



VILLAGE OF OAK PARK, IL 2013



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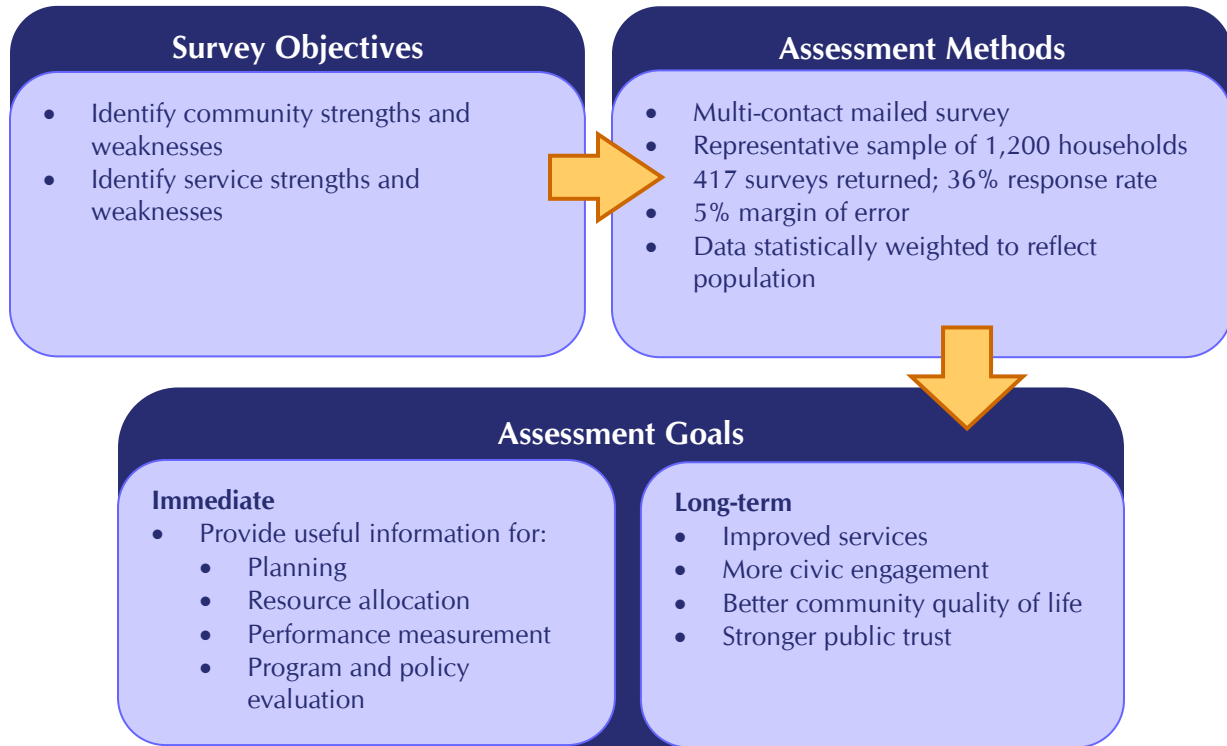
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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 417 completed surveys were obtained, providing an overall response rate of 36%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the Village of Oak Park was developed in close cooperation with local jurisdiction staff. Oak Park staff selected items from a menu of questions about services and community issues and provided the appropriate letterhead and signatures for mailings. Village of Oak Park staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulations of results and several custom questions.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

The margin of error around results for the Village of Oak Park Survey (417 completed surveys) is plus or minus five percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 55-65% of all residents are likely to feel that way.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the Village of Oak Park, but from Village of Oak Park services to services like them provided by other jurisdictions.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than seven percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Village of Oak Park chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Oak Park survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the Village of Oak Park results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the Village of Oak Park's rating to the benchmark.

“Don’t Know” Responses and Rounding

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the Village of Oak Park survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the Village of Oak Park and believed the Village was a good place to live. The overall quality of life in the Village of Oak Park was rated as “excellent” or “good” by 89% of respondents. Eighty-five percent reported they plan on staying in the Village of Oak Park for the next five years.

A variety of characteristics of the community were evaluated by those participating in the study. Among the characteristics receiving the most favorable ratings were the ease of rail or subway travel in Oak Park, ease of walking in Oak Park, the overall image or reputation of Oak Park and the overall appearance of Oak Park. Among the characteristics receiving the least positive ratings were employment opportunities, the amount of public parking and the availability of affordable quality housing.

Ratings of community characteristics were compared to the benchmark database. Of the 25 characteristics for which comparisons were available, 17 were above the national benchmark comparison, six were similar to the national benchmark comparison and two were below.

Residents in the Village of Oak Park were somewhat civically engaged. While only 27% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 92% had provided help to a friend or neighbor. About half had volunteered their time to some group or activity in the Village of Oak Park, which was higher than the benchmark.

In general, survey respondents demonstrated strong trust in local government. A majority rated the overall direction being taken by the Village of Oak Park as “good” or “excellent.” This was higher than the benchmark. Those residents who had interacted with an employee of the Village of Oak Park in the previous 12 months gave high marks to those employees. Most rated their overall impression of employees as “excellent” or “good.”

On average, residents gave favorable ratings to most local government services. Village services rated were able to be compared to the benchmark database. Of the 30 services for which comparisons were available, 21 were above the benchmark comparison, six were similar to the benchmark comparison and three were below.

Respondents were asked to rate how frequently they participated in various activities in Oak Park. The most popular activities included providing help to a friend or neighbor and recycling used paper, cans or bottles from home; while the least popular activities were attending a meeting of local elected officials or other local public meeting and watching a meeting of local elected officials or other public meeting on cable television, the Internet or other media. Generally, participation rates in the various activities in the community higher than other communities.

Ratings tended to remain stable when compared to previous years.

A Key Driver Analysis was conducted for the Village of Oak Park which examined the relationships between ratings of each service and ratings of the Village of Oak Park's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall Village service quality have been identified. By targeting improvements in key services, the Village of Oak Park can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Economic development services
- Public schools
- Snow removal

Of these services, deserving the most attention may be that which was below the benchmark comparison: economic development. For public schools and snow removal, the Village of Oak Park was above the benchmark and should continue to ensure high quality performance.

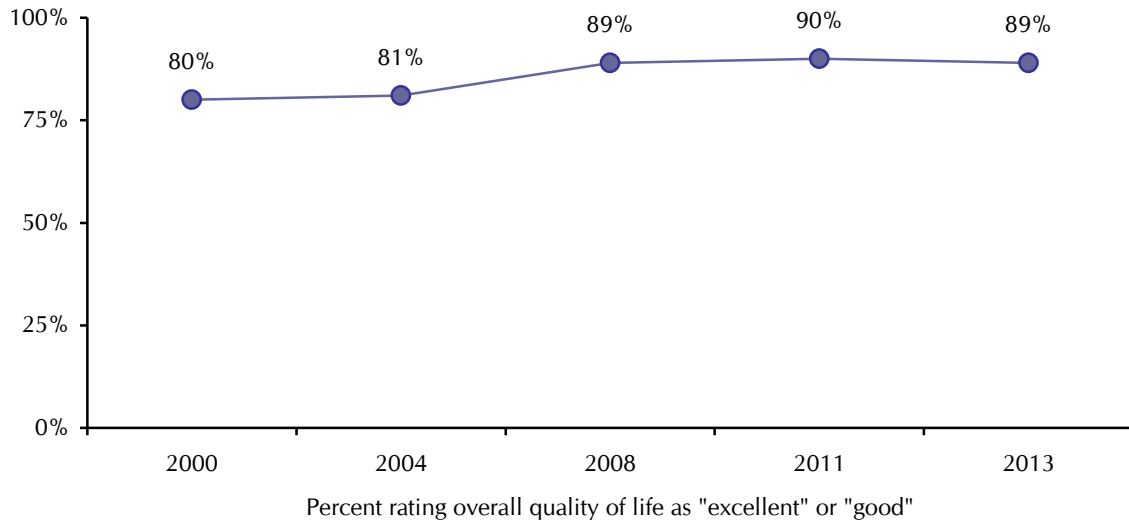
COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the Village of Oak Park – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the Village of Oak Park. Residents were asked whether they planned to move soon or if they would recommend the Village of Oak Park to others. Intentions to stay and willingness to make recommendations provide evidence that the Village of Oak Park offers services and amenities that work.

A majority of the Village of Oak Park’s residents gave favorable ratings to their neighborhoods and the community as a place to live. Further, a majority reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL QUALITY OF LIFE BY YEAR



Overall community quality was compared to survey data from previous years. Average ratings were computed for the previous years’ data to make comparison easier. Trends from 2011 to 2013 were stable.

FIGURE 4: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

	2013	2011	2008	2004	2000
The overall quality of life in Oak Park	89%	90%	89%	81%	80%
Your neighborhood as a place to live	88%	88%	86%	80%	NA
Oak Park as a place to live	93%	91%	93%	NA	NA
Percent "excellent" or "good"					

FIGURE 5: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY BY YEAR

	2013	2011	2008	2004	2000
Remain in Oak Park for the next five years	85%	82%	79%	NA	NA
Recommend living in Oak Park to someone who asks	91%	88%	89%	NA	NA

FIGURE 6: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in Oak Park	Much above
Your neighborhood as place to live	Above
Oak Park as a place to live	Much above
Recommend living in Oak Park to someone who asks	Above
Remain in Oak Park for the next five years	Similar

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of five aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Ease of rail or subway travel and the ease of walking were given the most positive ratings. These ratings tended to be higher than the benchmark and similar to years past.

FIGURE 7: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

	2013	2011	2008	2004	2000
Ease of bus travel in Oak Park	62%	59%	59%	57%	NA
Ease of rail or subway travel in Oak Park	94%	90%	89%	NA	NA
Ease of bicycle travel in Oak Park	74%	71%	64%	55%	55%
Ease of walking in Oak Park	92%	89%	88%	82%	NA
Traffic flow on major streets	46%	42%	41%	NA	NA
Percent "excellent" or "good"					

FIGURE 8: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of bus travel in Oak Park	Much above
Ease of rail or subway travel in Oak Park	Much above
Ease of bicycle travel in Oak Park	Much above
Ease of walking in Oak Park	Much above
Traffic flow on major streets	Similar

Seven transportation services were rated in Oak Park. As compared to most communities across America, ratings tended to be favorable. Bus or transit services, street lighting, street cleaning, snow removal, and sidewalk maintenance were much above the benchmark, while street repair was similar to the benchmark and the amount of public parking was below the benchmark.

FIGURE 9: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

	2013	2011	2008	2004	2000
Street repair	48%	36%	35%	47%	56%
Street cleaning	77%	70%	74%	76%	75%
Street lighting	72%	71%	70%	71%	68%
Snow removal	77%	64%	58%	65%	58%
Sidewalk maintenance	65%	58%	54%	57%	48%
Bus or transit services	69%	76%	69%	68%	NA
Amount of public parking	35%	37%	29%	NA	NA
Percent "excellent" or "good"					

FIGURE 10: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair	Similar
Street cleaning	Much above
Street lighting	Much above
Snow removal	Much above
Sidewalk maintenance	Much above
Bus or transit services	Much above
Amount of public parking	Much below

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the mode of use for about half of the respondents. About 28% of work commute trips were made by transit, 2% by bicycle and 7% by foot.

FIGURE 11: FREQUENCY OF BUS USE IN LAST 12 MONTHS BY YEAR

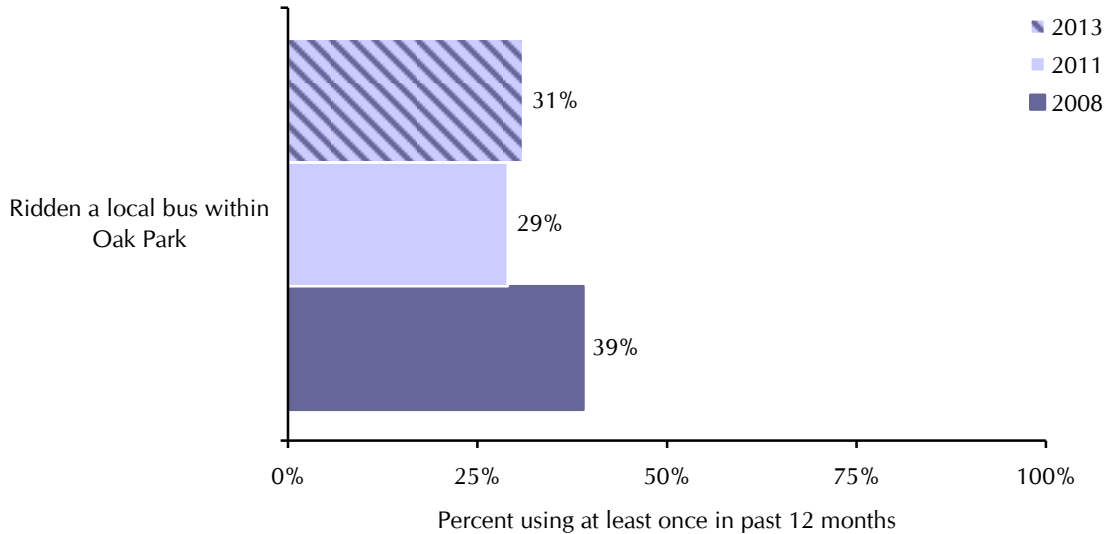


FIGURE 12: FREQUENCY OF BUS USE BENCHMARKS

	Comparison to benchmark
Ridden a local bus within Oak Park	Much more

FIGURE 13: MODE OF TRAVEL USED FOR WORK COMMUTE BY YEAR

	2013	2011	2008	2004	2000
Motorized vehicle by myself	51%	48%	53%	NA	NA
Motorized vehicle with others	5%	7%	7%	NA	NA
Bus, rail, subway or other public transportation	28%	28%	26%	NA	NA
Walk	7%	6%	5%	NA	NA
Bicycle	2%	1%	4%	NA	NA
Work at home	7%	10%	6%	NA	NA
Other	0%	1%	4%	NA	NA

FIGURE 14: DRIVE ALONE BENCHMARKS

	Comparison to benchmark
Average percent of work commute trips made by driving alone	Much less

Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the Village of Oak Park residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 37% of respondents. The rating of perceived affordable housing availability was lower in the Village of Oak Park than the ratings, on average, in comparison jurisdictions. The ratings of the availability of affordable housing remained stable over time.

