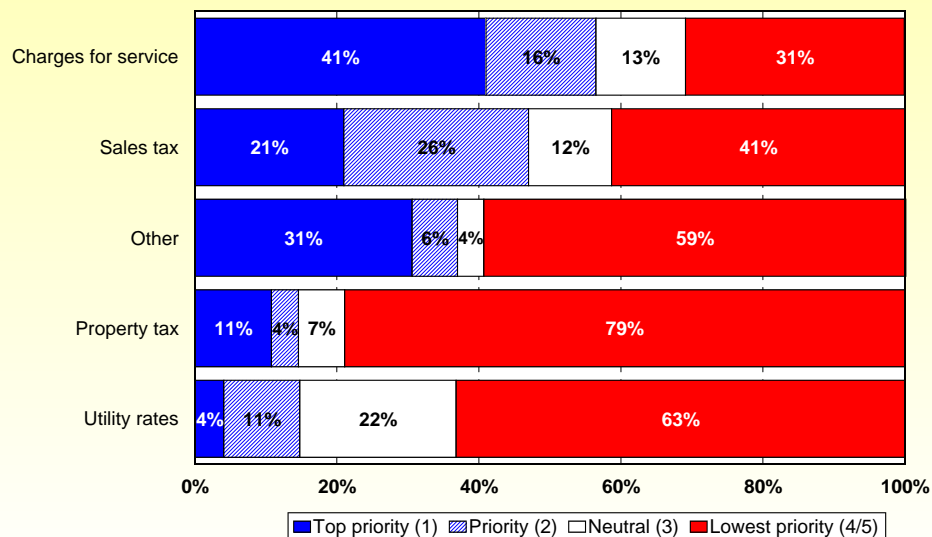


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

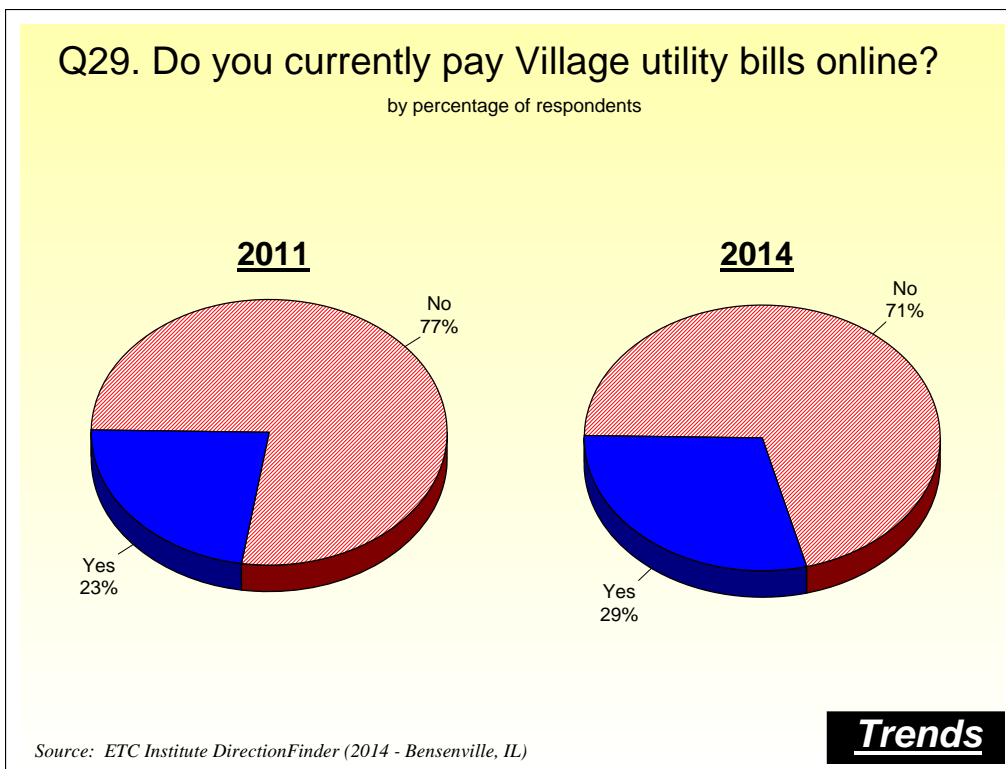
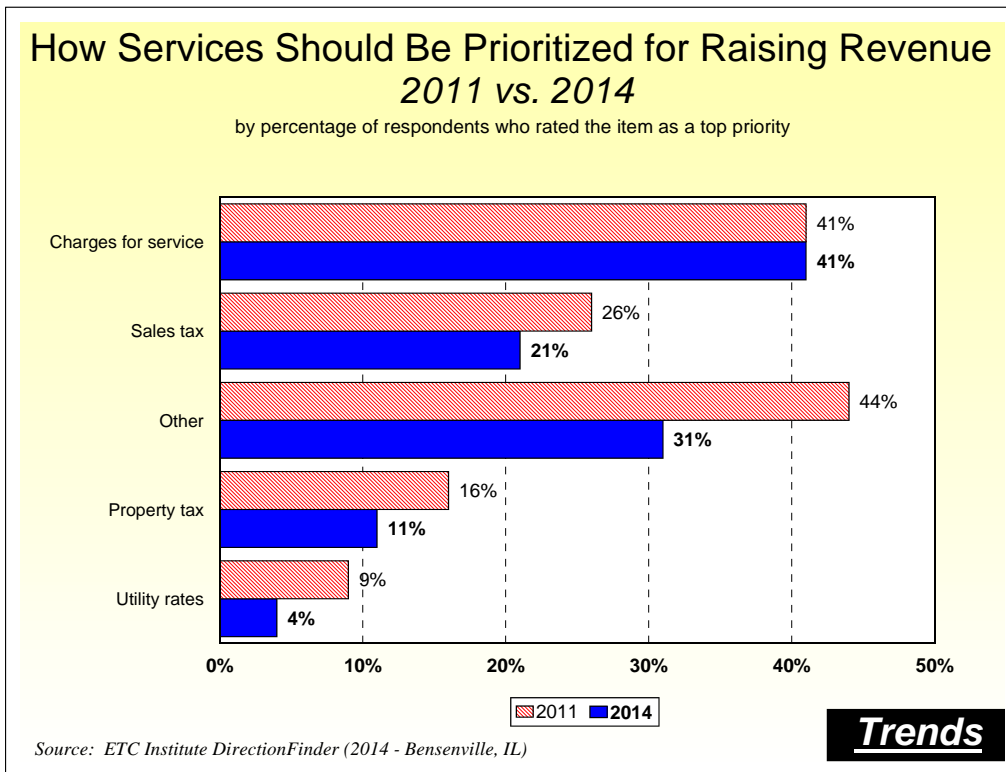
**Trends**

### Q28. How Services Should Be Prioritized for Raising Revenue

by percentage of respondents who rated the item as a 1 to 5

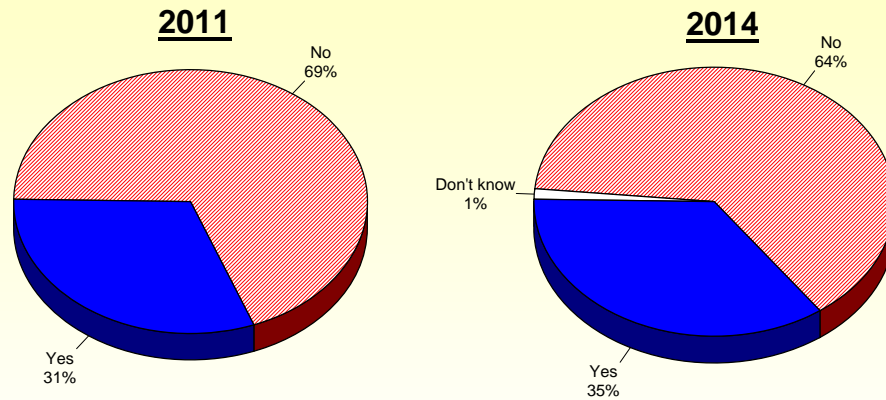


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)



### Q30. Do you desire to make more Village transactions online?

by percentage of respondents (without "no response")

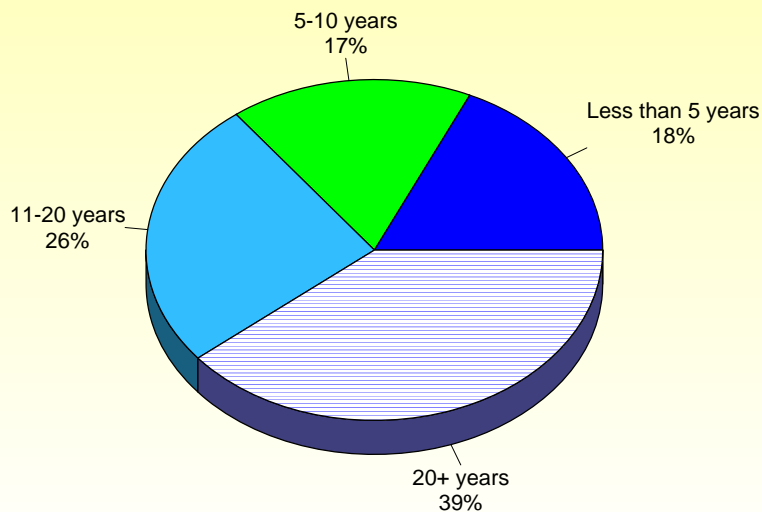


Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Trends**

### Q31. Approximately how many years have you lived in the Village of Bensenville?

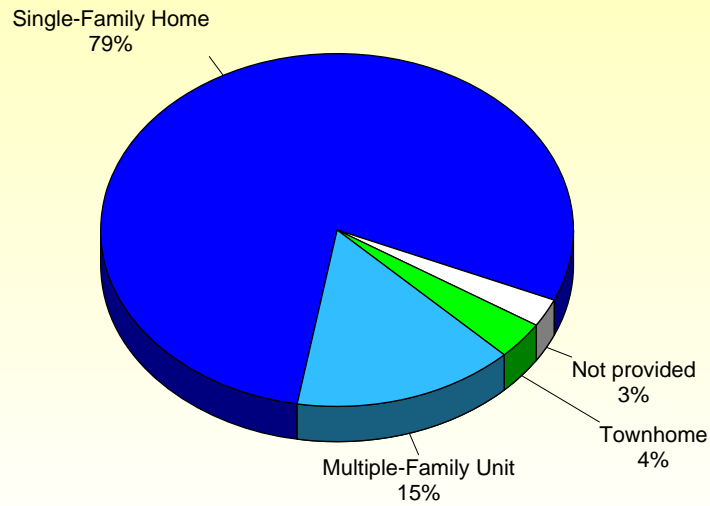
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Q32. Which of the following best describes your housing type?**

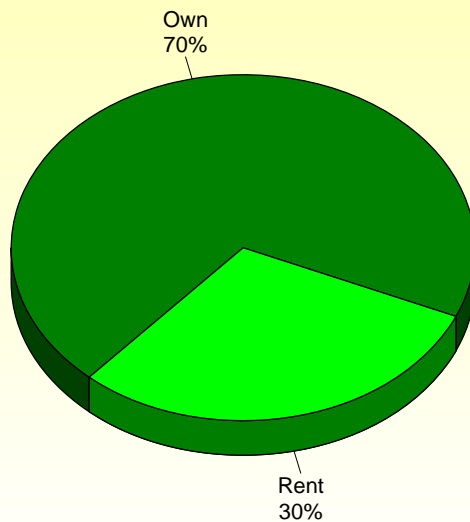
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

**Q33. Do you or someone in your household own or rent your home?**

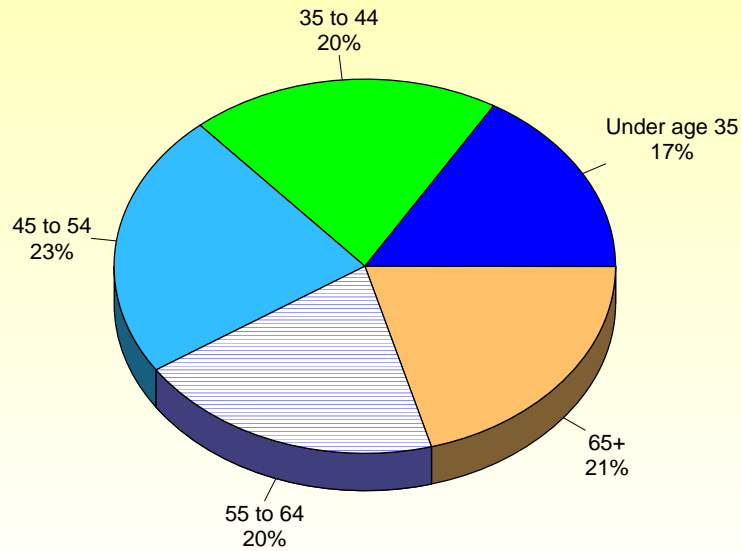
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Q34. What is your age?

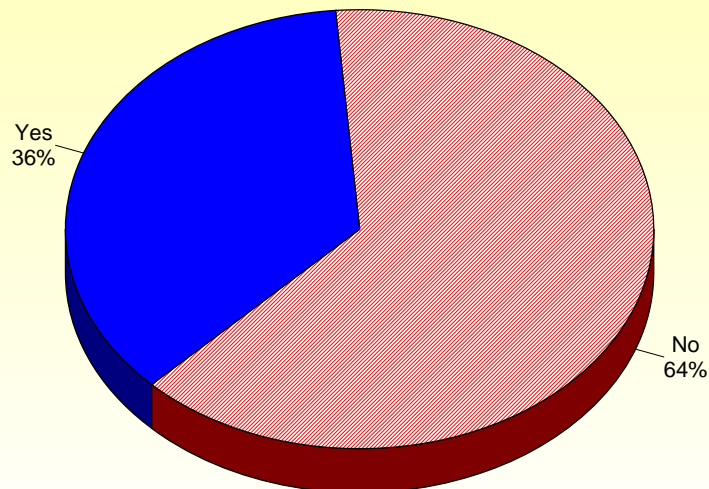
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Q35. Are you or other members of your household of Hispanic or Latino ancestry?

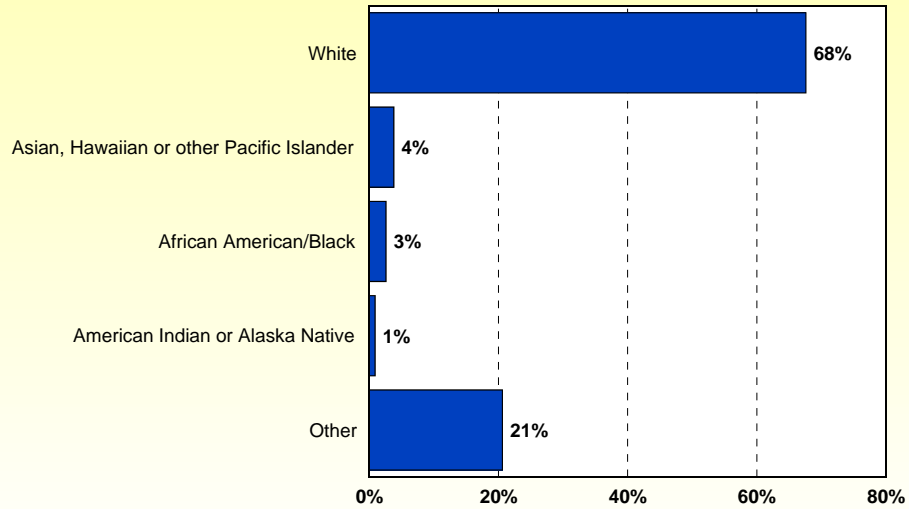
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Q36. Which of the following best describes your race?

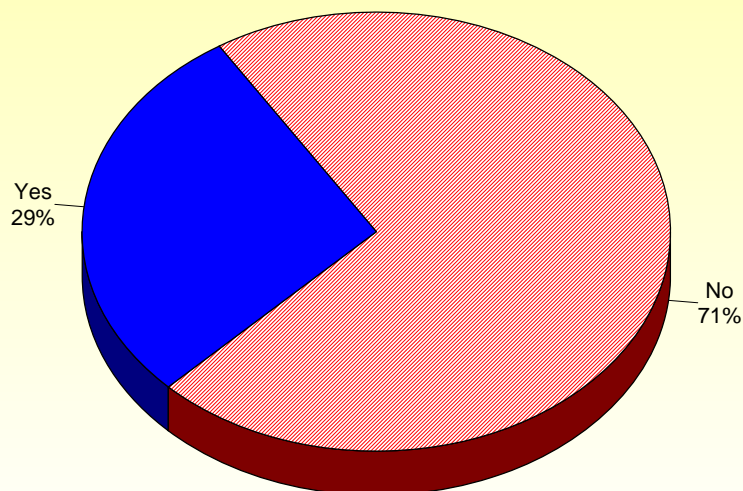
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Q37. Do you speak Spanish?

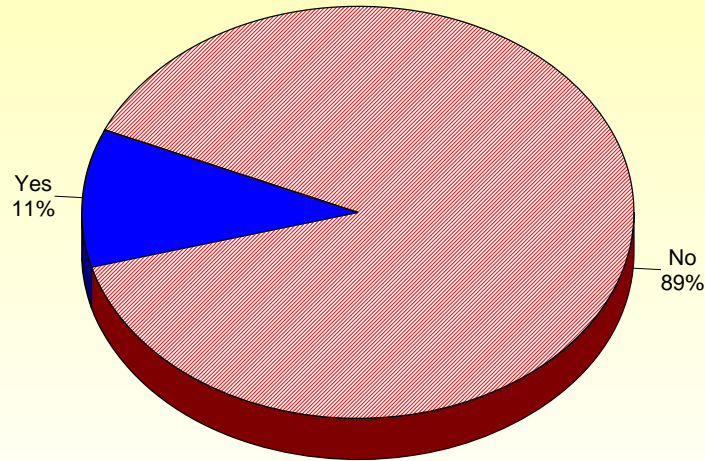
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Q38. Do you speak Polish?

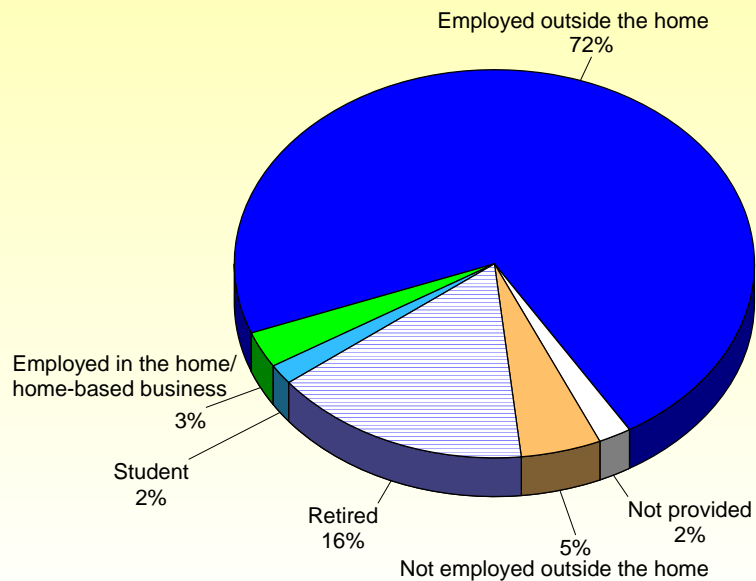
by percentage of respondents



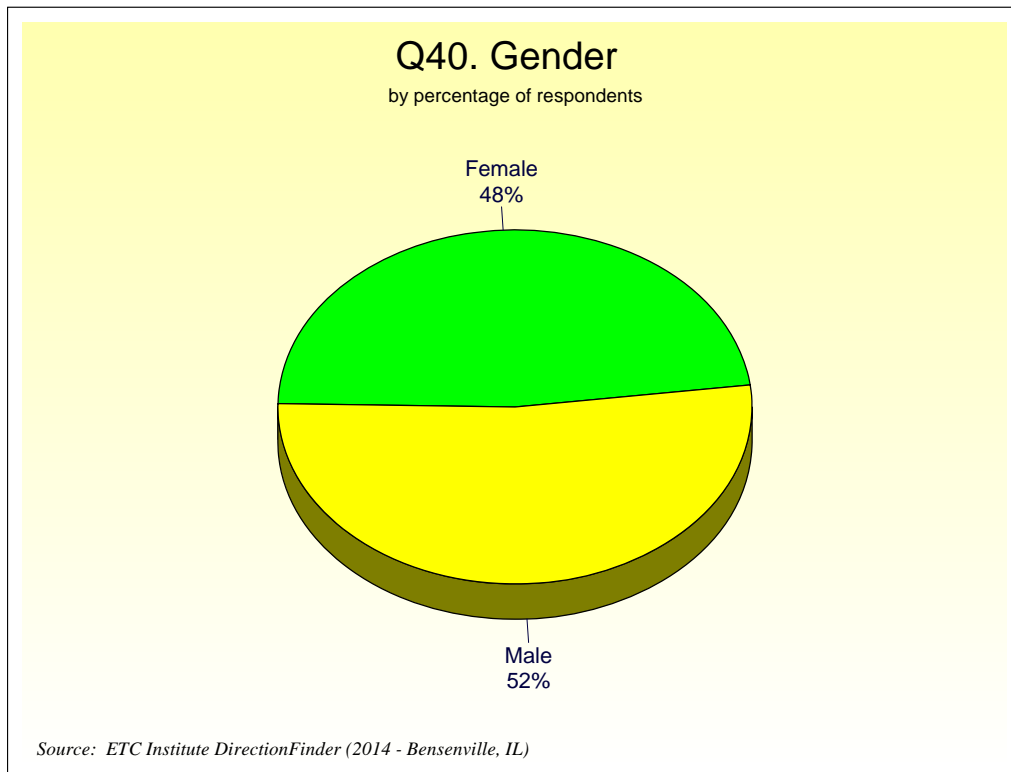
Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)

### Q39. Which of the following best describes your current employment status?

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Bensenville, IL)





*Section 2:*  
***GIS Mapping***

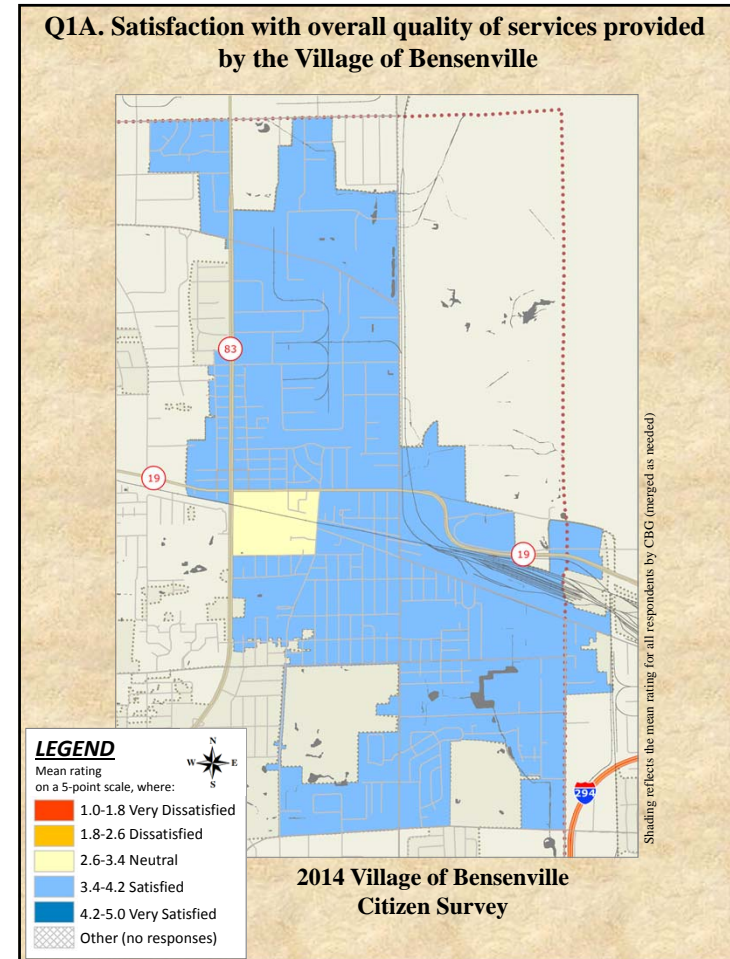
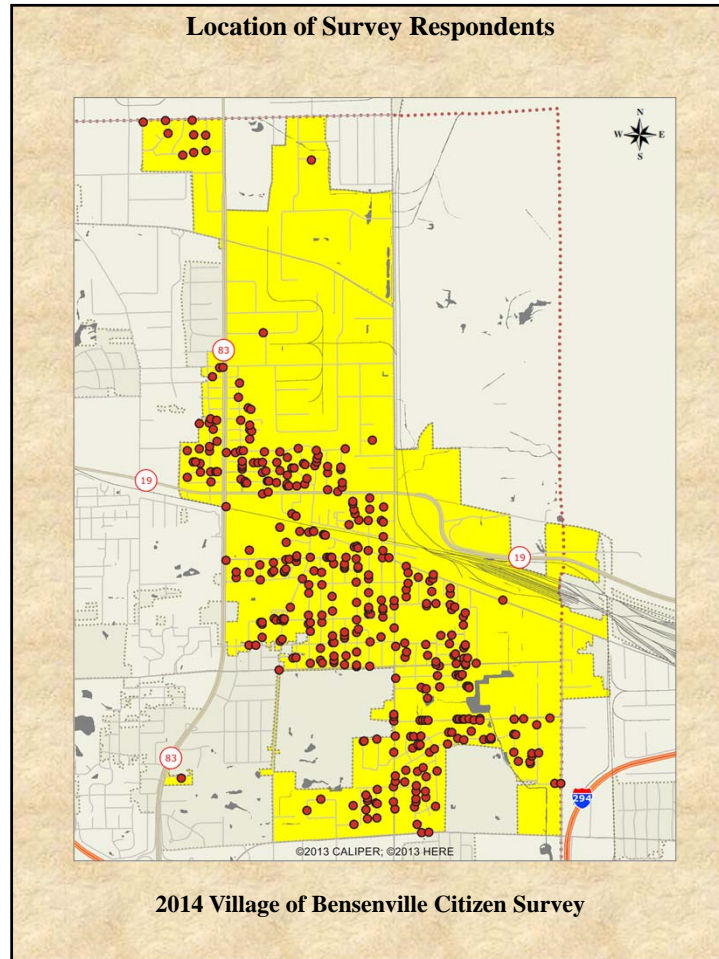
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## Interpreting the Maps

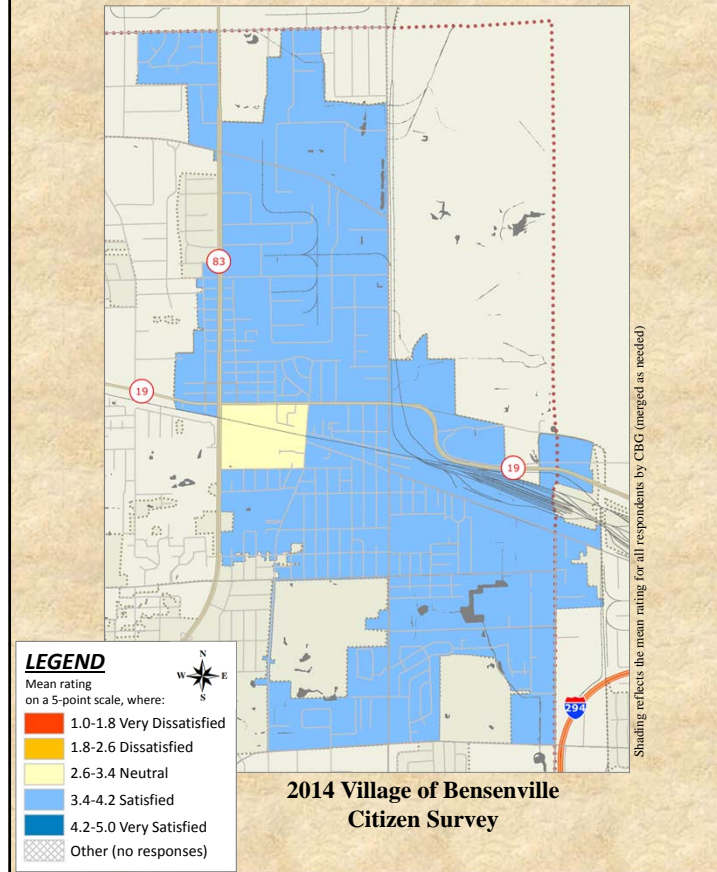
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

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

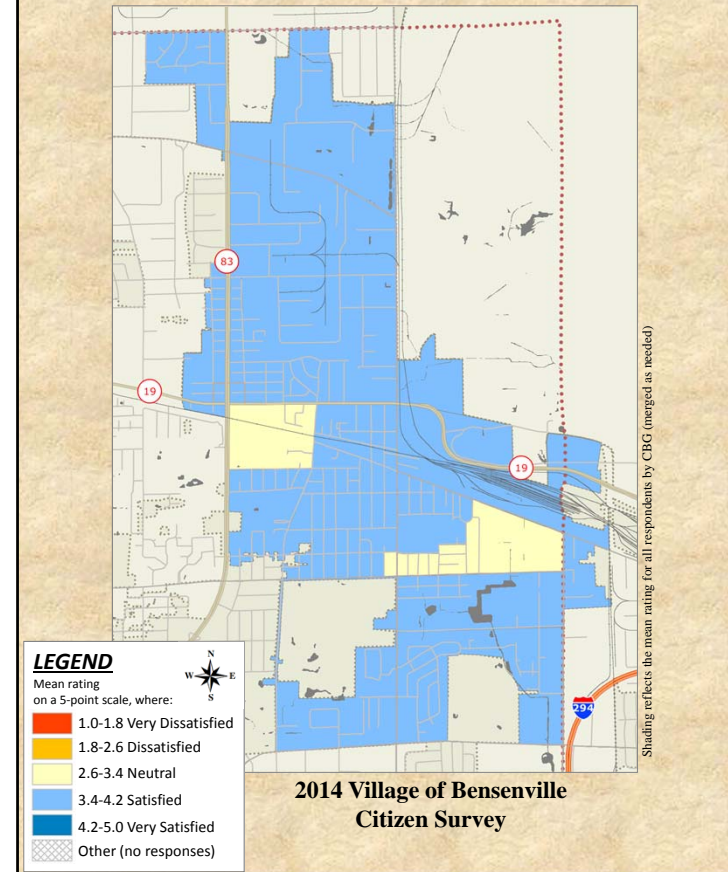
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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.”

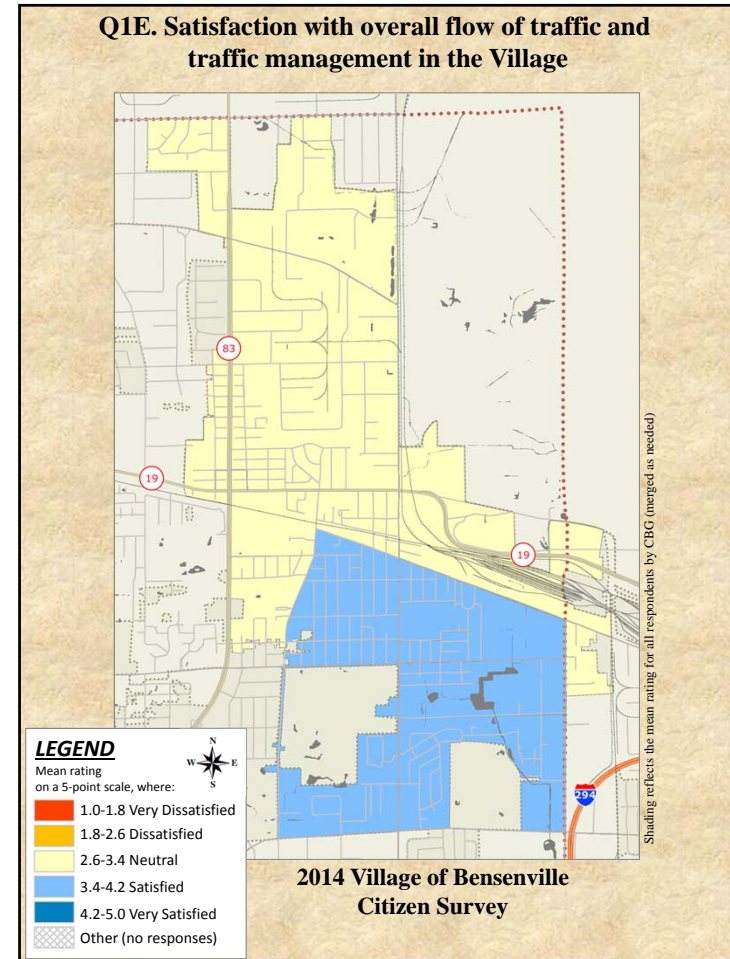
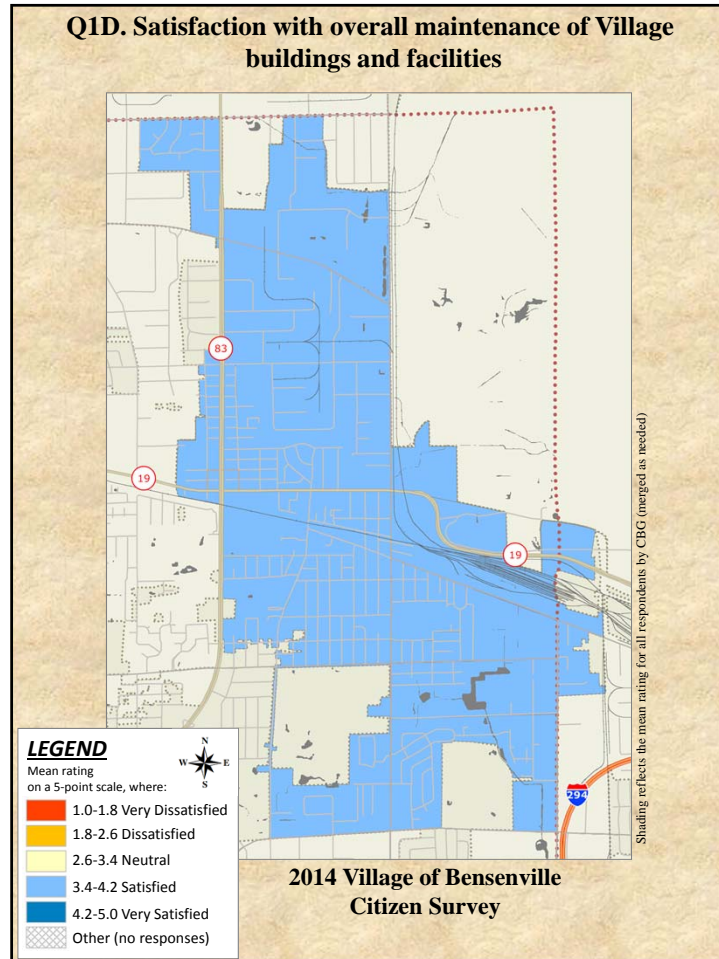


**Q1B. Satisfaction with overall quality of customer service received from Village employees**

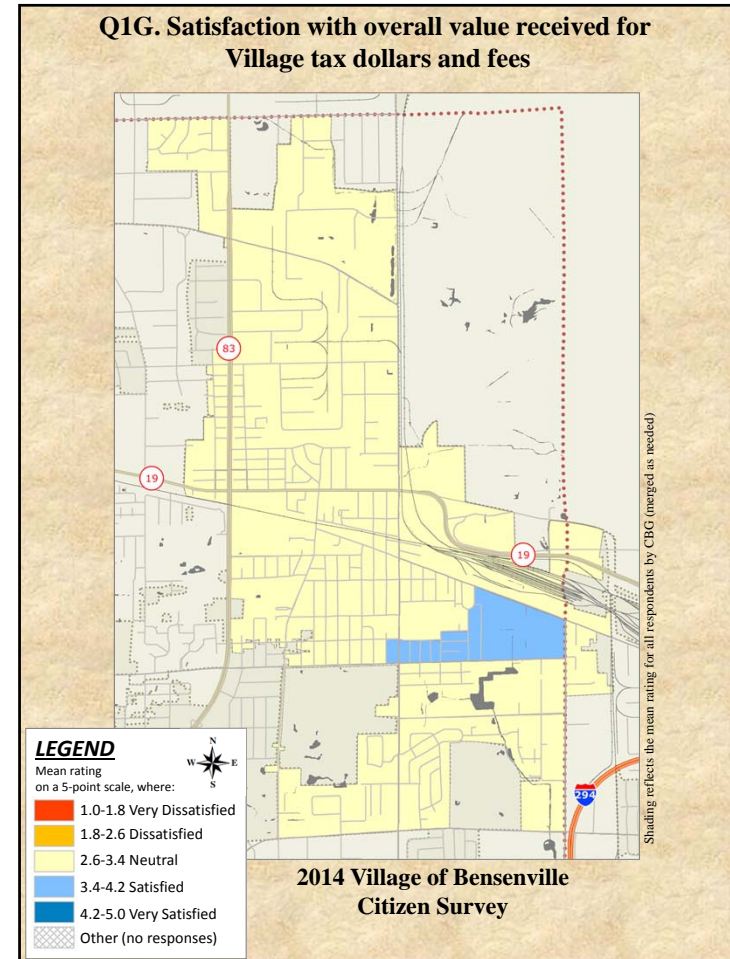
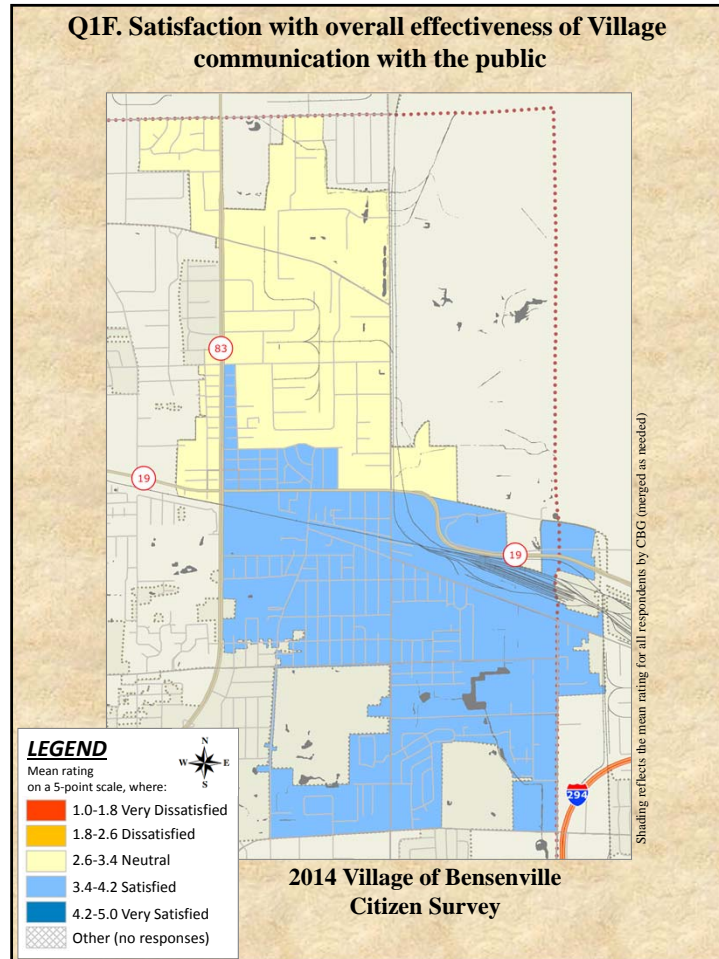


**Q1C. Satisfaction with overall maintenance of Village streets**

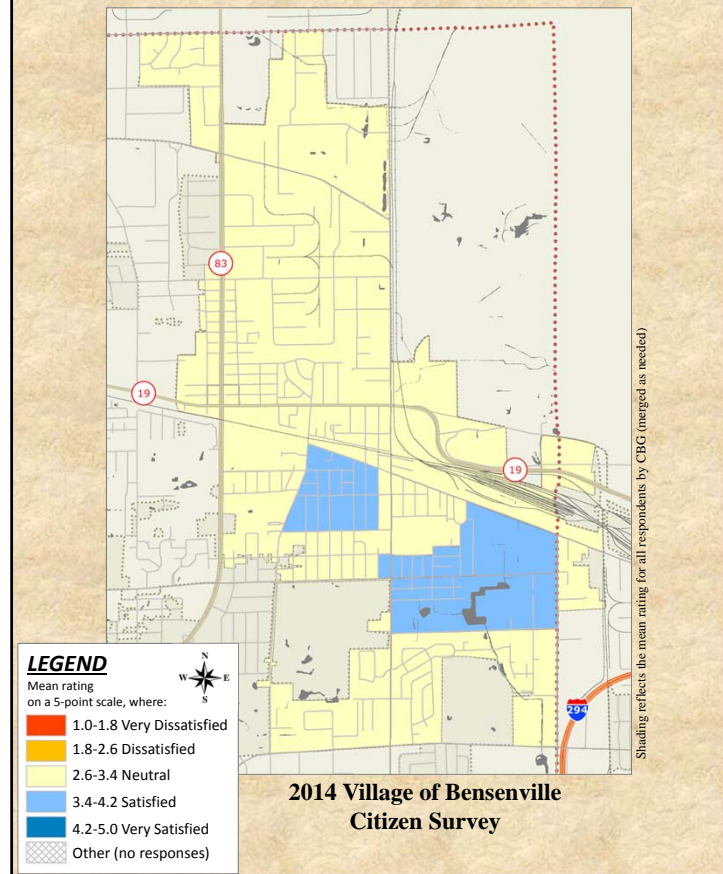




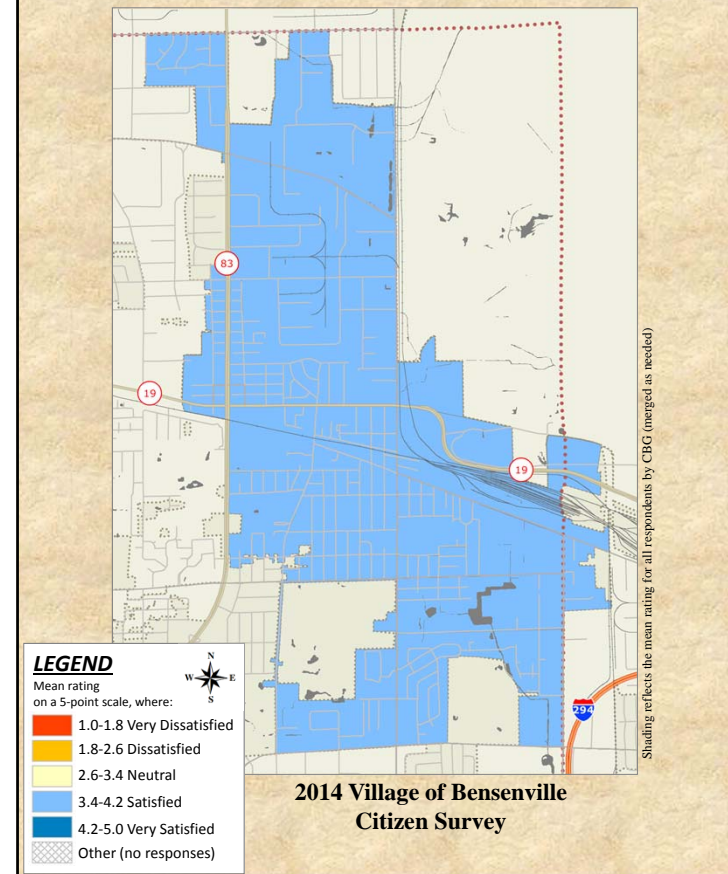


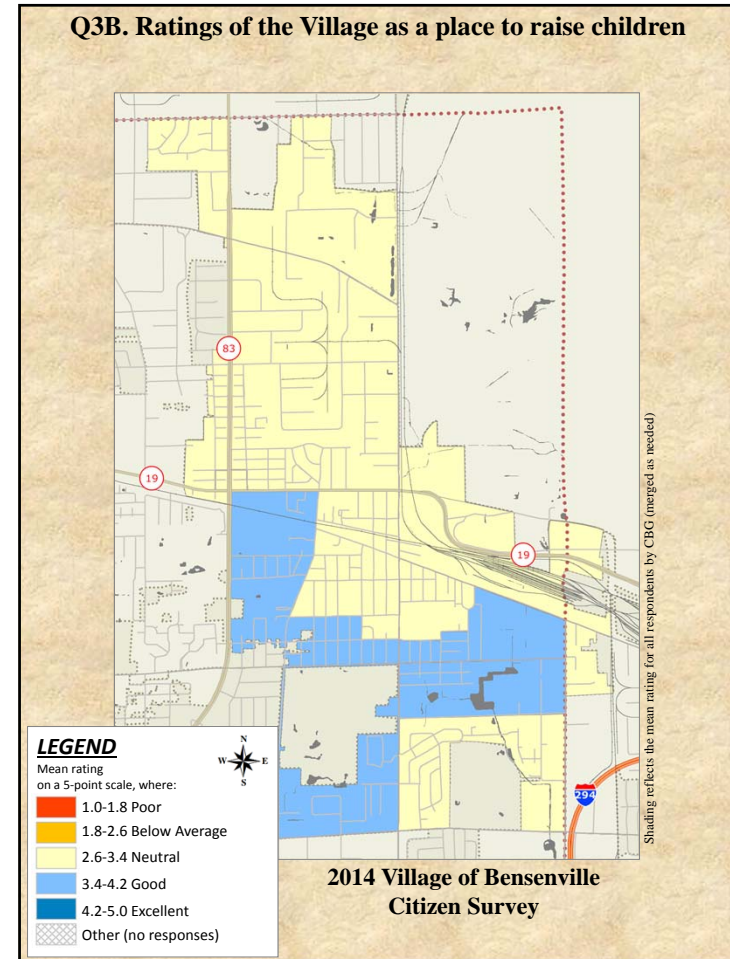
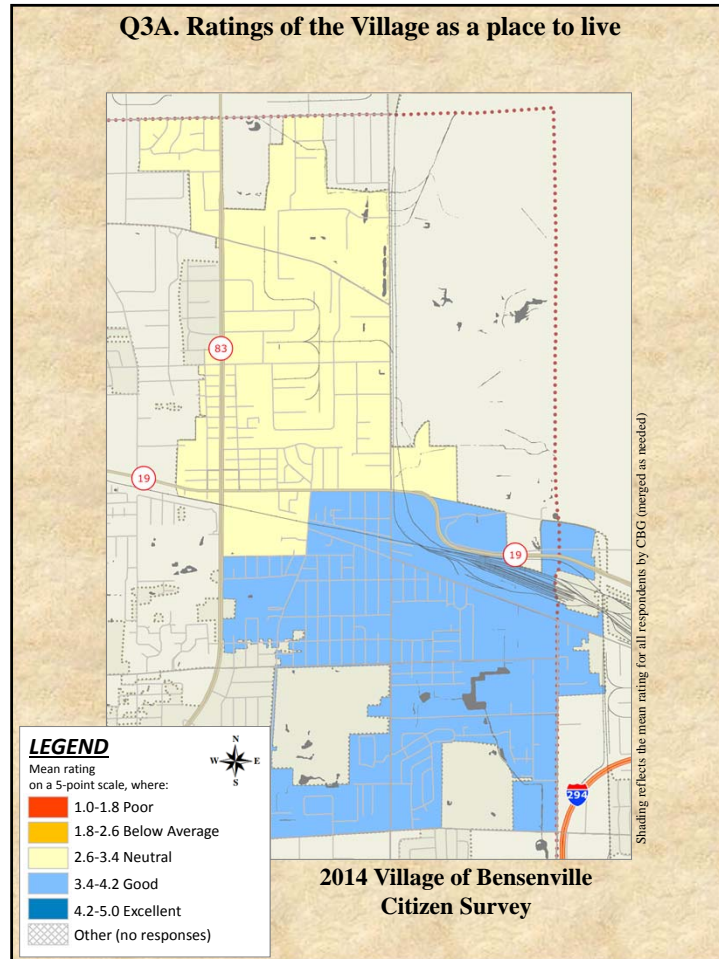


