

**THIRD WARD RESIDENTS'
LOCAL GOVERNMENT SERVICES
EVALUATION
AND
FEEDBACK SURVEY
RESULTS REPORT**

**Tom McAvoy
Brian Fonte
Aldermen - Third Ward
City of Hickory Hills**

November, 2015

INTRODUCTION

This report will present and review the results of a survey of City of Hickory Hills Third Ward resident opinions on various subjects and will describe how the survey was conducted.

SURVEY ADMINISTRATION

OBJECTIVES: The survey was aimed at achieving three primary goals: 1) gauging resident opinions on my and my Co-Alderman, Brian Fonte's performance as Aldermen after twelve years in office (Tom) and two years into Brian's first four-year term; 2) seeking resident evaluations of the primary public services delivered by our City and related local governments; and 3) soliciting written comments from residents on our performance, public policies and services, or just about anything they wanted to write about. In addition, it was desired to try to determine how many residents had access to the internet at home and their responses as to how many were involved in volunteer activities as well as how many residents might be willing to volunteer for community projects for the City of Hickory Hills.

SURVEY DESIGN: In consultation with Alderman Fonte, I (Tom) produced the "LOCAL GOVERNMENT SERVICES EVALUATION AND FEEDBACK SURVEY" form (**SEE COPY – APPENDIX A**). It was designed to resemble a report card, allowing the resident to indicate their opinion on any question easily by checking a box. The possible answers were roughly parallel to the traditional school grade ranges: EXCELLENT (A); VERY GOOD (B); GOOD / AVERAGE (C); FAIR (D); and POOR (F). A NO OPINION option was added to allow people who weren't comfortable stating an opinion (for whatever reason) the alternative to pass on any particular question. The "In Your Own Words" section was included to solicit written comments much like similar sections found on traditional report cards. The form was marked "CONFIDENTIAL" and no part asked for respondent's names, addresses or phone numbers in order to encourage residents to be frank and candid in their evaluations and remarks. A reply envelope was provided with each survey form. The reply envelope was *not* a postage pre-paid business reply type of envelope. It was just a plain envelope with our names and my home address on a label on the front of the envelope.

SURVEY FORM DISTRIBUTION: The survey form was reproduced for inclusion (as the last two pages) with the June, 2015 issue of the Third Ward Newsletter. 1,300 copies were printed and the newsletter was collated and assembled by Third Ward volunteers. They also included the survey form and the reply envelope in with the newsletter and bundled the newsletters in bunched of 25 each. (They did an excellent job as always). From there, the newsletters / survey forms were separated into 30 shopping bags for distribution to volunteers. Delivery instructions and maps showing the areas where each volunteer should deliver the newsletters were included in each shopping bag. The volunteers delivered the newsletters to each household in the Third Ward during the week of June 20th to June 27th, 2015. By map count there are 1,257 homes in the Third Ward and all received the newsletters / survey forms by the day before the Street Festival (June 28th.)

SURVEY FORM REPLY PROCEDURES: As the reply envelope was not post-paid, residents were encouraged (See "Reply Instructions" on Form in Appendix A) to return it to me in one of four ways:

1. Mailing it back to me in the envelope provided.
or
2. Dropping it off in the NON-U.S. MAIL DROP BOX at my house (9130 W. 89th St. – just below the regular mailbox near the front door.) Be careful of that fire plug close to the driveway !
OR
3. Drop it off at City Hall (8652 W. 95th St) Daytime at the Clerk's Office or ANYTIME by placing it in the drive up "DROP BOX" in the City Hall parking lot (near the Northwest Corner of City Hall.)
OR
4. Drop it in a large 1950s era Chicago ballot box place on the counter at the CVS Pharmacy, 8711 West 87th Street
OR
5. E-Mail me you answers and/or comments ... madmc51@aol.com

TABULATION OF THE RESULTS: 109 survey forms were returned to me by September 30th. Each survey form was assigned a number as they were received. Shortly thereafter, the survey forms were turned over to Jared Halley, a Stagg High student, for tabulation of the results. Using tally sheets, the results on the grading and opinion questions were counted and transferred to computer spreadsheets. Transcription of the written comments from the "In Your Own Words" section was done by four other volunteers. The written comments were transcribed verbatim and cross-referenced by number to the individual reply form upon which they were found. All the volunteers did an excellent job.

SURVEY ADMINISTRATION *continued...*

ASSEMBLY AND EDITING OF THE "IN YOUR OWN WORDS" RESIDENT COMMENTS: It became obvious as the reply forms came in that a rather large number of respondents (38 out of 109, or 34.9%) chose to write down something in the "In Your Own Words" section or elsewhere on the form. Often, the written remarks would cover more than one subject. Sometimes, individual names and/or addresses were included or individuals would ask for specific responses to questions or comments. In compiling the comments, we decided to delete all identifying references to individual names or addresses. Since the remarks covered a wide range of issues and subjects, we also decided to assemble them together under the subject area they addressed. Thus, in the section of this report which covers the written comments, you will find the remarks grouped under subject headings.

AVAILABILITY OF THE ORIGINAL REPLY FORMS FOR EXAMINATION: Given the cynicism directed toward public officials and politicians these days and the rather good grades / comments. I suppose some cynics might speculate that, let us say, we "cooked the books" or "stuffed the ballot box." We did not. But for those who would like to confirm that ("Trust, but verify"), the original reply forms are available for examination.

THE RESULTS IN PERSPECTIVE

THIS WAS AN INFORMAL, NON-SCIENTIFIC SURVEY OF OPINION: I (Tom) am very familiar with the conduct of surveys of all sorts and sampling procedures, etc. For a variety of reasons, the results cannot be taken as being any more than a reflection of the opinions of those who chose to respond. While the response rate achieved, 8.67%, (109 out of a possible 1,257) or about 1 of every 12 households was good for this type of survey, there is no way of knowing just how representative the results are of all residents' opinions. In short, this isn't "gospel." It's like a "snapshot" of opinion or watching 109 individual frames out of a 1,257 frame movie.

