



VILLAGE OF OAK PARK, IL 2011



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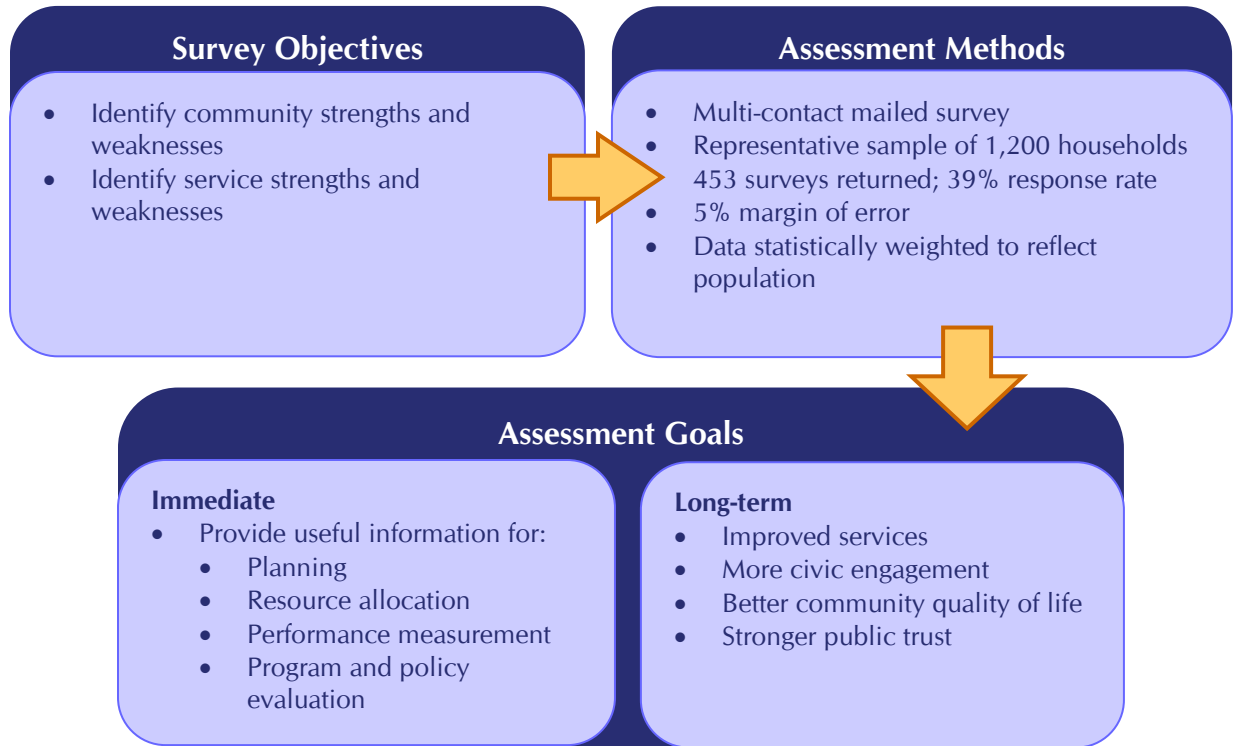
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SURVEY BACKGROUND

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 453 completed surveys were obtained, providing an overall response rate of 39%. 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 crosstabulation 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 (453 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 the 2008 and 2011 survey data can be considered "statistically significant" if they are greater than seven percentage points.

Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration or vice versa. The change occurs even without change in resident perspectives and is attributed to the different environment that a survey respondent confronts when providing answers to a stranger on the telephone compared to offering private anonymous opinions. Questions by phone elicit more positive, optimistic, self-aggrandizing responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses which often shine less brightly.

In Oak Park, citizen survey data were collected by phone in 2000 and 2004. In 2008, the data collection method switched from phone to mail – to save costs, gather more candid feedback and avoid annoying residents with unexpected phone calls. As a consequence, a decline in ratings was expected and observed for nearly all evaluative questions. Because there are phone results from previous administrations to compare to the mail survey administrations in 2008 and 2011, the approximate amount of decline can be calculated for the switch from phone to mail. NRC has taken those differences between phone and mail applied them to the 2000 and 2004 findings. This way, the reported results for 2008 and 2011 are not influenced by the decline that is attributable to the change in data collection mode from phone to mail.

While the adjusted findings control for the expected change from phone to mail data collection, there remains some uncertainty in the precision of the findings due to sampling error associated not only with this administration but also with the adjustments that we made in the 2000 and 2004 data. Because of this uncertainty, NRC recommends that the change in ratings or reported behaviors be viewed with caution, understanding that when data collection method changes, there will be more instability in the comparisons of years where data were collected by one mode (telephone) to the most recent years when the data collection mode changed (to mail). Consequently, we suggest that differences between 2008 and 2011 results and those of 2004 or 2000 of 10 percentage points or less, be considered no real change. Only when findings exceed 10 points, should you explore what real events, policies or programs may be responsible for the shift.

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 90% of respondents. About four out of five respondents reported they plan on staying in the Village of Oak Park for the next five years.

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

Ratings of community characteristics were compared to the benchmark database. Of the 25 characteristics for which comparisons were available, 19 were above the national benchmark comparison, five were similar to the national benchmark comparison and one was below.

Residents in the Village of Oak Park were somewhat civically engaged. While only 28% 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. Close to half had volunteered their time to some group or activity in the Village of Oak Park, which was similar to the benchmark.

In general, survey respondents demonstrated 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 generally 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, 20 were above the benchmark comparison, five were similar to the benchmark comparison and five were below.

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:

- Land use, planning and zoning
- Police services
- Public schools

Of these services, those deserving the most attention may be that which was similar to the benchmark comparisons: land use, planning and zoning... For police services and public schools, the Village of Oak Park was above the benchmark and should continue to ensure high quality performance.

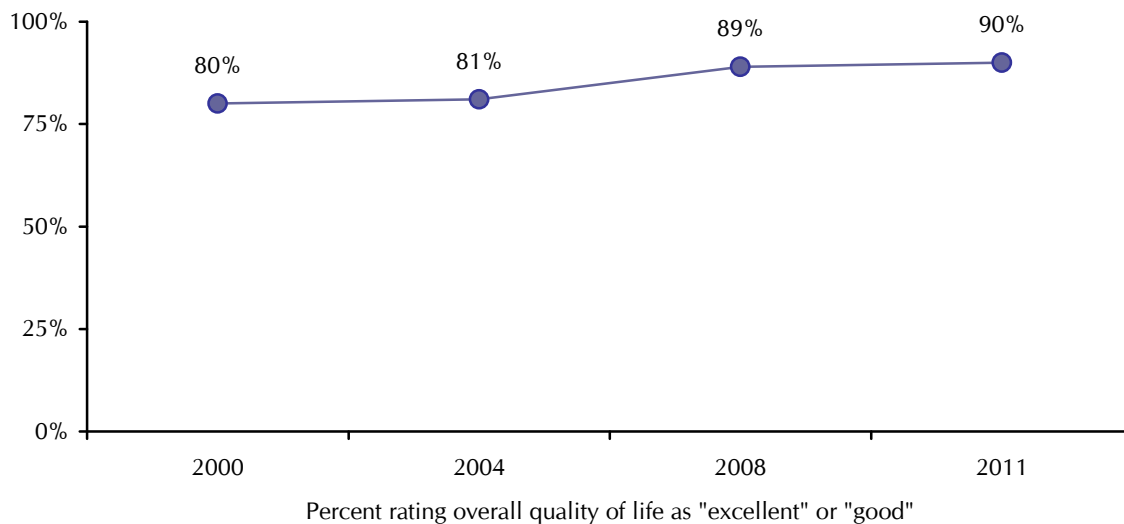
COMMUNITY RATINGS

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 2000 to 2011 were generally stable.

FIGURE 4: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

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

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

	2011	2008	2004	2000
Remain in Oak Park for the next five years	82%	79%	NA	NA
Recommend living in Oak Park to someone who asks	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	Much 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

	2011	2008	2004	2000
Ease of bus travel in Oak Park	59%	59%	57%	NA
Ease of rail or subway travel in Oak Park	90%	89%	NA	NA
Ease of bicycle travel in Oak Park	71%	64%	55%	55%
Ease of walking in Oak Park	89%	88%	82%	NA
Traffic flow on major streets	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 somewhat favorable. Bus or transit services, street lighting, street cleaning, snow removal, and sidewalk maintenance were above the benchmark, while the amount of public parking and street repair were below the benchmark.

FIGURE 9: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

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

FIGURE 10: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair	Below
Street cleaning	Much above
Street lighting	Much above
Snow removal	Above
Sidewalk maintenance	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, 1% by bicycle and 6% by foot.

