

Village of Orland Park, Illinois

Strategic Plan Revision Survey Summary

July 7, 2015

**Prepared by:
Mark O. Thorsby, CAE
Vice President, Consulting Services
SmithBucklin Corporation
(312) 644-6610**

The process for gathering information for the 2015 Strategic Plan Refresh was similar to the process used in 2013 when the Strategic Plan for the Village of Orland Park was first created.

In mid-June, 2015, the invited participants to the strategic plan revision meeting of the Village of Orland Park and key staff and committee and council chairs, were sent an electronic survey that they were asked to respond to and return the survey to the facilitator of the meeting. This summary report was compiled and contains verbatim responses to the questions asked but does not ascribe the responses to any one individual. We have found that anonymous responses allow for respondents to be a little more candid and forthcoming in sharing their opinions about the current status and future direction of an organization. This summary report contains the responses received from 20 respondents.

The survey questions are intentionally non-directive, allowing respondents to share their thoughts about several strategic topics. The responses to some questions generated greater consensus than others. More importantly, however, were the provocative thoughts that were shared, indicating that while the Village of Orland Park is enjoying significant success, there are "still more mountains to climb." These thoughts along with some key personnel changes both at the elected and staff level suggests that now is a perfect time to schedule this strategic plan discussion. I hope you see your responses in this summary report and, if you did not get a chance to respond, that you will see other responses that are similar to what your responses would have been. Enjoy your reading and we look forward to seeing you on Saturday, July 11, 2015.

Describe the current state of affairs in the Village of Orland Park.

Your responses to this question are very positive which will allow you to focus on what you want the Village to be in the future rather than spending time fixing current problems.

I do believe in the statement "work-in-progress", underscore progress. It's a dynamic village relative to continued infrastructure renovation, green energy, resident convenience and entertainment...

The Village is leading in almost every area of building an outstanding community.

It would appear we are in a period of transition relating to senior management. Any change in staff creates significant uncertainty and direction.

Although there is a lot going on within the village, the village is in a good place. There is growth in both residential and commercial. Improvements are continuously being made.

I think the village is a well-run entity, I think the Village has been pro-active on retaining and finding business' to come to Orland Park

I believe that the Village of Orland Park is at a key point in its history. The vast road system improvements are a much needed improvement but are clearly hampering the city until completion. I am not a fan of the development on 143rd and LaGrange. I personally think that is an eye sore in what was supposed to be a 'downtown' type area. Right now all we have is a large apartment structure. I think Orland Square Mall is bordering on becoming a problem. I no longer feel safe sending my family members there at night, especially on weekends. Obviously there are many great things in OP as well. The Taste is a huge hit. The Sportsplex is great for the kids. We have attracted many great businesses and dining options. The pool is great. Fourth of July celebration at Centennial is great.

The day-to-day operations of the Village are in good order. The organization is very well run. The Village is providing very high quality services and amenities to residents and we continue to attract new residents with a very strong reputation. Visitors gravitate to Orland Park to do shopping, enjoy the restaurants and do business here.

Most areas are being handled competently by the Village however there have been some poorly designed projects approved recently including the area north of Orland Crossing which doesn't even come close to meeting Downtown Orland Park goals and objectives. Another example is the new subdivision at 151st & West that will include a retention basin with only a 5-foot setback and no park space. The Village appears to have lowered its standards in recent years. Giving away taxpayer money to corporations under the guise of economic development is also an issue. It is unnecessary and introduces unfair competitive advantages over other businesses.

I believe Orland Park is a great place to live and do business. The South Suburbs often does not have a great reputation, but we take a great pride in Orland Park.

Our village economy seems to be rebounding nicely from the recession. Orland Park continues to be the retail hub of the south and southwest suburbs, and existing housing prices and new construction seem to be picking up.

Roadway improvements, particularly the widening of LaGrange Rd. and 159th St. are underway and we look forward to the widening of 143rd St., although the area around 143rd /Southwest Highway/Union Ave. is bound to be problematic. It is imperative, nevertheless, to somehow solve the traffic safety problems that occur in that hazardous area.

