

## VILLAGE OF BARTLETT ECONOMIC DEVELOPMENT COMMISSION

### **MEETING AGENDA**

Meeting to be held at: BARTLETT VILLAGE HALL 228 South Main Street, Bartlett, IL August 8, 2022 – 7:00 PM

- 1. Call to Order
- 2. Roll Call
- 3. Approval of the June 27, 2022 meeting minutes
- 4. Public Comment
- 5. Development Site Discussion
- 6. Business Survey
- 7. New Business
- 8. Adjournment



#### 1. CALL TO ORDER

Commissioner Kubaszko called the regular meeting of June 27, 2022 of the Economic Development Commission (EDC) of the Village of Bartlett to order on the above date at 7:01 PM

ROLL CALL

PRESENT: Commissioners Erickson, Gorski, Gudenkauf, Kubaszko, LaPorte, Smodilla

ABSENT: Commissioners Hughes, Lewensky, Perri

<u>ALSO PRESENT:</u> Economic Development Coordinator Tony Fradin, Assistant Village Administrator Scott Skrycki Management Analyst Joey Dienberg

3. APPROVAL OF April 11, 2022 MEETING MINUTES

Commissioner Smodilla moved to approve the April 11, 2022 meeting minutes, seconded by Commissioner Gorski.

AYES:

Commissioners Erickson, Gorski, Gudenkauf, Kubaszko, LaPorte, Smodilla

NAYS:

None

ABSENT:

Commissioners Hughes, Lewensky, Perri

MOTION CARRIED

4. PUBLIC COMMENT

**NONE** 

#### 5. REBECCA'S CAKES BY DESIGN BEDA APPLICATION

Mr. Fradin stated that attracting a bakery to town had long been one of the village's targeted businesses for over ten years.

When Sorella's Bakery closed in Devon-Prospect Plaza in 2009, bakery items had primarily been available for sale only at Jewel and through home-based businesses.

One such home-based business was Rebecca's Cakes by Design, owned and operated by Rebecca Lesmeister. Eventually, her business grew to the point where she moved from a home-based business to a small commercial space in Downtown Bartlett two years ago.



Located on the south portion of Main Street Plaza (Krueger portion) in a rear-facing unit, Ms. Lesmeister built out a small vacant space into the village's first bakery in several years.

When she opened the small location, she expressed the hope to be able to expand into a larger storefront at the conclusion of her two-year lease.

Over the past two years, Rebecca's Cakes by Design has been well-received by the community and has continued to grow in popularity to the point where Ms. Lesmeister is ready to expand her bakery into a larger, more prominent storefront in a space that is easier to access and provides an attractive outdoor area for customers to enjoy baked goods.

Staff worked closely with Rebecca and her husband John in pursuing the space at 225 S. Main Street where they are currently working on converting the former crepe restaurant into a modern, code-compliant bakery that will also offer coffee, espresso and breakfast items in addition to delicious treats hand crafted daily.

Ms. Lesmeister has submitted the attached application, which includes a detailed business plan along with quotes totaling \$46,960.25 in improvements.

This includes full buildout of the space, which will be reconfigured from its current state to a bakery and includes all facets including electrical, plumbing, general construction, bakery equipment, drywall, a water purifier and an exterior sign.

Bakery equipment comprises the largest line item at \$22,100, followed by \$8,000 in plumbing improvements, \$6,900 for painting, and a sign for \$5,010.

Her business plan details her expertise in baking as well as her vast experience in the field. Ms. Lesmeister is continuing her passion for baking to serve a community need by providing baked goods that are not only delicious and safe but a work of art.

Ms. Lesmeister's BEDA application further includes a detailed marketing plan, which she has demonstrated the ability to carry through on over the past two years, participating in and sponsoring many local events and organizations.

She is well-aware of the demand for allergy-friendly baked goods and fills this need by ensuring safety in all ingredients and consulting with food experts to ensure integrity in their offerings.

Ms. Lesmeister is present at her bakery from open to close most days, and her business has grown from a one-woman shop to one with five part-time employees and two full-time



employees. She anticipates hiring two additional full-time employees and two additional part-time, possibly a third, within twelve months of opening this new location.