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

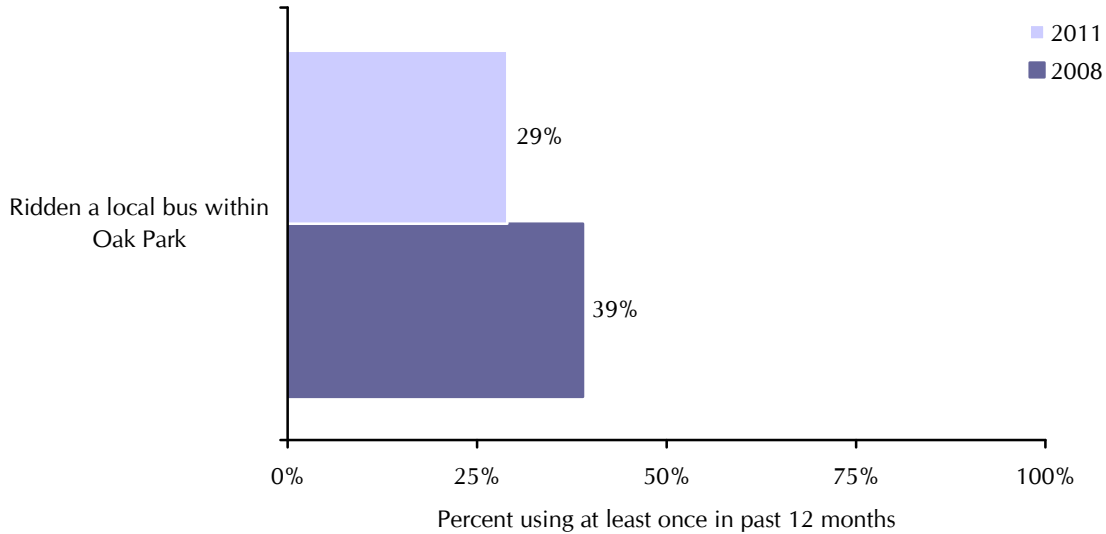


FIGURE 12: FREQUENCY OF BUS USE BENCHMARKS

	Comparison to benchmark
Ridden a local bus within Oak Park	More

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

	2011	2008	2004	2000
Motorized vehicle by myself	48%	53%	NA	NA
Motorized vehicle with others	7%	7%	NA	NA
Bus, rail, subway or other public transportation	28%	26%	NA	NA
Walk	6%	5%	NA	NA
Bicycle	1%	4%	NA	NA
Work at home	10%	6%	NA	NA
Other	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. The availability of affordable housing was rated as “excellent” or “good” by 35% of respondents. The rating of perceived affordable housing availability was similar in the Village of Oak Park than the ratings, on average, in comparison jurisdictions.

FIGURE 15: RATINGS OF HOUSING IN COMMUNITY BY YEAR

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

FIGURE 16: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Similar

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. More than one-third (36%) of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 17: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE" BY YEAR

	2011	2008	2004	2000
Housing costs 30% or more of income	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 15% of respondents and as “good” by an additional 36%. The overall appearance of Oak Park was rated as “excellent” or “good” by 92% 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, 4% 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.

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

	2011	2008	2004	2000
Overall quality of new development in Oak Park	51%	47%	NA	NA
Overall appearance of Oak Park	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

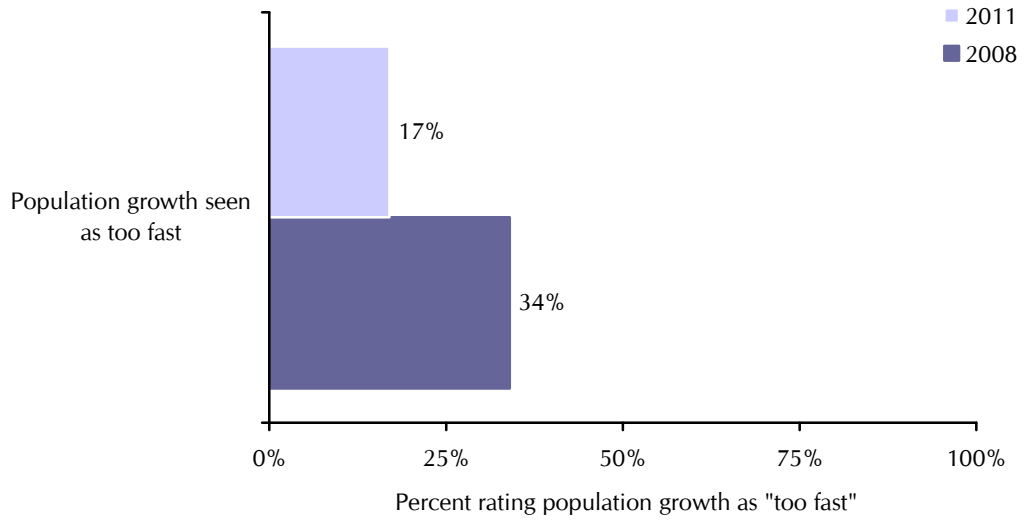


FIGURE 22: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Much less

FIGURE 23: RATINGS OF NUISANCE PROBLEMS BY YEAR

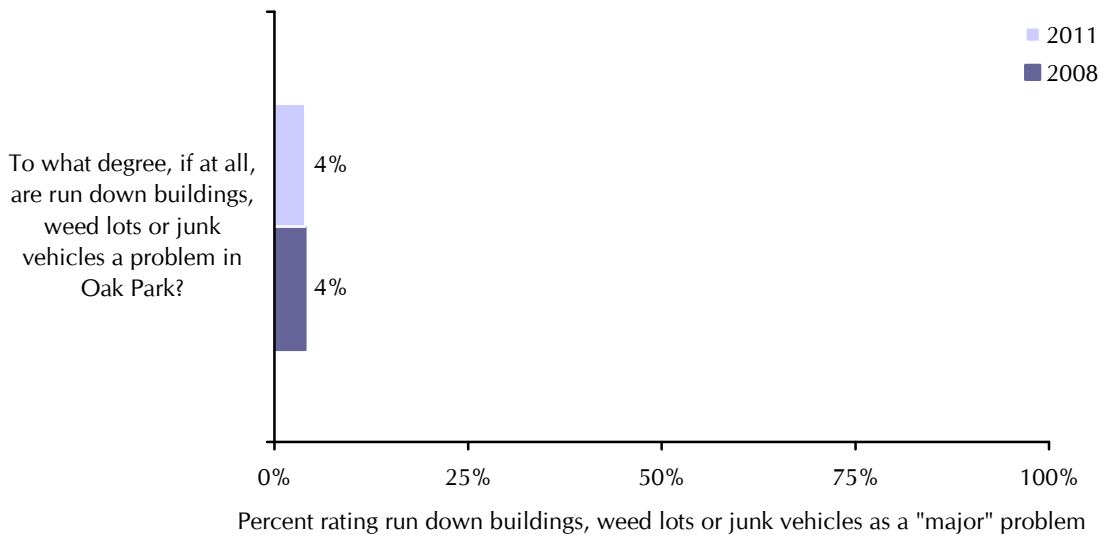


FIGURE 24: NUISANCE PROBLEMS BENCHMARKS

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

	2011	2008	2004	2000
Land use, planning and zoning	43%	38%	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	48%	57%	NA	NA
Animal control	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.)	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 the overall quality of businesses and service establishments and Oak Park as a place to work. Receiving the lowest rating was employment opportunities. The ratings for the shopping opportunities and the overall quality of business and service establishments improved from 2008 to 2011.

FIGURE 27: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

	2011	2008	2004	2000
Employment opportunities	28%	25%	NA	NA
Shopping opportunities	51%	39%	59%	48%
Oak Park as a place to work	58%	56%	NA	NA
Overall quality of business and service establishments in Oak Park	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	Above
Overall quality of business and service establishments in Oak Park	Above

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 57% reported retail growth as “too slow.” More residents in Oak Park compared to other jurisdictions believed that both retail growth and jobs growth were too slow.

FIGURE 29: RATINGS OF RETAIL AND JOBS GROWTH BY YEAR

	2011	2008	2004	2000
Retail growth seen as too slow	57%	61%	NA	NA
Jobs growth seen as too slow	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

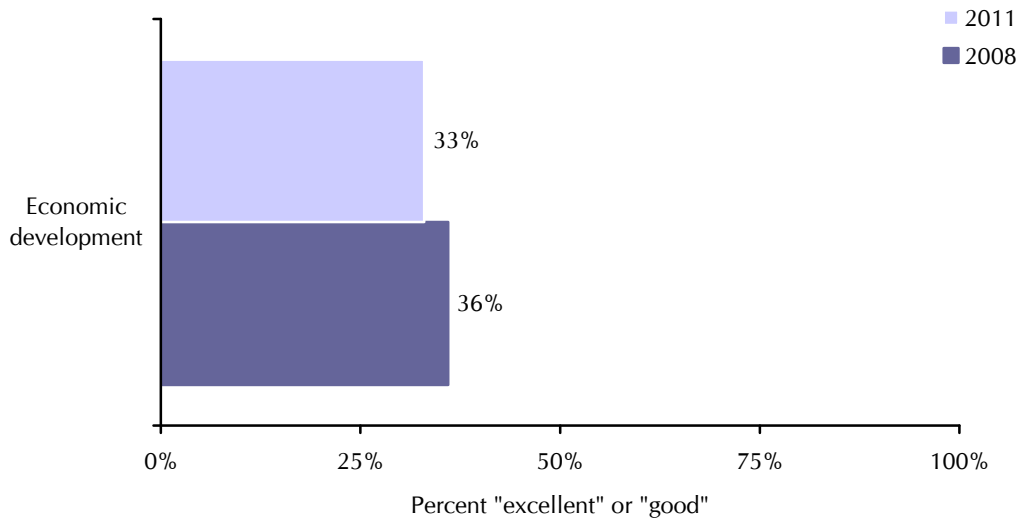


FIGURE 32: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Below

Residents were asked to reflect on their economic prospects in the near term. Twelve 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 less than comparison jurisdictions.