COMPARING THE 2015 SURVEY RESULTS TO THE 2005 SURVEY RESULTS

A total of ten (10) questions which appeared on the 2015 Survey were identical to the same questions which appeared on the 2005 Survey. Analysis comparing the 2005 results to the 2015 results revealed the following rankings based on the percentage improvement or decline in the Grade Point Averages in 2015 from those in 2005:

<u>SERVICE / OFFICIAL / QUESTION</u>	<u>2005</u>	<u>2015</u>	<u>% CHANGE</u>
	<u>GPA</u>	<u>GPA</u>	<u>2005 TO 2015</u>
LIBRARY SERVICES	2.988	3.345	+11.95%
SEWER SERVICES	3.112	3.311	+ 6.39%
POLICE / LAW ENFORCEMENT SERVICES	3.296	3.485	+ 5.73%
WATER SUPPLY SERVICES	3.208	3.320	+ 3.49%
REFUSE / WASTE PICK UP SERVICES	3.188	3.288	+ 3.14%
FIRE AND PARAMEDIC – AMBULANCE SERVICES	3.536	3.638	+ 2.88%
PARKS AND RECREATION SERVICES	3.276	3.324	+ 1.47%
ALDERMAN TOM McAVOY JOB PERFORMANCE	3.713	3.694	- 0.51%
STREET MAINTENANCE	3.069	2.875	- 6.32%
HOME INTERNET ACCESS (% ANSWERING YES)	73.42%	84.62%	+ 15.25%

RESULTS ON QUESTIONS ASKED FOR THE FIRST TIME IN THE 2015 SURVEY

<u>SERVICE / OFFICIAL / QUESTION</u>	<u>2015</u>
	<u>GPA</u>
RECYCLING MATERIALS WASTE PICK UP	3.304
NORTH PALOS SCHOOL DISTRICT 117	3.267
CONSOLIDATED HIGH SCHOOL DISTRICT 230	3.204
ALDERMAN BRIAN FONTE JOB PERFORMANCE	3.076
INDIAN SPRINGS ELEMENTARY SCHOOL DIST. 109	2.520
ARGO HIGH SCHOOL DISTRICT 217	2.250
RECOMMEND HICKORY HILLS AS A GOOD PLACE TO LIVE (% ANSWERING YES)	94.23%
VOLUNTEERISM IN GENERAL (% ANSWERING YES)	54.90%
WILLINGNESS TO VOLUNTEER FOR CITY OF HICKORY HILLS (% ANSWERING YES)	64.84%

USE OF THE SURVEY RESULTS: "FOOD FOR THOUGHT"

Given the limited scientific value of the results, they should be all taken with a "grain of salt." But, they are "food for thought" for both us and others involved in governing / serving the residents of the 3rd Ward and of Hickory Hills.

PUBLIC SERVICES EVALUATIONS / COMMENTS: As for the evaluations of all public services, the results would seem to demonstrate, overall, that 3rd Ward residents are, for the most part, pleased with the services they receive. When you examine the percentages of EXCELLENT and VERY GOOD ratings combined, the level of high satisfaction is relatively high (Ranging from 50.00% to 96.81%). That fact is reinforced by the relatively low levels of high dissatisfaction indicated by ratings of FAIR or POOR (Ranging from 0.00% to 20.83%).

For those services provided *directly and only* by the City of Hickory Hills the percentages of EXCELLENT and VERY GOOD ratings combined, the level of high satisfaction is even higher (Ranging from 73.08% to 95.92%). That fact is reinforced by the relatively low levels of high dissatisfaction indicated by ratings of FAIR or POOR (Ranging from 0.97% to 10.58%).

I don't believe it would be appropriate to compare the public services evaluation results of one department or agency to any other. Remember, this is only one Ward and it has some unique features, issues and problems which make the results of limited use. Likewise, comments upon individual departments or agencies should be considered and put in perspective.

INTERNET ACCESS: Internet Access at home of 84.62% is slightly above the national average of 84% as measured by the Pew Research Center.

RECOMMENDING HICKORY HILLS AS A GOOD PLACE TO RESIDE IN OR MOVE TO:

This question was included in order to solicit an overall evaluation of the respondents' opinion of the quality of life in the City of Hickory Hills. (It was *not* included in the 2005 survey.) Despite varying levels of satisfaction with particular services delivered by local government, the results on this question are especially encouraging.

VOLUNTEERISM IN GENERAL:

The survey results suggest that Third Ward residents reported an extraordinarily high level of volunteerism. While the national average was 25.4% and the Illinois state average was 26.7%, (according to a 2013 Survey by the Corporation for National & Community Service), Third Ward residents reported 54.90% volunteering in support of a church, school, civic or charitable organization.

WILLINGNESS TO VOLUNTEER FOR THE CITY OF HICKORY HILLS:

The survey results suggest that 54.1% of Third Ward residents (59 out of 109) reported a willingness to "participate in volunteer activities to support non-partisan civic projects, programs and events in the City of Hickory Hills." This suggests that the City has a perhaps large, vast, untapped pool of volunteer resources and talents which may be utilized to initiate new or expanded public services. The activism would and should not seek to undertake services now perfumed by city employees. We are talking about programs or services not currently provided by the City.

- Alderman Tom McAvoy

SECTION ONE

SURVEY RESULTS TABLES

- **ALDERMAN JOB PERFORMANCE (Ald. McAvoy)**
- **ALDERMAN JOB PERFORMANCE (Ald. Fonte)**
- **PUBLIC SERVICES EVALUATIONS**
 - **Police / Law Enforcement**
 - **Water Supply**
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 - **Refuse / Waste Pick Up**
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 - **Library Services (Green Hills Public Library District)**
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- **GENERAL INFORMATION**
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 - **Recommending Hickory Hills As a Good Place to Live**
 - **Volunteerism in General**
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ALDERMAN McAVOY REPORT CARD / JOB PERFORMANCE RATING

2005 RESULTS

QUESTION:

Overall, I would rate Tom McAvoy's performance in the job of Alderman since 2003 as follows:

RESPONSES:

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	78	77.23%	A	4	312
Very Good	18	17.82%	B	3	54
Good / Average	4	3.96%	C	2	8
Fair	1	0.99%	D	1	1
Poor	0	0.00%	F	0	0
Total Grades / Ratings	101				375
No Grade or Rating	3	2.88%			
Total Survey Responses	104				

Overall Grade Point Average [4.000 = A (Excellent)] =	3.713
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2015 RESULTS

RESPONSES:

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	74	75.51%	A	4	296
Very Good	20	20.41%	B	3	60
Good / Average	2	2.04%	C	2	4
Fair	2	2.04%	D	1	2
Poor	0	0.00%	F	0	0
Total Grades / Ratings	98				362
No Grade or Rating	11	10.09%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] =	3.694
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ALDERMAN FONTE REPORT CARD / JOB PERFORMANCE RATING

NOTE: This question was not asked in the 2005 Survey.