Having previously worked with our village's downtown bakery for the past two years, we are eager to continue supporting Rebecca's Cakes by Design with its expansion and relocation into Bartlett Town Center.

In continuing the "shop local" movement and encouraging entrepreneurial residents like Ms. Lesmeister to take the next major step from a small commercial location in the rear lower level of an older center to a prominent location in the middle of Bartlett Town Center, staff is strongly supportive of this endeavor.

Please note that the Village previously approved a BEDA grant at her soon-to-be former location, making Ms. Lesmeister the first two-time applicant as she continues to grow her business, demonstrating her and her family's enormous commitment to successfully running a bakery in downtown Bartlett.

Due to the desirability for a successful downtown bakery and the applicant's commitment to keeping her business in downtown, staff recommends the maximum fifty percent threshold for this BEDA grant in the amount of \$23,480.12.

May 1st began a new fiscal year and the unpaid BEDA funds committed at present include \$50,000 for Banbury Fair, \$1,992.50 for Geek Inc. Comics, and \$2,021 for The Dogfather.

Commissioner Erickson asked for clarification on which fiscal year the unpaid BEDA grants will come from. She added that she thinks it is good that every year the line item has grown, showing more growth and development of local businesses in the community.

Mr. Fradin clarified by stating that they will come out of the budget year that they are paid out in. He added that the further into the fiscal year they are, commissioners should keep in mind that BEDA grants brought before the commission would be paid out in the upcoming fiscal year. He added that staff uses this program to leverage private investment.

Commissioner Gorski asked the petitioner if she is keeping the equipment from her old location.

Ms. Lesmeister stated that they are bringing almost all of the equipment from the old location. She added that they are buying more equipment as well as completing a buildout to accommodate the growth that they have seen. This includes adding an additional oven and increasing the size of her bakery cases. Everything we are buying is to enhance what we are already doing.



Commissioner Smodilla asked what the previous BEDA Grant amounted in. She also complimented the petitioner on her detailed budget included in the packet, and asked about what she anticipates in gross sales for 2022. She also asked about the tax benefit to the village.

Mr. Fradin stated that they received a grant that was about \$7,000 and it was close to 30% of the project. He added that the Village receives 2% sales tax between the 1% sales tax and an additional 1% for the villages home rule sales tax.

Ms. Lesmeister stated that they are already ahead of their 2021 sales, and anticipates a 25-50% increase for gross revenue sales in 2022. In regards to the tax benefit, she added that they try to keep as much of their purchasing in Bartlett as possible, as well as hiring Bartlett residents as employees.

Mr. Skrycki stated that beyond the tax benefit, he added that throughout obtaining resident feedback, time and again a forward-facing bakery has been brought up, and incorporated into the strategic plan. Every stakeholder meeting, bakeries are hot topics. I don't like to get too emotional in a professional setting, but I can say that I have never been more proud of a BEDA recommendation, and the work Tony has done with Rebecca. You can look at the analytics and data, but when it comes to "sweat equity", which you are not going to see in ROI and a data driven document, but I have never met a small business owner with more sweat equity than Rebecca. Every staff recommendation, she has been one step ahead when it comes to joining the chamber. entering in community events, marketing tips, every single suggestion she implements before it is even suggested. Beyond some of the analytics, it is important that the EDC know that when we recommend these things, we look beyond the analytics. When we first sat down with Rebecca at her initial location. I wasn't too crazy about it, but I was wrong. That slow, mature, methodical growth is economic gardening 101. Starts from her home, moves into a location that is "OK", makes sure she can handle the business and the growth, and then makes the move to a location that is front and center, the geographical center of town, and out of all of the BEDA's that staff has recommended, we are so proud of this business, and it is right on main street.

Commissioner Erickson agreed with Mr. Skrycki, stating how great this business is for the community, and how great it will be for that location and the overall benefit for the center. She stated they have proven themselves, networked and grown, adding that this is the perfect time and place.

Commissioner Gudenkauf agreed and stated that they have done a great job, they are so involved and expressed excitement going forward. Plus, there are so many fitness centers in town, someone has to make sure they have business.