FIGURE 15: RATINGS OF HOUSING IN COMMUNITY BY YEAR

	2013	2011	2008	2004	2000
Availability of affordable quality housing Percent "excellent" or "good"	37%	35%	33%	NA	NA

FIGURE 16: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Below

To augment the perceptions of affordable housing in Oak Park, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the Village of Oak Park experiencing housing cost stress. About one-third of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 17: PROPORTION OF RESPONDENTS EXPERIENCING HOUSING COST STRESS BY YEAR

	2013	2011	2008	2004	2000
Housing costs 30% or more of income	34%	36%	31%	NA	NA
Percent of respondents					

FIGURE 18: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	Similar

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the Village of Oak Park and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the Village of Oak Park was rated as “excellent” by 17% of respondents and as “good” by an additional 36%. The overall appearance of Oak Park was rated as “excellent” or “good” by 89% of respondents and was much higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the Village of Oak Park, only 3% thought they were a “major” problem. The services of animal control and code enforcement were rated above the benchmark, the service of land use, planning and zoning was similar to the benchmark. Ratings increased for land use, planning and zoning and for code enforcement from 2011 to 2013.

FIGURE 19: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

	2013	2011	2008	2004	2000
Overall quality of new development in Oak Park	53%	51%	47%	NA	NA
Overall appearance of Oak Park	89%	92%	89%	82%	81%
Percent "excellent" or "good"					

FIGURE 20: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in Oak Park	Similar
Overall appearance of Oak Park	Much above

FIGURE 21: RATINGS OF POPULATION GROWTH BY YEAR

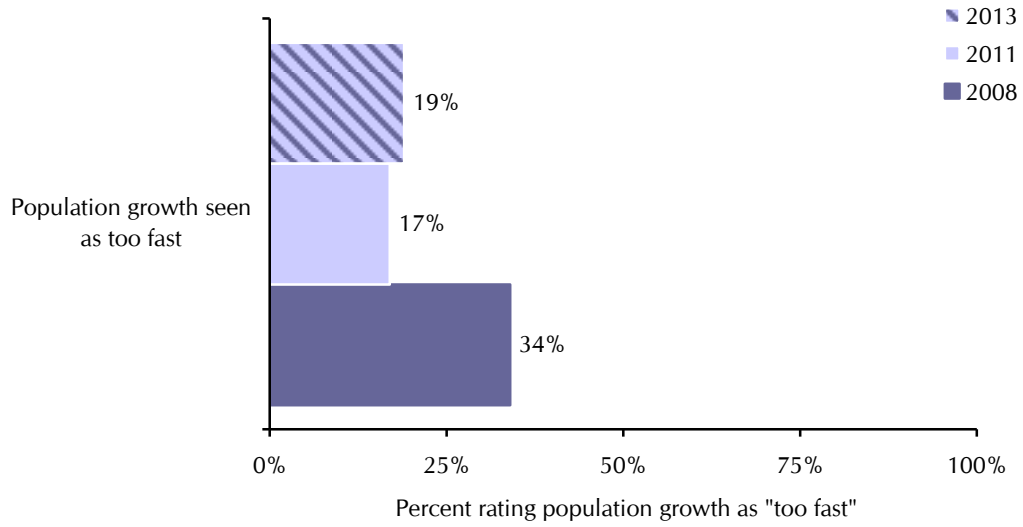


FIGURE 22: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Much less

FIGURE 23: RATINGS OF NUISANCE PROBLEMS BY YEAR

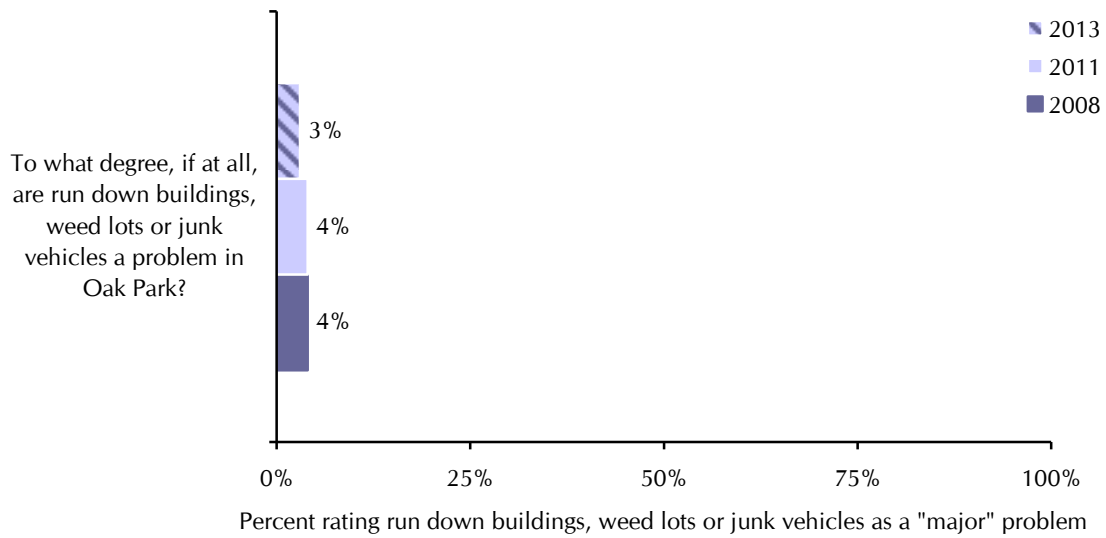


FIGURE 24: NUISANCE PROBLEMS BENCHMARKS

Comparison to benchmark	
Run down buildings, weed lots and junk vehicles seen as a "major" problem	Much less

FIGURE 25: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

	2013	2011	2008	2004	2000
Land use, planning and zoning	54%	43%	38%	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	67%	48%	57%	NA	NA
Animal control	76%	75%	76%	71%	66%
Percent "excellent" or "good"					

FIGURE 26: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Similar
Code enforcement (weeds, abandoned buildings, etc.)	Much above
Animal control	Much above

ECONOMIC SUSTAINABILITY

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were Oak Park as a place to work and the overall quality of businesses and service establishments. Receiving the lowest rating was employment opportunities. The rating for Oak Park as a place to work improved from 2011 to 2013.

FIGURE 27: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

	2013	2011	2008	2004	2000
Employment opportunities	33%	28%	25%	NA	NA
Shopping opportunities	51%	51%	39%	59%	48%
Oak Park as a place to work	68%	58%	56%	NA	NA
Overall quality of business and service establishments in Oak Park	65%	67%	55%	NA	NA
Percent "excellent" or "good"					

FIGURE 28: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Similar
Shopping opportunities	Similar
Oak Park as a place to work	Much above
Overall quality of business and service establishments in Oak Park	Similar

Residents were asked to evaluate the speed of jobs growth and retail growth on a scale from “much too slow” to “much too fast.” When asked about the rate of jobs growth in Oak Park, 80% responded that it was “too slow,” while 61% reported retail growth as “too slow.” More residents in Oak Park compared to other jurisdictions believed that retail growth and jobs growth were too slow.

FIGURE 29: RATINGS OF RETAIL AND JOBS GROWTH BY YEAR

	2013	2011	2008	2004	2000
Retail growth seen as too slow	61%	57%	61%	NA	NA
Jobs growth seen as too slow	80%	80%	77%	NA	NA
Percent of respondents					

FIGURE 30: RETAIL AND JOB GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	Much more
Jobs growth seen as too slow	More

FIGURE 31: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

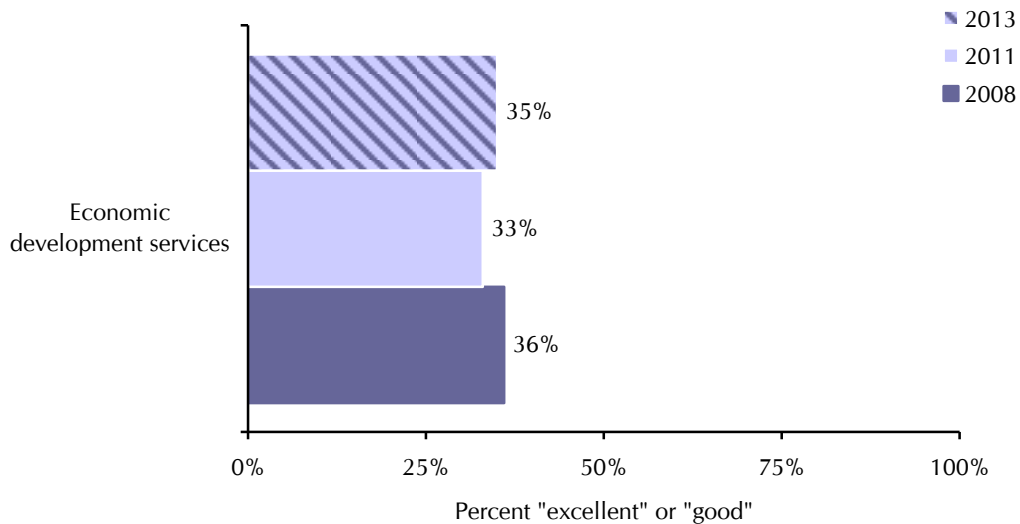


FIGURE 32: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development services	Much below

Residents were asked to reflect on their economic prospects in the near term. Twenty-four percent of the Village of Oak Park residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family. The percent of residents with an optimistic outlook on their household income was more than comparison jurisdictions, and increased over time.

FIGURE 33: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

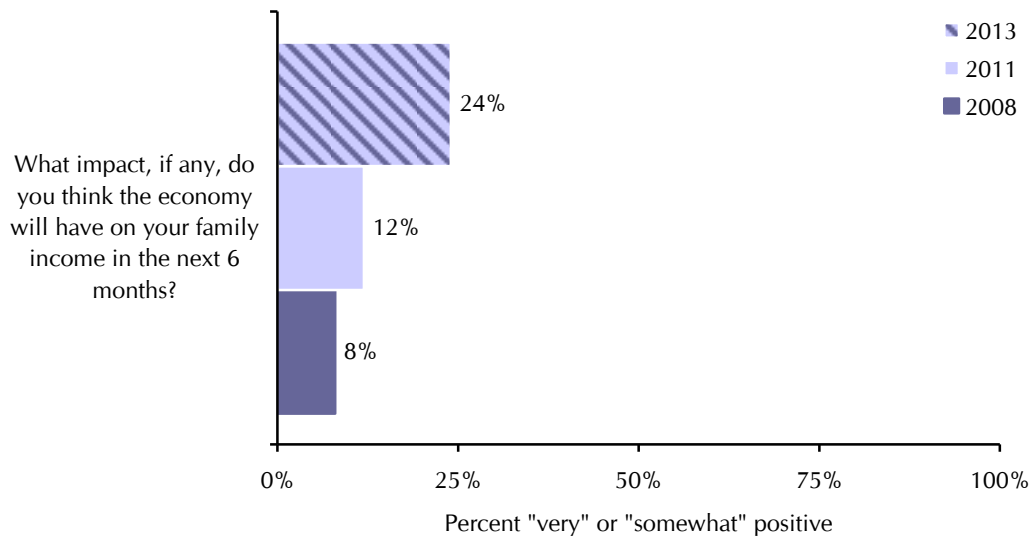


FIGURE 34: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Above

PUBLIC SAFETY

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. A majority gave positive ratings of safety in the Village of Oak Park. More than two-thirds of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 86% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety.

FIGURE 35: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

	2013	2011	2008	2004	2000
Safety in your neighborhood during the day	94%	92%	91%	NA	NA
Safety in your neighborhood after dark	69%	62%	61%	NA	NA
Safety in Oak Park's downtown area during the day	95%	93%	94%	NA	NA
Safety in Oak Park's downtown area after dark	75%	72%	72%	NA	NA
Safety from violent crime (e.g., rape, assault, robbery)	70%	68%	66%	85%	81%
Safety from property crimes (e.g., burglary, theft)	49%	54%	47%	76%	68%
Safety from environmental hazards	86%	83%	75%	NA	NA
Percent "very" or "somewhat" safe					

FIGURE 36: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
In your neighborhood during the day	Similar
In your neighborhood after dark	Much below
In Oak Park's downtown area during the day	Much above
In Oak Park's downtown area after dark	Much above
Violent crime (e.g., rape, assault, robbery)	Much below
Property crimes (e.g., burglary, theft)	Much below
Environmental hazards, including toxic waste	Much above

As assessed by the survey, 14% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 86% had reported it to police. Compared to other jurisdictions about the same percent of Oak Park residents had been victims of crime in the 12 months preceding the survey and more Oak Park residents had reported their most recent crime victimization to the police.