2015 RESULTS

QUESTION:

Overall, I would rate Brian Fonte's performance in the job of Alderman since 2013 as follows:

RESPONSES:

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	25	37.88%	A	4	100
Very Good	28	42.42%	B	3	84
Good / Average	9	13.64%	C	2	18
Fair	1	1.52%	D	1	1
Poor	3	4.55%	F	0	0
Total Grades / Ratings	66				203
No Grade or Rating	43	39.45%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)]	=	3.076
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PUBLIC SERVICES EVALUATION / RATING POLICE / LAW ENFORCEMENT

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RESPONSES:

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	43	43.88%	A	4	172
Very Good	44	44.90%	B	3	132
Good / Average	8	8.16%	C	2	16
Fair	3	3.06%	D	1	3
Poor	0	0.00%	F	0	0
Total Grades / Ratings	98				323
No Grade or Rating	6	5.77%			
Total Survey Responses	104				

Overall Grade Point Average [4.000 = A (Excellent)] = 3.296

2015 RESULTS

RESPONSES:

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	61	59.22%	A	4	244
Very Good	35	33.98%	B	3	105
Good / Average	4	3.88%	C	2	8
Fair	2	1.94%	D	1	2
Poor	1	0.97%	F	0	0
Total Grades / Ratings	103				359
No Grade or Rating	6	5.50%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] = 3.485

PUBLIC SERVICES EVALUATION / RATING WATER SUPPLY

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RATING	No.	%
Excellent.	41	40.59%
Very Good	45	44.55%
Good / Average	11	10.89%
Fair	3	2.97%
Poor	1	0.99%
Total Grades / Ratings	101	
No Grade or Rating	3	2.88%
Total Survey Responses	104	

Grade	Grade Point	Total Grade Points
A	4	164
B	3	135
C	2	22
D	1	3
F	0	0
		324

Overall Grade Point Average [4.000 = A (Excellent)] =	3.208
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2015 RESULTS

RATING	No.	%
Excellent	46	44.66%
Very Good	45	43.69%
Good / Average	11	10.68%
Fair	1	0.97%
Poor	0	0.00%
Total Grades / Ratings	103	
No Grade or Rating	6	5.50%
Total Survey Responses	109	

Grade	Grade Point	Total Grade Points
A	4	184
B	3	135
C	2	22
D	1	1
F	0	0
		342

Overall Grade Point Average [4.000 = A (Excellent)] =	3.320
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PUBLIC SERVICES EVALUATION / RATING SEWER SERVICES

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RATING	No.	%
Excellent	41	41.84%
Very Good	34	34.69%
Good / Average	17	17.35%
Fair	5	5.10%
Poor	1	1.02%
Total Grades / Ratings	98	
No Grade or Rating	6	5.77%
Total Survey Responses	104	

Grade	Grade Point	Total Grade Points
A	4	164
B	3	102
C	2	34
D	1	5
F	0	0
		305

Overall Grade Point Average [4.000 = A (Excellent)] = 3.112

2015 RESULTS

RATING	No.	%
Excellent	45	43.69%
Very Good	46	44.66%
Good / Average	11	10.68%
Fair	1	0.97%
Poor	0	0.00%
Total Grades / Ratings	103	
No Grade or Rating	6	5.50%
Total Survey Responses	109	

Grade	Grade Point	Total Grade Points
A	4	180
B	3	138
C	2	22
D	1	1
F	0	0
		341

Overall Grade Point Average [4.000 = A (Excellent)] = 3.311

PUBLIC SERVICES EVALUATION / RATING STREET MAINTENANCE (SIDE STREETS AND KEAN AVENUE)

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RESPONSES:

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	36	35.29%	A	4	144
Very Good	43	42.16%	B	3	129
Good / Average	17	16.67%	C	2	34
Fair	6	5.88%	D	1	6
Poor	0	0.00%	F	0	0
Total Grades / Ratings	102				313
No Grade or Rating	2	1.92%			
Total Survey Responses	104				

Overall Grade Point Average [4.000 = A (Excellent)] = 3.069

2015 RESULTS

RESPONSES:

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	28	26.92%	A	4	112
Very Good	48	46.15%	B	3	144
Good / Average	17	16.35%	C	2	34
Fair	9	8.65%	D	1	9
Poor	2	1.92%	F	0	0
Total Grades / Ratings	104				299
No Grade or Rating	5	4.59%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] = 2.875

PUBLIC SERVICES EVALUATION / RATING REFUSE / WASTE PICK UP

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	43	42.57%	A	4	172
Very Good	39	38.61%	B	3	117
Good / Average	16	15.84%	C	2	32
Fair	1	0.99%	D	1	1
Poor	2	1.98%	F	0	0
Total Grades / Ratings	101				322
No Grade or Rating	3	2.88%			
Total Survey Responses	104				

Overall Grade Point Average [4.000 = A (Excellent)] = 3.188

2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	51	49.04%	A	4	204
Very Good	39	37.50%	B	3	117
Good / Average	9	8.65%	C	2	18
Fair	3	2.88%	D	1	3
Poor	2	1.92%	F	0	0
Total Grades / Ratings	104				342
No Grade or Rating	5	4.59%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] = 3.288

PUBLIC SERVICES EVALUATION / RATING RECYCLING MATERIALS WASTE PICK UP

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

NOTE: This question was not asked in the 2005 Survey.

2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	48	47.06%	A	4	192
Very Good	41	40.20%	B	3	123
Good / Average	10	9.80%	C	2	20
Fair	2	1.96%	D	1	2
Poor	1	0.98%	F	0	0
Total Grades / Ratings	102				337
No Grade or Rating	7	6.42%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] = 3.304

**PUBLIC SERVICES EVALUATION / RATING
LIBRARY SERVICES
(GREEN HILLS PUBLIC LIBRARY)**

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	25	30.12%	A	4	100
Very Good	42	50.60%	B	3	126
Good / Average	8	9.64%	C	2	16
Fair	6	7.23%	D	1	6
Poor	2	2.41%	F	0	0
Total Grades / Ratings	83				248
No Grade or Rating	21	20.19%			
Total Survey Responses	104				

Overall Grade Point Average [4.000 = A (Excellent)] =	2.988
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2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	42	50.00%	A	4	168
Very Good	31	36.90%	B	3	93
Good / Average	10	11.90%	C	2	20
Fair	0	0.00%	D	1	0
Poor	1	1.19%	F	0	0
Total Grades / Ratings	84				281
No Grade or Rating	25	22.94%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] =	3.345
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PUBLIC SERVICES EVALUATION / RATING FIRE AND PARAMEDIC - AMBULANCE SERVICES (ROBERTS PARK FIRE PROTECTION DISTRICT)

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	52	61.90%	A	4	208
Very Good	26	30.95%	B	3	78
Good / Average	5	5.95%	C	2	10
Fair	1	1.19%	D	1	1
Poor	0	0.00%	F	0	0
Total Grades / Ratings	84				297
No Grade or Rating	20	19.23%			
Total Survey Responses	104				

Overall Grade Point Average [4.000 = A (Excellent)] =	3.536
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2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	63	67.02%	A	4	252
Very Good	28	29.79%	B	3	84
Good / Average	3	3.19%	C	2	6
Fair	0	0.00%	D	1	0
Poor	0	0.00%	F	0	0
Total Grades / Ratings	94				342
No Grade or Rating	15	13.76%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] =	3.638
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**PUBLIC SERVICES EVALUATION / RATING
PARKS AND RECREATION
(HICKORY HILLS PARK DISTRICT)**

QUESTION:
For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

2005 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	45	45.92%	A	4	180
Very Good	37	37.76%	B	3	111
Good / Average	14	14.29%	C	2	28
Fair	2	2.04%	D	1	2
Poor	0	0.00%	F	0	0
Total Grades / Ratings	98				321
No Grade or Rating	6	5.77%			
Total Survey Responses	104				

Overall Grade Point Average [4.000 = A (Excellent)]	=	3.276
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2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	48	47.06%	A	4	192
Very Good	40	39.22%	B	3	120
Good / Average	13	12.75%	C	2	26
Fair	1	0.98%	D	1	1
Poor	0	0.00%	F	0	0
Total Grades / Ratings	102				339
No Grade or Rating	7	6.42%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)]	=	3.324
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PUBLIC SERVICES EVALUATION / RATING ELEMENTARY SCHOOL EDUCATION SERVICES (SOUTH OF 87TH STREET)

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

NORTH PALOS SCHOOL DISTRICT 117

NOTE: This question was not asked in the 2005 Survey.