**Q1H. Satisfaction with overall management of Village finances**

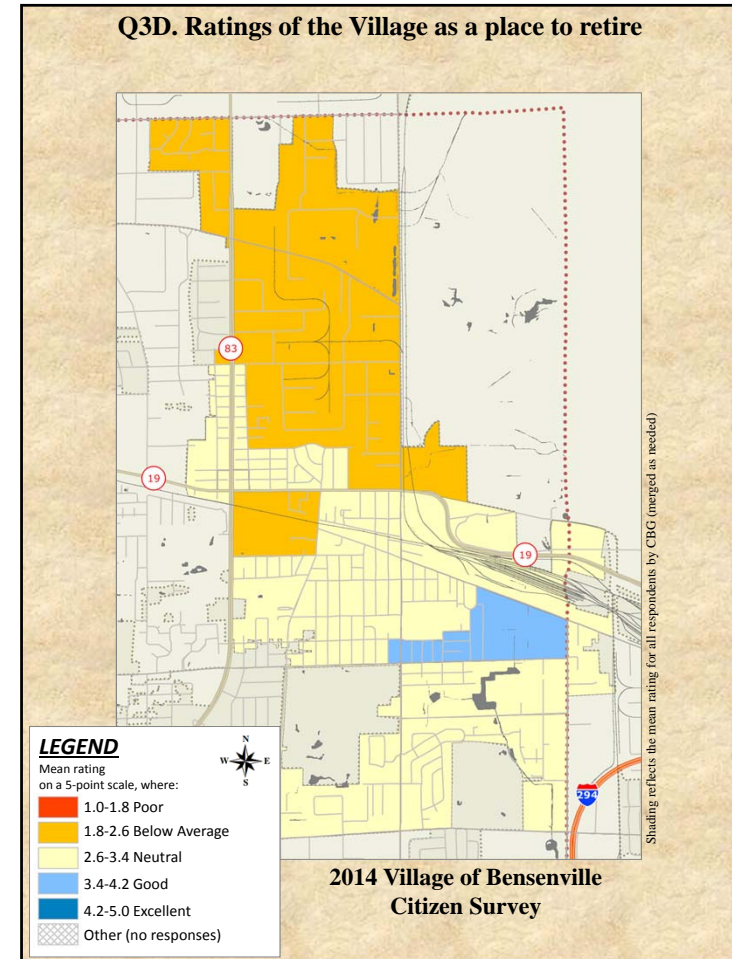
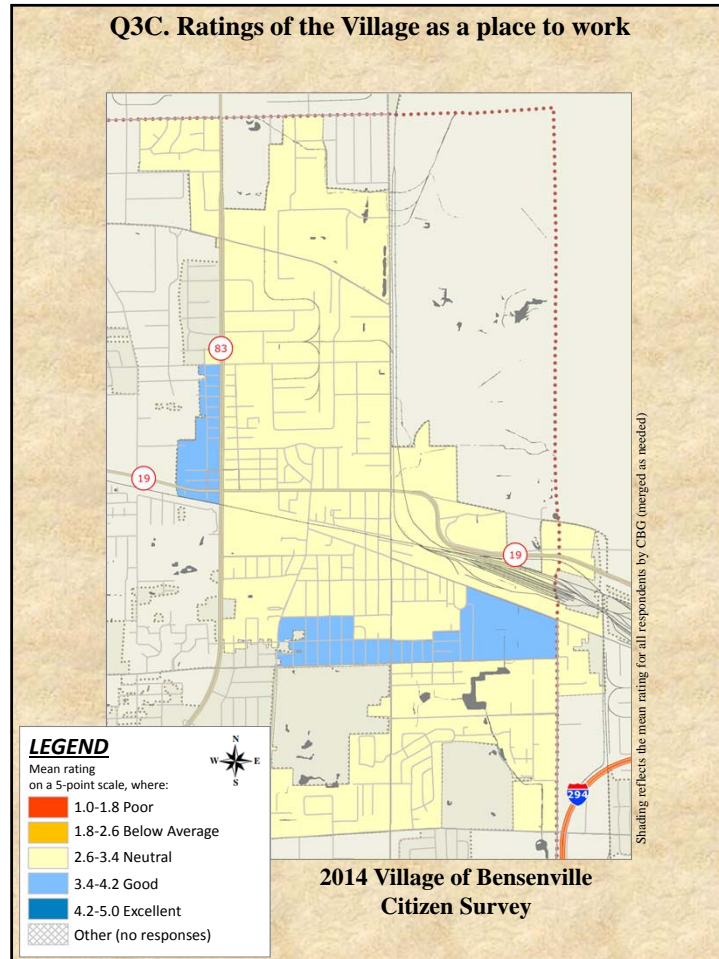


**Q1I. Satisfaction with overall efforts of the Village for emergency preparedness**

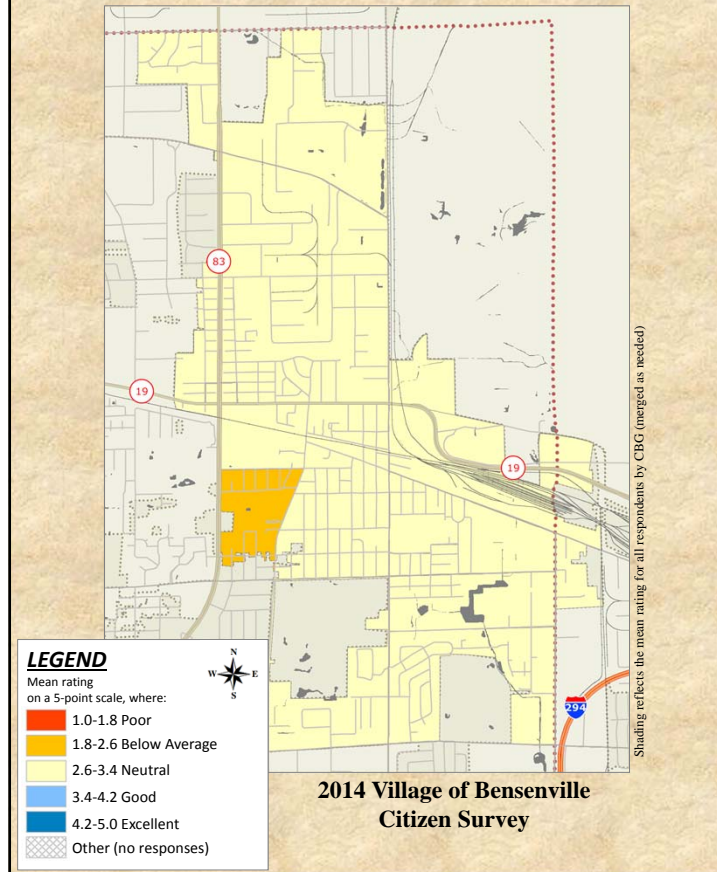




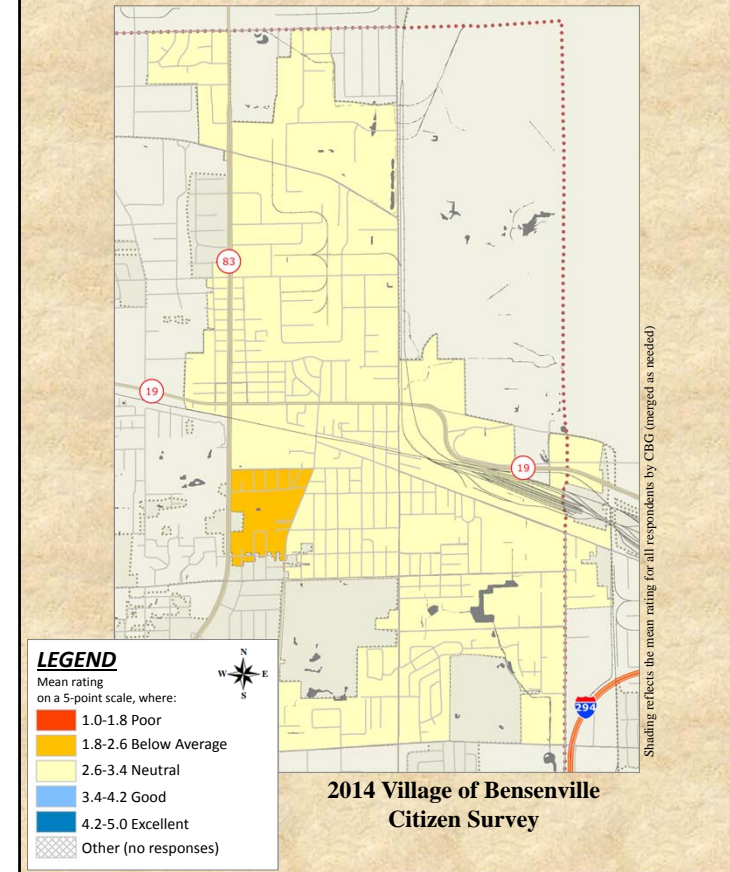


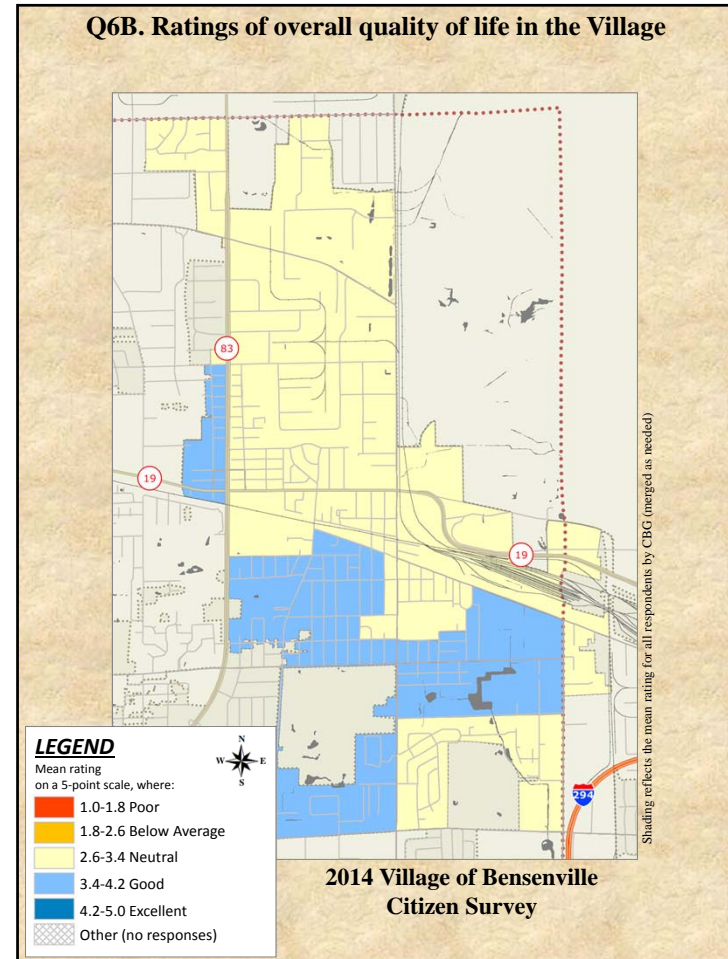
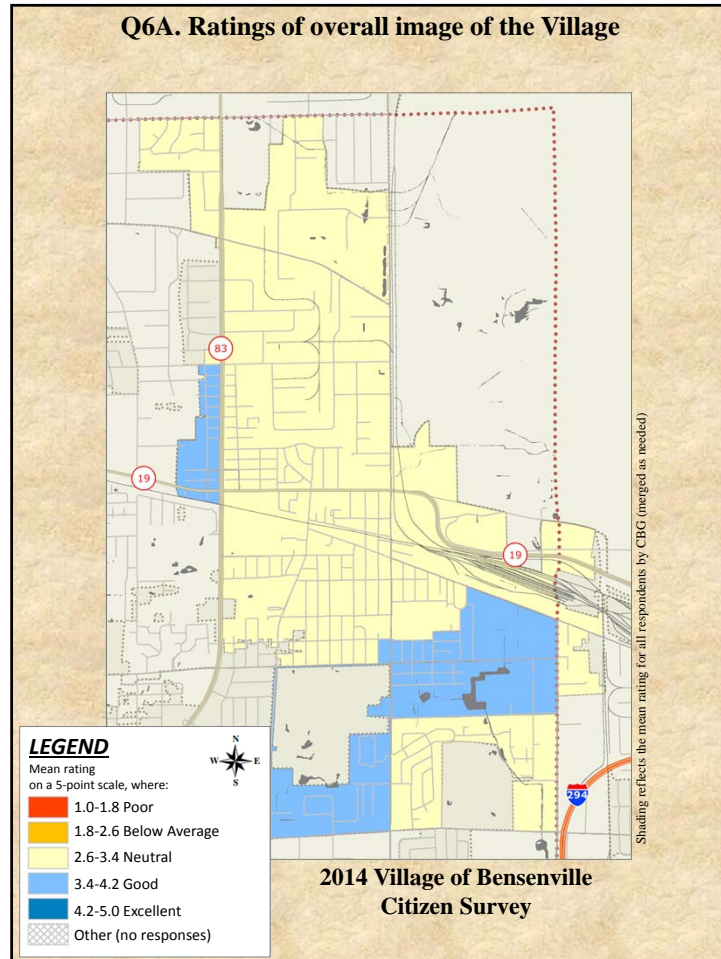


**Q3E. Ratings of the Village as a place for single adults age 18-35**

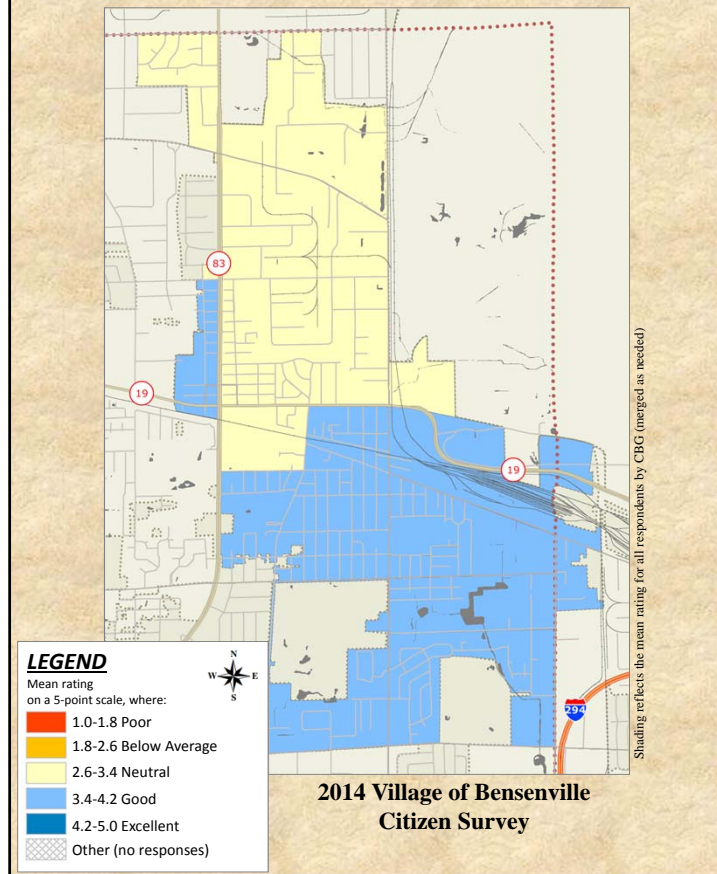


**Q3F. Ratings of the Village as a place for play & leisure**

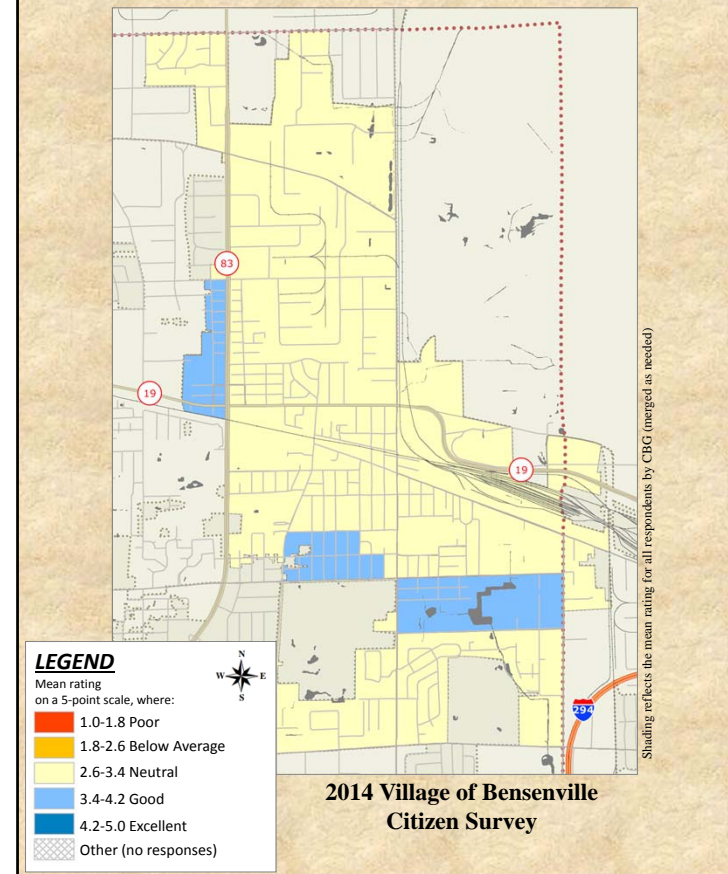




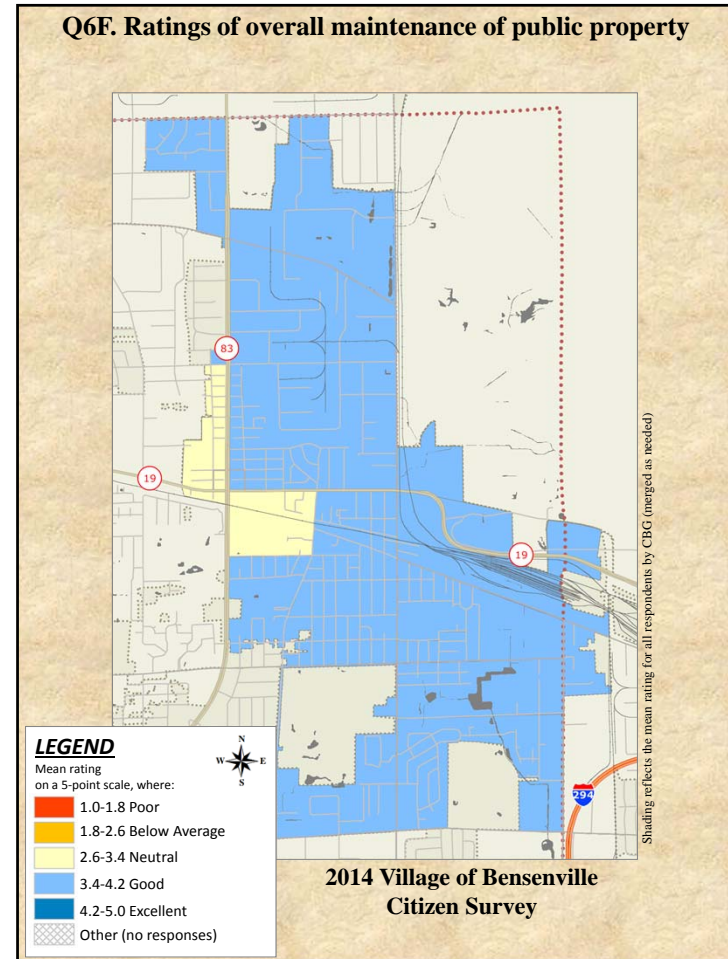
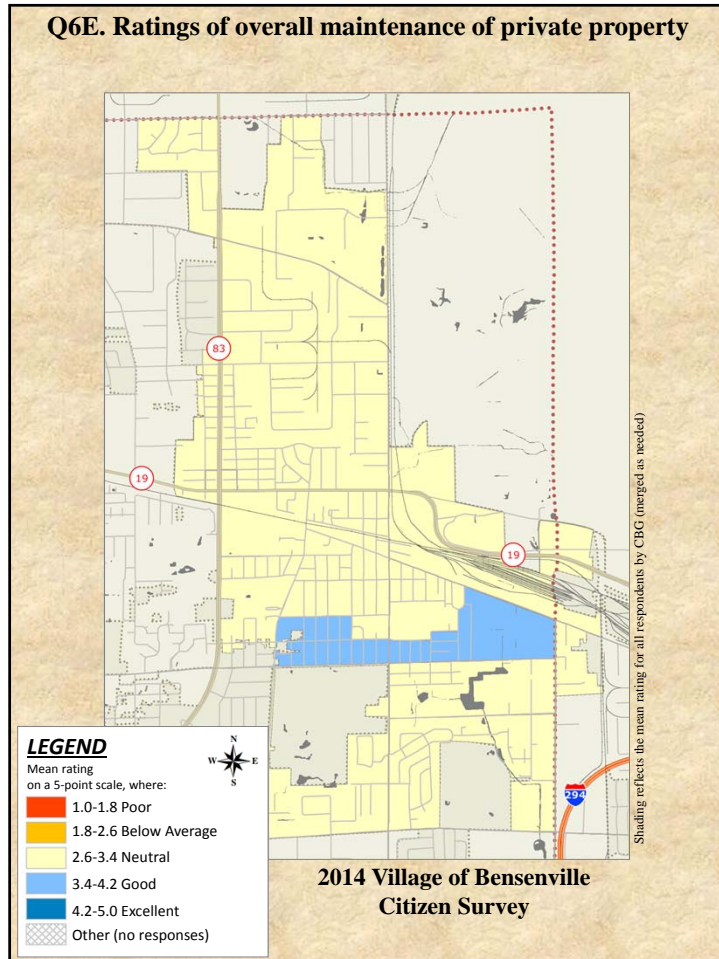
**Q6C. Ratings of overall feeling of safety in the Village**

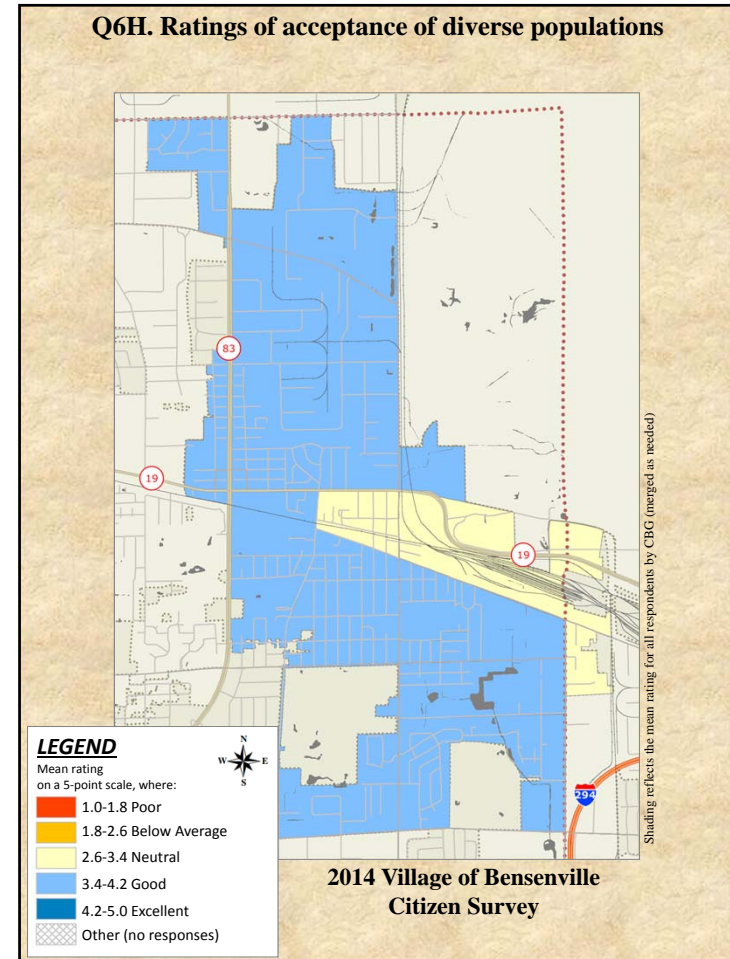
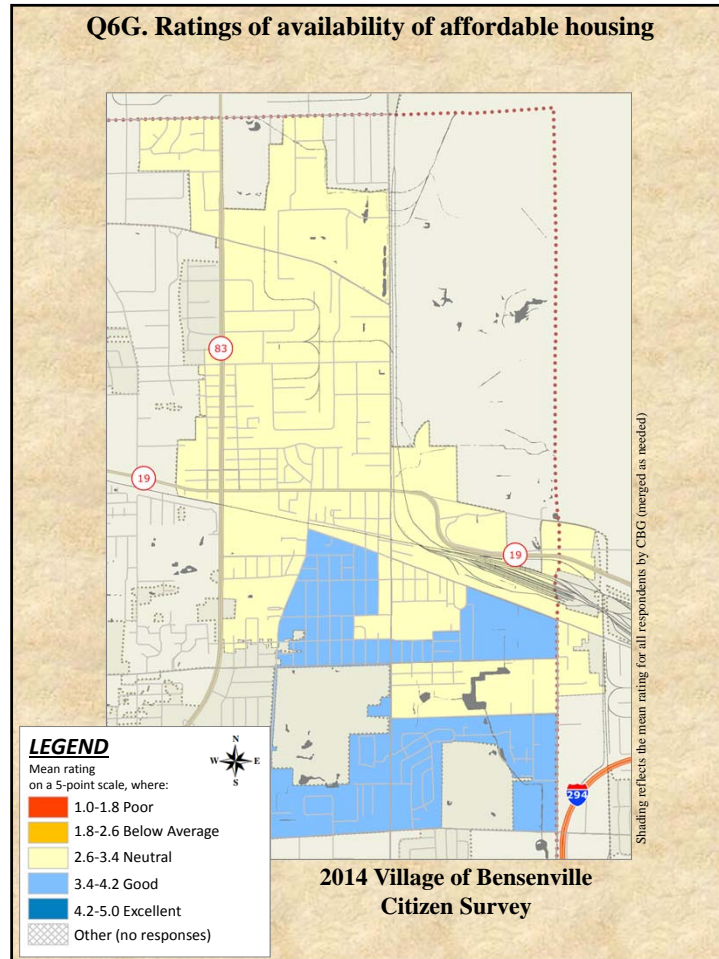


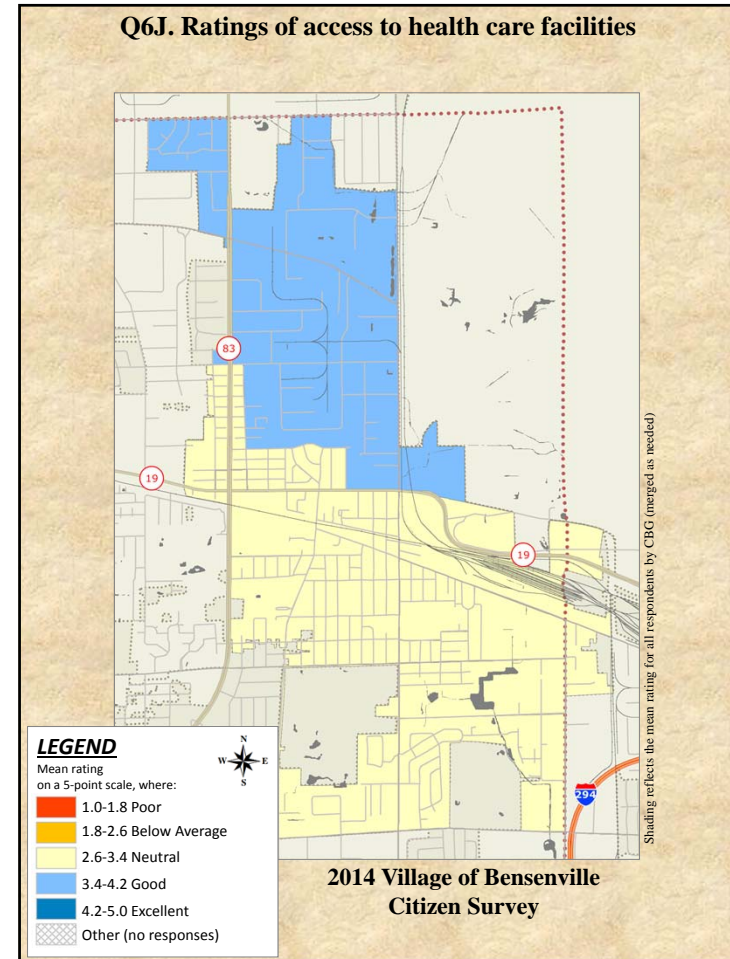
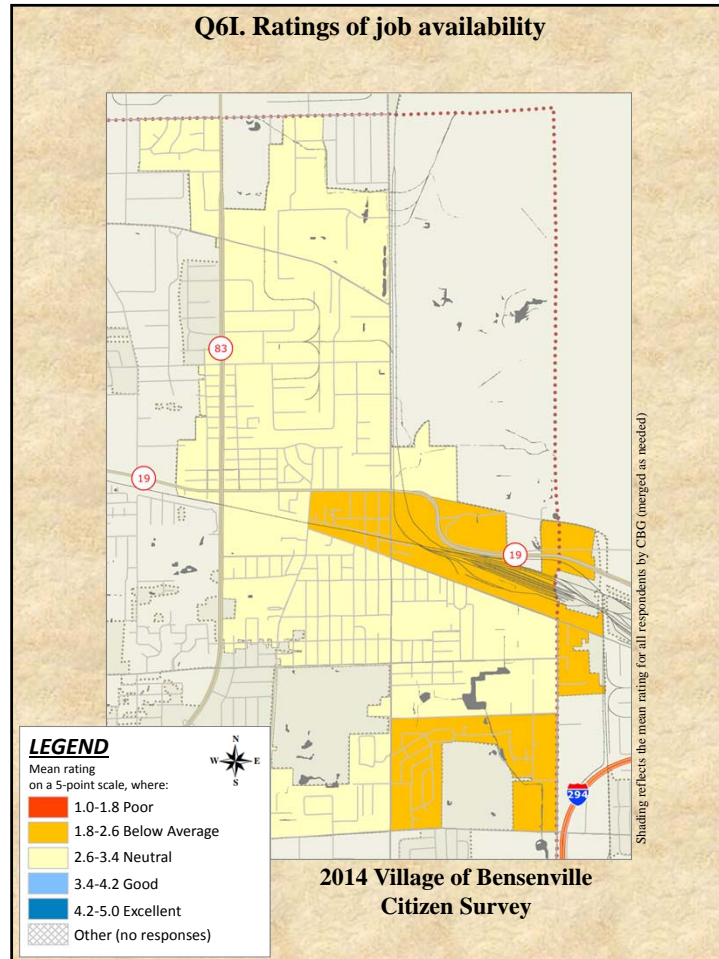
**Q6D. Ratings of quality of new development in the Village**

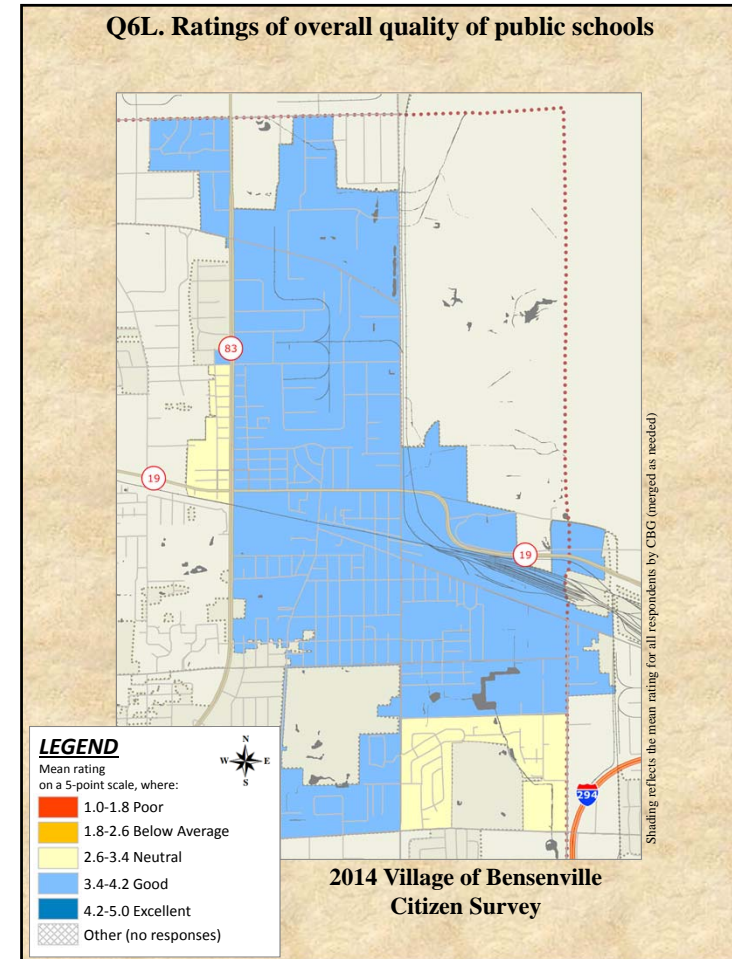
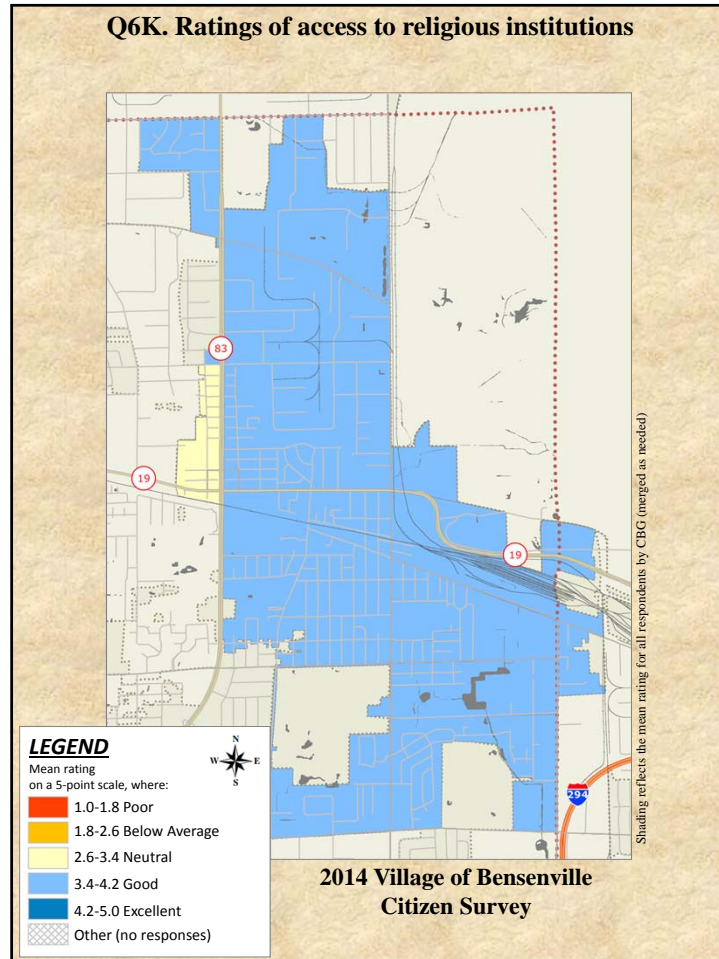




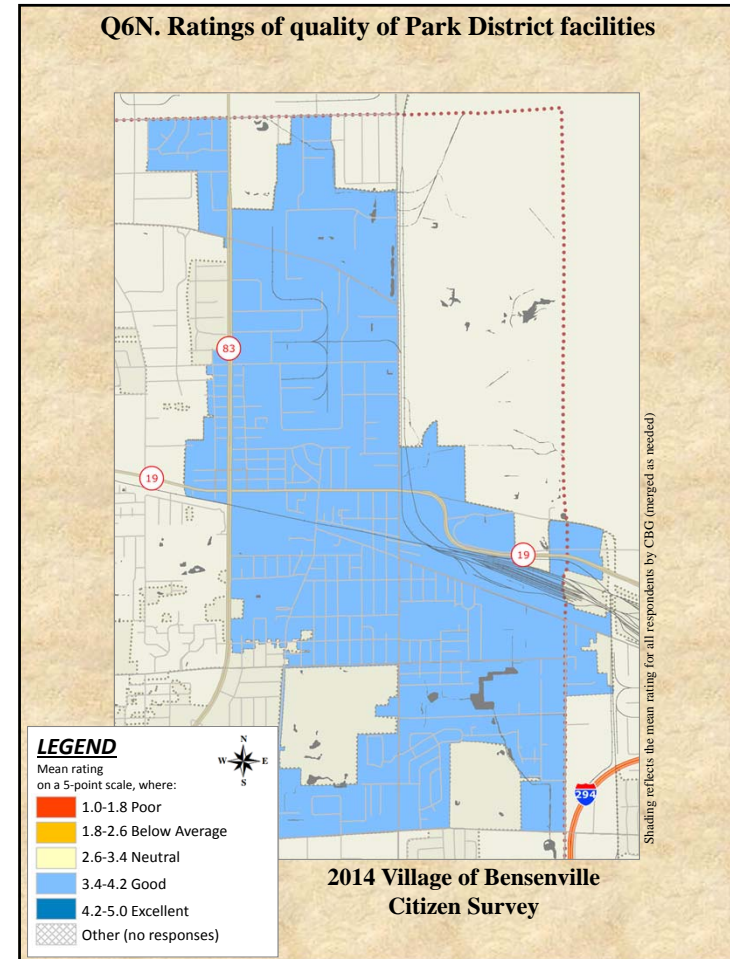
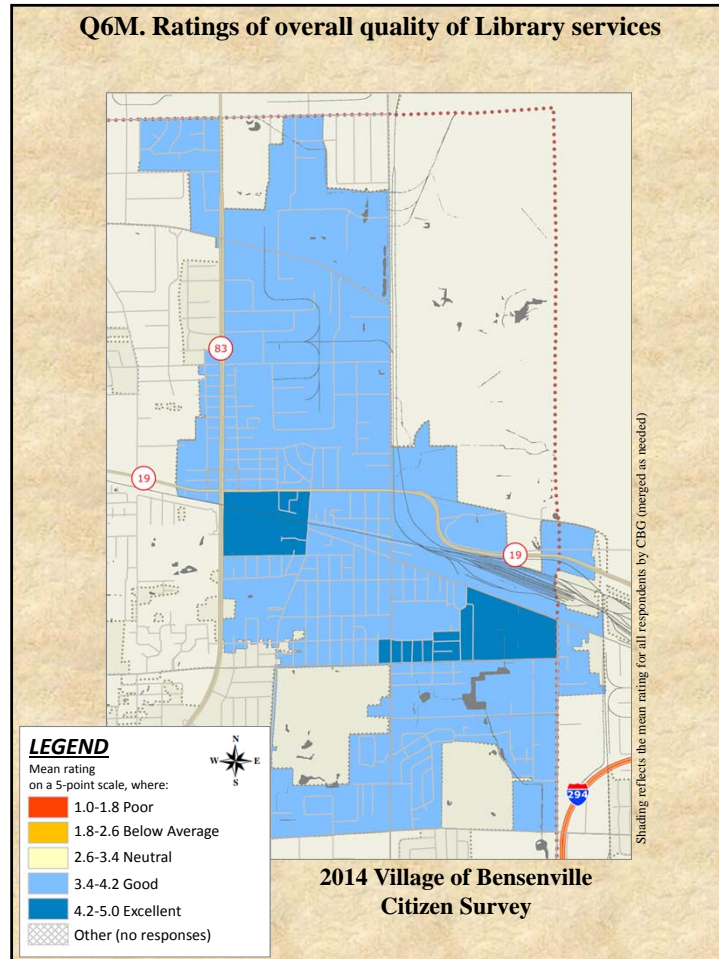


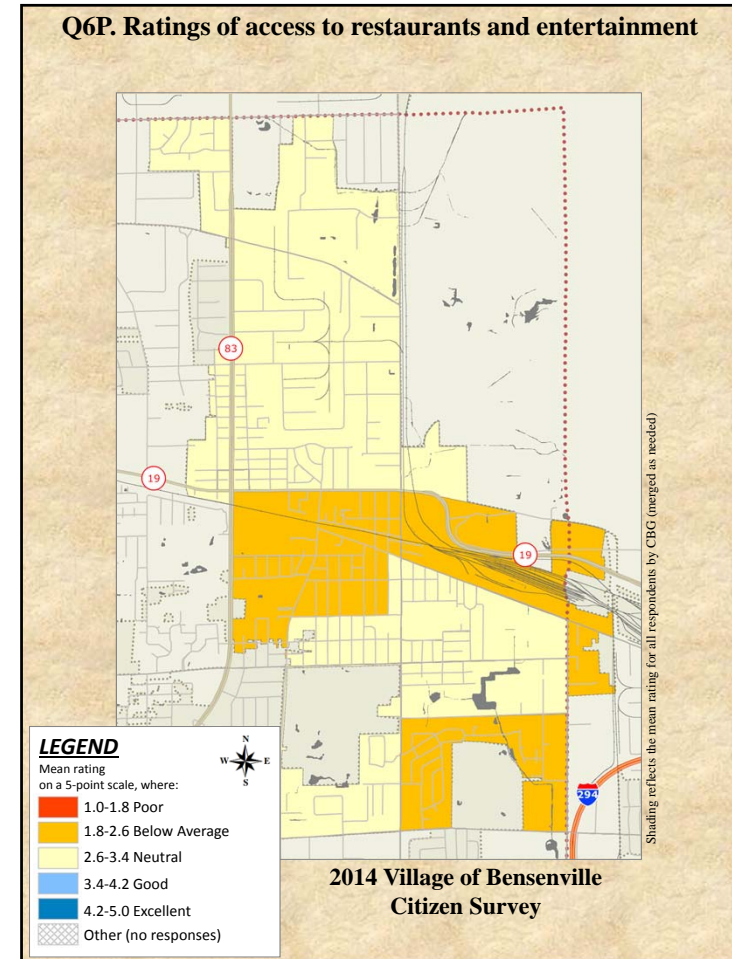
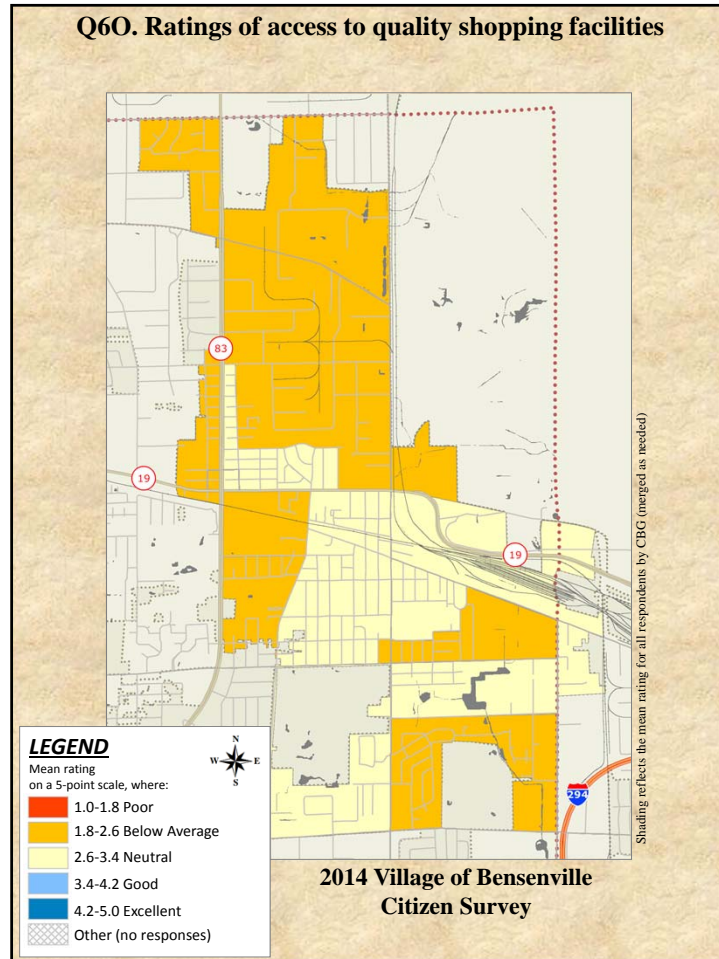