The reputation of our local public schools is excellent, although I have concerns about the instability of leadership at the elementary school level. Eventually, volatile administrative conditions are bound to impact the classroom.

The percentage of our population consisting of non-whites remains low relative to national percentages. This is a concern because I feel it benefits children to grow up in a culturally and ethnically diverse society, but this may be more an economic issue than a reflection of discriminatory housing practices. (At least I hope that is the case.)

Our village government deserves support and thanks for providing excellent village services and facilities and for attempts to communicate with residents. My only concern is that, with the exception of Trustee Dodge, few members of the village board seem to question the village president's positions and decisions. I feel that more independent reflection and discussion would be beneficial.

Things overall are going very well, generally better than neighboring suburbs.

Major projects are underway, staff is operating at a lean capacity, and new projects are in the planning phase. We are a very busy village both internally and externally.

Financial stable, great schools, many public amenities, significant number of shopping and dining options.

Good

Very stable, progressive developing city.

Orland Park is a safe/lively village, that is enjoying an economic uptick on the northwest part of town.

The village is recovering nicely from the recession due to common sense measures put in place by village management. The local economy is rebounding and residential and commercial construction is improving. Financial challenges remain with medical and pension costs continuing to rise and consuming more and more of the operating budget which will have a major effect on operations and capital improvement in the future. Road construction is aggravating but necessary.

I believe the Village is in excellent shape, both from a financial and development state.

Seems very solid. A rare community that is running in the black financially, continuously innovating and winning awards/recognition for the efforts. Stable and growing!

What do you want the Village of Orland Park to become in the future?

Interestingly, similar to 2013, your responses are fairly well aligned, though not identical. As a group, you seem to have a fairly clear and consistent vision of the direction you want to head. Read on!

I would like to see the Village become more an economic center which would provide jobs other than retail, restaurants, etc.

The same as now, but more accepting of different generations, ethnicities and opinions.

I am more concerned about Orland Park's continued excellence than becoming something different in the future. I do believe there is potential to broaden our economic base more from the strong retail focus.

The Village needs to actually create a walkable downtown with independent businesses---not just chain/corporate stores. Continue acquiring more parks and open space with an emphasis on sustainability. Old Orland should be tied into the cultural center with places to sell artists' products and host artists' performances. The I-80 Corridor should have high quality jobs. Metra service should be at a premium level. New neighborhoods should be walkable with the latest best practices.....not poorly designed detention basins with 5-foot setbacks.

As a community I like the direction the Village is going. The village has quality schools, quality housing, quality and abundant shopping and dining, quality recreational opportunities and beautiful parks and open space. We are the premier community in the southwest suburbs.

The Village should continue to maintain/offer the services and amenities it does today, while continuing to work toward attracting additional high quality retail establishments and restaurants. The Village should focus on full build out of the Main Street Triangle TIF area, as well as the I-80 corridor.

Prominent leader in all amenities for the customer/resident whether its business, shopping, dining, recreation, concerts, sports, fitness.

I would like to continue to see the organization's professional character advance. As the downtown develops and the community grows and redefines itself a bit, I'd also like to see more synergy among neighborhoods in the area.

Strong financial performance; robust development activity; building for the future

I would like Orland Park to take more pride in its parks. We have some of the worst facilities around. Especially for a community that has the financial strength and income base we have. We have some of the worst baseball fields, soccer fields and football fields around. I would really like to see a massive capital infusion into building premier parks for the Orland Park residents and their children to enjoy. Our dugouts are terrible, the fields are subpar, we do not have age appropriate fields, our soccer fields are awful, and our football field is in a retention area. This is in NO WAY the fault of our fields' crews. We need a massive capital infusion in improving and building new facilities. The field crews that I have dealt with (Val and Jerry mainly) are OUTSTANDING!!