2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	21	46.67%	A	4	84
Very Good	17	37.78%	B	3	51
Good / Average	5	11.11%	C	2	10
Fair	2	4.44%	D	1	2
Poor	0	0.00%	F	0	0
Total Grades / Ratings	45				147
No Grade or Rating	64	58.72%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] = 3.267

**PUBLIC SERVICES EVALUATION / RATING
HIGH SCHOOL EDUCATION SERVICES
(SOUTH OF 87TH STREET)**

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

CONSOLIDATED HIGH SCHOOL DISTRICT 230

NOTE: This question was not asked in the 2005 Survey.

2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	18	36.73%	A	4	72
Very Good	25	51.02%	B	3	75
Good / Average	5	10.20%	C	2	10
Fair	0	0.00%	D	1	0
Poor	1	2.04%	F	0	0
Total Grades / Ratings	49				157
No Grade or Rating	60	55.05%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] =	3.204
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**PUBLIC SERVICES EVALUATION / RATING
ELEMENTARY SCHOOL EDUCATION SERVICES
(NORTH OF 87TH STREET)**

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

NOTE: This question was not asked in the 2005 Survey.

INDIAN SPRINGS SCHOOL DISTRICT 109

2015 RESULTS

RATING	No.	%
Excellent	4	16.00%
Very Good	12	48.00%
Good / Average	5	20.00%
Fair	1	4.00%
Poor	3	12.00%
Total Grades / Ratings	25	
No Grade or Rating	84	77.06%
Total Survey Responses	109	

Grade	Grade Point	Total Grade Points
A	4	16
B	3	36
C	2	10
D	1	1
F	0	0
		63

Overall Grade Point Average [4.000 = A (Excellent)] =	2.520
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PUBLIC SERVICES EVALUATION / RATING HIGH SCHOOL EDUCATION SERVICES (NORTH OF 87TH STREET)

QUESTION:

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the service provided:

NOTE: This question was not asked in the 2005 Survey.

ARGO HIGH SCHOOL DISTRICT 217

2015 RESULTS

RATING	No.	%	Grade	Grade Point	Total Grade Points
Excellent	3	12.50%	A	4	12
Very Good	9	37.50%	B	3	27
Good / Average	7	29.17%	C	2	14
Fair	1	4.17%	D	1	1
Poor	4	16.67%	F	0	0
Total Grades / Ratings	24				54
No Grade or Rating	85	77.98%			
Total Survey Responses	109				

Overall Grade Point Average [4.000 = A (Excellent)] =	2.250
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GENERAL INFORMATION / OPINION QUESTION HOME INTERNET ACCESS

QUESTION:

In your home, do you have access to the internet?

2005 RESULTS

RESPONSE	No.	%
YES	58	73.42%
NO	21	26.58%
Total Responding	79	
No Response	25	24.04%
Total Survey Responses	104	

2015 RESULTS

RESPONSE	No.	%
YES	88	84.62%
NO	16	15.38%
Total Responding	104	
No Response	5	4.59%
Total Survey Responses	109	

**GENERAL INFORMATION / OPINION QUESTION
RECOMMEND HICKORY HILLS
AS A GOOD PLACE TO RESIDE, LIVE IN / MOVE TO ?**

QUESTION:

If a very good friend or relative asked you if you would recommend Hickory Hills as a good place to move to, or reside in, what would your answer be ?

NOTE: This question was not asked in the 2005 Survey.

2015 RESULTS

RESPONSE	No.	%
YES	98	94.23%
NO	6	5.77%
Total Responding	104	
No Response	5	4.59%
Total Survey Responses	109	

**GENERAL INFORMATION / OPINION QUESTION
VOLUNTEERISM IN GENERAL**

QUESTION:

Do you now participate in volunteer activities to support a church, school, civic or charitable organization or cause?

NOTE: This question was not asked in the 2005 Survey.

2015 RESULTS

RESPONSE	No.	%
YES	56	54.90%
NO	46	45.10%
Total Responding	102	
No Response	7	6.42%
Total Survey Responses	109	

**GENERAL INFORMATION / OPINION QUESTION
POTENTIAL VOLUNTEER FOR
HICKORY HILLS**

QUESTION:

If asked, would you participate in volunteer activities to support non-partisan civic projects, programs and events in the City of Hickory Hills ?

NOTE: This question was not asked in the 2005 Survey.

2015 RESULTS

RESPONSE	No.	%
YES	59	64.84%
NO	32	35.16%
Total Responding	91	
No Response	18	16.51%
Total Survey Responses	109	

SECTION TWO

“IN YOUR OWN WORDS” SECTION COMMENTS AND REMARKS

- **ALD. TOM McAVOY:**
- **ALD. BRIAN FONTE:**
- **POLICE / LAW ENFORCEMENT:**
- **WATER SUPPLY:**
- **SEWER SERVICES:**
- **STREET MAINTENANCE:**
- **REFUSE / WASTE PICK UP:**
- **RECYCLING SERVICES:**
- **LIBRARY SERVICES:**
- **PARK AND RECREATION SERVICES:**
- **FIRE AND PARAMEDIC SERVICES:**
- **PUBLIC EDUCATION: ELEMENTARY SCHOOL
(South of 87th Street - North Palos School District 117)**
- **PUBLIC EDUCATION: HIGH SCHOOL
(South of 87th Street - Consolidated High School District 230)**
- **PUBLIC EDUCATION: ELEMENTARY SCHOOL
(North of 87th Street - Indian Springs School District 109)**
- **PUBLIC EDUCATION: HIGH SCHOOL
(North of 87th Street - Argo Community High School District 217)**
- **RECOMMEND HICKORY HILLS AS A GOOD PLACE
TO LIVE, MOVE TO, OR RESIDE IN:**
- **MISCELLANEOUS:**

TOM McAVOY:

"My husband and I always appreciate the flyers you drop off. We are not very politically knowledgeable, so we always use your voting forms and the bar recommendations for judges. I'd like to take the time to thank you for this, as I know how much work it must take you. If you need volunteers in the future to help Hickory in some way, please feel free to ask us. My son and I volunteer at St. Patricia weekly, but if we can help in some small way, we will." Thank you again. (5)

Tom,: You are a very hard-working alderman. Am truly impressed with your performance and success. Keep up the good work! (24)

"Please keep up the fight you do a great job!" (27)

"We are lucky to have you! The best alderman ever! Tom McAvoy for President!" (38)

