



# BUSINESS SURVEY

VILLAGE OF ORLAND PARK, IL

Prepared by



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## EXECUTIVE SUMMARY

The 2013 Orland Park Business Survey provided business owners and managers the opportunity to evaluate the quality of life and business in the Village of Orland Park, as well as aspects of Village services and local government performance. Of the 3,220 businesses in the Village of Orland Park's business database, 236 completed the 2013 Business Survey online, yielding a response rate of 8%. This is the first time the Village of Orland Park has conducted a survey of its business owners and managers. Orland Park's business survey ratings were compared to ratings on the Village's 2012 resident survey as well as to business survey ratings from Novi, MI. Both Orland Park and Novi collaborated with National Research Center, Inc. (NRC) on the development and timing of the business survey.

### Orland Park was seen as a good place to do business.

- ◆ Eight in 10 survey respondents rated the overall economic climate in Orland Park as excellent or good in 2013, and three-quarters rated Orland Park as an excellent or good place to do business.
- ◆ Nine in 10 respondents thought Orland Park was an excellent or good place to work.
- ◆ Business-related characteristics of the Village of Orland Park generally received positive reviews, with shopping opportunities and the overall quality of business establishments receiving top quality ratings.
- ◆ Survey respondents gave lower quality ratings to training opportunities for work, with 46% giving fair or poor ratings.
- ◆ Nine in 10 business representatives planned to keep their business in Orland Park for the next five years, while 8 in 10 would recommend operating a business in Orland Park to someone who asks.

### Respondents appreciated community features and services that support Orland Park business.

- ◆ Nine in 10 survey respondents rated the overall quality of life in Orland Park as excellent or good, while 6 in 10 gave positive ratings to Orland Park as a place to retire.
- ◆ At least 8 in 10 respondents gave positive marks to Orland Park characteristics such as cleanliness, overall appearance, air quality, overall image or reputation and the quality of the natural environment.
- ◆ Most business representatives felt safe from violent crime (82% very or somewhat safe) and property crime (77%) in Orland Park. Similarly, a majority felt safe in Orland Park's commercial areas during the day (86%) and after dark (67%).
- ◆ Two-thirds gave excellent or good ratings to the Village of Orland Park's economic development services.
- ◆ Most respondents gave high marks to the quality of services provided by the Village of Orland Park; however, few approved of the services provided by the County and the State, with one-third or fewer giving positive reviews.

## Transportation was a concern for businesses in Orland Park.

- ◆ Of the business representatives surveyed in 2013, half or more gave fair or poor ratings to traffic flow on major streets and ease of travel by bicycle, car and bus in Orland Park.
- ◆ Seven in 10 rated the ease of bus travel in the Village and traffic flow on major streets as fair or poor.
- ◆ When asked how beneficial a number of services the Village could implement would be to their business, 8 in 10 survey respondents thought that physical improvements to Village-owned property such as streets and sidewalks would be beneficial.
- ◆ When respondents were asked to identify the single most significant thing the Village of Orland Park could do to improve their business experience in Orland Park, 28% mentioned reducing traffic and improving roads and transportation.

## Orland Park business representatives lauded the performance of local government and made suggestions for improvement.

- ◆ Eight in 10 survey respondents rated the quality of services provided by the Village of Orland Park as excellent or good and 6 in 10 rated the quality of the Will County Government as at least good; one-third or fewer gave positive marks to the Cook County, State and Federal governments.
- ◆ Seven in 10 awarded positive ratings to the overall direction Orland Park is taking and to the job Orland Park does informing its citizens.
- ◆ Of those who had contacted a Village employee in the past year (76%), at least 8 in 10 gave excellent or good ratings of the employee's knowledge, courtesy, responsiveness and to their overall impression of the employee.
- ◆ At least 7 in 10 business representatives felt that the Village increasing flexibility in its regulations and streamlining permitting processes would benefit their business.
- ◆ Business representatives hoped for improved communication with local government: only 56% gave positive ratings of the job Orland Park government does at listening to businesses and 6% said that improving government relations with local businesses was the single most significant thing the Village of Orland Park could do to improve their business experience in Orland Park.

## Many businesses planned to expand within the coming years and supported Village actions to stimulate economic growth.

- ◆ Four in 10 survey respondents anticipated adding to their number of employees within the next three to five years. Of those planning on hiring in the next year, most planned to add technical and administrative jobs.
- ◆ At least 6 in 10 respondents felt that the rate of population and retail growth in Orland Park was about right. About half felt that jobs growth was too slow.
- ◆ Eight in 10 respondents believed that Village services such as Village-financed marketing and promotion would be somewhat or very beneficial to their business.
- ◆ When asked to identify the single most significant thing the Village of Orland Park could do to improve their business experience in Orland Park, 18% mentioned that the Village should attract new businesses and promote existing local businesses.

## SURVEY BACKGROUND

The Business Survey was developed by National Research Center, Inc. (NRC) through a collaborative effort with the Village of Orland Park, Illinois and the City of Novi, Michigan to provide the perspectives of businesses within each community. Through the 2013 survey, Orland Park business owners and managers rated the quality of life in the Village, as well as the service delivery and overall workings of local government. The survey also gave business owners and managers a chance to share their priorities for local government in the coming year. Because of the joint effort, Orland Park's results are compared to Novi's results, when applicable. This survey marks the first time Orland Park has conducted this type of broad survey of businesses.

All businesses (approximately 3,073) in the Village of Orland Park's business database and those in the Village that obtain licenses through the State of Illinois (such as businesses in the medical industry or attorneys; approximately 147) were mailed or hand-delivered invitations to complete the 2013 Business Survey online. Approximately 387 invitations were not deliverable to the address provided. A total of 236 completed surveys were submitted for a response rate of 8%. It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence interval for this survey is generally no greater than plus or minus seven percentage points around any given percent reported for the entire sample (236 completed surveys). Additional information regarding the survey methodology can be found in *Appendix F: Survey Methodology*.

### How the Results Are Reported

On many of the questions in the survey, respondents could give an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Complete Set of Survey Responses*. However, these responses have been removed from the analyses presented in the report unless otherwise indicated. In other words, the tables in the Survey Results section display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding values to the nearest whole number.

Certain questions were compared by characteristics of the businesses that responded; these results are presented in tabular form in *Appendix C: Comparisons of Survey Results by Business Characteristics*. Select survey results for Orland Park were compared to results from the business survey conducted in Novi, MI in 2013 and to results from The National Citizen Survey™ conducted by Orland Park in 2012. These findings are presented in tabular form in *Appendix D: Comparisons of Survey Results to Results from Novi, MI* and *Appendix E: Comparisons of Survey Results to The National Citizen Survey™ Results*. Where differences between subgroups are statistically significant, the results in these tables are shaded grey.

## SURVEY RESULTS

### Business Survey Respondent Profile

Of the 236 business representatives who completed the 2013 Orland Park Business Survey, most were business owners (59%) or managers/administrators (34%). About half had been located in Orland Park for more than 10 years and half reported an annual gross revenue of \$500,000 or more. Orland Park worksites employed an average of nine full-time and eight part-time employees. About a third of respondents reported that their business had multiple sites; of these, 67% said their Orland Park location was a branch, while 33% said it was their headquarters. Survey respondents represented a variety of business areas (see Figure 2).

**FIGURE 1: POSITION IN ORGANIZATION**

What is your position in this organization?	Percent
Owner	59%
Manager or Administrator	34%
Administrative Assistant	5%
Other	2%

**FIGURE 2: BUSINESS AREA**

Which one of the following industries best describes the nature of your business? (Please check the one that comes closest.)	Percent
Agriculture	0%
Construction	4%
Manufacturing	2%
Restaurant/bar	6%
Wholesale sales	5%
Retail	17%
Banking	6%
Finance/insurance/real estate/legal	18%
Printing, copying, typesetting, publishing	1%
Medical/dental	14%
Transportation	0%
Gas and electric services	0%
Automotive service	2%
Non-profit charitable organization	2%
Services (cleaning, repair, salons, florist, etc.)	12%
Consulting/IT/technology	5%
Other	4%
Total	100%

**FIGURE 3: ORGANIZATION TENURE**

How many years has your business been located in the Village of Orland Park?	Percent
Less than 1 year	4%
1-5 years	21%
6-10 years	20%
More than 10 years	56%

**FIGURE 4: ANNUAL GROSS REVENUE**

What was the approximate annual gross revenue (for the most recent accounting year) generated by all of your Village of Orland Park sites?	Percent
Less than \$100,000	17%
\$100,000 to \$499,999	32%
\$500,000 to \$999,999	22%
\$1,000,000 to \$4,999,999	18%
\$5,000,000 or more	11%

**FIGURE 5: BUSINESS SITES**

Does this business have one site or multiple sites?	Percent
One site	66%
Multiple sites	34%

**FIGURE 6: ORLAND PARK LOCATION TYPE**

Is this location a branch or headquarters?	Percent
Branch	67%
Headquarters	33%

*Note: Asked only of those who reported having multiple business sites.*

**FIGURE 7: BUSINESS SITES IN ORLAND PARK**

	Average Number
Including this location, how many sites are located in the Village of Orland Park?	2

*Note: Asked only of those who reported having multiple business sites.*



**FIGURE 8: HOME-BASED BUSINESSES**

Is this business home based?	Percent
Yes	20%
No	80%

**FIGURE 9: ORLAND PARK EMPLOYEES**

Including you, about how many employees work at your Orland Park worksite(s) in each category?	Average number
Number of full-time (30 or more hours per week) employees	9
Number of part-time (less than 30 hours per week) employees	8
Total number of employees at this worksite	16

*For additional breakdowns, see Appendix A: Complete Set of Survey Responses.*

**FIGURE 10: LOCAL EMPLOYEES**

	Average Percent
Approximately what percent of your work force at this location do you think lives in the Village of Orland Park?	31%

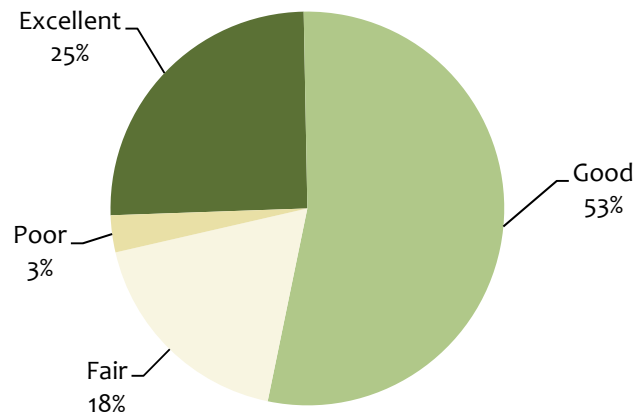
*For additional breakdowns, see Appendix A: Complete Set of Survey Responses.*

## Orland Park as a Place to Do Business

Overall, business representatives in Orland Park were satisfied with the Village as a place for business. A quarter of respondents (25%) rated the overall economic climate in Orland Park as excellent, while half (53%) said it was good. Nine in 10 respondents (88%) said Orland Park was an excellent or good place to work and three-quarters (77%) gave positive reviews to Orland Park as a place to do business.

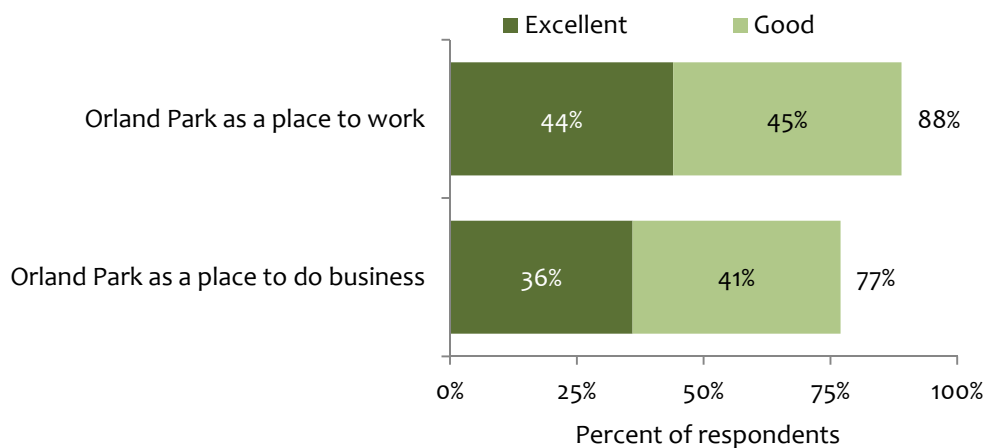
**FIGURE 11: OVERALL ECONOMIC CLIMATE OF ORLAND PARK**

Please rate each of the following aspects of quality of life in Orland Park:  
The overall economic climate of Orland Park



**FIGURE 12: WORKING IN ORLAND PARK**

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

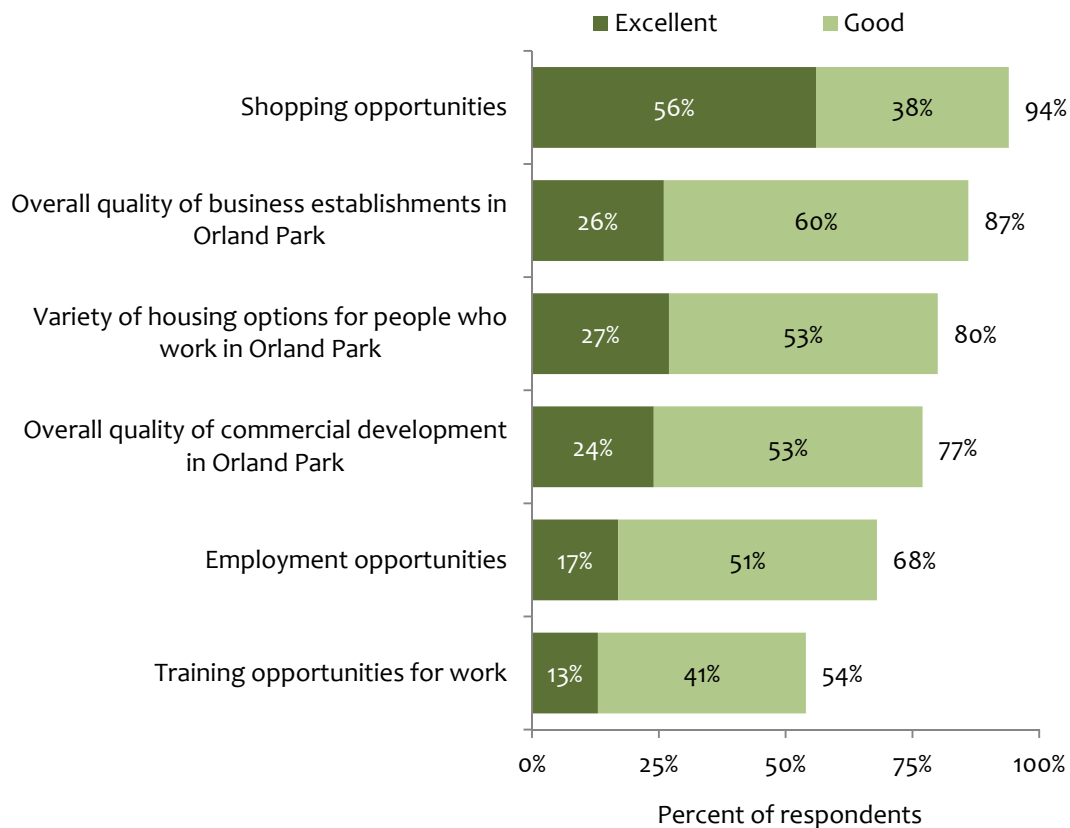


Survey respondents were asked to rate six business-related characteristics of the Village of Orland Park. The highest ratings were awarded to shopping opportunities and the overall quality of business and establishments in Orland Park, with 94% and 87% giving positive ratings, respectively. At least three-quarters gave excellent or good marks to the variety of housing options for people who work in Orland Park and the overall quality of commercial development. Mixed reviews were given to training opportunities for work, with 36% giving fair ratings and 10% giving a poor rating (see *Appendix A: Complete Set of Survey Responses* for a full set of responses to each question).