Remain and improve as the primary retail and economic engine in the south and southwest suburbs.

Remain well managed by professional department directors.

Keep politics out of the professional management of the village as much as possible.

A place that both residents and corporate firms will call home.

I hope for a future that preserves much of the present: ample green space and recreational facilities, a healthy economy, convenient and diverse shopping, a wide range of housing options, excellent public schools, and a robust economy.

However, I hope that in the future there will be more opportunities for leisure activities that don't involve sports. I'm imagining art galleries, a live theater, a museum or two, an indoor concert venue with adequate acoustics, and so on.

I also hope that our state and nation, with the cooperation of counties and municipalities, finally tackles the linked problems of poverty and inequality of opportunity in meaningful ways so our village population of non-white middle- and upper-middle class residents can expand to reflect national demographics. Human diversity is enriching. I do not support "forced" racial/class integration (e.g., through programs of subsidized housing), as I believe it only addresses the symptoms—not the roots—of our social problems and tends to create ghetto-like situations that only foster more racial prejudice. I hope for a future in which every citizen has a truly equal shot at being able to afford to live wherever they choose, including Orland Park.

I also hope a system of intra-village public transportation develops. Such a move would not only be beneficial to the environment by reducing automobile traffic, but would be a boon to an aging population that wishes to remain in place, yet finds driving difficult or impossible. Now, it is not possible to access Orland Park's many attractive opportunities

without a car. Needless to say, public transportation vehicles should use “clean” technology.

Finally, I wish there were more and more reliable ways for Orland resident to use public transportation to reach downtown Chicago, the airports, and even other suburbs. Metra’s Southwest service is inadequate and unreliable and PACE buses are slow and infrequent. Having seen the public transportation systems in London and other cities, I know the Chicago area is sadly lacking. We need a “ring and spoke” system, such as London’s, Boston’s, or Washington D.C.’s.

A little more diversity in its commercial tax base.

To continue to be the leader of the southwest suburbs and spread that out throughout the region.

To be one of the best areas to live and prosper in the future.

Reduce or reinvent the reliance on the commercial base.

Of course a benchmark of SCM at-a-minimum and certainly pioneer efficiencies in vehicular and traffic control while paying great attention to commerce.

More of a destination for non-residents to come to. A vibrant downtown and walking area, like Naperville and even Plainfield.

I would like to see more theater and entertainment venues, better use of community assets and be a leader....cheerleader for all of its accomplishments.

During the past three years, what has happened in Orland Park that has given you the greatest sense of pride in the Village?

Your responses to this question reinforce your responses to a couple of the previous questions – there is a lot of good “stuff” occurring of which to be proud. Your accomplishments can be used to give you the confidence that you are capable of achieving what you set out to accomplish. So, just what will that be in 2015 and beyond?

A high quality community (already there), with a unique sense of place (getting there), and a high performing organization to deliver the services (not yet there) in a resource-limited environment

The caliber of our staff. The progress as it relates to economic development projects. The professionalism of the Village Board (they don't air their dirty laundry in public).

I have to reach back further than three years to mention the event that made me proudest to live in Orland Park. I deeply admire the courageous stand the village board took on permitting a mosque to be built on 104th Avenue not long after 9/11. I thought the contrast between the actions of our local officials and the ridiculous behavior of officials in other suburbs (e.g., Palos Heights) was striking. I realize the village board was only adhering to zoning ordinances, but I was thrilled to see the board stand up to the voices of hate and ignorance and not try to find an easy way out.

More recently, I was very pleased and proud that the village has co-operated with the county forest preserve district to preserve and enhance the grasslands preserve south of 167th St. The village's efforts to preserve open space and conserve a place for native species of plants and animals are important to me.

I am proud, too, of the Orland Park police. The system of telephonic crime and problem alerts recently instituted is very helpful. And I appreciate the rapid and effective ways our police department takes action to apprehend suspected criminals and find missing persons. Incidentally, I am very proud of the new police department's headquarters on 151st St. It is both attractive and environmentally sound.