Commissioner LaPorte asked about the current lease terms, and where they see the business going. He also asked how steady the wholesale business is, with retail being sometimes fickle.

Ms. Lesmeister stated that this is a five-year lease, and hope to either renew at that time or potentially purchasing a new place that they hope to be their final move, would be freestanding, and renovate to their needs. We wanted to be sure that we did this in steps, and we didn't overdue ourselves. She also said there are options to expand in surrounding units in the shopping center, and there are lots of options. She added that they currently work with 120 Live. We are definitely looking to expand wholesale, and are looking for the right fit. There are certain products that lend themselves to being mass produced, and we are currently in the stepping stones of providing some desserts to some larger businesses. Adding wholesale is a goal to increase the predictable week to week sales, but the primary business is the custom cakes, and that the front sales are just the icing on the cake.

Commissioner Smodilla asked what the average ticket price is on a custom cake.

Ms. Lesmeister stated that they average \$200+, but they do vary. We are usually doing 30-40 cakes a week, and sometimes they are \$60 cakes, and some are \$500 plus an entire dessert table.

Mr. Skrycki added that 10% of their sales are out of town based on credit card sales, and noted how impressive that is, and only sees it improving with a new and improved location.

Commissioner Erickson moved to recommend a BEDA grant reimbursement of fifty percent of the buildout, which amounts to \$23,480.12 to Rebecca's Cakes by Design, Seconded by Commissioner Smodilla.

#### **ROLL CALL VOTE**

AYES:

Commissioners Erickson, Gorski, Gudenkauf, Kubaszko, LaPorte, Smodilla

NAYS:

None

ABSENT:

Commissioners Hughes, Lewensky, Perri

MOTION CARRIED

#### 6. NEW BUSINESS

Mr. Fradin provided updates on various restaurant sites around the village. The sites included the closing of Bovino and its already coming replacement by an Indian



restaurant, the changing of hands of the former Indian Express into the village's first Columbian restaurant and the relocation/expansion of Bannerman's into the Brewster Creek Business Park.

Commissioner Smodilla commented that the noise was a common complaint in their old location, and this site will accommodate Bannerman's much better.

Mr. Fradin agreed, stating that it could become the premier sports bar/concert venue in the area.

There being no further business to discuss, Commissioner Erickson moved to adjourn the EDC meeting and that motion was seconded by Commissioner Smodilla.

Commissioner LaPorte asked if the village would ever consider building a bandshell.

Mr. Fradin stated it is a good suggestion, but isn't aware of the history of this idea within the village, he added that Bannerman's would really fill that need for an outdoor band space.

Commissioner Smodilla added that there was a similar site in Elgin using a permanent structure, as well as Rosemont. She added that the nearby restaurants and businesses are really happy with that summer concert series.

Commissioner Gorski asked if there is open space around their site. He added that this will be a great lunch venue for the employees of the park, and if there are open sites around, maybe other venues could join in that area to capture those employees.

Mr. Fradin stated that they are buying a larger lot than the space will occupy, adding that it is well in the business park, but there is some open space within the lot. He added that they are adding a "quick lunch" option to cater to those nearby employees who may only have shorter lunch breaks. He added there are companies in the business parks that have 200-300 customers in and out everyday that Bannerman's has the opportunity to capture.

Commissioner Smodilla added that the location has a great opportunity to cater to nearby communities like West Chicago and St. Charles, which do not have any businesses like this to provide that concert venue with a good restaurant attached.

Mr. Skrycki stated that this is a great opportunity to show residents what is going on in the business park, adding connectivity to the residents and putting the park on display.

Mr. Fradin added that there could be a lot of meetings there, and could additionally add corporate accounts for businesses in the park.

Commissioner Smodilla asked if this facility would be eligible for a Sportsbook License Mr. Skrycki stated that it is a special license with the state.



Mr. Fradin stated that he could suggest it to the owner.

Mr. LaPorte asked about the facility on Devon.

Mr. Fradin stated that the developer of that site passed away recently, but the building is almost finished, and sites are being filled nonetheless, one by a specialty closet company.