When we had a question big or small Tom McAvoy always took the time to give me answers & if he didn't know he always called back after he found out answers to our questions. Keep up the good work Tom (49)

"I received your June, 2015 Newsletter and was very pleased to read and know all the information you had forwarded to the people who are third ward residents. In example: how to dispose of unwanted electronic materials; the tribute to Roger & Cara Keller; and the Confidential Third Ward Resident / Local Government Services Evaluation Survey form." (57)

"Tom McAvoy: EXCELLENT ! OUTSTANDING !!!! He is someone who responds to any and all concerns expressed by the people of the third ward." (57)

"Tom, you have been the best Alderman we have ever had. You keep us posted about current events. Thank You." (69)

"RE: Alderman McAvoy: I marked EXCELLENT on the form for a number of reasons:

1. I have observed him on a variety of occasions. He is friendly, approachable and doesn't act like a "big shot," pompous ass like so many other elected officials I have dealt with in the past.
2. I have never had to ask him for a favor or complained about anything to him. But I know people who have, in fact quite a few people. They all say he got back to them and eventually was able to help them or resolve their complaints or issue.
3. His newsletters, sample ballots and information on judge candidates are very informative and appreciated. I feel like I know what is going on in Hickory Hills. And when I vote I am a much better informed voter, thanks to him.
4. He seems to really like and enjoy being Alderman. He gets out and will listen to people. An example: I once attended a block party as a guest of a friend of mine. Tom McAvoy showed up with a water balloon slingshot thing that shot water balloons. He set his car up in the middle of the street. Then he challenged all the kids at the block party to come up and shoot a water balloon at his car. If they hit the car he gave them 50 cents. Kids, age 4 to 25, stood in a line and shot the water balloons. Only a few hit his car, but the kids loved it and the adults liked watching it. The line of kids was 20 deep at a time. Tom must have brought 300 water balloons. He stood there for two hours until the supply was exhausted. Then he sat down and talked to folks and answered questions for two hours. No one does that who does not love his job.

They don't teach dedication to public service, being available and accessible in any college or university courses on politics. Perhaps they should. Tom didn't go to college to learn that. He was home-schooled by a Master teacher. That teacher was his late father, State Rep. Walter "Babe" McAvoy. I grew up in the Gage Park neighborhood in Chicago. There, Babe McAvoy was a legend. He was the go to guy, the patron saint of the lost or desperate. When I got back from Korea, my father brought me in to see Babe at his office on 59th Street. My father asked Babe for help in getting me a job. He thanked me for my service and took down my name address and phone number. About a week later he called and told me to go see some guy who hired people for the State. I thanked him, but by then, I had gotten a great job with Peoples Gas Company. He told me not to be afraid to call him if it didn't work out. In the meantime, he told me that he would send another veteran to his friend with the State. I never had to call him back about a job. I worked for the gas company for 37 years and retired. I always voted for Babe McAvoy and now I do the same for his son." (86)

"Must say that Tom McAvoy does his personal best at the collection & distribution of public election materials. This guide goes with me every time I vote. The information is neutral, and does not show bias to any group. My only suggestion would be to indicate if any person has a background that would relevant to their judgment. This would be DUI, bankruptcy, etc. I think felons are prohibited from holding public office." (90)

[Comment / Note: Whether a felon can vote or hold public office varies from state to state. In Illinois, with the possible exception of a few specialized offices, a convicted felon is not prohibited from voting or holding public office ... if he or she has served their sentence and has been released from

jail. Only during the period of their being in jail after conviction are they not allowed to vote (and therefore cannot run for or be elected to public office.)

"The other significant improvement has been a major decrease in the number and length of power outages. So far the year we had only one outage and that lasted about 30 minutes. My special thanks to Tom for his successful effort to have the trees trimmed on Kean Ave. Seeing a convoy of ComEd trucks on Kean was very impressive and so are the results." (101)

"Keep up the good work." (101)

BRIAN FONTE:

"We were very disappointed to see that Brian thinks he is above the law. On the 4th of July (2014) he held a fireworks display in his yard. Since when is this legal in Hickory Hills? Does he think being an alderman gives him special privileges? We wonder if he considered those living around him who were afraid to call the police because of repercussions since they live near him. He also put the police in a precarious position as no one in the Police Department would want to arrest him. His behavior reeks of arrogance and immaturity." (12)

"Fireworks are terrible on the 4th of July at private homes in the area. Mr. Fonte!!!" (19)

[Comment / Note: Ald. Fonte and I discussed the fireworks matter prior to July 4th of this year (2015). To his credit, Brian said he was wrong and would no longer be shooting off any fireworks. Furthermore, he has apologized to his neighbors for his actions. There was a time in my life (when I was much younger and lived in Chicago) when I had quite an arsenal of fireworks every year and shot them off too. I think it is a stage that young males (primarily) go through. As I aged, the appeal of fireworks just went away. – Ald. Tom McAvoy]

"**BRIAN FONTE** - Not exactly sure what he does for our ward. Perhaps in the next newsletter he could list projects he's currently working on, to give us a better understanding." (30)

"I have not met him, but I'm sure he is doing a great job." (47)

"RE: Alderman Fonte" "I marked EXCELLENT on the form for one reason: Last Fall at our polling place I asked Alderman McAvoy how his young new Alderman partner was working out. Tom said "Great!" He talked about how bright the "Kid" was, how he was a worker, listened to him, but came to his own decisions. That was good enough for me. I hope he continues taking lessons from Tom McAvoy. If he does, he'll be a great public servant too." (86)

POLICE / LAW ENFORCEMENT:

"Some officers are not too friendly, sometimes rude." (2)

"The only problem I seem to notice is that many people do not obey the 20MPH speed limits on the side streets and then to ignore stop signs. (But, the truth is, I notice this in other cities also)." (11)

"We have had positive experiences with the police department. However, we would like to see more patrolling on Oakwood Drive. At times, cars are accelerating at an excessive speed. We have small children on Oakwood and there is no way these motorists could stop in time if a child wandered into the street. Possibly more attention could be given to this matter." (12)

"I live next to the house that had an explosion in 2010 & the police & fire dept. were so very nice. I cannot thank them enough. Until you need the service you don't realize how important & how dangerous their job is – (13)

"We need better firework patrol!" (14)

"The Police Department is the Best." (18)

"And, would like a more pro-active process for people to keep up with their homes - boosting property value. This goes with keeping their yards, front areas clean." (18)

"Police: Overall I assume the police do a fine job, however if and when they patrol our five block area (South Meadowview to North Shady Dr.) they fail to give tickets to cars parked half-way (2 tires) on the sidewalks. Whether this is because of instructions from higher ups – mayor, police chief, etc. it is a law – a state law that vehicles do not park on sidewalks and do not obstruct sidewalks when parking on a driveway. Taking a walk with small children can be a challenge esp. when garbage is still on the sidewalks, even if it is three days or so after garbage pick-up day." (25)