FIGURE 33: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

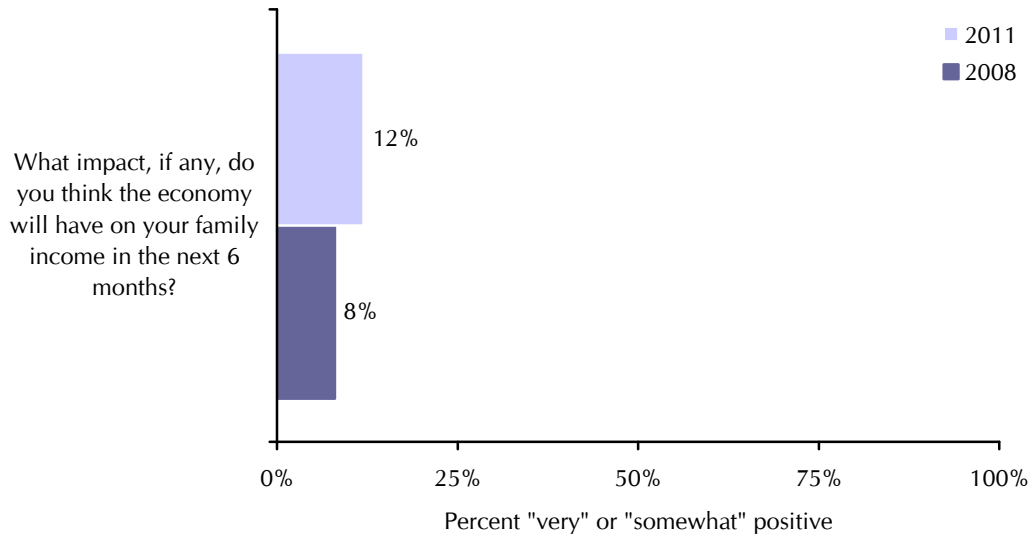


FIGURE 34: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Much below

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

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 83% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety. The rating for safety from environmental hazards improved from 2008 to 2011.

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

	2011	2008	2004	2000
Safety in your neighborhood during the day	92%	91%	NA	NA
Safety in your neighborhood after dark	62%	61%	NA	NA
Safety in Oak Park's downtown area during the day	93%	94%	NA	NA
Safety in Oak Park's downtown area after dark	72%	72%	NA	NA
Safety from violent crime (e.g., rape, assault, robbery)	68%	66%	85%	81%
Safety from property crimes (e.g, burglary, theft)	54%	47%	76%	68%
Safety from environmental hazards	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	Above

As assessed by the survey, 13% 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, 79% 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 about the same percent of Oak Park residents had reported their most recent crime victimization to the police.

FIGURE 37: CRIME VICTIMIZATION AND REPORTING BY YEAR

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

FIGURE 38: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Similar
Reported crimes	Similar

Residents rated eight Village public safety services; of these, four were rated much above the benchmark comparison, two were 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 traffic enforcement and Oak Park Adjudication court received the lowest ratings. Most were rated similar to previous years.

FIGURE 39: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

	2011	2008	2004	2000
Police services	86%	87%	78%	76%
Fire services	96%	96%	86%	85%
Ambulance or emergency medical services	93%	92%	85%	82%
Crime prevention	67%	58%	68%	67%
Fire prevention and education	84%	80%	NA	NA
Oak Park Adjudication court	45%	55%	NA	NA
Traffic enforcement	54%	56%	64%	62%
Emergency preparedness (services that prepare the community for natural disasters or other emergency services)	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	Similar
Fire prevention and education	Much 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 89% of survey respondents and it was above the benchmark.

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

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

FIGURE 42: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Oak Park	Much above

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

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

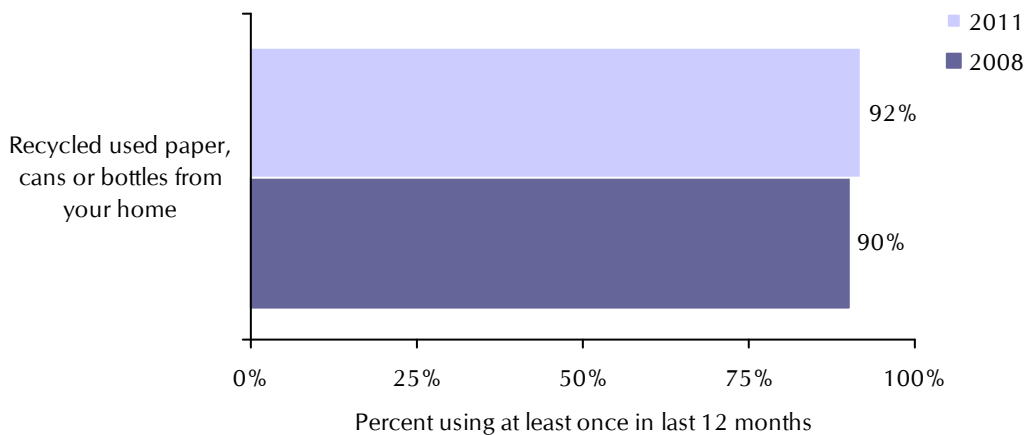


FIGURE 44: FREQUENCY OF RECYCLING BENCHMARKS

	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, one was similar and one was below the benchmark comparison. These service ratings trends were mostly stable over time.

FIGURE 45: RATINGS OF UTILITY SERVICES BY YEAR

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

FIGURE 46: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Below
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 higher than ratings in benchmark communities. Parks and recreation ratings have remained the same since 2008.

Resident use of Oak Park parks and 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.

FIGURE 47: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

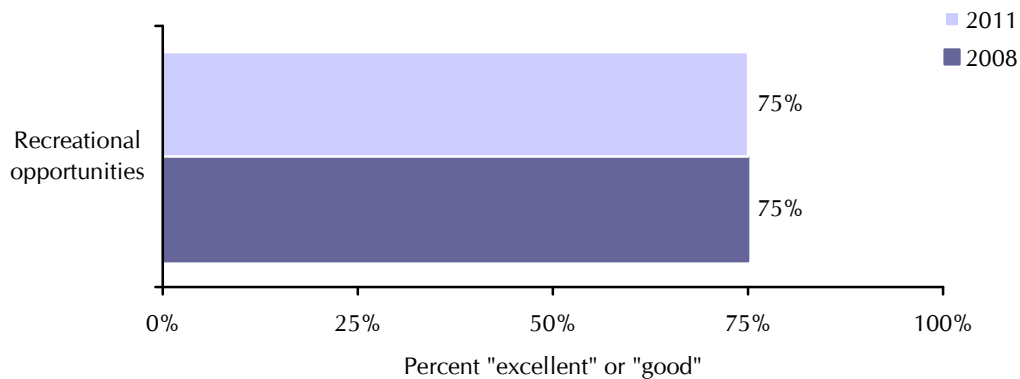


FIGURE 48: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Recreation opportunities	Much above

FIGURE 49: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

	2011	2008	2004	2000
Participated in a recreation program or activity	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 72% of respondents. Educational opportunities were rated as “excellent” or “good” by 78% of respondents. Compared to the benchmark data, educational opportunities and cultural activity opportunities were much above the average of comparison jurisdictions.

About 86% 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.

FIGURE 51: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

	2011	2008	2004	2000
Opportunities to attend cultural activities	72%	75%	NA	NA
Educational opportunities	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

	2011	2008	2004	2000
Used Oak Park public libraries or their services	86%	83%	NA	73%
Participated in religious or spiritual activities in Oak Park	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	Much less

FIGURE 55: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

	2011	2008	2004	2000
Public schools	87%	85%	NA	78%
Public library services	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. Over two-thirds of Oak Park residents (68%) rated the availability of affordable quality health care positively. Ratings of the availability of affordable health care improved from 2008 to 2011.

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

	2011	2008	2004	2000
Availability of affordable quality health care	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

For Oak Park residents, health services were above the benchmark.