#### **ROLL CALL VOTE TO ADJOURN**

AYES:

Commissioners Erickson, Gorski, Gudenkauf, Kubaszko, LaPorte, Smodilla

NAYS:

None

ABSENT:

Commissioners Hughes, Lewensky, Perri

#### MOTION CARRIED

The meeting was adjourned at 7:48 p.m.

Joseph Dienberg

Management Analyst

#### **ECONOMIC DEVELOPMENT MEMORANDUM**

**DATE:** August 1, 2022

**TO:** Chairman and Members of the Economic Development Commission

**FROM:** Tony Fradin, Economic Development Coordinator 77

**RE:** Development Sites

In 2016, the EDC worked for several months on an Economic Development Marketing plan.

At the time, the commercial and industrial vacancy rates were high so the primary focus was to work towards filling empty spaces.

We also discussed plans and strategies for attracting new development to vacant land sites throughout the village.

Since that time, the overall economy improved for a number of years and the village's did, as well. The BEDA program was created, which has resulted in sixteen grants totaling \$384,000\* for business projects, the biggest one being the redevelopment of the former Bartlett Plaza into the Streets of Bartlett.

Some new commercial construction including new car washes, Culver's, True North, the "new" Bartlett Plaza in the Home Depot out lot and the Galleria of Bartlett have increased the occupancy rate, while three chronically vacant buildings have since been demolished.

Numerous industrial sites have been built since then, resulting in hundreds of millions of dollars' worth of investment, millions of new square feet of construction, and many new businesses.

Most of the vacant commercial land sites from the 2016 Marketing plan remain vacant. However, staff is currently working with several prospects on key sites throughout the village including the Crown Development site, the Heidner property, the northwest corner of County Farm and Stearns Road, a ten-acre parcel on the west side of Route 59, a 2.9-acre commercial site in Kane County, and village-owned properties at Route 59 & Lake Street and Opportunity Site E in downtown.

The following is a summary of new economic development projects that we hope to bring to town over the next few years:

Village-owned ten-acre parcel

Following years of working to attract retail development, and then high-end apartment development to the site at the southwest corner of Route 59 & Lake Street, the village is

currently working with Mr. Bob Loquercio on two automobile dealerships further west of the site at the former Barrington RV property.



The project, known as the Bartlett Automotive Mall, gained Village Board approval in late December and is currently proceeding through Cook County for approval of a Class 7c property tax incentive.

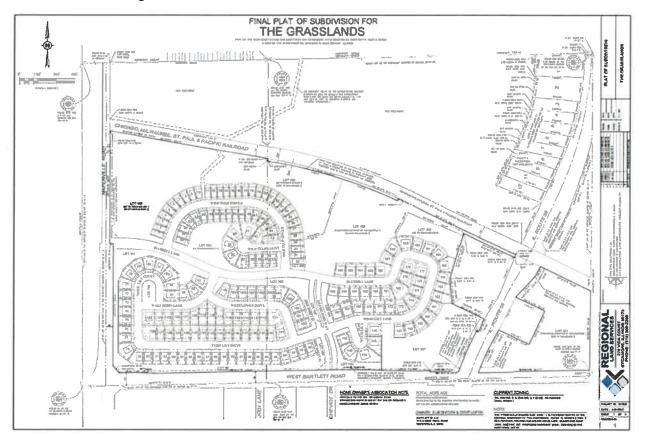


#### Crown Development property

The largest undeveloped site in the village remains the northwest corner of Route 59 & West Bartlett Road.

There have been multiple development proposals at the site over the years which have not proceeded for a variety of reasons.

At present, a division of Crown Development is proceeding with approvals and entitlements for a project known as the Grasslands subdivision, which would have multiple phases, a variety of housing units totaling 231 dwelling units (81 single-family homes, 60 active-adult ranch homes and 90 active-adult duplexes), and six acres of commercial zoning at the hard corner.

