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November, 2018

Dear Bensenville Resident,

As many of you may be aware, the Village has hired an outside research firm for several years to conduct a thorough community survey. Understanding your concerns and providing residents the opportunity to weigh in on the direction of the Village is an important part of my administration. Data gathered from this survey is often used to help Village leadership shape policy and long-term development plans. This past summer, the survey was randomly distributed to residential properties throughout the Village and over 450 residents took the time to complete it. The results show a significant increase in resident satisfaction over the previous years, with the satisfaction rate now largely above the national average.

I am pleased to see that the overall view of the Village is positive. 76% of participants felt that Bensenville was a good place to live and 74% would recommend living in Bensenville to a friend. 92% of residents feel safe in their neighborhood, a number that has continued to rise each year. We also saw an increase in customer service for Village staff with an 84% satisfaction of staff politeness and respect, as well as an 83% satisfaction with promptness of service. Finally, and most importantly, 80% of residents feel that the Village is on the right track towards future success. Bensenville is a great place to live and I am glad to see so many of you agree.

Thank you to all of those who took the time to complete the survey, your feedback is a valuable tool for future improvements. We are committed to continued development in Bensenville and your input plays a key role in the decision-making process.

To see the complete survey results, please visit www.bensenville.il.us.

Sincerely,



Frank DeSimone
Village President