A large proportion of respondents answered “don’t know” when rating training opportunities for work (see *Appendix A: Complete Set of Survey Responses*).

**FIGURE 13: ORLAND PARK BUSINESS CHARACTERISTICS**

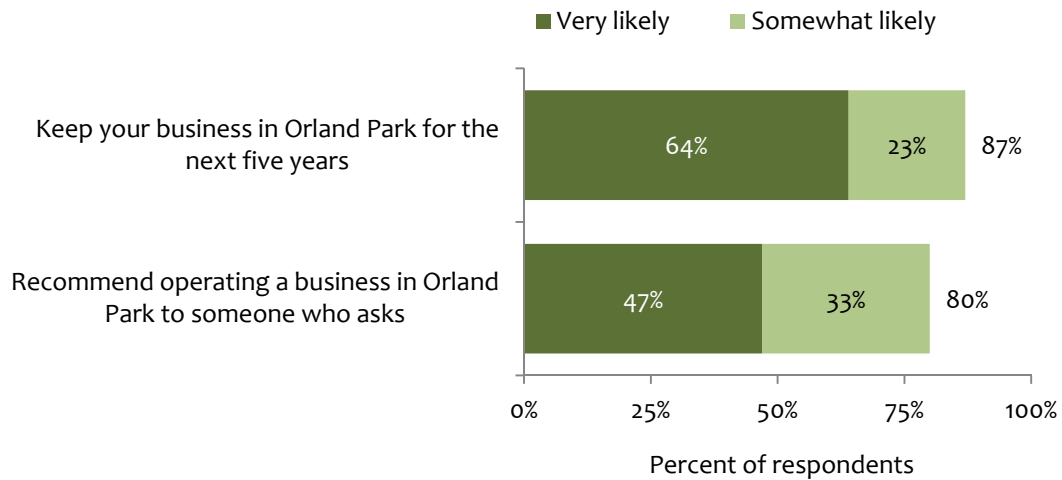
Please rate each of the following characteristics as they relate to Orland Park as a whole:



The strength of a business community can be measured by the longevity of its current business establishments, as well as its ability to attract new businesses. In 2013, 9 in 10 business representatives said they were very or somewhat likely to keep their business in Orland Park for the next five years. Eight in 10 said they would recommend operating a business in Orland Park to someone who asks.

**FIGURE 14: ORLAND PARK BUSINESS STABILITY**

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



## Community Features and Services that Support Orland Park Business

### Quality of Life and Community

On average, business representatives reported that approximately 31% of their workforce lives in Orland Park (see Figure 10). For employees as well as customers, quality of life is important in supporting a vibrant economic community. In Orland Park, 86% of business representatives rated the overall quality of life as excellent or good. Six in 10 (59%) also gave positive ratings to the Village as a place to retire.

In addition to these broader measures of quality of life in Orland Park, respondents to the 2013 Business Survey evaluated 14 specific aspects of quality of life. Top ratings were awarded to the cleanliness of Orland Park (91% excellent or good) and the overall appearance of Orland Park (86%). Aspects of transportation received lower marks, with a majority giving fair or poor ratings to traffic flow on major streets and ease of travel by bus, car and bicycle. The ease of walking received mixed reviews (see Figure 16).

At least 30% of respondents answered “don’t know” when evaluating the ease of bus and bicycle travel in Orland Park (see *Appendix A: Complete Set of Survey Responses*).

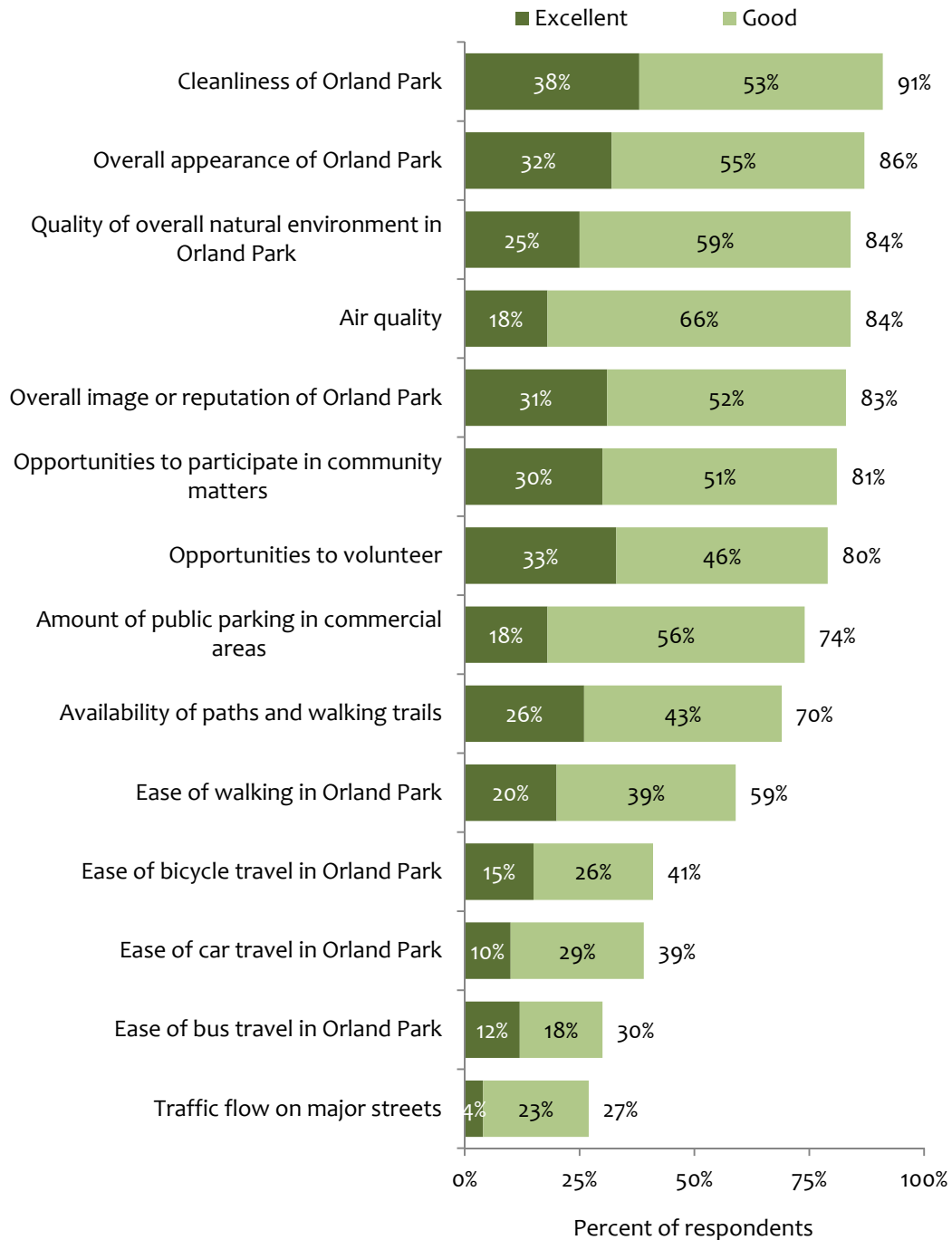
**FIGURE 15: OVERALL QUALITY OF LIFE IN ORLAND PARK**

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



**FIGURE 16: ORLAND PARK COMMUNITY CHARACTERISTICS**

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

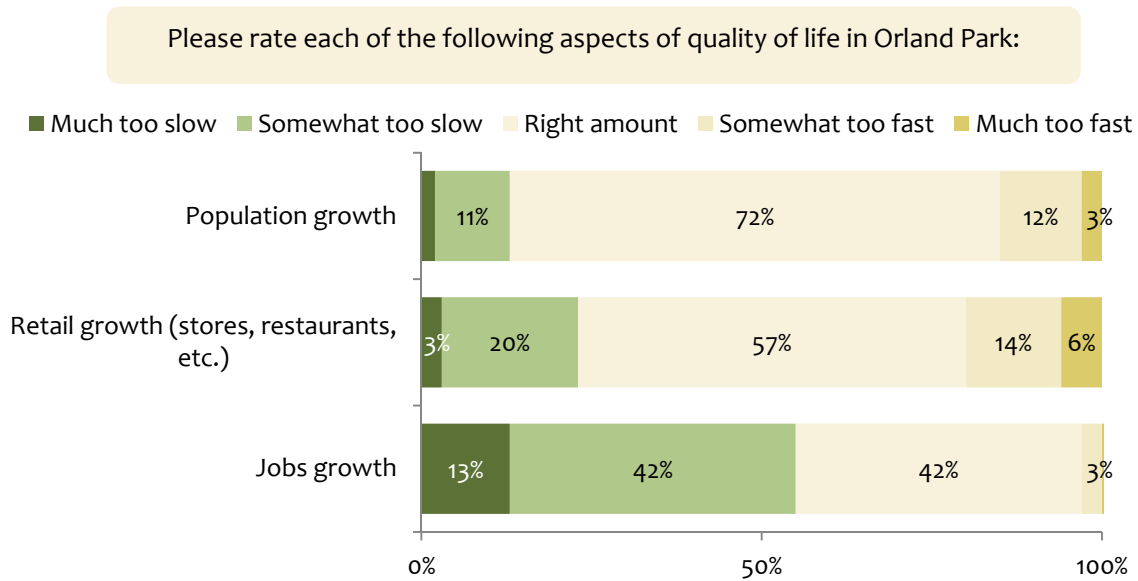


## Growth

When evaluating the rate of population and retail growth in Orland Park in the two years prior to the 2013 survey, most respondents felt that it had been the right amount. About half thought that the rate of jobs growth was too slow (see Figure 17).

Approximately one-third of survey respondents answered “don’t know” when evaluating the rate of jobs growth over the past two years (see *Appendix A: Complete Set of Survey Responses*).

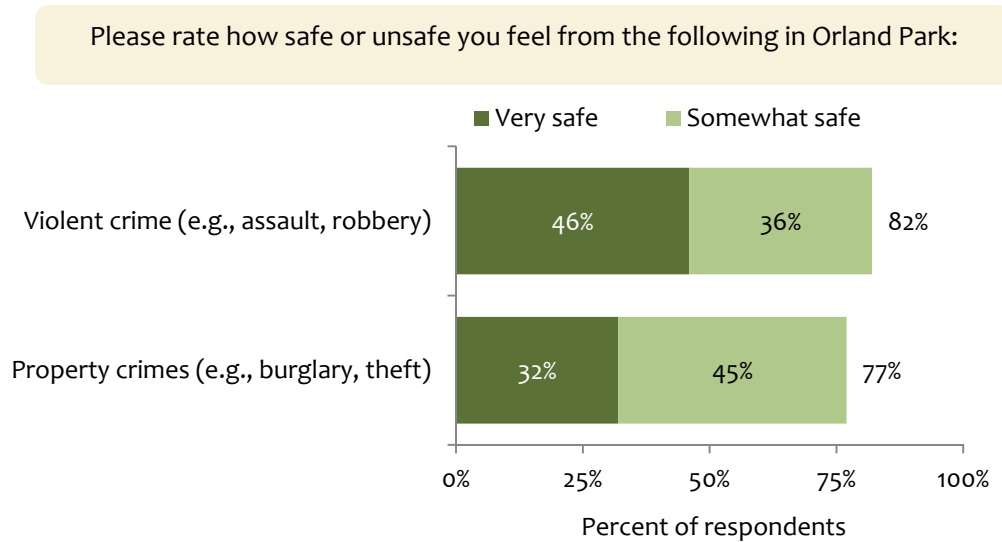
**FIGURE 17: GROWTH IN ORLAND PARK**



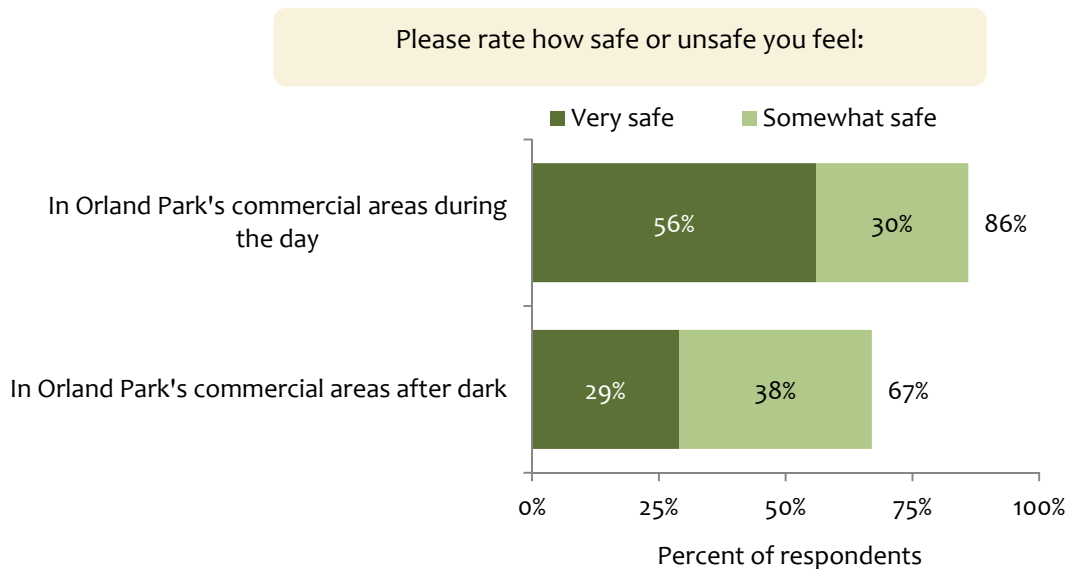
## Safety

A safe community environment provides a foundation for businesses to thrive. A majority of business representatives felt safe from violent crime (82% very or somewhat safe) and property crimes (77%). Most respondents felt safe in Orland Park's commercial areas during the day (86%), and two-thirds felt safe in these areas after dark (67%).

**FIGURE 18: SAFETY FROM CRIME IN ORLAND PARK**



**FIGURE 19: SAFETY IN ORLAND PARK'S COMMERCIAL AREAS**





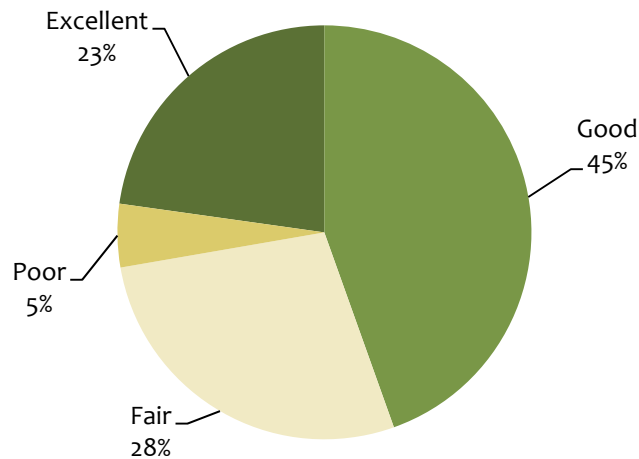
## Services

The Village of Orland Park provides a number of services that help support local businesses. In 2013, 7 in 10 survey respondents (68%) gave excellent or good ratings to the Village’s economic development services. In addition, at least 9 in 10 gave positive marks to garbage collection, police and fire services, and at least two-thirds gave positive marks to the other services listed, including public information, street lighting and snow removal (see Figure 21).

About half of respondents said “don’t know” when evaluating the quality of municipal court services (see *Appendix A: Complete Set of Survey Responses*).