Finally, last year when the village installed new water mains, streets, and sidewalks in my subdivision, I had opportunities to interact with public works employees and employees of the village's contractor. All were unfailingly polite and attentive to my concerns. I will never forget how the contractor's workers carefully protected the branches of a tree on my property, so they wouldn't be broken by the passage of heavy equipment. Also, public works was very careful to restore my retaining wall exactly to its original configuration. Moreover, when the messy job was done, the outcome was excellent! I think too many people take the performance of our public works department for granted. After my experience during the water main project I've developed a true appreciation for and pride in the department that tends to Orland Park's infrastructure.

The vision of the downtown area finally coming to light. Organizations such as UCMC and Loyola Medical wanting to make Orland Park their home.

Well managed board, low crime and stable housing

The Village made significant progress with the redevelopment of the "downtown" area of the Village, including the Ninety 7 Fifty on the Park project.

2 things really stand out, first somehow we continue to lower our crime ratings, despite the fact that they are very low already. Second we are beginning to see the benefits of the

approach taken at the triangle area. Businesses/corporations are actively pursuing the village.

Continued improvement in transportation and vehicular congestion, improved Park District facilities, e.g. dug-outs at centennial, improved village services..DMV, Planning Development...

Our continued investment in improving infrastructure, the businesses that are choosing to come here and our financial position.

The constant push for improvement. The improvements at 143 and LaGrange are both functionally and aesthetically strong.

The progressive reputation, solid services and exceptional recreational offerings and special events give me the greatest sense of pride.

Recreation has scored higher than the national benchmark from the national citizen survey.

Centennial Park Aquatic Center continues to develop; CPAC staff has attained the highest ratings for safety and emergency preparedness over the last several years.

The Downtown Development

9750 Project;

Bringing back the tax rebate; 3) some of the other downtown development i.e. Mariano's, University of Chicago.

The Taste of Orland Park has become one of the best events around. It has become a great time to see current friends and others that you may not have seen in some time. It has truly become a great community outing.

LaGrange Road improvements, including new pedestrian bridge and 143rd St. pavers, trees, monuments, etc.

Orland has seemed to weather the recession pretty well.

Low crime rate

Flood control measures

Recovery from the recession

The development at 143rd and Lagrange

In the community, the intersection of 143rd/LaGrange and the advancing of LaGrange Road construction.

Completion of improvements at 143rd Street and LaGrange Road along with the construction of 9750 and the ongoing improvements of LaGrange Road and pending construction of the UCMC.

The vision of the Village Board to see that not all projects are good for the total Village and that some people think are wrong are "GREAT"

What concerns you most about the future of Orland Park?

Despite your responses to previous questions, you do harbor legitimate concerns about the future – please read on!

Lower quality development design, allowing unwarranted breaks and exceptions to development requirements and lowered building standards are of great concern.

As Orland Park diversifies culturally & demographically we need to seek ways to meet the changing needs of the patron.

Treating one another with professional respect at all times as an internal concern. Within the community, the downtown and continued development. Road reconstruction is going to be difficult and the plan and prioritization will be a challenge.

The continued deterioration of Orland Square Mall from a family friendly place into a place that has crime and violence associated with it.

Will we be able to continue to sustain the high level of service and amenities to our community in the ever changing economic and political climate?

The potential lack of continuity and direction relating to changes within senior staff.

As a result of the rising pension costs, we will need to find new revenue sources in order to keep the present level of services.

That the town will have a stable political and economic foundation.

Retailers specifically big box retailers moving from brick and mortar to on-line, resulting in vacant buildings and loss revenue.

Village facilities, to include parks, pools, gyms and other recreational facilities should be operated primarily for the residents of Orland Park. Fees should be put in place and rules enacted to promote this policy. I am willing to pay more for this.

The Village's infrastructure continues to age, with no significant growth in capital funding options.