FIGURE 37: CRIME VICTIMIZATION AND REPORTING BY YEAR

	2013	2011	2008	2004	2000
During the past 12 months, were you or anyone in your household the victim of any crime?	14%	13%	23%	NA	NA
If yes, was this crime (these crimes) reported to the police?	86%	79%	80%	NA	NA
Percent "yes"					

FIGURE 38: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Similar
Reported crimes	More

Residents rated eight Village public safety services; of these, five were rated above the benchmark comparison, one was rated similar to the benchmark comparison and two were rated below the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while the Oak Park Adjudication court and traffic enforcement received the lowest ratings. Ratings for emergency preparedness declined over time.

FIGURE 39: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

	2013	2011	2008	2004	2000
Police services	92%	86%	87%	78%	76%
Fire services	98%	96%	96%	86%	85%
Ambulance or emergency medical services	95%	93%	92%	85%	82%
Crime prevention	74%	67%	58%	68%	67%
Fire prevention and education	85%	84%	80%	NA	NA
Oak Park Adjudication court	56%	45%	55%	NA	NA
Traffic enforcement	57%	54%	56%	64%	62%
Emergency preparedness (services that prepare the community for natural disasters or other emergency services)	61%	69%	72%	NA	NA
Percent "excellent" or "good"					

FIGURE 40: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Much above
Fire services	Much above
Ambulance or emergency medical services	Much above
Crime prevention	Above
Fire prevention and education	Above
Traffic enforcement	Below
Courts	Below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Similar

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the Village of Oak Park were asked to evaluate their local environment and the services provided to ensure its quality. The cleanliness of Oak Park was rated as “excellent” or “good” by 87% of survey respondents and it was above the benchmark. This rating has remained stable since 2008.

FIGURE 41: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

	2013	2011	2008	2004	2000
Cleanliness of Oak Park	87%	89%	87%	NA	NA
Percent "excellent" or "good"					

FIGURE 42: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Oak Park	Much above

Resident recycling greater than recycling reported in comparison communities and about the same as was reported in 2011 and 2008.

FIGURE 43: FREQUENCY OF RECYCLING IN LAST 12 MONTHS BY YEAR

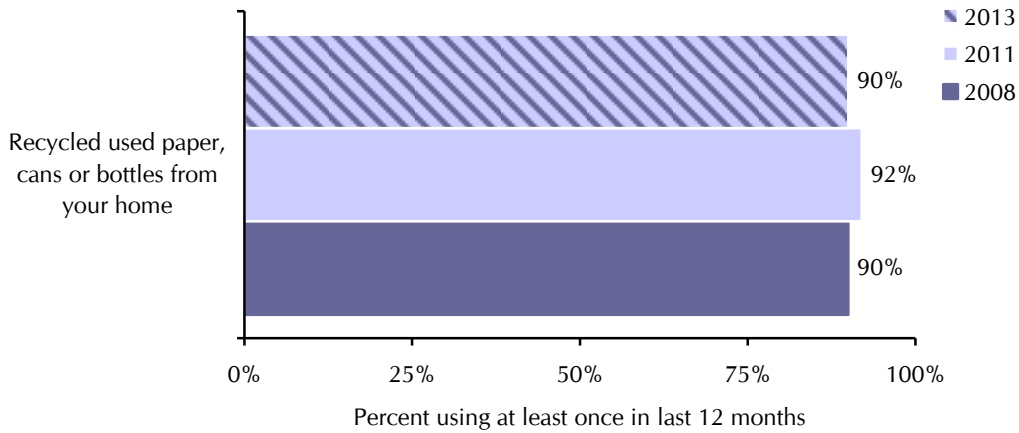


FIGURE 44: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	Much more

Of the four utility services rated by those completing the questionnaire, two were higher than the benchmark comparison and two were similar to the benchmark comparison. Ratings for sewer services improved from 2011 to 2013.

FIGURE 45: RATINGS OF UTILITY SERVICES BY YEAR

	2013	2011	2008	2004	2000
Sewer services	75%	64%	70%	NA	NA
Yard waste pick-up	77%	78%	75%	73%	NA
Recycling	88%	83%	81%	75%	72%
Garbage collection	89%	86%	80%	77%	73%
Percent "excellent" or "good"					

FIGURE 46: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Similar
Yard waste pick-up	Above
Recycling	Much above
Garbage collection	Similar

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the Village of Oak Park were rated positively and were rated higher than in comparison communities.

Resident use of Oak Park recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that participated in Oak Park recreation programs or activities was greater than the percent of users in comparison jurisdictions. This rating has climbed to 65% from 56% since 2008.

FIGURE 47: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR



FIGURE 48: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Recreation opportunities	Much above

FIGURE 49: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

	2013	2011	2008	2004	2000
Participated in a recreation program or activity	65%	61%	56%	NA	NA
Percent using at least once in last 12 months					

FIGURE 50: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Participated in a recreation program or activity	Much more

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 75% of respondents. Educational opportunities were rated as “excellent” or “good” by 79% of respondents. Compared to the benchmark data, educational opportunities and cultural activity opportunities were much above the average of comparison jurisdictions.

About 85% of Oak Park residents used a Village library at least once in the 12 months preceding the survey. This participation rate for library use was much above that of comparison jurisdictions. This rating remained stable over since 2008.

FIGURE 51: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2013	2011	2008	2004	2000
Opportunities to attend cultural activities	75%	72%	75%	NA	NA
Educational opportunities	79%	78%	79%	NA	NA
Percent "excellent" or "good"					

FIGURE 52: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Much above
Educational opportunities	Much above

FIGURE 53: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2013	2011	2008	2004	2000
Used Oak Park public libraries or their services	85%	86%	83%	NA	73%
Participated in religious or spiritual activities in Oak Park	48%	46%	53%	NA	NA
Percent using at least once in last 12 months					

FIGURE 54: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Oak Park public libraries or their services	Much more
Participated in religious or spiritual activities in Oak Park	Less

FIGURE 55: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

	2013	2011	2008	2004	2000
Public schools	89%	87%	85%	NA	78%
Public library services	95%	96%	92%	NA	81%
Percent "excellent" or "good"					

FIGURE 56: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Much above
Public library services	Much above

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the Village of Oak Park were asked to rate the availability of affordable quality health care. About two-thirds of Oak Park residents rated the availability of affordable quality health care positively.

FIGURE 57: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BY YEAR

	2013	2011	2008	2004	2000
Availability of affordable quality health care	62%	68%	59%	NA	NA
Percent "excellent" or "good"					

FIGURE 58: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Much above

FIGURE 59: RATINGS OF HEALTH AND WELLNESS SERVICES BY YEAR

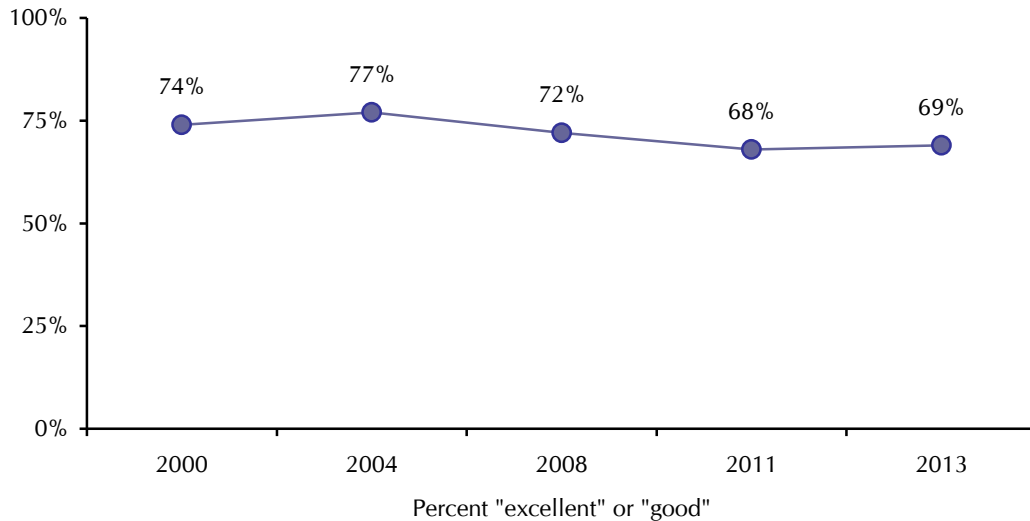


FIGURE 60: HEALTH AND WELLNESS SERVICES BENCHMARKS

	Comparison to benchmark
Health services	Similar

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the Village of Oak Park as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

Almost all residents rated the Village of Oak Park as an “excellent” or “good” place to raise kids and a majority rated it as an “excellent” or “good” place to retire. Most residents felt that the local sense of community was “excellent” or “good.” Most survey respondents felt the Village of Oak Park was open and accepting towards people of diverse backgrounds. The availability of affordable quality child care was rated the lowest by residents and was similar to the benchmark.

FIGURE 61: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

	2013	2011	2008	2004	2000
Sense of community	84%	82%	85%	76%	73%
Openness and acceptance of the community towards people of diverse backgrounds	87%	86%	88%	77%	76%
Availability of affordable quality child care	40%	49%	40%	NA	NA
Oak Park as a place to raise children	92%	93%	85%	83%	81%
Oak Park as a place to retire	57%	55%	55%	NA	58%
Percent "excellent" or "good"					

FIGURE 62: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Much above
Openness and acceptance of the community toward people of diverse backgrounds	Much above
Availability of affordable quality child care	Similar
Oak Park as a place to raise kids	Much above
Oak Park as a place to retire	Below

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 55% to 82% with ratings of “excellent” or “good.” All three services were much above the benchmark.

FIGURE 63: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

	2013	2011	2008	2004	2000
Services to seniors	82%	79%	77%	NA	80%
Services to youth	76%	75%	74%	NA	74%
Services to low-income people	55%	59%	57%	NA	NA
Percent "excellent" or "good"					

FIGURE 64: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Much above
Services to youth	Much above
Services to low income people	Much above

CIVIC ENGAGEMENT

Community leaders cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the Village can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. This survey information is essential for public communication and for helping local government staff to conceive strategies for reaching reluctant voters whose confidence in government may need boosting prior to important referenda.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the Village of Oak Park. Survey participants rated the volunteer opportunities in the Village of Oak Park favorably. Opportunities to attend or participate in community matters were rated similarly.

Ratings of civic engagement opportunities were much above ratings from comparison jurisdictions where these questions were asked.

FIGURE 65: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

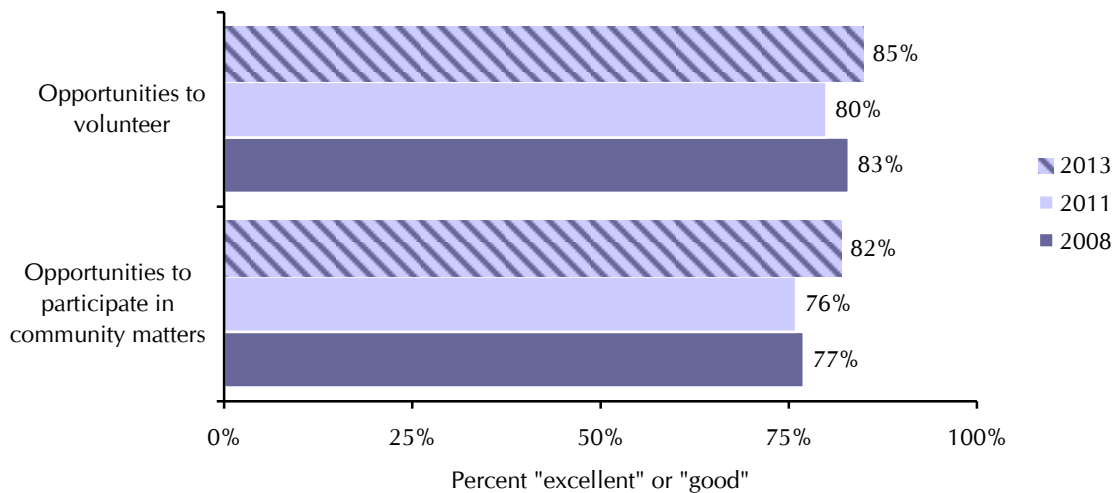


FIGURE 66: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Much above
Opportunities to volunteer	Much above

Most of the participants in this survey had not attended or watched a public meeting, or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Volunteering time to some group or activity in Oak Park showed higher rates of involvement; attending a meeting of local elected officials, participating in a club or civic group in Oak Park, and providing help to a friend or neighbor all showed similar rates of involvement; while watching a public meeting on cable television, the Internet or other media showed lower rates of community engagement.

FIGURE 67: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR¹

	2013	2011	2008	2004	2000
Attended a meeting of local elected officials or other local public meeting	27%	28%	30%	24%	NA
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	27%	34%	36%	36%	25%
Volunteered your time to some group or activity in Oak Park	50%	44%	45%	NA	NA
Participated in a club or civic group in Oak Park	29%	30%	31%	NA	NA
Provided help to a friend or neighbor	92%	92%	92%	NA	NA
Percent participating at least once in the last 12 months					

FIGURE 68: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	Much less
Volunteered your time to some group or activity in Oak Park	More
Participated in a club or civic group in Oak Park	Similar
Provided help to a friend or neighbor	Similar

¹ Over the past few years, local governments have adopted communication strategies that embrace the Internet and new media. In 2010, the question, “Watched a meeting of local elected officials or other local public meeting on cable television” was revised to include “the Internet or other media” to better reflect this trend.