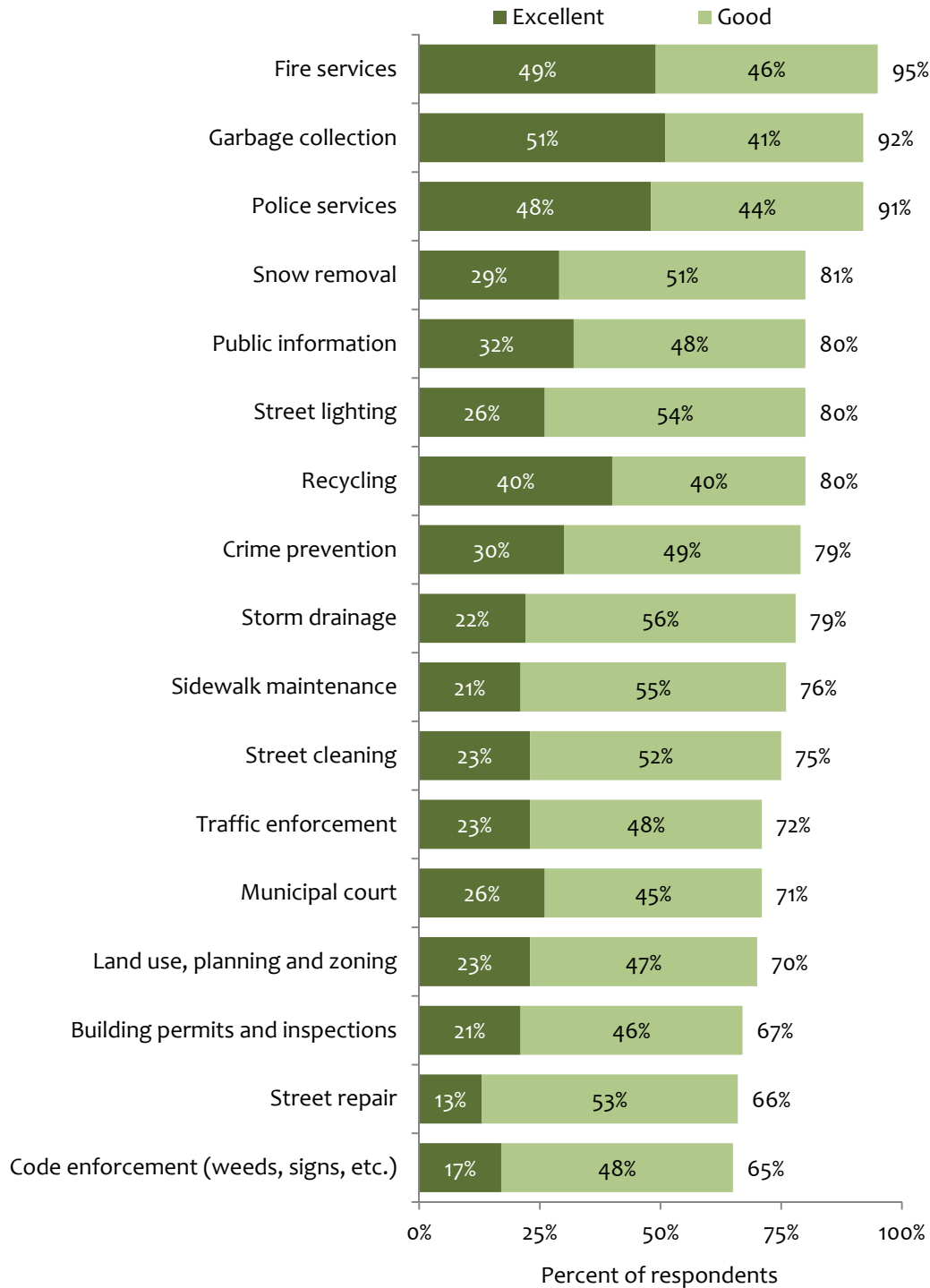
**FIGURE 20: QUALITY OF ECONOMIC DEVELOPMENT SERVICES**

Please rate the quality of each of the following services provided by the Village of Orland Park: Economic development



**FIGURE 21: QUALITY OF ORLAND PARK VILLAGE SERVICES**

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



## Perceptions of Local Government

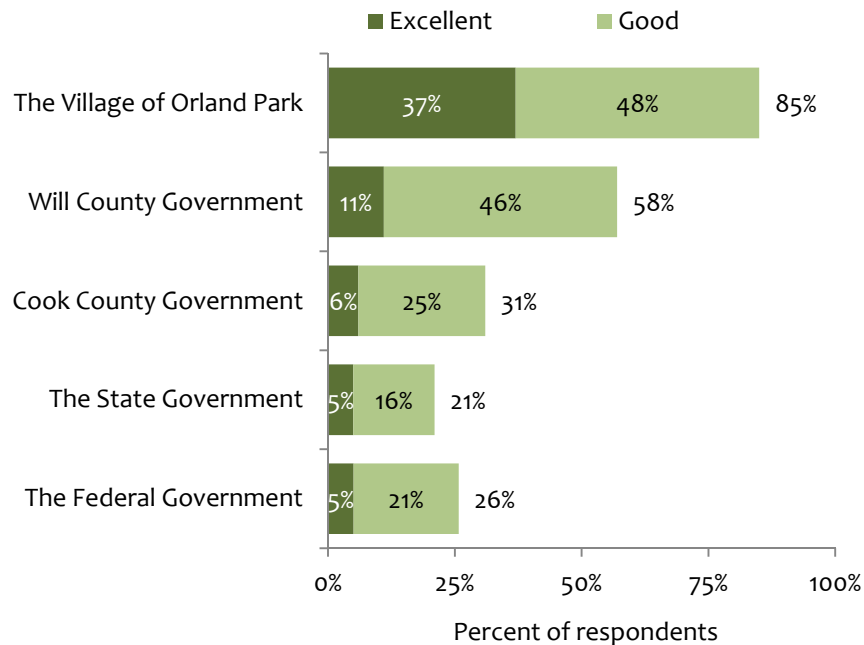
Although 85% of business representatives had positive views of the services provided by the Village of Orland Park and 6 in 10 had positive views of Will County Government services, few gave positive ratings to services provided by Cook County (31%), the State Government (21%) and the Federal Government (26%).

When evaluating the performance of the Orland Park Government, three-quarters gave positive ratings to the job Orland Park does informing residents about community issues and values (76%) and two-thirds gave excellent or good ratings to the overall direction Orland Park is taking (68%). About 6 in 10 gave positive reviews to the value of services for the taxes paid to the Village of Orland Park (63%) and the job Orland Park government does at listening to businesses (56%, see Figure 23).

A large proportion of respondents selected “don’t know” when evaluating the quality of services provided by Will County Government (see *Responses Including “Don’t Know”* in *Appendix A: Complete Set of Survey Responses*).

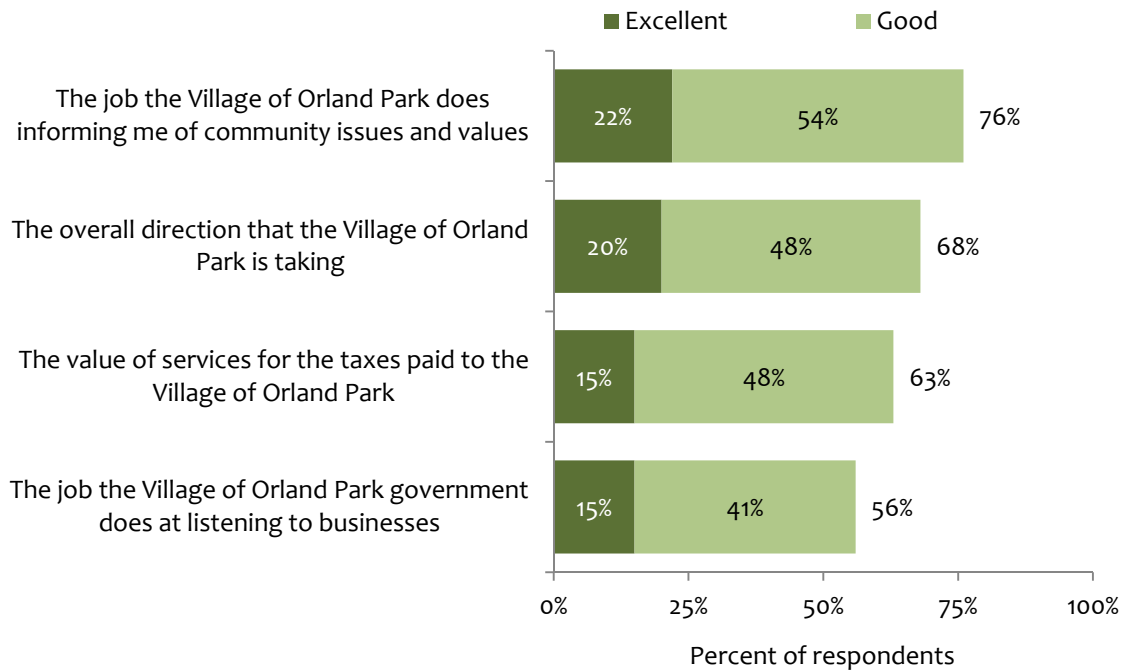
**FIGURE 22: QUALITY OF GOVERNMENT SERVICES**

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



**FIGURE 23: VILLAGE GOVERNMENT PERFORMANCE**

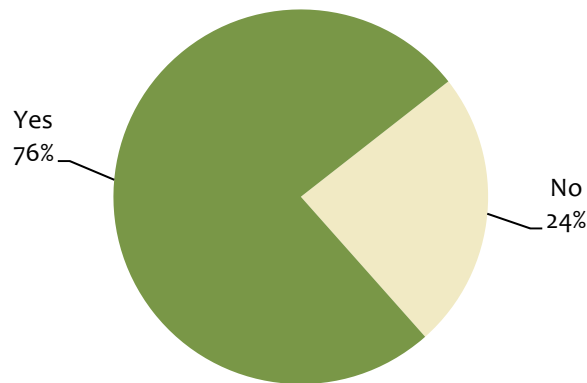
Please rate the following categories of Orland Park government performance:



In 2013, three-quarters (76%) of business representatives reported having in-person, phone or email contact with a Village employee in the year prior to the survey. Those who had contacted a Village employee were asked to rate their impression of the employee; at least 8 in 10 respondents awarded positive marks to Orland Park employees' knowledge (86% excellent or good), responsiveness (84%), courtesy (82%) and their overall impression (83%).

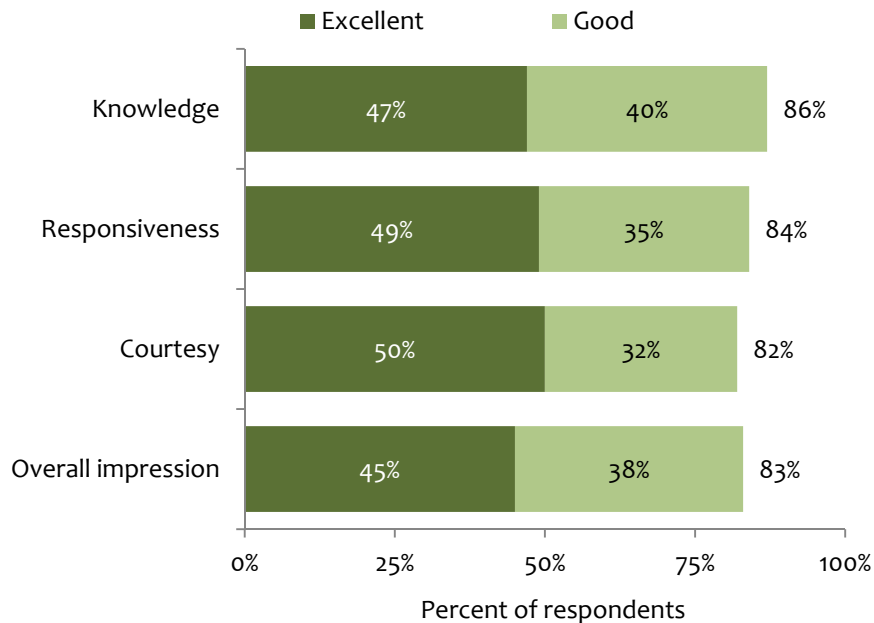
**FIGURE 24: CONTACT WITH VILLAGE STAFF**

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)?



**FIGURE 25: VILLAGE OF ORLAND PARK EMPLOYEES**

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

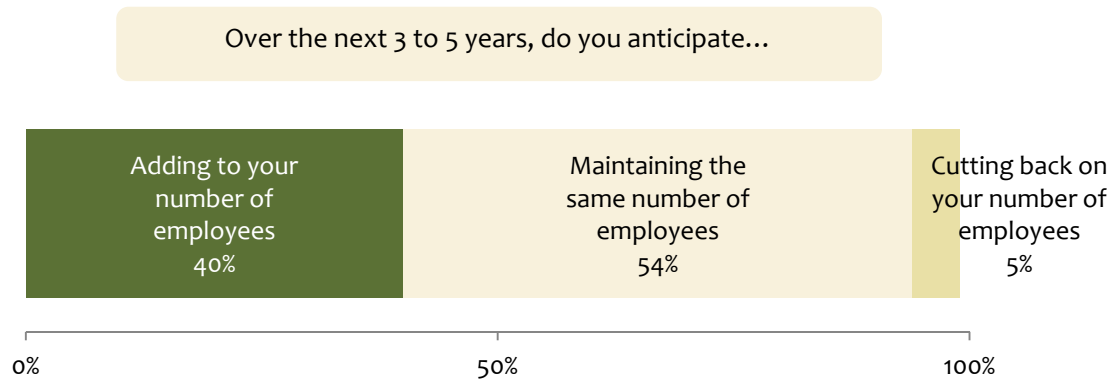


## Future of Business in Orland Park

In planning for the future of the community, the Village of Orland Park may wish to take into account the projected growth of its local businesses. Four in 10 businesses in Orland Park planned to add to their number of employees over the next three to five years, while half planned to maintain the same number of employees. Only 5% planned to cut employees.

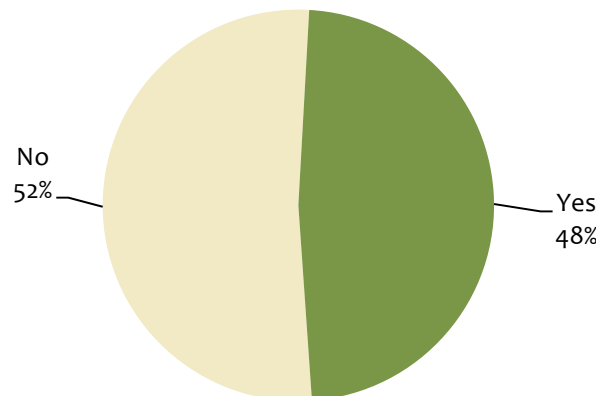
About half of survey respondents planned to hire additional employees within the next six months to a year. Of those planning to add jobs, most indicated that they planned to add technical jobs (48%) and administrative jobs (51%).