I am concerned about preservation efforts in the historic district. Some of the buildings obviously need work. I fear that in our emphasis on the new we may be neglecting the old. I also think we need to offer more opportunities for the public to visit the district and learn about our shared history. Perhaps the planned history museum will help fill the gap. Without a renewed focus on "Old Orland," I can envision the entire district sinking into disrepair and becoming an area people avoid.

I also worry a bit about the development of the Main Street Triangle. I realize the recession slowed progress, but we need a walkable downtown, full of interesting shops and restaurants. (We have more than enough chain stores and eateries.) The triangle seems a likely place for such a development.

One problem with the triangle is that it is difficult to reach on foot; crossing 143rd St. is close to life-threatening. A safe pedestrian link between the historic district and the triangle would be ideal. I think this should be considered in tandem with planning to widen 143rd St. and eliminate the hazards at 143rd/Southwest Highway/Union.

I also wonder, as our population edges toward 60,000, whether we will be able to avoid worsening the congestion and transportation issues that plague us now. Widening LaGrange Rd., 159th St., and 143rd St. is a solution, but only partial and temporary. I also wonder whether we can provide other than minimum-wage retail jobs for residents. It would ease many problems if more Orland Park residents could work closer to home.

Not much, I think we are on the right tract.

Development of Phase I of Main Street area (and its subsequent exceeding of expectations)

Reaffirmation of high financial ratings and attraction of significant additional development (Mariano's, etc.)

Recognition as meeting highest levels of transparency in the state

Public Safety is top notch, and our mall crime index rating is top in the region (meaning lowest incidences of crime)

Cultural integration, citizen safety and incentives to retain and attract businesses.

Programs for Veterans.

The aging population

Aging of our community. Lack of diversity. Property taxes.

South suburbs in Cook County are really struggling. Orland could be dragged down with them.

Aging leadership, a sense of "civic-apathy" and the stigma of the Mosque.

Our focus on the downtown/triangle has made sense and paid off. We have identified the I80 corridor and I am confident we will enjoy positive results from this focus. There needs to be the same focus to the east portion of town (Harlem Ave. is really suffering).

What are the three most important issues facing the Village of Orland Park today?

Your responses to this question suggest that there are a lot of "most important issues". Your July 11 meeting will provide ample opportunity to identify those issues that are truly "the most important" so let's start with this list and begin to prioritize.

Cultural integration, citizen safety and incentives to retain and attract businesses.
Programs for Veterans.

Need more diversity on housing to attract younger families
Aging of the population
Traffic congestion

Aging of our community. Lack of diversity. Property taxes.

Significant capital funding requirements.
Significant road projects affecting existing retail/restaurant establishments.
Expanding the employment base to bring more daytime traffic.

Having to "live off the land" (i.e., less federal and state aid) and make appropriate adjustments
Aging community and its changing demands on infrastructure and services
Changing demographics that will challenge long-held customs

The current position of the governor presents 2 of the most important issues. First his talk of holding back approximately 2.5m of sales tax, second I'm afraid his positions towards

budgeting could have a negative impact on our economy. There finally seems to be momentum towards consumer confidence that we have not enjoyed for 10+ years. The third issue would match my concern above.

Crime....theft and crowd control near the mall

Housing, we are coming out of an economic slump and some real estate has been neglected

Economic development, there are a lot of programs in the works, the community needs to know more and the village needs to contact and work with the small business owners to help them succeed. Orland Park is very business friendly, we need to broadcast it better

Regional decline and racial change in south suburbs;

Subpar Metra service...need to compete with areas offering better schedules;

Lack of high skilled, well-paying jobs in immediate area.

State's threat to cut the LGDF;

Completing the Downtown development;

Aging infrastructure (roads, sewers) which continue to require a significant commitment of money

Lack of preparation and understanding of aging community

Lack of adequate and affordable housing supply for impending boom of retirements

Economic development, road reconstruction, park and facility redevelopment

Deteriorating infrastructure, most notably roads.

State funding reductions.

Commercial growth stagnation.

