

The Village of Orland Park 2013 Business Survey

Please complete this questionnaire if you are the person most knowledgeable about this business, typically the owner or manager. Please select the response (by circling the number or checking the box) that most closely represents your opinion. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Orland Park:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Orland Park as a place to work	1	2	3	4	5
Orland Park as a place to retire	1	2	3	4	5
Orland Park as a place to do business	1	2	3	4	5
The overall economic climate of Orland Park	1	2	3	4	5
The overall quality of life in Orland Park	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Orland Park as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall appearance of Orland Park.....	1	2	3	4	5
Cleanliness of Orland Park	1	2	3	4	5
Overall quality of commercial development in Orland Park	1	2	3	4	5
Variety of housing options for people who work in Orland Park	1	2	3	4	5
Overall quality of business establishments in Orland Park	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Training opportunities for work.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Ease of car travel in Orland Park	1	2	3	4	5
Ease of bus travel in Orland Park	1	2	3	4	5
Ease of bicycle travel in Orland Park.....	1	2	3	4	5
Ease of walking in Orland Park.....	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets	1	2	3	4	5
Amount of public parking in commercial areas	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in Orland Park	1	2	3	4	5
Overall image or reputation of Orland Park	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Orland Park over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.)	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. Please rate how safe or unsafe you feel from the following in Orland Park:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
Violent crime (e.g., assault, robbery).....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6

5. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In Orland Park's commercial areas during the day	1	2	3	4	5	6
In Orland Park's commercial areas after dark.....	1	2	3	4	5	6

6. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend operating a business in Orland Park to someone who asks ..	1	2	3	4	5
Keep your business in Orland Park for the next five years	1	2	3	4	5

7. Please rate the quality of each of the following services provided by the Village of Orland Park.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Building permits and inspections.....	1	2	3	4	5
Code enforcement (weeds, signs, etc.).....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Public information.....	1	2	3	4	5
Municipal court.....	1	2	3	4	5

8. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The Village of Orland Park.....	1	2	3	4	5
Cooke County Government.....	1	2	3	4	5
Will County Government.....	1	2	3	4	5
The State Government.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

9. Have you had any in-person, phone or email contact with an employee of the Village of Orland Park within the last 12 months (including police, receptionists, planners or any others)?

☐ No → Go to Question 11 ☐ Yes → Go to Question 10

10. What was your impression of the employee(s) of the Village of Orland Park in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

11. Please rate the following categories of Village of Orland Park government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to the Village of Orland Park.....	1	2	3	4	5
The job the Village of Orland Park does informing me of community issues and values..	1	2	3	4	5
The job the Village of Orland Park government does at listening to businesses.....	1	2	3	4	5
The overall direction that the Village of Orland Park is taking.....	1	2	3	4	5

12. Is your business planning to hire in the next six months to a year?

☐ No → Skip to question 15 ☐ Yes ☐ Not sure

13. If you are planning to hire or are not sure, what kind of jobs might you be adding? (Please check all that apply.)

- ☐ Technically skilled (e.g. medical, computer, architecture, equipment operation, etc.)
- ☐ Administratively skilled
- ☐ Unskilled administrative
- ☐ Unskilled labor
- ☐ Don't know

14. Considering your most recent hiring experiences, please rate your impression of job applicants.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Applicant prior experience.....	1	2	3	4	5
Number of qualified applicants.....	1	2	3	4	5
Courtesy of applicants.....	1	2	3	4	5
Your overall impression of applicants.....	1	2	3	4	5

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15. To what extent, if at all, have you relied in the past on the following resources to seek talent for your business?

	<i>Great extent</i>	<i>Minor extent</i>	<i>Not at all</i>	<i>Never heard of it</i>
Job Web sites (e.g., Career Builder, Monster, etc.)	☐	☐	☐	☐
Head hunter.....	☐	☐	☐	☐
Colleges/Universities	☐	☐	☐	☐
Your organization's Web site.....	☐	☐	☐	☐
Career fairs	☐	☐	☐	☐

16. If the village were to implement the following services, how beneficial, if at all, would each be to your business?

	<i>Very beneficial</i>	<i>Somewhat beneficial</i>	<i>Not at all beneficial</i>	<i>Don't know</i>
Streamlined permitting.....1	2	3	4	
Financial assistance (i.e., loans, grants, rebates).....1	2	3	4	
Increased flexibility in village regulations.....1	2	3	4	
Village-financed marketing and promotion.....1	2	3	4	
Physical improvements to village-owned property (i.e., streets, sidewalks, public facilities).....1	2	3	4	
Offer skill-building classes/workshops for workers.....1	2	3	4	

17. What is the single most significant thing the Village of Orland Park could do to improve your business experience in Orland Park?

The last questions are about you and your business. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D8. Which one of the following industries best describes the nature of your business? (Please check the one that comes closest.)

- | | | |
|---------------------------------------|--|--|
| ☐ Agriculture | ☐ Banking | ☐ Automotive service |
| ☐ Construction | ☐ Finance/insurance/ real estate/legal | ☐ Non-profit charitable organization |
| ☐ Manufacturing | ☐ Printing, copying, typesetting, publishing | ☐ Services (cleaning, repair) |
| ☐ Restaurant/bar | ☐ Medical/dental | ☐ Other _____ |
| ☐ Wholesale sales | ☐ Transportation | |
| ☐ Retail | ☐ Gas and electric services | |

D1. What is your position in this organization?

- ☐ Owner
☐ Manager or Administrator
☐ Administrative Assistant
☐ Other

D2. How many years has your business been located in the Village of Orland Park?

- ☐ Less than 1 year
☐ 1-5 years
☐ 6-10 years
☐ More than 10 years

D4. Does this business have one site or multiple sites?

- ☐ One site → Skip to D7
☐ Multiple sites → Go to D5 and D6

D5. Is this location a branch or headquarters?

- ☐ Branch
☐ Headquarters

D6. Including this location, how many sites are located in the Village of Orland Park? _____

D7. Is this business home based?

- ☐ Yes
☐ No

D9. What was the approximate annual gross revenue (for the most recent accounting year) generated by all of your Village of Orland Park sites?

- ☐ Less than \$100,000
☐ \$100,000 to \$499,999
☐ \$500,000 to \$999,999
☐ \$1,000,000 to \$4,999,999
☐ \$5,000,000 or more

D10. Including you, about how many employees work at your Village of Orland Park worksite(s) in each category?

- _____ Number of full-time (30 or more hours per week) employees
 _____ Number of part-time (less than 30 hours per week) employees
 _____ Total number of employees at this worksite

D12. Over the next 3 to 5 years, do you anticipate...

- ☐ Adding to your number of employees
☐ Maintaining the same number of employees
☐ Cutting back on your number of employees

D13. Approximately what percent of your work force at this location do you think lives in the Village of Orland Park?

_____ %

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502