**FIGURE 26: PROJECTED GROWTH**



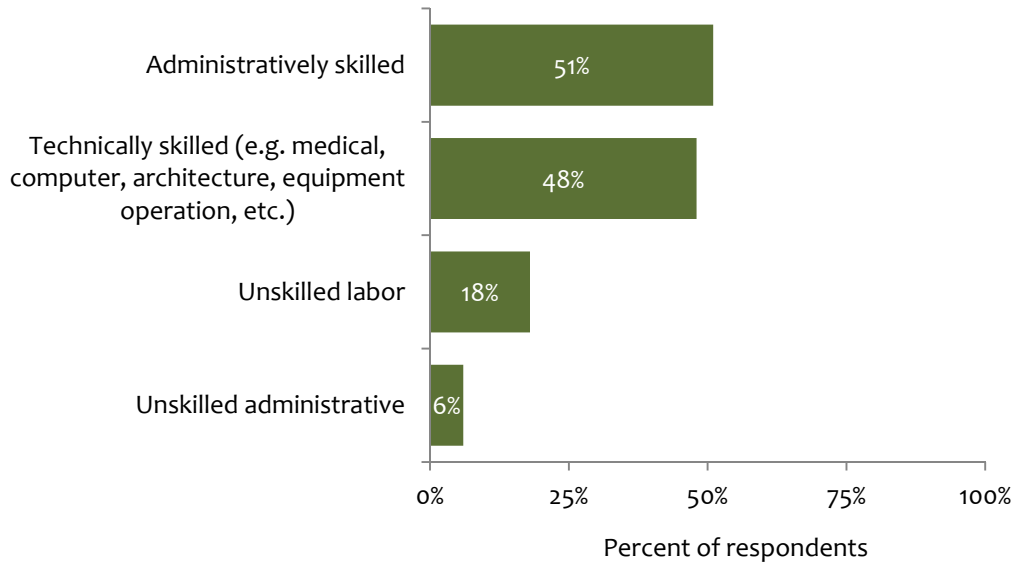
**FIGURE 27: HIRING PLANS**

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



**FIGURE 28: JOBS TO ADD**

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



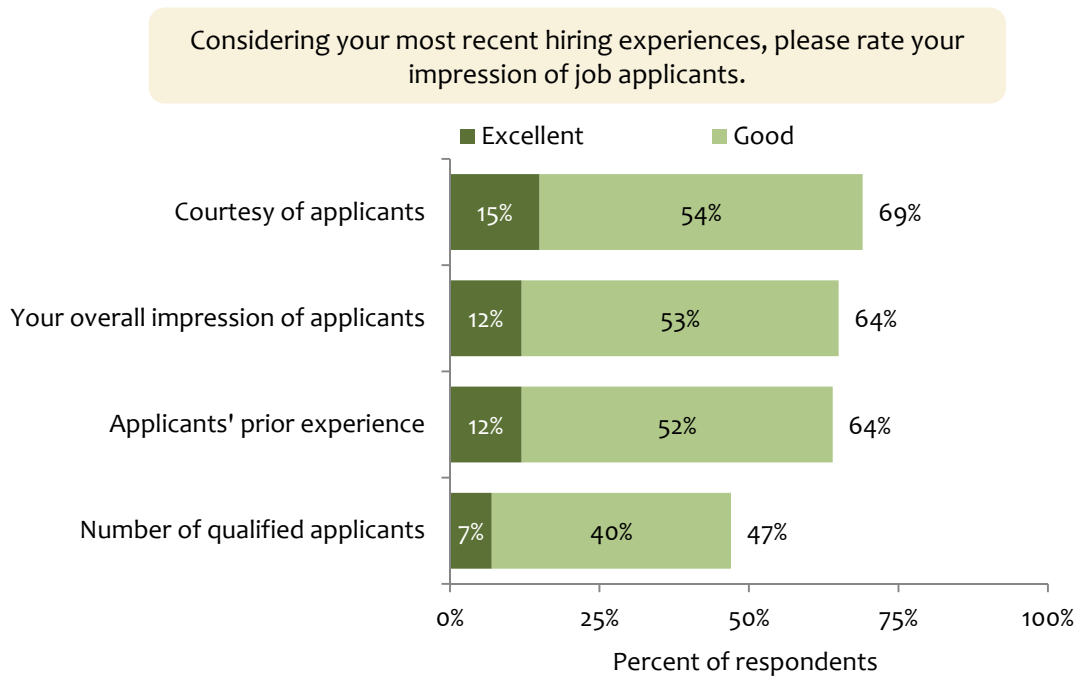
*Total may exceed 100% as respondents could select more than one answer*

When considering their most recent hiring experiences, 7 in 10 business representatives rated the courtesy of applicants as excellent or good. About two-thirds gave positive marks to applicants' prior experience and to their overall impression of applicants, while about half said the number of qualified applicants was excellent or good.

Most businesses relied on their organization's Web site (42%) and other job Web sites (44%) to seek talent; fewer relied on colleges and universities (35%), career fairs (22%) or head hunters (12%).

When asked to rate the qualities of recent job applicants, about a quarter of respondents answered "don't know" (see *Appendix A: Complete Set of Survey Responses*).

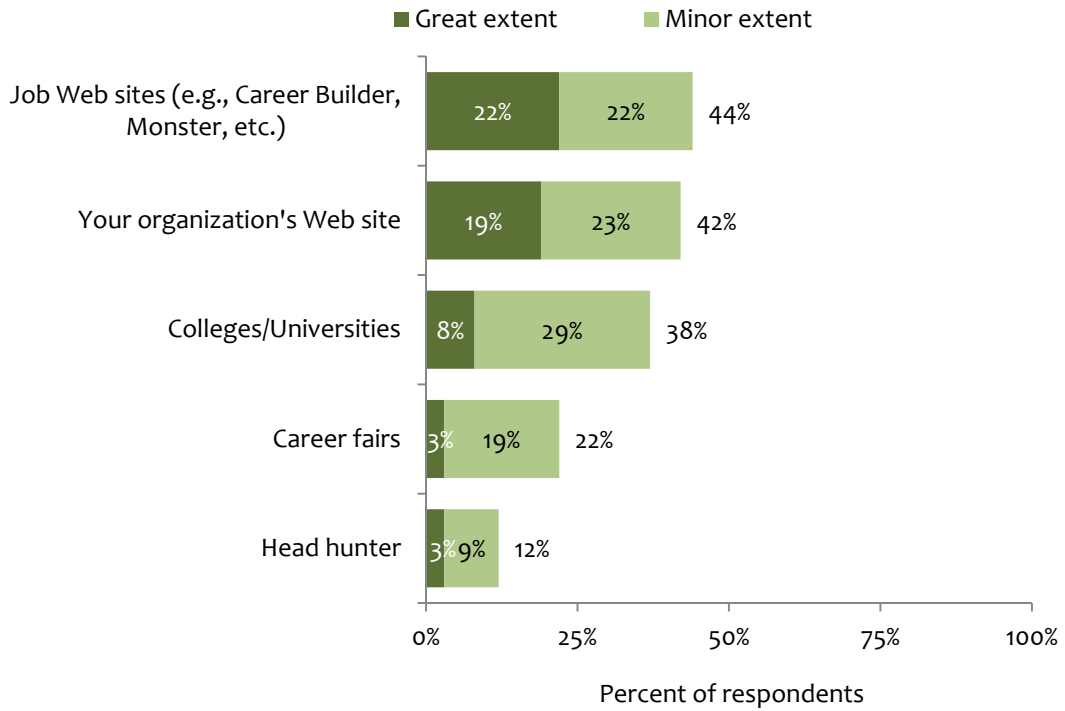
**FIGURE 29: JOB APPLICANT CHARACTERISTICS**





**FIGURE 30: TALENT SEARCH RESOURCES**

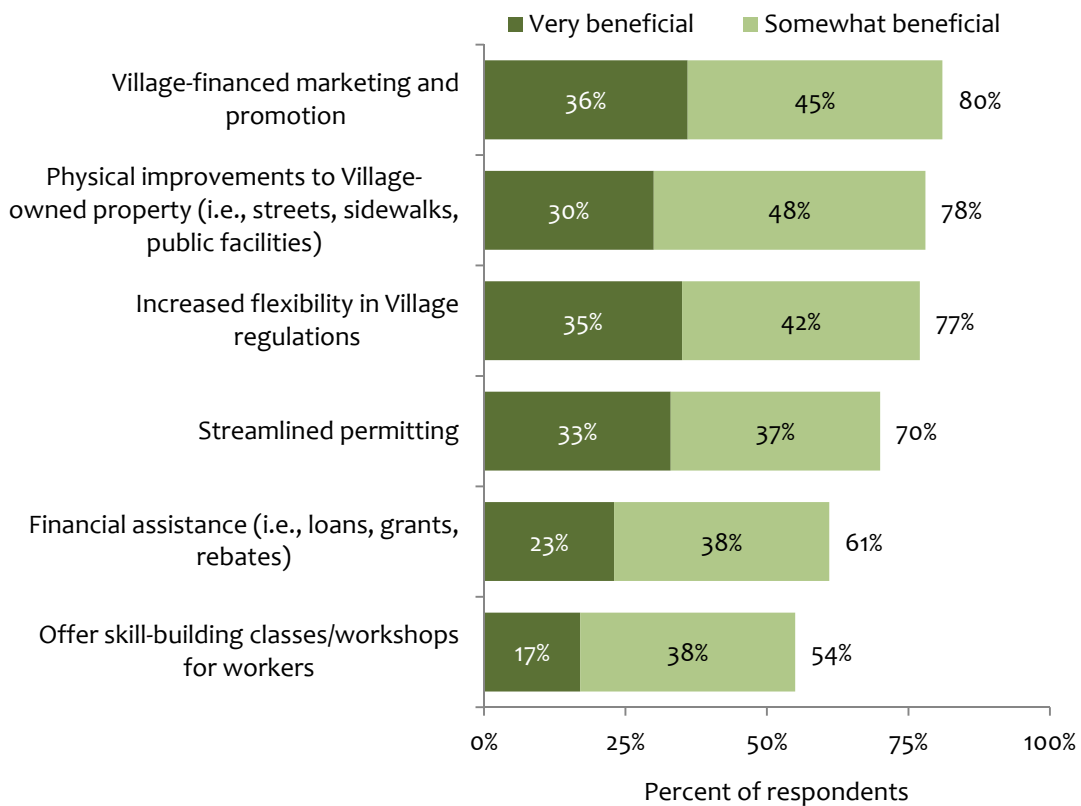
To what extent, if at all, have you relied in the past on the following resources to seek talent for your business?



On the 2013 survey, Orland Park business representatives were asked to consider a list of six potential services that the Village could provide and to rate how beneficial each service would be to their business. The services believed to be most beneficial to business representatives included Village-financed marketing and promotion (80% very or somewhat beneficial), physical improvements to Village-owned property (78%) and increased flexibility in Village regulations (77%). Seven in 10 felt that streamlined permitting would be beneficial to their business, 6 in 10 endorsed financial assistance, and about half endorsed skill-building classes and workshops for workers.

**FIGURE 31: ADDITIONAL SERVICES FOR BUSINESSES**

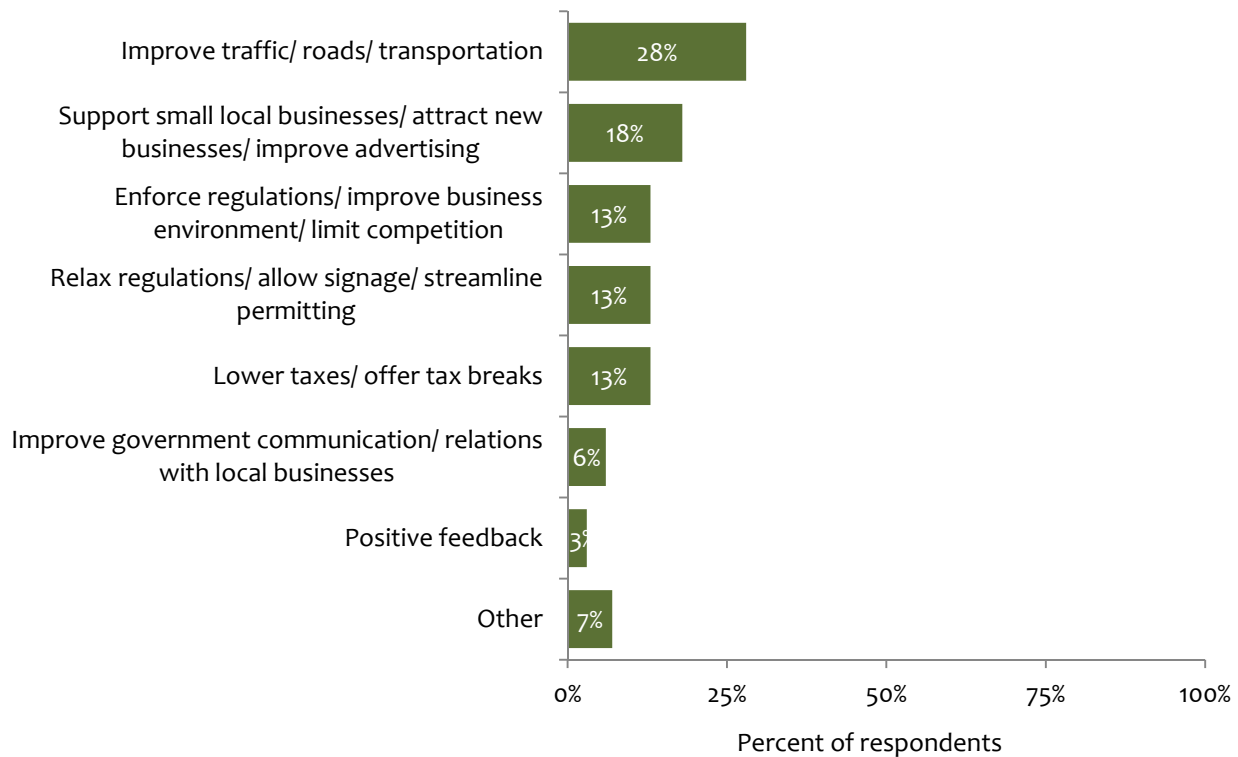
If the Village were to implement the following services, how beneficial, if at all, would each be to your business?



Survey respondents were given the opportunity to write what they thought to be the single most significant thing the Village could do to improve their business experience in Orland Park. Written responses were grouped by theme and are presented verbatim in *Appendix B: Verbatim Responses to Open-Ended Survey Questions*. Of the 150 respondents who provided an answer to the question, 28% mentioned improving traffic, roads and transportation, while 18% mentioned supporting small local businesses, attracting new businesses and improving advertising. Some respondents cited relaxing regulations, enforcing existing regulations to improve the business environment and lowering taxes as the most significant things the Village of Orland Park could do to improve their business experience (each mentioned by 13% of respondents). Less than 1 in 10 mentioned improving government communication (6%), provided positive feedback (3%) or made some “other” suggestion (7%).

**FIGURE 32: IMPROVING BUSINESS IN ORLAND PARK**

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



## APPENDIX A: COMPLETE SET OF SURVEY RESPONSES

### Responses Excluding “Don’t Know”

The following pages contain responses to each question on the survey, excluding the “don’t know” responses. Each table contains the percent of respondents giving a particular response.