Infrastructure, traffic and population.

Economic Diversification

Future Housing Development

Changes as the Population "Ages"

Flooding

Road construction

Infrastructure maintenance

The state's financial problems negatively impacting municipalities which can adversely affect village services.

The increasing costs of health care and pensions.

Flooding, street infrastructure and the state's financial status.

The congestion of the road system, the changing environment of the mall and the lack of athletic complexes that are up to par

Demographic changes, infrastructure and continued economic development.

Traffic congestion and public transportation.

Encouraging diverse retail development; the chains are lucrative, but not interesting and exciting.

Development of cultural opportunities.

Road project completion, improving and maintaining infrastructure

Continued economic stability

Providing for a safe community

What is occurring in the southwest Chicago suburbs and the greater Chicago area that is having an impact on the Village of Orland Park?

You offer some very insightful responses to this question. When thinking and planning strategically, it is important to acknowledge that the Village does not operate in a vacuum but, rather, as part of a larger community and that community does impact the Village. There are some things you can do to impact that community, others, not. It is important to separate those issues into two lists!

Government debt is choking growth, many towns in trouble. Obviously, that's true across the state but it's acute across the south suburbs.

Opening new shopping malls and Gambling.

More shopping opportunities are becoming available in surrounding communities

The City of Chicago, Cook County and the State of Illinois along with many southeast and south suburbs are imploding financially largely due to long time inept political leadership that has devastated their economy, schools and business community. This will soon have a direct negative effect on cities that are thriving as taxes are raised and regulations increase causing more businesses to flee to other states.

Diversity from a religious and ethnic stand point. Neighboring municipalities are racing to garner new businesses.

Home sales, economic development

See above. Tax structure and Cook County. Many southside suburbs are still struggling economically, this is a challenge for the entire south and southwest area.

It seems that many municipalities are building "downtown" areas within their boundaries. This may impact the Village's ability to attract preferred retailers/restaurants to our "downtown" area.

Continued growth will challenge transportation infrastructure
Chicago's (and Illinois') financial troubles will likely create rough seas for the rest of the state (resulting in some opportunities -- and some threats)

Now that the economy is recovering, I anticipate the development in the suburbs to the southwest of OP (i.e. Frankfort, Mokena) will pick up again. We need to be able to attract those businesses that might be tempted to skip over OP and go further out where there is more new development.

Concert venues among other suburbs are becoming a permanent facility amenity for communities.

Part time employee turn-over has increased in some areas due to competitive wages in the job market.

The state's financial condition.

Commercial growth is expanding south and west potentially drawing customers away from this area.

Governmentally, it seems as though all municipalities are trying to figure out what our governor is going to follow through on in terms of the budget and what he focuses on overall.

The general economic deterioration of the South Suburbs and the poor situation with government finances in Illinois.

Growth of the millennial generation, their requirements of tech sophistication, real-time information and a civic voice.

Obviously, the dire condition of the State of Illinois' finances is having and will continue to have an impact. The irresponsible behavior of our state legislature has created a crater of debt; cut-backs in state revenue-sharing with local governments are going to hurt us. More subtle, but just as dangerous, is the tradition of political cronyism in Illinois and Chicago in particular. When decisions are based on the need to reward political allies and punish political opponents, good government simply cannot survive. I understand the desire of public officials to work only with their political supporters, but that mind-set is wrong and will lead to major problems. Uncompromising one-party or one-man rule will lead to disaster.

I am grateful that our neighboring suburbs seem to enjoy good government and wise policies. If Orland Park continues to co-operate with neighboring municipalities, we will continue to enjoy a wholesome quality of life. If we let difficult issues slide, however, especially issues of racial/class diversity, we will find ourselves as ghettoized as some parts of Chicago and suburbs to the east, such as Harvey and Markham. I hope in the future, the southwest suburbs will collectively look to the example of Oak Park and its continual efforts to encourage and wisely manage human diversity. At some point a multi-village human relations commission and modifications to housing ordinances will be necessary, I think. I do not want Orland Park to drive into the future with its eyes on the rear-view mirror.