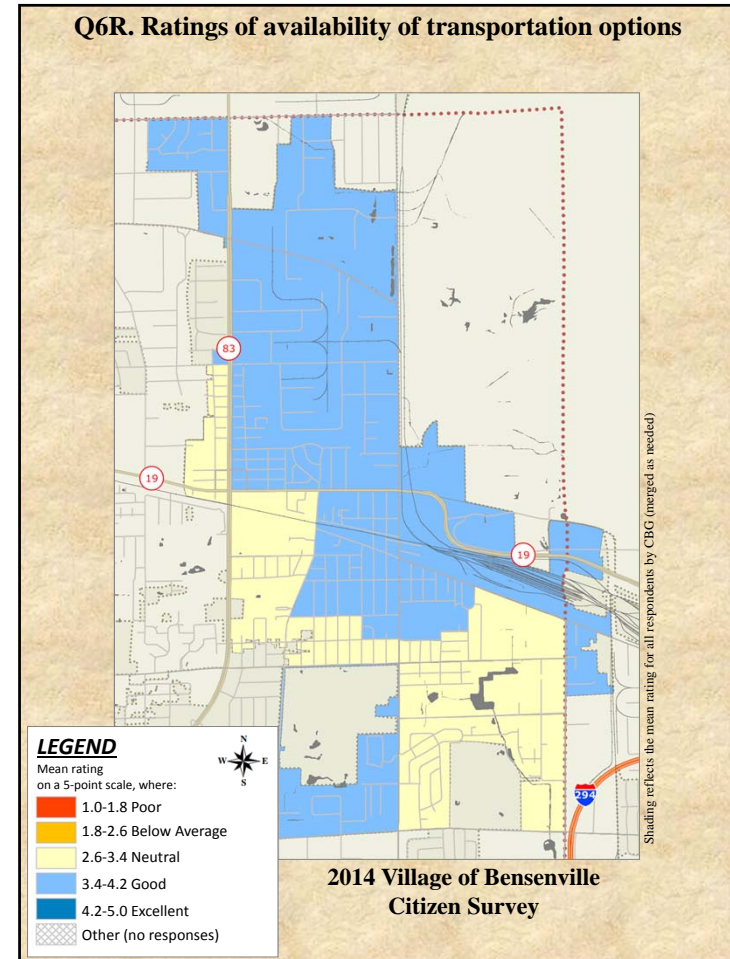
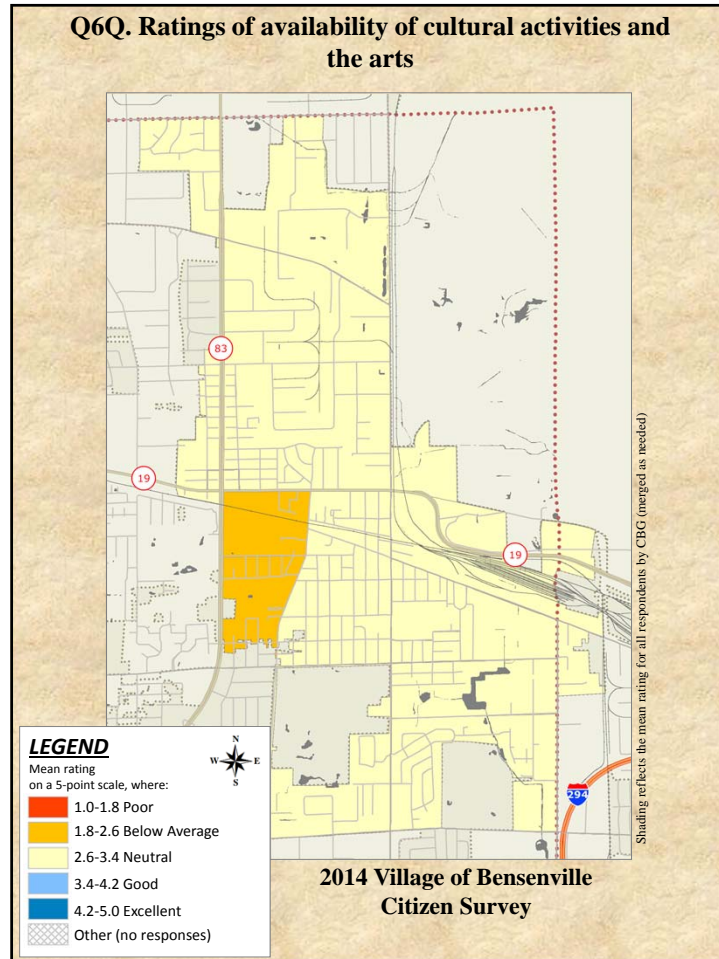




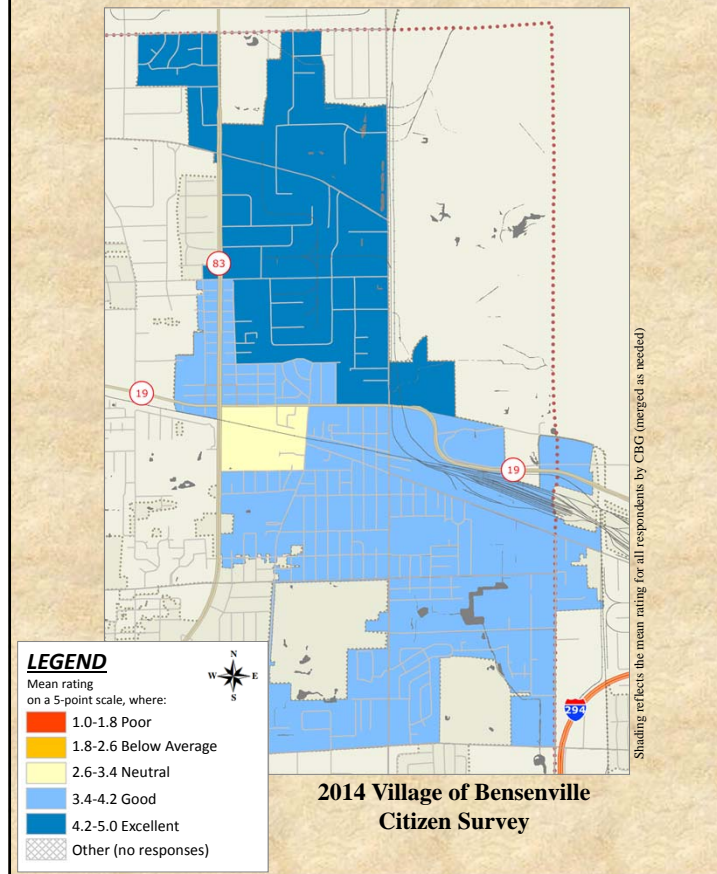




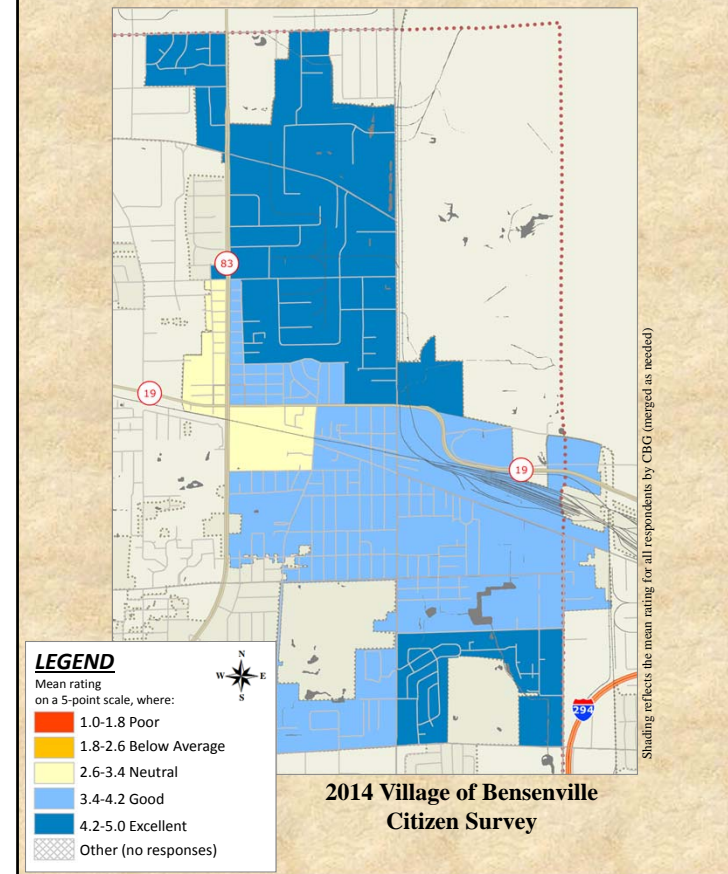




**Q8A. Ratings of promptness of service by Village staff**

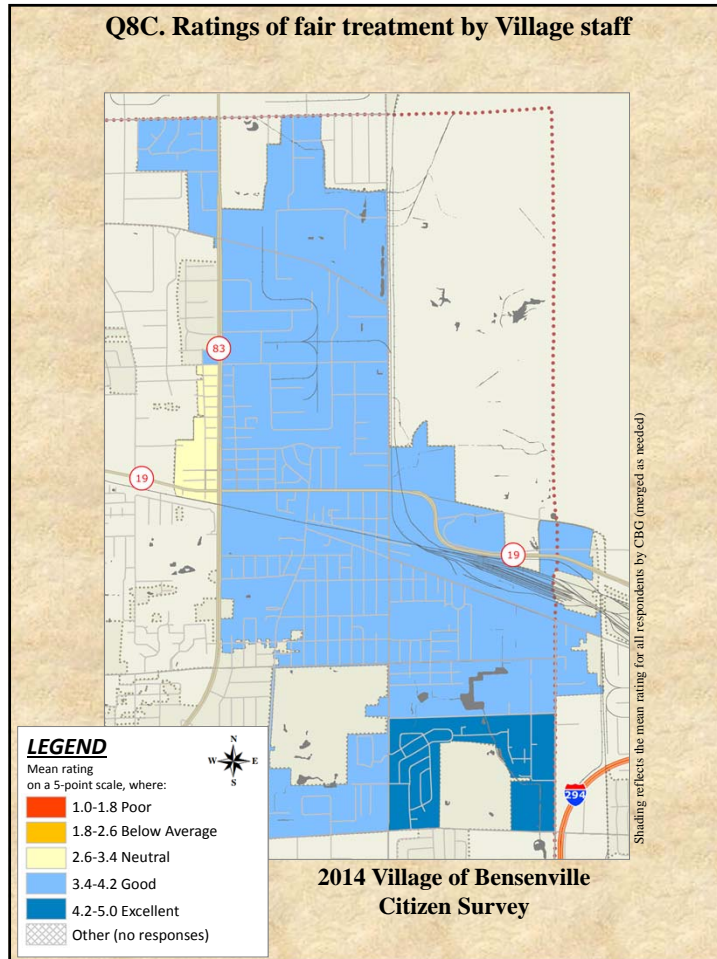


**Q8B. Ratings of politeness and respect by Village staff**

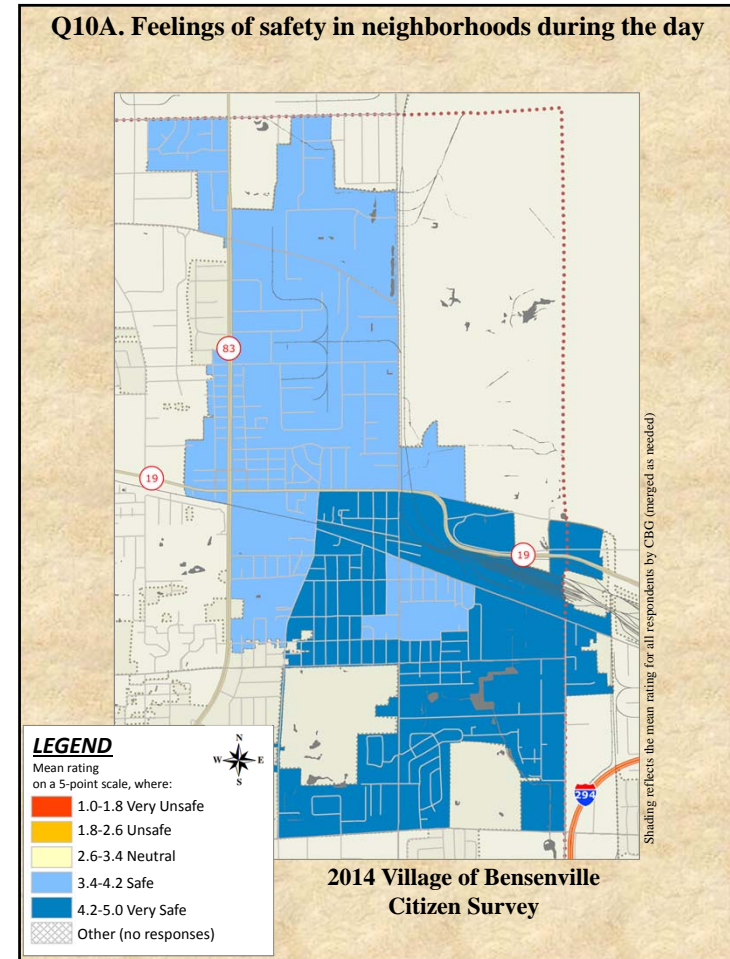


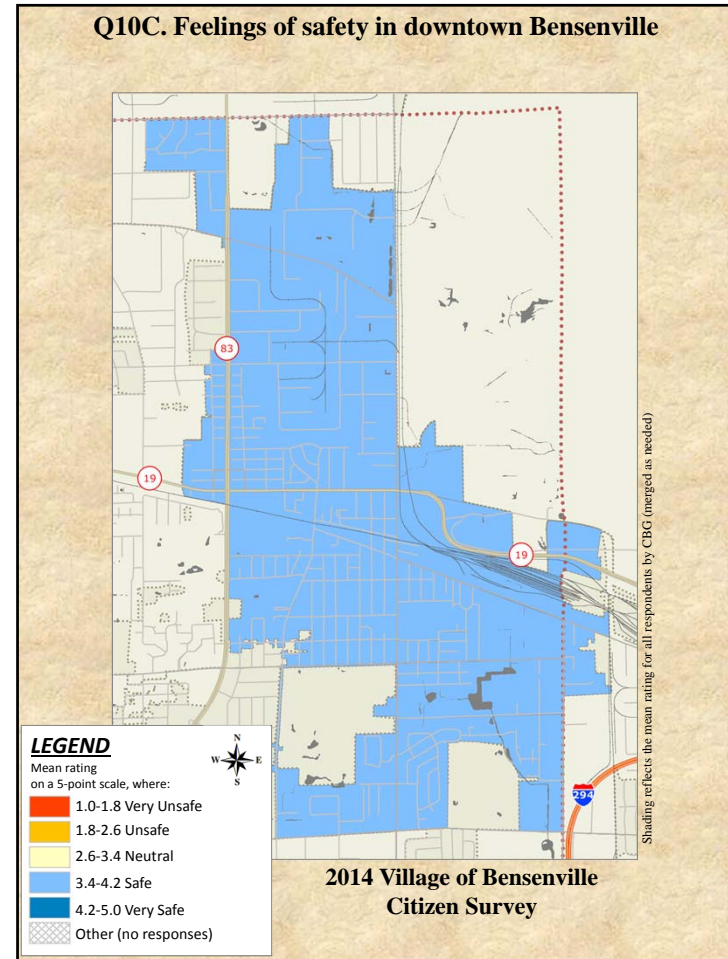
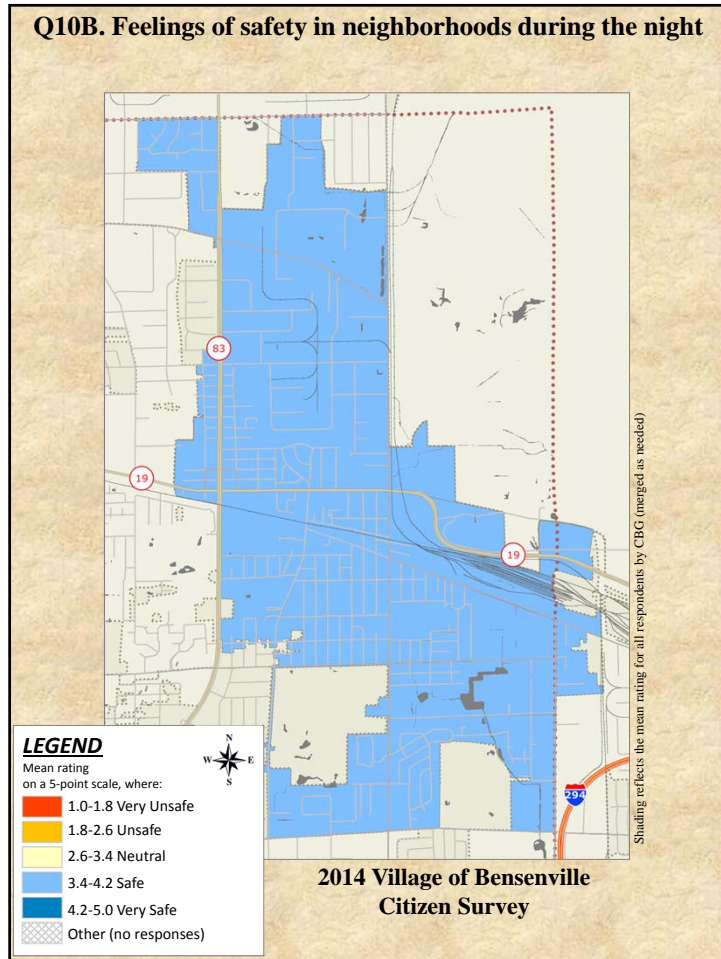


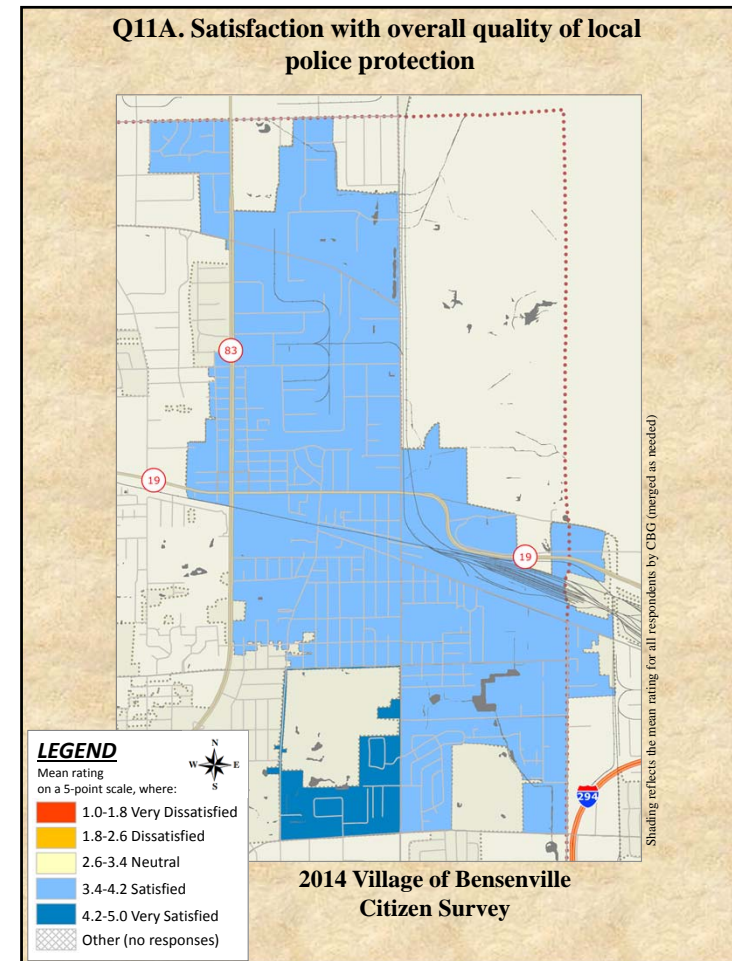
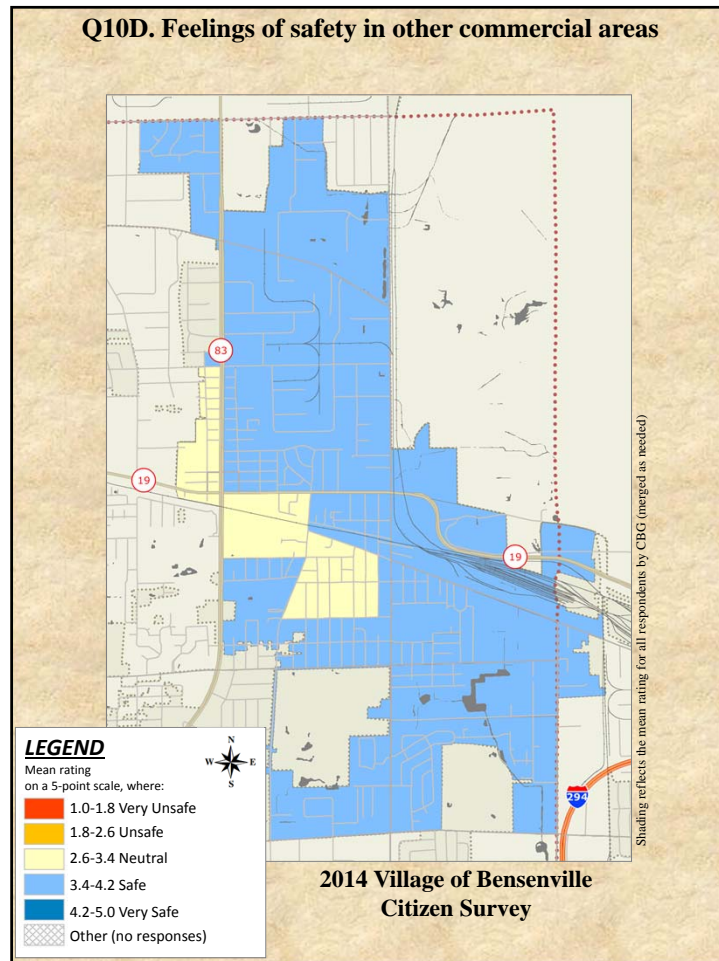
**Q8C. Ratings of fair treatment by Village staff**

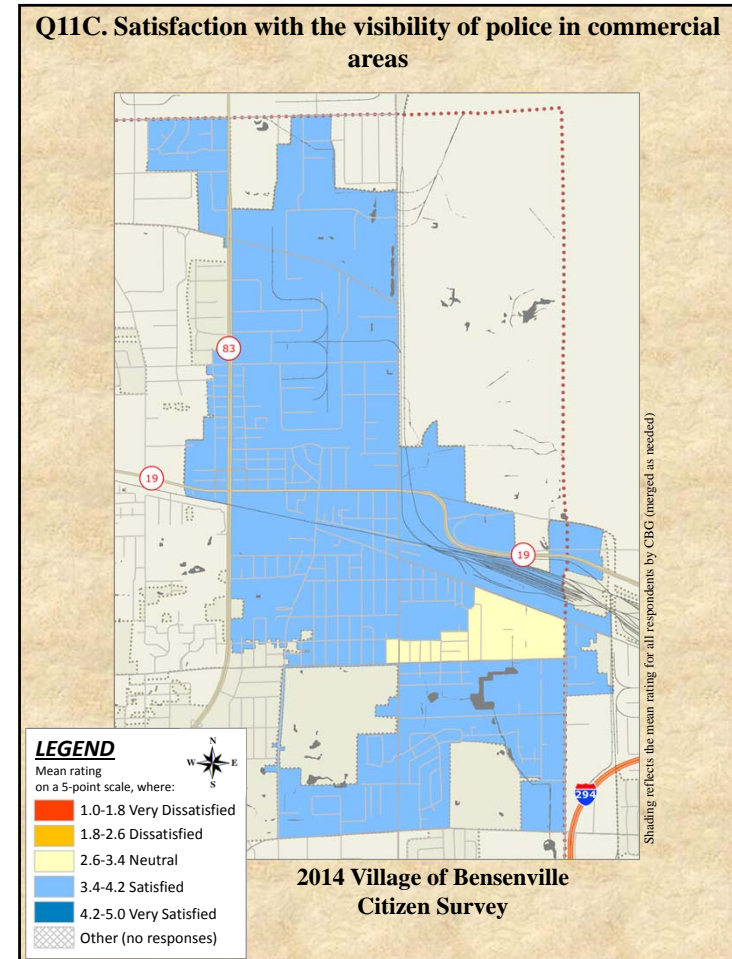
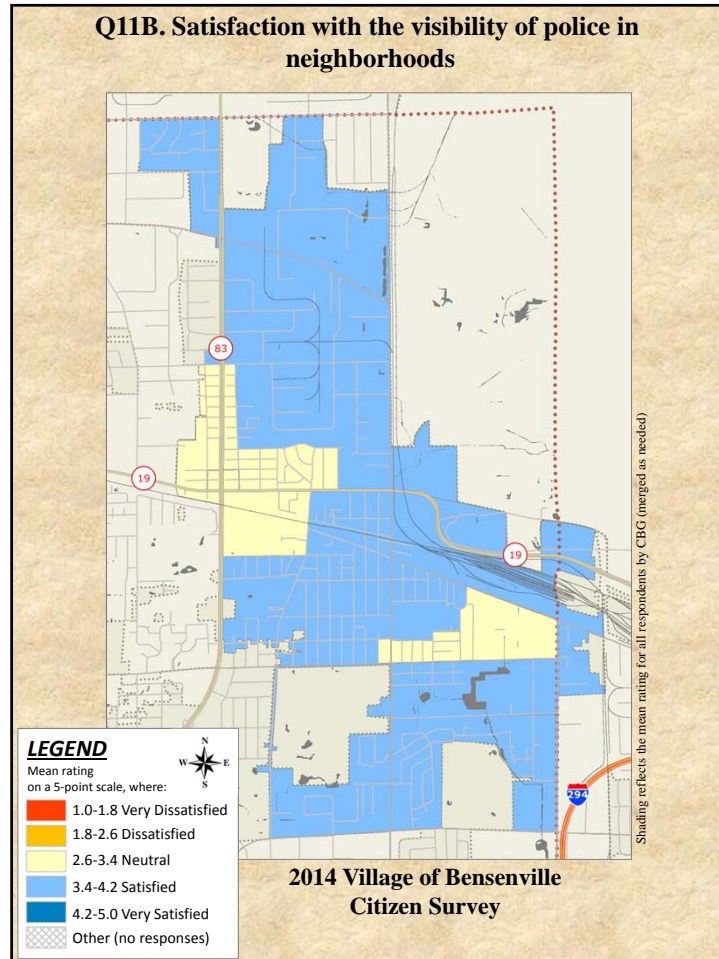


**Q10A. Feelings of safety in neighborhoods during the day**



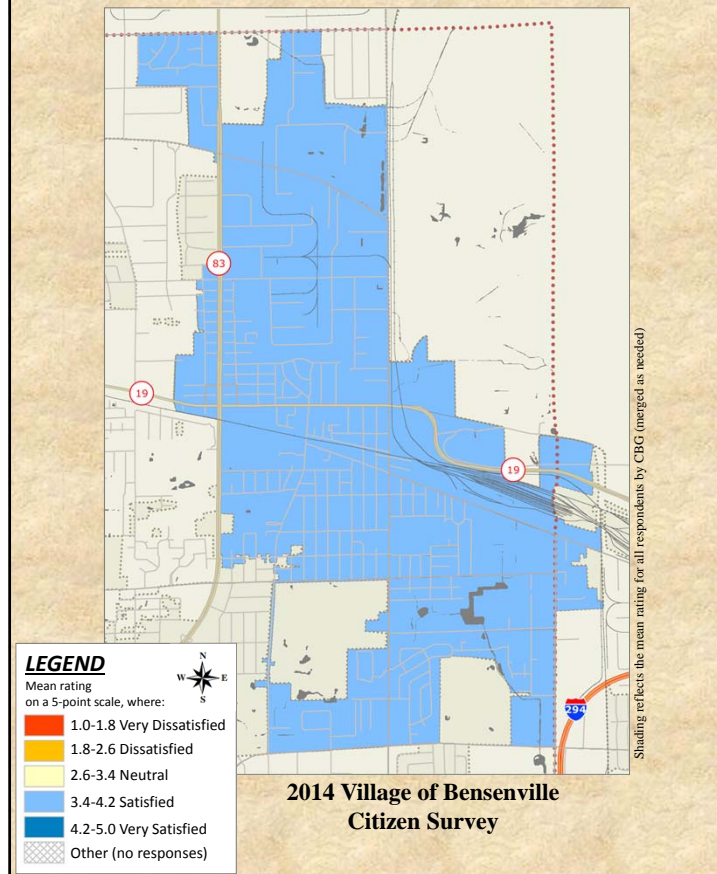




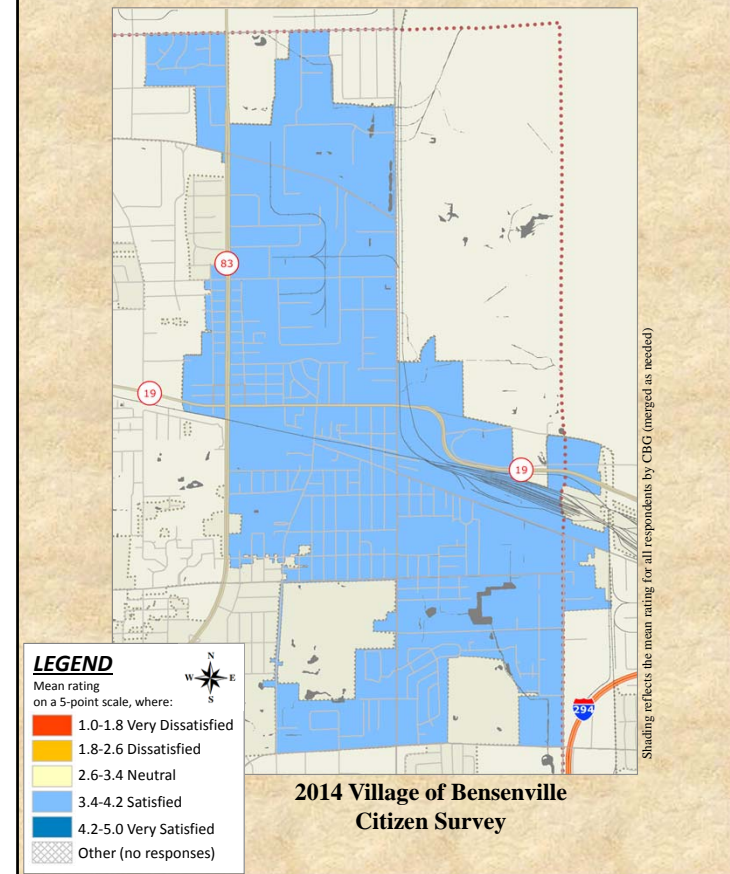


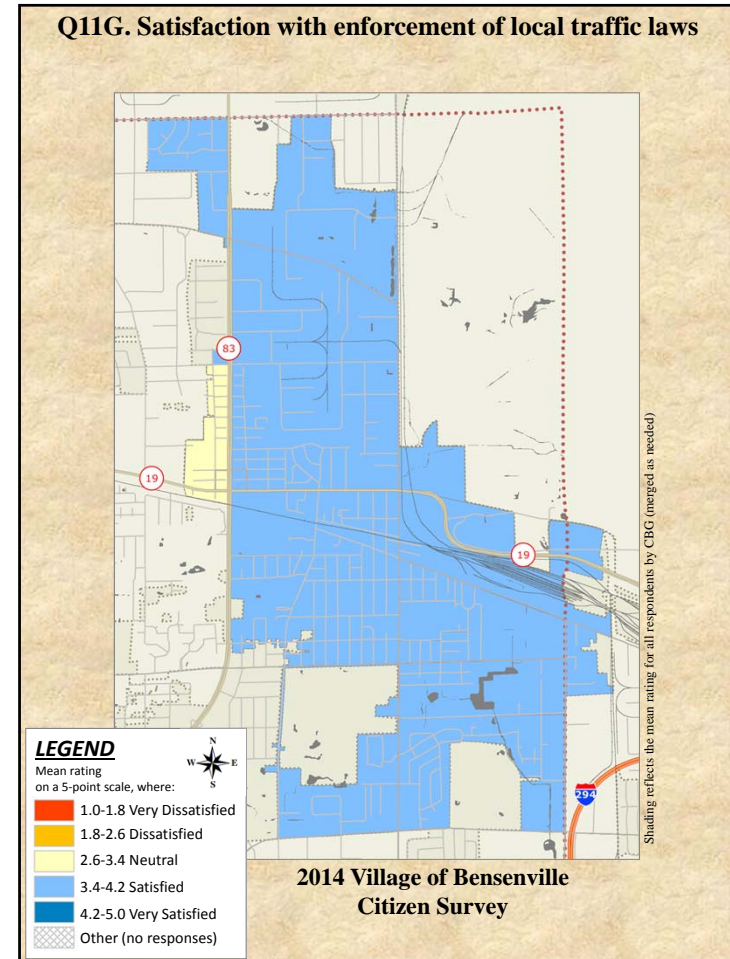
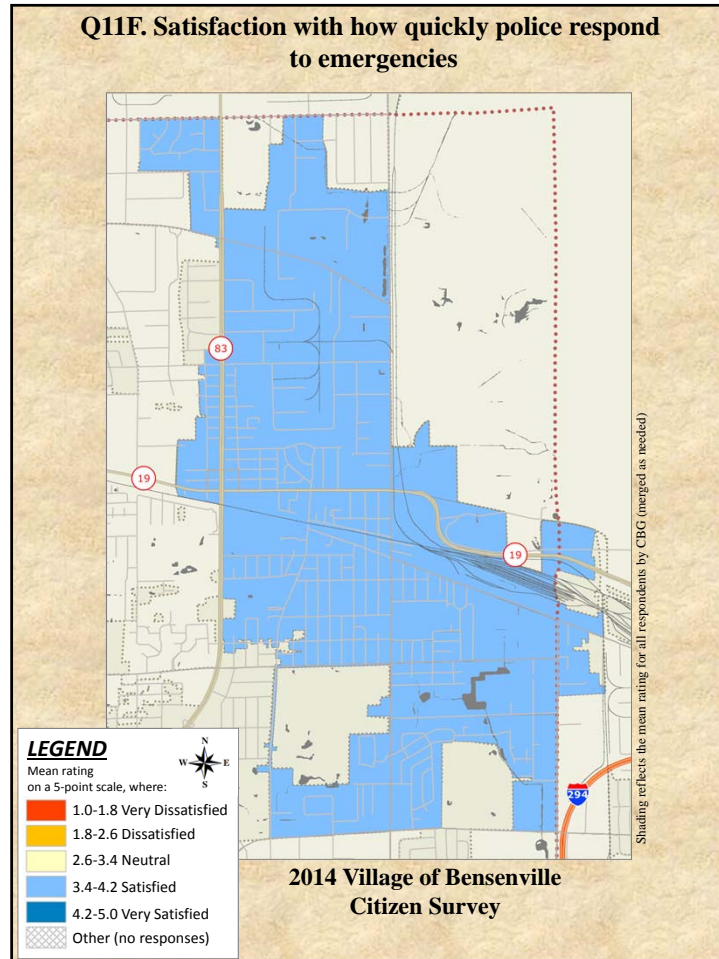


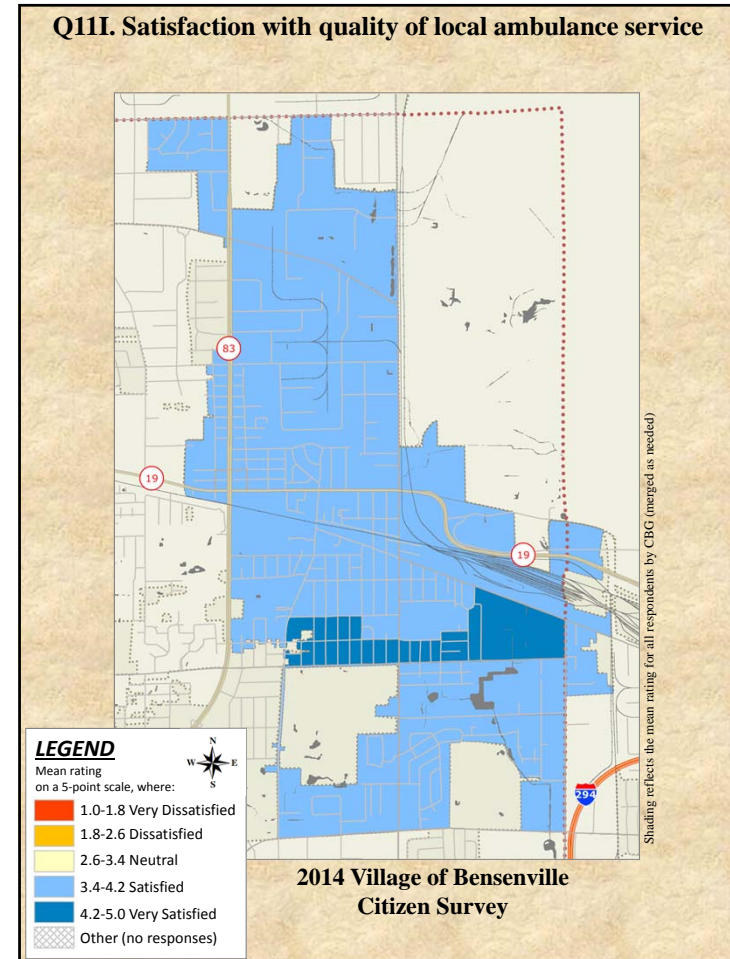
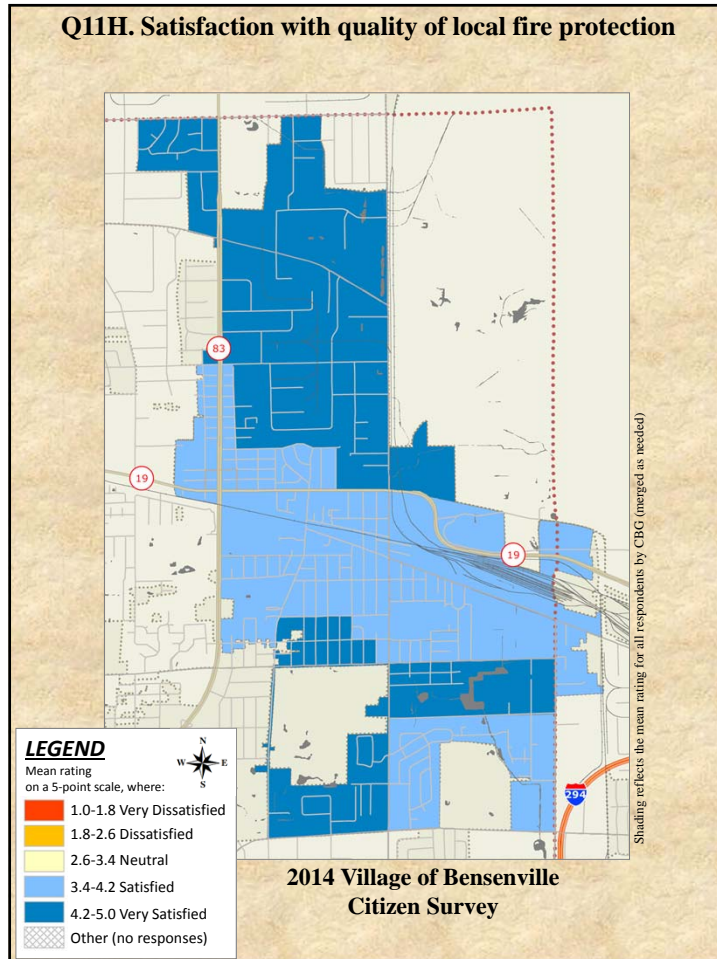
**Q11D. Satisfaction with how quickly police respond to vehicle accidents**

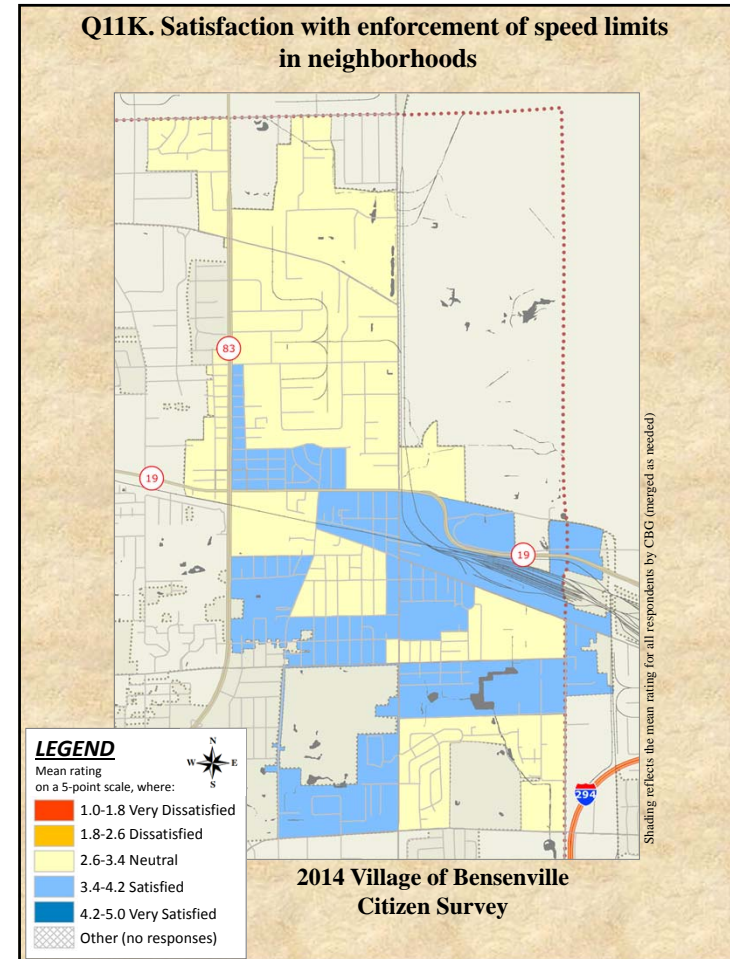
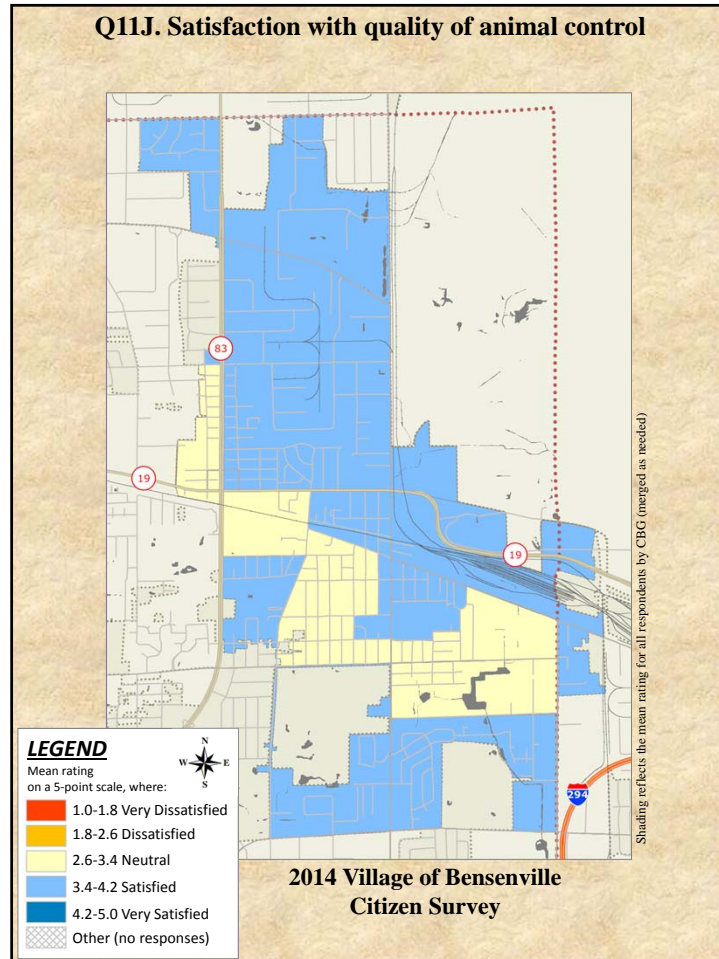