**TABLE 1: QUESTION 1**

<b>Please rate each of the following aspects of quality of life in Orland Park:</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
Orland Park as a place to work	44%	45%	11%	1%	100%
Orland Park as a place to retire	24%	35%	27%	13%	100%
Orland Park as a place to do business	36%	41%	17%	6%	100%
The overall economic climate of Orland Park	25%	53%	18%	3%	100%
The overall quality of life in Orland Park	35%	51%	13%	0%	100%

**TABLE 2: QUESTION 2**

<b>Please rate each of the following characteristics as they relate to Orland Park as a whole:</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
Overall appearance of Orland Park	32%	55%	11%	3%	100%
Cleanliness of Orland Park	38%	53%	8%	1%	100%
Overall quality of commercial development in Orland Park	24%	53%	18%	5%	100%
Variety of housing options for people who work in Orland Park	27%	53%	17%	3%	100%
Overall quality of business establishments in Orland Park	26%	60%	13%	0%	100%
Shopping opportunities	56%	38%	5%	1%	100%
Employment opportunities	17%	51%	27%	5%	100%
Training opportunities for work	13%	41%	36%	10%	100%
Opportunities to volunteer	33%	46%	17%	3%	100%
Opportunities to participate in community matters	30%	51%	17%	3%	100%
Ease of car travel in Orland Park	10%	29%	37%	24%	100%
Ease of bus travel in Orland Park	12%	18%	33%	36%	100%
Ease of bicycle travel in Orland Park	15%	26%	35%	24%	100%
Ease of walking in Orland Park	20%	39%	29%	12%	100%
Availability of paths and walking trails	26%	43%	22%	8%	100%
Traffic flow on major streets	4%	23%	40%	33%	100%
Amount of public parking in commercial areas	18%	56%	21%	6%	100%
Air quality	18%	66%	15%	0%	100%
Quality of overall natural environment in Orland Park	25%	59%	14%	2%	100%
Overall image or reputation of Orland Park	31%	52%	15%	2%	100%

**TABLE 3: QUESTION 3**

<b>Please rate the speed of growth in the following categories in Orland Park over the past 2 years:</b>	<b>Much too slow</b>	<b>Somewhat too slow</b>	<b>Right amount</b>	<b>Somewhat too fast</b>	<b>Much too fast</b>	<b>Total</b>
Population growth	2%	11%	72%	12%	3%	100%
Retail growth (stores, restaurants, etc.)	3%	20%	57%	14%	6%	100%
Jobs growth	13%	42%	42%	3%	1%	100%

**TABLE 4: QUESTION 4**

<b>Please rate how safe or unsafe you feel from the following in Orland Park:</b>	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Total</b>
Violent crime (e.g., assault, robbery)	46%	36%	11%	5%	1%	100%
Property crimes (e.g., burglary, theft)	32%	45%	12%	9%	2%	100%

**TABLE 5: QUESTION 5**

<b>Please rate how safe or unsafe you feel:</b>	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Total</b>
In Orland Park's commercial areas during the day	56%	30%	8%	5%	1%	100%
In Orland Park's commercial areas after dark	29%	38%	14%	16%	3%	100%

**TABLE 6: QUESTION 6**

<b>Please indicate how likely or unlikely you are to do each of the following:</b>	<b>Very likely</b>	<b>Somewhat likely</b>	<b>Somewhat unlikely</b>	<b>Very unlikely</b>	<b>Total</b>
Recommend operating a business in Orland Park to someone who asks	47%	33%	12%	8%	100%
Keep your business in Orland Park for the next five years	64%	23%	8%	5%	100%

**TABLE 7: QUESTION 7**

<b>Please rate the quality of each of the following services provided by the Village of Orland Park:</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
Police services	48%	44%	6%	2%	100%
Garbage collection	51%	41%	6%	2%	100%
Recycling	40%	40%	10%	10%	100%
Street repair	13%	53%	26%	8%	100%
Street cleaning	23%	52%	21%	4%	100%
Street lighting	26%	54%	18%	2%	100%
Snow removal	29%	51%	16%	3%	100%
Sidewalk maintenance	21%	55%	19%	5%	100%
Storm drainage	22%	56%	15%	6%	100%
Traffic enforcement	23%	48%	20%	8%	100%
Crime prevention	30%	49%	18%	3%	100%
Fire services	49%	46%	4%	1%	100%
Land use, planning and zoning	23%	47%	20%	11%	100%
Building permits and inspections	21%	46%	19%	14%	100%
Code enforcement (weeds, signs, etc.)	17%	48%	23%	11%	100%
Economic development	23%	45%	28%	5%	100%
Public information	32%	48%	17%	3%	100%
Municipal court	26%	45%	21%	8%	100%

**TABLE 8: QUESTION 8**

<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
The Village of Orland Park	37%	48%	13%	2%	100%
Cook County Government	6%	25%	35%	35%	100%
Will County Government	11%	46%	34%	8%	100%
The State Government	5%	16%	32%	47%	100%
The Federal Government	5%	21%	40%	34%	100%

**TABLE 9: QUESTION 9**

<b>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)?</b>	<b>Percent</b>
No	24%
Yes	76%
<b>Total</b>	<b>100%</b>

TABLE 10: QUESTION 10

What was your impression of the employee(s) of the Village of Orland Park in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	47%	40%	10%	4%	100%
Responsiveness	49%	35%	11%	5%	100%
Courtesy	50%	32%	13%	5%	100%
Overall impression	45%	38%	12%	5%	100%

TABLE 11: QUESTION 11

Please rate the following categories of Village of Orland Park government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to the Village of Orland Park	15%	48%	24%	13%	100%
The job the Village of Orland Park does informing me of community issues and values	22%	54%	20%	4%	100%
The job the Village of Orland Park government does at listening to businesses	15%	41%	24%	20%	100%
The overall direction that the Village of Orland Park is taking	20%	48%	23%	9%	100%

TABLE 12: QUESTION 12

Is your business planning to hire in the next six months to a year?	Percent
No	52%
Yes	48%
Total	100%

TABLE 13: QUESTION 13

If you are planning to hire or are not sure, what kind of jobs might you be adding? (Please check all that apply.)	Percent	Number
Technically skilled (e.g. medical, computer, architecture, equipment operation, etc.)	48%	N=53
Administratively skilled	51%	N=57
Unskilled administrative	6%	N=7
Unskilled labor	18%	N=20
Total	100%	N=111

Total may exceed 100% as respondents could select more than one answer.

TABLE 14: QUESTION 14

Considering your most recent hiring experiences, please rate your impression of job applicants.	Excellent	Good	Fair	Poor	Total
Applicants' prior experience	12%	52%	31%	5%	100%
Number of qualified applicants	7%	40%	42%	11%	100%
Courtesy of applicants	15%	54%	27%	4%	100%
Your overall impression of applicants	12%	53%	29%	7%	100%

TABLE 15: QUESTION 15

To what extent, if at all, have you relied in the past on the following resources to seek talent for your business?	Great extent	Minor extent	Not at all	Never heard of it	Total
Job Web sites (e.g., Career Builder, Monster, etc.)	22%	21%	55%	2%	100%
Head hunter	3%	8%	85%	3%	100%
Colleges/Universities	8%	29%	61%	2%	100%
Your organization's Web site	18%	22%	56%	3%	100%
Career fairs	2%	18%	76%	3%	100%

TABLE 16: QUESTION 16

If the Village were to implement the following services, how beneficial, if at all, would each be to your business?	Very beneficial	Somewhat beneficial	Not at all beneficial	Total
Streamlined permitting	33%	37%	30%	100%
Financial assistance (i.e., loans, grants, rebates)	23%	38%	39%	100%
Increased flexibility in Village regulations	35%	42%	23%	100%
Village-financed marketing and promotion	36%	45%	20%	100%
Physical improvements to Village-owned property (i.e., streets, sidewalks, public facilities)	30%	48%	22%	100%
Offer skill-building classes/workshops for workers	17%	38%	46%	100%



TABLE 17: QUESTION 17

What is the single most significant thing the Village of Orland Park could do to improve your business?	Percent
Lower taxes/ offer tax breaks	13%
Relax regulations/ allow signage/ streamline permitting	13%
Improve traffic/ roads/ transportation	28%
Support small local businesses/ attract new businesses/ improve advertising	18%
Improve government communication/ relations with local businesses	6%
Enforce regulations/ improve business environment/ limit competition	13%
Positive feedback	3%
Other	7%
Total	100%

TABLE 18: QUESTION D1

Which one of the following industries best describes the nature of your business? (Please check the one that comes closest.)	Percent
Agriculture	0%
Construction	4%
Manufacturing	2%
Restaurant/bar	6%
Wholesale sales	5%
Retail	17%
Banking	6%
Finance/insurance/real estate/legal	18%
Printing, copying, typesetting, publishing	1%
Medical/dental	14%
Transportation	0%
Gas and electric services	0%
Automotive service	2%
Non-profit charitable organization	2%
Services (cleaning, repair, salons, florist, etc.)	12%
Consulting/IT/technology	5%
Other	4%
Total	100%

TABLE 19: QUESTION D2

What is your position in this organization?	Percent
Owner	59%
Manager or Administrator	34%
Administrative Assistant	5%
Other	2%
Total	100%

TABLE 20: QUESTION D3

How many years has your business been located in the Village of Orland Park?	Percent
Less than 1 year	4%
1-5 years	21%
6-10 years	20%
More than 10 years	56%
Total	100%

TABLE 21: QUESTION D4

Does this business have one site or multiple sites?	Percent
One site	66%
Multiple sites	34%
Total	100%

TABLE 22: QUESTION D5

Is this location a branch or headquarters?	Percent
Branch	67%
Headquarters	33%
Total	100%

*Note: Asked only of those whose business had multiple sites.*

TABLE 23: D6

Including this location, how many sites are located in the Village of Orland Park?	Percent
1 or fewer	75%
Two	10%
3 or more	15%
Total	100%

*Note: Asked only of those whose business had multiple sites.*

TABLE 24: D7

Is this business home based?	Percent
Yes	20%
No	80%
Total	100%

TABLE 25: QUESTION D8

What was the approximate annual gross revenue (for the most recent accounting year) generated by all of your Village of Orland Park sites?	Percent
Less than \$100,000	17%
\$100,000 to \$499,999	32%
\$500,000 to \$999,999	22%
\$1,000,000 to \$4,999,999	18%
\$5,000,000 or more	11%
Total	100%

TABLE 26: QUESTION D9

Including you, about how many employees work at your Village of Orland Park worksite(s) in each category?	1 or fewer	2 to 4	5 to 10	Total
Number of full-time (30 or more hours per week) employees	30%	46%	24%	100%
Number of part-time (less than 30 hours per week) employees	51%	34%	16%	100%
Total number of employees at this worksite	15%	45%	40%	100%

TABLE 27: QUESTION D10

Over the next 3 to 5 years, do you anticipate...	Percent
Adding to your number of employees	40%
Maintaining the same number of employees	54%
Cutting back on your number of employees	5%
Total	100%

**TABLE 28: QUESTION D11**

<b>Approximately what percent of your work force at this location do you think lives in the Village of Orland Park?</b>	<b>Percent</b>
None	25%
1-10%	23%
11-50%	30%
More than 50%	22%
Total	100%

## Responses Including “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent and number of respondents is shown in each table.

**TABLE 29: QUESTION 1**

Please rate each of the following aspects of quality of life in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Orland Park as a place to work	43%	N=100	44%	N=102	11%	N=25	1%	N=2	2%	N=5	100%	N=234
Orland Park as a place to retire	20%	N=46	29%	N=68	23%	N=53	11%	N=26	17%	N=40	100%	N=233
Orland Park as a place to do business	35%	N=83	41%	N=95	17%	N=39	6%	N=15	1%	N=2	100%	N=234
The overall economic climate of Orland Park	25%	N=59	53%	N=124	18%	N=42	3%	N=7	1%	N=2	100%	N=234
The overall quality of life in Orland Park	33%	N=77	48%	N=110	13%	N=29	0%	N=1	6%	N=13	100%	N=230

**TABLE 30: QUESTION 2**

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall appearance of Orland Park	32%	N=71	55%	N=121	11%	N=24	3%	N=6	0%	N=0	100%	N=222
Cleanliness of Orland Park	38%	N=86	53%	N=118	8%	N=17	1%	N=3	0%	N=0	100%	N=224
Overall quality of commercial development in Orland Park	24%	N=53	53%	N=118	18%	N=40	4%	N=10	1%	N=3	100%	N=224
Variety of housing options for people who work in Orland Park	24%	N=54	47%	N=106	15%	N=33	3%	N=6	11%	N=25	100%	N=224
Overall quality of business establishments in Orland Park	26%	N=59	60%	N=134	13%	N=29	0%	N=1	0%	N=1	100%	N=224
Shopping opportunities	56%	N=125	38%	N=86	5%	N=11	1%	N=2	0%	N=1	100%	N=225
Employment opportunities	14%	N=32	42%	N=94	22%	N=49	4%	N=9	17%	N=39	100%	N=223
Training opportunities for work	8%	N=19	26%	N=59	23%	N=52	6%	N=14	36%	N=80	100%	N=224
Opportunities to volunteer	25%	N=56	35%	N=78	13%	N=29	2%	N=5	25%	N=56	100%	N=224
Opportunities to participate in community matters	25%	N=55	43%	N=95	14%	N=31	2%	N=5	16%	N=36	100%	N=222
Ease of car travel in Orland Park	10%	N=22	29%	N=65	37%	N=82	23%	N=52	0%	N=1	100%	N=222
Ease of bus travel in Orland Park	6%	N=13	9%	N=19	16%	N=35	17%	N=38	53%	N=117	100%	N=222
Ease of bicycle travel in Orland Park	10%	N=22	17%	N=37	23%	N=50	15%	N=34	35%	N=78	100%	N=221
Ease of walking in Orland Park	17%	N=38	33%	N=74	25%	N=55	10%	N=22	15%	N=33	100%	N=222
Availability of paths and walking trails	22%	N=49	36%	N=80	18%	N=41	7%	N=15	17%	N=38	100%	N=223
Traffic flow on major streets	4%	N=9	22%	N=50	39%	N=88	33%	N=73	1%	N=3	100%	N=223
Amount of public parking in commercial areas	18%	N=39	54%	N=119	20%	N=44	5%	N=12	4%	N=8	100%	N=222
Air quality	17%	N=39	63%	N=141	15%	N=33	0%	N=1	4%	N=9	100%	N=223
Quality of overall natural environment in Orland Park	24%	N=54	57%	N=127	14%	N=30	2%	N=4	3%	N=7	100%	N=222
Overall image or reputation of Orland Park	31%	N=69	51%	N=114	15%	N=33	2%	N=5	1%	N=2	100%	N=223

**TABLE 31: QUESTION 3**

Please rate the speed of growth in the following categories in Orland Park over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Population growth	2%	N=4	8%	N=18	53%	N=119	9%	N=20	2%	N=5	26%	N=57	100%	N=223
Retail growth (stores, restaurants, etc.)	3%	N=6	18%	N=41	54%	N=120	13%	N=29	6%	N=13	6%	N=14	100%	N=223
Jobs growth	8%	N=18	27%	N=60	27%	N=61	2%	N=4	0%	N=1	35%	N=78	100%	N=222

**TABLE 32: QUESTION 4**

Please rate how safe or unsafe you feel from the following in Orland Park:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Violent crime (e.g., assault, robbery)	44%	N=97	34%	N=75	11%	N=24	5%	N=10	1%	N=3	6%	N=13	100%	N=222
Property crimes (e.g., burglary, theft)	29%	N=65	42%	N=93	11%	N=25	8%	N=18	2%	N=4	7%	N=16	100%	N=221

**TABLE 33: QUESTION 5**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In Orland Park's commercial areas during the day	55%	N=123	30%	N=67	8%	N=18	5%	N=11	1%	N=2	0%	N=1	100%	N=222
In Orland Park's commercial areas after dark	28%	N=62	37%	N=81	13%	N=29	16%	N=35	3%	N=7	3%	N=7	100%	N=221

**TABLE 34: QUESTION 6**

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend operating a business in Orland Park to someone who asks	45%	N=100	32%	N=72	12%	N=26	8%	N=17	3%	N=7	100%	N=222
Keep your business in Orland Park for the next five years	61%	N=135	22%	N=48	7%	N=16	5%	N=11	5%	N=12	100%	N=222