"Oh, and in the summer when dog walkers let their pets poop on the sidewalks (it never gets all removed – unless pet owner will spray soap and water on sidewalk) LOL – HaHa All homes in our area have back yards – Please get

the word out to empty your dogs before they are walked and pee poop on our sidewalks (ugh – smelly & flies yuk!) and our lawns." (25)

"Question: Is there an ordinance concerning commercial vehicles parked on the owners driveway – night and day – (neighborhood will soon look like a light-industrial park.) "Sorry Tom, but you did ask for comments & suggestions –" (25)

"Outside of that same issues I have complained about for years, noise and light pollution issues from 87th. Motorcycles should be on sound meters and ticketed. Hate them with a passion." (27)

"Police - Always friendly & approachable, & helpful." (30)

How about noise control on Kean, 87th and 88th Ave (37)

"Is there an ordinance about care and maintenance of lawns and parkways? Some give a bad name to well kept areas in a neighborhood." (46)

"Need to monitor speed limits on Kean Avenue." (46)

"All cars, including city, park, etc., must stop at designated stop signs." (46)

"EXCELLENT! Always answered questions at 708-598-4900 whenever, especially our animal services - Ingrid – she is very qualified for her job." (57)

"Police cars always on patrol." (80)

WATER SUPPLY:

"Water dept. was nice repairing the wire to the meter I cut by accident." (13)

"Water: Supply may be good, but taste is awful." (71)

"The drinking water report is a joke -- only one sample date on the last day of the year & for chlorine! The headings are not very clear -- Is 'Range of detection' the max allowed? If the City of HH routinely monitors our drinking water -- where are their results? I re-read the annual report, and it makes more sense, but sure a 'cloudy' report & table." (90)

SEWER SERVICES:

"I have been a resident of Hickory Hills for over 35 yrs the last 30 yrs at the same location. Why will the city not address the constant overflow of the sanitary sewer system along Willow Rd. whenever there is a rainfall of more than 1.5 inches? I get tired of the lame excuses about supposed illegal hookups. There have been (2) smoke tests in the area in the last 3 years yet nothing gets done!! Do you get or have to worry about sewer water backing into your house whenever there is a heavy rain? If the sewer system is inadequate then there should be a 50% city 50% resident cost to remedy the situation. Does the Mayor or any of the Alderman have this problem? I bet if they did something would be done immediately!! Rainwater belongs in the storm sewer system NOT THE SANITARY SEWERS IT'S TIME TO MAKE PEOPLE CHANGE ILLEGAL HOOKUPS (ALL OF THEM) NO MATTER HOW LONG THE HOMES WERE BUILT." (42)

"Some streets are lacking sewers for drainage." (46)

"Poor – Flooding in the streets." (72)

"I was a little disappointed to read a flooding issue was being taken care of at _____ South 86th Ave. I have had an issue at _____ West 92nd Place in the front and the back yard (serious). I called Tom about this and never got a call back. Tom has tried in the past but nothing has ever been resolved. I have not contacted Brian about this but I should have. I have spent several thousand dollars to protect my house, including Permaseal, a concrete wall around the back of the house and installing a third sump pump. (94)

"Seeing our city's services improve from year to year has been very gratifying. Of special interest to me has been the new storm drainage system that affects my residence on 93rd Street. It has made a major change to reducing my fear level when I cannot be home during a heavy rain." (101)

"For me personally, I feel communications with city officials is very good overall though conversations with Larry have stimulate my thought processes. For example, after a heavy rain resulting in backup water in my utility room sewer drain, Larry did come out to my house where the topics of 'too much rain for the pumps, pipe line breaches, and roots from a tree in your front lawn' were brought up. Previously, I had checked the sewer well in the street and saw the water lever was way up. I walked Larry to the street sewer, removed the cover and showed him te backup indicating this was the problem. He did agree that there was a problem. To his credit, two days later he

had a maintenance crew on the street working on clearing the clog. All has gone well even after a heavy rain weeks later. I have been personally monitoring the water level since then." (101)

STREET MAINTENANCE:

"Street Maintenance – They do a great job with snow removal. When spring came this year everyone was complaining about all the whirley birds that fell onto the streets and the wind blew them to the curbside. We all thought they should have been picked up by our city. I was using a shovel with my grandkids help to clean them off of the street. In the fall people still put their leaves on the street. The city should pick them up like Willow Springs." (7)

"Very unhappy with the way our side streets are kept. In the late spring when all the maple tree seeds fell to the ground, they accumulated in the gutters & didn't move until the rains came & washed them down to the sewer drains. Some of us keep up the cleaning on our property, including the gutters by our property, but there are a lot of people who don't care what's out there flying around & making a mess. We should have a little more street cleaning & have it done right. The last couple times they come by, they left most of the debris at the curbs anyway!" (8)

"Only problems we have had on side streets is clearing hilly streets of the snow in a timely manner." (10)

"Tom: Noted that you sent out a survey about city services. I just resent an e-mail from last year for that gaping crack on 87th street that still drives us crazy with noise and rattling our houses." (27)

"Street maintenance - Snow removal & salting is always an excellent job. It would be better to see the street sweeper around more in the spring to clean up sewer covers after all the "helicopters" from the maple trees have fallen so the sewers aren't clogged after big downpours." (30)

"Street repair program. Effective relations with the county to get streets paved on a timely basis." (37)

"Bike lanes." (37)

"Some streets have no street lights. Very dark, dangerous." (46)

"88th Avenue and 87th Street / 95th Street need clean up on grass both sides of street." (47)

"Bring back the leaf pick-up and street sweeping in the fall." (56)

"Raking leaves is a big job and then having to bag them takes a long time. Why can't we have the ability to rake the leaves into the street again? I have a disability and instead of having to pay someone to clean after fall is very costly to do." (65)

"*needed in the neighborhood: more street lighting and sidewalks." (71)

"Street maintenance - have never seen a street cleaner on my street." (71)

"Tree branch cut- same day removal called Public Works for assistance-came within the hour. 93rd Street always clear of snow in the winter. (80)

REFUSE / WASTE PICK UP:

"Refuse/Waste Pick Up – I know that many residents have a lot of grass, tree leaves, sticks and twigs and probably don't need a refuse tote from waste management. Being a senior citizen, I would like to have one but I can't justify paying a yearly fee." (7)

"Refuse: sometimes garbage misses truck and is left in the street - can drivers pick up?" (71)

RECYCLING SERVICES:

"Recycling Materials/Waste Pick Up- I'm not sure if Waste Management would take an old lawn mower or gas (propane removed) grill. I also had my son install a new patio door, and had to find someone to take away the old glass doors. I'm hoping someone would just pick-up the grill and lawn mower when it is out there. Years ago the waste trucks would take these items." (7)

"Recycling pick-up - LOVE the switch to the every week pick up." (30)

"How about a city shred day. People can shred piles of personal paperwork." (37)

"I think that Hickory Hills by itself or in conjunction with some of the surrounding towns needs to put something in place for hazardous material pick up or drop off including electronics. It would be nice if this would be on an ongoing basis rather than a place you go once or twice a year and wait in line for an hour." (59)