**Q11E. Satisfaction with the Village's efforts to prevent crime**

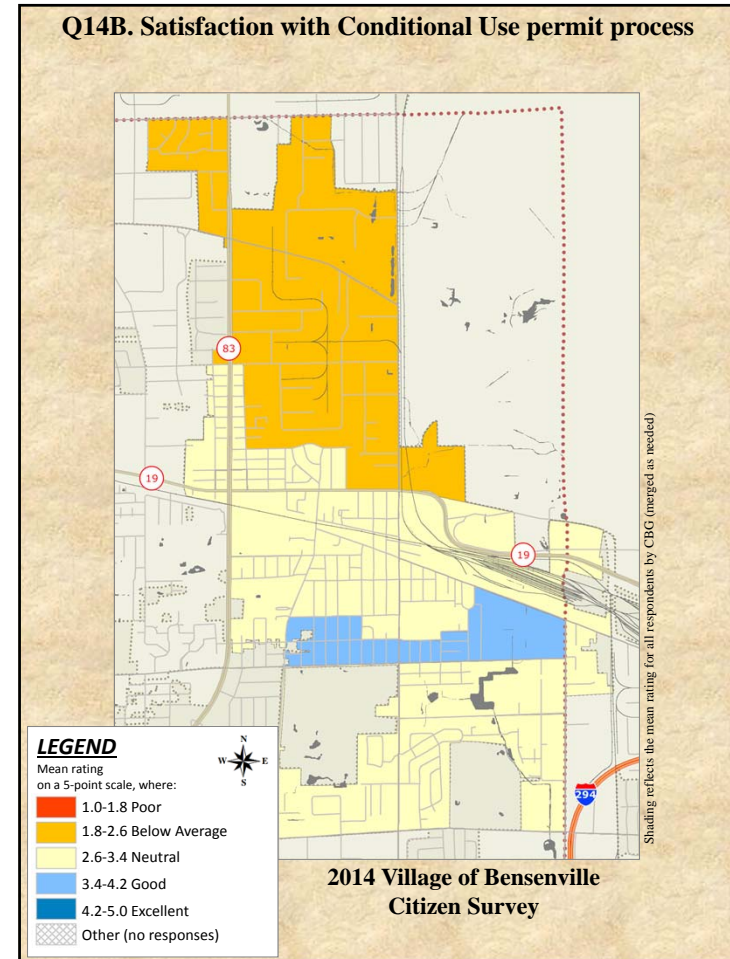
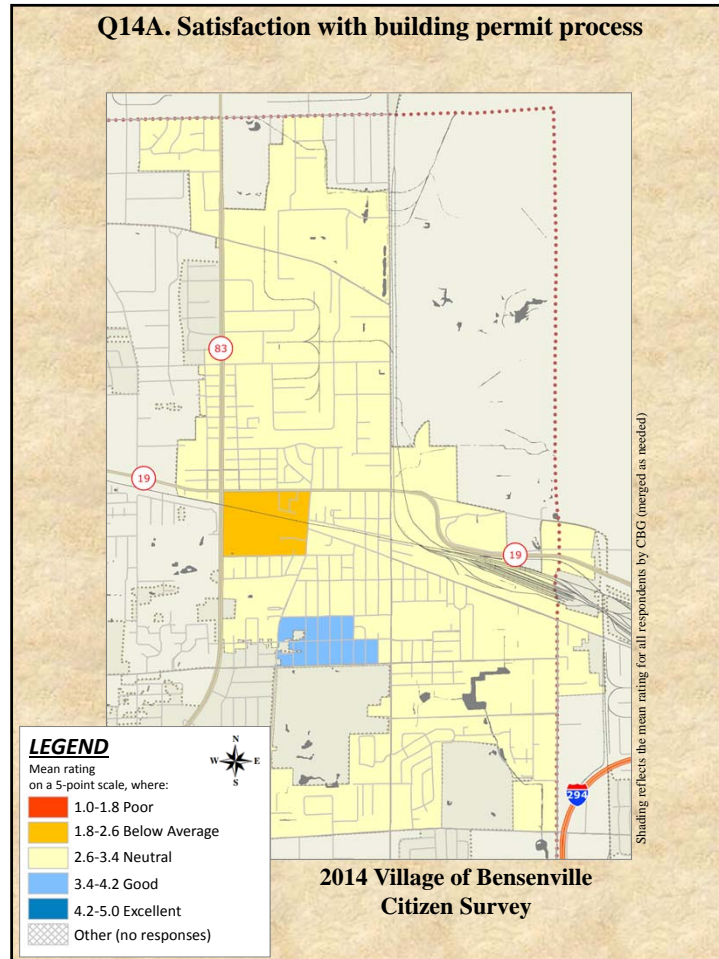


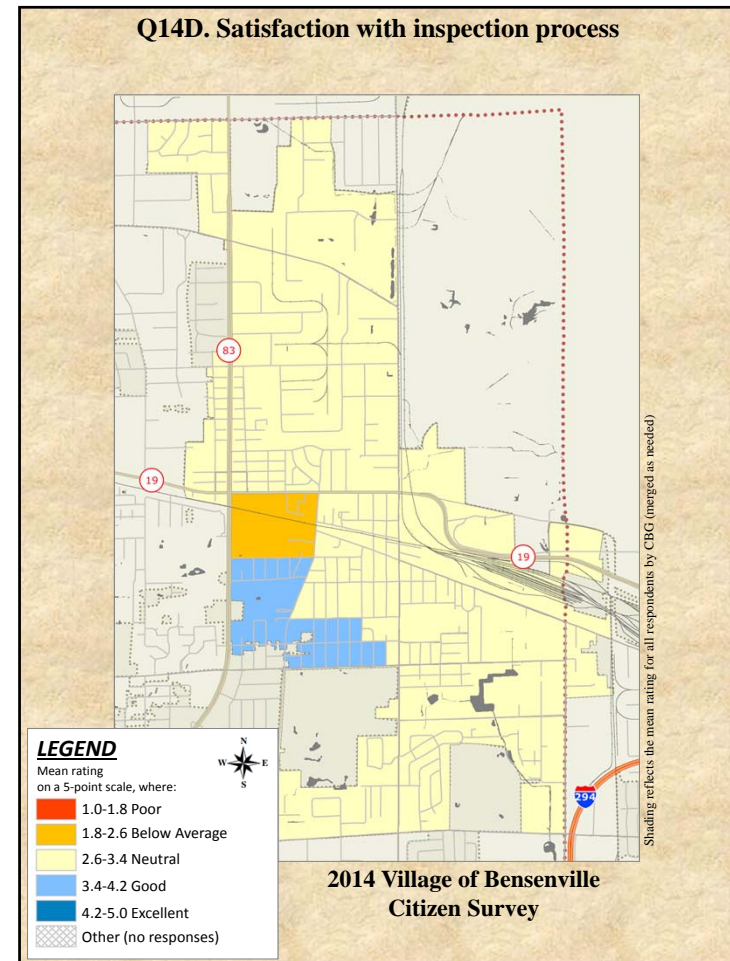
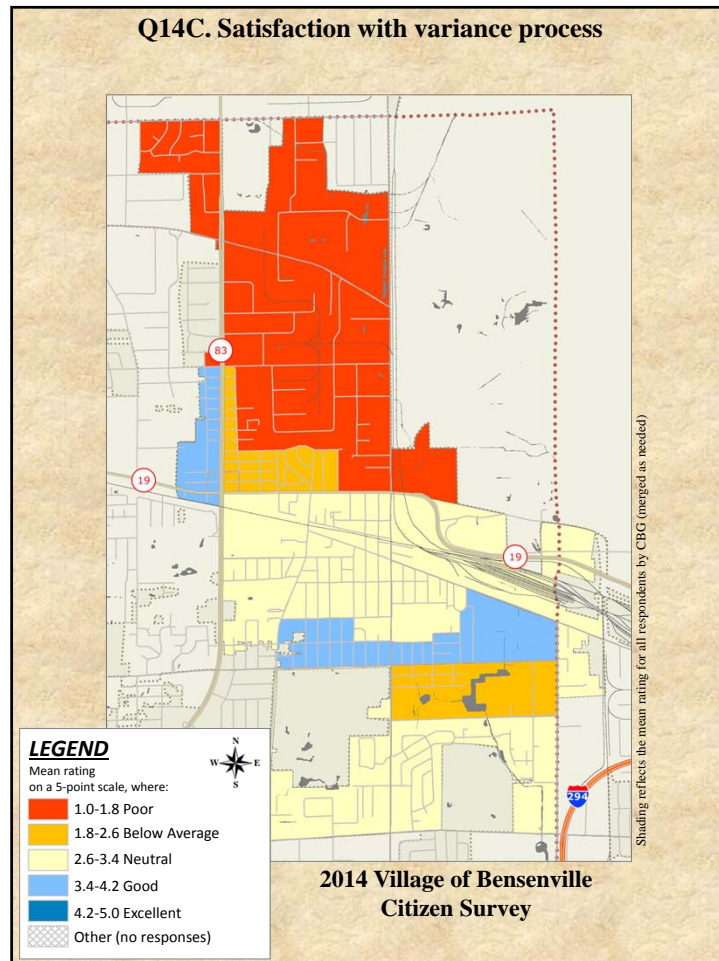




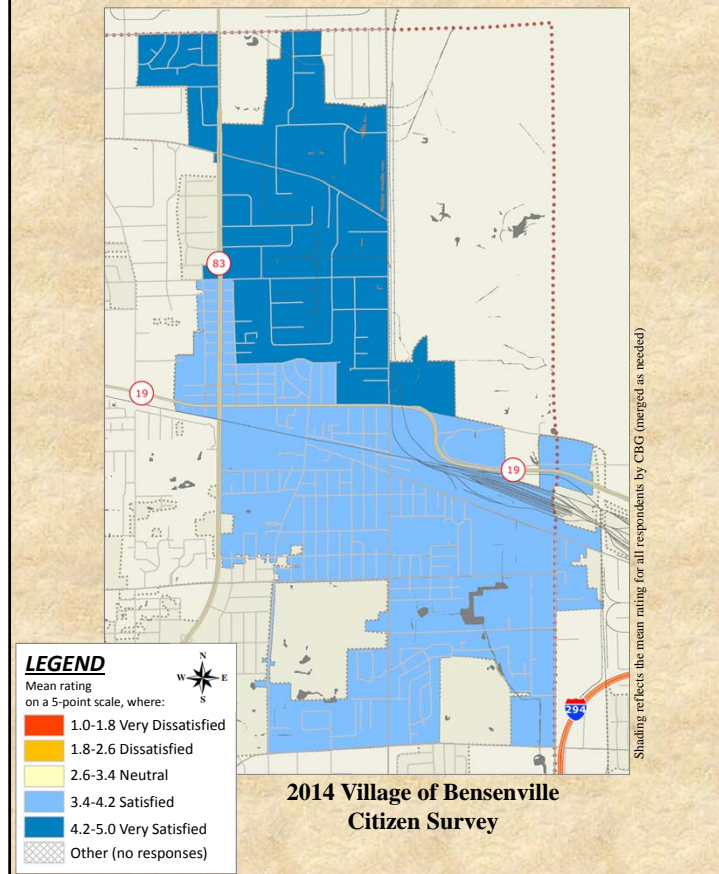




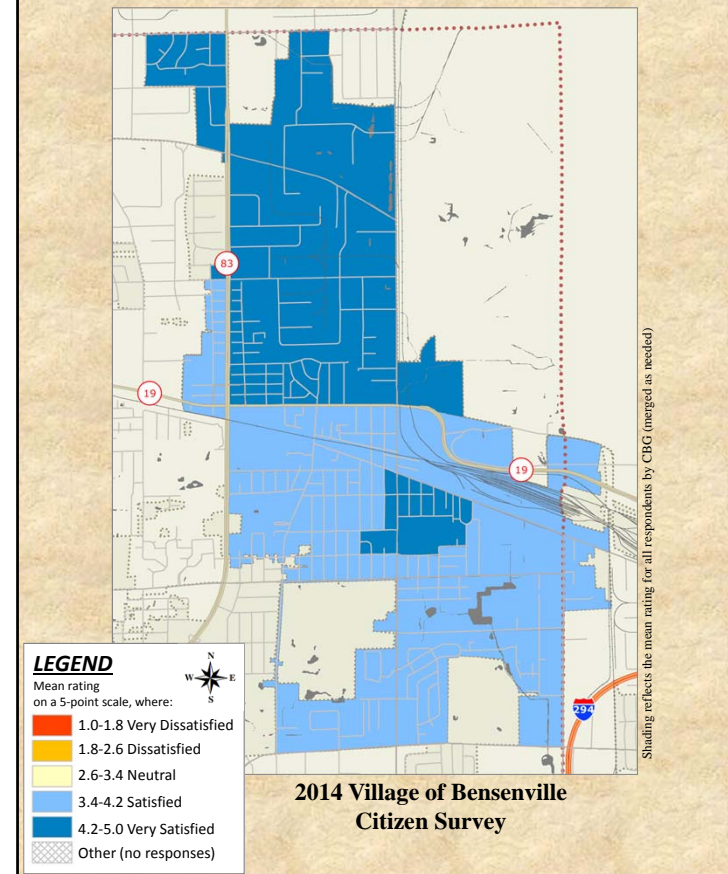


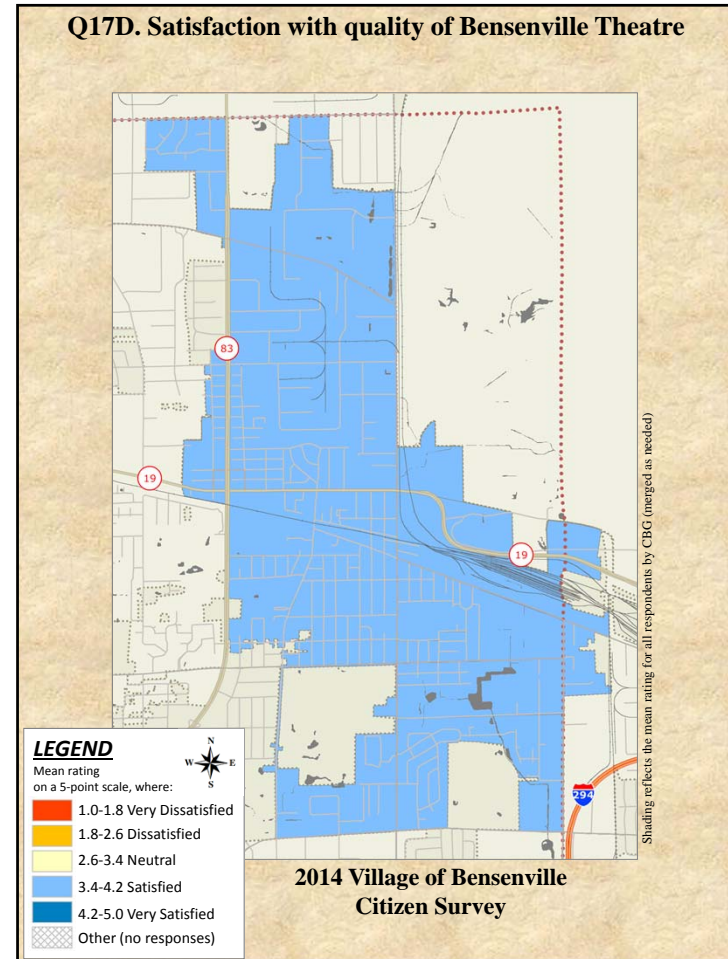
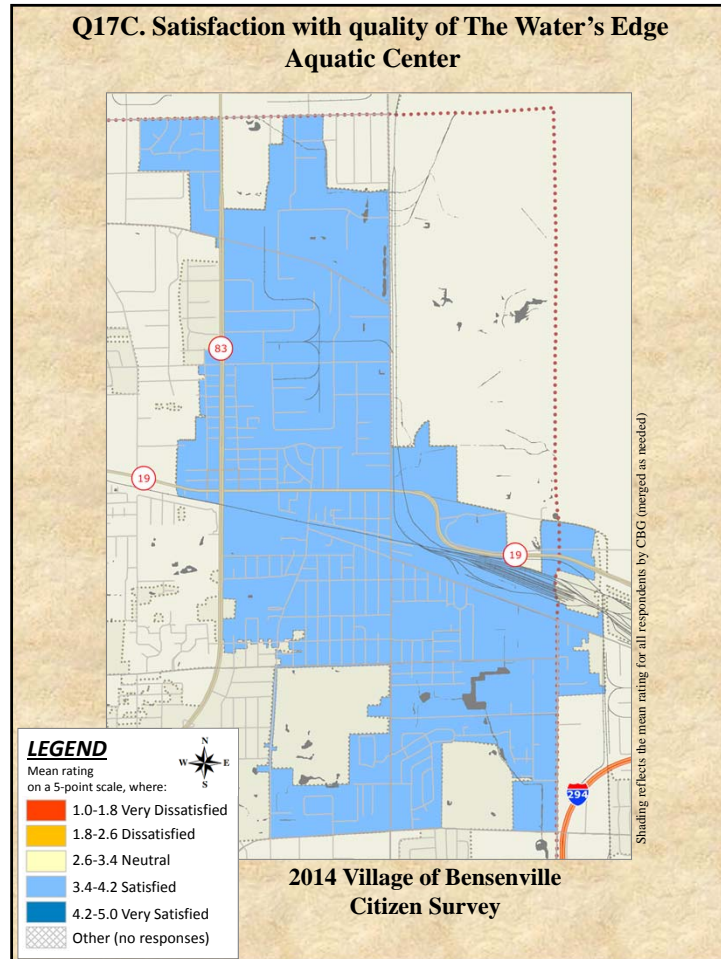


**Q17A. Satisfaction with quality of Redmond Recreational Complex**

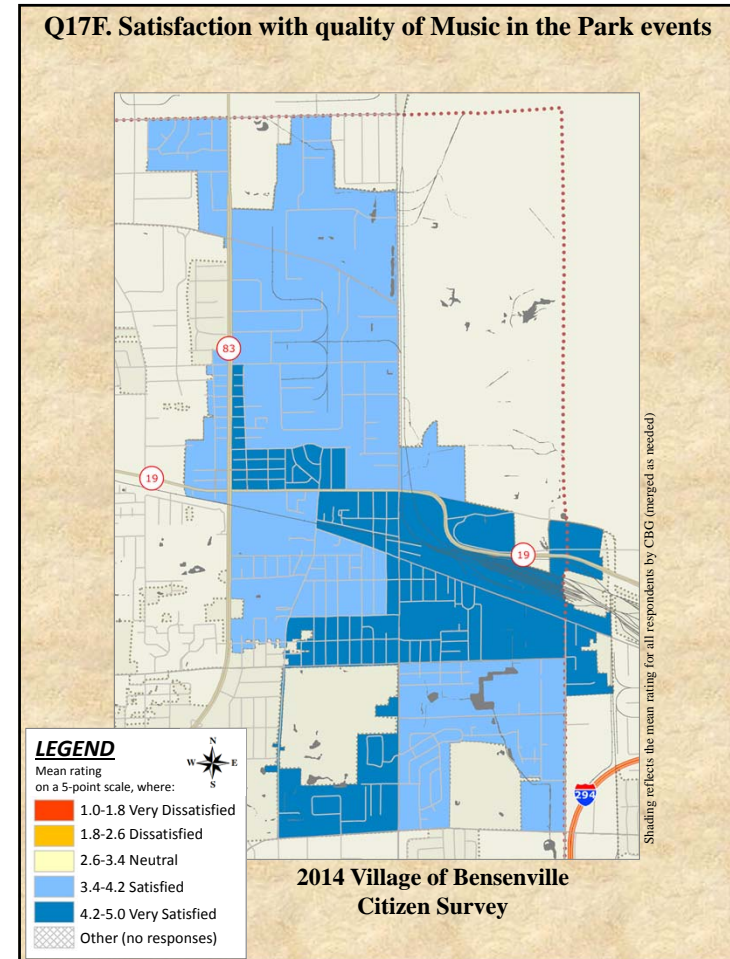
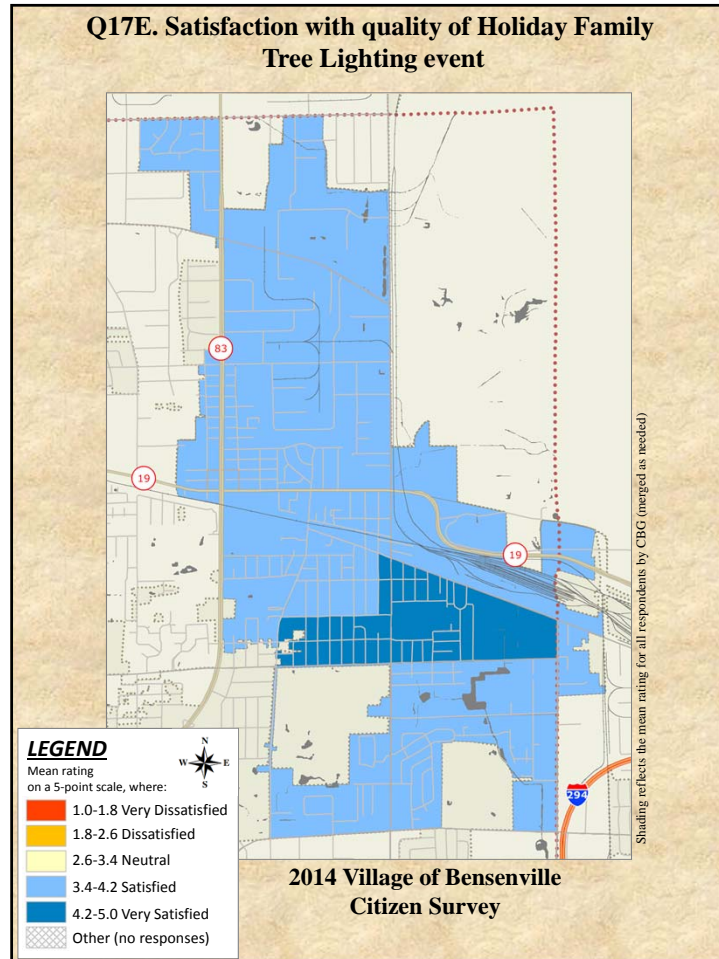


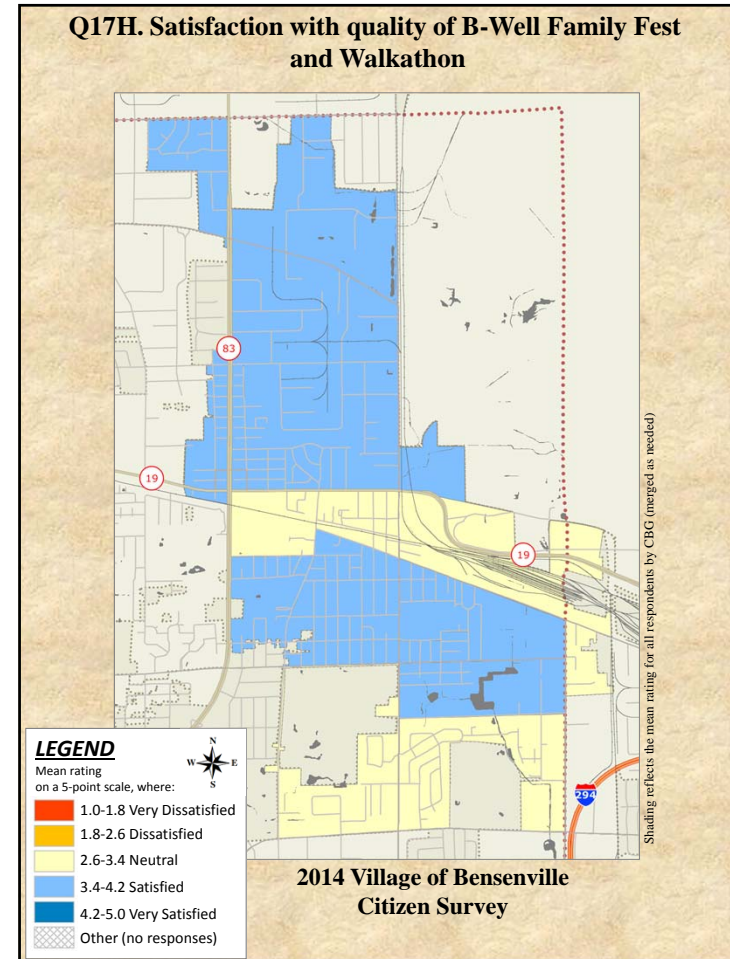
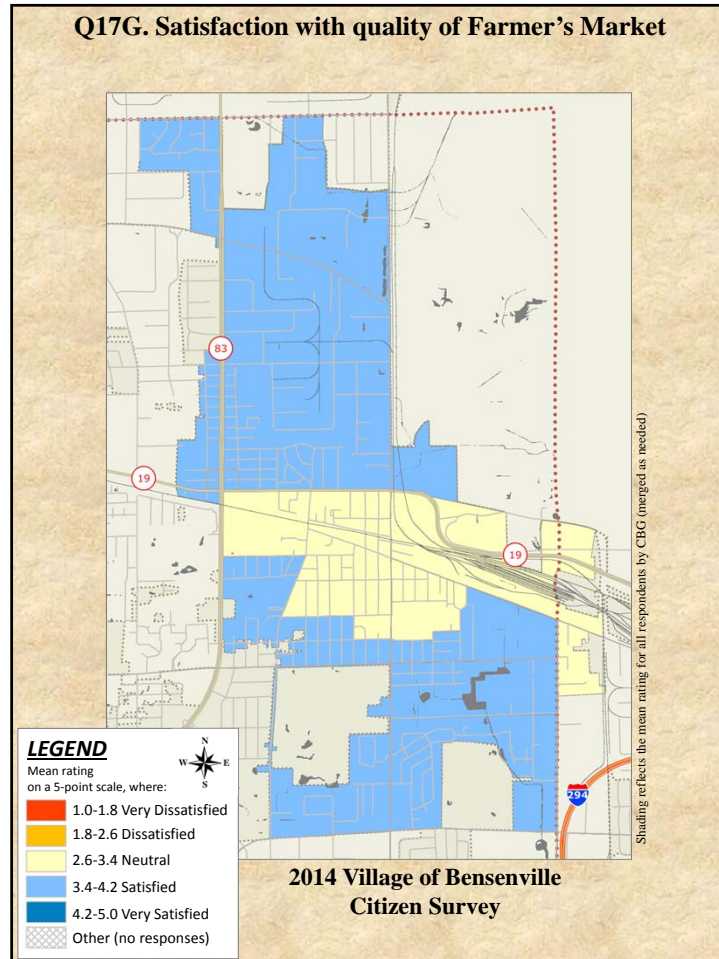
**Q17B. Satisfaction with quality of Edge Ice Arena**

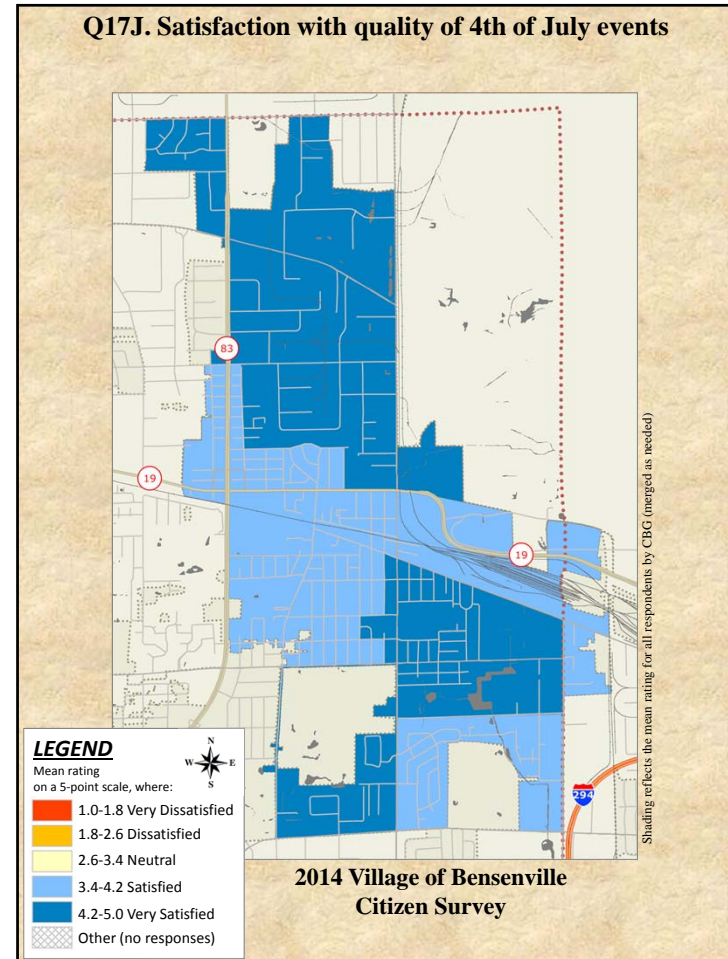
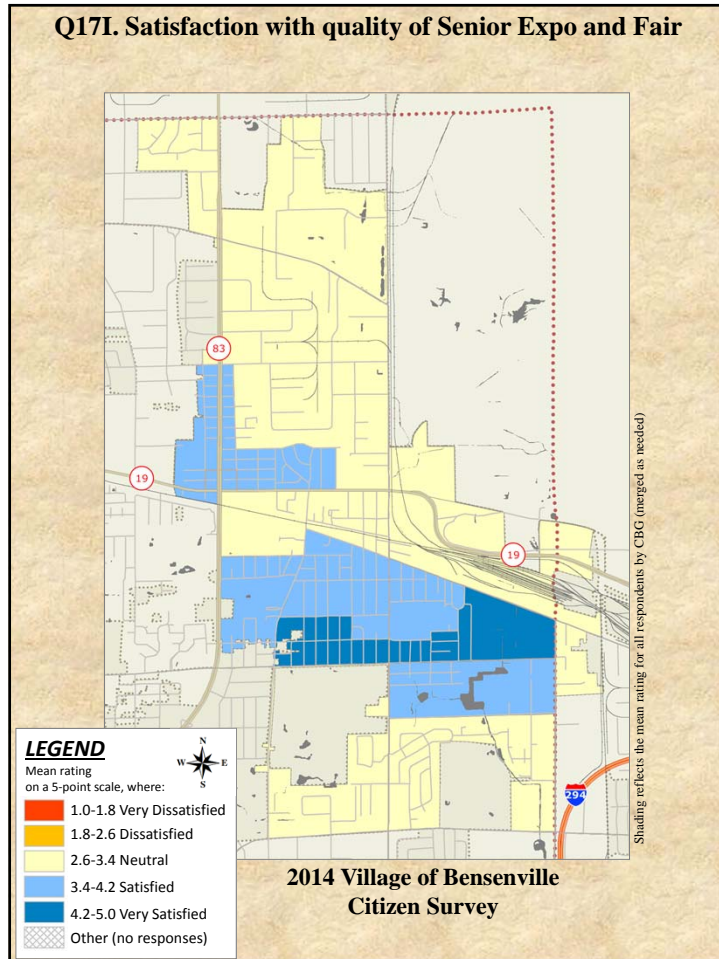


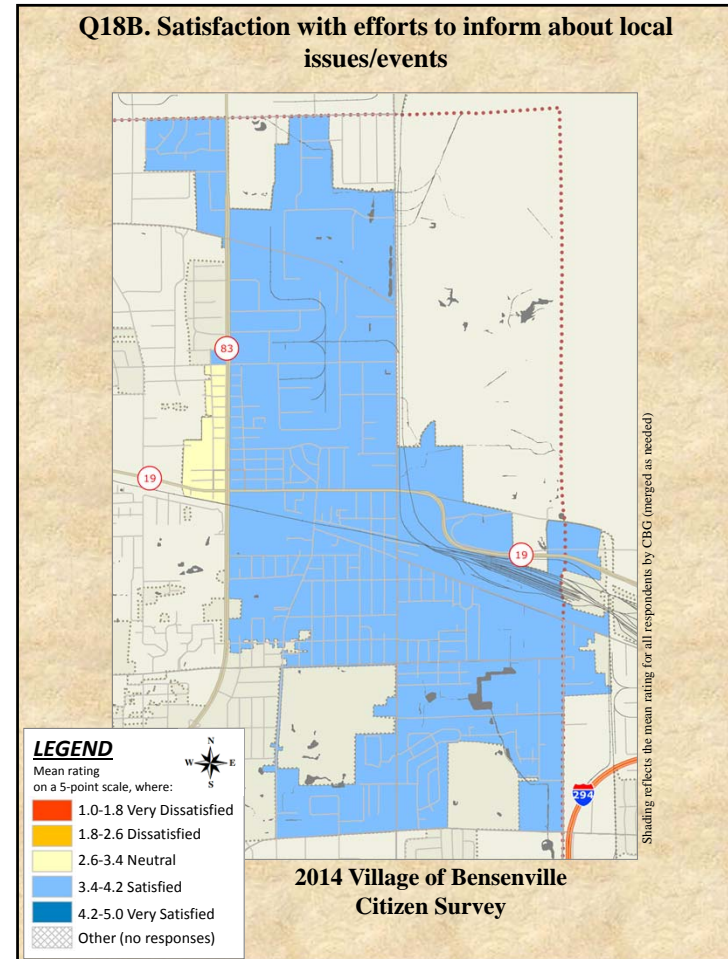
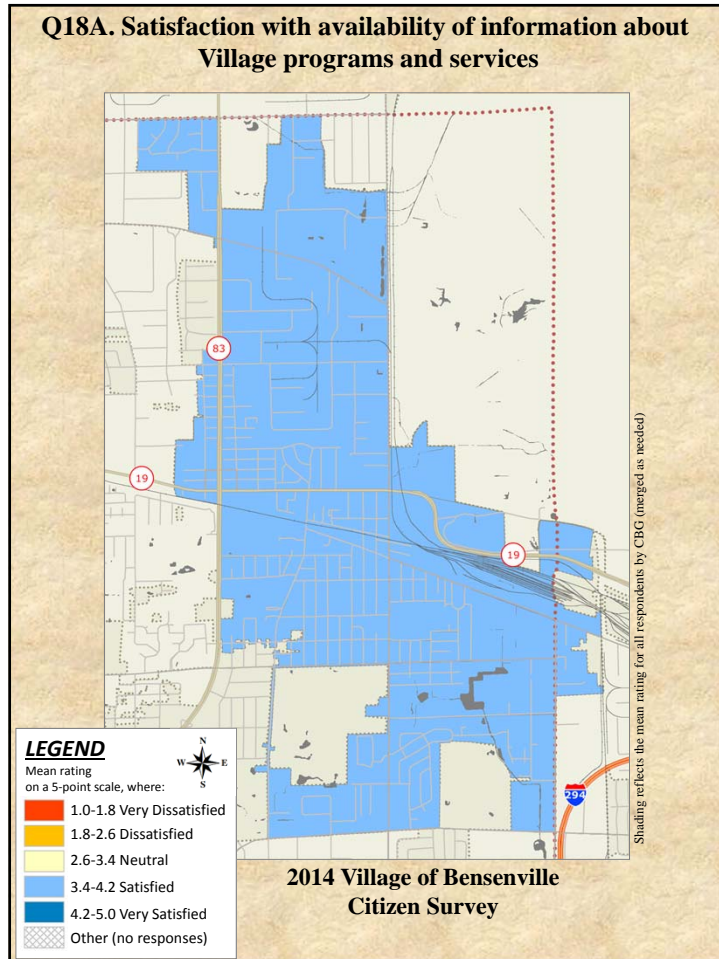




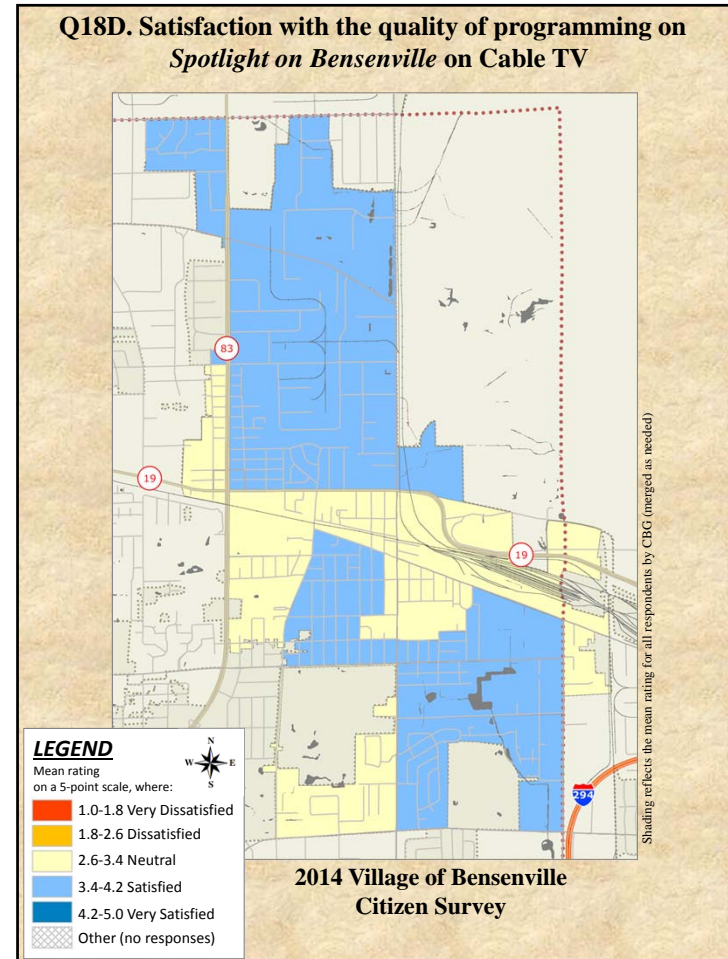
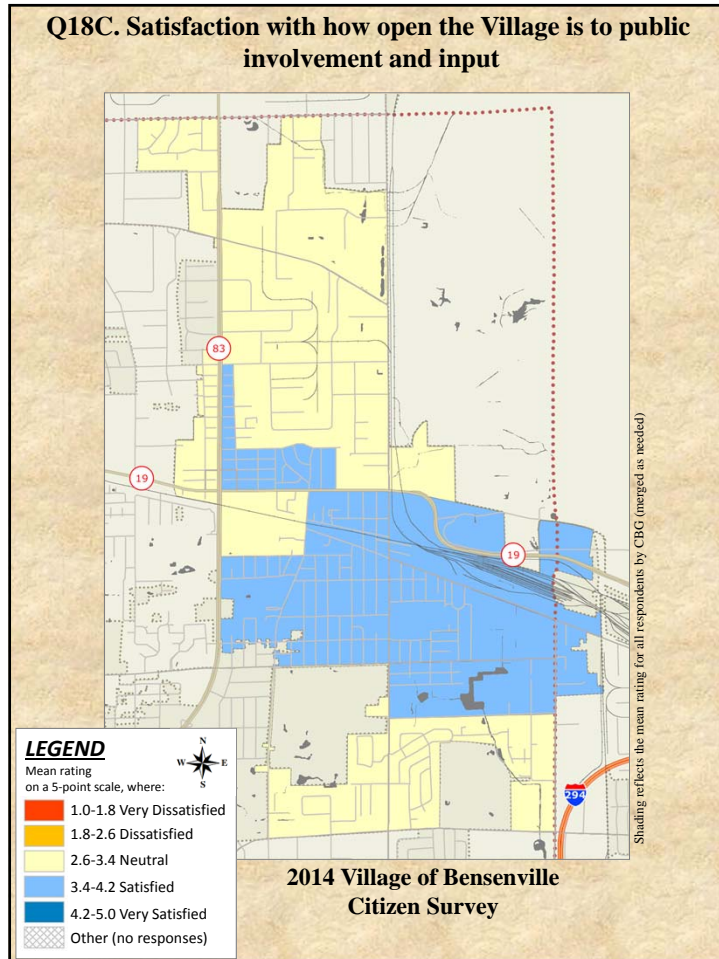


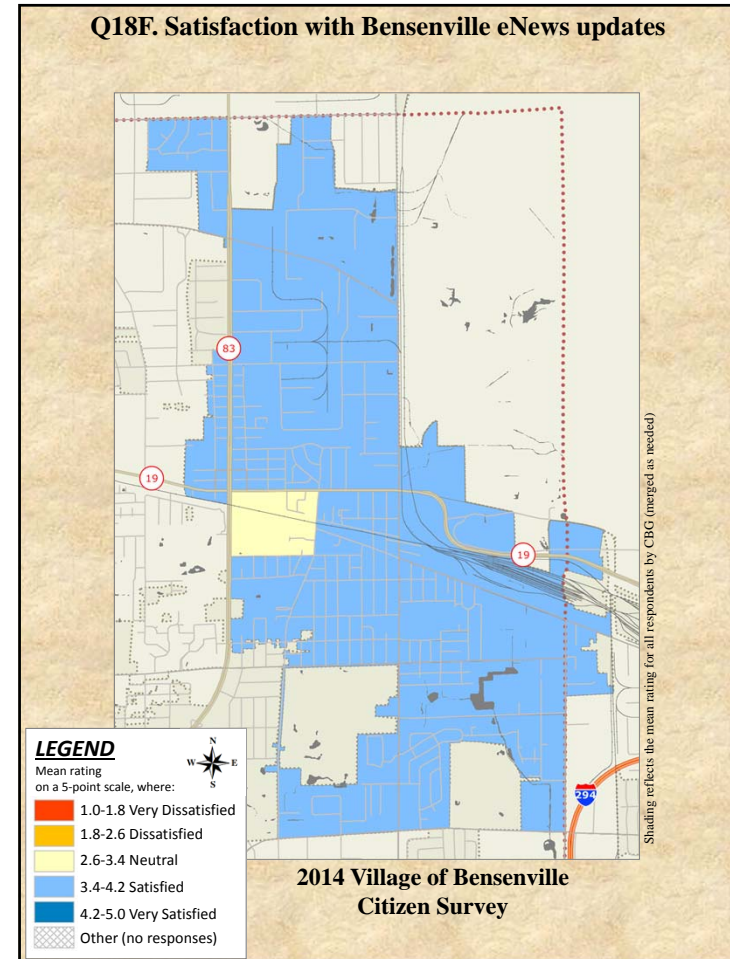
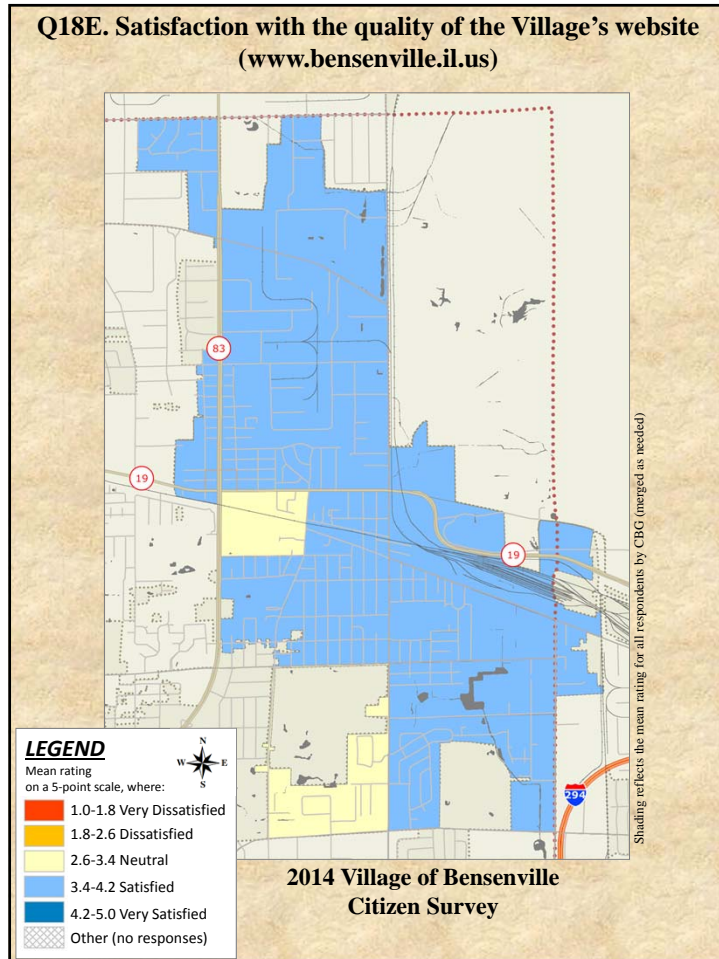