Recent forest preserve acquisitions in the area and new regional trails have a very positive long-term impact on the Village.

Diversification, demographics and job opportunities

If there were three things you could change about the Village of Orland Park, what would they be?

You offer some very thought provoking responses to this question – great “food for thought” in advance of your July 11 meeting!

Redesign the area north of Orland Crossing to actually create a pedestrian friendly mixed use area with independent varied businesses and require proper downtown standards on development of the other vacant parcels in that area.

Implement an aggressive tree planting program along all streets to achieve tree-lined streets as seen in the nicer suburbs vs. our often barren parkways.

Make all schools safe to walk to.

Adoption of the STAR framework for sustainable communities

Moving the organization from paternal hierarchy to high performing networked talent model

Foster more engagement from community groups to “carry more of the water”

Continue to improve communications

Enhance ballfields that are in need of renovation

Complete the walking path and bike path connections

Complete the downtown – it’s going to be great!

Road conditions

More open dialogue between the Board and the Directors

Secede from Cook County and the State of Illinois

More code enforcement in some of our commercial areas

More thoughtful screening of businesses looking to do business here and their impact on nearby residential areas

More communication, more entertainment venues, more sporting events

More younger families. Development of the I-80 district which is challenging due to property ownership. Perception of community by some of the “older” generations – i.e. - change is bad....

Not sure, I love the community.

Finish our downtown quickly;

Become more of an economic center which provides jobs (i.e. I-80 corridor development;

More bike paths with better signage.

I believe we should expand our focus on development past the triangle to the I80 corridor (already happening) and Harlem Ave. Invite other governmental bodies within our borders to become part of the development process.

More Offices Occupancies

Less Traffic by the Mall

Lower Cook County Property Taxes

Build new athletic parks/facilities and improve the existing ones, continue to address the congestion, demolish the mall

Absorb Orland Township

Village gets out of the real estate development business
Improve north-south roads, particularly Wolf.

Better management of vehicular traffic.

Correct the lack of cultural opportunities by encouraging art galleries, museums, and live theater.

Correct the lack of a walkable downtown, featuring interesting, non-chain, establishments.
(See Naperville as an example.)

Gambling legalized, more emphases on infrastructure, and that's all.

Develop a Center of Innovation... Southwest Incubator

Capitalize on available Federal funds for Veterans training

Establish an industry expert panel and/or advisors to the Administration over and above the traditional Commissioner initiatives.

Getting the I80 corridor plan implemented, street repairs/flooding issues, and persuading more corporate type companies to make Orland their home.

La Grange road construction free for 10 years, La Grange road construction free for 10 years and La Grange road construction free for 10 years.

I don't think anything needs to "change" as long as the Village continues to maintain/enhance the economic base and the services/amenities it provides. One thing that would be helpful would be to increase residents understanding of what is funded by the property tax dollars that they pay.

Increase the focus on aesthetic improvements and maintenance.

Spur additional development within the Main Street Triangle and I-80 corridor areas.

Pursue an interchange at I-80 and Wolf Road.

As an Orland Park leader, what three things do you most often have to defend about the Village of Orland Park?

This question always elicits some very interesting insights and this is no exception!

Traffic is the first thing (For the people that truly want information, the explanation generally makes sense to them). I have had some builders who have been frustrated with the lack of professionalism with our building inspectors, not specifically about their jobs but their lack of respect overall. I have recently had some people frustrated with the

service at the village hall (specifically how long they have to wait in line for help with the rebate)

High property taxes. Residents don't realize that a very small portion of their property taxes bill goes to the Village.

Traffic and road construction project. Residents don't realize that many of the roads under construction are not owned or maintained by the Village; therefore, we do not have primary control over the progress of the construction projects.

Stigma of still being a blue-collar south side community, the stigma that we're becoming a Muslim destination and in some cases the stigma of being a "big-box" town.