Village of Oak Park residents showed a large amount of civic engagement in the area of electoral participation. Eighty-eight percent reported they were registered to vote and 82% indicated they had voted in the last general election. This rate of self-reported voting was higher than that of comparison communities.

FIGURE 69: REPORTED VOTING BEHAVIOR BY YEAR²

	2013	2011	2008	2004	2000
Registered to vote	88%	84%	89%	NA	NA
Voted in the last general election	82%	85%	88%	NA	NA
Percent "yes"					

FIGURE 70: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	Similar
Voted in last general election	More

² Note: In addition to the removal of “don’t know” responses, those who said “ineligible to vote” also have been omitted from this calculation. The full frequencies appear in Appendix A.

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the Village of Oak Park Web site in the previous 12 months, 83% reported they had done so at least once. Public information services were rated favorably compared to benchmark data. Since 2008, ratings of information sources, media services and information dissemination remained stable.

FIGURE 71: USE OF INFORMATION SOURCES BY YEAR

	2013	2011	2008	2004	2000
Visited the Village of Oak Park Web site (at www.oak-park.us)	83%	81%	80%	NA	NA
Percent using at least once in last 12 months					

FIGURE 72: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Visited the Village of Oak Park Web site	Much more

FIGURE 73: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

	2013	2011	2008	2004	2000
Cable television	62%	59%	62%	57%	46%
Public information services	83%	80%	80%	NA	NA
Percent "excellent" or "good"					

FIGURE 74: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Cable television	Above
Public information services	Much above

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 80% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 75: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES BY YEAR

	2013	2011	2008	2004	2000
Opportunities to participate in social events and activities	80%	77%	77%	NA	NA
Opportunities to participate in religious or spiritual events and activities	87%	86%	85%	NA	NA
Percent "excellent" or "good"					

FIGURE 76: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Much above
Opportunities to participate in religious or spiritual events and activities	Much above

Residents in Oak Park reported a fair amount of neighborliness. About half indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was about the same as the amount of contact reported in other communities.

FIGURE 77: CONTACT WITH IMMEDIATE NEIGHBORS BY YEAR

	2013	2011	2008	2004	2000
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	51%	51%	60%	NA	NA
Percent "at least several times per week"					

FIGURE 78: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

	Comparison to benchmark
Has contact with neighbors at least several times per week	Similar

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents’ opinions about the overall direction the Village of Oak Park is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the Village of Oak Park could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the Village of Oak Park may be colored by their dislike of what all levels of government provide.

Two-thirds of respondents felt that the overall direction that Oak Park is taking was “excellent” or “good.” When asked to rate the job the Village of Oak Park does at welcoming citizen involvement, 63% rated it as “excellent” or “good.” Of these three ratings, all were above the benchmark.

FIGURE 79: PUBLIC TRUST RATINGS BY YEAR

	2013	2011	2008	2004	2000
The overall direction that Oak Park is taking*	66%	60%	53%	58%	65%
The job Oak Park government does at welcoming citizen involvement*	63%	65%	61%	61%	64%
Overall image or reputation of Oak Park	89%	89%	87%	NA	NA
Percent "excellent" or "good"					

* For jurisdictions that have conducted The NCS prior to 2008, this change in the wording of response options may cause a decline in the percent of residents who offer a positive perspective on public trust. It is well to factor in the possible change due to question wording this way: if you show an increase, you may have found even more improvement with the same question wording; if you show no change, you may have shown a slight increase with the same question wording; if you show a decrease, community sentiment is probably about stable.

FIGURE 80: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
The overall direction that Oak Park is taking	Above
Job Oak Park government does at welcoming citizen involvement	Much above
Overall image or reputation of Oak Park	Much above

On average, residents of the Village of Oak Park gave the highest evaluations to their own local government and the lowest average rating to the State and County Governments. The overall quality of services delivered by the Village of Oak Park was rated as “excellent” or “good” by 82% of survey participants. The Village of Oak Park’s rating was above the benchmark when compared to other communities in the nation.

FIGURE 81: RATING OVERALL QUALITY OF SERVICES PROVIDED BY THE VILLAGE OF OAK PARK BY YEAR

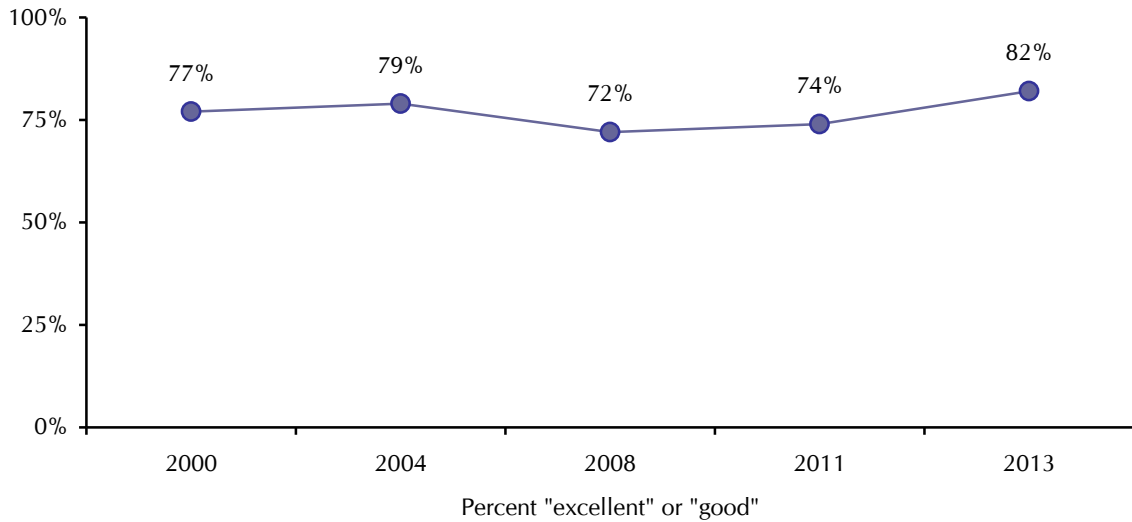


FIGURE 82: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

	2013	2011	2008	2004	2000
Services provided by Village of Oak Park	82%	74%	72%	79%	77%
Services provided by the Federal Government	38%	40%	31%	NA	NA
Services provided by the State Government	21%	26%	23%	NA	NA
Services provided by Cook County Government	20%	23%	22%	NA	NA
Percent "excellent" or "good"					

FIGURE 83: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the Village of Oak Park	Above
Services provided by the Federal Government	Similar
Services provided by the State Government	Much below
Services provided by Cook County Government	Much below

Village of Oak Park Employees

The employees of the Village of Oak Park who interact with the public create the first impression that most residents have of the Village of Oak Park. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the Village of Oak Park. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the Village of Oak Park staff.

Those completing the survey were asked if they had been in contact with a Village employee either in-person, over the phone or via email in the last 12 months; the 69% who reported that they had been in contact (a percent that is higher than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. Village employees were rated highly; 81% of respondents rated their overall impression as "excellent" or "good." Employees overall ratings were higher than the benchmark and were higher than past survey years.

FIGURE 84: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH VILLAGE EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

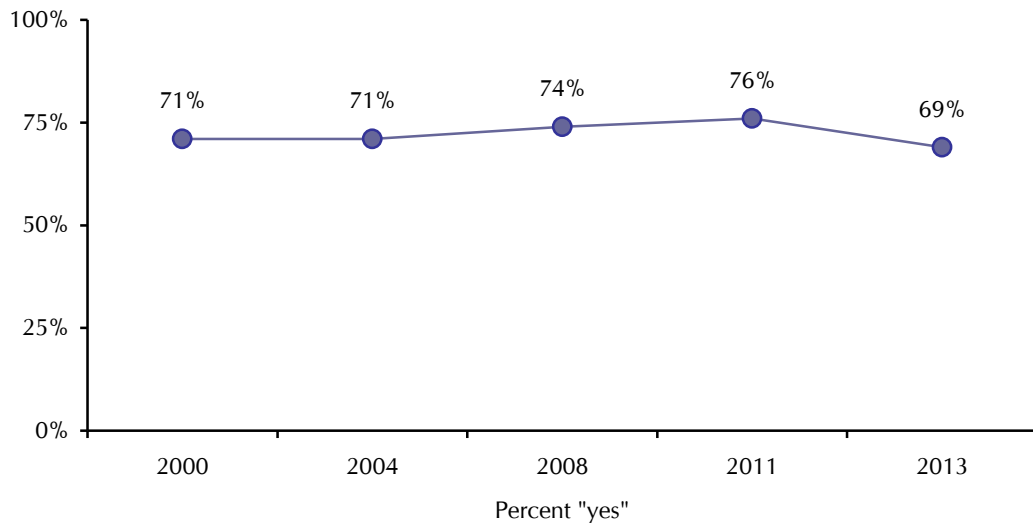


FIGURE 85: CONTACT WITH VILLAGE EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with Village employee(s) in last 12 months	Much more

FIGURE 86: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

	2013	2011	2008	2004	2000
Knowledge	83%	78%	80%	71%	66%
Responsiveness	81%	74%	72%	65%	61%
Courtesy	84%	75%	74%	71%	67%
Overall impression	81%	74%	70%	69%	64%
Percent "excellent" or "good"					

FIGURE 87: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Knowledge	Similar
Responsiveness	Similar
Courteousness	Similar
Overall impression	Above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the Village of Oak Park by examining the relationships between ratings of each service and ratings of the Village of Oak Park's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall Village service quality have been identified. By targeting improvements in key services, the Village of Oak Park can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the Oak Park Key Driver Analysis were:

- Economic development services
- Public schools
- Snow removal

VILLAGE OF OAK PARK ACTION CHART™

The 2013 Village of Oak Park Action Chart™ on the following page combines three dimensions of performance:

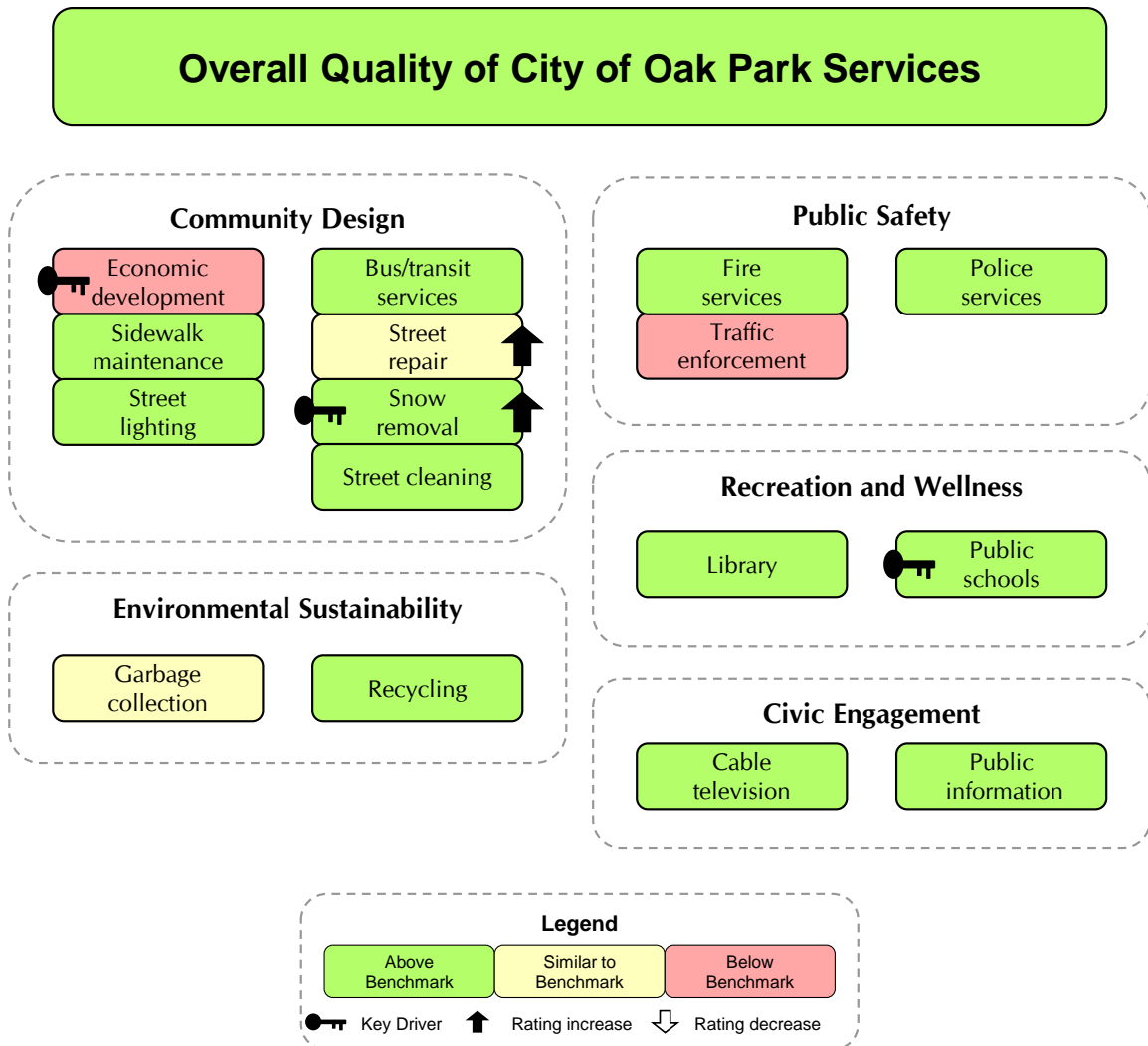
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the Village.
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Sixteen services were included in the KDA for the Village of Oak Park. Of these, 12 were above the benchmark, two were below the benchmark and two were similar to the benchmark.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In Oak Park, economic development services were below the benchmark. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 88: VILLAGE OF OAK PARK ACTION CHART™



Using Your Action Chart™

The key drivers derived for the Village of Oak Park provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the Village of Oak Park, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in Oak Park, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. But snow removal could be a surprise. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of snow removal, was there a visible case of violation prior to the survey data collection? Do Oak Park residents have different expectations for snow removal than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in **bold** typeface and with the symbol "•"), the Village of Oak Park key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement. Additionally, we have indicated (with the symbol "°") those services that neither are local nor national key drivers nor are they core services. It is these services that could be considered first for resource reductions.

