



November 1, 2019

Dear Hanover Park Resident,

The Village of Hanover Park's Mission Statement is "To deliver exceptional municipal services to enhance our high-quality community." In order to help assess our services and perceptions of the Village, we are conducting a citizen satisfaction survey. We would like to know how satisfied you are with the Village's various services and the Village overall.

The Village of Hanover Park has partnered with the University of Illinois at Chicago (UIC) to administer and analyze the survey, which will be available between November 1st and November 15th. The results of the survey will be presented to the Village once compiled.

Your input is very important to us. We would appreciate you taking a few minutes to complete the online survey at www.hpil.org/survey. The survey will also be available in hard copy at Village Hall or can be downloaded from our website at hpil.org for you to fill out manually. All responses will be maintained as anonymous and confidential.

Thank you very much for taking the time to share your opinions with us and helping the Village of Hanover Park continue to be a great place to live, visit, work and do business.

Sincerely,

A handwritten signature in black ink, which appears to read "Rodney S. Craig". The signature is written in a fluid, cursive style.

Rodney S. Craig
Village President

2019 Village of Hanover Park Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your participation is important to us as part of the Village's efforts to improve village services. Please return the completed survey in an envelope available at the front desk or complete it online by visiting www.hpil.org/survey. If you have any questions, please call Deputy Village Manager David Webb at (630) 823-5611 or email dwebb@hpil.org.

Quality of Life in the Village of Hanover Park

1. Please rate the overall quality of life in the Village of Hanover Park.

		Excellent (5)	Good (4)	Fair (3)	Needs Improvement (2)	No Opinion (1)
1.	As a place to live					
2.	As a place to raise a family					
3.	As a place that values diversity					
4.	As a place that provides quality education					
5.	As a place to work					
6.	As a place to retire					
7.	The overall quality of life in the Village of Hanover Park					

Perceptions of the Village of Hanover Park as a whole

2. Please rate your satisfaction with the following items that may indicate your perceptions of the Village of Hanover Park

		Very Satisfied (5)	Satisfied (4)	Neutral (3)	Needs Improvement (2)	No Opinion (1)
1.	Feeling of safety in the Village of Hanover Park					
2.	Reputation of the Village of Hanover Park					
3.	Quality of life in the Village of Hanover Park					
4.	Quality of services provided by the Village of Hanover Park					
5.	Quality of cultural activities/events in the Village of Hanover Park					
6.	How well the Village of Hanover Park is managing growth					
7.	Overall new development in the Village of Hanover Park					
8.	Financial stability of the Village of Hanover Park					
9.	Quality of pedestrian & bike trails in the Village of Hanover Park					

Overall Quality of Service by Department in the Village of Hanover Park

3. Please rate your satisfaction on the overall quality of services in the Village of Hanover Park.

		Very Satisfied (5)	Satisfied (4)	Neutral (3)	Needs Improvement (2)	No Opinion (1)
1.	Overall Police Department services					
2.	Overall Fire Department services					
3.	Overall Emergency Medical & Ambulance services					
4.	Overall Public Works Department services					
5.	Overall Finance Department services					
6.	Overall Community & Economic Development services					
7.	Overall Inspectional Services Department					

Overall Quality of Service by Department in the Village of Hanover Park

4. Please rate your satisfaction with specific services provided by the Village of Hanover Park.

		Excellent (5)	Good (4)	Fair (3)	Needs Improvement (2)	No Opinion (1)
1.	Police Department crime prevention					
2.	Fire Department education classes					
3.	Police Department community engagement					
4.	Fire Department community engagement					
5.	Street repair					
6.	Snow removal on your neighborhood streets					
7.	Traffic enforcement					
8.	Street lighting					
9.	Maintenance of the commuter lot and Metra Station					
10.	Garbage collection					
11.	Yard waste pickup					
12.	Permit application process					
13.	Business license application process					
14.	Village parks (Hanover Park – Park District)					
15.	Recreational opportunities & facilities (Hanover Park – Park District)					
16.	Bill payment options					
17.	Code enforcement					
18.	Village sponsored special events					

Village Services to Focus on for Strategic Planning Purposes

5. Please rate the level of importance that the Village of Hanover Park should focus on during the upcoming 2020 strategic planning process.