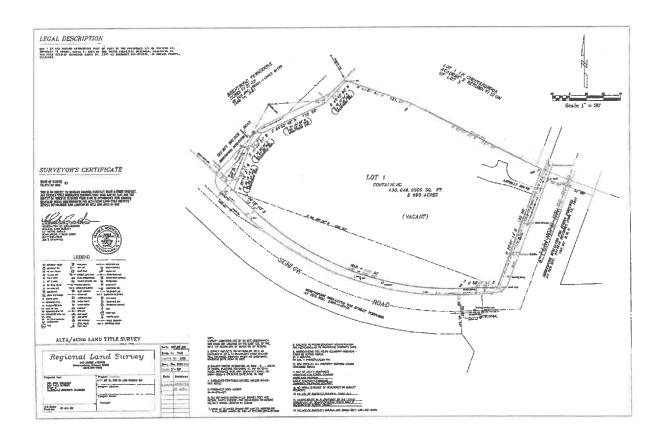


This would be the largest new subdivision built in several decades and is a project with many facets. It will take several years to develop and staff intends to work closely with the development team to attract suitable and sustainable commercial development to this high-profile corner to serve the future new residents and the village as a whole.

#### The Heidner property

The three-acre property at the northwest of Route 59 & Schick Road has long been targeted for retail development.

The Rajabali family, who owns numerous Dunkin' Donuts franchise units including in Bartlett, is currently moving forward with plans to subdivide the lot and construct a new free-standing 1,970 SF drive-thru unit with outdoor seating on the corner. They previously built and currently operate a similar store at the site of the former Burger King on Lake Street.



#### Northwest corner of Stearns and County Farm Road

Staff has been engaging with the owner of the 4.6-acre commercial site at the NWC of County Farm and Stearns about future development of the site.



Mr. Harshil Patel also owns the two BP stations in town and has been working on plans for this site on the eastern edge of the village.

Generally, his plans call for a neighborhood-oriented shopping center with food-related uses, service providers and potentially a day care facility.

#### West side of Route 59

Roughly midway between Army Trail Road and Schick Road is a ten-acre site that was zoned and approved for a retail center in 2007.

Due to a number of factors including not being located at a hard corner, this site has remained undeveloped to date.

Several years ago, a company that owns and operates senior living facilities purchased the site with plans to expand into this market.

Clover Communities concept is for a 119-unit market-rate senior, independent-living development on the 10.05-acre property located on the west side of Route 59, directly south of the 7-11 at the corner of Route 59 and Schick Road.

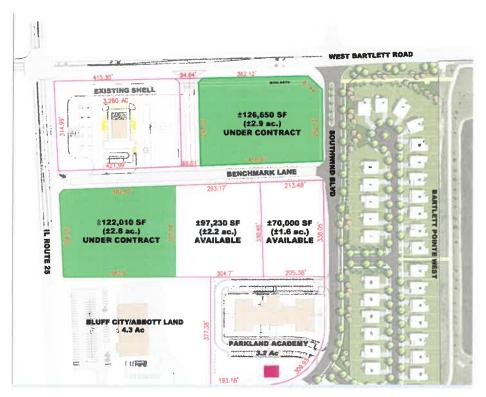
The proposed three-story building would contain four (4) 1-bedroom units and 115 2-bedroom units with brick and siding on all building elevations and each unit having a patio or balcony.

#### Southwind Business Park site

On the far western edge of town in Kane County, economic development staff is working with a commercial/retail developer to build a retail strip center on the south side of West Bartlett Road at Southwind Blvd.

The residents on the west side of town have long requested shopping options in the area, and there are also now over 300 new homes on the west side of Route 25 in South Elgin between Kenyon Farms, South Pointe, and Park Pointe.

As the industrial parks have continued expanding rapidly in the village's Kane County portion, the first convenience store and fuel station, True North (d.b.a. Shell), was completed last year. A resident who lives in one of the new homes in Bartlett Pointe West and owns multiple area businesses recognizes the great opportunity to be the first commercial rental property owner in that area and is currently working on developing plans for the 2.9- acre site.



We anticipate working closely with him on this project and updating the EDC on its progress as it makes its way to the Planning & Zoning Commission and, ultimately, the Village Board.