FIGURE 89: KEY DRIVERS COMPARED

Service	Village of Oak Park Key Drivers	National Key Drivers	Core Services
Police services		✓	✓
Fire services			✓
◦ Traffic enforcement			
Street repair			✓
◦ Street cleaning			
◦ Street lighting			
Snow removal	✓		
◦ Sidewalk maintenance			
◦ Bus or transit services			
Garbage collection			✓
◦ Recycling			
• Economic development services	✓	✓	
◦ Public library			
Public information services		✓	
• Public schools	✓	✓	
◦ Cable television			

- Key driver overlaps with national and or core services
- Service may be targeted for reductions it is not a key driver or core service

CUSTOM QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

Custom Question 1					
Please rate how important, if at all, you think it is to have the Village of Oak Park maintain each of the following services at least at current levels (as compared with cutting the level of service):					Total
	Essential	Very important	Somewhat important	Not at all important	
Police protection	75%	23%	1%	1%	100%
Fire and emergency medical assistance	60%	35%	4%	1%	100%
Snow plowing, street maintenance and cleaning	48%	40%	11%	1%	100%
Business retention, development, and attraction	47%	43%	9%	2%	100%
Public health services	41%	40%	15%	4%	100%
Operation and creation of street parking	37%	29%	25%	10%	100%
Street resurfacing	33%	41%	25%	1%	100%
Environmental sustainability programs and events	32%	31%	27%	11%	100%
Care of trees and landscaping in the parkways	31%	47%	21%	1%	100%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	25%	36%	32%	7%	100%
Alley reconstruction	23%	34%	38%	5%	100%
Housing programs	22%	33%	35%	10%	100%
Sidewalk replacement	22%	36%	38%	4%	100%

Custom Question 2					
To what degree, if at all, is each of the following a problem in Oak Park?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Electric service reliability	49%	33%	12%	6%	100%
Run down buildings and houses	34%	46%	16%	4%	100%
Noise	33%	43%	19%	5%	100%
Graffiti	28%	51%	15%	6%	100%
Unsupervised youth	25%	44%	23%	8%	100%
Panhandling	24%	36%	27%	13%	100%
Disorderly youth	17%	41%	35%	7%	100%
Homelessness	16%	41%	34%	9%	100%
Parking	15%	21%	29%	35%	100%
Traffic in Oak Park	14%	40%	32%	14%	100%
Drugs	11%	37%	38%	14%	100%
Crime	7%	37%	46%	10%	100%

Custom Question 3				
How much information, if at all, do you get from each of the following sources of information about Oak Park?	A lot	Some	None	Total
Village of Oak Park OP/FYI newsletter and other village mailings	48%	42%	10%	100%
The Wednesday Journal	28%	25%	47%	100%
Friends and neighbors	27%	55%	18%	100%
Village of Oak Park Internet site	21%	47%	33%	100%
The Oak Leaves	18%	38%	44%	100%
Local online news sources	14%	32%	54%	100%
Village of Oak Park email news ("e-News")	10%	25%	65%	100%
VOP TV, the Village's cable TV	4%	19%	77%	100%
Village of Oak Park Facebook page	3%	11%	86%	100%
Village of Oak Park Twitter	1%	4%	95%	100%

Custom Question 4					
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill):	Excellent	Good	Fair	Poor	Total
Oak Park Public Library (5.54%)	53%	33%	11%	4%	100%
Elementary School District 97 (34.73%)	37%	42%	12%	9%	100%
OPRF High School District 200 (28.12%)	33%	45%	13%	9%	100%
Park District of Oak Park (5.01%)	33%	47%	16%	4%	100%
Oak Park Township (1.42%)	22%	46%	19%	12%	100%
Village of Oak Park (13.52%)	20%	52%	24%	4%	100%
Metro Water Reclamation District (3.20%)	14%	44%	32%	10%	100%
Triton Community College District 504 (2.33%)	12%	37%	31%	19%	100%
Cook County (4.59%)	7%	22%	35%	36%	100%

APPENDIX A: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Oak Park:	Excellent	Good	Fair	Poor	Total
Oak Park as a place to live	49%	44%	6%	1%	100%
Your neighborhood as a place to live	40%	48%	11%	1%	100%
Oak Park as a place to raise children	52%	40%	7%	1%	100%
Oak Park as a place to work	28%	40%	23%	9%	100%
Oak Park as a place to retire	25%	32%	25%	18%	100%
The overall quality of life in Oak Park	35%	54%	10%	1%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	34%	51%	13%	2%	100%
Openness and acceptance of the community toward people of diverse backgrounds	45%	42%	9%	3%	100%
Overall appearance of Oak Park	37%	52%	11%	0%	100%
Cleanliness of Oak Park	34%	53%	10%	3%	100%
Overall quality of new development in Oak Park	17%	36%	35%	12%	100%
Overall quality of business and service establishments in Oak Park	20%	46%	27%	8%	100%
Shopping opportunities	16%	35%	38%	11%	100%
Opportunities to attend cultural activities	29%	46%	21%	4%	100%
Recreational opportunities	33%	46%	18%	3%	100%
Employment opportunities	7%	26%	40%	26%	100%
Educational opportunities	35%	44%	17%	4%	100%
Opportunities to participate in social events and activities	32%	48%	17%	3%	100%
Opportunities to participate in religious or spiritual events and activities	37%	50%	12%	1%	100%
Opportunities to volunteer	40%	45%	12%	3%	100%
Opportunities to participate in community matters	30%	52%	13%	5%	100%
Ease of bus travel in Oak Park	24%	38%	27%	11%	100%
Ease of rail or subway travel in Oak Park	49%	45%	5%	1%	100%
Ease of bicycle travel in Oak Park	34%	40%	21%	5%	100%
Ease of walking in Oak Park	51%	42%	6%	2%	100%
Traffic flow on major streets	7%	39%	37%	18%	100%
Amount of public parking	9%	26%	35%	30%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent	Good	Fair	Poor	Total
Availability of affordable quality housing	7%	31%	42%	20%	100%
Availability of affordable quality child care	11%	29%	43%	16%	100%
Availability of affordable quality dental care	24%	40%	25%	11%	100%
Availability of affordable quality health care	22%	40%	29%	9%	100%
Overall image or reputation of Oak Park	38%	51%	10%	1%	100%
Interactions between people of different races	23%	51%	22%	4%	100%
Opportunities to attend environmental sustainability programs or events	30%	42%	23%	5%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Oak Park over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	2%	7%	72%	16%	3%	100%
Retail growth (stores, restaurants, etc.)	19%	42%	36%	3%	1%	100%
Jobs growth	27%	53%	18%	1%	2%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Oak Park?	Percent of respondents
Not a problem	27%
Minor problem	52%
Moderate problem	18%
Major problem	3%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Oak Park:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	22%	47%	13%	16%	2%	100%
Property crimes (e.g., burglary, theft)	10%	39%	19%	25%	7%	100%
Environmental hazards, including toxic waste	50%	36%	10%	3%	1%	100%
Fire	45%	38%	14%	2%	1%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	65%	29%	2%	3%	1%	100%
In your neighborhood after dark	19%	49%	13%	15%	4%	100%
In Oak Park's downtown area during the day	72%	23%	3%	2%	0%	100%
In Oak Park's downtown area after dark	29%	46%	14%	8%	3%	100%

Question 7: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	86%
Yes	14%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	14%
Yes	86%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Oak Park public libraries or their services	15%	17%	27%	13%	29%	100%
Participated in a recreation program or activity	35%	29%	21%	7%	8%	100%
Ridden a local bus within Oak Park	69%	9%	7%	7%	8%	100%
Attended a meeting of local elected officials or other local public meeting	73%	21%	5%	1%	1%	100%
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media	73%	18%	7%	1%	1%	100%
Visited the Village of Oak Park Web site (at www.oak-park.us)	17%	22%	44%	14%	3%	100%
Recycled used paper, cans or bottles from your home	10%	3%	5%	10%	72%	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Volunteered your time to some group or activity in Oak Park	50%	24%	13%	5%	8%	100%
Participated in religious or spiritual activities in Oak Park	52%	15%	10%	7%	15%	100%
Participated in a club or civic group in Oak Park	71%	14%	9%	2%	3%	100%
Provided help to a friend or neighbor	8%	28%	31%	19%	14%	100%
Purchased an item over the internet	14%	10%	21%	21%	34%	100%
Participated in an environmental sustainability program or event	63%	23%	9%	2%	3%	100%
Planted and maintained a vegetable garden	64%	18%	9%	2%	6%	100%
Called for Oak Park police services	60%	31%	9%	0%	0%	100%
Called for Oak Park fire/EMS services	89%	10%	1%	0%	0%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	20%
Several times a week	32%
Several times a month	20%
Less than several times a month	29%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Oak Park:	Excellent	Good	Fair	Poor	Total
Police services	46%	46%	7%	2%	100%
Fire services	56%	42%	2%	0%	100%
Ambulance or emergency medical services	55%	40%	3%	1%	100%
Crime prevention	22%	52%	21%	5%	100%
Fire prevention and education	35%	50%	11%	4%	100%
Oak Park adjudication court	25%	30%	26%	18%	100%
Traffic enforcement	18%	39%	32%	11%	100%
Street repair	9%	39%	40%	12%	100%
Street cleaning	21%	56%	19%	4%	100%
Street lighting	21%	51%	22%	6%	100%
Snow removal	25%	52%	18%	5%	100%
Sidewalk maintenance	16%	48%	29%	7%	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Oak Park:	Excellent	Good	Fair	Poor	Total
Bus or transit services	24%	46%	26%	5%	100%
Garbage collection	35%	54%	9%	3%	100%
Recycling	44%	44%	10%	2%	100%
Yard waste pick-up	34%	44%	17%	6%	100%
Sewer services	25%	50%	20%	5%	100%
Land use, planning and zoning	10%	43%	30%	16%	100%
Code enforcement (weeds, abandoned buildings, etc.)	13%	54%	25%	8%	100%
Animal control	19%	57%	19%	4%	100%
Economic development services	10%	25%	41%	24%	100%
Health services	19%	50%	27%	4%	100%
Services to seniors	33%	49%	16%	2%	100%
Services to youth	32%	44%	18%	5%	100%
Services to low-income people	27%	28%	26%	19%	100%
Public library services	69%	26%	3%	1%	100%
Public information services	33%	50%	15%	2%	100%
Public schools	46%	42%	9%	2%	100%
Cable television	20%	42%	30%	9%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	41%	23%	16%	100%
Leaf pick-up	28%	54%	15%	3%	100%
Care of trees along the parkway	25%	47%	21%	6%	100%
Alley maintenance	10%	34%	37%	18%	100%
Parking services	7%	29%	34%	30%	100%
Online Village services	16%	50%	28%	6%	100%
Water and Sewer services	18%	56%	22%	4%	100%
Building permit review	11%	30%	35%	24%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The Village of Oak Park	26%	56%	15%	3%	100%
The Federal Government	7%	31%	47%	15%	100%
The State Government	5%	17%	48%	31%	100%
Cook County Government	4%	16%	48%	32%	100%

Question 13: Contact with Village Employees	
Have you had any in-person, phone or email contact with an employee of the Village of Oak Park within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	31%
Yes	69%
Total	100%

Question 14: Village Employees					
What was your impression of the employee(s) of the Village of Oak Park in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	37%	47%	14%	3%	100%
Responsiveness	38%	43%	14%	5%	100%
Courtesy	46%	38%	10%	6%	100%
Overall impression	40%	40%	14%	6%	100%

Question 15: Government Performance					
Please rate the following categories of Oak Park government performance:	Excellent	Good	Fair	Poor	Total
The overall direction that Oak Park is taking	15%	51%	28%	6%	100%
The job Oak Park government does at welcoming citizen involvement	19%	44%	31%	6%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Oak Park to someone who asks	57%	34%	6%	3%	100%
Remain in Oak Park for the next five years	56%	28%	8%	8%	100%

Question 17: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	4%
Somewhat positive	20%
Neutral	54%
Somewhat negative	20%
Very negative	3%
Total	100%