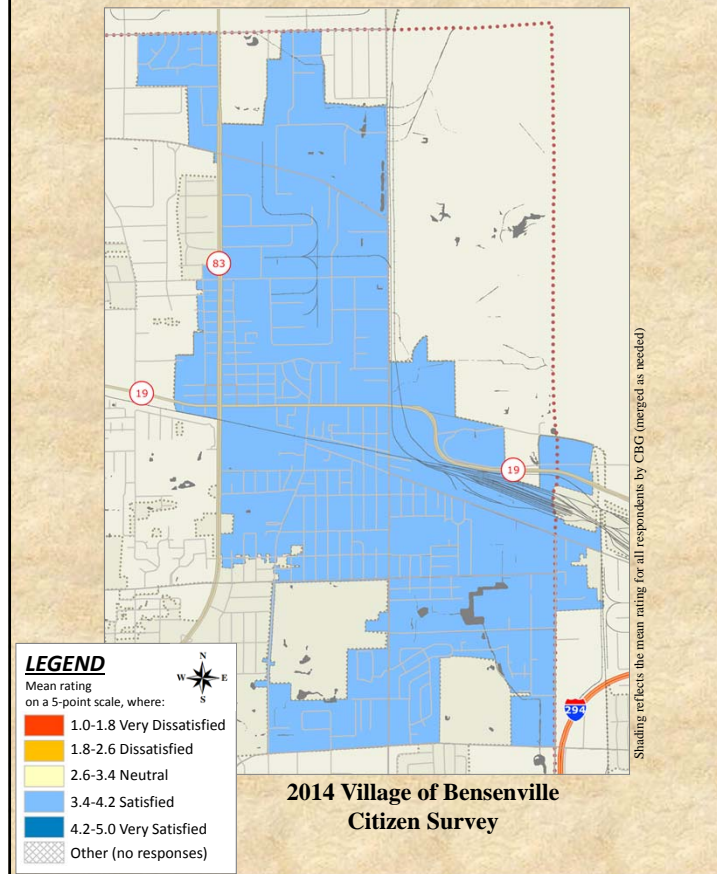




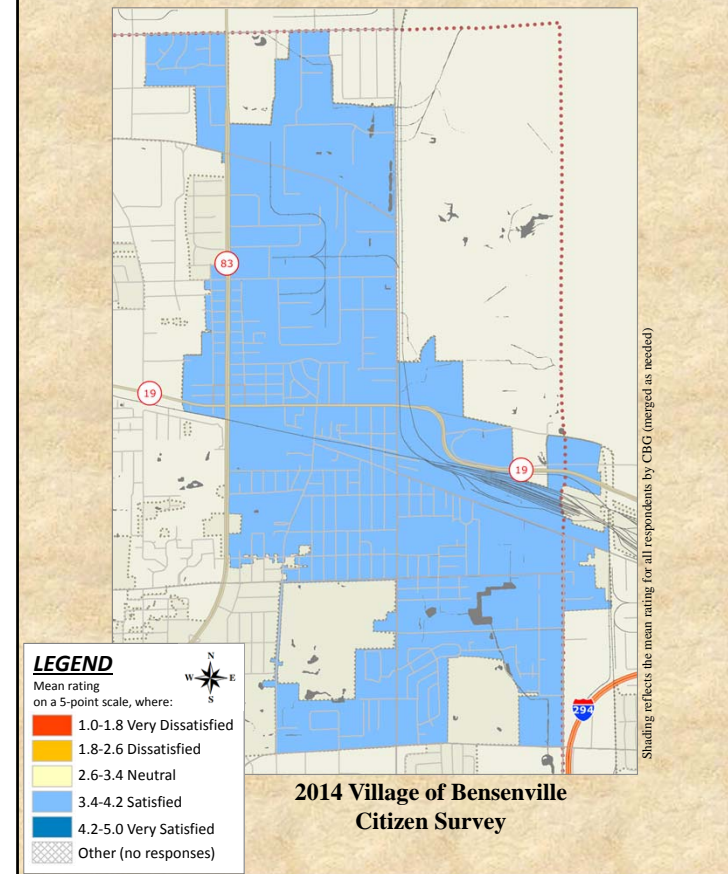


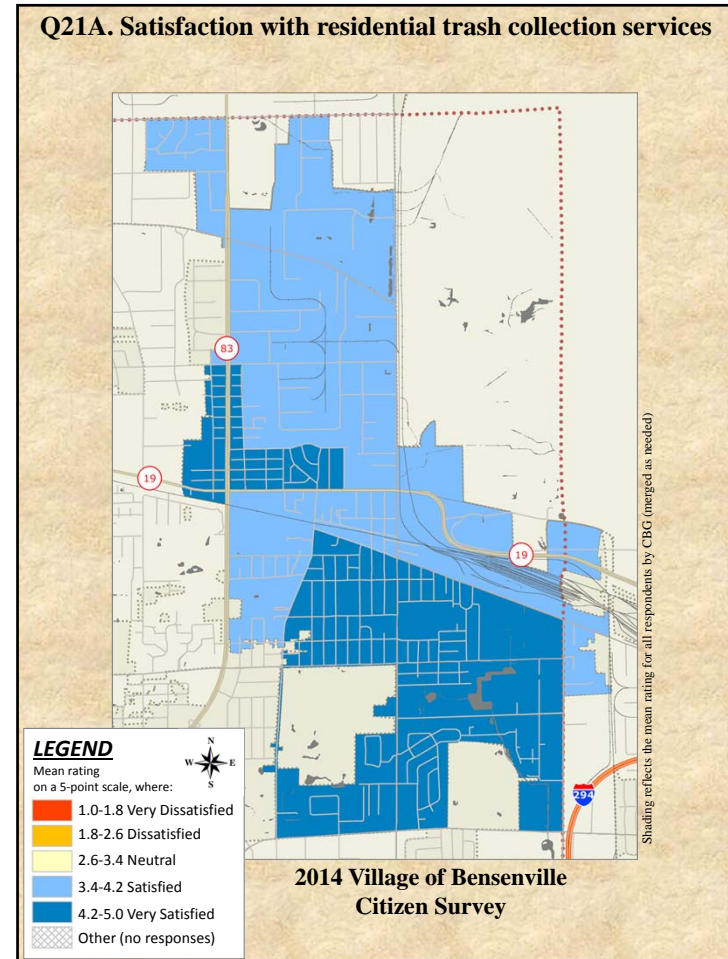
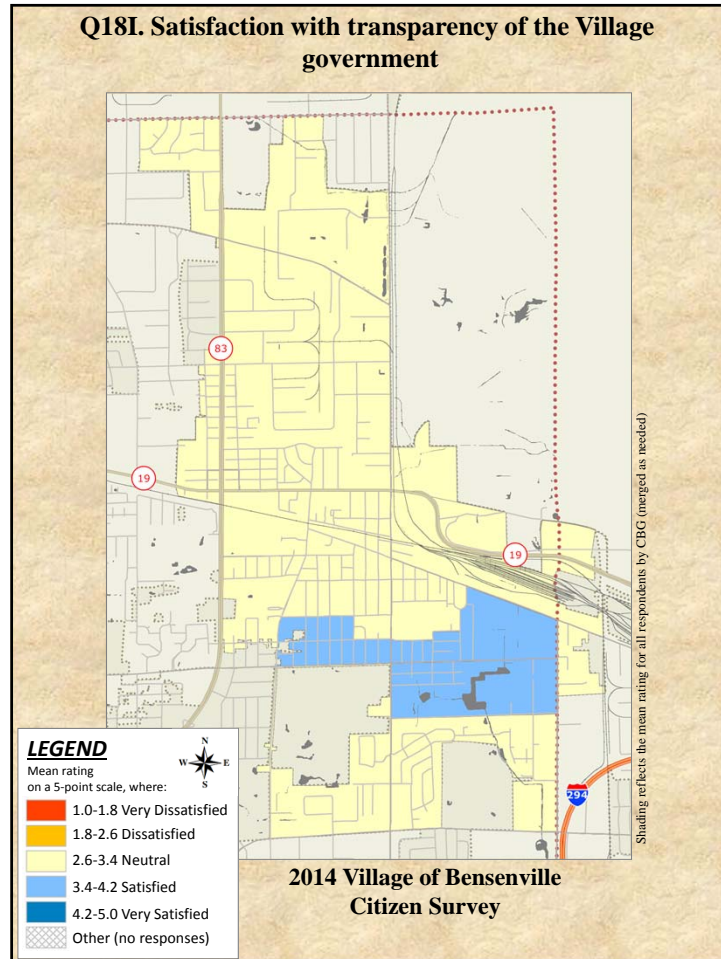


**Q18G. Satisfaction with the *Bensenville Vision* Newsletter**

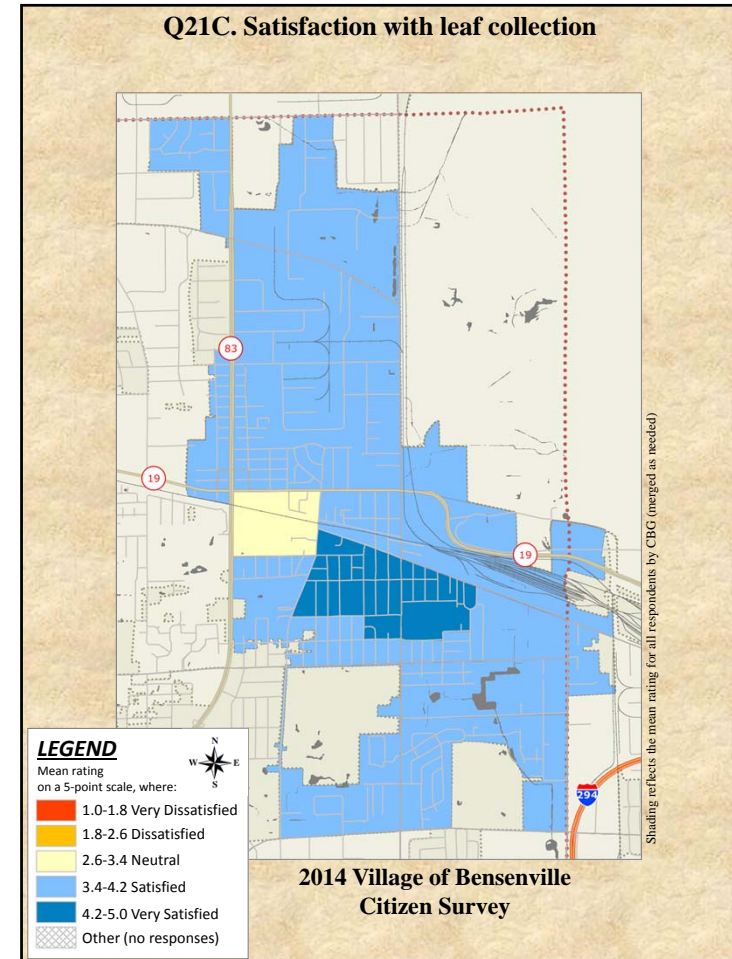
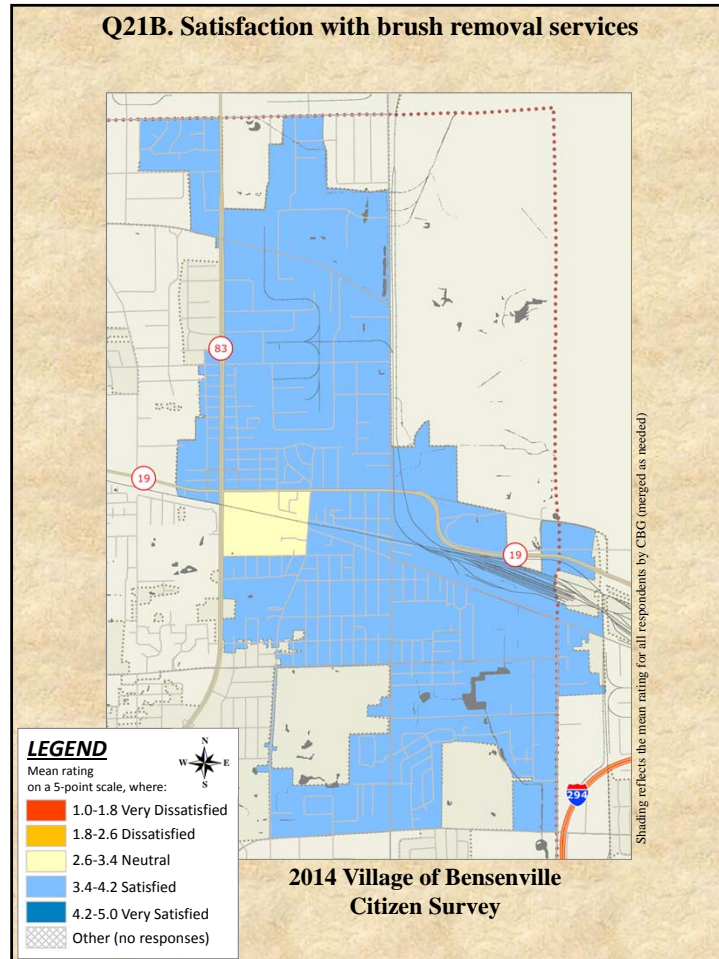


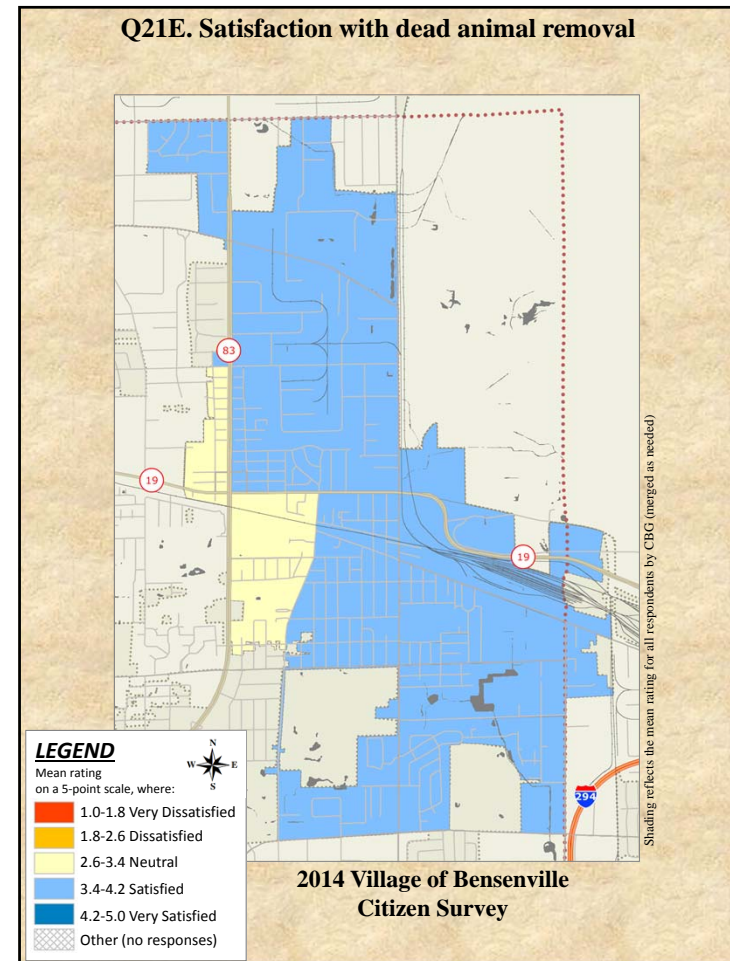
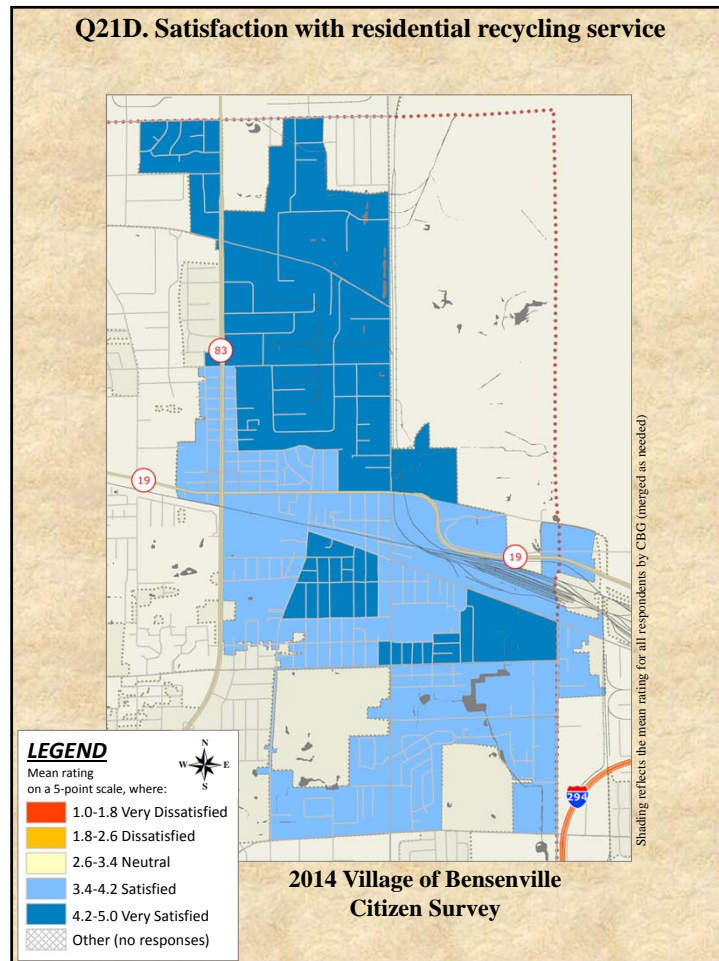
**Q18H. Satisfaction with the *Bensenville Community News* Newsletter**

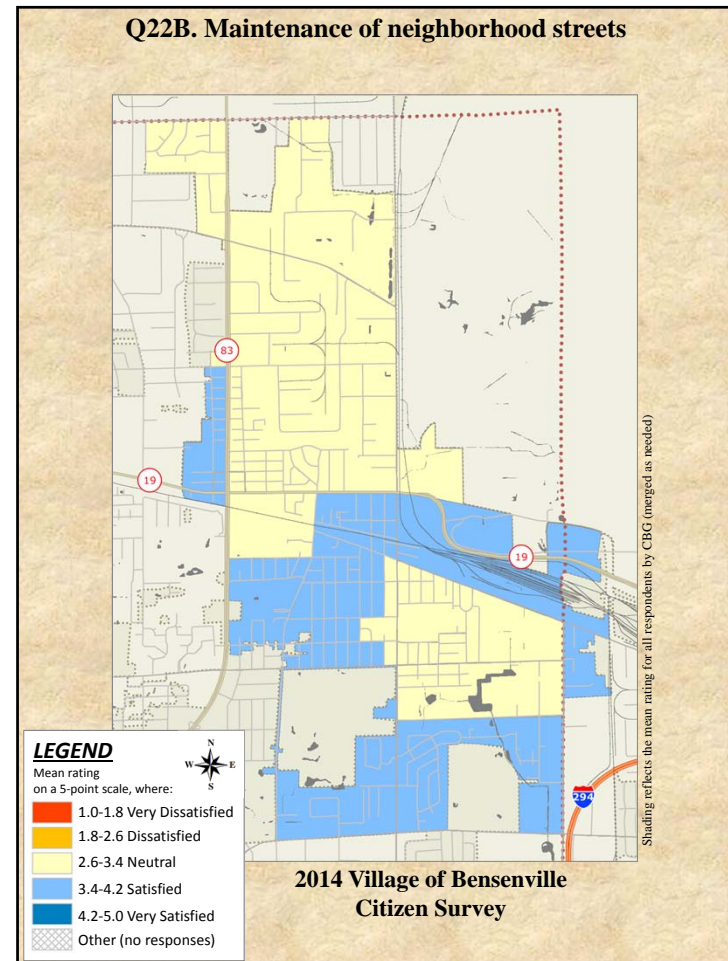
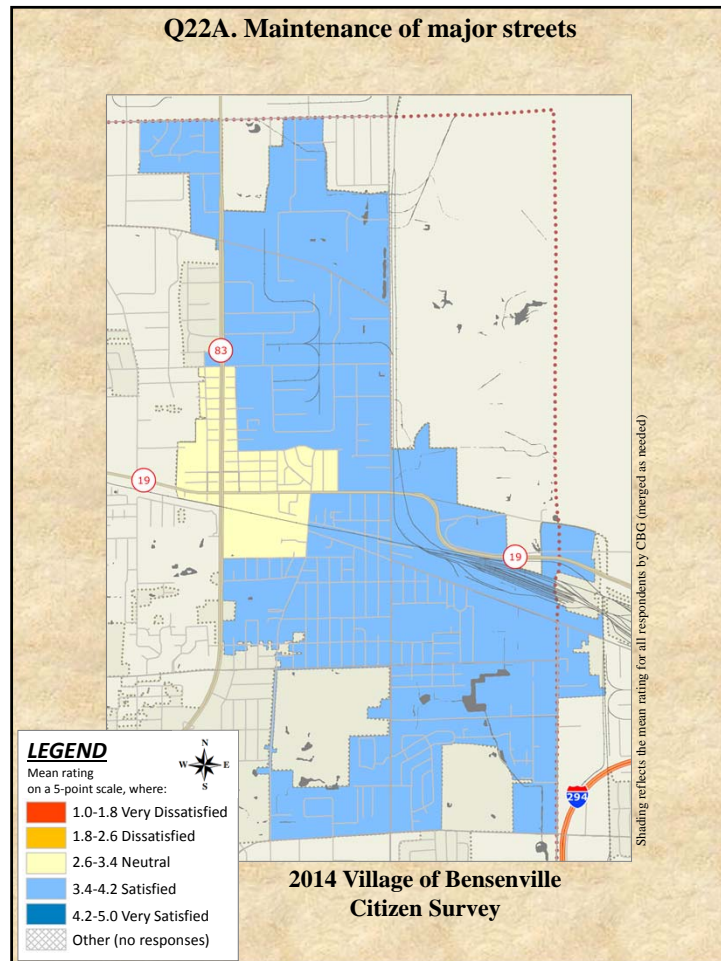




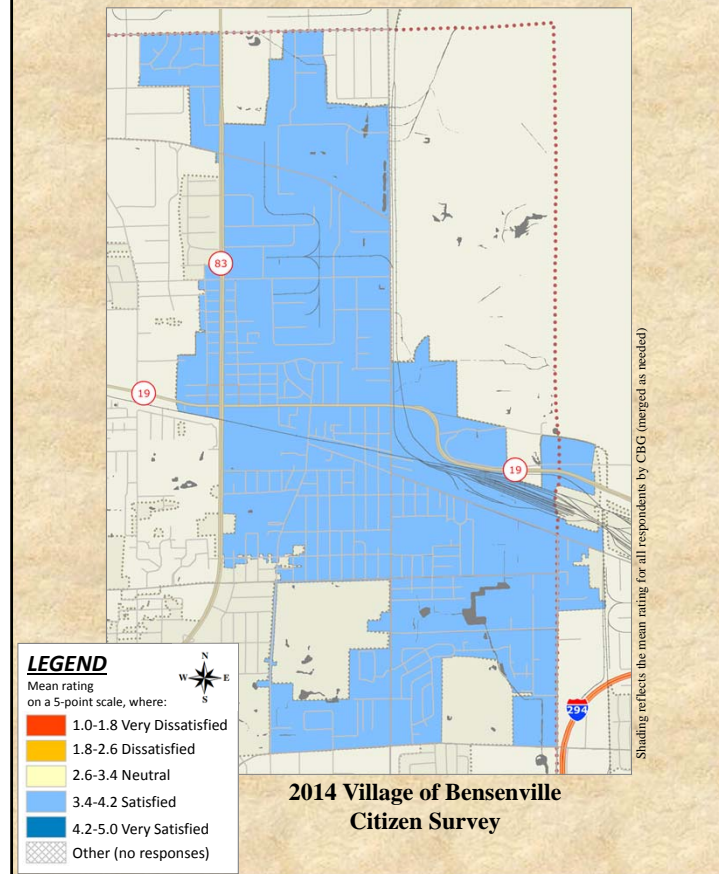




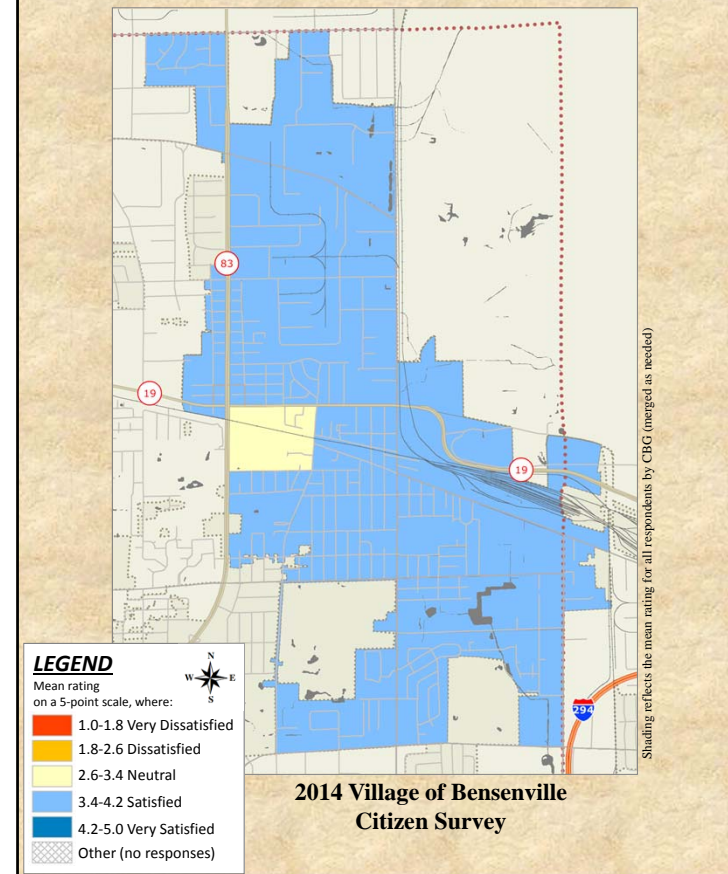




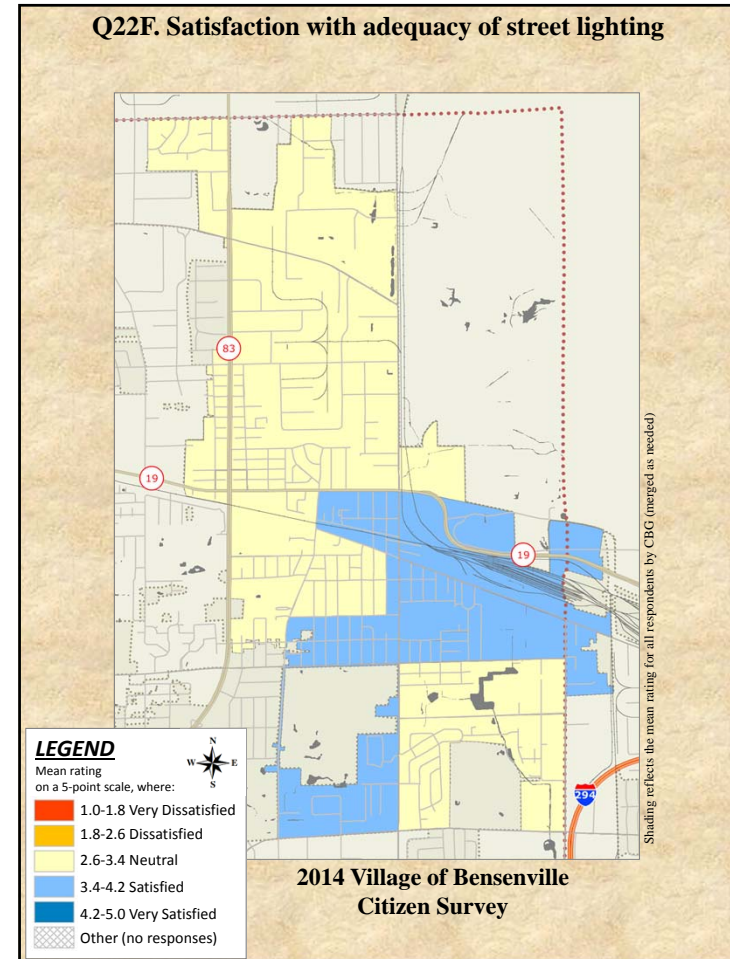
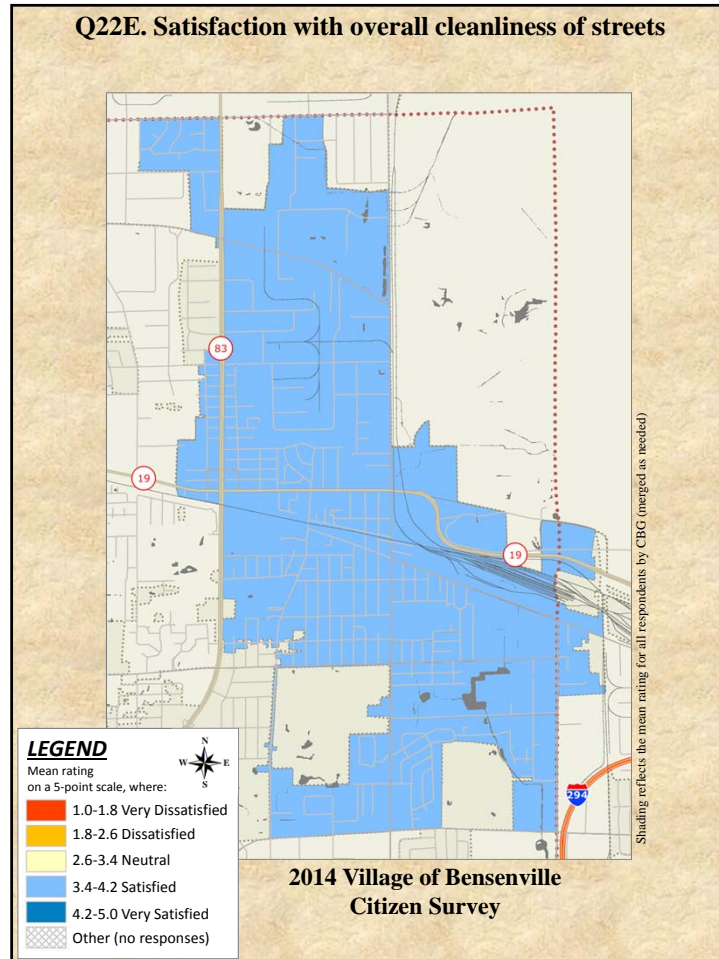
**Q22C. Maintenance of street signs/pavement markings**

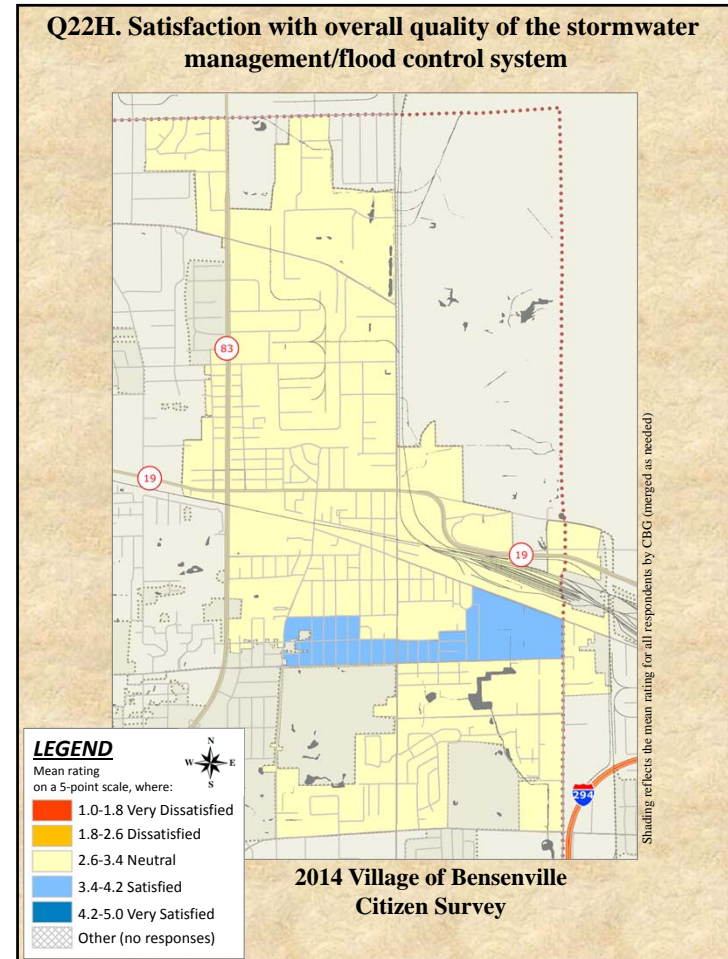
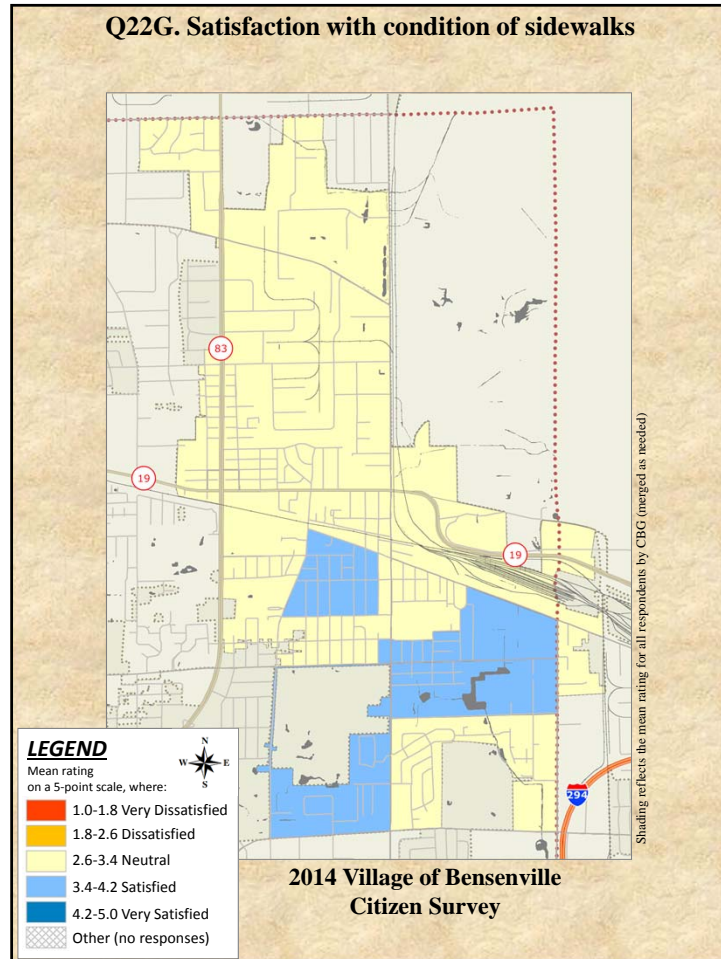


**Q22D. Satisfaction with maintenance/preservation of downtown**

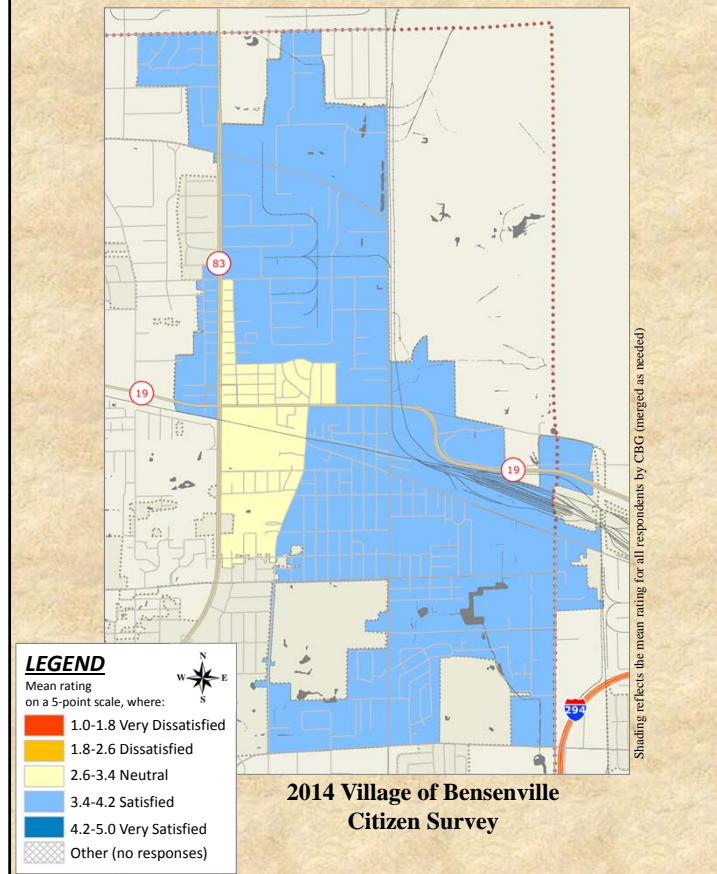




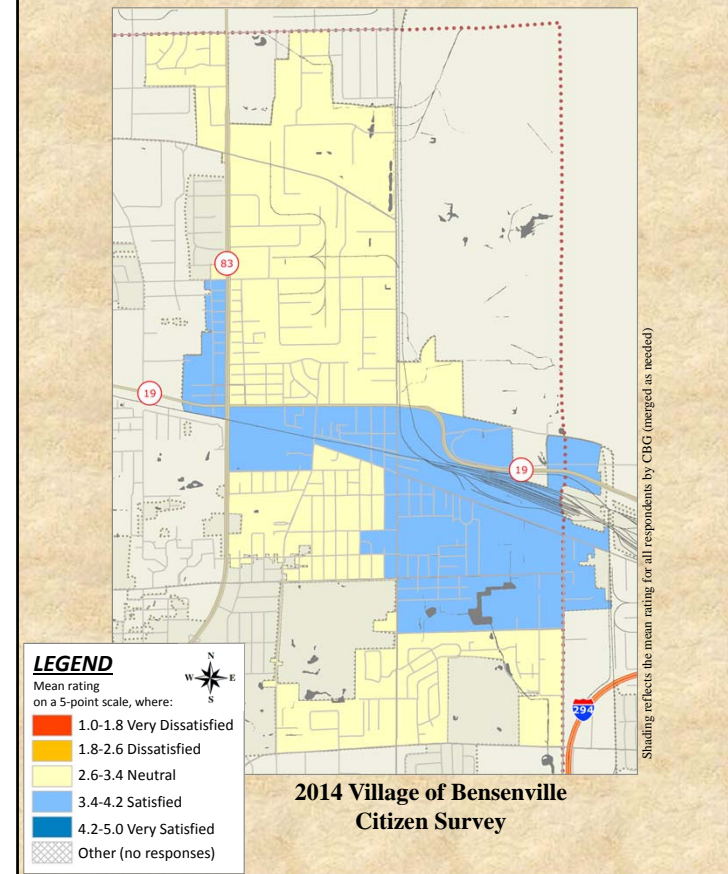


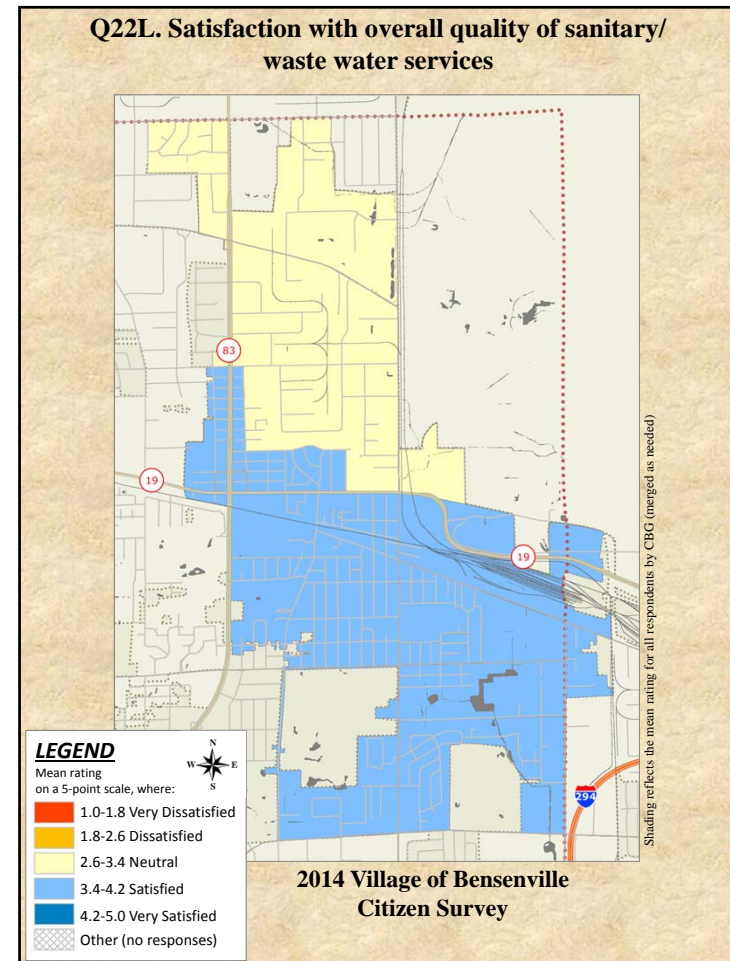
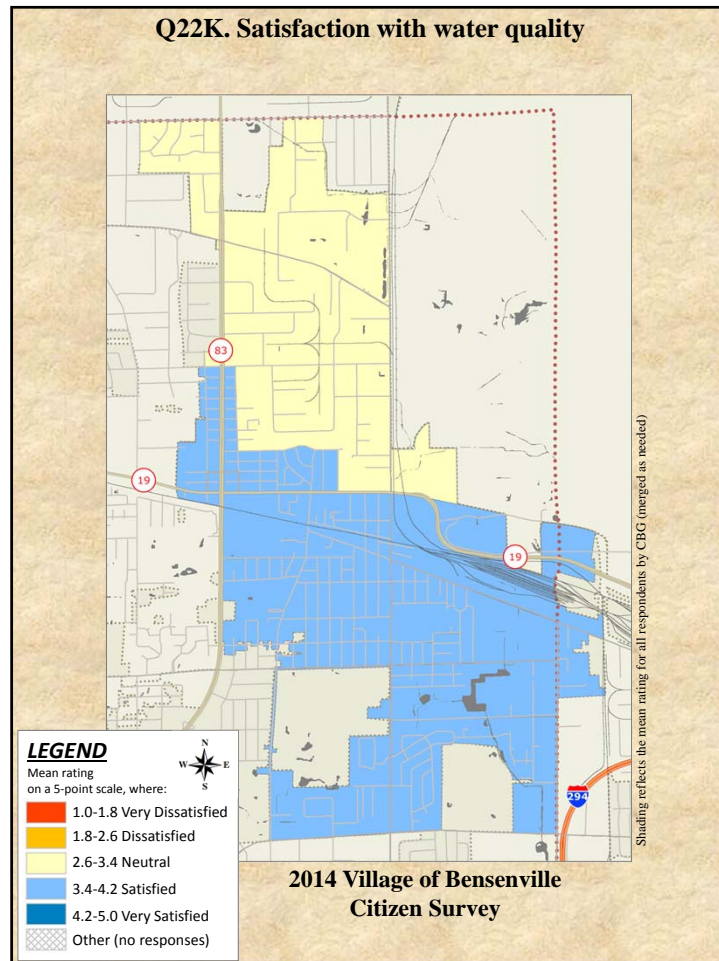


**Q22I. Satisfaction with overall quality of snow/ice removal**



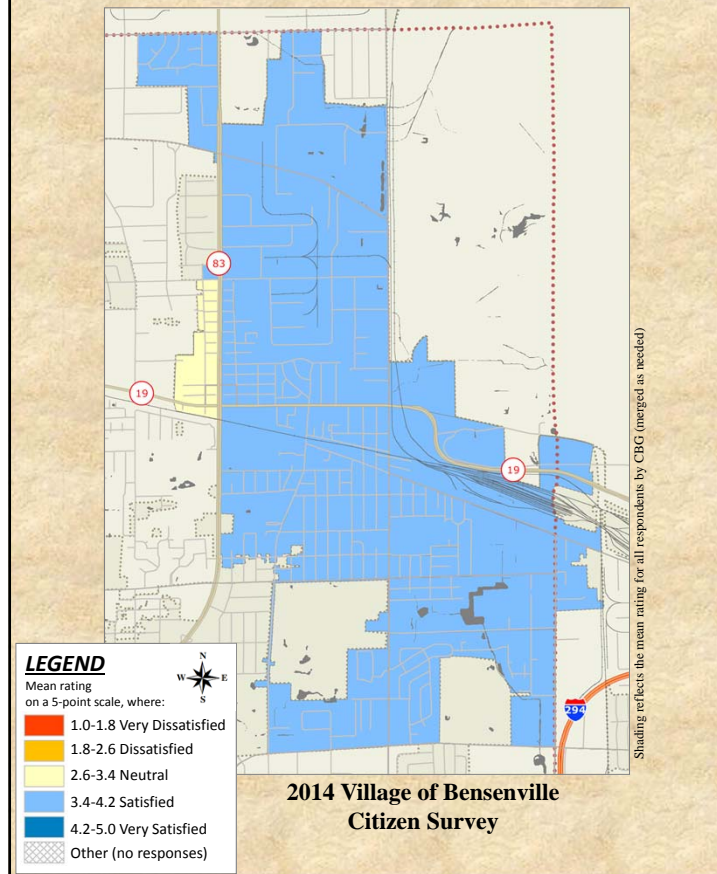
**Q22J. Satisfaction with mosquito abatement**