**TABLE 35: QUESTION 7**

Please rate the quality of each of the following services provided by the Village of Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	46%	N=101	42%	N=92	6%	N=13	2%	N=5	4%	N=8	100%	N=219
Garbage collection	44%	N=96	35%	N=76	5%	N=12	1%	N=3	15%	N=32	100%	N=219
Recycling	32%	N=70	32%	N=69	8%	N=18	8%	N=17	21%	N=45	100%	N=219
Street repair	13%	N=28	51%	N=112	25%	N=55	8%	N=17	3%	N=6	100%	N=218
Street cleaning	21%	N=47	49%	N=107	19%	N=42	4%	N=8	7%	N=16	100%	N=220
Street lighting	26%	N=57	53%	N=116	18%	N=39	2%	N=4	2%	N=4	100%	N=220
Snow removal	29%	N=63	50%	N=111	16%	N=35	3%	N=7	2%	N=4	100%	N=220
Sidewalk maintenance	18%	N=40	48%	N=105	17%	N=37	5%	N=10	13%	N=28	100%	N=220
Storm drainage	20%	N=43	50%	N=109	13%	N=29	5%	N=12	12%	N=27	100%	N=220
Traffic enforcement	22%	N=47	44%	N=97	19%	N=41	7%	N=16	8%	N=17	100%	N=218
Crime prevention	27%	N=60	45%	N=98	16%	N=35	3%	N=6	10%	N=21	100%	N=220
Fire services	45%	N=98	42%	N=92	4%	N=9	1%	N=2	9%	N=19	100%	N=220
Land use, planning and zoning	19%	N=42	39%	N=86	17%	N=36	9%	N=20	16%	N=34	100%	N=218
Building permits and inspections	17%	N=38	37%	N=81	15%	N=33	11%	N=25	20%	N=43	100%	N=220
Code enforcement (weeds, signs, etc.)	14%	N=31	39%	N=86	19%	N=42	9%	N=20	19%	N=41	100%	N=220
Economic development	21%	N=45	40%	N=87	25%	N=54	4%	N=9	11%	N=23	100%	N=218
Public information	30%	N=65	44%	N=96	16%	N=35	3%	N=6	7%	N=16	100%	N=218
Municipal court	13%	N=29	23%	N=50	11%	N=24	4%	N=9	49%	N=108	100%	N=220



**TABLE 36: QUESTION 8**

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The Village of Orland Park	36%	N=79	47%	N=103	12%	N=27	2%	N=5	2%	N=5	100%	N=219
Cook County Government	5%	N=11	21%	N=46	29%	N=64	29%	N=64	15%	N=32	100%	N=217
Will County Government	6%	N=13	25%	N=53	18%	N=39	4%	N=9	47%	N=101	100%	N=215
The State Government	5%	N=10	15%	N=32	29%	N=63	43%	N=94	9%	N=20	100%	N=219
The Federal Government	5%	N=10	19%	N=41	37%	N=80	31%	N=67	10%	N=21	100%	N=219

**TABLE 37: QUESTION 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)?	Percent of respondents	Number
No	24%	N=50
Yes	76%	N=161
Total	100%	N=211

**TABLE 38: QUESTION 10**

What was your impression of the employee(s) of the Village of Orland Park in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	46%	N=78	39%	N=66	10%	N=17	4%	N=6	1%	N=2	100%	N=169
Responsiveness	49%	N=82	35%	N=59	11%	N=19	5%	N=8	1%	N=1	100%	N=169
Courtesy	50%	N=84	32%	N=53	13%	N=21	5%	N=9	1%	N=1	100%	N=168
Overall impression	45%	N=76	37%	N=63	12%	N=20	5%	N=9	1%	N=1	100%	N=169

**TABLE 39: QUESTION 11**

Please rate the following categories of Village of Orland Park government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to the Village of Orland Park	13%	N=29	42%	N=92	22%	N=47	11%	N=25	11%	N=25	100%	N=218
The job the Village of Orland Park does informing me of community issues and values	21%	N=45	51%	N=112	19%	N=41	4%	N=9	5%	N=12	100%	N=219
The job the Village of Orland Park government does at listening to businesses	12%	N=26	33%	N=72	20%	N=43	16%	N=35	20%	N=43	100%	N=219
The overall direction that the Village of Orland Park is taking	19%	N=41	44%	N=97	21%	N=47	8%	N=18	7%	N=16	100%	N=219

**TABLE 40: QUESTION 12**

Is your business planning to hire in the next six months to a year?	Percent of respondents	Number
No	35%	N=75
Yes	32%	N=69
Not sure	34%	N=73
Total	100%	N=217

**TABLE 41: QUESTION 13**

If you are planning to hire or are not sure, what kind of jobs might you be adding? (Please check all that apply.)	Percent	Number
Technically skilled (e.g. medical, computer, architecture, equipment operation, etc.)	48%	N=53
Administratively skilled	51%	N=57
Unskilled administrative	6%	N=7
Unskilled labor	18%	N=20
Total	100%	N=111

*Total may exceed 100% as respondents could select more than one answer.*

**TABLE 42: QUESTION 14**

Considering your most recent hiring experiences, please rate your impression of job applicants.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Applicants' prior experience	9%	N=19	40%	N=84	24%	N=50	4%	N=8	24%	N=51	100%	N=212
Number of qualified applicants	5%	N=11	30%	N=63	32%	N=67	8%	N=17	25%	N=54	100%	N=212
Courtesy of applicants	11%	N=24	41%	N=87	20%	N=43	3%	N=7	24%	N=50	100%	N=211
Your overall impression of applicants	9%	N=19	40%	N=84	22%	N=46	5%	N=11	24%	N=50	100%	N=210

**TABLE 43: QUESTION 15**

To what extent, if at all, have you relied in the past on the following resources to seek talent for your business?	Great extent		Minor extent		Not at all		Never heard of it		Total	
	%	N	%	N	%	N	%	N	%	N
Job Web sites (e.g., Career Builder, Monster, etc.)	22%	N=45	21%	N=44	55%	N=114	2%	N=5	100%	N=208
Head hunter	3%	N=6	8%	N=17	85%	N=173	3%	N=7	100%	N=203
Colleges/Universities	8%	N=17	29%	N=59	61%	N=125	2%	N=5	100%	N=206
Your organization's Web site	18%	N=38	22%	N=46	56%	N=116	3%	N=6	100%	N=206
Career fairs	2%	N=5	18%	N=38	76%	N=156	3%	N=7	100%	N=206

**TABLE 44: QUESTION 16**

If the village were to implement the following services, how beneficial, if at all, would each be to your business?	Very beneficial		Somewhat beneficial		Not at all beneficial		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Streamlined permitting	23%	N=48	27%	N=55	21%	N=44	29%	N=59	100%	N=206
Financial assistance (i.e., loans, grants, rebates)	19%	N=39	30%	N=63	32%	N=66	19%	N=39	100%	N=207
Increased flexibility in Village regulations	29%	N=60	34%	N=71	19%	N=40	18%	N=37	100%	N=208
Village-financed marketing and promotion	29%	N=60	37%	N=76	16%	N=33	19%	N=39	100%	N=208
Physical improvements to Village-owned property (i.e., streets, sidewalks, public facilities)	26%	N=54	41%	N=86	19%	N=40	13%	N=28	100%	N=208
Offer skill-building classes/workshops for workers	13%	N=27	29%	N=60	35%	N=73	23%	N=47	100%	N=207

TABLE 45: QUESTION 17

What is the single most significant thing the Village of Orland Park could do to improve your business	Percent of respondents	Number
Lower taxes/ offer tax breaks	12%	N=18
Relax regulations/ allow signage/ streamline permitting	12%	N=18
Improve traffic/ roads/ transportation	25%	N=38
Support small local businesses/ attract new businesses/ improve advertising	16%	N=24
Improve government communication/ relations with local businesses	5%	N=8
Enforce regulations/ improve business environment/ limit competition	11%	N=17
Positive feedback	3%	N=4
Other	6%	N=9
Don't know/ none	9%	N=14
Total	100%	N=150

**TABLE 46: QUESTION D1**

<b>Which one of the following industries best describes the nature of your business? (Please check the one that comes closest.)</b>	<b>Percent</b>	<b>Number</b>
Agriculture	0%	N=0
Construction	4%	N=8
Manufacturing	2%	N=5
Restaurant/bar	6%	N=13
Wholesale sales	5%	N=11
Retail	17%	N=36
Banking	6%	N=13
Finance/insurance/real estate/legal	18%	N=37
Printing, copying, typesetting, publishing	1%	N=3
Medical/dental	14%	N=30
Transportation	0%	N=1
Gas and electric services	0%	N=1
Automotive service	2%	N=5
Non-profit charitable organization	2%	N=4
Services (cleaning, repair, salons, florist, etc. )	12%	N=25
Consulting/IT/technology	5%	N=11
Other	4%	N=8
<b>Total</b>	<b>100%</b>	<b>N=211</b>

**TABLE 47: QUESTION D2**

<b>What is your position in this organization?</b>	<b>Percent</b>	<b>Number</b>
Owner	59%	N=124
Manager or Administrator	34%	N=71
Administrative Assistant	5%	N=11
Other	2%	N=4
<b>Total</b>	<b>100%</b>	<b>N=210</b>

**TABLE 48: QUESTION D3**

How many years has your business been located in the Village of Orland Park?	Percent	Number
Less than 1 year	4%	N=8
1-5 years	21%	N=44
6-10 years	20%	N=41
More than 10 years	56%	N=117
Total	100%	N=210

**TABLE 49: QUESTION D4**

Does this business have one site or multiple sites?	Percent	Number
One site	66%	N=139
Multiple sites	34%	N=73
Total	100%	N=212

**TABLE 50: QUESTION D5**

Is this location a branch or headquarters?	Percent	Number
Branch	67%	N=49
Headquarters	33%	N=24
Total	100%	N=73

*Note: Asked only of those who reported having multiple business sites.*

**TABLE 51: QUESTION D6**

Including this location, how many sites are located in the Village of Orland Park?	Percent	Number
1 or fewer	75%	N=44
Two	10%	N=6
3 or more	15%	N=9
Total	100%	N=59

*Note: Asked only of those who reported having multiple business sites.*

**TABLE 52: QUESTION D7**

Is this business home based?	Percent	Number
Yes	20%	N=41
No	80%	N=168
Total	100%	N=209

**TABLE 53: QUESTION D8**

What was the approximate annual gross revenue (for the most recent accounting year) generated by all of your Village of Orland Park sites?	Percent	Number
Less than \$100,000	17%	N=31
\$100,000 to \$499,999	32%	N=57
\$500,000 to \$999,999	22%	N=39
\$1,000,000 to \$4,999,999	18%	N=33
\$5,000,000 or more	11%	N=20
Total	100%	N=180

**TABLE 54: QUESTION D9**

Including you, about how many employees work at your Village of Orland Park worksite(s) in each category?	1 or fewer		2 to 4		5 to 10		More than 10	
	Percent	N	Percent	N	Percent	N	Percent	N
Number of full-time (30 or more hours per week) employees	26%	N=49	40%	N=75	21%	N=39	13%	N=24
Number of part-time (less than 30 hours per week) employees	42%	N=74	28%	N=49	13%	N=23	17%	N=30
Total number of employees at this worksite	11%	N=21	32%	N=63	28%	N=55	28%	N=55

**TABLE 55: QUESTION D10**

Over the next 3 to 5 years, do you anticipate...	Percent	Number
Adding to your number of employees	40%	N=81
Maintaining the same number of employees	54%	N=110
Cutting back on your number of employees	5%	N=11
Total	100%	N=202

**TABLE 56: QUESTION D11**

Approximately what percent of your work force at this location do you think lives in the Village of Orland Park?	Percent	Number
None	25%	N=43
1-10%	23%	N=40
11-50%	30%	N=53
More than 50%	22%	N=39
Total	100%	N=175



## APPENDIX B: VERBATIM RESPONSES TO OPEN-ENDED SURVEY QUESTIONS

All write-in responses are presented below verbatim (without corrections to respondents' spelling or punctuation). The responses to Question 17 were coded thematically and are displayed alphabetically by category.

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

#### IMPROVE TRAFFIC/ ROADS/ TRANSPORTATION

- after the construction projects, keep traffic flowing
- alleviate traffic congestion
- Automobile traffic in and out of Orland Park.
- Better road access
- better traffic control
- better traffic control
- better traffic control
- complete road construction projects
- complete Route 45
- Complete the widening of La Grange Road in a timely fashion, without taking parking spaces away from businesses located on La Grange Road.
- Continue to improve and update the Lagrange rd. corridor
- Eliminate the future center median on La grange Road. Making it more difficult for customers to reach businesses is not an improvement for the business. It just looks pretty.
- Finish construction on LaGrange Road
- Finish the construction around and including LaGrange Road. It has impacted traffic and business .
- Finish the road construction on LaGrange
- have no parking on streets in commercial areas especially on 183rd place by Animal Hospital. It's insane on trying to have traffic flow through there with all the cars on both sides of the street!!!!!!
- improve movement of traffic, especially along LaGrange
- improve traffic congestion
- improve traffic flow
- Improve traffic flow
- Improve traffic flow
- Improve traffic flow
- Improved traffic flow.
- Improved traffic flow.
- Please complete the roadwork on LaGrange. It seems to be hurting some business that are located

there because customers don't want to drive down it.

- quit working on the roads creating traffic build ups.
- reduce traffic by reducing retail development
- Reliable Public Transportation
- Relieve congestion on LaGrange Road
- relocate the bus stop at Orland mall because it gets to crowded around the mall entrance and parking lot
- speed up construction on Lagrange Road
- the in and out traffic north of 143 st should open the east side of the bridge for traffic going north . when i seen the construction going on that what i was expecting i hope we that soon thx
- traffic
- Traffic
- Traffic issues
- Very concerend about the road project of 159th and wolf, how this will impact our business and when it will start and timelines etc.
- Walkability from one business area to another business area
- Work with Matra to increase number of trains to Chicago

#### SUPPORT SMALL LOCAL BUSINESSES/ ATTRACT NEW BUSINESSES/ IMPROVE ADVERTISING

- assistance in advertising
- Attract large office or professional employers to locate in Orland Park.
- attract more commercial businesses to Orland. current businesses are mostly retail, and not potential clients for my consulting business
- bring in well known commercial businesses; occupy vacant locations
- Cheaper/easier marketing to other business owners

- Continued work with marketing the location and services of the facility to the Orland Park residents.
- Create additional retail space on LaGrange Road and get rid of the empty commercial spaces. Also, build a park on the corner of 143rd and LaGrange Road. Add more GREEN and less concrete.
- Develop a stronger job base within the village
- Filling long-standing vacancies a little bit quicker. Mall Loop should be filled with restaurants/retail, as well as Orland Crossing and the need for an anchor there. There should also be businesses filling up Harlem and 94th avenues, as well as the empty strip behind Mimi's Cafe. I feel economic development should be a little bit stronger.
- Free Advertising - Reduce the number of Liquor stores so there is not as much competition
- I think the right amount of tech jobs and manufacturing jobs could help spur more economic development
- I would like to see more manufacturing or industry and have us not so reliant upon retail
- Make better effort to fill vacant storefronts.
- Offer more advertisement
- Offering to do job postings on community forum-boards, fliers
- Pro Business environment
- Promote SMALL business and allow legalized video poker. Our customers and residents are leaving Orland Park to go to businesses in neighboring towns to enjoy their freedom of choice of playing poker and enjoying a night out close by. These towns small businesses and residents are enjoying an opportunity to keep their small business open and real estate taxes down because of the revenue generated by legalized video poker. It is a win, win decision to vote in LEGALIZED VIDEO POKER in ORLAND PARK before businesses leave to open across the street in neighboring towns and residents move because of rising taxes.
- Search for more Corporate Businesses (offices). No more retail shops (Plaza).
- Support Businesses located in Orland Park. Supporting local businesses supports local jobs.....
- SUPPORT THE SMALL BUSINESSES WHO HAVE BEEN THE BACKBONE OF THE COMMUNITY - STOP FAVORING THE "BIG" GUYS. I HAVE OPERATED ONE OF MY TWO BUSINESSES IN ORLAND FOR OVER 25 YEARS AND ONE OVER 12 YEARS. WE ARE NOT GIVEN ANY SUPPORT OR CONSIDERATION. SHAME ON ORLAND PARK! DON'T FORGET YOUR ROOTS.