Question 18a: Custom Question 1					
Please rate how important, if at all, you think it is to have the Village of Oak Park maintain each of the following services at least at current levels (as compared with cutting the level of service):	Essential	Very important	Somewhat important	Not at all important	Total
Alley reconstruction	23%	34%	38%	5%	100%
Business retention, development, and attraction	47%	43%	9%	2%	100%
Care of trees and landscaping in the parkways	31%	47%	21%	1%	100%
Fire and emergency medical assistance	60%	35%	4%	1%	100%
Housing programs	22%	33%	35%	10%	100%
Operation and creation of street parking	37%	29%	25%	10%	100%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	25%	36%	32%	7%	100%
Police protection	75%	23%	1%	1%	100%
Public health services	41%	40%	15%	4%	100%
Sidewalk replacement	22%	36%	38%	4%	100%
Snow plowing, street maintenance and cleaning	48%	40%	11%	1%	100%
Street resurfacing	33%	41%	25%	1%	100%
Environmental sustainability programs and events	32%	31%	27%	11%	100%

Question 18b: Custom Question 2					
To what degree, if at all, is each of the following a problem in Oak Park?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Crime	7%	37%	46%	10%	100%
Disorderly youth	17%	41%	35%	7%	100%
Drugs	11%	37%	38%	14%	100%
Graffiti	28%	51%	15%	6%	100%
Homelessness	16%	41%	34%	9%	100%
Noise	33%	43%	19%	5%	100%
Panhandling	24%	36%	27%	13%	100%
Parking	15%	21%	29%	35%	100%
Run down buildings and houses	34%	46%	16%	4%	100%
Traffic in Oak Park	14%	40%	32%	14%	100%
Unsupervised youth	25%	44%	23%	8%	100%
Electric service reliability	49%	33%	12%	6%	100%

Question 18c: Custom Question 3				
How much information, if at all, do you get from each of the following sources of information about Oak Park?	A lot	Some	None	Total
Village of Oak Park Twitter	1%	4%	95%	100%
Village of Oak Park Facebook page	3%	11%	86%	100%
Friends and neighbors	27%	55%	18%	100%
The Oak Leaves	18%	38%	44%	100%
Village of Oak Park email news ("e-News")	10%	25%	65%	100%
Village of Oak Park Internet site	21%	47%	33%	100%
Village of Oak Park OP/FYI newsletter and other village mailings	48%	42%	10%	100%
VOP TV, the Village's cable TV	4%	19%	77%	100%
The Wednesday Journal	28%	25%	47%	100%
Local online news sources	14%	32%	54%	100%

Question 18d: Custom Question 4					
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill):	Excellent	Good	Fair	Poor	Total
Elementary School District 97 (34.73%)	37%	42%	12%	9%	100%
OPRF High School District 200 (28.12%)	33%	45%	13%	9%	100%
Village of Oak Park (13.52%)	20%	52%	24%	4%	100%
Oak Park Public Library (5.54%)	53%	33%	11%	4%	100%
Park District of Oak Park (5.01%)	33%	47%	16%	4%	100%
Cook County (4.59%)	7%	22%	35%	36%	100%
Metro Water Reclamation District (3.20%)	14%	44%	32%	10%	100%
Triton Community College District 504 (2.33%)	12%	37%	31%	19%	100%
Oak Park Township (1.42%)	22%	46%	19%	12%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	24%
Yes, full-time	67%
Yes, part-time	8%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	51%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	5%
Bus, rail, subway or other public transportation	28%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Walk	7%
Bicycle	2%
Work at home	7%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Oak Park?	Percent of respondents
Less than 2 years	15%
2 to 5 years	17%
6 to 10 years	20%
11 to 20 years	20%
More than 20 years	28%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	43%
House attached to one or more houses (e.g., a duplex or townhome)	4%
Building with two or more apartments or condominiums	50%
Other	3%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	39%
Owned by you or someone in this house with a mortgage or free and clear	61%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	1%
\$300 to \$599 per month	3%
\$600 to \$999 per month	23%
\$1,000 to \$1,499 per month	22%
\$1,500 to \$2,499 per month	29%
\$2,500 or more per month	21%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	63%
Yes	37%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	79%
Yes	21%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	11%
\$25,000 to \$49,999	17%
\$50,000 to \$99,999	27%
\$100,000 to \$149,000	22%
\$150,000 or more	23%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	94%
Yes, I consider myself to be Spanish, Hispanic or Latino	6%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	6%
Black or African American	19%
White	70%
Other	6%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	1%
25 to 34 years	24%
35 to 44 years	19%
45 to 54 years	22%
55 to 64 years	17%
65 to 74 years	12%
75 years or older	5%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	56%
Male	44%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	12%
Yes	85%
Ineligible to vote	3%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	18%
Yes	79%
Ineligible to vote	3%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	2%
Yes	98%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	40%
Yes	60%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	34%
Land line	43%
Both	22%
Total	100%

Question D19: Has Internet Access at Home	
Do you have Internet access at home?	Percent of respondents
No	11%
Yes	89%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	Oak Park as a place to live	49%	201	44%	183	6%	25	1%	3	0%	0	100%
Your neighborhood as a place to live	40%	164	48%	199	11%	44	1%	4	0%	0	100%	410
Oak Park as a place to raise children	44%	180	34%	139	6%	24	1%	4	15%	59	100%	407
Oak Park as a place to work	15%	59	21%	84	12%	49	4%	18	48%	195	100%	405
Oak Park as a place to retire	15%	62	20%	82	15%	62	12%	47	37%	149	100%	402
The overall quality of life in Oak Park	35%	141	54%	221	10%	41	1%	3	0%	0	100%	406

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	33%	135	50%	202	13%	54	2%	8	1%	6	100%
Openness and acceptance of the community toward people of diverse backgrounds	45%	184	42%	170	9%	38	3%	12	1%	5	100%	410
Overall appearance of Oak Park	37%	150	52%	215	11%	44	0%	1	0%	0	100%	410
Cleanliness of Oak Park	34%	141	53%	215	10%	41	3%	13	0%	0	100%	410
Overall quality of new development in Oak Park	15%	59	31%	127	31%	124	11%	43	13%	52	100%	406
Overall quality of business and service establishments in Oak Park	20%	80	45%	184	27%	109	8%	31	1%	4	100%	409
Shopping opportunities	16%	66	35%	141	38%	154	11%	45	1%	3	100%	409
Opportunities to attend cultural activities	28%	112	44%	177	20%	81	4%	17	5%	19	100%	406
Recreational opportunities	32%	129	44%	180	17%	71	3%	13	4%	15	100%	408
Employment opportunities	4%	15	14%	56	21%	86	14%	55	48%	195	100%	407
Educational opportunities	29%	116	36%	144	14%	56	3%	12	18%	73	100%	401

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to participate in social events and activities	31%	126	46%	187	16%	66	3%	11	4%	17	100%
Opportunities to participate in religious or spiritual events and activities	31%	128	42%	172	10%	39	1%	4	16%	65	100%	408
Opportunities to volunteer	32%	132	36%	148	10%	41	2%	10	19%	76	100%	407
Opportunities to participate in community matters	26%	105	45%	182	11%	44	4%	18	14%	55	100%	404
Ease of bus travel in Oak Park	15%	59	23%	93	16%	65	7%	27	40%	160	100%	405
Ease of rail or subway travel in Oak Park	47%	191	43%	174	4%	18	1%	4	4%	18	100%	406
Ease of bicycle travel in Oak Park	28%	112	33%	134	17%	69	4%	18	18%	74	100%	406
Ease of walking in Oak Park	51%	205	42%	169	6%	24	2%	8	0%	0	100%	406
Traffic flow on major streets	7%	26	39%	156	37%	146	18%	70	0%	1	100%	398
Amount of public parking	9%	35	26%	103	34%	135	29%	118	3%	11	100%	402
Availability of affordable quality housing	5%	22	25%	103	35%	142	17%	68	17%	70	100%	405
Availability of affordable quality child care	5%	19	13%	52	19%	76	7%	29	56%	225	100%	401
Availability of affordable quality dental care	15%	62	25%	102	16%	64	7%	28	37%	148	100%	403
Availability of affordable quality health care	16%	66	29%	116	21%	84	7%	26	27%	107	100%	399
Overall image or reputation of Oak Park	38%	155	51%	209	10%	39	1%	4	0%	2	100%	410
Interactions between people of different races	22%	88	49%	200	22%	88	4%	16	4%	15	100%	407
Opportunities to attend environmental sustainability programs or events	19%	77	27%	108	15%	59	4%	14	36%	145	100%	403

Question 3: Growth														
Please rate the speed of growth in the following categories in Oak Park over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	1%	6	4%	16	43%	178	10%	39	2%	7	40%	164	100%
Retail growth (stores, restaurants, etc.)	16%	63	34%	139	29%	119	2%	9	1%	4	18%	73	100%	407
Jobs growth	11%	44	21%	85	7%	29	0%	1	1%	3	60%	244	100%	406

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Oak Park?	Percent of respondents	Count
Not a problem	25%	98
Minor problem	48%	188
Moderate problem	17%	65
Major problem	3%	11
Don't know	8%	31
Total	100%	394

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Oak Park:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	22%	92	47%	194	12%	51	16%	64	2%	7	1%	3	100%
Property crimes (e.g., burglary, theft)	9%	38	39%	159	19%	76	24%	100	7%	30	1%	6	100%	410
Environmental hazards, including toxic waste	46%	188	33%	134	10%	39	2%	10	1%	5	9%	36	100%	411
Fire	43%	177	36%	148	13%	53	2%	8	1%	5	5%	20	100%	410

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	65%	269	29%	119	2%	8	3%	13	1%	2	0%	0	100%
In your neighborhood after dark	19%	78	49%	202	13%	51	15%	60	4%	17	0%	0	100%	409
In Oak Park's downtown area during the day	71%	293	23%	93	3%	10	2%	10	0%	2	1%	3	100%	411
In Oak Park's downtown area after dark	28%	113	43%	178	14%	55	8%	32	2%	10	5%	21	100%	409

Question 7: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	85%	345
Yes	14%	57
Don't know	1%	4
Total	100%	405

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	14%	8
Yes	85%	48
Don't know	1%	0
Total	100%	57

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used Oak Park public libraries or their services	15%	60	17%	70	27%	109	13%	53	29%	118	100%
Participated in a recreation program or activity	35%	140	29%	116	21%	84	7%	30	8%	34	100%	404
Ridden a local bus within Oak Park	69%	277	9%	37	7%	29	7%	28	8%	30	100%	402
Attended a meeting of local elected officials or other local public meeting	73%	297	21%	85	5%	19	1%	2	1%	3	100%	406
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media	73%	297	18%	75	7%	29	1%	2	1%	4	100%	406
Visited the Village of Oak Park Web site (at www.oak-park.us)	17%	69	22%	90	44%	175	14%	54	3%	13	100%	401
Recycled used paper, cans or bottles from your home	10%	40	3%	13	5%	22	10%	40	72%	291	100%	405

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Volunteered your time to some group or activity in Oak Park	50%	204	24%	96	13%	51	5%	21	8%	33	100%
Participated in religious or spiritual activities in Oak Park	52%	213	15%	59	10%	42	7%	30	15%	63	100%	406
Participated in a club or civic group in Oak Park	71%	290	14%	58	9%	35	2%	9	3%	13	100%	406
Provided help to a friend or neighbor	8%	33	28%	112	31%	128	19%	76	14%	56	100%	405
Purchased an item over the internet	14%	56	10%	39	21%	85	21%	85	34%	137	100%	402
Participated in an environmental sustainability program or event	63%	255	23%	93	9%	37	2%	8	3%	12	100%	404
Planted and maintained a vegetable garden	64%	256	18%	72	9%	37	2%	9	6%	26	100%	400
Called for Oak Park police services	60%	243	31%	126	9%	36	0%	2	0%	1	100%	408
Called for Oak Park fire/EMS services	89%	364	10%	41	1%	3	0%	0	0%	0	100%	408

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	20%	79
Several times a week	32%	127
Several times a month	20%	80
Less than several times a month	29%	118
Total	100%	404

Question 11: Service Quality												
Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	Police services	41%	169	41%	167	6%	24	1%	6	11%	45	100%
Fire services	40%	164	30%	123	2%	7	0%	0	28%	116	100%	411