FIGURE 59: RATINGS OF HEALTH AND WELLNESS SERVICES BY YEAR

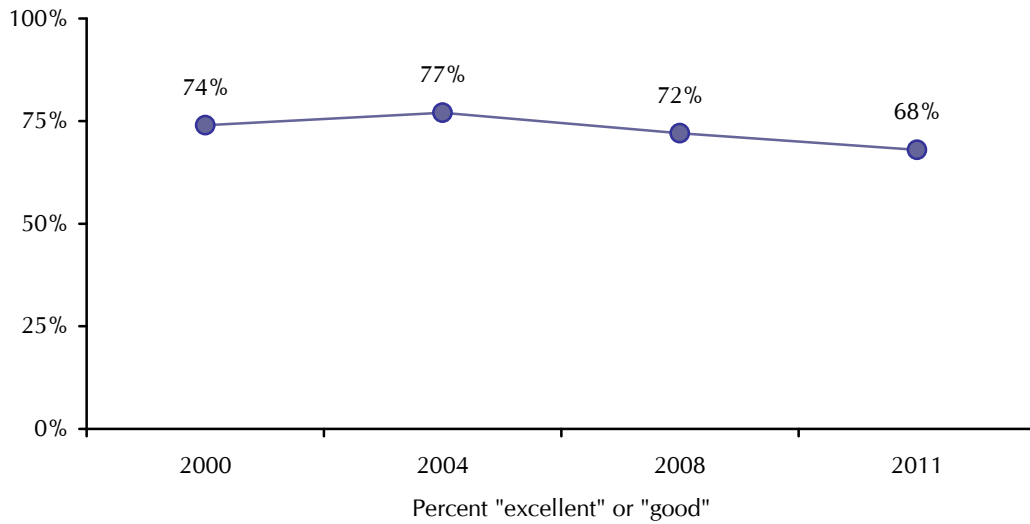


FIGURE 60: HEALTH AND WELLNESS SERVICES BENCHMARKS

Comparison to benchmark	
Health services	Above

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 also 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 but was much higher than the benchmark. The ratings for Oak Park as a place to raise children and for the availability of affordable quality child care have increased over time.

FIGURE 61: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

	2011	2008	2004	2000
Sense of community	82%	85%	76%	73%
Openness and acceptance of the community towards people of diverse backgrounds	86%	88%	77%	76%
Availability of affordable quality child care	49%	40%	NA	NA
Oak Park as a place to raise children	93%	85%	83%	81%
Oak Park as a place to retire	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	Much above
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 59% to 79% with ratings of “excellent” or “good.” All three service types were much above the benchmark.

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

	2011	2008	2004	2000
Services to seniors	79%	77%	NA	80%
Services to youth	75%	74%	NA	74%
Services to low-income people	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 participate in community matters were rated less favorably, but both civic engagement opportunities were much above ratings from comparison jurisdictions where these questions were asked.

FIGURE 65: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

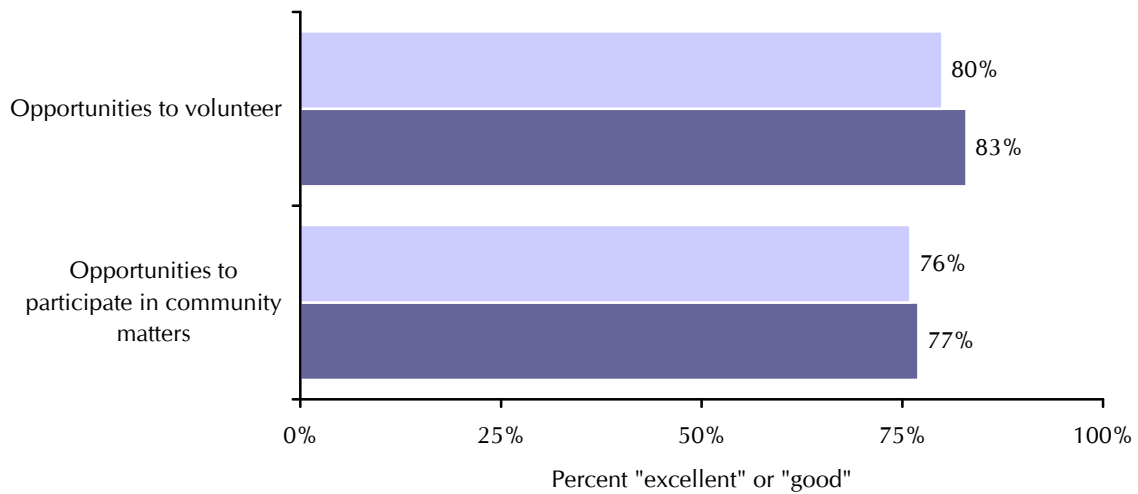


FIGURE 66: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	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. Attending a meeting of local elected officials, volunteering time to some group or activity in Oak Park, 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

	2011	2008	2004	2000
Attended a meeting of local elected officials or other local public meeting	28%	30%	24%	NA
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	34%	36%	36%	25%
Volunteered your time to some group or activity in Oak Park	44%	45%	NA	NA
Participated in a club or civic group in Oak Park	30%	31%	NA	NA
Provided help to a friend or neighbor	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	Similar
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 the largest amount of civic engagement in the area of electoral participation. Eighty-four percent reported they were registered to vote and 85% indicated they had voted in the last general election. This rate of self-reported voting was much higher than that of comparison communities.

FIGURE 69: REPORTED VOTING BEHAVIOR BY YEAR²

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

FIGURE 70: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	Similar
Voted in last general election	Much 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, 81% 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 have remained stable.

FIGURE 71: USE OF INFORMATION SOURCES BY YEAR

	2011	2008	2004	2000
Visited the Village of Oak Park Web site (at www.oak-park.us)	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

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

FIGURE 74: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Cable television	Similar
Public information services	Much above

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 77% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.” Ratings were about the same as they were in 2008.

FIGURE 75: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES BY YEAR

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

FIGURE 76: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES BY YEAR

	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

	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%	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.

A majority 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, 65% rated it as "excellent" or "good." Of these three ratings, all were above the benchmark.

FIGURE 79: PUBLIC TRUST RATINGS BY YEAR

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

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 74% of survey participants. The Village of Oak Park’s rating was above the benchmark when compared to other communities in nation. Ratings of overall Village services have remained stable over time.

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

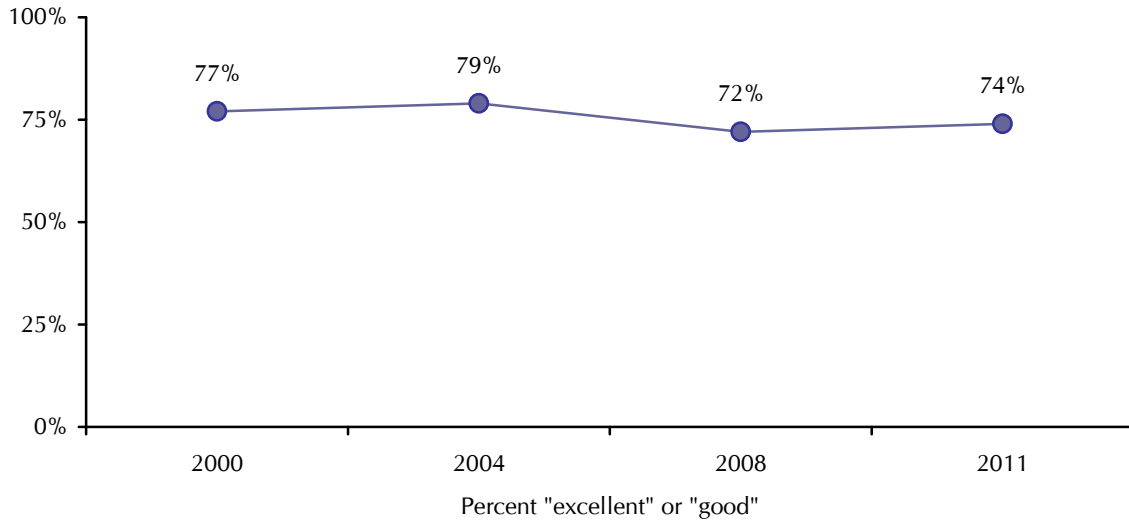


FIGURE 82: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

	2011	2008	2004	2000
Services provided by Village of Oak Park	74%	72%	79%	77%
Services provided by the Federal Government	40%	31%	NA	NA
Services provided by the State Government	26%	23%	NA	NA
Services provided by Cook County Government	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 76% who reported that they had been in contact (a percent that is much above 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; 74% of respondents rated their overall impression as "excellent" or "good." Employees' ratings were similar to the national benchmark and were similar to past survey years.