LIBRARY SERVICES:

"Green Hills Library District: Nice to see tax dollars used for improvements – so up to date. Sure wish the resale bookstore would return. Reading material @ low cost available for resale. (57)

Folks in the library always willing to go out of their way to help. (80)

PARK AND RECREATION SERVICES:

I am 80. I Live on Kean Av. and 95th Street. I love to walk. The sidewalk on Kean Av from 95th Street going north is almost not walkable. I am not the only one having a very, very hard time trying to walk on it. Can the city please, please make it walkable. Thank you, for anything you can do! (26)

FIRE AND PARAMEDIC SERVICES:

"Roberts Park FPD: why are ambulances constantly with sirens blaring, on the streets -- do we have that many emergencies in HH?" (71)

PUBLIC EDUCATION: ELEMENTARY SCHOOL

(South of 87th Street)

North Palos School District 117

"NPD 117 - In need of major over-haul to Conrady Jr. High. It's the only 'black spot' on a well maintained & great academically kept school district." (30)

"The board for District 117 did a poor job of evaluation, selection and promotion of a new grade school. Options & choice of method sounded & appeared as a method to line the pockets of board member(s), or they are/were just lazy & stupid." (90)

PUBLIC EDUCATION: HIGH SCHOOL

(South of 87th Street)

Consolidated High School District 230

No comments were received.

PUBLIC EDUCATION: ELEMENTARY SCHOOL

(North of 87th Street)

Indian Springs School District 109

"The reason why I gave poor evaluation on elementary school education services – north of 87th Street is: Young people who have children, don't want to buy houses, or rent because of, they think that schools on other side of 87 Street north are NOT AS GOOD then schools on 87 Street south. My opinion is that all schools in city of Hickory Hills, should be the same. One of the reasons is that taxes are the same for all residents." (9)

PUBLIC EDUCATION: HIGH SCHOOL

(North of 87th Street)

Argo Community High School District 217

No comments were received.

RECOMMEND HICKORY HILLS AS A GOOD PLACE TO LIVE, MOVE TO, OR RESIDE IN:

We have lived in this area for almost 20 years. It is quiet and the homes are well maintained. Compared to where we lived, Hickory Hills is a dream. All the city services are excellent and the woods areas are well kept. (11)

"Not Sure. People are not taking care of their lawns, shoveling snow from their sidewalks, etc. Neighborhoods are not as nice as they used to be." (38)

"Although I believe H. H. is one of the best areas to live, there are a few points, I'd like to make ..." (46)

[Comment / Note: The "few points" alluded to by the respondent covered a number of different subjects and services. Those comments appear in the sections dealing with those subjects and services.]

"Consider having the white metal fence painted at gas station at 87th Street and 88th Avenue. Fence is south of property and looks bad for the neighborhood." (49)

"Reviewed your Hickory Hills survey and would like to provide comments. Having lived at ____ Forest Drive over the past 25+ years, I would like to offer very good to excellent, with most excellent, for all aspects provided for in the survey. My wife and I have seen Hickory Hills grow over the past 25 years. The nuns convent on Kean Ave turn into an area of beautiful homes. The large farm home property on 87th street into a home and church development. Both parks on 88th Avenue and Roberts road developed over the years with many improvements. Etc., etc., etc. We raised two children who have since moved on to having their own families. No vehicle stickers for so many years to present. The services have always been outstanding which is probably one of the main reasons we decided to continue living for so many years in Hickory Hills! (54)

But, we do have ONE GIGANTIC COMPLAINT living here on Forest Drive. And that is the property up the road from us at ____ Forest Drive. It has been, still is, and getting WORSE BY THE DAY! When our Mayor, Mike Howley, lived on Forest Drive, only 2 doors from our home years back, I remember even talking to him about it back then. But now that he no longer lives in our neighborhood, this property has probably gotten to be less of a concern for him to look at? How can Hickory Hills allow it to exist in the CRAP STATE it is in? Can't anything be done to FORCE the owner to make it look more respectable? Obviously someone is paying taxes on it. I researched as to who owns the property since 2000 and it appears it belongs to someone who lives in Virginia that also owns 20+ other properties in Illinois? Is this correct? And if so, can't the City of Hickory Hills do anything to force this owner to at least make it look habitable? I pity the poor person who owns the home next door that is trying to currently sell their home. Is it fair to them that they have a home next door to them that is in such a dilapidated state? Your comments and discussions with the Mayor will be greatly appreciated with a response to follow to us." Thanks! (54)

[Comment / Note: As these folks did put down their names address and phone number, I was able to respond to them and did so a day or two after receiving their survey form. Since the day I was first elected Alderman in 2003 until the present, the City has been engaged in on on-going battle with the property owner. Since before then, he did not reside in that house. Some 8 or so years ago, our City attorney dragged him into Housing Court. He was ordered to remove certain items from the property and to make exterior repairs. He did comply with that order to the minimum extent. Although the property taxes are paid and up to date, last year, I discovered he had a homeowner's exemption on his real estate taxes. I contacted the Assessor's office and the exemption was removed since we could prove it was not his primary residence and he could not reside there since the water was shut off in 2003. Finally, within the past month, the City placed a lien on his property and moved to suspend his driver's license because of \$5,000+ in unpaid fines. In all my efforts to rid this area of this slumlord, I have had the full support of Mayor Howley, former Alderman Lou DeRose and current Alderman Brian Fonte. – Ald. Tom McAvoy.]

"Oh Yes. Anyone who visits has to hear our praise for such a fine community we live in." (57)

BUILDING DEPARTMENT: Have called Building and Grounds with questions, once and a while over the years. The lady who answers is polite and is very knowledgeable. She has always been very helpful!" (57)

"Tree branch cut- same day removal called Public Works for assistance-came within the hour. 93rd Street always clear of snow in the winter. Police cars always on patrol. Folks in the library always willing to go out of their way to help. Lots of activities & clubs. I love Hickory Hills." (80)

"We have lived in Hickory Hills for over 24 years and I have to say I have been pleased with most everything in our community. (108)

MISCELLANEOUS:

"Electric work: There should be NO trees underneath electric lines or any other lines that goes from one pool to another. Cutting down branches every year still does not solve a problem of losing power. Lines should be free of anything growing on or near by any lines. It would be best, if everything would be under the ground." (9)

Public works was nice & collected 2 dead animals found in my yard. Now I have to find the garbage truck but they were very nice. (11)

"Would like to see more benches and refuse containers. "Would even consider donation to sponsor containers or benches." (18)

"The COM ED tree people butchered my hedge line Monday and pulled down my Comcast cable line. The company Asphaunt the orange trucks. PIA, I called Comcast that's always fun for the repair." (27)

" * Perhaps on the next survey you could include ratings for Mayor & City Clerk's office -- both of which I would rate as 'very good.'" (30)

4th of July parade! (37)