Question 11: Service Quality												
Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Ambulance or emergency medical services	31%	127	23%	93	2%	8	1%	3	44%	181	100%	411
Crime prevention	17%	71	41%	166	16%	67	4%	18	21%	86	100%	408
Fire prevention and education	20%	80	28%	115	6%	25	2%	8	44%	179	100%	408
Oak Park adjudication court	6%	26	8%	32	7%	28	5%	19	74%	302	100%	408
Traffic enforcement	14%	55	30%	120	24%	99	9%	35	24%	96	100%	405
Street repair	9%	36	37%	150	38%	152	11%	46	4%	17	100%	401
Street cleaning	20%	83	54%	221	18%	75	4%	17	3%	14	100%	410
Street lighting	21%	86	50%	205	21%	87	6%	24	2%	8	100%	410
Snow removal	23%	96	48%	196	17%	69	5%	20	7%	28	100%	410
Sidewalk maintenance	16%	64	47%	192	28%	114	7%	27	3%	11	100%	409
Bus or transit services	17%	69	33%	133	18%	74	4%	15	29%	118	100%	409
Garbage collection	34%	138	53%	216	8%	35	3%	10	3%	11	100%	410
Recycling	41%	170	41%	170	9%	38	2%	8	6%	24	100%	411
Yard waste pick-up	25%	103	33%	133	13%	51	4%	17	25%	103	100%	409
Sewer services	17%	69	34%	138	13%	54	3%	14	33%	135	100%	411
Land use, planning and zoning	7%	28	29%	116	20%	80	11%	43	33%	130	100%	397
Code enforcement (weeds, abandoned buildings, etc.)	9%	36	36%	143	16%	66	5%	21	34%	134	100%	399
Animal control	12%	50	38%	151	13%	51	3%	11	34%	137	100%	400
Economic development services	7%	28	18%	73	30%	119	17%	68	28%	111	100%	399
Health services	12%	48	32%	128	17%	70	3%	10	36%	145	100%	401
Services to seniors	15%	60	22%	90	7%	29	1%	3	55%	220	100%	401
Services to youth	19%	78	27%	107	11%	44	3%	13	40%	159	100%	402
Services to low-income people	11%	42	11%	44	10%	40	8%	30	60%	236	100%	393
Public library services	65%	259	25%	99	3%	13	1%	5	6%	25	100%	401
Public information services	26%	103	40%	159	12%	47	2%	7	20%	81	100%	397
Public schools	35%	140	32%	128	7%	27	2%	7	25%	99	100%	401
Cable television	13%	51	27%	108	19%	76	6%	22	35%	139	100%	397

Question 11: Service Quality												
Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	10%	40	22%	85	12%	48	8%	32	48%	189	100%
Leaf pick-up	23%	90	44%	175	12%	49	3%	11	18%	74	100%	399
Care of trees along the parkway	24%	96	45%	181	21%	82	6%	25	4%	16	100%	399
Alley maintenance	9%	36	31%	122	33%	131	16%	64	11%	46	100%	398
Parking services	7%	27	27%	107	31%	125	28%	110	7%	30	100%	399
Online Village services	13%	52	41%	163	23%	90	5%	18	19%	74	100%	397
Water and Sewer services	13%	51	41%	163	16%	63	3%	13	27%	109	100%	399
Building permit review	5%	20	14%	56	16%	66	11%	45	54%	215	100%	401

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The Village of Oak Park	25%	98	54%	217	15%	58	3%	11	4%	15	100%
The Federal Government	6%	25	26%	104	40%	159	13%	50	15%	61	100%	400
The State Government	4%	16	14%	55	40%	160	26%	104	16%	65	100%	400
Cook County Government	3%	14	13%	52	39%	156	26%	105	18%	73	100%	400

Question 13: Contact with Village Employees		
Have you had any in-person, phone or email contact with an employee of the Village of Oak Park within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	31%	122
Yes	69%	268
Total	100%	390

Question 14: Village Employees												
What was your impression of the employee(s) of the Village of Oak Park in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	36%	96	46%	123	13%	35	3%	8	1%	4	100%
Responsiveness	38%	101	43%	114	14%	36	5%	14	0%	0	100%	265
Courtesy	46%	121	38%	101	10%	27	6%	16	0%	1	100%	265
Overall impression	40%	107	40%	107	14%	36	6%	15	0%	0	100%	265

Question 15: Government Performance												
Please rate the following categories of Oak Park government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The overall direction that Oak Park is taking	12%	49	43%	173	24%	94	5%	21	15%	62	100%
The job Oak Park government does at welcoming citizen involvement	14%	58	35%	138	24%	96	5%	19	22%	89	100%	400

Question 16: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Oak Park to someone who asks	57%	230	34%	136	6%	23	3%	12	1%	3	100%
Remain in Oak Park for the next five years	55%	221	28%	111	8%	30	7%	29	2%	10	100%	402

Question 17: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	4%	16
Somewhat positive	20%	79
Neutral	54%	215
Somewhat negative	20%	78
Very negative	3%	11
Total	100%	399

Question 18a: Custom Question 1												
Please rate how important, if at all, you think it is to have the Village of Oak Park maintain each of the following services at least at current levels (as compared with cutting the level of service):	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Alley reconstruction	21%	84	31%	124	35%	140	5%	20	8%	34	100%
Business retention, development, and attraction	47%	188	42%	170	9%	34	2%	6	1%	2	100%	401
Care of trees and landscaping in the parkways	31%	124	47%	185	20%	81	1%	4	1%	3	100%	398
Fire and emergency medical assistance	59%	240	34%	139	4%	18	1%	4	1%	4	100%	404
Housing programs	20%	82	31%	124	33%	132	9%	38	7%	30	100%	405
Operation and creation of street parking	36%	146	28%	114	24%	97	10%	39	2%	7	100%	402
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	24%	97	35%	141	31%	125	7%	28	3%	13	100%	404
Police protection	75%	303	23%	91	1%	5	1%	5	0%	0	100%	405
Public health services	40%	162	39%	159	14%	58	4%	17	2%	8	100%	403
Sidewalk replacement	22%	88	36%	145	37%	150	4%	15	1%	5	100%	403
Snow plowing, street maintenance and cleaning	48%	194	40%	162	11%	43	1%	2	1%	3	100%	405
Street resurfacing	33%	134	40%	162	24%	99	1%	5	1%	3	100%	403
Environmental sustainability programs and events	30%	122	30%	120	26%	103	11%	43	4%	16	100%	405

Question 18b: Custom Question 2												
To what degree, if at all, are the following a problem in Oak Park?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	Crime	6%	26	35%	144	43%	176	10%	40	5%	20	100%
Disorderly youth	16%	63	38%	154	32%	132	6%	26	8%	32	100%	406
Drugs	8%	32	27%	107	27%	108	10%	40	29%	117	100%	405
Graffiti	25%	101	45%	185	13%	54	5%	20	12%	48	100%	408
Homelessness	14%	57	35%	141	29%	117	7%	30	15%	62	100%	407
Noise	32%	128	42%	171	18%	74	5%	21	3%	13	100%	407
Panhandling	22%	91	33%	135	25%	101	12%	49	7%	29	100%	404
Parking	14%	58	20%	83	29%	118	34%	140	2%	9	100%	408
Run down buildings and houses	31%	126	42%	170	15%	60	3%	14	9%	37	100%	406
Traffic in Oak Park	14%	55	39%	159	32%	130	14%	57	1%	5	100%	406
Unsupervised youth	22%	90	40%	161	20%	82	8%	31	10%	43	100%	407
Electric service reliability	46%	185	31%	127	12%	47	5%	22	6%	24	100%	404

Question 18c: Custom Question 3									
How much information, if at all, do you get from each of the following sources of information about Oak Park?	A lot		Some		None		Total		
	Village of Oak Park Twitter	1%	5	4%	15	95%	382	100%	402
Village of Oak Park Facebook page	3%	12	11%	43	86%	347	100%	402	
Friends and neighbors	27%	110	55%	222	18%	71	100%	403	
The Oak Leaves	18%	73	38%	153	44%	175	100%	402	
Village of Oak Park email news ("e-News")	10%	41	25%	99	65%	260	100%	399	
Village of Oak Park Internet site	21%	83	47%	188	33%	131	100%	401	
Village of Oak Park OP/FYI newsletter and other village mailings	48%	196	42%	169	10%	39	100%	404	
VOP TV, the Village's cable TV	4%	17	19%	76	77%	307	100%	400	
The Wednesday Journal	28%	114	25%	100	47%	189	100%	404	

Question 18c: Custom Question 3									
How much information, if at all, do you get from each of the following sources of information about Oak Park?	A lot		Some		None		Total		
Local online news sources	14%	57	32%	130	54%	216	100%	402	

Question 18d: Custom Question 4												
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill):	Excellent		Good		Fair		Poor		Don't know		Total	
Elementary School District 97 (34.73%)	23%	94	27%	108	8%	32	6%	22	36%	146	100%	404
OPRF High School District 200 (28.12%)	20%	79	27%	109	8%	32	5%	21	40%	163	100%	404
Village of Oak Park (13.52%)	16%	66	42%	169	20%	79	3%	12	19%	76	100%	403
Oak Park Public Library (5.54%)	43%	175	27%	108	9%	37	3%	12	18%	73	100%	404
Park District of Oak Park (5.01%)	27%	109	38%	153	13%	51	3%	14	19%	75	100%	401
Cook County (4.59%)	5%	19	15%	60	23%	94	24%	97	33%	131	100%	402
Metro Water Reclamation District (3.20%)	8%	31	24%	96	17%	69	6%	23	45%	183	100%	403
Triton Community College District 504 (2.33%)	6%	26	19%	78	16%	66	10%	39	48%	193	100%	403
Oak Park Township (1.42%)	13%	54	28%	111	11%	46	7%	30	40%	161	100%	401

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	24%	98
Yes, full-time	67%	271
Yes, part-time	8%	34
Total	100%	402

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself	51%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	5%
Bus, rail, subway or other public transportation	28%
Walk	7%
Bicycle	2%
Work at home	7%
Other	0%

Question D3: Length of Residency		
How many years have you lived in Oak Park?	Percent of respondents	Count
Less than 2 years	15%	62
2 to 5 years	17%	71
6 to 10 years	20%	81
11 to 20 years	20%	82
More than 20 years	28%	113
Total	100%	409

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	43%	175
House attached to one or more houses (e.g., a duplex or townhome)	4%	18
Building with two or more apartments or condominiums	50%	203
Other	3%	12
Total	100%	408

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	39%	158
Owned by you or someone in this house with a mortgage or free and clear	61%	244
Total	100%	401

Question D6: Monthly Housing Cost		
About how much is the monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	1%	5
\$300 to \$599 per month	3%	11
\$600 to \$999 per month	23%	94
\$1,000 to \$1,499 per month	22%	88
\$1,500 to \$2,499 per month	29%	119
\$2,500 or more per month	21%	86
Total	100%	404

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	63%	255
Yes	37%	152
Total	100%	407

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	79%	325
Yes	21%	85
Total	100%	410

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	11%	43
\$25,000 to \$49,999	17%	69
\$50,000 to \$99,999	27%	107
\$100,000 to \$149,000	22%	90
\$150,000 or more	23%	92
Total	100%	400

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	94%	382
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	25
Total	100%	407

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	1%	4
Asian, Asian Indian or Pacific Islander	6%	24
Black or African American	19%	78
White	70%	283
Other	6%	25
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	1%	4
25 to 34 years	24%	98
35 to 44 years	19%	79
45 to 54 years	22%	90
55 to 64 years	17%	68
65 to 74 years	12%	48
75 years or older	5%	22
Total	100%	408

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	56%	228
Male	44%	179
Total	100%	407

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	12%	48
Yes	84%	345
Ineligible to vote	3%	13
Don't know	1%	3
Total	100%	409

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	18%	71
Yes	79%	319
Ineligible to vote	3%	14
Don't know	0%	0
Total	100%	404

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	2%	10
Yes	98%	399
Total	100%	409

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	40%	163
Yes	60%	246
Total	100%	409

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	34%	81
Land line	43%	103
Both	22%	53
Total	100%	238

Question D19: Internet Access at Home		
Do you have Internet access at home?	Percent of respondents	Count
No	11%	45
Yes	89%	365
Total	100%	410

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ (The NCS) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by Village officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

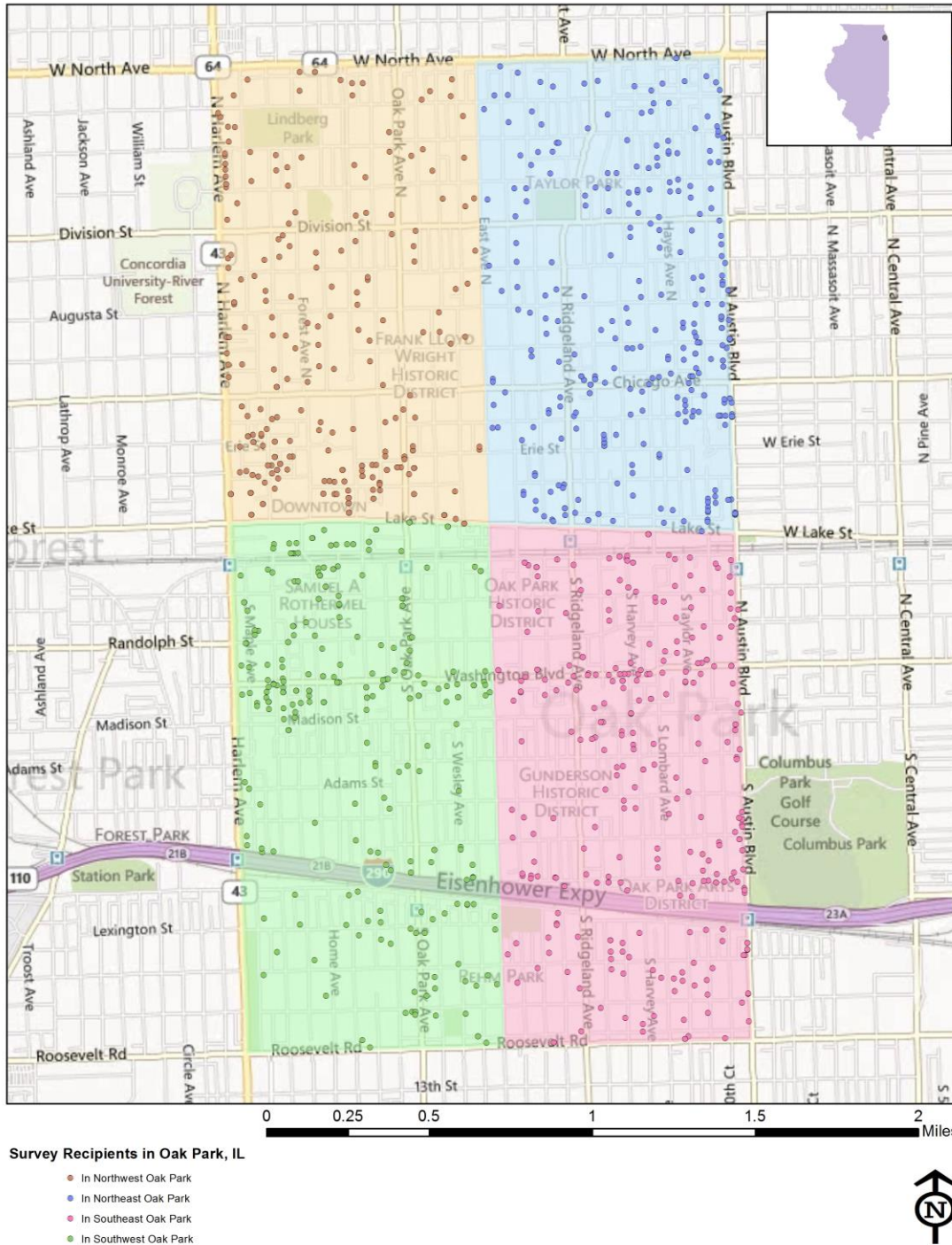
Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the Village of Oak Park were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the Village of Oak Park boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the Village of Oak Park households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the Village of Oak Park boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within the Village of Oak Park. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