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

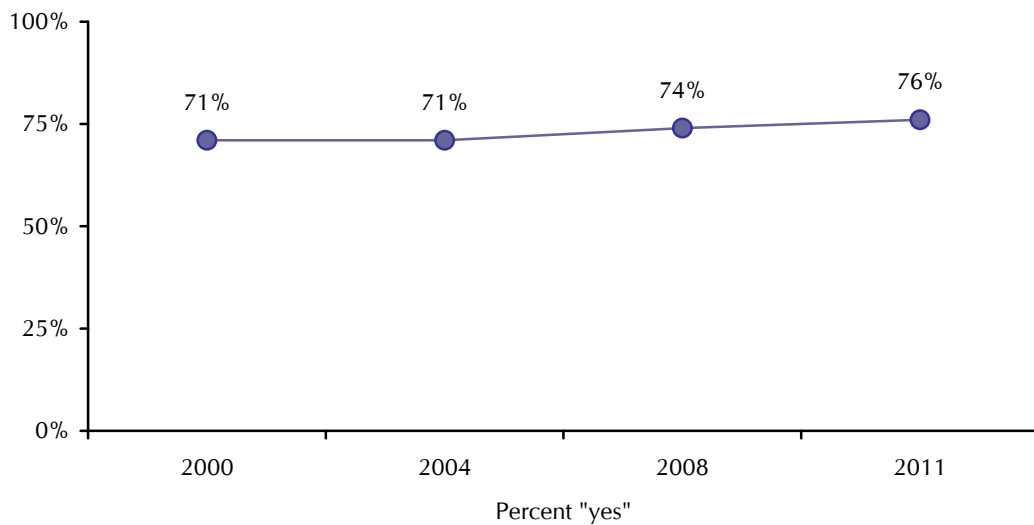


FIGURE 85: CONTACT WITH VILLAGE EMPLOYEES BENCHMARKS

	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

	2011	2008	2004	2000
Knowledge	78%	80%	71%	66%
Responsiveness	74%	72%	65%	61%
Courtesy	75%	74%	71%	67%
Overall impression	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	Below
Overall impression	Similar

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:

- Land use, planning, and zoning
- Police services
- Public schools

VILLAGE OF OAK PARK ACTION CHART™

The 2011 Village of Oak Park Action Chart™ on the following page combines three dimensions of performance:

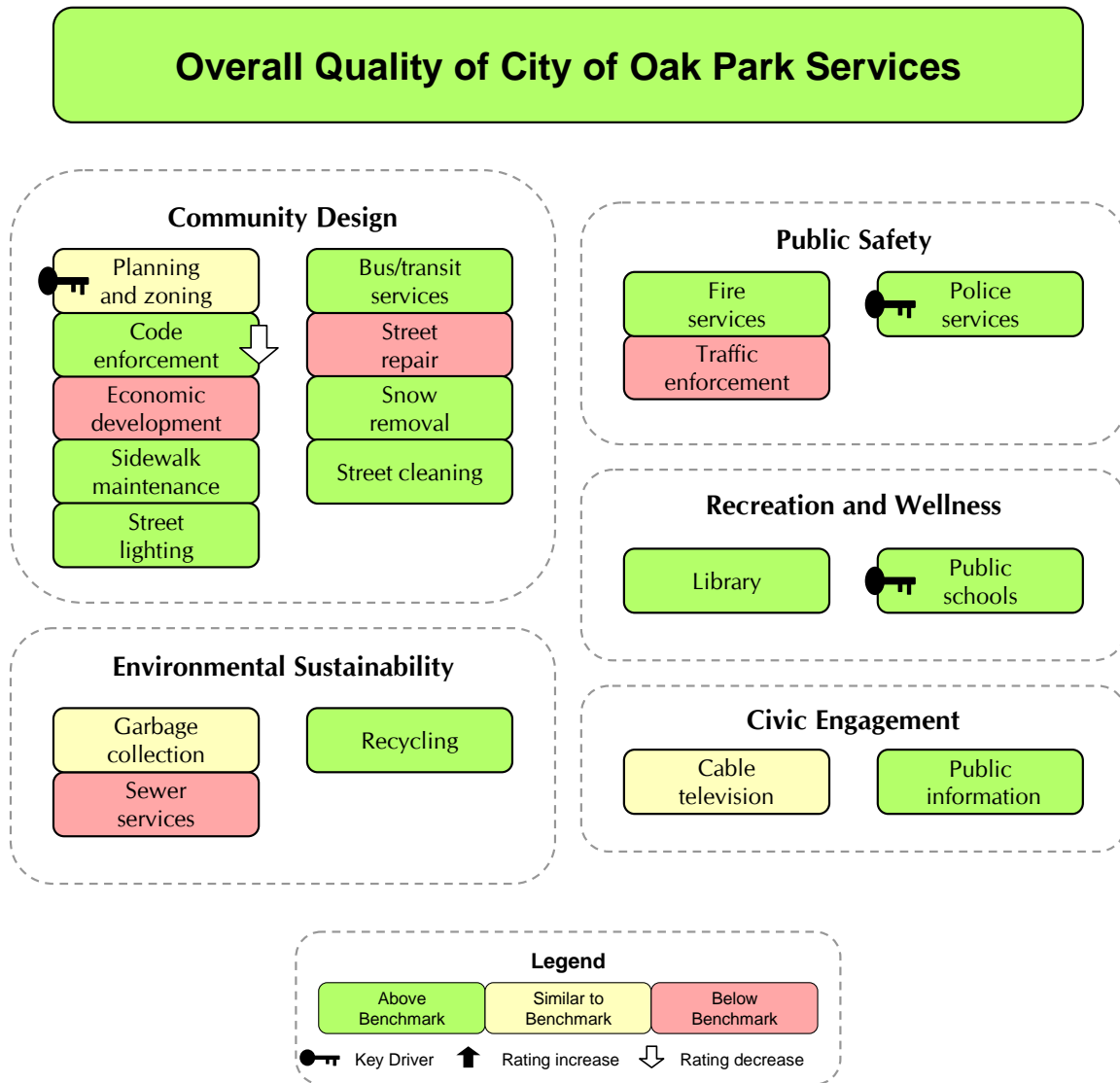
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. 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.

Nineteen services were included in the KDA for the Village of Oak Park. Of these, 12 were above the benchmark, four were below the benchmark and three 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 the case of Oak Park, no key drivers were below the benchmark or trending lower in the current survey. Therefore, Oak Park may wish to seek improvements to land use, planning and zoning as this key driver received ratings similar to other benchmark jurisdictions. 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 animal control 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 animal control, was there a visible case of violation prior to the survey data collection? Do Oak Park residents have different expectations for animal control 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			
Sewer services			✓
• Land use planning and zoning	✓	✓	
Code enforcement			✓
Economic development		✓	
◦ Public library			
Public information services		✓	
• Public schools	✓	✓	
◦ Cable television			