		Essential (5)	Very Important (4)	Important (3)	Not Important (2)	No Opinion (1)
1.	Overall feeling of safety in the Village of Hanover Park					
2.	Overall economic health of the Village of Hanover Park					
3.	Expansion of bike paths and other “green space” options in the Village of Hanover Park					
4.	Quality & variety of restaurants in the Village of Hanover Park					
5.	Health & wellness opportunities in the Village of Hanover Park					
6.	The expansion of business opportunities in the Village of Hanover Park					

Strategic Plan

11. The Village of Hanover Park's 2018 Strategic Plan that expires in 2020. The plan's five goals are:

- (1) Finance Health**
- (2) Focused Economic Development and Redevelopment**
- (3) Maintain and Enhance Infrastructure**
- (4) Community Image and Identity**
- (5) Effective Governance**

Please rank the importance of each goal from 1st (MOST IMPORTANT) to 5th (LEAST IMPORTANT). [Write in your answers below using the numbers from the list of goals above].

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____

12. Are there services, projects, or programs that you would like for the Village of Hanover Park to offer?

13. Are there any topics that were not covered in the survey that you would like to tell us about?

Demographics

14. Approximately many years have you lived in Hanover Park?

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

15. Which of the following best describes your age?

- ____(1) Under 18 years old ____ (2) 18-24 years old ____ (3) 25-34 years old ____ (4) 35-44 years old
____(5) 45-54 years old. ____ (6) 55-64 years old ____ (7) 65-74 years old ____ (8) 75 years old or older

16. What is your total annual household income?

- ____(1) Under \$30,000. ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,000. ____ (4) More than \$100,000

17. Do you own or rent your home?

- ____(1) Own ____ (2) Rent

18. What is your gender?

- ____(1) Male ____ (2) Female ____ (3) Non-binary

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

- (1) Full-time employment
- (2) Part-time employment
- (3) Unemployed/looking for work
- (4) Unemployed/not looking for work
- (5) Student
- (6) Retired
- (7) Other _____

20. What is your primary means or method of transportation to work?

- | | |
|---|--|
| <input type="checkbox"/> (1) Personal motorized vehicle (e.g. car, van, motorcycle) | <input type="checkbox"/> (2) Public transportation (e.g. CTA, Metra, Pace Bus) |
| <input type="checkbox"/> (3) Carpool | <input type="checkbox"/> (4) Workplace shuttle |
| <input type="checkbox"/> (5) Ride-share service (e.g. Uber, Lyft) | <input type="checkbox"/> (6) Walk |
| <input type="checkbox"/> (7) Bike | <input type="checkbox"/> (8) Other: _____ |
| <input type="checkbox"/> (9) Do not work/Retired | <input type="checkbox"/> (10) Do not Commute/Work from home |

21. What is the highest degree or level of education you have completed? (If you're currently enrolled in school, please indicate the highest degree you have received).

- (1) Less than a high school diploma
- (2) High school diploma or equivalent (e.g. GED)
- (3) Some college, no degree
- (4) Associate degree (e.g. AA, AS)
- (5) Bachelor's degree (e.g. BA, BS)
- (6) Master's degree (e.g. MA, MS, MEd)
- (7) Professional degree (e.g. MD, DDS, DVM)
- (8) Doctorate (e.g. PhD, EdD)

22. Which of the following best describes your race/ethnicity? [Check all that apply.]

- (1) Black or African American
- (2) Asian/Pacific Islander
- (3) Hispanic/Latino
- (4) Native American
- (5) Middle Eastern/North African
- (6) White
- (7) Other _____

This concludes the survey – Thank you for your time!

Please return the completed survey in an envelope available at the front desk at Village Hall or mail to:

Village of Hanover Park
2121 W. Lake Street
Attn: Deputy Village Manager David Webb

Or email to: dwebb@hpil.org