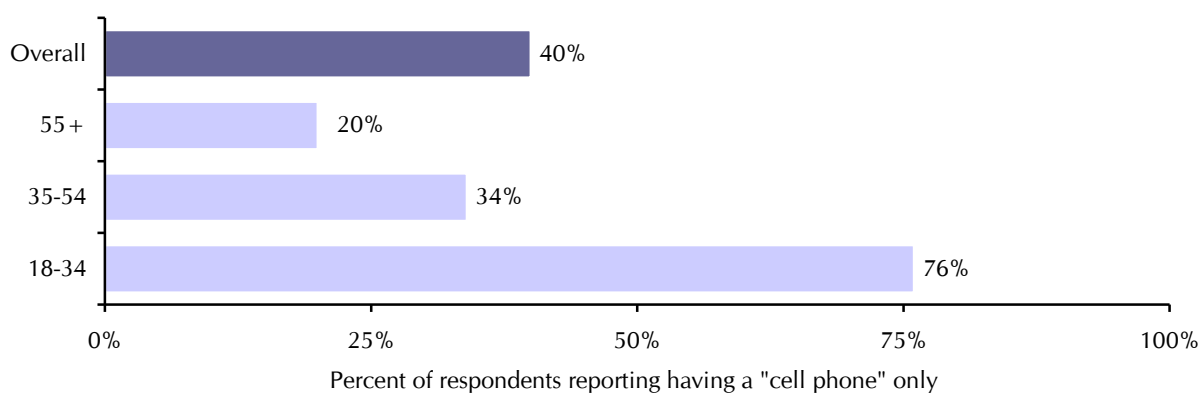
FIGURE 90: LOCATION OF SURVEY RECIPIENTS



An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In response to the growing number of the cell-phone population (so-called “cord cutters”), which includes a large proportion of young adults, questions about cell phones and land lines are included on The NCS™ questionnaire. As of the middle of 2010 (the most recent estimates available as of the end of 2010), 26.6% of U.S. households had a cell phone but no landline.³ Among younger adults (age 18-34), 53.7% of households were “cell-only.” Based on survey results, Oak Park has a “cord cutter” population greater than the nationwide 2010 estimates.

FIGURE 91: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN OAK PARK



SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning September 3, 2013. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Village President inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following six weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the Village of Oak Park survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (417 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the

³ <http://www.cdc.gov/nchs/data/nhis/earlyrelease/wireless201012.pdf>

confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2010 Census estimates and other population norms for adults in the Village of Oak Park. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type, race and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The importance to the community of correct ethnic representation
- The historical use of the variables and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Oak Park Citizen Survey Weighting Table			
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	40%	21%	39%
Own home	60%	79%	61%
Detached unit	45%	53%	46%
Attached unit	55%	47%	54%
Race and Ethnicity			
White	69%	80%	69%
Not white	31%	20%	31%
Not Hispanic	94%	96%	94%
Hispanic	6%	4%	6%
White alone, not Hispanic	66%	78%	66%
Hispanic and/or other race	34%	22%	34%
Sex and Age			
Female	55%	65%	56%
Male	45%	35%	44%
18-34 years of age	26%	11%	25%
35-54 years of age	41%	35%	41%
55+ years of age	32%	54%	34%
Females 18-34	14%	9%	14%
Females 35-54	22%	23%	22%
Females 55+	18%	33%	20%
Males 18-34	12%	3%	11%
Males 35-54	19%	11%	19%
Males 55+	14%	21%	14%

¹ Source: 2010 Census/2011 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who

specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Oak Park to the Benchmark Database

The Village of Oak Park chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Oak Park Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the Village of Oak Park results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the Village of Oak Park's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the Village of Oak Park.

Dear Oak Park Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Oak Park. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



David Pope
Village President

Dear Oak Park Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the Village of Oak Park. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



David Pope
Village President

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Sincerely,



David Pope
Village President



Oak Park

Village of Oak Park
123 Madison St.
Oak Park, IL 60302

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



Oak Park

Village of Oak Park
123 Madison St.
Oak Park, IL 60302

Presorted
First Class Mail
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The Village of Oak Park
Village Hall
123 Madison Street
Oak Park, Illinois 60302-4272

708.358.5770
www.oak-park.us
village@oak-park.us

September 2013

Dear Village of Oak Park Resident:

You have been selected at random to participate in the 2013 Oak Park Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number being surveyed. Your feedback will help Oak Park make decisions that affect our community.

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.

If you have any questions about the survey please call 708.358.5770.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink, appearing to read "Anan Abu-Taleb". The signature is written in a cursive style with a long horizontal stroke at the end.

Anan Abu-Taleb
Village President



The Village of Oak Park
Village Hall
123 Madison Street
Oak Park, Illinois 60302-4272

708.358.5770
www.oak-park.us
village@oak-park.us

September 2013

Dear Village of Oak Park Resident:

If you haven't already responded to the 2013 Oak Park Citizen Survey, here's a second chance! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Oak Park! You have been selected at random to participate in the 2013 Oak Park Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Oak Park make decisions that affect our Village.

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.

If you have any questions about the survey please call 708.358.5770.

Thank you for your time and participation!

Sincerely,

Anan Abu-Taleb
Village President

The Village of Oak Park 2013 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Oak Park:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Oak Park as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Oak Park as a place to raise children.....	1	2	3	4	5
Oak Park as a place to work.....	1	2	3	4	5
Oak Park as a place to retire	1	2	3	4	5
The overall quality of life in Oak Park.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Oak Park as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Overall appearance of Oak Park	1	2	3	4	5
Cleanliness of Oak Park.....	1	2	3	4	5
Overall quality of new development in Oak Park.....	1	2	3	4	5
Overall quality of business and service establishments in Oak Park	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities .	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of bus travel in Oak Park.....	1	2	3	4	5
Ease of rail or subway travel in Oak Park	1	2	3	4	5
Ease of bicycle travel in Oak Park	1	2	3	4	5
Ease of walking in Oak Park.....	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Amount of public parking	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality dental care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Overall image or reputation of Oak Park.....	1	2	3	4	5
Interactions between people of different races	1	2	3	4	5
Opportunities to attend environmental sustainability programs or events .	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Oak Park over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Oak Park?

Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Oak Park:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6
Fire.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Oak Park's downtown area during the day.....	1	2	3	4	5	6
In Oak Park's downtown area after dark.....	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to Question 9
 Yes → Go to Question 8
 Don't know → Go to Question 9

8. If yes, was this crime (these crimes) reported to the police?

- No
 Yes
 Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Oak Park public libraries or their services	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Ridden a local bus within Oak Park	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media.....	1	2	3	4	5
Visited the Village of Oak Park Web site (at www.oak-park.us)	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Oak Park	1	2	3	4	5
Participated in religious or spiritual activities in Oak Park	1	2	3	4	5
Participated in a club or civic group in Oak Park	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5
Purchased a item over the internet.....	1	2	3	4	5
Participated in an environmental sustainability program or event.....	1	2	3	4	5
Planted and maintained a vegetable garden	1	2	3	4	5
Called for Oak Park police service	1	2	3	4	5
Called for Oak Park fire/EMS services	1	2	3	4	5

10. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Less than several times a month

11. Please rate the quality of each of the following services in Oak Park:

	Excellent	Good	Fair	Poor	Don't know
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Oak Park adjudication court	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Sewer services	1	2	3	4	5

The Village of Oak Park 2013 Citizen Survey

11. (continued) Please rate the quality of each of the following services in Oak Park:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Leaf pick-up	1	2	3	4	5
Care of trees along the parkways.....	1	2	3	4	5
Alley maintenance	1	2	3	4	5
Parking services	1	2	3	4	5
Online Village services	1	2	3	4	5
Water and sewer services.....	1	2	3	4	5
Building permit review	1	2	3	4	5

12. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The Village of Oak Park	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Cook County Government.....	1	2	3	4	5

13. Have you had any in-person or phone contact with an employee of the Village of Oak Park within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 15 Yes → Go to Question 14

14. What was your impression of the employee(s) of the Village of Oak Park in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression.....	1	2	3	4	5

15. Please rate the following categories of Oak Park government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The overall direction that Oak Park is taking.....	1	2	3	4	5
The job Oak Park government does at welcoming citizen involvement....	1	2	3	4	5

16. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Oak Park to someone who asks	1	2	3	4	5
Remain in Oak Park for the next five years.....	1	2	3	4	5

17. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

18. Please check the response that comes closest to your opinion for each of the following questions:

- a. Please rate how important, if at all, you think it is to have the Village of Oak Park maintain each of the following services at least at current levels (as compared with cutting the level of service):**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Alley reconstruction	1	2	3	4	5
Business retention, development, and attraction	1	2	3	4	5
Care of trees and landscaping in the parkways.....	1	2	3	4	5
Fire and emergency medical assistance	1	2	3	4	5
Housing programs	1	2	3	4	5
Operation and creation of street parking.....	1	2	3	4	5
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	1	2	3	4	5
Police protection	1	2	3	4	5
Public health services	1	2	3	4	5
Sidewalk replacement	1	2	3	4	5
Snow plowing, street maintenance and cleaning	1	2	3	4	5
Street resurfacing.....	1	2	3	4	5
Environmental sustainability programs and events	1	2	3	4	5

- b. To what degree, if at all, is each of the following a problem in Oak Park?**

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Don't know</i>
Crime	1	2	3	4	5
Disorderly youth	1	2	3	4	5
Drugs	1	2	3	4	5
Graffiti.....	1	2	3	4	5
Homelessness.....	1	2	3	4	5
Noise	1	2	3	4	5
Panhandling	1	2	3	4	5
Parking.....	1	2	3	4	5
Run down buildings and houses.....	1	2	3	4	5
Traffic in Oak Park	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Electric service reliability	1	2	3	4	5

- c. How much information, if at all, do you get from each of the following sources of information about Oak Park?**

	<i>A lot</i>	<i>Some</i>	<i>None</i>
Village of Oak Park Twitter.....	1	2	3
Village of Oak Park Facebook page	1	2	3
Friends and neighbors	1	2	3
The Oak Leaves.....	1	2	3
Village of Oak Park email news ("e-News")	1	2	3
Village of Oak Park Internet site	1	2	3
Village of Oak Park OP/FYI newsletter and other village mailings.....	1	2	3
VOP TV, the Village's cable TV	1	2	3
The Wednesday Journal	1	2	3
Local online news sources.....	1	2	3

- d. Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill):**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Elementary School District 97 (34.73%)	1	2	3	4	5
OPRF High School District 200 (28.12%)	1	2	3	4	5
Village of Oak Park (13.52%)	1	2	3	4	5
Oak Park Public Library (5.54%)	1	2	3	4	5
Park District of Oak Park (5.01%)	1	2	3	4	5
Cook County (4.59%).....	1	2	3	4	5
Metro Water Reclamation District (3.20%)	1	2	3	4	5
Triton Community College District 504 (2.33%).....	1	2	3	4	5
Oak Park Township (1.42%).....	1	2	3	4	5

The Village of Oak Park 2013 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults days
- Bus, rail, subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Oak Park?

- Less than 2 years 11-20 years
- 2-5 years More than 20 years
- 6-10 years

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to both questions D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D12. In which category is your age?

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

D13. What is your sex?

- Female Male

D14. Are you registered to vote in your jurisdiction?

- No Ineligible to vote
- Yes Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No Ineligible to vote
- Yes Don't know

D16. Do you have a cell phone?

- No Yes

D17. Do you have a land line at home?

- No Yes

D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?

- Cell Land line Both

D19. Do you have Internet access at home?

- No Yes

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



Oak Park

Village of Oak Park
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