- the village should purchase their material for work being done in the village from businesses in the village
- to help with business loans
- To try and get the residents to make their big purchases in the community!!
- village funded advertising

#### RELAX REGULATIONS/ ALLOW SIGNAGE/ STREAMLINE PERMITTING

- Allow better signage
- Allow business to put up temp signs and help with some of our exposure.
- allow SOME flexibility for payment timelines for any ordinances. Fines are unfairly accelerated
- As a business on LaGrange Road, it may be beneficial to have some sort of signage to display for consumers to know where else they could enter our location.
- building permits take extremely long for small business up to 4 months to get a building permit it happened to me for two of my business in orland park
- Ease restrictions for promotion of businesses and building improvement. Stop making unrealistic demands
- Give us signage we are at 179th. Between Wolf road and 108th ave. Eko salon, wooden paddle, state farm, physical therapy, karate place, etc. we need to be more visible all our businesses are suffering.
- Let our landlord to know that they should have some kind of building signs of businesses in plaza on lagrange road so that way people can see that our business in strip malls.
- Not be so demanding on the issuance of building permits
- Not charge for false alarms that are at no fault of the businesses.
- permit process in the building department
- provide signage for historic district
- Relax restrictions on signs to allow better advertisement of grand openings etc. Current rules between landlords and city are ridiculous.
- Replace the building inspector with someone who has a better attitude - they work for the public, they should be helpful not obnoxious.
- Restriction on Sign is hurting our Business. Trees are blocking the view and Small business are not allowed to have signs on the street.
- Signage - We were not permitted to put the sign we wanted to on our property, yet Orland mall has put a large sign on the easement that covers our signage on the building and we pay the real estate taxes on that property

- Streamline Permit Processes
- To allow this business to structurally expand upwards in our present location.

**ENFORCE REGULATIONS / IMPROVE BUSINESS ENVIRONMENT / LIMIT COMPETITION**

- Be more selective in the types of new business's allowed to open in Orland Park. We do not need more loan companies Gold Buying etc.
- Clean up the area where my company is located ~ industrial area at 70th Court and 157th
- code enforcement to business owners operating without a license
- Continue to offer services of value to the residence of OP to keep them in the Village
- have better security at the orland square mall
- Keep the orland park name good with keeping the community sake and clean
- Limit the number of same type business in a geographical area.
- Limiting the number of restaurant/bar permits.
- Maintain village standards, such as regulations.
- Make sure the Village of Orland Park locations, businesses, and residents keep their properties looking nice. Many places look very shabby and embarrassing, including some places operated by the village. This makes the whole village look bad.
- Patrol the area more often and make the area more safe & secure.
- Property owners/business owners should be ticketed for failure to clean property. Also i have had an opportunity to view several properties and I was shocked that the Village of Orland building department would allow certain conditions to exist. Village of Orland needs to ticket business owners ie CVS /Walgreens 7 elevens for failure to clean property. Hire More police....this is MOST IMPORTANT!!!! ORLAND PARK MUST BECOME VIGILANT ON THE SAFTEY AND PROTECTION OF BUSINESS OWNERS.
- Provide recycle containers for our business (for boxes, plastics and bottles).
- Put a light at 104th and 159 and cut weeds down that block turning sign on 159 to get to 104, we have to call every time to get the weeds cut so customeres can read the sign
- recycling in business areas
- safety at the mall
- To allow only higher quality retail and to limit the restaurants allowed to serve breakfast.

**IMPROVE GOVERNMENT COMMUNICATION / RELATIONS WITH LOCAL BUSINESSES**

- actually talk to businesses before road construction; being informed helps
- Awareness of the businesses in the village and their services along with a site to go to for those who are looking for a job with their qualificaitons clearly listed.
- Be business friendly. Not just say you are. Get a Mayor who understands business.
- Improve the level of knowledge in the various depts for general questions - include email addresses on all employees interacting with the public.
- LISTEN to YOU when you go to the village offices. They might be surprised at how intelligent some of your ideas might be.
- Not so much for my business, but having represented other businesses, there needs to be a greater level of cooperative response to those businesses who are attempting to work with the Village. There seems to be an "attitude" among Village officials when dealing with local businesses that their way is the only way and if you don't like it that's tough.
- We need to talk to people when making inspections
- work better with the existing business instead of concentrating only on the new business that comes and goes. Too many of the same type new business and no loyalty to the existing ones

**LOWER TAXES / OFFER TAX BREAKS**

- Help businesses keep the property tax burden down and get to the point where a business has to fight their property taxes annually.
- lower property taxes
- LOWER PROPERTY TAXES
- Lower real estate taxes
- Lower Sale Tax
- lower taxes
- lower taxes
- lower taxes
- Lower taxes
- Lower taxes - finally complete the 9750 Apartment complex
- lower taxes and lower rent
- Lower taxes.
- Offer Real Estate or Sales Tax incentives for real estate development to offset high Cook County Property Taxes
- Offer tax credits
- reduce taxes
- REDUCE TAXES
- tax breaks and tif

- The commercial property taxes are way too high and the poor train service vs like Rock Island Line need to be addressed

#### POSITIVE FEEDBACK

- Expectations are being met
- Happy the way things are!
- I am very satisfied with my business experience in Orland Park.
- I think overall Orland is doing a great job. Property taxes is what hurts most businesses. It is like a surprise when you open the mail.

#### OTHER

- consult with me (Paul Alberts) for their insurance and Employer Sponsored Retirement program 708-745-9138
- Get honest and fair judges in court
- Manufacturer's Rep so i am an army of one
- Move Orland Park to Florida
- Provide maps of the Winterset Office Parks to the businesses within. The same address occurs three times from 159th St down to Winterset and is very confusing for patients to find their way around and impossible for businesses to direct them.
- Referalls

- Relook at aggragation
- Replace current government officials
- Work with the Orland Park post office to improve service; Open up a right turn lane at 167th and LaGrange Rd.

#### DON'T KNOW / NONE

- Cant discuss
- I am not sure.
- I dont know
- I'm an independent who works in Orland Park so I'm close to home. Probably not your best source of input.
- In my position, I don't think that the village can be helpful at all. Thank you.
- no comment
- no specific thing
- none
- Not sure
- not sure
- nothing
- Nothing (Many of these questions are not applicable)
- Nothing at this time
- Nothing comes to min

### Question D1: Which one of the following industries best describes the nature of your business? ("Other" responses)

- Administrative office for Direct Sales Contractor
- Beauty
- Business Services
- Computer - Technical
- Computer Consulting
- Consulting
- Consulting
- Consulting services/training
- Decorating/design
- Distributor
- Education
- Engineering
- Floral Design
- For profit services provider
- Franchise Fast Food
- Graphic design
- Hair Salon
- Health, awareness and prevent illness. Be the best you can be at any age. Growing old gracefully.
- Hospitality
- IT Based Solution provider
- Laundromat
- Legal
- Liquor Store
- Occupational Therapy
- Optometry
- Professional Services
- Recreation
- Software
- Steel industry
- Technology
- Technology
- Telecommunications
- Third Party Energy Provide

## APPENDIX C: COMPARISONS OF SURVEY RESULTS BY BUSINESS CHARACTERISTICS

The following tables compare results of the 2013 Business Survey by business tenure, size and revenue. Significant differences are indicated with grey shading. Ratings generally were similar across business tenure and revenue, although smaller businesses tended to give higher ratings of community characteristics and services, including Orland Park as a place to work and do business, than did businesses with 10 or more employees.

**TABLE 57: QUESTION 1 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Orland Park as a place to work	89%	87%	92%	76%	90%	84%	88%
Orland Park as a place to retire	63%	55%	62%	47%	59%	57%	59%
Orland Park as a place to do business	82%	74%	83%	61%	77%	75%	77%
The overall economic climate of Orland Park	84%	76%	82%	72%	78%	77%	79%
The overall quality of life in Orland Park	87%	84%	91%	68%	86%	84%	86%

**TABLE 58: QUESTION 2 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate each of the following characteristics as they relate to Orland Park as a whole: (Percent "excellent" or "good")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Overall appearance of Orland Park	89%	84%	89%	80%	88%	84%	86%
Cleanliness of Orland Park	89%	92%	94%	80%	92%	87%	91%
Overall quality of commercial development in Orland Park	84%	74%	79%	70%	84%	70%	77%
Variety of housing options for people who work in Orland Park	84%	77%	84%	76%	87%	77%	80%
Overall quality of business establishments in Orland Park	93%	81%	89%	72%	89%	84%	87%
Shopping opportunities	96%	92%	97%	83%	95%	91%	94%
Employment opportunities	71%	67%	69%	66%	67%	71%	68%
Training opportunities for work	58%	51%	55%	56%	55%	54%	54%
Opportunities to volunteer	80%	79%	84%	65%	84%	72%	80%
Opportunities to participate in community matters	85%	76%	86%	67%	86%	77%	81%
Ease of car travel in Orland Park	41%	37%	38%	41%	40%	40%	39%
Ease of bus travel in Orland Park	38%	26%	34%	17%	35%	26%	30%
Ease of bicycle travel in Orland Park	45%	41%	45%	43%	44%	46%	41%
Ease of walking in Orland Park	58%	58%	61%	56%	63%	54%	59%
Availability of paths and walking trails	68%	70%	73%	62%	76%	59%	70%
Traffic flow on major streets	25%	29%	28%	24%	33%	24%	27%
Amount of public parking in commercial areas	77%	70%	78%	59%	77%	75%	74%
Air quality	89%	81%	86%	76%	85%	88%	84%
Quality of overall natural environment in Orland Park	88%	81%	87%	74%	84%	83%	84%
Overall image or reputation of Orland Park	87%	79%	88%	69%	85%	80%	83%

**TABLE 59: QUESTION 3 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate the speed of growth in the following categories in Orland Park over the past 2 years: (Percent "about right")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Population growth	69%	73%	72%	61%	67%	69%	72%
Retail growth (stores, restaurants, etc.)	58%	57%	57%	55%	54%	58%	57%
Jobs growth	46%	41%	46%	33%	31%	48%	42%

**TABLE 60: QUESTION 4 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate how safe or unsafe you feel from the following in Orland Park: (Percent "very" or "somewhat" safe)	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Violent crime (e.g., assault, robbery)	83%	82%	87%	69%	84%	82%	82%
Property crimes (e.g., burglary, theft)	77%	78%	80%	68%	76%	79%	77%

**TABLE 61: QUESTION 5 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate how safe or unsafe you feel: (Percent "very" or "somewhat" safe)	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
In Orland Park's commercial areas during the day	88%	84%	87%	80%	85%	86%	86%
In Orland Park's commercial areas after dark	71%	63%	70%	56%	65%	73%	67%

**TABLE 62: QUESTION 6 COMPARED BY BUSINESS CHARACTERISTICS**

Please indicate how likely or unlikely you are to do each of the following: (Percent "very" or "somewhat" likely)	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Recommend operating a business in Orland Park to someone who asks	85%	77%	84%	71%	79%	81%	80%
Keep your business in Orland Park for the next five years	91%	84%	90%	81%	87%	85%	87%

**TABLE 63: QUESTION 7 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate the quality of each of the following services provided by the Village of Orland Park. (Percent "excellent" or "good")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Police services	94%	89%	93%	87%	91%	91%	91%
Garbage collection	93%	90%	92%	90%	92%	91%	92%
Recycling	74%	82%	83%	67%	82%	75%	80%
Street repair	66%	66%	70%	53%	71%	61%	66%
Street cleaning	78%	73%	79%	66%	75%	74%	75%
Street lighting	79%	79%	79%	80%	76%	82%	80%
Snow removal	79%	81%	84%	70%	85%	79%	81%
Sidewalk maintenance	80%	71%	75%	76%	75%	76%	76%
Storm drainage	81%	76%	78%	78%	83%	78%	79%
Traffic enforcement	65%	74%	73%	62%	74%	67%	72%
Crime prevention	78%	79%	79%	78%	79%	77%	79%
Fire services	94%	95%	96%	90%	96%	93%	95%
Land use, planning and zoning	78%	65%	75%	56%	73%	64%	70%
Code enforcement (weeds, signs, etc.)	69%	63%	66%	64%	72%	61%	65%
Economic development	70%	67%	71%	63%	69%	67%	68%
Public information	78%	80%	85%	69%	81%	77%	80%
Municipal court	74%	67%	74%	62%	74%	62%	71%



**TABLE 64: QUESTION 8 COMPARED BY BUSINESS CHARACTERISTICS**

Overall, how would you rate the quality of the services provided by each of the following? (Percent "excellent" or "good")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
The Village of Orland Park	88%	84%	90%	70%	90%	80%	85%
Cook County Government	32%	30%	32%	26%	30%	33%	31%
Will County Government	56%	61%	65%	46%	63%	51%	58%
The State Government	22%	21%	25%	7%	20%	20%	21%
The Federal Government	25%	26%	29%	12%	28%	24%	26%

**TABLE 65: QUESTION 9 COMPARED BY BUSINESS CHARACTERISTICS**

Percent "yes"	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
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)?	74%	80%	80%	80%	78%	80%	76%

**TABLE 66: QUESTION 10 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Knowledge	88%	84%	88%	78%	85%	86%	86%
Responsiveness	88%	82%	87%	70%	86%	82%	84%
Courtesy	87%	78%	85%	70%	84%	81%	82%
Overall impression	87%	80%	86%	73%	83%	84%	83%

**TABLE 67: QUESTION 11 COMPARED BY BUSINESS CHARACTERISTICS**

Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
The value of services for the taxes paid to the Village of Orland Park	62%	64%	72%	49%	66%	61%	63%
The job the Village of Orland Park does informing me of community issues and values	75%	75%	79%	73%	80%	73%	76%
The job the Village of Orland Park government does at listening to businesses	64%	50%	59%	58%	61%	53%	56%
The overall direction that the Village of Orland Park is taking	74%	65%	77%	55%	67%	70%	68%

**TABLE 68: QUESTION 12 COMPARED BY BUSINESS CHARACTERISTICS**

Percent "yes"	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Is your business planning to hire in the next six months to a year?	54%	45%	38%	75%	36%	62%	48%

**TABLE 69: QUESTION 14 COMPARED BY BUSINESS CHARACTERISTICS**

Considering your most recent hiring experiences, please rate your impression of job applicants. (Percent "excellent" or "good")	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Applicants' prior experience	64%	65%	66%	57%	67%	63%	64%
Number of qualified applicants	40%	53%	48%	40%	45%	47%	47%
Courtesy of applicants	64%	75%	72%	61%	73%	67%	69%
Your overall impression of applicants	61%	68%	67%	56%	65%	63%	64%

**TABLE 70: QUESTION 15 COMPARED BY BUSINESS CHARACTERISTICS**

To what extent, if at all, have you relied in the past on the following resources to seek talent for your business? (Percent "great" or "minor" extent)	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Job Web sites (e.g., Career Builder, Monster, etc.)	51%	37%	40%	48%	32%	53%	43%
Head hunter	9%	14%	8%	22%	7%	17%	11%
Colleges/Universities	33%	40%	34%	47%	27%	44%	37%
Your organization's Web site	42%	40%	30%	71%	35%	49%	41%
Career fairs	26%	19%	14%	41%	19%	27%	21%

**TABLE 71: QUESTION 16 COMPARED BY BUSINESS CHARACTERISTICS**

If the Village were to implement the following services, how beneficial, if at all, would each be to your business? (Percent "very" or "somewhat" beneficial)	Years in Orland Park		Number of Employees		Annual Gross Revenue		Overall
	10 years or less	More than 10 years	10 or fewer	More than 10	Less than \$500,000	\$500,000 or more	
Streamlined permitting	72%	68%	70%	71%	67%	72%	70%
Financial assistance (i.e., loans, grants, rebates)	69%	56%	64%	57%	66%	60%	61%
Increased flexibility in Village regulations	74%	78%	72%	89%	75%	77%	77%
Village-financed marketing and promotion	85%	78%	80%	85%	79%	83%	80%
Physical improvements to Village-owned property (i.e., streets, sidewalks, public facilities)	80%	75%	76%	85%	80%	73%	78%
Offer skill-building classes/workshops for workers	59%	51%	56%	49%	58%	51%	54%

## APPENDIX D: COMPARISONS OF SURVEY RESULTS TO RESULTS FROM NOVI, MI

The following tables compare results of the 2013 Orland Park Business Survey to results from other communities. Significant differences are indicated with grey shading. In general, results tended to be similar between Orland Park and Novi, although Orland Park respondents gave more favorable ratings of ease of walking, availability of paths and walking trails, and Village services such as building permits and inspections, fire and street repair. Business representatives from Orland Park gave lower ratings than did those from Novi to employment opportunities, ease of car travel, jobs growth and safety.