- Key driver overlaps with national and or core services
- Service may be targeted for reduction; 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	
Alley reconstruction	19%	38%	36%	6%	100%
Business retention, development, and attraction	50%	41%	8%	1%	100%
Care of trees and landscaping in the parkways	26%	50%	22%	2%	100%
Fire and emergency medical assistance	61%	32%	7%	0%	100%
Housing programs	21%	26%	40%	12%	100%
Operation and creation of street parking	28%	31%	33%	8%	100%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	25%	39%	28%	8%	100%
Police protection	71%	25%	5%	0%	100%
Public health services	40%	34%	21%	5%	100%
Sidewalk replacement	19%	35%	39%	7%	100%
Snow plowing, street maintenance and cleaning	48%	42%	10%	0%	100%
Street resurfacing	29%	46%	23%	2%	100%
Environmental sustainability programs and events	25%	34%	32%	10%	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
Crime	7%	33%	42%	18%	100%
Disorderly youth	14%	38%	31%	17%	100%
Drugs	14%	25%	36%	24%	100%
Graffiti	27%	48%	19%	6%	100%
Homelessness	17%	46%	25%	13%	100%
Noise	31%	46%	17%	7%	100%
Panhandling	22%	41%	23%	14%	100%
Parking	12%	28%	28%	32%	100%
Run down buildings and houses	31%	49%	16%	4%	100%
Traffic in Oak Park	13%	41%	30%	15%	100%
Unsupervised youth	20%	43%	22%	15%	100%
Electric service reliability	37%	35%	17%	11%	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%	2%	97%	100%
Village of Oak Park Facebook page	5%	9%	86%	100%
Friends and neighbors	29%	58%	12%	100%
The Oak Leaves	23%	36%	41%	100%
Village or Oak email news ("e-News")	10%	21%	69%	100%
Village of Oak Park Internet site	17%	47%	36%	100%
Village of Oak Park OP/FYI newsletter and other village mailings	42%	44%	15%	100%
VOP TV-6, the Village's cable TV	2%	23%	75%	100%
The Wednesday Journal	38%	25%	37%	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 (32.07%)	35%	39%	17%	9%	100%
OPRF High School District 200 (29.83%)	31%	41%	17%	11%	100%
Village of Oak Park (13.57%)	15%	46%	28%	11%	100%
Oak Park Public Library (5.36%)	50%	34%	13%	3%	100%
Cook County (5.61%)	4%	22%	39%	34%	100%
Park District of Oak Park (5.12%)	29%	46%	21%	4%	100%
Oak Park Township (2.57%)	16%	41%	33%	10%	100%
Metro Water Reclamation District (3.15%)	11%	42%	38%	8%	100%
Triton Community College District 504 (2.59%)	12%	38%	35%	15%	100%
Other (0.13%)	12%	28%	46%	15%	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	44%	47%	8%	1%	100%
Your neighborhood as a place to live	42%	46%	11%	1%	100%
Oak Park as a place to raise children	51%	42%	5%	2%	100%
Oak Park as a place to work	27%	31%	29%	13%	100%
Oak Park as a place to retire	22%	33%	27%	19%	100%
The overall quality of life in Oak Park	36%	54%	9%	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%	48%	15%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	42%	44%	12%	1%	100%
Overall appearance of Oak Park	37%	55%	7%	1%	100%
Cleanliness of Oak Park	37%	52%	10%	1%	100%
Overall quality of new development in Oak Park	15%	36%	37%	12%	100%
Overall quality of business and service establishments in Oak Park	15%	53%	29%	4%	100%
Shopping opportunities	11%	40%	37%	11%	100%
Opportunities to attend cultural activities	23%	50%	23%	4%	100%
Recreational opportunities	26%	50%	22%	3%	100%
Employment opportunities	10%	19%	41%	31%	100%
Educational opportunities	33%	45%	19%	3%	100%
Opportunities to participate in social events and activities	28%	49%	20%	3%	100%
Opportunities to participate in religious or spiritual events and activities	38%	49%	11%	2%	100%
Opportunities to volunteer	40%	40%	18%	1%	100%
Opportunities to participate in community matters	30%	46%	17%	7%	100%
Ease of bus travel in Oak Park	22%	36%	36%	5%	100%
Ease of rail or subway travel in Oak Park	50%	40%	7%	2%	100%
Ease of bicycle travel in Oak Park	24%	47%	19%	9%	100%
Ease of walking in Oak Park	48%	42%	9%	2%	100%
Traffic flow on major streets	7%	35%	43%	15%	100%
Amount of public parking	7%	30%	36%	27%	100%
Availability of affordable quality housing	12%	24%	42%	23%	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 child care	15%	35%	41%	10%	100%
Availability of affordable quality dental care	20%	47%	25%	8%	100%
Availability of affordable quality health care	18%	50%	26%	6%	100%
Overall image or reputation of Oak Park	32%	57%	10%	1%	100%
Interactions between people of different races	18%	54%	23%	5%	100%
Opportunities to attend environmental sustainability programs or events	21%	49%	25%	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%	5%	76%	11%	6%	100%
Retail growth (stores, restaurants, etc.)	15%	43%	39%	2%	2%	100%
Jobs growth	34%	46%	18%	0%	1%	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	21%
Minor problem	53%
Moderate problem	22%
Major problem	4%
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)	20%	48%	10%	19%	4%	100%
Property crimes (e.g., burglary, theft)	10%	44%	12%	26%	8%	100%
Environmental hazards, including toxic waste	45%	38%	12%	5%	0%	100%
Fire	46%	39%	13%	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%	27%	4%	4%	0%	100%
In your neighborhood after dark	14%	48%	14%	18%	6%	100%
In Oak Park's downtown area during the day	70%	22%	5%	2%	0%	100%
In Oak Park's downtown area after dark	25%	47%	11%	14%	4%	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	87%
Yes	13%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	21%
Yes	79%
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	14%	18%	34%	16%	18%	100%
Participated in a recreation program or activity	39%	27%	19%	9%	7%	100%
Ridden a local bus within Oak Park	71%	8%	12%	4%	5%	100%
Attended a meeting of local elected officials or other local public meeting	72%	20%	7%	1%	0%	100%
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media	66%	23%	10%	1%	0%	100%
Visited the Village of Oak Park Web site (at www.oak-park.us)	19%	23%	42%	13%	3%	100%
Recycled used paper, cans or bottles from your home	8%	8%	7%	8%	69%	100%
Volunteered your time to some group or activity in Oak Park	56%	22%	8%	4%	10%	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
Participated in religious or spiritual activities in Oak Park	54%	10%	12%	8%	16%	100%
Participated in a club or civic group in Oak Park	70%	14%	9%	3%	4%	100%
Provided help to a friend or neighbor	8%	28%	37%	20%	8%	100%
Purchased an item over the internet	12%	14%	30%	19%	26%	100%
Participated in an environmental sustainability program or event	64%	22%	9%	3%	2%	100%
Planted and maintained a vegetable garden	62%	17%	11%	2%	8%	100%
Called for Oak Park police services	60%	34%	6%	0%	0%	100%
Called for Oak Park fire/EMS services	85%	14%	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	23%
Several times a week	29%
Several times a month	23%
Less than several times a month	26%
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	44%	42%	13%	1%	100%
Fire services	56%	40%	4%	0%	100%
Ambulance or emergency medical services	57%	37%	7%	0%	100%
Crime prevention	20%	47%	27%	6%	100%
Fire prevention and education	33%	51%	16%	0%	100%
Oak Park Adjudication court	20%	24%	43%	12%	100%
Traffic enforcement	11%	43%	34%	11%	100%
Street repair	5%	31%	42%	22%	100%
Street cleaning	19%	51%	25%	5%	100%
Street lighting	19%	52%	24%	5%	100%
Snow removal	22%	41%	24%	12%	100%
Sidewalk maintenance	13%	45%	35%	7%	100%
Bus or transit services	26%	50%	22%	2%	100%
Garbage collection	32%	54%	12%	2%	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Oak Park:	Excellent	Good	Fair	Poor	Total
Recycling	35%	48%	15%	2%	100%
Yard waste pick-up	29%	49%	16%	6%	100%
Sewer services	18%	47%	25%	11%	100%
Land use, planning and zoning	11%	32%	40%	18%	100%
Code enforcement (weeds, abandoned buildings, etc.)	12%	36%	38%	14%	100%
Animal control	17%	58%	21%	4%	100%
Economic development	8%	25%	46%	20%	100%
Health services	15%	53%	30%	2%	100%
Services to seniors	23%	57%	16%	5%	100%
Services to youth	22%	53%	23%	3%	100%
Services to low-income people	18%	41%	24%	17%	100%
Public library services	61%	35%	4%	0%	100%
Public information services	30%	50%	19%	1%	100%
Public schools	40%	47%	11%	3%	100%
Cable television	11%	49%	30%	11%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	58%	22%	9%	100%
Leaf pick-up	21%	59%	17%	3%	100%
Care of trees along the parkway	22%	49%	21%	8%	100%
Alley maintenance	7%	40%	33%	21%	100%
Parking services	9%	29%	40%	22%	100%
Online Village services	22%	51%	23%	4%	100%
Water and Sewer services	15%	51%	24%	9%	100%
Building permit review	11%	35%	31%	23%	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	20%	54%	22%	4%	100%
The Federal Government	6%	34%	43%	17%	100%
The State Government	5%	21%	42%	32%	100%
Cook County Government	4%	19%	44%	33%	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	24%
Yes	76%
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	30%	48%	18%	3%	100%
Responsiveness	34%	40%	19%	7%	100%
Courtesy	35%	40%	16%	8%	100%
Overall impression	27%	47%	18%	8%	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	12%	48%	30%	10%	100%
The job Oak Park government does at welcoming citizen involvement	18%	47%	25%	11%	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	56%	33%	8%	4%	100%
Remain in Oak Park for the next five years	51%	31%	10%	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	3%
Somewhat positive	8%
Neutral	46%
Somewhat negative	37%
Very negative	7%
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	19%	38%	36%	6%
Business retention, development, and attraction	50%	41%	8%	1%	100%
Care of trees and landscaping in the parkways	26%	50%	22%	2%	100%
Fire and emergency medical assistance	61%	32%	7%	0%	100%
Housing programs	21%	26%	40%	12%	100%
Operation and creation of street parking	28%	31%	33%	8%	100%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	25%	39%	28%	8%	100%
Police protection	71%	25%	5%	0%	100%
Public health services	40%	34%	21%	5%	100%
Sidewalk replacement	19%	35%	39%	7%	100%
Snow plowing, street maintenance and cleaning	48%	42%	10%	0%	100%
Street resurfacing	29%	46%	23%	2%	100%
Environmental sustainability programs and events	25%	34%	32%	10%	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%	33%	42%	18%	100%
Disorderly youth	14%	38%	31%	17%	100%
Drugs	14%	25%	36%	24%	100%
Graffiti	27%	48%	19%	6%	100%
Homelessness	17%	46%	25%	13%	100%
Noise	31%	46%	17%	7%	100%
Panhandling	22%	41%	23%	14%	100%
Parking	12%	28%	28%	32%	100%
Run down buildings and houses	31%	49%	16%	4%	100%
Traffic in Oak Park	13%	41%	30%	15%	100%
Unsupervised youth	20%	43%	22%	15%	100%
Electric service reliability	37%	35%	17%	11%	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%	2%	97%	100%
Village of Oak Park Facebook page	5%	9%	86%	100%
Friends and neighbors	29%	58%	12%	100%
The Oak Leaves	23%	36%	41%	100%
Village or Oak email news ("e-News")	10%	21%	69%	100%
Village of Oak Park Internet site	17%	47%	36%	100%
Village of Oak Park OP/FYI newsletter and other village mailings	42%	44%	15%	100%
VOP TV-6, the Village's cable TV	2%	23%	75%	100%
The Wednesday Journal	38%	25%	37%	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 (32.07%)	35%	39%	17%	9%	100%
OPRF High School District 200 (29.83%)	31%	41%	17%	11%	100%
Village of Oak Park (13.57%)	15%	46%	28%	11%	100%
Oak Park Public Library (5.36%)	50%	34%	13%	3%	100%
Cook County (5.61%)	4%	22%	39%	34%	100%
Park District of Oak Park (5.12%)	29%	46%	21%	4%	100%
Oak Park Township (2.57%)	16%	41%	33%	10%	100%
Metro Water Reclamation District (3.15%)	11%	42%	38%	8%	100%
Triton Community College District 504 (2.59%)	12%	38%	35%	15%	100%
Other (0.13%)	12%	28%	46%	15%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	24%
Yes, full-time	64%
Yes, part-time	12%
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	48%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	7%
Bus, rail, subway or other public transportation	28%
Walk	6%
Bicycle	1%
Work at home	10%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Oak Park?	Percent of respondents
Less than 2 years	25%
2 to 5 years	16%
6 to 10 years	12%
11 to 20 years	17%
More than 20 years	30%
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	45%
House attached to one or more houses (e.g., a duplex or townhome)	5%
Building with two or more apartments or condominiums	50%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house or apartment...	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 total 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	3%
\$300 to \$599 per month	3%
\$600 to \$999 per month	21%
\$1,000 to \$1,499 per month	20%
\$1,500 to \$2,499 per month	30%
\$2,500 or more per month	23%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	66%
Yes	34%
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	80%
Yes	20%
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	14%
\$25,000 to \$49,999	17%
\$50,000 to \$99,999	29%
\$100,000 to \$149,000	16%
\$150,000 or more	24%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	95%
Yes, I consider myself to be Spanish, Hispanic or Latino	5%
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	7%
Black or African American	19%
White	72%
Other	5%
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	6%
25 to 34 years	19%
35 to 44 years	22%
45 to 54 years	20%
55 to 64 years	18%
65 to 74 years	9%
75 years or older	6%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	55%
Male	45%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	16%
Yes	81%
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	14%
Yes	82%
Ineligible to vote	4%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	4%
Yes	96%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	35%
Yes	65%
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	26%
Land line	49%
Both	25%
Total	100%