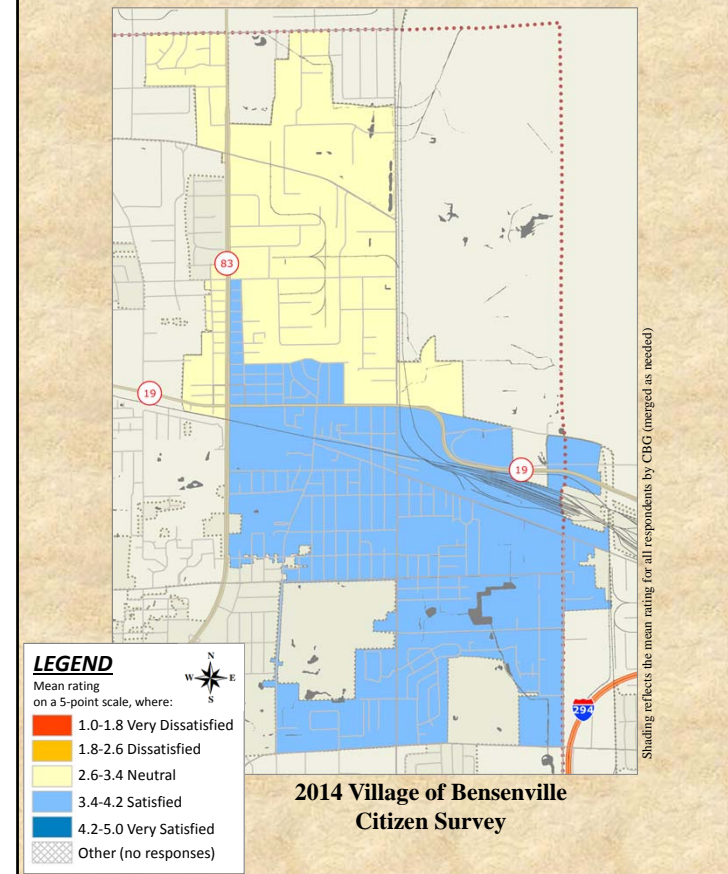


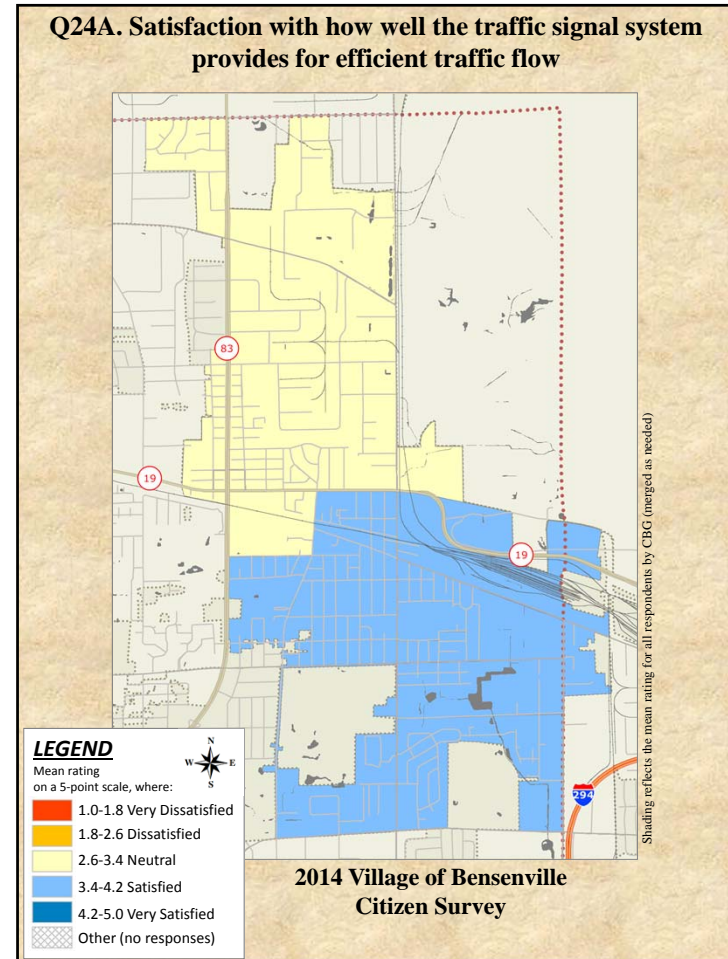
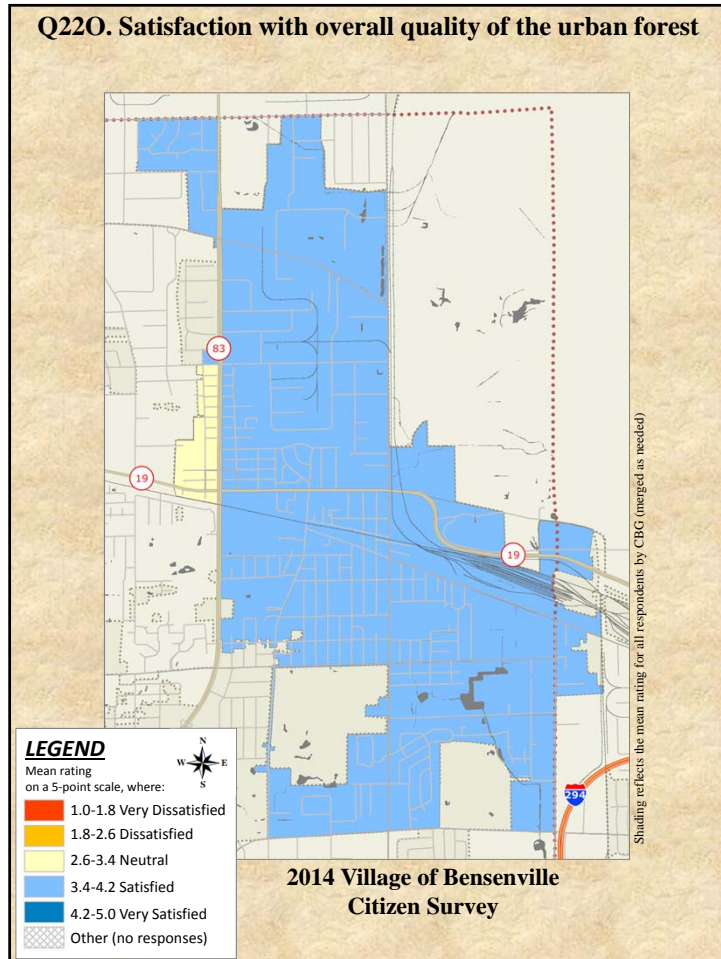


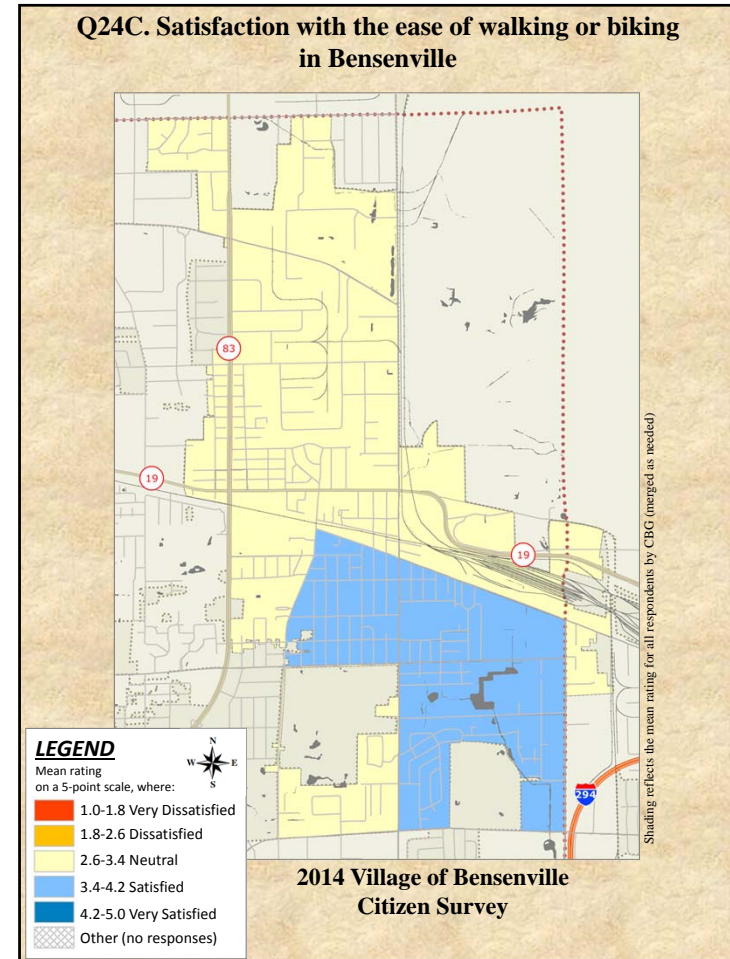
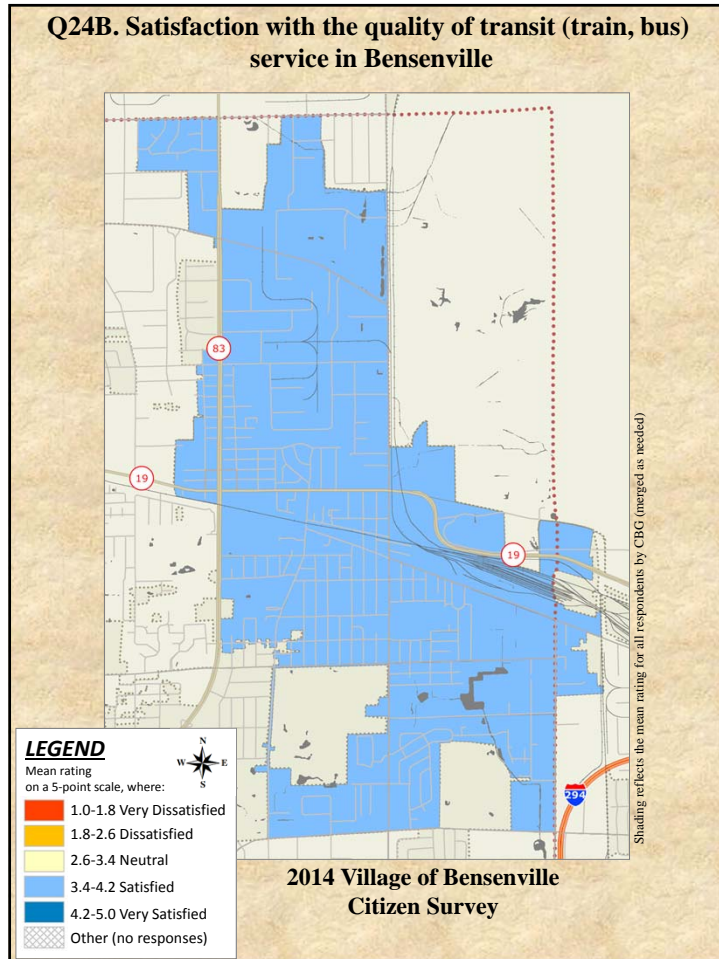
**Q22M. Satisfaction with quality of landscaping in medians**

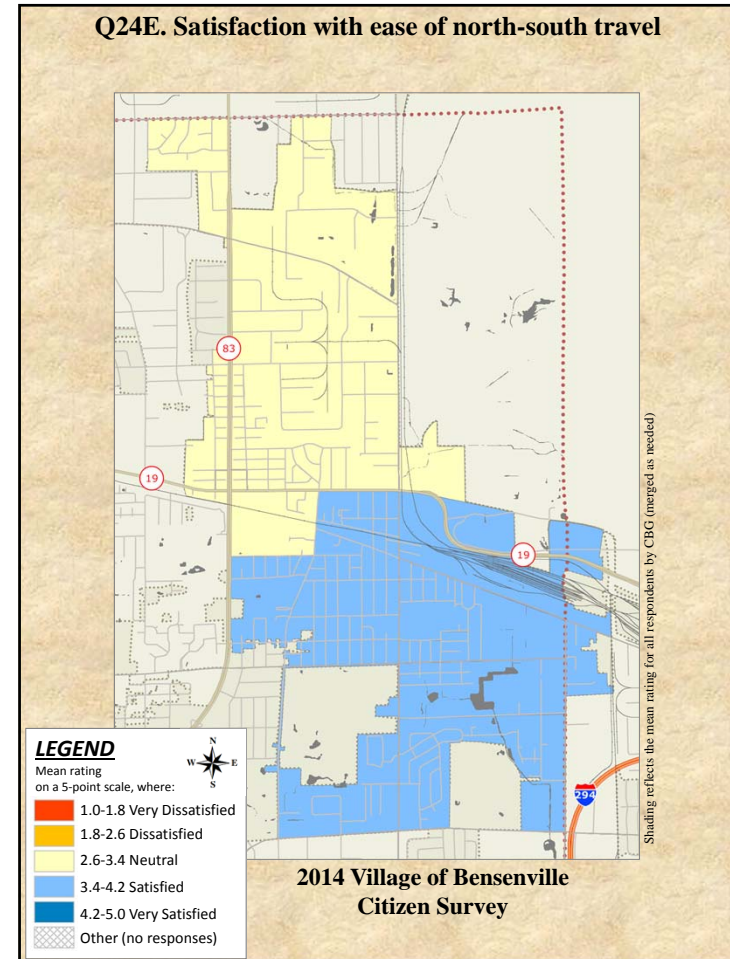
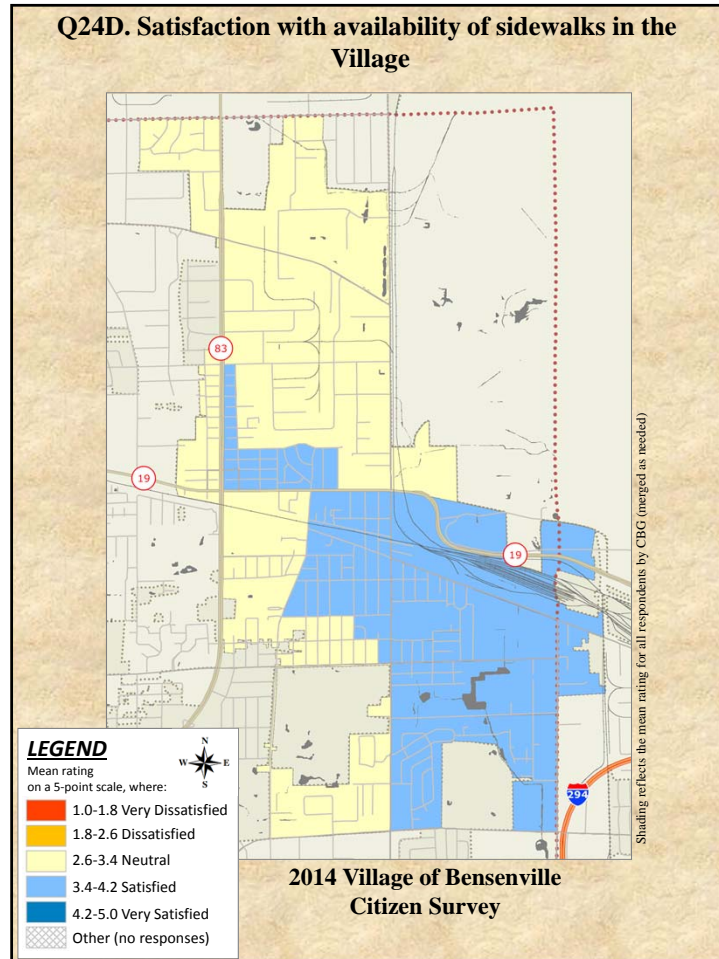


**Q22N. Satisfaction with landscaping in parkways**

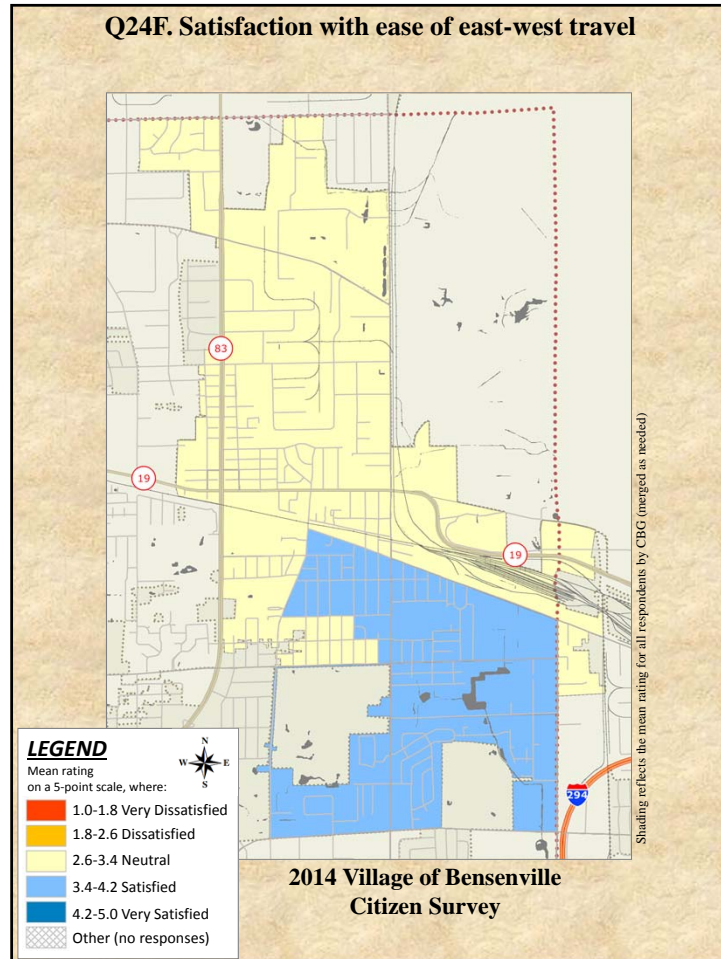












*Section 3:*  
***Benchmarking Data***



# DirectionFinder® Survey

## Year 2014 Benchmarking Summary Report

### Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states.

This report contains benchmarking data from two sources. The first source is a national survey that was administered by ETC Institute during the Summer of 2014 to a random sample of more than 3,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of 380 residents in the East Central Region of the U.S. during the Summer of 2014. The East Central Region included the following states: Illinois, Ohio, Michigan, Indiana and West Virginia.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 3,000 residents; the “East Central Average” shown in the charts reflects the results of the regional survey of 380 residents in the East Central Region.

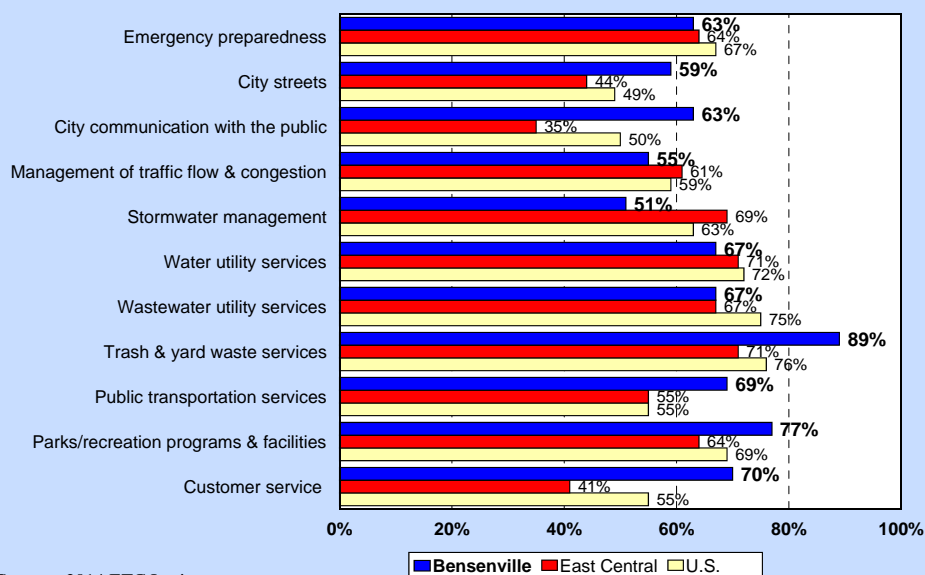


# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Bensenville is not authorized without written consent from ETC Institute.**

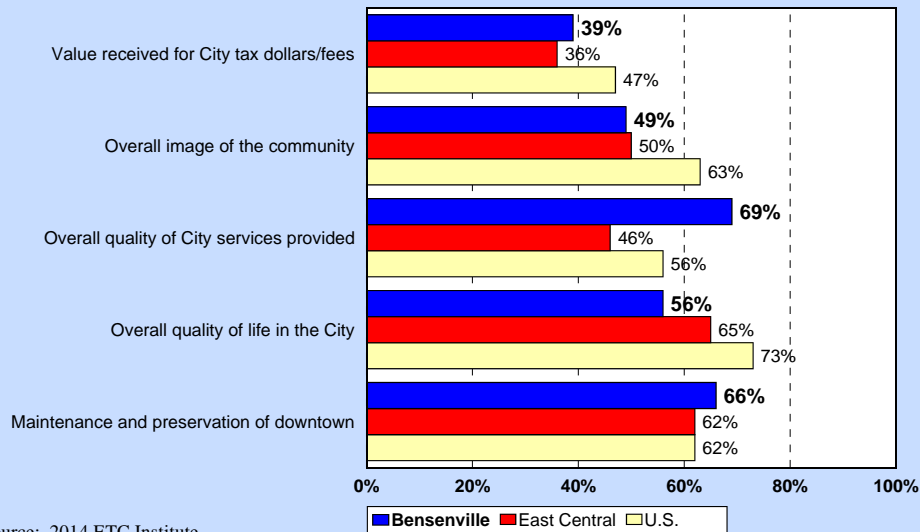
## Overall Satisfaction with Various City Services Bensenville vs. East Central vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



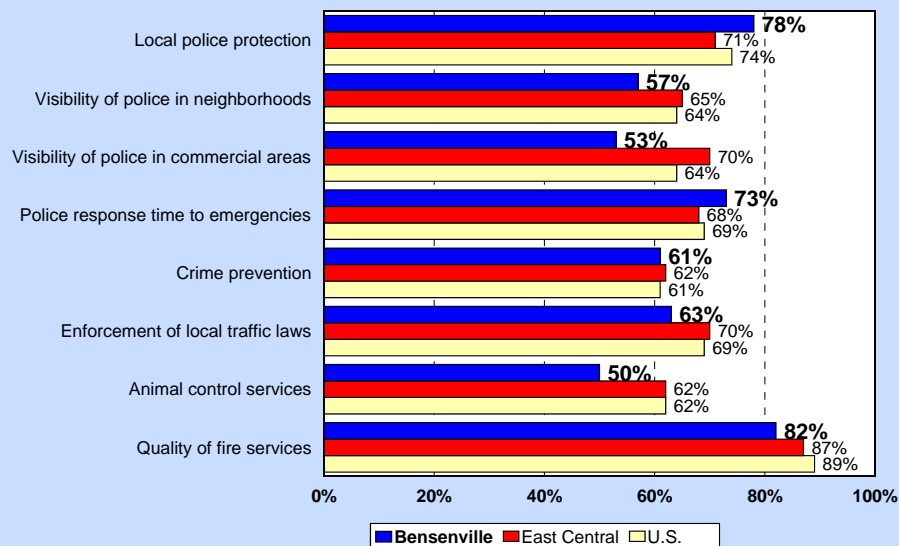
### Satisfaction with Issues that Influence Perceptions of the City Bensenville vs. East Central vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



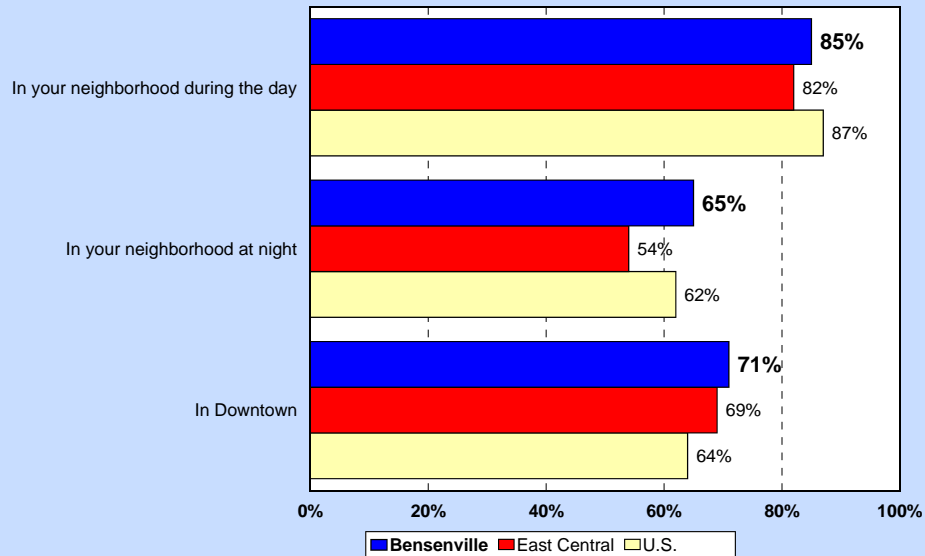
### Overall Satisfaction with Police/Fire Services Bensenville vs. East Central vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



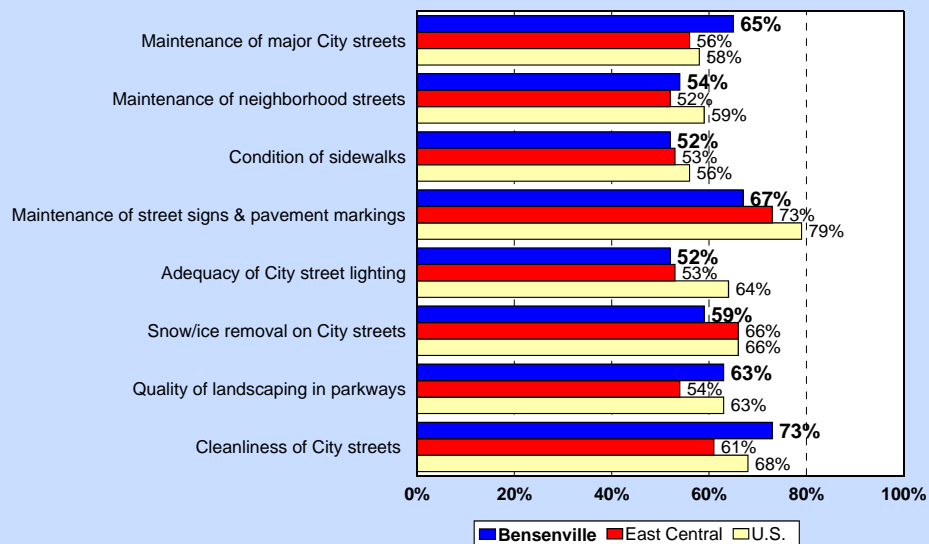
## How Safe Residents Feel in Their Community Bensenville vs. East Central vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



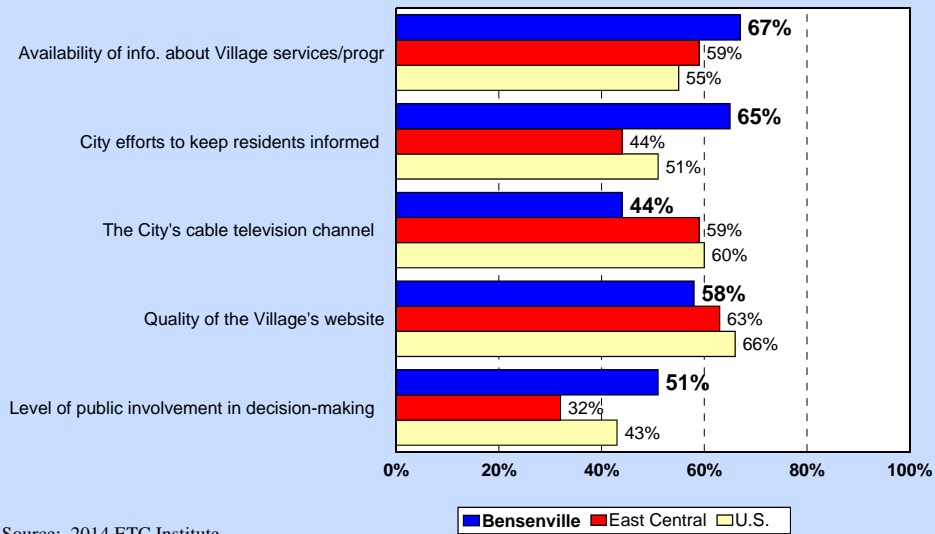
## Overall Satisfaction with City Maintenance Bensenville vs. East Central vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



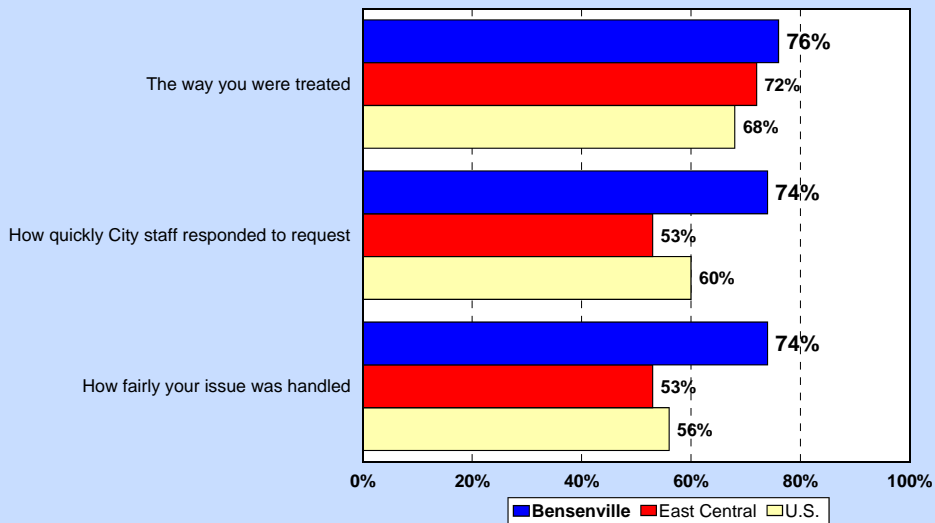
## Overall Satisfaction with Communication Bensenville vs. East Central vs. the U.S

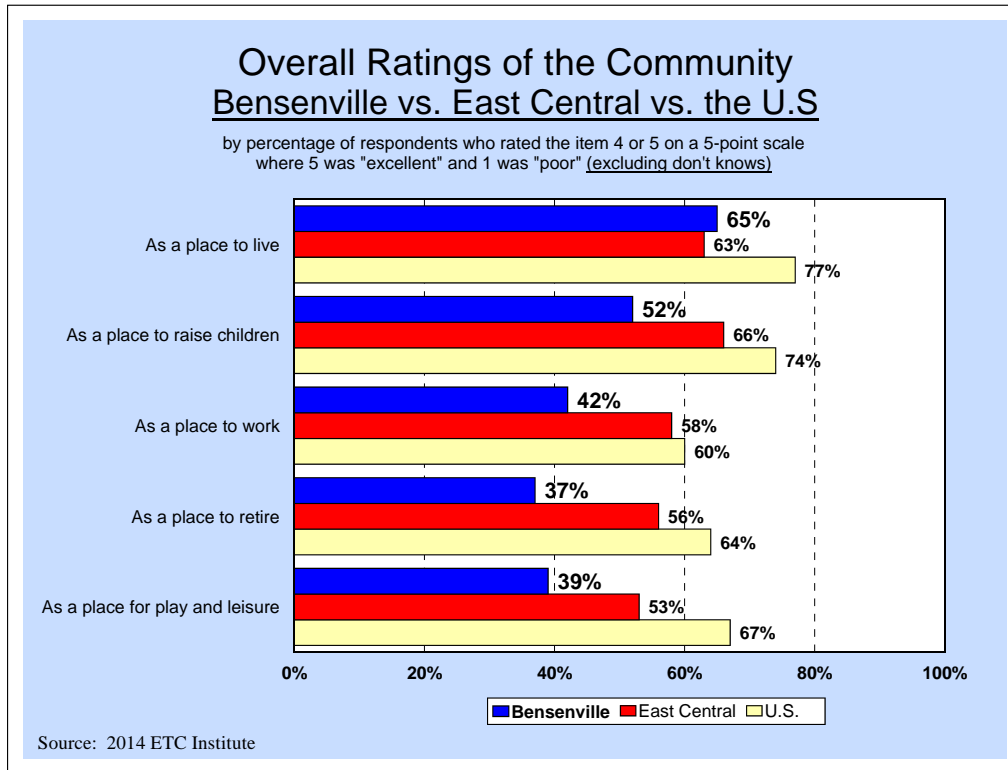
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Overall Satisfaction with Customer Service Bensenville vs. East Central vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





*Section 4:*  
***Importance-Satisfaction***  
***Analysis***

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# Importance-Satisfaction Analysis

## The Village of Bensenville, IL

### Overview

Today, community 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 first, second, and third 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.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation.** Respondents were asked to identify the major categories of Village services they thought should receive the most emphasis over the next two years. Approximately forty-one percent (40.6%) ranked "overall maintenance of Village streets" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, approximately fifty-nine percent (59.3%) rated “overall maintenance of Village streets” as a “4” or a “5” on a 5-point scale excluding “don't know” responses. The I-S rating for “overall maintenance of Village streets” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 40.6% was multiplied by 40.7% ( $1 - 0.593$ ). This calculation yielded an I-S rating of **0.1652**, which was ranked third out of nine major service categories.

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% indicate 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 pages.

## Importance-Satisfaction Rating

### Village of Bensenville, IL

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Overall value you receive for taxes & fees	56%	1	39%	9	0.3426	1
Overall management of finances	36%	3	42%	8	0.2081	2
<b><u>High Priority (IS .10-.20)</u></b>						
Overall maintenance of Village streets	41%	2	59%	6	0.1652	3
Flow of traffic & traffic management	34%	4	55%	7	0.1529	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Efforts for emergency preparedness	21%	6	62%	5	0.0786	5
Effectiveness communication with public	19%	7	63%	4	0.0722	6
Overall quality of services	21%	5	69%	3	0.0674	7
Overall quality of customer service	11%	8	71%	2	0.0332	8
Maintenance of buildings & facilities	10%	9	77%	1	0.0219	9

**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 were the most important for the City to provide.

#### 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 Rating

### Village of Bensenville, IL

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Efforts to prevent crime	51%	1	62%	7	0.1938	<b>1</b>
Visibility of police in neighborhoods	42%	2	58%	8	0.1789	<b>2</b>
Enforcement of speed limits in neighborhoods	24%	4	55%	9	0.1085	<b>3</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Visibility of police in commercial areas	17%	6	53%	10	0.0785	<b>4</b>
Overall quality of local police protection	34%	3	77%	3	0.0763	<b>5</b>
Quality of animal control	14%	9	51%	11	0.0692	<b>6</b>
Enforcement of local traffic laws	15%	8	63%	6	0.0568	<b>7</b>
How quickly police respond to emergencies	18%	5	74%	4	0.0469	<b>8</b>
How quickly police respond to vehicle accidents	11%	11	66%	5	0.0356	<b>9</b>
Overall quality of local fire protection	17%	7	82%	1	0.0302	<b>10</b>
Quality of local ambulance service	11%	10	79%	2	0.0218	<b>11</b>

**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 were the most important for the City to provide.

#### 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 Rating

### Village of Bensenville, IL

### Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of neighborhood streets	38%	1	55%	11	0.1711	1
Stormwater management/flood control system	30%	2	51%	14	0.1476	2
Adequacy of street lighting	29%	4	52%	12	0.1406	3
Maintenance of major streets	30%	3	65%	6	0.1046	4
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Overall quality of snow/ice removal	23%	5	59%	10	0.0940	5
Condition of sidewalks	19%	7	51%	13	0.0922	6
Mosquito abatement	14%	8	49%	15	0.0710	7
Water quality	21%	6	67%	3	0.0678	8
Maintenance/preservation of Downtown	11%	10	66%	5	0.0357	9
Overall cleanliness of streets	12%	9	73%	1	0.0336	10
Overall quality of sanitary/waste water services	8%	11	66%	4	0.0262	11
Maintenance of street signs/pavement markings	8%	12	68%	2	0.0253	12
Quality of landscaping in parkways	6%	13	63%	7	0.0219	13
Quality of landscaping in medians	5%	14	61%	8	0.0176	14
Overall quality of urban forest	4%	15	60%	9	0.0168	15

**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 and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

**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 residents 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 residents 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 residents. This area does not significantly affect overall satisfaction with Village services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

**Matrices showing the results for the Village of Bensenville are provided on the following pages.**

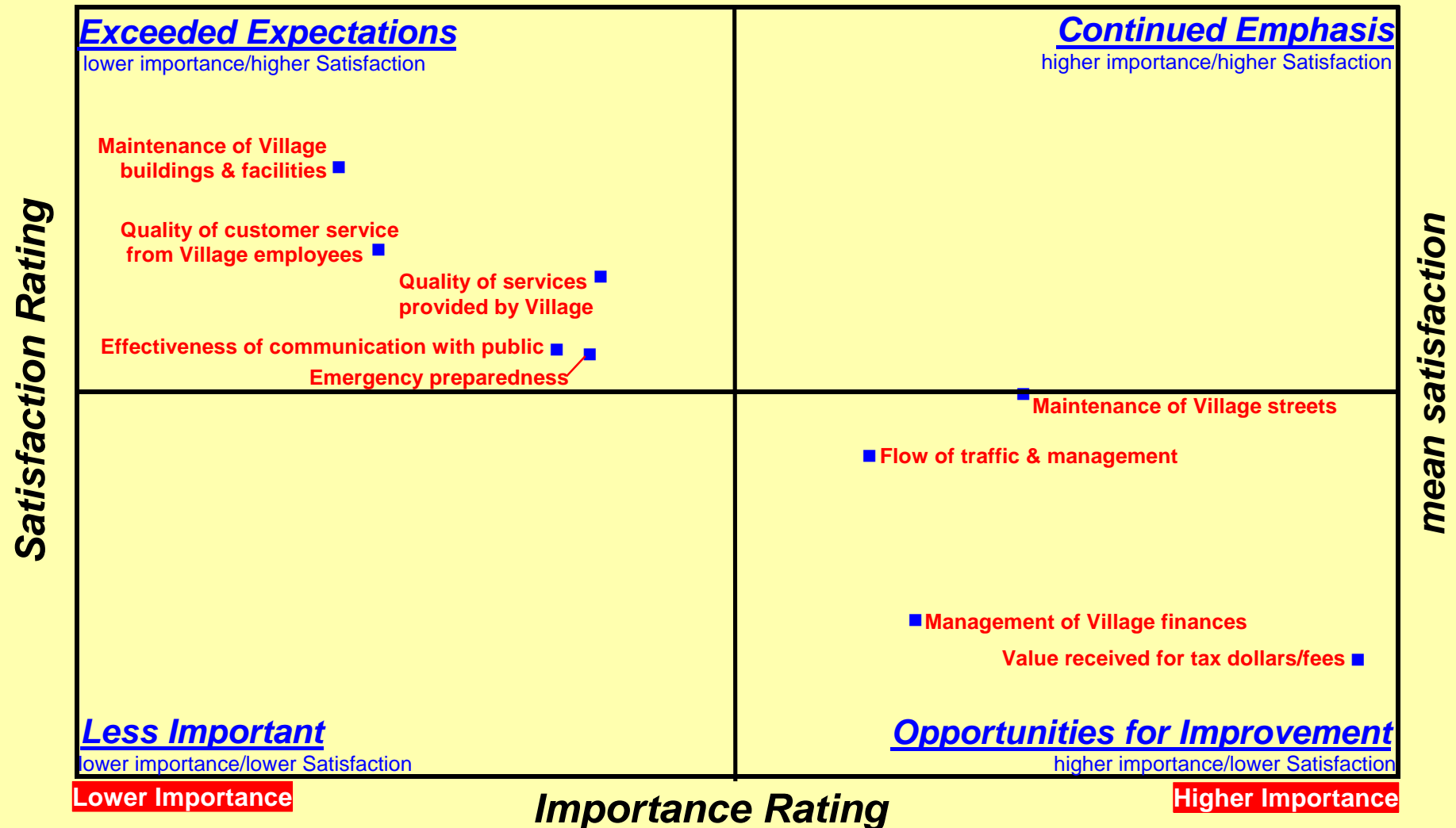


# 2014 Bensenville DirectionFinder Survey Importance-Satisfaction Assessment Matrix

## -Overall Village Services-

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

*mean importance*



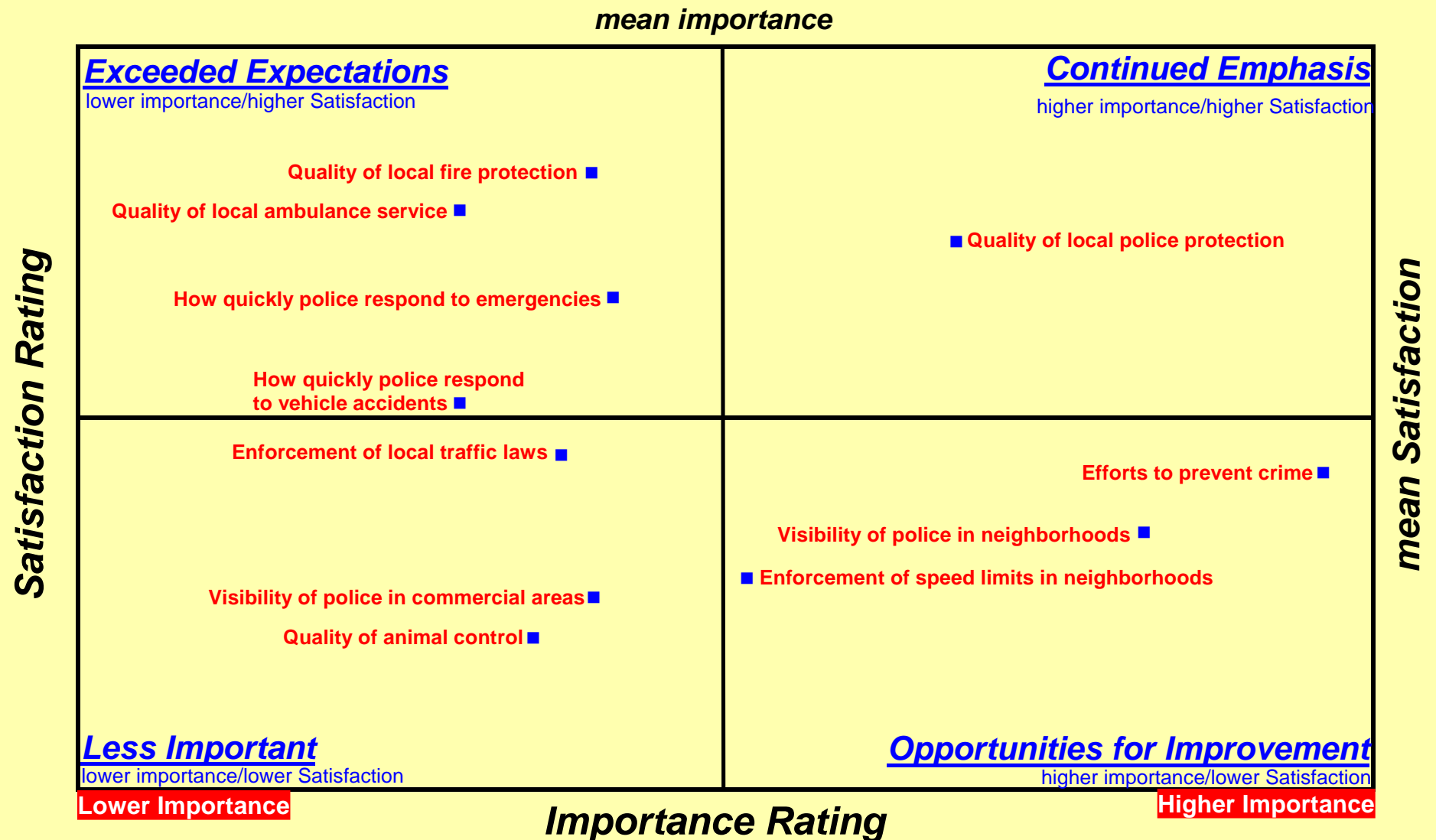
Source: ETC Institute (2014)

# 2014 Bensenville DirectionFinder Survey

## Importance-Satisfaction Assessment Matrix

### -Public Safety-

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



Source: ETC Institute (2014)

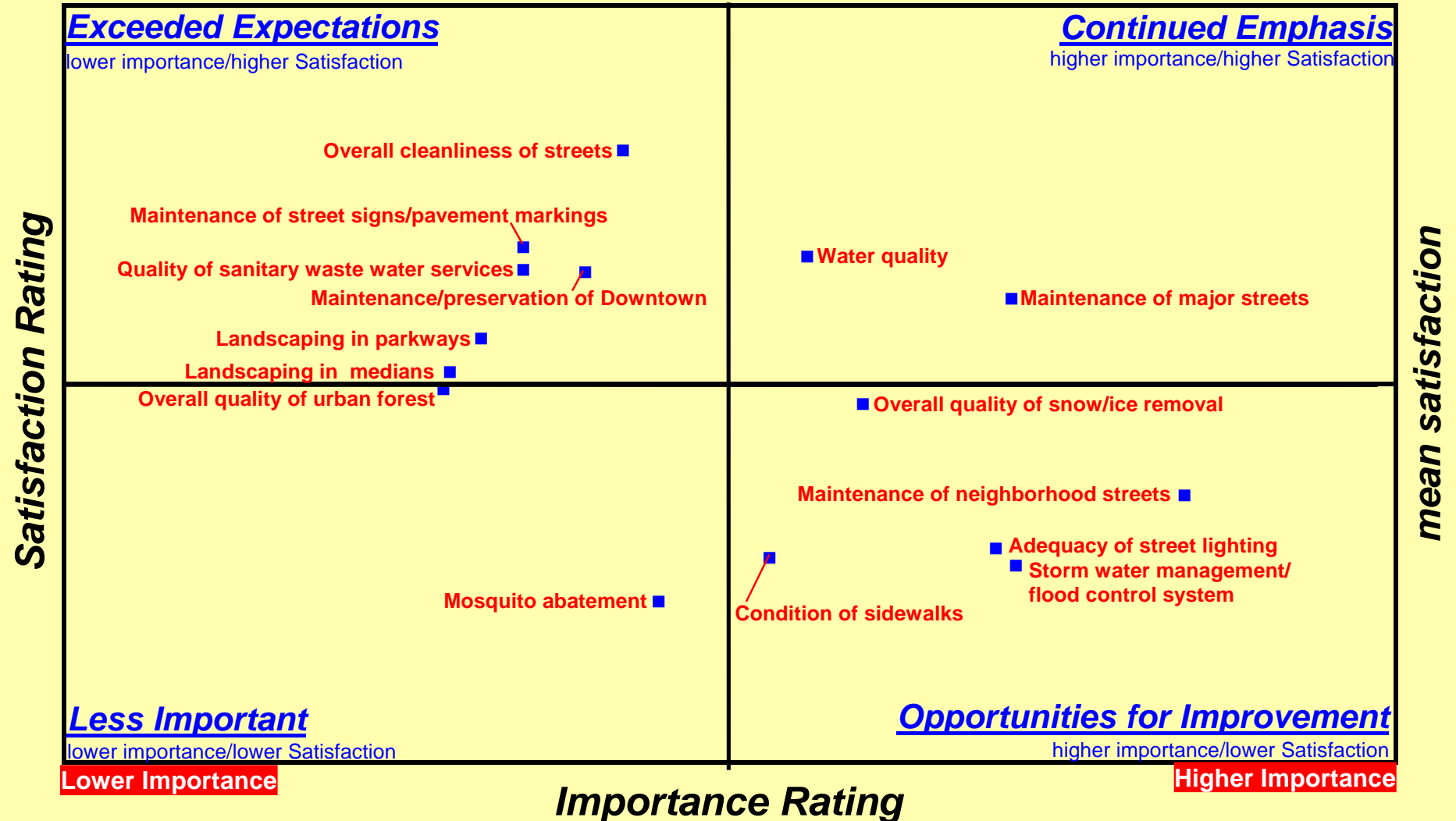
# 2014 Bensenville DirectionFinder Survey