Traffic, suburban blandness, lack of downtown.

Traffic congestion and road work.

The road project in progress.

Feedback from patrons on the need for an indoor pool.

Perception of the Southside – negative.

Our downtown development.

Progress is good – change is good. Orland Park is not a small "cow" town anymore.

We are "South Side" and nothing happens there.

There is only retail business in Orland Park.

Taxes, traffic and the Ninety7Fifty project.

Our poor athletic facilities and playing surfaces, Sandburg High School (discipline and drug problem) and the mall environment at night and weekends

Traffic congestion.

Orland's identity as a place without identifiable local character, a kind of soul-less retail mecca with no discernible authenticity.

A lack of human diversity.

Processes, policy and politics

"What is going on at the mall?" Addressing safety concerns

"I hear there are section 8 tenants at 9750."

"When are my streets getting redone?"
"When will LaGrange Road ever be done?"

The viability of the 9750 project
Road way conditions and methodology for improvement.

Expensive housing stock
Home rule sales tax
Traffic congestion

Housing, taxes and traffic

Traffic which is not that bad if you know your way around and explaining that retail creates traffic
Property taxes which again are not bad when the people hear of the rebate and what you get for your tax dollar doe police, recreation, education, etc.
The exterior condition of Orland Square Mall

High taxes (even though more than 93% of property tax bill goes to other agencies)
Heavy traffic
Lack of cultural amenities

At times the administration
Traffic Congestion
We are not doing enough to retain or attract businesses

At this point I back the Village on everything, we are doing things for resident's.

Did you participate in the last strategic planning process for the Village two years ago? If you did, what did you like the most about the process? The least?

More respondents than not did not participate in 2013. For those that did, your responses suggest you thought it was worth the time and effort and you offered no major suggestions for change for 2015.

Yes, the process seemed fine no positives or negatives.

No.

Yes. I appreciated the dialogue most. The least favorite was the third tenet of the Strategic Plan. It was too general and a catch-all.

Yes. Don't recall many details.

Yes. If you did, what did you like the most about the process? The brainstorming and hearing different opinions on what was a priority. The least? It was a little confusing to get your head wrapped around what the main focus was.

I didn't participate.

No I did not, but I welcome the opportunity.

Yes. If you did, what did you like the most about the process? That it brought the Board and staff together working towards one common goal.

The Triangle

I did not

Yes. I like this professional approach to cause our trustees to take a professional and less political approach to policy development

Straightforward process; simple to comprehend

Yes – The process forces you to think critically about what needs to be a priority. The down side is the amount of staff time to prepare the responses.

No.

Yes, I liked the feedback that was received and shared. I do not think enough data was used to determine factors like changing demographics, income, education, community appetite and a wider audience is needed to participate in the process, perhaps a mailer to a larger audience.

Yes – I felt it was very well done. No complaints.

Did Not Participate

Is there anything else you would like to say in advance of the strategic planning meeting?

No

Be more confident in Orland Park's ability to draw investment without giveaways, continue focusing on smart capital improvements and emphasize long term quality design.

Thank so much for asking for input!

A step by step process as to how the day will work and stay on agenda.

No.

No

I appreciate the chance to speak my mind. There are obviously MANY wonderful things about the Village or I would not be here. Paul Grimes has been outstanding. Kurt at the Sportsplex has always been attentive and helpful to the athletic programs. Val and Jerry and the crews have bent over backwards for our organizations. Like I tell my kids though, in life you get better or worse...you do not stay the same. We need to get better.

Looking forward to it!

If it is a nice sunny day, will we get out early?? Just kidding!

Thank you for your work.

Nothing.

I'd like to make sure Orland's fiscal state is still strong, there has been a lot of municipal spending on building in the past decade.

I applaud the process. We are careful to do strategic planning in our business and am pleased to see it in government.

I learned a lot, thought the village leaders were collaborative and was glad to offer my pearls of wisdom!