Like the site at County Farm and Stearns, this strip retail center will mostly cater to the surrounding neighborhoods and will include a convenience store and other food-related and personal service uses.

#### The East Lake Street corridor

Lake Street serves as the village's northernmost border and consists of a mix of future development sites including several that are unincorporated.

The village has engaged with potential developers on a number of sites including another potential senior-living development, used car dealerships, and fuel stations.

One challenging site consists of a trapezoid-shaped 1.92- acre site that is unincorporated and includes multiple functionally obsolete structures.

# FOR SALE 231-251 E. Lake St. (Rt. 20) Bartlett, IL.

1.92Acres



I have met with multiple potential developers and end-users, none of whom have yet moved forward with any plans. When the site finally does get developed, it will require multiple zoning-related approvals and possibly some incentives to move forward.

Another future development site is an 8.5-acre parcel on the south side of Lake Street where Park Blvd. meets it on the north side. The purchaser from early last year intends to build a multi-phase senior living facility, but I have put him in touch with multiple commercial developers in an effort to attract sales-tax producing uses.



### SWC of Devon Avenue and Prospect Avenue

The SWC of Devon and Prospect is a 3.8-acre infill site on the DuPage County side of the street. The site is zoned for commercial development and is owned by an Oak Brook-based developer.



## Memorandum

To:

Chairman and Members of the Economic Development Commission

From:

Joey Dienberg, Management Analyst

Date:

August 3, 2022

Re:

**Business Community Survey** 

#### **Background:**

A key component of the Village's strategic planning process, is obtaining resident feedback, and incorporating that feedback into the Village's goals and vision of success. The Village of Bartlett is committed to preserving the high quality of life enjoyed by its residents, providing fiscally sound, responsive municipal services and delivering those services in a professional manner with a high degree of integrity.

In order to accomplish this mission, the village is asking residents to take a few minutes to share how they feel about a variety of municipal services. A community survey will be accessible on the village website from August 1 through October 15. However, residents are not the only valuable voice that staff needs to hear from, A business community survey can provide that much needed additional input from a business perspective, in concert with resident input. the results of this survey will be a key part of the village's strategic planning process, setting priorities for the future. Staff is recommending the use of the attached survey.

#### **Business Community Survey:**

Through a recent survey of other municipalities, staff has gathered some information about other community's recent efforts at completing a business community survey. Through this survey, staff was able to view these survey questions and methodology, and using their examples staff crafted a survey specifically for the Village of Bartlett.

#### **Implementation:**

This survey will be implemented in a variety of ways, to help reach the greatest number of businesses. Primarily, the survey will be available digitally through the village's website. To advertise the survey, staff will promote through our business eblast system, social media, the chamber of commerce, as well as some old fashioned cold-calling.

#### Analysis:

Our GIS/IT staff has built the survey in house using ArcGIS Survey123, which is a part of the village's subscription at no extra cost. The analytics of the survey responses can be captured with this software, and it provided the best design options as well. Staff will be doing all analysis in-house; the goal of this survey is to collect data that will be useful in the strategic planning process. Staff will be looking for trends based on where a business is located, the size of the business, the nature of the business, and other key demographics to try to best understand how our business' needs are or are not being met.

### Tell us about your business

| 1. | Which or | ne of the | following | best o | describes | your 1 | business? |
|----|----------|-----------|-----------|--------|-----------|--------|-----------|
|    |          |           |           |        |           |        |           |

- O Administrative and support services
- O Developer
- O Finance/Insurance
- O Health care/medical/social services
- Manufacturing
- O Professional, scientific and technical services,
- O Real estate, rental and leasing
- Restaurants
- O Retail trade
- O Software/information technology
- O Transportation/warehousing
- O Wholesaler/distributor
- Other

2. How long have you been in business?

- o 0-11 months
- o 1-2 years
- o 3-5 years
- o 6-10 years
- o 11-20 years
- o 21+ years