## Importance-Satisfaction Assessment Matrix

### -Public Works-

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

*mean importance*



Source: ETC Institute (2014)

*Section 5:*  
*Tabular Data*  
*Survey Instrument*

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**Q1. Please rate your overall satisfaction with major services provided by the Village of Bensenville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of services provided by the Village of Bensenville	13.7%	51.1%	22.9%	4.5%	2.4%	5.4%
B. Overall quality of customer service you receive from Village employees	21.7%	44.4%	19.1%	7.8%	0.7%	6.1%
C. Overall maintenance of Village streets	16.8%	41.4%	23.9%	11.6%	4.5%	1.9%
D. Overall maintenance of Village buildings and facilities	23.9%	48.2%	17.5%	2.8%	1.2%	6.4%
E. Overall flow of traffic and traffic management in the Village	13.5%	39.5%	25.1%	13.2%	5.9%	2.8%
F. Overall effectiveness of Village communication with the public	17.3%	42.6%	24.3%	7.1%	4.0%	4.7%
G. Overall value that you receive for your Village tax dollars and fees	7.6%	28.4%	33.1%	13.7%	10.4%	6.9%
H. Overall management of Village finances	10.2%	22.7%	28.6%	10.4%	6.9%	21.3%
I. Overall efforts of the Village for emergency preparedness	17.0%	31.9%	24.1%	2.8%	2.6%	21.5%

**WITHOUT DON'T KNOW**

**Q1. Please rate your overall satisfaction with major services provided 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=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of services provided by the Village of Bensenville	14.5%	54.0%	24.3%	4.8%	2.5%
B. Overall quality of customer service you receive from Village employees	23.2%	47.4%	20.4%	8.3%	0.8%
C. Overall maintenance of Village streets	17.1%	42.2%	24.3%	11.8%	4.6%
D. Overall maintenance of Village buildings and facilities	25.5%	51.5%	18.7%	3.0%	1.3%
E. Overall flow of traffic and traffic management in the Village	13.9%	40.6%	25.8%	13.6%	6.1%
F. Overall effectiveness of Village communication with the public	18.1%	44.7%	25.6%	7.4%	4.2%
G. Overall value that you receive for your Village tax dollars and fees	8.1%	30.5%	35.5%	14.7%	11.2%
H. Overall management of Village finances	12.9%	28.8%	36.3%	13.2%	8.7%
I. Overall efforts of the Village for emergency preparedness	21.7%	40.7%	30.7%	3.6%	3.3%



**Q2. 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?**

<u>Q2. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by the Village of Bensenville	29	6.9 %
Overall quality of customer service you receive from Village employees	17	4.0 %
Overall maintenance of Village streets	75	17.7 %
Overall maintenance of Village buildings and facilities	7	1.7 %
Overall flow of traffic and traffic management in the Village	66	15.6 %
Overall effectiveness of Village communication with the public	10	2.4 %
Overall value that you receive for your Village tax dollars and fees	101	23.9 %
Overall management of Village finances	36	8.5 %
Overall efforts of the Village for emergency preparedness	26	6.1 %
None chosen	56	13.2 %
Total	423	100.0 %

**Q2. 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?**

<u>Q2. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by the Village of Bensenville	21	5.0 %
Overall quality of customer service you receive from Village employees	15	3.5 %
Overall maintenance of Village streets	56	13.2 %
Overall maintenance of Village buildings and facilities	11	2.6 %
Overall flow of traffic and traffic management in the Village	38	9.0 %
Overall effectiveness of Village communication with the public	39	9.2 %
Overall value that you receive for your Village tax dollars and fees	78	18.4 %
Overall management of Village finances	64	15.1 %
Overall efforts of the Village for emergency preparedness	26	6.1 %
None chosen	75	17.7 %
Total	423	100.0 %

**Q2. 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?**

<u>Q2. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of services provided by the Village of Bensenville	40	9.5 %
Overall quality of customer service you receive from Village employees	16	3.8 %
Overall maintenance of Village streets	41	9.7 %
Overall maintenance of Village buildings and facilities	22	5.2 %
Overall flow of traffic and traffic management in the Village	38	9.0 %
Overall effectiveness of Village communication with the public	33	7.8 %
Overall value that you receive for your Village tax dollars and fees	57	13.5 %
Overall management of Village finances	51	12.1 %
Overall efforts of the Village for emergency preparedness	37	8.7 %
None chosen	88	20.8 %
Total	423	100.0 %

**Q2. The sum of the THREE Overall Village Services you think should receive the most emphasis from Village leaders over the next two years**

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your Village tax dollars and fees	236	55.8 %
Overall maintenance of Village streets	172	40.7 %
Overall management of Village finances	151	35.7 %
Overall flow of traffic and traffic management in the Village	142	33.6 %
Overall quality of services provided by the Village of Bensenville	90	21.3 %
Overall efforts of the Village for emergency preparedness	89	21.0 %
Overall effectiveness of Village communication with the public	82	19.4 %
Overall quality of customer service you receive from Village employees	48	11.3 %
Overall maintenance of Village buildings and facilities	40	9.5 %
Total	1050	

**Q3. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the Village of Bensenville with regard to the following:**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. As a place to live	15.6%	47.5%	17.5%	10.2%	6.6%	2.6%
B. As a place to raise children	12.8%	35.0%	23.6%	12.8%	6.9%	9.0%
C. As a place to work	9.2%	25.1%	30.7%	8.7%	7.3%	18.9%
D. As a place to retire	8.7%	23.2%	25.5%	12.8%	17.3%	12.5%
E. As a place for single adults (age 18-35)	5.2%	19.9%	30.0%	13.7%	13.0%	18.2%
F. As a place for play & leisure	8.7%	27.9%	27.9%	16.5%	13.2%	5.7%

**WITHOUT DON'T KNOW**

**Q3. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the Village of Bensenville with regard to the following:(Without "Don't Know")**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor
A. As a place to live	16.0%	48.8%	18.0%	10.4%	6.8%
B. As a place to raise children	14.0%	38.4%	26.0%	14.0%	7.5%
C. As a place to work	11.4%	30.9%	37.9%	10.8%	9.0%
D. As a place to retire	10.0%	26.5%	29.2%	14.6%	19.7%
E. As a place for single adults (age 18-35)	6.4%	24.3%	36.7%	16.8%	15.9%
F. As a place for play & leisure	9.3%	29.6%	29.6%	17.5%	14.0%

**Q4. Would you recommend to a friend to live in Bensenville?**

Q4. Would you recommend to a friend to live in Bensenville?	Number	Percent
Yes	265	62.6 %
No	156	36.9 %
Don't know	2	0.5 %
Total	423	100.0 %

**Q5. On October 17, 2013 O'Hare International Airport opened Runway 10 Center/28 Center. How has the noise from O'Hare changed at your home since that time?**

Q5. How has the noise from O'Hare changed at your home?	Number	Percent
Much worse	149	35.2 %
Worse	99	23.4 %
No change	105	24.8 %
Better	26	6.1 %
Much better	17	4.0 %
Don't know	27	6.4 %
Total	423	100.0 %

**Q6. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the Village of Bensenville with regard to the following:**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. Overall image of the Village	9.0%	39.0%	27.2%	14.9%	7.3%	2.6%
B. Overall quality of life in the Village	8.3%	45.4%	24.6%	13.0%	5.9%	2.8%
C. Overall feeling of safety in the Village	12.5%	46.6%	26.0%	8.3%	4.5%	2.1%
D. Quality of new development in the Village	9.7%	28.8%	29.8%	14.7%	8.3%	8.7%
E. Overall maintenance of private property	7.8%	36.6%	32.2%	9.9%	8.3%	5.2%
F. Overall maintenance of public property	13.7%	48.5%	24.6%	6.6%	2.6%	4.0%
G. Availability of affordable housing	7.6%	32.9%	31.0%	8.3%	4.0%	16.3%
H. Acceptance of diverse populations	14.7%	37.6%	31.9%	5.2%	2.8%	7.8%
I. Job availability	4.0%	12.5%	31.9%	12.8%	9.5%	29.3%
J. Access to health care facilities	5.7%	22.7%	30.3%	17.3%	9.0%	15.1%
K. Access to religious institutions	18.2%	38.8%	27.0%	4.7%	1.9%	9.5%
L. Overall quality of Public Schools	15.1%	31.7%	21.7%	9.7%	4.5%	17.3%
M. Overall quality of Library services	22.9%	41.6%	18.9%	5.2%	2.4%	9.0%
N. Overall quality of Park District facilities	25.8%	45.4%	14.7%	4.7%	2.6%	6.9%
O. Access to quality shopping facilities	5.7%	21.3%	22.2%	26.7%	20.1%	4.0%
P. Access to restaurants and entertainment	6.1%	21.0%	24.3%	24.6%	21.3%	2.6%
Q. Availability of cultural activities and the arts	6.6%	20.3%	26.2%	17.5%	16.5%	12.8%
R. Availability of transportation options	13.7%	30.7%	27.7%	8.0%	7.3%	12.5%

**WITHOUT DON'T KNOW**

**Q6. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the Village of Bensenville with regard to the following:(Without "Don't Know")**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor
A. Overall image of the Village	9.2%	40.0%	27.9%	15.3%	7.5%
B. Overall quality of life in the Village	8.5%	46.7%	25.3%	13.4%	6.1%
C. Overall feeling of safety in the Village	12.8%	47.6%	26.6%	8.5%	4.6%
D. Quality of new development in the Village	10.6%	31.6%	32.6%	16.1%	9.1%
E. Overall maintenance of private property	8.2%	38.7%	33.9%	10.5%	8.7%
F. Overall maintenance of public property	14.3%	50.5%	25.6%	6.9%	2.7%
G. Availability of affordable housing	9.0%	39.3%	37.0%	9.9%	4.8%
H. Acceptance of diverse populations	15.9%	40.8%	34.6%	5.6%	3.1%
I. Job availability	5.7%	17.7%	45.2%	18.1%	13.4%
J. Access to health care facilities	6.7%	26.7%	35.7%	20.3%	10.6%
K. Access to religious institutions	20.1%	42.8%	29.8%	5.2%	2.1%
L. Overall quality of Public Schools	18.3%	38.3%	26.3%	11.7%	5.4%
M. Overall quality of Library services	25.2%	45.7%	20.8%	5.7%	2.6%
N. Overall quality of Park District facilities	27.7%	48.7%	15.7%	5.1%	2.8%
O. Access to quality shopping facilities	5.9%	22.2%	23.2%	27.8%	20.9%
P. Access to restaurants and entertainment	6.3%	21.6%	25.0%	25.2%	21.8%
Q. Availability of cultural activities and the arts	7.6%	23.3%	30.1%	20.1%	19.0%
R. Availability of transportation options	15.7%	35.1%	31.6%	9.2%	8.4%



**Q7. 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?**

Q7. Most Important	Number	Percent
Financially sound Village	174	41.1 %
Quality customer oriented services	16	3.8 %
Safe and beautiful Village	110	26.0 %
Enrich the lives of the residents	52	12.3 %
Major business/corporate center	33	7.8 %
Vibrant major corridors	12	2.8 %
None chosen	26	6.1 %
Total	423	100.0 %

**Q7. 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?**

Q7. 2nd Most Important	Number	Percent
Financially sound Village	72	17.0 %
Quality customer oriented services	37	8.7 %
Safe and beautiful Village	121	28.6 %
Enrich the lives of the residents	80	18.9 %
Major business/corporate center	60	14.2 %
Vibrant major corridors	14	3.3 %
None chosen	39	9.2 %
Total	423	100.0 %

**Q7. 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?**

Q7. 3rd Most Important	Number	Percent
Financially sound Village	60	14.2 %
Quality customer oriented services	51	12.1 %
Safe and beautiful Village	58	13.7 %
Enrich the lives of the residents	86	20.3 %
Major business/corporate center	85	20.1 %
Vibrant major corridors	36	8.5 %
None chosen	47	11.1 %
Total	423	100.0 %

**Q7. The sum of the THREE goals you believe to be the most important for Bensenville at the present time?**

<u>Q7. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Financially sound Village	306	72.3 %
Safe and beautiful Village	289	68.3 %
Enrich the lives of the residents	218	51.5 %
Major business/corporate center	178	42.1 %
None chosen	112	26.5 %
Quality customer oriented services	104	24.6 %
Vibrant major corridors	62	14.7 %
Total	1269	

**Q8. If you have dealt directly with Village staff within the last 12 months, please rate your satisfaction with the interaction on a scale of 1-5 where 5 means "excellent" and 1 means "poor":**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. Promptness of service	27.4%	35.9%	12.3%	6.1%	3.1%	15.1%
B. Politeness and respect	32.4%	32.4%	11.1%	5.9%	3.8%	14.4%
C. Fair treatment	27.7%	34.3%	13.5%	5.2%	3.8%	15.6%

**WITHOUT DON'T KNOW****Q8. If you have dealt directly with Village staff within the last 12 months, please rate your satisfaction with the interaction on a scale of 1-5 where 5 means "excellent" and 1 means "poor":(Without "Don't Know")**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor
A. Promptness of service	32.3%	42.3%	14.5%	7.2%	3.6%
B. Politeness and respect	37.8%	37.8%	13.0%	6.9%	4.4%
C. Fair treatment	32.8%	40.6%	16.0%	6.2%	4.5%

**Q9. 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?**

Q9. Do you believe the Village is headed in the right direction?

	Number	Percent
Yes	312	73.8 %
No	107	25.3 %
Don't know	4	0.9 %
Total	423	100.0 %

**Q10. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:**

(N=423)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. Your neighborhood during the day	38.1%	44.7%	11.3%	3.1%	0.5%	2.4%
B. Your neighborhood during the night	22.2%	40.7%	21.7%	9.7%	3.1%	2.6%
C. In downtown Bensenville	20.6%	41.8%	20.6%	4.0%	0.9%	12.1%
D. In other commercial areas	9.7%	29.8%	32.2%	6.9%	2.6%	18.9%

**WITHOUT DON'T KNOW**

**Q10. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:(Without "Don't Know")**

(N=423)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
A. Your neighborhood during the day	39.0%	45.8%	11.6%	3.1%	0.5%
B. Your neighborhood during the night	22.8%	41.7%	22.3%	10.0%	3.2%
C. In downtown Bensenville	23.4%	47.6%	23.4%	4.6%	1.1%
D. In other commercial areas	12.0%	36.7%	39.7%	8.5%	3.2%

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of local police protection	23.2%	49.4%	16.3%	3.3%	1.7%	6.1%
B. The visibility of police in neighborhoods	17.7%	38.1%	27.0%	10.4%	3.5%	3.3%
C. The visibility of police in commercial areas	12.1%	28.4%	27.4%	6.6%	1.4%	24.1%
D. How quickly police respond to vehicle accidents	13.9%	25.3%	18.0%	3.5%	0.5%	38.8%
E. The Village's efforts to prevent crime	14.9%	32.4%	22.2%	4.7%	2.4%	23.4%
F. How quickly police respond to emergencies	20.8%	33.6%	15.1%	3.3%	1.2%	26.0%
G. Enforcement of local traffic laws	13.7%	39.2%	21.7%	5.4%	4.0%	15.8%
H. Overall quality of local fire protection	27.9%	38.3%	12.8%	1.2%	0.7%	19.1%
I. Quality of local ambulance service	23.9%	32.6%	12.5%	0.9%	1.2%	28.8%
J. Quality of animal control	10.6%	22.2%	21.0%	6.9%	4.3%	35.0%
K. Enforcement of speed limits in neighborhoods	13.0%	35.0%	22.7%	10.2%	7.1%	12.1%

**WITHOUT DON'T KNOW**

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of local police protection	24.7%	52.6%	17.4%	3.5%	1.8%
B. The visibility of police in neighborhoods	18.3%	39.4%	27.9%	10.8%	3.7%
C. The visibility of police in commercial areas	15.9%	37.4%	36.1%	8.7%	1.9%
D. How quickly police respond to vehicle accidents	22.8%	41.3%	29.3%	5.8%	0.8%
E. The Village's efforts to prevent crime	19.4%	42.3%	29.0%	6.2%	3.1%
F. How quickly police respond to emergencies	28.1%	45.4%	20.4%	4.5%	1.6%
G. Enforcement of local traffic laws	16.3%	46.6%	25.8%	6.5%	4.8%
H. Overall quality of local fire protection	34.5%	47.4%	15.8%	1.5%	0.9%
I. Quality of local ambulance service	33.6%	45.8%	17.6%	1.3%	1.7%
J. Quality of animal control	16.4%	34.2%	32.4%	10.5%	6.5%
K. Enforcement of speed limits in neighborhoods	14.8%	39.8%	25.8%	11.6%	8.1%

**Q12. Which THREE of the Public Safety and Emergency Services listed above do you think should receive the most emphasis from Village leaders over the next two years?**

<u>Q12. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	72	17.0 %
The visibility of police in neighborhoods	88	20.8 %
The visibility of police in commercial areas	13	3.1 %
How quickly police respond to vehicle accidents	12	2.8 %
The Village's efforts to prevent crime	85	20.1 %
How quickly police respond to emergencies	19	4.5 %
Enforcement of local traffic laws	12	2.8 %
Overall quality of local fire protection	12	2.8 %
Quality of local ambulance service	6	1.4 %
Quality of animal control	21	5.0 %
Enforcement of speed limits in neighborhoods	30	7.1 %
<u>None chosen</u>	<u>53</u>	<u>12.5 %</u>
Total	423	100.0 %

**Q12. Which THREE of the Public Safety and Emergency Services listed above do you think should receive the most emphasis from Village leaders over the next two years?**

<u>Q12. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	38	9.0 %
The visibility of police in neighborhoods	55	13.0 %
The visibility of police in commercial areas	30	7.1 %
How quickly police respond to vehicle accidents	17	4.0 %
The Village's efforts to prevent crime	80	18.9 %
How quickly police respond to emergencies	26	6.1 %
Enforcement of local traffic laws	25	5.9 %
Overall quality of local fire protection	28	6.6 %
Quality of local ambulance service	15	3.5 %
Quality of animal control	14	3.3 %
Enforcement of speed limits in neighborhoods	28	6.6 %
<u>None chosen</u>	<u>67</u>	<u>15.8 %</u>
Total	423	100.0 %



**Q12. Which THREE of the Public Safety and Emergency Services listed above do you think should receive the most emphasis from Village leaders over the next two years?**

<u>Q12. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	32	7.6 %
The visibility of police in neighborhoods	36	8.5 %
The visibility of police in commercial areas	28	6.6 %
How quickly police respond to vehicle accidents	16	3.8 %
The Village's efforts to prevent crime	49	11.6 %
How quickly police respond to emergencies	30	7.1 %
Enforcement of local traffic laws	28	6.6 %
Overall quality of local fire protection	31	7.3 %
Quality of local ambulance service	24	5.7 %
Quality of animal control	24	5.7 %
Enforcement of speed limits in neighborhoods	43	10.2 %
<u>None chosen</u>	<u>82</u>	<u>19.4 %</u>
Total	423	100.0 %

**Q12. The sum of the THREE Public Safety and Emergency Services you think should receive the most emphasis from Village leaders over the next two years?**

<u>Q12. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
The Village's efforts to prevent crime	214	50.6 %
The visibility of police in neighborhoods	179	42.3 %
Overall quality of local police protection	142	33.6 %
Enforcement of speed limits in neighborhoods	101	23.9 %
How quickly police respond to emergencies	75	17.7 %
The visibility of police in commercial areas	71	16.8 %
Overall quality of local fire protection	71	16.8 %
Enforcement of local traffic laws	65	15.4 %
Quality of animal control	59	13.9 %
Quality of local ambulance service	45	10.6 %
<u>How quickly police respond to vehicle accidents</u>	<u>45</u>	<u>10.6 %</u>
Total	1067	

**Q13. Please check the following Police Programs as they relate to you:**

(N=423)

	Yes, I am Aware of	Not provided
A. Neighborhood Watch	56.4%	43.6%
B. Business Watch	23.2%	76.8%
C. Green Teen Zone teen center	32.5%	67.5%
D. Airport Watch	29.1%	70.9%
E. Police Neighborhood Resource Center	20.9%	79.1%
F. National Night Out	27.5%	72.5%

**Q13. Please check the following Police Programs as they relate to you:**

(N=423)

	Yes participated	Not provided
A. Neighborhood Watch	6.4%	93.6%
B. Business Watch	1.2%	98.8%
C. Green Teen Zone teen center	2.8%	97.2%
D. Airport Watch	2.8%	97.2%
E. Police Neighborhood Resource Center	1.9%	98.1%
F. National Night Out	5.2%	94.8%

**Q14. If you have participated in any of the following Village processes in the past twelve months, please rate your satisfaction on a scale of 1-5 where 5 means "excellent" and 1 means "poor":**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. Building permit process	5.4%	10.6%	9.2%	4.5%	7.6%	62.6%
B. Conditional Use permit process	3.1%	5.9%	9.2%	3.3%	4.5%	74.0%
C. Variance process	2.6%	3.8%	9.5%	2.1%	5.2%	76.8%
D. Inspection process	5.2%	11.1%	12.1%	3.1%	8.0%	60.5%

**WITHOUT DON'T KNOW**

**Q14. If you have participated in any of the following Village processes in the past twelve months, please rate your satisfaction on a scale of 1-5 where 5 means "excellent" and 1 means "poor":(Without "Don't Know")**

(N=423)

	Excellent	Good	Neutral	Below Average	Poor
A. Building permit process	14.6%	28.5%	24.7%	12.0%	20.3%
B. Conditional Use permit process	11.8%	22.7%	35.5%	12.7%	17.3%
C. Variance process	11.2%	16.3%	40.8%	9.2%	22.4%
D. Inspection process	13.2%	28.1%	30.5%	7.8%	20.4%

**Q15. 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 you would like.)**

Q15. What type of development would you most like to see?

	Number	Percent
Housing	107	25.3 %
Senior housing	89	21.0 %
Retail	262	61.9 %
Medical facilities	173	40.9 %
Industrial	86	20.3 %
Restaurants	319	75.4 %
Entertainment	257	60.8 %
Office	72	17.0 %
Services	107	25.3 %
Hotels	132	31.2 %
Other	48	11.3 %
None chosen	21	5.0 %
Total	1673	

## **Q15. Other**

### Q15 Other

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AFFORDABLE HOUSING FOR DISABLE  
 CNTGOTOMUSCINPRK BECAS OF DRUG  
 CULTURAL, HISTORIC  
 DEVELOP NEW/COMPLETE GOVT BODY  
 DISABILITY SERVICES  
 DOWNTOWN DISTRICT  
 DOWNTOWN ELMHURST  
 FUN DOWNTOWN AREA LIKE ELMHURS  
 GOOD GROCERY STORE  
 GROC STORES  
 GROCERY  
 GROCERY  
 GROCERY STORE  
 GROCERY STORE  
 GROCERY STORE  
 GROCERY STORE  
 HARDWARE STORE  
 HARDWARE STORE  
 HARDWARE STORE  
 HIGH SCHOOLS  
 IMPROVED DOWTOWN AREA  
 INTERMEDIATE CARE  
 JOBS  
 MENARDS HOME DEPOT  
 MID PRICED GROCERY  
 MORE BUSINESS  
 MORE FOOD STORES  
 MORE JOB OPP  
 MUSEUMS  
 NO OVER DEVELOPMENT  
 PLACE FOR TEENAGERS TO HANG  
 PUBLIC TRANS  
 RECREACION PARQUES, ETC  
 RECREATION  
 SHOPPERS OR NO BUS TO ATTRACT  
 SHORTS BAR  
 SPIRITUAL CHURCH  
 SPORTS BAR  
 STATE SERVICES  
 STREET LIES  
 TIENDAS POR DEPARTAMENTOS  
 TRAIN TRAFFIC

**Q16. Please check the following Recreational Programs and Facilities as they relate to you:**

(N=423)

	Yes, I am Aware of	Not provided
A. Redmond Recreational Complex	65.7%	34.3%
B. Edge Ice Arena	68.6%	31.4%
C. Water's Edge Aquatic Center	64.8%	35.2%
D. Bensenville Theatre	72.3%	27.7%
E. Holiday Family Tree Lighting Event	65.7%	34.3%
F. Music in the Park	70.0%	30.0%
G. Farmer's Market	66.0%	34.0%
H. B-Well Family Fest and Walkathon	34.0%	66.0%
I. Senior Expo and Fair	30.0%	70.0%
J. 4th of July Events (Fireworks, festival, and/or parade)	70.4%	29.6%

**Q16. Please check the following Recreational Programs and Facilities as they relate to you:**

(N=423)

	Yes utilized	Not provided
A. Redmond Recreational Complex	35.2%	64.8%
B. Edge Ice Arena	27.0%	73.0%
C. Water's Edge Aquatic Center	24.3%	75.7%
D. Bensenville Theatre	35.2%	64.8%
E. Holiday Family Tree Lighting Event	23.9%	76.1%
F. Music in the Park	36.6%	63.4%
G. Farmer's Market	18.9%	81.1%
H. B-Well Family Fest and Walkathon	3.1%	96.9%
I. Senior Expo and Fair	5.7%	94.3%
J. 4th of July Events (Fireworks, festival, and/or parade)	41.8%	58.2%

**Q17. For each of the following Recreational Programs and Facilities, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Quality of Redmond Recreational Complex	23.4%	35.0%	13.0%	2.6%	1.2%	24.8%
B. Quality of Edge Ice Arena	20.8%	29.1%	15.4%	1.2%	1.4%	32.2%
C. Quality of The Water's Edge Aquatic Center	17.5%	23.9%	16.3%	2.6%	1.2%	38.5%
D. Quality of Bensenville Theatre	18.9%	33.3%	20.6%	4.3%	0.9%	22.0%
E. Quality of Holiday Family Tree Lighting event	24.1%	27.7%	14.4%	0.7%	0.5%	32.6%
F. Quality of Music in the Park events	35.5%	30.0%	11.6%	2.4%	1.7%	18.9%
G. Quality of Farmer's Market	12.8%	19.1%	16.8%	8.3%	4.5%	38.5%
H. Quality of B-Well Family Fest and Walkathon	7.1%	8.5%	18.0%	0.7%	0.0%	65.7%
I. Quality of Senior Expo and Fair	6.4%	9.0%	15.6%	0.2%	0.7%	68.1%
J. Quality of 4th of July Events (fireworks, festival, and/or parade)	32.7%	35.1%	14.2%	1.2%	1.7%	15.2%



**WITHOUT DON'T KNOW**

**Q17. For each of the following Recreational Programs and Facilities, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied. (Without "Don't Know")**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Quality of Redmond Recreational Complex	31.1%	46.5%	17.3%	3.5%	1.6%
B. Quality of Edge Ice Arena	30.7%	42.9%	22.6%	1.7%	2.1%
C. Quality of The Water's Edge Aquatic Center	28.5%	38.8%	26.5%	4.2%	1.9%
D. Quality of Bensenville Theatre	24.2%	42.7%	26.4%	5.5%	1.2%
E. Quality of Holiday Family Tree Lighting event	35.8%	41.1%	21.4%	1.1%	0.7%
F. Quality of Music in the Park events	43.7%	37.0%	14.3%	2.9%	2.0%
G. Quality of Farmer's Market	20.8%	31.2%	27.3%	13.5%	7.3%
H. Quality of B-Well Family Fest and Walkathon	20.7%	24.8%	52.4%	2.1%	0.0%
I. Quality of Senior Expo and Fair	20.0%	28.1%	48.9%	0.7%	2.2%
J. Quality of 4th of July Events (fireworks, festival, and/or parade)	38.5%	41.3%	16.8%	1.4%	2.0%

**Q18. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Availability of information about Village programs and services	18.2%	43.0%	22.9%	6.4%	1.9%	7.6%
B. Efforts to keep you informed about local issues/events	20.6%	40.9%	21.3%	7.8%	4.0%	5.4%
C. How open the Village is to public involvement and input	13.7%	27.4%	27.7%	5.9%	5.4%	19.9%
D. The quality of programming on Spotlight on Bensenville on Cable TV	6.9%	17.5%	25.5%	3.1%	2.4%	44.7%
E. The quality of the Village's website (www.bensenville.il.us )	11.8%	31.7%	26.7%	3.8%	1.9%	24.1%
F. Bensenville eNews updates	9.9%	24.6%	22.0%	2.8%	2.1%	38.5%
G. The Bensenville Vision Newsletter	13.0%	30.7%	23.6%	3.1%	2.4%	27.2%
H. The Bensenville Community News Newsletter	15.6%	38.8%	23.6%	2.1%	1.9%	18.0%
I. Transparency of the Village government	7.3%	21.7%	29.8%	7.1%	7.1%	27.0%

**WITHOUT DON'T KNOW**

**Q18. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."(Without "Don't Know")**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Availability of information about Village programs and services	19.7%	46.5%	24.8%	6.9%	2.0%
B. Efforts to keep you informed about local issues/events	21.8%	43.3%	22.5%	8.3%	4.3%
C. How open the Village is to public involvement and input	17.1%	34.2%	34.5%	7.4%	6.8%
D. The quality of programming on Spotlight on Bensenville on Cable TV	12.4%	31.6%	46.2%	5.6%	4.3%
E. The quality of the Village's website (www.bensenville.il.us )	15.6%	41.7%	35.2%	5.0%	2.5%
F. Bensenville eNews updates	16.2%	40.0%	35.8%	4.6%	3.5%
G. The Bensenville Vision Newsletter	17.9%	42.2%	32.5%	4.2%	3.2%
H. The Bensenville Community News Newsletter	19.0%	47.3%	28.8%	2.6%	2.3%
I. Transparency of the Village government	10.0%	29.8%	40.8%	9.7%	9.7%

**Q19. Which of the following are your primary sources of information about Village issues, services, and events? (Check all that apply.)**

Q19. Primary sources of information about Village issues, services, and events	Number	Percent
Newspapers	122	28.8 %
Television news	70	16.5 %
Internet	112	26.5 %
eNews	32	7.6 %
Government access channel	35	8.3 %
Village website	132	31.2 %
Bensenville Gateway Newsletter	135	31.9 %
Bensenville Community News Newsletter	269	63.6 %
Radio	21	5.0 %
Cable TV-Spotlight on Bensenville	46	10.9 %
Word of mouth	174	41.1 %
Utility bill inserts	178	42.1 %
Social media	31	7.3 %
Other	18	4.3 %
None chosen	15	3.5 %
Total	1390	

**Q19. Social Media (which ones)**

Q19-13 Which social media

BENS BIG ADVENTURE

BNSVL EMA FACEBOOK PAGE

CALLS

FACEBOOK

FACEBOOK

FACEBOOK

FACEBOOK

FACEBOOK BUT SHOULD BE UPDTD

**Q19. Other**

Q19 Other

BENSENVILLE BIG ADVENTURE

DIGITAL BILLBOARD BY BANK

EMAILS FROM OFFICER VARGAS

FACEBOOK

FACEBOOK FRIENDS NOT VILLAGE

FRIENDS

LIVE ON THE STREETS

MAIL SCHOOL FLYERS

NEIGHBORS

PARK DISTRICT

POLICE DEPT

POSTERS/SIGNS

TEXT MESSAGE

TEXT MESSAGES

VILLAGE EMAILS

VILLAGE PHONE CALLING

WORD OF MOUTH FROM PARENTS

**Q20. Do you have access to the internet at home?**

Q20. Do you have access to the internet at home?	Number	Percent
Yes	345	81.6 %
No	74	17.5 %
Not provided	4	0.9 %
Total	423	100.0 %

**Q21. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash collection services	39.7%	43.7%	7.6%	1.9%	1.2%	5.9%
B. Brush removal services	27.7%	39.5%	13.2%	6.4%	2.4%	10.9%
C. Leaf collection	27.7%	35.7%	14.7%	5.2%	2.4%	14.4%
D. Residential recycling service	32.5%	39.3%	12.1%	2.4%	3.1%	10.7%
E. Dead animal removal	12.6%	18.5%	17.3%	3.6%	4.0%	44.1%

**WITHOUT DON'T KNOW****Q21. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."(Without "Don't Know")**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Residential trash collection services	42.2%	46.5%	8.0%	2.0%	1.3%
B. Brush removal services	31.0%	44.3%	14.9%	7.2%	2.7%
C. Leaf collection	32.3%	41.7%	17.1%	6.1%	2.8%
D. Residential recycling service	36.3%	44.0%	13.5%	2.7%	3.4%
E. Dead animal removal	22.5%	33.1%	30.9%	6.4%	7.2%

**Q22. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Maintenance of major streets	13.9%	49.4%	19.1%	10.9%	4.3%	2.4%
B. Maintenance of neighborhood streets	13.0%	40.4%	23.6%	15.8%	5.2%	1.9%
C. Maintenance of street signs/ pavement markings	15.8%	50.4%	21.3%	8.0%	2.4%	2.1%
D. Maintenance/preservation of downtown	19.1%	43.5%	24.1%	6.1%	1.7%	5.4%
E. Overall cleanliness of streets	19.9%	51.5%	20.1%	4.5%	2.1%	1.9%
F. Adequacy of street lighting	13.5%	36.6%	21.7%	16.1%	9.0%	3.1%
G. Condition of sidewalks	11.8%	36.6%	27.2%	13.0%	6.1%	5.2%
H. Overall quality of the stormwater management/flood control system	11.6%	35.5%	23.2%	12.3%	10.2%	7.3%
I. Overall quality of snow/ice removal	17.5%	39.7%	23.9%	11.3%	4.0%	3.5%
J. Mosquito abatement	12.1%	28.4%	27.2%	10.6%	4.5%	17.3%
K. Water quality	18.2%	43.5%	20.8%	5.7%	3.8%	8.0%
L. Overall quality of sanitary/waste water services	15.1%	45.6%	22.5%	4.7%	3.5%	8.5%
M. Quality of landscaping in medians	13.5%	43.7%	29.1%	5.9%	1.7%	6.1%
N. Quality of landscaping in parkways	13.9%	45.2%	26.7%	5.9%	2.4%	5.9%
O. Overall quality of the urban forest	11.9%	38.7%	26.6%	5.7%	1.2%	15.9%

**WITHOUT DON'T KNOW**

**Q22. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Maintenance of major streets	14.3%	50.6%	19.6%	11.1%	4.4%
B. Maintenance of neighborhood streets	13.3%	41.2%	24.1%	16.1%	5.3%
C. Maintenance of street signs/pavement markings	16.2%	51.4%	21.7%	8.2%	2.4%
D. Maintenance/preservation of downtown	20.3%	46.0%	25.5%	6.5%	1.8%
E. Overall cleanliness of streets	20.2%	52.5%	20.5%	4.6%	2.2%
F. Adequacy of street lighting	13.9%	37.8%	22.4%	16.6%	9.3%
G. Condition of sidewalks	12.5%	38.7%	28.7%	13.7%	6.5%
H. Overall quality of the stormwater management/flood control system	12.5%	38.3%	25.0%	13.3%	11.0%
I. Overall quality of snow/ice removal	18.1%	41.2%	24.8%	11.8%	4.2%
J. Mosquito abatement	14.6%	34.3%	32.9%	12.9%	5.4%
K. Water quality	19.8%	47.3%	22.6%	6.2%	4.1%
L. Overall quality of sanitary/waste water services	16.5%	49.9%	24.5%	5.2%	3.9%
M. Quality of landscaping in medians	14.4%	46.6%	31.0%	6.3%	1.8%
N. Quality of landscaping in parkways	14.8%	48.0%	28.4%	6.3%	2.5%
O. Overall quality of the urban forest	14.1%	46.0%	31.6%	6.8%	1.4%



**Q23. Which THREE of the Public Works services listed above do you think should receive the most emphasis from Village leaders over the next two years?**

<u>Q23. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major streets	71	16.8 %
Maintenance of neighborhood streets	63	14.9 %
Maintenance of street signs/pavement markings	8	1.9 %
Maintenance/preservation of downtown	9	2.1 %
Overall cleanliness of streets	13	3.1 %
Adequacy of street lighting	51	12.1 %
Condition of sidewalks	22	5.2 %
Overall quality of the stormwater management/flood control system	56	13.2 %
Overall quality of snow/ice removal	23	5.4 %
Mosquito abatement	12	2.8 %
Water quality	30	7.1 %
Overall quality of sanitary/waste water services	7	1.7 %
Quality of landscaping in medians	7	1.7 %
Quality of landscaping in parkways	3	0.7 %
Overall quality of the urban forest	3	0.7 %
None chosen	45	10.6 %
Total	423	100.0 %

**Q23. Which THREE of the Public Works services listed above do you think should receive the most emphasis from Village leaders over the next two years?**

<u>Q23. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major streets	34	8.0 %
Maintenance of neighborhood streets	69	16.3 %
Maintenance of street signs/pavement markings	11	2.6 %
Maintenance/preservation of downtown	12	2.8 %
Overall cleanliness of streets	19	4.5 %
Adequacy of street lighting	38	9.0 %
Condition of sidewalks	25	5.9 %
Overall quality of the stormwater management/flood control system	43	10.2 %
Overall quality of snow/ice removal	36	8.5 %
Mosquito abatement	21	5.0 %
Water quality	19	4.5 %
Overall quality of sanitary/waste water services	11	2.6 %
Quality of landscaping in medians	6	1.4 %
Quality of landscaping in parkways	8	1.9 %
Overall quality of the urban forest	9	2.1 %
None chosen	62	14.7 %
Total	423	100.0 %

**Q23. Which THREE of the Public Works services listed above do you think should receive the most emphasis from Village leaders over the next two years?**

<u>Q23. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major streets	21	5.0 %
Maintenance of neighborhood streets	27	6.4 %
Maintenance of street signs/pavement markings	14	3.3 %
Maintenance/preservation of downtown	24	5.7 %
Overall cleanliness of streets	20	4.7 %
Adequacy of street lighting	34	8.0 %
Condition of sidewalks	33	7.8 %
Overall quality of the stormwater management/flood control system	28	6.6 %
Overall quality of snow/ice removal	39	9.2 %
Mosquito abatement	26	6.1 %
Water quality	38	9.0 %
Overall quality of sanitary/waste water services	15	3.5 %
Quality of landscaping in medians	6	1.4 %
Quality of landscaping in parkways	14	3.3 %
Overall quality of the urban forest	6	1.4 %
None chosen	78	18.4 %
Total	423	100.0 %

**Q23. The sum of the THREE Public Works services you think should receive the most emphasis from Village leaders over the next two years**

<u>Q23. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of neighborhood streets	159	37.6 %
Overall quality of the stormwater management/flood control system	127	30.0 %
Maintenance of major streets	126	29.8 %
Adequacy of street lighting	123	29.1 %
Overall quality of snow/ice removal	98	23.2 %
Water quality	87	20.6 %
Condition of sidewalks	80	18.9 %
Mosquito abatement	59	13.9 %
Overall cleanliness of streets	52	12.3 %
Maintenance/preservation of downtown	45	10.6 %
Maintenance of street signs/pavement markings	33	7.8 %
Overall quality of sanitary/waste water services	33	7.8 %
Quality of landscaping in parkways	25	5.9 %
Quality of landscaping in medians	19	4.5 %
Overall quality of the urban forest	18	4.3 %
Total	1084	

**Q24. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. How well the traffic signal system provides for efficient traffic flow	13.9%	45.6%	21.3%	12.3%	3.1%	3.8%
B. The quality of transit (train, bus) service in Bensenville	18.9%	37.8%	18.9%	5.7%	1.9%	16.8%
C. The ease of walking or biking in Bensenville	12.5%	36.9%	26.0%	12.1%	4.5%	8.0%
D. Availability of sidewalks in the Village	11.3%	35.7%	30.3%	10.9%	5.2%	6.6%
E. Ease of north-south travel	10.9%	43.0%	28.8%	8.5%	2.8%	5.9%
F. Ease of east-west travel	10.7%	36.0%	27.3%	15.6%	5.0%	5.5%

**WITHOUT DON'T KNOW**

**Q24. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")**

(N=423)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. How well the traffic signal system provides for efficient traffic flow	14.5%	47.4%	22.1%	12.8%	3.2%
B. The quality of transit (train, bus) service in Bensenville	22.7%	45.5%	22.7%	6.8%	2.3%
C. The ease of walking or biking in Bensenville	13.6%	40.1%	28.3%	13.1%	4.9%
D. Availability of sidewalks in the Village	12.2%	38.2%	32.4%	11.6%	5.6%
E. Ease of north-south travel	11.6%	45.7%	30.7%	9.0%	3.0%
F. Ease of east-west travel	11.3%	38.1%	28.8%	16.5%	5.3%

**Q25. Do you regularly use the Metra train service?**

<u>Q25. Do you regularly use the Metra train service?</u>	<u>Number</u>	<u>Percent</u>
Yes	75	17.7 %
No	348	82.3 %
Total	423	100.0 %

**Q25a. What is the primary reason for taking the train?**

<u>Q25a. What is the primary reason for taking the train?</u>	<u>Number</u>	<u>Percent</u>
To go to and from work	37	49.3 %
To go to and from shopping	21	28.0 %
To go to and from medical appointments	5	6.7 %
To go to and from social activities	30	40.0 %
To go to and from school	18	24.0 %
Total	111	

**Q26. Do you regularly use the Pace Dial-A-Bus transit service?**

<u>Q26. Do you regularly use the Pace Dial-A-Bus transit service?</u>	<u>Number</u>	<u>Percent</u>
Yes	13	3.1 %
No	410	96.9 %
Total	423	100.0 %

**Q26a. What is the primary reason for taking the bus?**

<u>Q26a. What is the primary reason for taking the bus?</u>	<u>Number</u>	<u>Percent</u>
To go to and from work	2	15.4 %
To go to and from shopping	7	53.8 %
To go to and from medical appointments	2	15.4 %
To go to and from social activities	5	38.5 %
To go to and from school	1	7.7 %
Total	17	

**Q27. Do you believe the Village should subsidize public transit?**

Q27. Do you believe the Village should subsidize public transit?	Number	Percent
Yes	137	32.4 %
No	280	66.2 %
Don't know	6	1.4 %
Total	423	100.0 %

**Q28. If the Village were to require an increase in revenue to sustain services, how should the following be prioritized for raising revenue?**

(N=423)

	Top priority	2	3	4	Lowest priority
A. Property tax	10.8%	3.8%	6.5%	15.9%	63.0%
B. Charges for service (permits, licenses, fees, etc.)	41.0%	15.5%	12.6%	5.1%	25.7%
C. Sales tax	21.0%	26.0%	11.7%	7.1%	34.2%
D. Utility rates	4.1%	10.7%	22.0%	19.8%	43.4%
E. Other	30.6%	6.4%	3.7%	6.4%	53.0%

**Q28. Other**Q28E Other

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ADD A CASINO  
 AIRPORT  
 APPLY FOR STATE FEDERAL GRANTS  
 BUDGET YOUR OVERSPENDING  
 BUSINEES TAX  
 BUSINESS  
 BUSINESS OPERATING FEES  
 BUSINESS TAXES TOO HIGH  
 CASINO  
 CITY STICKER  
 CORPORATE/BUSINESS TAXES  
 COST CONTROL SPENDING  
 CUT BOARD MEMBERS SALARIES  
 CUT EXPENSES  
 CUT MANAGEMENT GOVERNMENT PAY  
 CUT SPENDING  
 CUT VILLAGE BONUSES  
 DNT RASE ANTHING KEEP AFFORDAB  
 DNT SPEND ANY MORE MONEY NECES  
 DONATIONS CHARITY EVENTS  
 DONT RAISE ANY OF IT  
 ELIMINATE FRAUD/WASTE  
 FIND A DIFFERENT WAY TO RS MON  
 FROM FACTORIES, INDUST AREA  
 FUND RAISER  
 FUNDRAISERS  
 GET IT FROM THE AIRPORT  
 HANDICAP PARKING INCREASE  
 INCOME TAX  
 INCREMENTO EN MULTAS PUBLICAS  
 INDUSTRIAL  
 INDUSTRY PROP TAX  
 LICAR CIGARILLOS  
 LIQUOR CIGAR TAX  
 MORE BUSINESS  
 NEW BUSINESS  
 NEW BUSINESS  
 NO INCREASE  
 NO RESIDENT FEES  
 NO TAX  
 NONE  
 REDUCE PAYROLL  
 REDUCE SPENDING  
 REDUCE SPENDING  
 REDUCE VILLAGE EMPLOYEES  
 SALARY CUTS OF UPPER MNMENT  
 SALARY CUTS FOR PUBLIC OFFICES  
 SHAKEDOWN CHICAGO AND OHARE  
 STATE FUNDS  
 STOP SPENDING TOO MUCH  
 STOP SUBSIDIES

**Q28. Other**

Q28E Other

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STREET MAINTENANCE  
 STUDENT SCHOOL REGIS FEES  
 TOLL FOR CHICAGO RESIDENTS  
 VRYTHING IS ALRDY EXPENSIVE  
 WATER RATES  
 WHAT QUOTE UNQUOTE SERVICES  
 WITH BUDGET CONTROL

**Q29. Do you currently pay Village utility bills online?**

Q29. Do you currently pay Village utility bills online?	Number	Percent
Yes	123	29.1 %
No	299	70.7 %
Not provided	1	0.2 %
Total	423	100.0 %

**Q30. Do you desire to make more Village transactions online?**

Q30. Do you desire to make more Village transactions online?	Number	Percent
Yes	149	35.2 %
No	269	63.6 %
Don't know	5	1.2 %
Total	423	100.0 %

**Q31. Approximately how many years have you lived in the Village of Bensenville?**

Q31. Approximately how many years have you lived in the Village of Bensenville?	Number	Percent
Less than 5 years	77	18.2 %
5 - 10 years	72	17.0 %
11 - 20 years	108	25.5 %
More than 20 years	165	39.0 %
Not provided	1	0.2 %
Total	423	100.0 %

**Q32. Which of the following best describes your housing type?**

Q32. Which of the following best describes your housing type?	Number	Percent
Single-Family Home	333	78.7 %
Townhome	15	3.5 %
Multiple-Family Unit	64	15.1 %
Not provided	11	2.6 %
Total	423	100.0 %

**Q33. Do you, or someone in this household, own or rent your home?**

Q33. Do you, or someone in this household, own or rent your home?	Number	Percent
Own	294	69.5 %
Rent	127	30.0 %
Not provided	2	0.5 %
Total	423	100.0 %

**Q34. What is your age?**

Q34. What is your age?	Number	Percent
18 to 34	70	16.5 %
35 to 44	84	19.9 %
45 to 54	97	22.9 %
55 to 64	84	19.9 %
65+	88	20.8 %
Total	423	100.0 %

**Q35. Are you or other members of your household of Hispanic or Latino ancestry?**

Q35. Are you Hispanic or Latino ancestry?	Number	Percent
Yes	153	36.2 %
No	269	63.6 %
Not provided	1	0.2 %
Total	423	100.0 %



**Q36. Which of the following best describes your race?**

<u>Q36. Which of the following best describes your race?</u>	<u>Number</u>	<u>Percent</u>
African American/Black	11	2.6 %
American Indian or Alaska Native	4	0.9 %
Asian, Hawaiian or Other Pacific Islander	16	3.8 %
White	286	67.6 %
Other	87	20.6 %
Not provided	21	5.0 %
Total	425	

**Q37. Do you speak Spanish?**

<u>Q37. Do you speak Spanish?</u>	<u>Number</u>	<u>Percent</u>
Yes	121	28.6 %
No	302	71.4 %
Total	423	100.0 %

**Q38. Do you speak Polish?**

<u>Q38. Do you speak Polish?</u>	<u>Number</u>	<u>Percent</u>
Yes	45	10.6 %
No	378	89.4 %
Total	423	100.0 %

**Q39. Which of the following best describes your current employment status?**

<u>Q39. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
employed outside the home	308	72.8 %
employed in the home/have a home-based business	13	3.1 %
Student	7	1.7 %
Retired	69	16.3 %
Not currently employed outside the home	21	5.0 %
Not provided	9	2.1 %
Total	427	

**Q39-1. What is the ZIP CODE where you work?**

Q39-1. What is the ZIP CODE where you work?	Number	Percent
Not Provided	62	20.1 %
60004	1	0.3 %
60005	2	0.6 %
60007	16	5.2 %
60008	1	0.3 %
60010	2	0.6 %
60014	1	0.3 %
60015	1	0.3 %
60016	1	0.3 %
60018	6	1.9 %
60025	2	0.6 %
60044	1	0.3 %
60053	1	0.3 %
60056	4	1.3 %
60067	1	0.3 %
60069	2	0.6 %
60077	1	0.3 %
60085	1	0.3 %
60093	3	1.0 %
60095	1	0.3 %
60101	7	2.3 %
60103	1	0.3 %
60106	33	10.7 %
60108	4	1.3 %
60116	1	0.3 %
60120	1	0.3 %
60123	1	0.3 %
60126	16	5.2 %
60130	1	0.3 %
60131	9	2.9 %
60134	1	0.3 %
60137	1	0.3 %
60139	1	0.3 %
60143	4	1.3 %
60148	4	1.3 %
60155	1	0.3 %
60160	3	1.0 %
60161	1	0.3 %
60162	1	0.3 %
60164	7	2.3 %
60169	1	0.3 %
60171	2	0.6 %
60172	2	0.6 %
60173	5	1.6 %
60174	1	0.3 %
60176	4	1.3 %
60181	4	1.3 %
60185	2	0.6 %
60189	1	0.3 %
60191	3	1.0 %
60193	1	0.3 %
60194	1	0.3 %

**Q39-1. What is the ZIP CODE where you work?**

Q39-1. What is the ZIP CODE where you work?	Number	Percent
60402	1	0.3 %
60435	1	0.3 %
60439	3	1.0 %
60453	1	0.3 %
60462	1	0.3 %
60487	1	0.3 %
60502	1	0.3 %
60506	1	0.3 %
60515	3	1.0 %
60523	4	1.3 %
60525	2	0.6 %
60532	1	0.3 %
60563	1	0.3 %
60601	3	1.0 %
60602	2	0.6 %
60603	2	0.6 %
60604	2	0.6 %
60605	2	0.6 %
60606	3	1.0 %
60607	1	0.3 %
60608	1	0.3 %
60612	1	0.3 %
60618	1	0.3 %
60622	1	0.3 %
60624	1	0.3 %
60625	1	0.3 %
60629	1	0.3 %
60630	1	0.3 %
60631	4	1.3 %
60632	1	0.3 %
60634	2	0.6 %
60635	1	0.3 %
60637	1	0.3 %
60638	1	0.3 %
60639	3	1.0 %
60641	1	0.3 %
60643	1	0.3 %
60646	2	0.6 %
60647	2	0.6 %
60660	1	0.3 %
60666	1	0.3 %
60701	1	0.3 %
60706	4	1.3 %
60707	1	0.3 %
60714	1	0.3 %
60804	1	0.3 %
Total	308	100.0 %

**Q40. Your gender:**

<u>Q40. Your gender:</u>	<u>Number</u>	<u>Percent</u>
Male	221	52.2 %
Female	202	47.8 %
Total	423	100.0 %



12 South Center Street  
Bensenville, IL 60106

Office: 630.766.8200  
Fax: 630.350.3434

November 28, 2014

**VILLAGE BOARD** Dear Neighbor,

**President**  
Frank Soto

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

**Village Clerk**  
Ilsa Rivera-Trujillo

**Village Manager**  
Michael J. Cassidy

As you can see by all of the construction going on around town, Bensenville has a number of improvements underway. The process from idea to planning to funding to construction can take a couple of years, depending on scope of the project. Many of the projects are the result of ideas or needs expressed by our residential and business customers. Your voice and opinions matter. We strive to ensure the quality of our services and programs meet or exceed your expectations. To help us measure progress, we would like your help and participation in our second community survey. The Village has partnered with ETC Institute to complete a community survey and you have been randomly selected to participate in this evaluation.