"The other thing I would like to see are a few dog parks spread throughout the town. It does not have to be fancy, just a grassy fenced in area with a few benches, garbage cans for poop and other waste and some plastic poop bags. A nominal fee could be charged annually to offset the expenses." (59)

"We have been here since 1965. Our children attended Glen Oaks, Stagg, We love Hickory Hills and wish we could stay here, but it's costly, taxes etc. We are out living on money, and will have to sell our home. I wish there was housing for seniors here in Hickory, maybe someday." (69)

[Comment / Note: I really wish these people had put down their names and address or phone number. The fact is that the City of Hickory Hills does have and operates a senior-only apartment complex. The Parkview Apartments are located along 89th Place in the 7800 block, just West of the Tri-State Tollway adjacent to Martin Park. There are 72 apartments of various sizes located there. The rent is reasonable and affordable ... largely due to the fact that it is owned by the City and the City does not pay property taxes on it. Information on available apartments can be obtained by calling Bill or Peggy at the Community Center, 7800 West 89th Place (708) 237-4150. – Alderman Brian Fonte]

"Aldermen: perhaps you could let your constituents know what you're up to so we could have a better opinion of how you are doing on the job." (71)

"There are too many unoccupied businesses in H.H. The area at 87th and 88th looks very bad -- also the corner at 87th and Kean. I also don't like the casino-type businesses on 95th St. (95)

"My biggest concern and complaint is the fact of not being able to park on the street at night. It was never a concern until the past few years when we have racked up quite a few drivers and cars in our household. We literally have to play a game of _____ to fit all the cars at the end of the day to fit them in the driveway (which means blocking the sidewalk and parking partially on the lawn.) I wish there was a way ... if your car was registered ... that we would be able to park on the street. I see more families have grown in our community. We are not alone with this problem. I hope that you would be able to address this problem. (108)

APPENDIX

A – THE SURVEY FORM

CONFIDENTIAL THIRD WARD RESIDENT LOCAL GOVERNMENT SERVICES EVALUATION / FEEDBACK SURVEY

Dear Third Ward Residents:

Folks, exactly ten (10!) years ago, Ald. Tom McAvoy conducted a resident survey very much like the one we are enclosing now to gather some information from you and your opinions on our job performance and local government services.

As taxpayers ourselves, we believe public officials should periodically ask residents to express their opinions, positive or negative, about the services that they pay for from the various units of local government that serve them.

Also, we should be asked for comments (again ... positive, or negative) from our public officials ... as well as any suggestions or new ideas about performing our jobs and delivering those resident services.

NOTE:

This is a confidential survey, so unless you desire to put down your name or address, you don't have to do it.

WE HOPE YOU'LL TAKE A FEW MINUTES
TO ANSWER THE QUESTIONS ON THE ENCLOSED SURVEY FORM
AND
OFFER YOUR COMMENTS, SUGGESTIONS AND THOUGHTS
IN THE "IN YOUR OWN WORDS" SECTION
(ON THE REVERSE SIDE OF THIS SHEET).

A reply envelope is enclosed

- Third Ward Aldermen Tom McAvoy and Brian Fonte

REPLY INSTRUCTIONS

Please return this survey form to us by:

1. Mailing it back to Tom in the envelope provided.
or
2. Dropping it off in the NON-U.S. MAIL DROP BOX at Tom's house (9130 W. 89th St. – just below the regular mailbox near the front door.) Be careful of that fire plug close to the driveway!
or
3. Drop the envelope off at the CVS Pharmacy, 87th Street and 88th Avenue. A large, 1950s-1960s era Chicago Ballot Box will be available to deposit envelopes on the counter near the ATM Machine.
or
4. Drop it off at City Hall (8652 W. 95th St) Daytime at the Clerk's Office or ANYTIME by placing it in the drive up "DROP BOX" in the City Hall parking lot (near the Northwest Corner of City Hall.)
or
5. E-Mail Tom your answers and/or comments ... madmc51@aol.com

THANK YOU! - Tom McAvoy and Brian Fonte

"IN YOUR OWN WORDS" SECTION (ON THE REVERSE SIDE OF THIS SHEET).



IN YOUR OWN WORDS ...

In the space below (and / or continue on another sheet of paper) please write your comments, suggestions and ideas about our job performance, city services, policies or about any topic of your choice....

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**CONFIDENTIAL THIRD WARD RESIDENT
LOCAL GOVERNMENT SERVICES EVALUATION
AND
FEEDBACK SURVEY FORM**

Please check (✓) the box below to reflect the answer which best reflects your opinion on each question.

ALDERMAN JOB PERFORMANCE EVALUATIONS

TOM McAVOY- REPORT CARD

Overall, I would rate Tom McAvoy's performance in the job of Alderman since 2003 as follows:

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

BRIAN FONTE - REPORT CARD

Overall, I would rate Brian Fonte's performance in the job of Alderman since 2013 as follows:

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

LOCAL GOVERNMENT PUBLIC SERVICES EVALUATION

For each of the public services provided by the City of Hickory Hills (or other local government units or districts where indicated) listed below, please indicate your overall evaluation of the quality of the service provided:

POLICE / LAW ENFORCEMENT

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

WATER SUPPLY

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

SEWER SERVICES

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

STREET MAINTANENCE (Side Streets and Kean Avenue Only)

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

REFUSE / WASTE PICK UP

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

RECYCLING MATERIALS / WASTE PICK UP

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

LIBRARY SERVICES (Green Hills Public Library District)

- EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

CONTINUED ON REVERSE SIDE 

LOCAL GOVERNMENT PUBLIC SERVICES EVALUATION

(Continued) ...

FIRE AND PARAMEDIC – AMBULANCE SERVICES

(Roberts Park Fire Protection District)

EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

PARKS AND RECREATION (Hickory Hills Park District)

EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

ELEMENTARY SCHOOL EDUCATION SERVICES - SOUTH OF 87TH STREET

(North Palos District 117)

EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

HIGH SCHOOL EDUCATION SERVICES - SOUTH OF 87TH STREET

(Consolidated High School District 230)

EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

ELEMENTARY SCHOOL EDUCATION SERVICES – NORTH OF 87TH STREET

(Indian Springs District 109)

EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

HIGH SCHOOL EDUCATION SERVICES - NORTH OF 87TH STREET

(Argo High School District 217)

EXCELLENT VERY GOOD GOOD/AVERAGE FAIR POOR NO OPINION

GENERAL INFORMATION / ISSUES OPINIONS

INTERNET ACCESS:

In your home, do you have access to the internet ?

YES NO

RECOMMEND HICKORY HILLS AS A PLACE TO RESIDE / LIVE IN / MOVE TO?

If a very good friend or relative asked you if you would recommend Hickory Hills as a good place to move to, reside in, what would answer be?

YES NO

VOLUNTEERISM:

Do you now participate in volunteer activities to support a church, school, civic or charitable organization or cause?

YES NO *Due to Family Illness*

If asked, would you participate in volunteer activities to support non-partisan civic projects, programs or events in the City of Hickory Hills?

YES NO *Same reason as above*