3. Besides yourself, how many employees does your business employ? (Mark an "X" in the appropriate boxes)

|                    | 0 | 1-5 | 6-10 | 11-20 | 21-50 | 51-100 | 100+ |
|--------------------|---|-----|------|-------|-------|--------|------|
| Full-time          |   |     |      |       |       |        |      |
| Part-time          |   |     |      |       |       |        |      |
| Seasonal full-time |   |     |      |       |       |        |      |
| Seasonal part-time |   |     |      |       |       |        |      |

- 4. Where is your business located? (Street)
- 5. In which county is your business located?
  - o DuPage
  - o Cook
  - o Kane

### **Choosing Bartlett**

6. Please rate how important each of the following location preferences were in your decision to locate your business in Bartlett.

| Issue                        | Excellent | Good | Average | Fair | Poor | N/A |
|------------------------------|-----------|------|---------|------|------|-----|
| Availability of              |           |      |         |      |      |     |
| utilities                    |           |      | .1      |      |      |     |
| Availability of              |           |      |         |      |      |     |
| property                     |           |      |         |      |      |     |
| Access to major              |           |      |         |      |      |     |
| roadways                     |           |      |         |      |      |     |
| Access to public             |           |      |         |      |      |     |
| transit (Pace,               |           |      |         |      |      |     |
| Metra)                       |           |      | A.      |      |      |     |
| Bartlett Economic            |           | 4    |         |      |      |     |
| Development Assistance       |           |      |         |      |      |     |
| Grant Program                |           |      |         |      |      |     |
| Business friendliness of the |           |      |         |      |      |     |
| Village                      |           |      |         |      |      |     |
| Close to home                |           |      |         |      |      |     |
| Competition                  |           |      |         |      |      |     |
| Cost/rent                    |           |      |         |      |      |     |
| Location                     |           |      |         |      |      |     |
| Overall image of             |           |      |         |      |      |     |
| the Village                  |           |      |         |      |      |     |
| Population/growth            |           |      |         |      |      |     |
| potential                    |           |      |         |      |      |     |
| Quality of local             |           |      |         |      |      |     |
| schools                      |           |      |         |      |      |     |
| Tax incentives               |           |      |         |      |      |     |
| Tax rates                    |           |      |         |      |      |     |
| Workforce                    |           |      |         |      |      |     |

| 7. Rate your overall satisfaction with | your decision to | locate in Bartlett. | (5=Extremely |
|--|------------------|---------------------|--------------|
| satisfied, 1=Extremely dissatisfied)   |                  |                     |              |

- o 5 Extremely satisfied
- o 4 Somewhat satisfied
- o 3 Neutral
- o 2 Somewhat dissatisfied
- o 1 Extremely dissatisfied
- o Home based

| Space for a | 91137 9 | lerroitibhe | feedback | r• |
|-------------|---------|-------------|----------|----|
| opace for a | arry o  | additional  | recubach | k. |

| Employr | ment Needs                              |       |         |         |          |            |           |          |
|---------|---|-------|---------|---------|----------|------------|-----------|----------|
| 0       | ~ 11                                    |       | emplo   | yment   | status?  |            |           |          |
|         | types of employees ate boxes)           | and h | ow m    | any are | you lool | cing to hi | re? (Mark | an "X" i |
|         |   | 0     | 1-5     | 6-10    | 11-20    | 21-50      | 51-100    | 100+     |
|         | Full-time                               |       |         |         |          |            |           |          |
|         | Part-time                               |       |         |         |          |            |           |          |
|         | Seasonal full-time                      |       |         |         |          |            |           |          |
|         | Seasonal part-time                      |       |         |         |          |            |           |          |
| 0 0 0   | rour current location Yes No Home based | need  | ls beir | ng met? |          |            |           |          |