**TABLE 72: QUESTION 1 COMPARED TO NOVI, MI**

<b>Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Orland Park as a place to work	88%	93%
Orland Park as a place to retire	59%	64%
Orland Park as a place to do business	77%	78%
The overall economic climate of Orland Park	79%	84%
The overall quality of life in Orland Park	86%	92%

**TABLE 73: QUESTION 2 COMPARED TO NOVI, MI**

<b>Please rate each of the following characteristics as they relate to Orland Park as a whole: (Percent "excellent" or "good")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Overall appearance of Orland Park	86%	92%
Cleanliness of Orland Park	91%	93%
Overall quality of commercial development in Orland Park	77%	77%
Variety of housing options for people who work in Orland Park	80%	74%
Overall quality of business establishments in Orland Park	87%	84%
Shopping opportunities	94%	95%
Employment opportunities	68%	78%
Training opportunities for work	54%	63%
Opportunities to volunteer	80%	72%
Opportunities to participate in community matters	81%	74%
Ease of car travel in Orland Park	39%	60%
Ease of bus travel in Orland Park	30%	20%
Ease of bicycle travel in Orland Park	41%	36%
Ease of walking in Orland Park	59%	49%
Availability of paths and walking trails	70%	48%
Traffic flow on major streets	27%	37%
Amount of public parking in commercial areas	74%	78%
Air quality	84%	87%
Quality of overall natural environment in Orland Park	84%	80%
Overall image or reputation of Orland Park	83%	84%

**TABLE 74: QUESTION 3 COMPARED TO NOVI, MI**

<b>Please rate the speed of growth in the following categories in Orland Park over the past 2 years: (Percent "about right")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Population growth	72%	65%
Retail growth (stores, restaurants, etc.)	57%	63%
Jobs growth	42%	61%

**TABLE 75: QUESTION 4 COMPARED TO NOVI, MI**

<b>Please rate how safe or unsafe you feel from the following in Orland Park: (Percent "very" or "somewhat" safe)</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Violent crime (e.g., assault, robbery)	82%	87%
Property crimes (e.g., burglary, theft)	77%	76%

**TABLE 76: QUESTION 5 COMPARED TO NOVI, MI**

<b>Please rate how safe or unsafe you feel: (Percent "very" or "somewhat" safe)</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
In Orland Park's commercial areas during the day	86%	95%
In Orland Park's commercial areas after dark	67%	82%

**TABLE 77: QUESTION 6 COMPARED TO NOVI, MI**

<b>Please indicate how likely or unlikely you are to do each of the following: (Percent "very" or "somewhat" likely)</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Recommend operating a business in Orland Park to someone who asks	80%	80%
Keep your business in Orland Park for the next five years	87%	88%

**TABLE 78: QUESTION 7 COMPARED TO NOVI, MI**

<b>Please rate the quality of each of the following services provided by the Village of Orland Park. (Percent "excellent" or "good")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>	<b>Overall</b>
Fire services	95%	98%	96%
Garbage collection	92%	82%	87%
Recycling	80%	69%	75%
Street repair	66%	53%	60%
Street cleaning	75%	73%	74%
Street lighting	80%	78%	79%
Snow removal	81%	80%	80%
Sidewalk maintenance	76%	72%	74%
Storm drainage	79%	82%	81%
Traffic enforcement	72%	74%	73%
Crime prevention	79%	85%	82%
Police services	91%	88%	90%
Land use, planning and zoning	70%	67%	68%
Building permits and inspections	67%	56%	62%
Code enforcement (weeds, signs, etc.)	65%	66%	66%
Economic development	68%	71%	69%
Public information	80%	83%	81%
Municipal court	71%	78%	74%

**TABLE 79: QUESTION 8 COMPARED TO NOVI, MI**

<b>Overall, how would you rate the quality of the services provided by each of the following? (Percent "excellent" or "good")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
The Village of Orland Park	85%	84%
The State Government	21%	55%
The Federal Government	26%	36%

**TABLE 80: QUESTION 9 COMPARED TO NOVI, MI**

<b>Percent "yes"</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
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)?	76%	68%

**TABLE 81: QUESTION 10 COMPARED TO NOVI, MI**

<b>Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Knowledge	86%	86%
Responsiveness	84%	82%
Courtesy	82%	85%
Overall impression	83%	84%

**TABLE 82: QUESTION 11 COMPARED TO NOVI, MI**

<b>Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
The value of services for the taxes paid to the Village of Orland Park	63%	69%
The job the Village of Orland Park does informing me of community issues and values	76%	70%
The job the Village of Orland Park government does at listening to businesses	56%	54%
The overall direction that the Village of Orland Park is taking	68%	72%

**TABLE 83: QUESTION 12 COMPARED TO NOVI, MI**

<b>Percent "yes"</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Is your business planning to hire in the next six months to a year?	48%	75%

**TABLE 84: QUESTION 14 COMPARED TO NOVI, MI**

<b>Considering your most recent hiring experiences, please rate your impression of job applicants. (Percent "excellent" or "good")</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Applicants' prior experience	64%	59%
Number of qualified applicants	47%	46%
Courtesy of applicants	69%	65%
Your overall impression of applicants	64%	58%



**TABLE 85: QUESTION 15 COMPARED TO NOVI, MI**

<b>To what extent, if at all, have you relied in the past on the following resources to seek talent for your business? (Percent "great" or "minor" extent)</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Job Web sites (e.g., Career Builder, Monster, etc.)	43%	55%
Head hunter	11%	29%
Colleges/Universities	37%	50%
Your organization's Web site	41%	58%
Career fairs	21%	25%

**TABLE 86: QUESTION 16 COMPARED TO NOVI, MI**

<b>If the Village were to implement the following services, how beneficial, if at all, would each be to your business? (Percent "very" or "somewhat" beneficial)</b>	<b>Orland Park, IL</b>	<b>Novi, MI</b>
Streamlined permitting	70%	81%
Financial assistance (i.e., loans, grants, rebates)	61%	70%
Increased flexibility in Village regulations	77%	87%
Village-financed marketing and promotion	80%	76%
Physical improvements to Village-owned property (i.e., streets, sidewalks, public facilities)	78%	77%
Offer skill-building classes/workshops for workers	54%	64%

## APPENDIX E: COMPARISONS OF SURVEY RESULTS TO THE NATIONAL CITIZEN SURVEY™ RESULTS

The following tables compare results of the 2013 Orland Park Business Survey to results from The National Citizen Survey™ (The NCS) conducted in 2012. Significant differences are indicated with grey shading. Overall, results were similar between the two surveys. When results differed, business representatives tended to award higher ratings; however, residents gave more favorable ratings to Orland Park as a place to retire, ease of bicycle travel, municipal court and services provided by the State government.

**TABLE 87: QUESTION 1 COMPARED TO THE NCS**

Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")	Business Survey 2013	The NCS 2012	Overall
Orland Park as a place to work	88%	71%	75%
Orland Park as a place to retire	59%	67%	65%
The overall quality of life in Orland Park	86%	88%	88%

**TABLE 88: QUESTION 2 COMPARED TO THE NCS**

Please rate each of the following characteristics as they relate to Orland Park as a whole: (Percent "excellent" or "good")	Business Survey 2013	The NCS 2012	Overall
Overall appearance of Orland Park	86%	82%	83%
Overall quality of commercial development in Orland Park	77%	71%	72%
Variety of housing options for people who work in Orland Park	80%	78%	79%
Overall quality of business establishments in Orland Park	87%	85%	85%
Shopping opportunities	94%	92%	92%
Employment opportunities	68%	50%	54%
Opportunities to volunteer	80%	77%	78%
Opportunities to participate in community matters	81%	68%	71%
Ease of car travel in Orland Park	39%	41%	41%
Ease of bicycle travel in Orland Park	41%	57%	55%
Ease of walking in Orland Park	59%	59%	59%
Availability of paths and walking trails	70%	69%	69%
Traffic flow on major streets	27%	31%	30%
Amount of public parking in commercial areas	74%	70%	71%
Quality of overall natural environment in Orland Park	84%	81%	82%
Overall image or reputation of Orland Park	83%	84%	84%

Note: "Overall quality of commercial development in Orland Park" was "Overall quality of new development in Orland Park" on The NCS. "Variety of housing options for people who work in Orland Park" was "Variety of housing options" on The NCS. "Overall quality of business establishments in Orland Park" was "Overall quality of business and service establishments in Orland Park" on The NCS. "Amount of public parking in commercial areas" was "Amount of public parking" on The NCS.

TABLE 89: QUESTION 3 COMPARED TO THE NCS

Please rate the speed of growth in the following categories in Orland Park over the past 2 years: (Percent "about right")	Business Survey 2013	The NCS 2012	Overall
Population growth	72%	60%	62%
Retail growth (stores, restaurants, etc.)	57%	52%	53%
Jobs growth	42%	26%	29%

TABLE 90: QUESTION 4 COMPARED TO THE NCS

Please rate how safe or unsafe you feel from the following in Orland Park: (Percent "very" or "somewhat" safe)	Business Survey 2013	The NCS 2012	Overall
Violent crime (e.g., assault, robbery)	82%	81%	82%
Property crimes (e.g., burglary, theft)	77%	73%	73%

TABLE 91: QUESTION 5 COMPARED TO THE NCS

Please rate how safe or unsafe you feel: (Percent "very" or "somewhat" safe)	Business Survey 2013	The NCS 2012	Overall
In Orland Park's commercial areas during the day	86%	85%	85%
In Orland Park's commercial areas after dark	67%	61%	62%

Note: "In Orland Park's commercial areas" was written as "In Orland Park's downtown area" on The NCS.

TABLE 92: QUESTION 7 COMPARED TO THE NCS

Please rate the quality of each of the following services provided by the Village of Orland Park. (Percent "excellent" or "good")	Business Survey 2013	The NCS 2012	Overall
Police services	91%	90%	90%
Recycling	80%	85%	84%
Street repair	66%	59%	60%
Street cleaning	75%	68%	69%
Street lighting	80%	68%	70%
Snow removal	81%	71%	72%
Sidewalk maintenance	76%	64%	66%
Storm drainage	79%	73%	74%
Traffic enforcement	72%	74%	73%
Crime prevention	79%	84%	84%
Fire services	95%	96%	96%
Land use, planning and zoning	70%	63%	64%
Code enforcement (weeds, signs, etc.)	65%	67%	67%
Economic development	68%	63%	64%
Municipal court	71%	80%	78%

**TABLE 93: QUESTION 8 COMPARED TO THE NCS**

Overall, how would you rate the quality of the services provided by each of the following? (Percent "excellent" or "good")	Business Survey 2013	The NCS 2012	Overall
The Village of Orland Park	85%	84%	84%
Cook County Government	31%	28%	29%
The State Government	21%	31%	29%

**TABLE 94: QUESTION 9 COMPARED TO THE NCS**

Percent "yes"	Business Survey 2013	The NCS 2012	Overall
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)?	76%	54%	57%

**TABLE 95: QUESTION 10 COMPARED TO THE NCS**

Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")	Business Survey 2013	The NCS 2012	Overall
Knowledge	86%	86%	86%
Responsiveness	84%	86%	85%
Courtesy	82%	87%	86%
Overall impression	83%	86%	85%

**TABLE 96: QUESTION 11 COMPARED TO THE NCS**

Please rate each of the following aspects of quality of life in Orland Park: (Percent "excellent" or "good")	Business Survey 2013	The NCS 2012	Overall
The value of services for the taxes paid to the Village of Orland Park	63%	60%	60%
The overall direction that the Village of Orland Park is taking	68%	59%	61%

## APPENDIX F: SURVEY METHODOLOGY

### Instrument Development

General business surveys, such as this one, ask recipients for their perspectives on policy issues facing the Village and their assessment of Village service delivery, the quality of life in the Village and the use of Village amenities. The Business Survey was developed by National Research Center, Inc. (NRC) in collaboration with the Village of Orland Park and the City of Novi, Michigan. Starting with The National Citizen Survey™, through an iterative process, Orland Park and Novi staff reviewed sample questions developed by NRC that had been included on business surveys conducted in other communities to choose questions applicable to both communities for the purpose of comparing results. Relevant questions from the resident survey and the sample business surveys were selected and new questions specific to Orland Park and Novi were created. Through this iterative process between Village, City and NRC staff, a final three-page questionnaire was created.

### Sample Selection

All businesses included in the Village's business database as well as those that require licensure through the State of Illinois (such as businesses in the medical industry and attorneys) were eligible for the survey. Approximately 3,220 businesses were eligible to participate.

The person most knowledgeable about the business (typically the business owner or manager) was asked to complete the survey. This instruction was contained in the invitations sent to businesses.

### Survey Administration and Response Rate

The business survey was available to be completed online and business owners and managers in the Orland Park community were invited to complete the survey through a series of mailings that included the survey link. Orland Park businesses received three mailings consisting of a pre-notification card, a letter specifying the Web-only survey details and a reminder postcard. Businesses not in the Village's database (those not required to get a license through the Village) were hand-delivered a single letter invitation that contained the survey link. An individual within each business most knowledgeable about the business (typically the owner or manager) was instructed to complete the survey. About 12% of the mailings were returned because the postal service was unable to deliver the mailing as addressed or the business had closed. Of the remaining 2,833 businesses, 236 submitted the survey with varying levels of completion resulting in a response rate of 8%.

### Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used for this report, is 95%. The 95% confidence interval quantifies the sampling error or imprecision of the survey results because some businesses' opinions are relied on to estimate all businesses' opinions. The confidence interval for the Orland Park 2013 Business Survey is no greater than plus or minus seven percentage points around any given percent reported for the entire sample (236 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many businesses, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the

confidence interval created for a single survey. For example, if 72% of businesses rate a service as “excellent” or “good,” then the 7% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire population is between 65% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of businesses with opinions different from survey responders.

For subgroups of responses (e.g., years in business, annual revenue), the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 50 respondents, the margin of error is plus or minus 14 percentage points.

## Survey Processing (Data Entry)

Survey responses were captured in “real-time” as respondents submitted their completed questionnaires online. Data were automatically stored electronically and then were downloaded for analysis.

## Data Analysis

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix A: Complete Set of Survey Responses*. Survey results are compared by respondent characteristics in *Appendix C: Comparisons of Survey Results by Business Characteristics*. Comparisons of select survey questions to results from Novi’s business survey and results from The National Citizen Survey™ administered to residents in 2012 are presented in *Appendix D: Comparisons of Survey Results to Results from Novi, MI* and *Appendix E: Comparisons of Survey Results to The National Citizen Survey™ Results*.

Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with dark grey shading in the appendices.

## APPENDIX G: SURVEY INSTRUMENT

The following pages contain the survey instrument in a format similar to the online survey that was completed by business representatives in the Village of Orland Park.

# 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 14                       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>
Applicants' 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

# The Village of Orland Park 2013 Business Survey

**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.) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head hunter .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colleges/Universities .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your organization's Web site .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career fairs .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**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?**

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**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.**

**D1. Which one of the following industries best describes the nature of your business? (Please check the one that comes closest.)**

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

**D2. What is your position in this organization?**

- Owner
- Manager or Administrator
- Administrative Assistant
- Other

**D3. 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

**D8. 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

**D9. 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

**D10. 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

**D11. 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**