Question D19: 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	44%	199	47%	209	8%	37	1%	2	0%	0	100%
Your neighborhood as a place to live	42%	187	46%	204	11%	49	1%	5	0%	0	100%	445
Oak Park as a place to raise children	43%	189	36%	158	5%	20	2%	7	14%	62	100%	436
Oak Park as a place to work	16%	71	18%	81	17%	76	8%	35	40%	178	100%	442
Oak Park as a place to retire	16%	69	23%	101	19%	83	13%	58	30%	131	100%	442
The overall quality of life in Oak Park	36%	158	54%	241	9%	40	1%	5	0%	0	100%	444

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%	145	46%	203	15%	65	3%	12	3%	12	100%
Openness and acceptance of the community towards people of diverse backgrounds	41%	183	43%	190	12%	54	1%	5	2%	11	100%	442
Overall appearance of Oak Park	37%	164	55%	240	7%	32	1%	4	0%	0	100%	441
Cleanliness of Oak Park	37%	164	52%	230	10%	45	1%	3	1%	3	100%	445
Overall quality of new development in Oak Park	14%	60	32%	141	33%	145	11%	48	11%	49	100%	443
Overall quality of business and service establishments in Oak Park	14%	62	51%	225	28%	123	4%	18	2%	10	100%	439
Shopping opportunities	11%	48	40%	178	37%	164	11%	50	0%	2	100%	443
Opportunities to attend cultural activities	21%	92	46%	202	22%	95	4%	17	7%	32	100%	438
Recreational opportunities	25%	108	48%	209	21%	91	3%	14	4%	16	100%	439
Employment opportunities	5%	23	10%	44	22%	96	17%	74	46%	204	100%	441
Educational opportunities	26%	111	36%	155	15%	65	2%	10	22%	94	100%	436
Opportunities to participate in social events and activities	26%	114	46%	202	18%	80	3%	14	7%	29	100%	439

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 religious or spiritual events and activities	30%	134	39%	173	9%	39	2%	9	19%	85	100%
Opportunities to volunteer	32%	141	32%	140	15%	64	1%	5	20%	90	100%	440
Opportunities to participate in community matters	25%	110	39%	170	15%	65	6%	26	15%	67	100%	438
Ease of bus travel in Oak Park	14%	62	23%	102	23%	100	3%	14	37%	161	100%	440
Ease of rail or subway travel in Oak Park	48%	211	39%	170	7%	31	2%	10	4%	17	100%	438
Ease of bicycle travel in Oak Park	20%	90	39%	174	16%	72	8%	34	16%	71	100%	441
Ease of walking in Oak Park	47%	209	42%	183	9%	39	2%	8	1%	2	100%	441
Traffic flow on major streets	7%	30	35%	153	42%	183	15%	65	0%	1	100%	433
Amount of public parking	7%	31	29%	126	34%	152	26%	116	4%	16	100%	442
Availability of affordable quality housing	10%	43	19%	85	34%	151	19%	82	18%	80	100%	441
Availability of affordable quality child care	6%	27	15%	63	17%	75	4%	18	58%	254	100%	437
Availability of affordable quality dental care	12%	53	29%	128	16%	69	5%	21	38%	166	100%	436
Availability of affordable quality health care	13%	55	36%	158	18%	80	5%	20	29%	127	100%	440
Overall image or reputation of Oak Park	31%	138	57%	251	10%	44	1%	3	1%	3	100%	440
Interactions between people of different races	18%	80	52%	230	23%	100	5%	21	2%	9	100%	440
Opportunities to attend environmental sustainability programs or events	13%	58	30%	132	15%	68	3%	13	38%	169	100%	440

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%	4	3%	13	43%	188	6%	27	3%	15	44%	194	100%
Retail growth (stores, restaurants, etc.)	12%	53	36%	156	32%	143	2%	8	1%	6	17%	73	100%	439
Jobs growth	14%	60	18%	81	7%	32	0%	0	1%	2	60%	265	100%	441

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	19%	79
Minor problem	49%	200
Moderate problem	20%	82
Major problem	4%	17
Don't know	8%	34
Total	100%	411

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)	20%	88	47%	209	10%	44	19%	83	4%	16	1%	4	100%
Property crimes (e.g., burglary, theft)	10%	45	43%	190	12%	53	26%	113	7%	33	2%	10	100%	444
Environmental hazards, including toxic waste	38%	169	32%	141	10%	43	4%	19	0%	1	15%	66	100%	439
Fire	43%	190	36%	162	12%	55	2%	8	1%	2	6%	28	100%	444

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%	290	27%	120	4%	18	4%	17	0%	1	0%	0	100%
In your neighborhood after dark	14%	63	47%	209	14%	61	18%	80	6%	27	0%	2	100%	441
In Oak Park's downtown area during the day	68%	300	22%	96	5%	21	2%	9	0%	2	3%	15	100%	443
In Oak Park's downtown area after dark	23%	102	43%	191	10%	44	13%	57	3%	15	8%	33	100%	443

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	87%	381
Yes	13%	56
Don't know	1%	2
Total	100%	439

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	21%	12
Yes	77%	44
Don't know	2%	1
Total	100%	56

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	14%	63	18%	79	34%	151	16%	71	18%	78	100%
Participated in a recreation program or activity	39%	165	27%	116	19%	80	9%	38	7%	29	100%	428
Ridden a local bus within Oak Park	71%	313	8%	38	12%	54	4%	17	5%	22	100%	443
Attended a meeting of local elected officials or other local public meeting	72%	317	20%	90	7%	29	1%	3	0%	1	100%	440
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media	66%	292	23%	100	10%	45	1%	5	0%	1	100%	442
Visited the Village of Oak Park Web site (at www.oak-park.us)	19%	83	23%	102	42%	184	13%	55	3%	14	100%	439
Recycled used paper, cans or bottles from your home	8%	33	8%	35	7%	29	8%	35	69%	302	100%	434
Volunteered your time to some group or activity in Oak Park	56%	246	22%	96	8%	36	4%	17	10%	42	100%	436

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	
	Participated in religious or spiritual activities in Oak Park	54%	237	10%	43	12%	53	8%	33	16%	72	100%
Participated in a club or civic group in Oak Park	70%	307	14%	59	9%	39	3%	13	4%	18	100%	436
Provided help to a friend or neighbor	8%	34	28%	125	37%	161	20%	86	8%	34	100%	440
Purchased an item over the internet	12%	51	14%	62	30%	132	19%	82	26%	113	100%	439
Participated in an environmental sustainability program or event	64%	282	22%	97	9%	40	3%	12	2%	8	100%	439
Planted and maintained a vegetable garden	62%	273	17%	76	11%	47	2%	10	8%	35	100%	441
Called for Oak Park police services	60%	263	34%	148	6%	26	0%	2	0%	1	100%	440
Called for Oak Park fire/EMS services	85%	377	14%	61	1%	3	0%	0	0%	0	100%	440

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	23%	96
Several times a week	29%	122
Several times a month	23%	98
Less than several times a month	26%	109
Total	100%	425

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	40%	175	38%	168	12%	51	1%	3	10%	45	100%
Fire services	39%	173	28%	124	3%	12	0%	0	30%	131	100%	441
Ambulance or emergency medical services	32%	140	21%	91	4%	16	0%	0	44%	193	100%	440
Crime prevention	15%	65	36%	156	20%	89	5%	21	24%	105	100%	437
Fire prevention and education	18%	80	28%	122	9%	40	0%	0	45%	197	100%	438

