



VILLAGE OF HINSDALE

FOUNDED IN 1873

19 EAST CHICAGO AVENUE
HINSDALE, ILLINOIS 60521-3489 • (630) 789-7000
Village Website: <http://www.villageofhinsdale.org>

VILLAGE PRESIDENT
Tom Cauley

TRUSTEES
J. Kimberley Angelo
Christopher J. Elder
Gerald J. Hughes
Laura LaPlaca
Bob Saigh
Luke Stifflear

POLICE DEPARTMENT 789-7070
FIRE DEPARTMENT 789-7060
121 SYMONDS DRIVE

In an effort to provide the best customer service possible, we would like your feedback. Please take a couple minutes to answer the following questions. Your opinion matters!

What brought you into the department? Check those that apply

- General Inquiry
- Permit drop off/pick up
- Zoning question
- Code Enforcement
- Engineering inquiry
- Other _____

Did you have to wait to be served? Yes No

If yes, how long _____

Were your questions answered and were you given clear direction? Yes No

If not, please explain _____

Was the level of service you received; (Check one)

- Above your expectations
- What you expected
- Less than expected

Most permits take time to review before they can be issued. Did you feel that the amount of time it took to either provide comments or issue the permit was reasonable? Yes No

If not, what would be reasonable? _____

Please use the following scale (1= strongly disagree/poor, 2= disagree/fair, 3= agree/good, 4= strongly agree/very good)

Plan review was thorough and comments were concise. 1 2 3 4

Inspections were scheduled and performed in a timely manner. 1 2 3 4

Technical staff was knowledgeable and provided clear direction.

1 2 3 4

The Village adopts building codes to ensure that work meets minimum standards in order to protect the public health, safety, and welfare. Do you feel that the building codes the Village enforces are reasonable?

1 2 3 4

If not, why? What would you change? _____

The Village adopts zoning rules to help regulate what gets built where and groups different uses based on type and intensity. There is generally a process involved in order to verify compliance in this regard. Do you feel the rules are fair and the process is reasonable?

1 2 3 4

If not, why? What would you change? _____

Staff generally refers to the process of getting approvals for commercial developments as "entitlement". This process can sometimes require multiple approvals from different bodies such as the Plan Commission, Zoning Board of Appeals, or Board of Trustees. Do you feel that the process in place is reasonable?

1 2 3 4

If not, why? What would you change? _____

The goal is ultimately to provide the best service we can while balancing the rules and regulations in place against expectations and productivity. Do you feel that the staff is doing a good job overall with the resources available?

1 2 3 4

If not, why? What would you change? _____

Name and contact information (optional) _____

Please return survey to:

Robert McGinnis,
Director of Community Development/Building Commissioner
19 E. Chicago Avenue, Hinsdale, IL 60521
rmcginnis@villageofhinsdale.org