A key goal in our 2014 Strategic Plan is to conduct a community survey to help us understand your perceptions of Bensenville's progress over the last few years and to measure your satisfaction with the quality of municipal services. Your response is confidential because we want you to provide an honest assessment and the results will be used to evaluate and improve existing programs and services. Please let us know what is important to you and your family as a resident of the Village of Bensenville.

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 would prefer to take the survey over the phone in English or Spanish, please call 844-811-0411. You may also take the survey online by visiting <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 844-811-0411.*

*Polski: Jeżeli państwo woleli by wypełnić ankietę przez telefon w języku angielskim, prosimy dzwonić pod numer 844-811-0411.*

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](http://www.bensenville.il.us).

If you have any questions, please contact me at 630-350-3405 or you can email me at [fsoto@bensenville.il.us](mailto:fsoto@bensenville.il.us). You may also contact Dan Di Santo in the Village Manager's Office at 630-350-3400 or [ddisanto@bensenville.il.us](mailto:ddisanto@bensenville.il.us).

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'.

Frank Soto  
Village President

# 2014 Village of Bensenville Citizen 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 citizens in long-range planning and investment decisions. If you have questions please call Dan DiSanto in the Village Manager's Office at 630-350-3400.

## **OVERALL VILLAGE SERVICES**

1. Please rate your overall satisfaction with major services provided by the Village of Bensenville on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<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 service 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 maintenance of Village buildings and facilities	5	4	3	2	1	9
E.	Overall flow of traffic and traffic management in the Village	5	4	3	2	1	9
F.	Overall effectiveness of Village communication with the public	5	4	3	2	1	9
G.	Overall value that you receive for your Village tax dollars and fees	5	4	3	2	1	9
H.	Overall management of Village finances	5	4	3	2	1	9
I.	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.]

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

3. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the Village of Bensenville with regard to the following:

		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to retire	5	4	3	2	1	9
E.	As a place for single adults (age 18-35)	5	4	3	2	1	9
F.	As a place for play & leisure	5	4	3	2	1	9

4. Would you recommend to a friend to live in Bensenville?

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

5. On October 17, 2013 O'Hare International Airport opened Runway 10 Center/28 Center. How has the noise from O'Hare changed at your home since that time?

\_\_\_\_(1) Much Worse      \_\_\_\_ (3) No Change      \_\_\_\_ (5) Much Better  
\_\_\_\_(2) Worse      \_\_\_\_ (4) Better      \_\_\_\_ (9) Don't Know

## OVERALL PERCEPTION OF THE VILLAGE

6. Using a scale of 1 to 5 where 5 means “excellent” and 1 means “poor,” please rate the Village of Bensenville with regard to the following:

		<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.	Overall quality of life in the Village	5	4	3	2	1	9
C.	Overall feeling of safety in the Village	5	4	3	2	1	9
D.	Quality of new development in the Village	5	4	3	2	1	9
E.	Overall maintenance of private property	5	4	3	2	1	9
F.	Overall maintenance of public property	5	4	3	2	1	9
G.	Availability of affordable housing	5	4	3	2	1	9
H.	Acceptance of diverse populations	5	4	3	2	1	9
I.	Job availability	5	4	3	2	1	9
J.	Access to health care facilities	5	4	3	2	1	9
K.	Access to religious institutions	5	4	3	2	1	9
L.	Overall quality of Public Schools	5	4	3	2	1	9
M.	Overall quality of Library services	5	4	3	2	1	9
N.	Overall quality of Park District facilities	5	4	3	2	1	9
O.	Access to quality shopping facilities	5	4	3	2	1	9
P.	Access to restaurants and entertainment	5	4	3	2	1	9
Q.	Availability of cultural activities and the arts	5	4	3	2	1	9
R.	Availability of transportation options	5	4	3	2	1	9

7. 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?

- |                                       |                                      |
|---------------------------------------|--------------------------------------|
| A. Financially sound Village          | D. Enrich the lives of the residents |
| B. Quality customer oriented services | E. Major business/corporate center   |
| C. Safe and beautiful Village         | F. Vibrant major corridors           |

1<sup>st</sup>.\_\_\_\_ 2<sup>nd</sup>.\_\_\_\_ 3<sup>rd</sup>.\_\_\_\_

8. If you have dealt directly with Village staff within the last 12 months, please rate your satisfaction with the interaction on a scale of 1-5 where 5 means “excellent” and 1 means “poor”:

		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>Don't Know</i>
A.	Promptness of service	5	4	3	2	1	9
B.	Politeness and respect	5	4	3	2	1	9
C.	Fair treatment	5	4	3	2	1	9

9. 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

## PUBLIC SAFETY AND EMERGENCY SERVICES

10. Using a scale of 1 to 5 where 5 means “very safe” and 1 means “very unsafe,” please rate how safe you feel in the following situations:

<i>How safe do you feel in:</i>		<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>Don't Know</i>
A.	Your neighborhood during the day	5	4	3	2	1	9
B.	Your neighborhood during the night	5	4	3	2	1	9
C.	In downtown Bensenville	5	4	3	2	1	9
D.	In other commercial areas	5	4	3	2	1	9

11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied Are You With:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The visibility of police in commercial areas	5	4	3	2	1	9
D.	How quickly police respond to vehicle accidents	5	4	3	2	1	9
E.	The Village's efforts to prevent crime	5	4	3	2	1	9
F.	How quickly police respond to emergencies	5	4	3	2	1	9
G.	Enforcement of local traffic laws	5	4	3	2	1	9
H.	Overall quality of local fire protection	5	4	3	2	1	9
I.	Quality of local ambulance service	5	4	3	2	1	9
J.	Quality of animal control	5	4	3	2	1	9
K.	Enforcement of speed limits in neighborhoods	5	4	3	2	1	9

12. Which **THREE** of the Public Safety and Emergency 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 Question #11 above.]

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

### POLICE SERVICES

13. Please check the following Police Programs as they relate to you:

	Yes, I am Aware of:	Yes, a Family Member Has Participated:
A. Neighborhood Watch	<input type="checkbox"/>	<input type="checkbox"/>
B. Business Watch	<input type="checkbox"/>	<input type="checkbox"/>
C. Green Teen Zone teen center	<input type="checkbox"/>	<input type="checkbox"/>
D. Airport Watch	<input type="checkbox"/>	<input type="checkbox"/>
E. Police Neighborhood Resource Center	<input type="checkbox"/>	<input type="checkbox"/>
F. National Night Out	<input type="checkbox"/>	<input type="checkbox"/>

### COMMUNITY AND ECONOMIC DEVELOPMENT

14. If you have participated in any of the following Village processes in the past twelve months, please rate your satisfaction on a scale of 1-5 where 5 means "excellent" and 1 means "poor":

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
A. Building permit process	5	4	3	2	1	9
B. Conditional Use permit process	5	4	3	2	1	9
C. Variance process	5	4	3	2	1	9
D. Inspection process	5	4	3	2	1	9

15. 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 you would like.)

- |                             |                                       |
|-----------------------------|---------------------------------------|
| ____(01) Housing            | ____(07) Entertainment                |
| ____(02) Senior housing     | ____(08) Office                       |
| ____(03) Retail             | ____(09) Services                     |
| ____(04) Medical facilities | ____(10) Hotels                       |
| ____(05) Industrial         | ____(11) Other (please specify) _____ |
| ____(06) Restaurants        |                                       |



## RECREATION SERVICES

16. Please check the following Recreational Programs and Facilities as they relate to you:

	Yes, I am Aware of:	Yes, a Family Member Has utilized:
A. Redmond Recreational Complex	<input type="checkbox"/>	<input type="checkbox"/>
B. Edge Ice Arena	<input type="checkbox"/>	<input type="checkbox"/>
C. Water's Edge Aquatic Center	<input type="checkbox"/>	<input type="checkbox"/>
D. Bensenville Theatre	<input type="checkbox"/>	<input type="checkbox"/>
E. Holiday Family Tree Lighting Event	<input type="checkbox"/>	<input type="checkbox"/>
F. Music in the Park	<input type="checkbox"/>	<input type="checkbox"/>
G. Farmer's Market	<input type="checkbox"/>	<input type="checkbox"/>
H. B-Well Family Fest and Walkathon	<input type="checkbox"/>	<input type="checkbox"/>
I. Senior Expo and Fair	<input type="checkbox"/>	<input type="checkbox"/>
J. 4 <sup>th</sup> of July Events (Fireworks, festival, and/or parade)	<input type="checkbox"/>	<input type="checkbox"/>

17. For each of the following Recreational Programs and Facilities, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Quality of Redmond Recreational Complex	5	4	3	2	1	9
B. Quality of Edge Ice Arena	5	4	3	2	1	9
C. Quality of The Water's Edge Aquatic Center	5	4	3	2	1	9
D. Quality of Bensenville Theatre	5	4	3	2	1	9
E. Quality of Holiday Family Tree Lighting event	5	4	3	2	1	9
F. Quality of Music in the Park events	5	4	3	2	1	9
G. Quality of Farmer's Market	5	4	3	2	1	9
H. Quality of B-Well Family Fest and Walkathon	5	4	3	2	1	9
I. Quality of Senior Expo and Fair	5	4	3	2	1	9
J. Quality of 4 <sup>th</sup> of July Events (fireworks, festival, and/or parade)	5	4	3	2	1	9

## COMMUNICATION

18. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied Are You With:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Availability of information about Village programs and services	5	4	3	2	1	9
B. Efforts to keep you informed about local issues/events	5	4	3	2	1	9
C. How open the Village is to public involvement and input	5	4	3	2	1	9
D. The quality of programming on <i>Spotlight on Bensenville</i> on Cable TV	5	4	3	2	1	9
E. The quality of the Village's website ( <a href="http://www.bensenville.il.us">www.bensenville.il.us</a> )	5	4	3	2	1	9
F. Bensenville eNews updates	5	4	3	2	1	9
G. The <i>Bensenville Vision</i> Newsletter	5	4	3	2	1	9
H. The <i>Bensenville Community News</i> Newsletter	5	4	3	2	1	9
I. Transparency of the Village government	5	4	3	2	1	9

**19. Which of the following are your primary sources of information about Village issues, services, and events? (Check all that apply.)**

- ☐ (01) Newspapers                      ☐ (09) Radio  
☐ (02) Television news                ☐ (10) Cable TV – *Spotlight on Bensenville*  
☐ (03) Internet                            ☐ (11) Word of mouth  
☐ (04) eNews                              ☐ (12) Utility Bill Inserts  
☐ (05) Government access channel    ☐ (13) Social Media (which ones) \_\_\_\_\_  
☐ (06) Village website  
☐ (07) *Bensenville Gateway* Newsletter    ☐ (14) Other: \_\_\_\_\_  
☐ (08) *Bensenville Community News* Newsletter

**20. Do you have access to the internet at home?**

- ☐ (1) Yes                      ☐ (2) No

**21. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

<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.	Residential trash collection services	5	4	3	2	1	9
B.	Brush removal services	5	4	3	2	1	9
C.	Leaf collection	5	4	3	2	1	9
D.	Residential recycling service	5	4	3	2	1	9
E.	Dead animal removal	5	4	3	2	1	9

**PUBLIC WORKS**

**22. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”**

<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.	Maintenance of major streets	5	4	3	2	1	9
B.	Maintenance of neighborhood streets	5	4	3	2	1	9
C.	Maintenance of street signs/pavement markings	5	4	3	2	1	9
D.	Maintenance/preservation of downtown	5	4	3	2	1	9
E.	Overall cleanliness of streets	5	4	3	2	1	9
F.	Adequacy of street lighting	5	4	3	2	1	9
G.	Condition of sidewalks	5	4	3	2	1	9
H.	Overall quality of the stormwater management/flood control system	5	4	3	2	1	9
I.	Overall quality of snow/ice removal	5	4	3	2	1	9
J.	Mosquito abatement	5	4	3	2	1	9
K.	Water quality	5	4	3	2	1	9
L.	Overall quality of sanitary/waste water services	5	4	3	2	1	9
M.	Quality of landscaping in medians	5	4	3	2	1	9
N.	Quality of landscaping in parkways	5	4	3	2	1	9
O.	Overall quality of the urban forest	5	4	3	2	1	9

**23. Which THREE of the Public Works 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 #22 above.]**

1<sup>st</sup>. \_\_\_\_\_ 2<sup>nd</sup>. \_\_\_\_\_ 3<sup>rd</sup>. \_\_\_\_\_

## **TRANSPORTATION**

24. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<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.	How well the traffic signal system provides for efficient traffic flow	5	4	3	2	1	9
B.	The quality of transit (train, bus) service in Bensenville	5	4	3	2	1	9
C.	The ease of walking or biking in Bensenville	5	4	3	2	1	9
D.	Availability of sidewalks in the Village	5	4	3	2	1	9
E.	Ease of north-south travel	5	4	3	2	1	9
F.	Ease of east-west travel	5	4	3	2	1	9

25. Do you regularly use the Metra train service?

\_\_\_\_ (1) Yes (Go to Q25a)      \_\_\_\_ (2) No (Go to Q26)

- 25a. (If Yes to Q25) What is the primary reason for taking the train?

- \_\_\_\_ (1) To go to and from work  
\_\_\_\_ (2) To go to and from shopping  
\_\_\_\_ (3) To go to and from medical appointments  
\_\_\_\_ (4) To go to and from social activities  
\_\_\_\_ (5) To go to and from school

26. Do you regularly use the Pace Dial-A-Bus transit service?

\_\_\_\_ (1) Yes (Go to Q26a)      \_\_\_\_ (2) No (Go to Q27)

- 26a. (If Yes to Q26) What is the primary reason for taking the bus?

- \_\_\_\_ (1) To go to and from work  
\_\_\_\_ (2) To go to and from shopping  
\_\_\_\_ (3) To go to and from medical appointments  
\_\_\_\_ (4) To go to and from social activities  
\_\_\_\_ (5) To go to and from school

27. Do you believe the Village should subsidize public transit?

\_\_\_\_ (1) Yes      \_\_\_\_ (2) No

## **FINANCES**

28. 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 1 – 5 with 1 meaning top priority and 5 meaning lowest priority]

- \_\_\_\_ a. Property tax  
\_\_\_\_ b. Charges for service (permits, licenses, fees, etc.)  
\_\_\_\_ c. Sales tax  
\_\_\_\_ d. Utility rates  
\_\_\_\_ e. Other (please specify) \_\_\_\_\_

29. Do you currently pay Village utility bills online?

\_\_\_\_ (1) Yes      \_\_\_\_ (2) No

30. Do you desire to make more Village transactions online?

\_\_\_\_ (1) Yes      \_\_\_\_ (2) No

## **DEMOGRAPHICS**

**31. Approximately how many years have you lived in the Village of Bensenville?**

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

**32. Which of the following best describes your housing type?**

- ☐ (1) Single-Family Home                      ☐ (2) Townhome                      ☐ (3) Multiple-Family Unit

**33. Do you, or someone in this household, own or rent your home?**

- ☐ (1) Own                                      ☐ (2) Rent

**34. What is your age?**

- ☐ (1) Under 25                                      ☐ (4) 45 to 54  
☐ (2) 25 to 34                                      ☐ (5) 55 to 64  
☐ (3) 35 to 44                                      ☐ (6) 65+

**35. Are you or other members of your household of Hispanic or Latino ancestry?**

- ☐ (1) Yes                                      ☐ (2) No

**36. Which of the following best describes your race?**

- ☐ (1) African American/Black  
☐ (2) American Indian or Alaska Native  
☐ (3) Asian, Hawaiian or Other Pacific Islander  
☐ (4) White  
☐ (5) Other: \_\_\_\_\_

**37. Do you speak Spanish?**

- ☐ (1) Yes                                      ☐ (2) No

**38. Do you speak Polish?**

- ☐ (1) Yes                                      ☐ (2) No

**39. Which of the following best describes your current employment status?**

- ☐ (1) employed outside the home –  
    **What is the ZIP CODE where you work? \_\_\_\_\_**  
☐ (2) employed in the home/have a home-based business  
☐ (3) student  
☐ (4) retired  
☐ (5) not currently employed outside the home

**40. Your gender:**                      ☐ (1) Male                      ☐ (2) Female

**This concludes the survey. Thank you for your time!**

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS66061

If you have additional comments or suggestions for the Village of Bensenville, please feel free to include them in the envelope.

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

# Encuesta de Ciudadanos 2014

## Villa de Bensenville

Por favor tome unos minutos para completar esta encuesta. Su aportación es una parte importante de los esfuerzos en curso de la Villa para incluir a los ciudadanos en las decisiones de planificación e inversión a largo plazo. Si tiene alguna pregunta favor de llamar a Dan DiSanto En la Oficina del Administrador de la Villa al 630-350-3400.

### SERVICIOS GENERALES DE LA VILLA

1. Por favor indique su satisfacción general con los principales servicios provistos por la Villa de Bensenville en una escala de 1 a 5, en la cual 5 significa “muy satisfecho” y 1 significa “muy insatisfecho.”

Cuan Satisfecho Está Usted Con:		Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No lo Sé
A.	Calidad general de los servicios provistos por la Villa de Bensenville	5	4	3	2	1	9
B.	Calidad general de los servicios al cliente que recibe de los empleados de la Villa	5	4	3	2	1	9
C.	Mantenimiento General de las Calles de la Villa	5	4	3	2	1	9
D.	Mantenimiento general de los edificios e instalaciones de la Villa	5	4	3	2	1	9
E.	Flujo general del tránsito y manejo del tránsito en la Villa	5	4	3	2	1	9
F.	Efectividad general de las comunicaciones de la Villa con el público	5	4	3	2	1	9
G.	Valor general que usted recibe por sus dólares de impuestos y cuotas	5	4	3	2	1	9
H.	Manejo general de las finanzas de la Villa	5	4	3	2	1	9
I.	Esfuerzo general de la Villa para provisión de emergencias	5	4	3	2	1	9

2. ¿Cuáles TRES de los Servicios Generales de la Villa arriba enumerados cree usted que debe recibir mayor énfasis de parte de los líderes de la Villa durante los próximos dos años? [Escriba las letras abajo usando las letras de la lista #1 arriba.]

1<sup>ro</sup>: \_\_\_\_ 2<sup>do</sup>: \_\_\_\_ 3<sup>ro</sup>: \_\_\_\_

3. Usando una escala de 1 a 5, en la cual 5 significa “excelente” y 1 significa “pobre,” por favor dé su opinión sobre la Villa de Bensenville en relación con lo siguiente:

	Excelente	Bueno	Neutral	Inferior	Pobre	No lo Sé
A. Como un lugar para vivir	5	4	3	2	1	9
B. Como un lugar para criar niños	5	4	3	2	1	9
C. Como un lugar para trabajar	5	4	3	2	1	9
D. Como un lugar para jubilarse	5	4	3	2	1	9
E. Como lugar para adultos solteros (edad 18-35)	5	4	3	2	1	9
F. Como un lugar para diversión y descanso	5	4	3	2	1	9

4. ¿Le recomendaría a un amigo vivir en Bensenville?

\_\_\_\_(1) Si \_\_\_\_ (2) No

5. El 17 de Octubre, 2014 el aeropuerto internacional de O'Hare abrió la pista 10. ¿Cómo ha cambiado el ruido en su casa desde entonces?

\_\_\_\_(1) Mucho peor \_\_\_\_ (2) Peor \_\_\_\_ (3) Igual \_\_\_\_ (4) Mejor \_\_\_\_ (5) Mucho mejor \_\_\_\_ (9) No lo Sé

## PERCEPCION GENERAL DE LA VILLA

6. Usando una escala de 1 a 5, en la cual 5 significa “excelente” y 1 significa “pobre,” por favor dé su opinión sobre la Villa de Bensenville en relación con lo siguiente:

		<i>Excelente</i>	<i>Bueno</i>	<i>Neutral</i>	<i>Inferior</i>	<i>Pobre</i>	<i>No lo Sé</i>
A.	Imagen general de la Villa	5	4	3	2	1	9
B.	Calidad de vida general en la Villa	5	4	3	2	1	9
C.	Sensación general de seguridad en la Villa	5	4	3	2	1	9
D.	Calidad de nuevo desarrollo en la Villa	5	4	3	2	1	9
E.	Mantenimiento general de propiedad privada	5	4	3	2	1	9
F.	Mantenimiento general de propiedad pública	5	4	3	2	1	9
G.	Disponibilidad de vivienda costeaable	5	4	3	2	1	9
H.	Aceptación de diversidad de poblaciones	5	4	3	2	1	9
I.	Disponibilidad de empleos	5	4	3	2	1	9
J.	Acceso a instalaciones de cuidado de salud	5	4	3	2	1	9
K.	Acceso a instituciones religiosas	5	4	3	2	1	9
L.	Calidad general de las Escuelas Públicas	5	4	3	2	1	9
M.	Calidad general de los servicios de Biblioteca	5	4	3	2	1	9
N.	Calidad general de las instalaciones del distrito de Parques	5	4	3	2	1	9
O.	Acceso a instalaciones comerciales de calidad	5	4	3	2	1	9
P.	Acceso a restaurantes y entretenimiento	5	4	3	2	1	9
Q.	Disponibilidad de actividades culturales y las artes	5	4	3	2	1	9
R.	Disponibilidad de opciones de transporte	5	4	3	2	1	9

7. Favor de revisar la lista de metas de la Villa. ¿Cuál de las siguientes metas cree usted que sea la más importante, segunda más importante y tercera más importante para Bensenville en la actualidad?

- |   |   |
|---|---|
| A. Villa económicamente sana                | D. Enriquecer las vidas de los residentes |
| B. Calidad de servicios dirigidos a cliente | E. Centro de Negocio/comercio principal   |
| C. Villa segura y hermosa                   | F. Vibrantes corredores principales       |

1<sup>ro</sup>: \_\_\_\_ 2<sup>do</sup>: \_\_\_\_ 3<sup>ro</sup>: \_\_\_\_

8. Si ha tratado directamente con el personal de la Villa en los últimos 12 meses, favor de indicar su satisfacción con la interacción en una escala de 1-5 donde 5 significa “excelente” y 1 “pobre”:

		<i>Excelente</i>	<i>Bueno</i>	<i>Neutral</i>	<i>Inferior</i>	<i>Pobre</i>	<i>No lo Sé</i>
A.	Prontitud del servicio	5	4	3	2	1	9
B.	Educación y respeto	5	4	3	2	1	9
C.	Trato justo	5	4	3	2	1	9

9. La Misión del Gobierno de la Villa es el ser financieramente sano y proveer servicios amistosos al cliente de la mayor calidad. ¿En base a esta misión, cree usted que la Villa está encaminada en la dirección correcta? \_\_\_\_ (1) Si \_\_\_\_ (2) No

## SERVICIOS DE SEGURIDAD PUBLICA Y EMERGENCIAS

10. Usando una escala de 1 a 5, en la cual 5 significa “muy seguro” y 1 significa “muy inseguro,” por favor indique cuan seguro se siente en las siguientes situaciones:

<i>Cuan seguro se siente usted en:</i>		<i>Muy Seguro</i>	<i>Seguro</i>	<i>Neutral</i>	<i>Inseguro</i>	<i>Muy Inseguro</i>	<i>No lo Sé</i>
A.	Su vecindario durante el día	5	4	3	2	1	9
B.	Su vecindario durante la noche	5	4	3	2	1	9
C.	En el Centro de Bensenville	5	4	3	2	1	9
D.	En otras áreas comerciales	5	4	3	2	1	9

11. Para cada una de las siguientes, favor de indicar su satisfacción con cada artículo en una escala de 1 a 5, en la cual 5 significa “muy satisfecho” y 1 significa “muy insatisfecho.”

		Muy Satisfecho	Satisfecho	Neutral	Insatisfecho	Muy Insatisfecho	No lo sé
A.	La calidad general de protección policiaca local	5	4	3	2	1	9
B.	La visibilidad de la policía en los vecindarios	5	4	3	2	1	9
C.	La visibilidad de la policía en áreas comerciales	5	4	3	2	1	9
D.	Cuán rápido responde la policía a accidentes vehiculares	5	4	3	2	1	9
E.	Los esfuerzos de prevención de crimen de la Villa	5	4	3	2	1	9
F.	Cuán rápido responde la policía a emergencias	5	4	3	2	1	9
G.	El cumplimiento de las leyes de tránsito locales	5	4	3	2	1	9
H.	Calidad general de protección local contra fuegos	5	4	3	2	1	9
I.	Calidad del servicio local de ambulancias	5	4	3	2	1	9
J.	Calidad del control de animales	5	4	3	2	1	9
K.	Cumplimiento de límites de velocidad en vecindarios	5	4	3	2	1	9

12. ¿Cuáles TRES de los Servicios de Seguridad Pública y Servicios de Emergencias arriba listados cree usted que debe recibir el mayor énfasis del liderato de la Villa durante los próximos dos años? [Escriba las letras abajo usando las letras de la lista #11 arriba].

1<sup>ro</sup>: \_\_\_\_\_ 2<sup>do</sup>: \_\_\_\_\_ 3<sup>ro</sup>: \_\_\_\_\_

13. SERVICIOS de POLICIA. Favor de marcar los siguientes Programas de Policía y lo que se relacionan a usted:

Si estoy Consciente:

Si un miembro de la familia ha participado:

A. Vigilancia Vecinal	<input type="checkbox"/>	<input type="checkbox"/>
Vigilancia Comercial	<input type="checkbox"/>	<input type="checkbox"/>
Zona Adolescente Verde Centro Juvenil	<input type="checkbox"/>	<input type="checkbox"/>
Vigilancia Aeroportuaria	<input type="checkbox"/>	<input type="checkbox"/>
Centro Policial de Recursos de Vecindario	<input type="checkbox"/>	<input type="checkbox"/>
Apagado de Luces Nacional	<input type="checkbox"/>	<input type="checkbox"/>

## DESARROLLO COMUNITARIO Y ECONOMICO

14. Si ha participado en cualquiera de los siguientes procesos de la Villa en los últimos doce meses, favor de indicar su satisfacción en una escala de 1 a 5, en la cual 5 significa “excelente” y 1 significa “pobre”:

		Excelente	Bueno	Neutral	Inferior	Pobre	No Lo Sé
A.	Proceso de Permisos de Construcción	5	4	3	2	1	9
B.	Proceso de Permisos de Uso Condicional	5	4	3	2	1	9
C.	Proceso de Varianza	5	4	3	2	1	9
D.	Proceso de Inspección	5	4	3	2	1	9

15. La expansión del Expreso de vía rápida Elgin-O’Hare Expressway y Western Access y una Terminal Occidental en el Aeropuerto O’Hare traerían oportunidades de desarrollo económico a la Villa. ¿Qué tipo de desarrollo le gustaría más ver añadido a la comunidad? (Marque todos los que le gustarían.)

- |                                |  |
|--------------------------------|--|
| ____(01) Vivienda              | ____(07) Entretenimiento               |
| ____(02) Vivienda para mayores | ____(08) Oficinas                      |
| ____(03) Ventas al por menor   | ____(09) Servicios                     |
| ____(04) Instalaciones Médicas | ____(10) Hoteles                       |
| ____(05) Industrial            | ____(11) Otro (favor especifique)_____ |
| ____(06) Restaurantes          |  |



## 16. SERVICIOS DE RECREACION

Favor marcar los siguientes

Programas e instalaciones Recreativas en lo que a usted se relacionan:

Si estoy Consciente: Si un miembro de la familia ha participado:

- A. Complejo Recreativo de Redmond ..... ☐ ..... ☐
- B. Arena de Hielo Edge ..... ☐ ..... ☐
- C. Centro Acuático "Water's Edge" ..... ☐ ..... ☐
- D. Teatro Bensenville ..... ☐ ..... ☐
- E. Evento Familiar de Encendido del Árbol de ..... ☐ ..... ☐
- Temporada Festiva ..... ☐ ..... ☐
- F. Música en el Parque ..... ☐ ..... ☐
- G. Mercado de productores ..... ☐ ..... ☐
- H. El evento familiar de B-Well y su caminata ..... ☐ ..... ☐
- I. La exposición para los mayores y su festiva ..... ☐ ..... ☐
- J. Eventos del 4 de Julio ..... ☐ ..... ☐

(Fuegos Artificiales, festival, y/o parada)

17. Para cada uno de los siguientes Programas e Instalaciones Recreativas, haga el favor de indicar su satisfacción con cada artículo en una escala de 1 a 5, en la cual 5 significa "muy satisfecho" y 1 significa "muy insatisfecho."

		Muy Satisfecho	Satisfecho	Neutra	Insatisfecho	Muy Insatisfecho	No lo Sé
A.	Calidad del Centro Recreativo de Redmond	5	4	3	2	1	9
B.	Calidad de la Arena "Edge Ice"	5	4	3	2	1	9
C.	Calidad del Centro Acuático "Water's Edge"	5	4	3	2	1	9
D.	Calidad del Teatro Bensenville	5	4	3	2	1	9
E.	Calidad Evento Familiar de Encendido del Árbol d en Temporada Festiva	5	4	3	2	1	9
F.	Calidad de eventos de Música en el Parque	5	4	3	2	1	9
G.	Calidad del mercado de los productores	5	4	3	2	1	9
H.	Calidad del evento familiar y la caminata	5	4	3	2	1	9
I.	Calidad de la exposición	5	4	3	2	1	9
J.	Calidad de los eventos del 4 de Julio	5	4	3	2	1	9

## COMUNICACIÓN

18. Para cada uno de los siguientes, haga el favor de indicar su satisfacción con cada artículo en una escala de 1 a 5, en la cual 5 significa "muy satisfecho" y 1 significa "muy insatisfecho."

		Muy Satisfecho	Satisfecho	Neutra	Insatisfecho	Muy Insatisfecho	No lo Sé
A.	Disponibilidad de información sobre programas y servicios de la Villa	5	4	3	2	1	9
B.	Esfuerzos para mantenerlo informado sobre asuntos/eventos locales	5	4	3	2	1	9
C.	Cuán abierta está la Villa a la participación y aportación publica	5	4	3	2	1	9
D.	La calidad de programación en "Spotlight on Bensenville" en Cable TV	5	4	3	2	1	9
E.	La calidad del portal en red de la Villa (www.bensenville.il.us)	5	4	3	2	1	9
F.	Las actualizaciones de "Bensenville eNews"	5	4	3	2	1	9
G.	El boletín noticioso "Bensenville Vision"	5	4	3	2	1	9
H.	El boletín "Bensenville CommunityNews"	5	4	3	2	1	9
I.	Transparencia del gobierno de la Villa	5	4	3	2	1	9



**19. ¿Cuál de los siguientes son sus Fuentes principales de información sobre asuntos, servicios y eventos de la Villa? (Marque todos los que apliquen.)**

- ☐ (01) Periódicos  
☐ (02) Noticias televisadas  
☐ (03) Internet  
☐ (04) eNews  
☐ (05) Canal de Acceso de Gobierno  
☐ (06) Portal en red de la Villa  
☐ (07) Boletín "Bensenville Gateway"  
☐ (08) Boletín "Bensenville Community News"  
☐ (09) Radio  
☐ (10) Cable TV – "Spotlight on Bensenville"  
☐ (11) Voz pública  
☐ (12) Inserciones de los gastos  
☐ (13) Medios sociales  
☐ (14) Otro: \_\_\_\_\_

**20. ¿Tiene usted acceso a la red (internet) en casa? \_\_\_\_ (1) Si \_\_\_\_ (2) No**

**21. Para cada uno de los siguientes, haga el favor de indicar su satisfacción con cada artículo en una escala de 1 a 5, en la cual 5 significa "muy satisfecho" y 1 significa "muy insatisfecho."**

		<b>Muy Satisfecho</b>	<b>Satisfecho</b>	<b>Neutra</b>	<b>Insatisfecho</b>	<b>Muy Insatisfecho</b>	<b>No lo Sé</b>
A.	Servicios de recogido de basura residencial	5	4	3	2	1	9
B.	Servicio de remoción de arbustos	5	4	3	2	1	9
C.	Recogido de hojas	5	4	3	2	1	9
D.	Servicio de reciclaje residencial	5	4	3	2	1	9
E.	Remoción de animales muertos	5	4	3	2	1	9

**OBRAS PUBLICAS**

**22. Para cada uno de los siguientes, haga el favor de indicar su satisfacción con cada artículo en una escala de 1 a 5, en la cual 5 significa "muy satisfecho" y 1 significa "muy insatisfecho."**

		<b>Muy Satisfecho</b>	<b>Satisfecho</b>	<b>Neutra</b>	<b>Insatisfecho</b>	<b>Muy Insatisfecho</b>	<b>No lo Sé</b>
A.	Mantenimiento en las vías principales	5	4	3	2	1	9
B.	Mantenimiento de calles vecinales	5	4	3	2	1	9
C.	Mantenimiento de señalamientos de tránsito/marcas en el pavimento	5	4	3	2	1	9
D.	Mantenimiento /preservación del centro	5	4	3	2	1	9
E.	Limpieza general de las calles	5	4	3	2	1	9
F.	Suficiencia del alumbrado público	5	4	3	2	1	9
G.	Condición de las aceras	5	4	3	2	1	9
H.	Calidad general del sistema de manejo de aguas pluviales	5	4	3	2	1	9
I.	Calidad general de la remoción de hielo/nieve	5	4	3	2	1	9
J.	Control del mosquito	5	4	3	2	1	9
K.	Calidad de agua	5	4	3	2	1	9
L.	Calidad general de los servicios sanitario/aguas residuales	5	4	3	2	1	9
M.	Calidad de la jardinería en camellones	5	4	3	2	1	9
N.	Calidad de la jardinería en las avenidas	5	4	3	2	1	9
O.	Calidad general de bosques urbanos	5	4	3	2	1	9

**23. ¿Cuáles TRES de los Servicios de Obras Públicas arriba enumerados cree usted que debe recibir mayor énfasis de los líderes de la Villa durante los siguientes dos años? [Escriba las letras abajo usando las letras de la lista #22 arriba.]**

1<sup>ro</sup>: \_\_\_\_ 2<sup>do</sup>: \_\_\_\_ 3<sup>ro</sup>: \_\_\_\_

## **TRANSPORTACION**

**24. Para cada uno de los siguientes, haga el favor de indicar su satisfacción con cada artículo en una escala de 1 a 5, en la cual 5 significa “muy satisfecho” y 1 significa “muy insatisfecho.”**

		<b>Muy Satisfecho</b>	<b>Satisfecho</b>	<b>Neutral</b>	<b>Insatisfecho</b>	<b>Muy Insatisfecho</b>	<b>No lo Sé</b>
A.	Lo bien que el sistema de señales de tránsito provee un flujo de tránsito eficiente	5	4	3	2	1	9
B.	La calidad del servicio de transporte (tren, autobús) en Bensenville	5	4	3	2	1	9
C.	La facilidad para ir caminando o en bicicleta en Bensenville	5	4	3	2	1	9
D.	Disponibilidad de aceras en la Villa	5	4	3	2	1	9
E.	Facilidad de viajar de norte a sur	5	4	3	2	1	9
F.	Facilidad de viajar de este a oeste	5	4	3	2	1	9

**25. ¿Usa el servicio de tren Metra con regularidad?**

\_\_\_\_ (1) Si (Vaya a la P25a)                      \_\_\_\_ (2) No (Vaya a la P26)

**25a. (de haber sido “Si”) ¿Cuál es la razón primordial para tomar el tren?**

- \_\_\_\_ (1) Para ida y vuelta al trabajo
- \_\_\_\_ (2) Para ida y vuelta de compras
- \_\_\_\_ (3) Para ida y vuelta de citas médicas
- \_\_\_\_ (4) Para ida y vuelta de actividades sociales
- \_\_\_\_ (5) Para ida y vuelta de la escuela

**26. ¿Usa el servicio de transporte “Pace Dial-A-Bus” con regularidad?**

\_\_\_\_ (1) Si (Vaya a la P26a)                      \_\_\_\_ (2) No (Vaya a la P27)

**26a. (de haber sido “Si”) ¿Cuál es la razón primordial para tomar el autobús?**

- \_\_\_\_ (1) Para ida y vuelta al trabajo
- \_\_\_\_ (2) Para ida y vuelta de compras
- \_\_\_\_ (3) Para ida y vuelta de citas médicas
- \_\_\_\_ (4) Para ida y vuelta de actividades sociales
- \_\_\_\_ (5) Para ida y vuelta de la escuela

**27. ¿Cree usted que la Villa deba subsidiar el transporte público?** \_\_\_\_ (1) Si      \_\_\_\_ (2) No

## **FINANZAS**

**28. ¿Si la Villa fuese a requerir un incremento en recaudaciones para sustentar servicios, como cree que los siguientes deben de ser priorizados para levantar recaudaciones? [Por favor escriba 1–5, con el 1 indicando la mayor prioridad y el 5 indicando la prioridad más baja.]**

- \_\_\_\_ a. Impuesto a la propiedad
- \_\_\_\_ b. Cuotas por servicios (permisos, licencias, costas, etc.)
- \_\_\_\_ c. Impuesto de venta
- \_\_\_\_ d. Tarifas por servicios públicos
- \_\_\_\_ e. Otro (por favor especifique) \_\_\_\_\_

**29. ¿Actualmente paga sus facturas por servicios de la Villa en línea (Internet)?**

\_\_\_\_ (1) Si                      \_\_\_\_ (2) No

**30. ¿Desea hacer más transacciones con la Villa en línea?**                      \_\_\_\_ (1) Si                      \_\_\_\_ (2) No

## **DEMOGRAFICAS**

**31. ¿Aproximadamente cuantos años ha vivido en la Villa de Bensenville?**

- ☐ (1) Menos de 5 años      ☐ (3) 11-20 años  
☐ (2) 5-10 años      ☐ (4) Mas de 20 años

**32. ¿Cuál de las siguientes mejor describe su tipo de vivienda?**

- ☐ (1) Vivienda unifamiliar      ☐ (2) Casa adosada      ☐ (3) Vivienda multifamiliar

**33. ¿Es usted o alguien con quien usted vive en su hogar el dueño o arrendatario del hogar?**

- ☐ (1) Si      ☐ (2) No

**34. ¿Cuál es su edad?**

- ☐ (1) Under 25      ☐ (4) 45 to 54  
☐ (2) 25 to 34      ☐ (5) 55 to 64  
☐ (3) 35 to 44      ☐ (6) 65+

**35. ¿Es usted u otros miembros de su hogar de ascendencia Hispana o Latina?**

- ☐ (1) Si      ☐ (2) No

**36. ¿Cuál de las siguientes mejor describe su raza?**

- ☐ (1) Africano-Americano/Negro      ☐ (4) Blanco  
☐ (2) Indígena Americano o Nativo de Alaska      ☐ (5) Otro: \_\_\_\_\_  
☐ (3) Asiático, Hawaiano u Otro Isleño del Pacifico

**37. ¿Habla usted español?**      ☐ (1) Si      ☐ (2) No

**38. ¿Habla usted polaco?**      ☐ (1) Si      ☐ (2) No

**39. ¿Cuál de los siguientes mejor describe su actual estatus laboral?**

- ☐ (1) Empleado fuera del hogar –  
    **¿Cuál es el Código Postal (ZIP CODE) donde trabaja?** \_\_\_\_\_  
☐ (2) Empleado en el hogar /Tiene un negocio en su hogar  
☐ (3) Estudiante  
☐ (4) Jubilado  
☐ (5) Actualmente no empleado fuera del hogar

**40. Su Sexo:**      ☐ (1) Hombre      ☐ (2) Mujer

**Esto concluye la encuesta. ¡Gracias por su tiempo!**

Favor de devolver la encuesta completada en el Sobre Incluido con Franqueo Pagado Dirigido a:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Si tiene comentarios o sugerencias adicionales para la Villa de Bensenville, Favor de sentirse en libertad de proveerlas aquí o incluirlas en el sobre con franqueo pago que envíe de vuelta a ETC Institute. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sus respuestas permanecerán Completamente Confidenciales. La información  
Impresa en la etiqueta a la derecha será SOLO usada para ayudar a identificar cuales  
áreas de la Villa están teniendo problemas con servicios de la Villa. Si su dirección  
no está correcta, favor de proveer la información correcta. Gracias.