### **Village Services Satisfaction**

11. Please rate your satisfaction with the following Village services as they relate to your business:

|                  | Excellent | Good | Average | Fair | Poor |
|------------------|-----------|------|---------|------|------|
| Building         |           |      |         |      |      |
| inspections      |           |      |         |      |      |
| Building         |           |      |         |      |      |
| permits          |           |      |         | 44   |      |
| and safety       |           |      |         |      |      |
| Business         |           |      |         |      |      |
| licensing        |           |      |         |      |      |
| Electric utility |           |      |         | 310  |      |
| Emergency        |           |      |         |      |      |
| police           |           |      |         |      |      |
| protection       |           |      |         |      |      |
| Gas utility      |           |      |         |      |      |
| Health           |           |      |         |      |      |
| inspections      |           |      |         |      |      |
| Police services  |           |      |         |      |      |
| Public           |           |      |         |      |      |
| infrastructure   |           |      |         |      |      |
| (streets,        |           |      |         |      |      |
| sidewalks)       |           |      | 0       |      |      |
| Public           |           |      |         |      |      |
| transportation   |           |      |         |      |      |
| services         |           |      | N-W     |      |      |
| Village          |           |      |         |      |      |
| services         |           |      |         |      |      |
| Water/sewer      |           |      |         |      |      |
| utility          |           |      |         |      |      |

| - |  |
|---|--|

| Business Assistance/Communication  12. Do you consider the Village of Bartlett to be "business friendly"? |  |  |  |  |  |
|---|--|--|--|--|--|
| 12. 12.   | •  | business menury !                          |  |  |  |
| 0   | ***  |  |  |  |  |
| 0   | 140  |  |  |  |  |
| Space   | e for any additional feedback:   |  |  |  |  |
|   |  |  |  |  |  |
|   |  |  |  |  |  |
|   |  |  |  |  |  |
|   | low effective is the village overall at commun   | icating its services, programs, issues and |  |  |  |
| polici  | ies with businesses?   |  |  |  |  |
| 0   | Excellent  |  |  |  |  |
| 0   | Good   |  |  |  |  |
| 0   | Average  |  |  |  |  |
| 0   | Fair   |  |  |  |  |
| 0   | Poor   |  |  |  |  |
| progra  | That source do you use to get your information ams? (rank from 1 to 9 in importance, 1 beingWebsiteBartletterSocial MediaNews OutletsVillage E-BlastsCalling the VillageEmailing the VillageWord of MouthOther | g most important)                          |  |  |  |
| 15. Pl  | lease rate your level of satisfaction with the v   | illage's business email blast system?      |  |  |  |
| 0   | Excellent  |  |  |  |  |
| 0   | Good   |  |  |  |  |
| 0   | Average  |  |  |  |  |
| 0   | Fair   |  |  |  |  |
| 0   | Poor   |  |  |  |  |
| 0   | Do not utilize   |  |  |  |  |

|               | When you need information, how do you prefer to get that information? (rank frontance, 1 being most important)              | om 1 to 7 in |
|---------------|---|--------------|
|               | Phone CallChat (Via the website)Text MessageIn-PersonSocial Media Messaging (e.g. Facebook Messenger, Twitter DM)Mobile App |              |
| 1 <i>a</i> 11 | Email   |              |
| 1/. H         | How could the village improve communications with businesses?   |              |
|               |   |              |
|               |   |              |
| =             |   |              |
| Demo          | nographics  |              |
| 18. H         | How do you describe yourself? (Select all that apply)   |              |
|               | □ Asian   |              |
|               | □ Black   |              |
|               | □ Hispanic/Latino   |              |
|               | □ Native American/Alaska Native   |              |
|               | □ Pacific Islander  |              |
|               | □ White   |              |
|               | □ Other   |              |
|               | □ Prefer not to say   |              |
| 19. W         | What is your age group?   |              |
| 0             | Under 18 years  |              |
| 0             |   |              |
| 0             |   |              |
| 0             | 06.45   |              |
| 0             |   |              |
| 0             |   |              |
| 0             |   |              |
|               |   |              |

| Additional Comments   |
|---|
| 0. This space is for you to provide any additional comments/feedback that were not      |
| ddressed in this survey that may be helpful for the Village of Bartlett:                |
|   |
|   |
|   |
|   |
|   |
| illage Contact  |
| 1. OPTIONAL: Please provide the following information if you would like to be contacted |
| bout this survey: (this will be confidential)   |
|   |
| First name:   |
| Last name:  |
| Phone number: ()  |
| Email address:  |
| > Business:   |
| > Docition:   |