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	
	Oak Park Adjudication court	5%	21	6%	25	10%	44	3%	12	77%	334	100%
Traffic enforcement	9%	40	34%	148	27%	118	9%	39	21%	90	100%	435
Street repair	5%	21	29%	127	39%	171	20%	88	7%	29	100%	436
Street cleaning	18%	81	49%	214	24%	104	5%	20	5%	22	100%	441
Street lighting	18%	81	50%	222	24%	104	4%	19	3%	13	100%	439
Snow removal	20%	88	37%	164	22%	96	11%	48	10%	43	100%	439
Sidewalk maintenance	13%	55	43%	185	33%	143	7%	29	4%	18	100%	430
Bus or transit services	17%	72	33%	142	14%	61	1%	6	36%	155	100%	437
Garbage collection	30%	129	50%	217	11%	48	2%	10	7%	32	100%	435
Recycling	32%	141	44%	193	13%	59	2%	8	9%	39	100%	440
Yard waste pick-up	21%	90	35%	152	11%	49	4%	17	29%	124	100%	434
Sewer services	11%	48	29%	127	16%	68	7%	30	37%	162	100%	436
Land use, planning and zoning	7%	32	22%	93	27%	116	12%	51	32%	141	100%	432
Code enforcement (weeds, abandoned buildings, etc.)	8%	35	24%	104	25%	110	9%	41	34%	147	100%	437
Animal control	10%	45	34%	149	12%	54	2%	11	41%	180	100%	438
Economic development	6%	25	18%	78	33%	144	15%	63	29%	125	100%	435
Health services	8%	36	28%	122	16%	70	1%	4	47%	204	100%	436
Services to seniors	10%	44	25%	109	7%	31	2%	9	56%	243	100%	435
Services to youth	12%	51	28%	121	12%	52	1%	6	47%	208	100%	438
Services to low-income people	7%	28	15%	64	9%	37	6%	26	64%	277	100%	434
Public library services	56%	245	33%	143	3%	15	0%	1	8%	35	100%	439
Public information services	24%	106	40%	175	15%	66	1%	3	20%	86	100%	437
Public schools	30%	130	35%	151	8%	35	2%	9	26%	113	100%	437
Cable television	7%	31	32%	140	20%	86	7%	31	34%	148	100%	435
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	5%	22	25%	107	10%	41	4%	16	57%	245	100%	432
Leaf pick-up	16%	70	46%	200	13%	58	2%	10	22%	95	100%	434

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	
	Care of trees along the parkway	20%	90	47%	205	20%	87	8%	33	5%	24	100%
Alley maintenance	6%	27	35%	154	29%	128	18%	81	11%	47	100%	437
Parking services	8%	34	26%	114	36%	155	19%	84	11%	47	100%	434
Online Village services	16%	71	37%	162	17%	73	3%	11	27%	118	100%	436
Water and Sewer services	12%	50	38%	164	18%	79	7%	31	25%	110	100%	433
Building permit review	5%	21	16%	70	14%	62	10%	45	55%	239	100%	437

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	19%	84	53%	231	21%	93	4%	16	3%	13	100%
The Federal Government	5%	21	27%	119	35%	151	14%	59	20%	87	100%	437
The State Government	4%	16	17%	76	34%	149	26%	113	19%	83	100%	436
Cook County Government	3%	12	15%	64	34%	147	26%	112	23%	101	100%	436

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	24%	105
Yes	76%	325
Total	100%	430

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	30%	95	48%	155	18%	59	3%	11	0%	0	100%
Responsiveness	34%	108	40%	129	19%	60	7%	23	0%	0	100%	320
Courtesy	35%	112	40%	127	16%	52	8%	26	0%	0	100%	317
Overall impression	27%	85	47%	149	18%	56	8%	27	0%	1	100%	318

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	10%	45	43%	186	27%	116	9%	39	12%	50	100%
The job Oak Park government does at welcoming citizen involvement	14%	59	35%	153	19%	81	8%	35	24%	105	100%	433

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	55%	242	33%	142	8%	34	4%	16	1%	2	100%
Remain in Oak Park for the next five years	49%	215	30%	130	9%	40	8%	35	4%	18	100%	438

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	3%	14
Somewhat positive	8%	33
Neutral	46%	198
Somewhat negative	37%	159
Very negative	7%	31
Total	100%	434

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	18%	77	34%	150	33%	145	6%	26	10%	44	100%
Business retention, development, and attraction	48%	209	40%	173	7%	32	1%	4	4%	19	100%	438
Care of trees and landscaping in the parkways	26%	114	49%	219	22%	96	2%	7	1%	6	100%	443
Fire and emergency medical assistance	60%	264	32%	141	6%	29	0%	2	2%	8	100%	443
Housing programs	20%	90	25%	111	38%	168	11%	51	5%	24	100%	444
Operation and creation of street parking	27%	120	30%	132	32%	141	8%	33	3%	13	100%	439
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	25%	109	38%	169	27%	121	7%	33	3%	12	100%	444
Police protection	70%	309	24%	108	4%	20	0%	0	1%	6	100%	443
Public health services	38%	170	33%	144	20%	88	5%	21	5%	20	100%	443
Sidewalk replacement	19%	83	34%	152	38%	168	7%	29	2%	10	100%	442
Snow plowing, street maintenance and cleaning	47%	209	41%	182	10%	45	0%	1	2%	7	100%	445
Street resurfacing	28%	126	45%	199	23%	100	2%	9	2%	9	100%	443
Environmental sustainability programs and events	24%	104	32%	142	31%	135	9%	40	5%	21	100%	442

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%	28	31%	138	39%	172	17%	76	7%	31	100%	445
Disorderly youth	12%	56	34%	150	27%	121	15%	66	12%	53	100%	445
Drugs	10%	43	18%	78	26%	113	17%	76	30%	130	100%	440
Graffiti	23%	104	41%	182	17%	73	5%	21	14%	64	100%	444
Homelessness	13%	59	36%	160	19%	86	10%	44	21%	94	100%	443
Noise	29%	131	43%	191	16%	69	6%	28	5%	24	100%	443
Panhandling	20%	87	37%	163	21%	93	13%	57	8%	37	100%	437
Parking	11%	51	27%	120	27%	121	31%	135	3%	15	100%	441

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	
	Run down buildings and houses	28%	123	45%	197	14%	63	4%	17	9%	41	100%
Traffic in Oak Park	13%	56	39%	174	29%	129	15%	65	4%	16	100%	440
Unsupervised youth	18%	79	37%	166	19%	86	13%	57	13%	56	100%	444
Electric service reliability	34%	149	32%	143	16%	70	10%	44	9%	39	100%	445

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	2%	10	97%	425	100%	440			
Village of Oak Park Facebook page	5%	22	9%	41	86%	377	100%	440				
Friends and neighbors	29%	130	58%	257	12%	53	100%	440				
The Oak Leaves	23%	103	36%	159	41%	180	100%	441				
Village or Oak email news ("e-News")	10%	45	21%	92	69%	301	100%	438				
Village of Oak Park Internet site	17%	76	47%	205	36%	158	100%	438				
Village of Oak Park OP/FYI newsletter and other village mailings	42%	184	44%	192	15%	66	100%	442				
VOP TV-6, the Village's cable TV	2%	9	23%	99	75%	331	100%	439				
The Wednesday Journal	38%	167	25%	111	37%	163	100%	441				

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 (32.07%)	24%	104	27%	118	11%	51	6%	28	32%	143	100%
OPRF High School District 200 (29.83%)	20%	89	27%	120	11%	51	7%	31	34%	152	100%	443
Village of Oak Park (13.57%)	12%	55	38%	169	24%	104	9%	39	17%	74	100%	440
Oak Park Public Library (5.36%)	41%	181	28%	123	10%	46	3%	11	18%	80	100%	442
Cook County (5.61%)	3%	14	16%	68	27%	120	24%	105	30%	133	100%	440
Park District of Oak Park (5.12%)	24%	105	39%	170	18%	79	3%	13	17%	74	100%	441
Oak Park Township (2.57%)	10%	46	27%	119	21%	94	7%	29	34%	152	100%	441

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	
	Metro Water Reclamation District (3.15%)	6%	28	23%	102	21%	93	4%	19	45%	201	100%
Triton Community College District 504 (2.59%)	6%	28	21%	91	19%	83	8%	35	46%	205	100%	443
Other (0.13%)	2%	10	6%	24	9%	41	3%	13	80%	349	100%	437

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	24%	106
Yes, full-time	64%	281
Yes, part-time	12%	53
Total	100%	440

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	48%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc.) with other children or adults	7%
Bus, rail, subway or other public transportation	28%
Walk	6%
Bicycle	1%
Work at home	10%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Oak Park?	Percent of respondents	Count
Less than 2 years	25%	111
2 to 5 years	16%	71
6 to 10 years	12%	56
11 to 20 years	17%	75
More than 20 years	30%	132
Total	100%	445

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	45%	199
House attached to one or more houses (e.g., a duplex or townhome)	5%	21
Building with two or more apartments or condominiums	50%	221
Other	1%	3
Total	100%	444

Question D5: Housing Tenure (Rent/Own)		
Is this house or apartment...	Percent of respondents	Count
Rented for cash or occupied without cash payment	39%	169
Owned by you or someone in this house with a mortgage or free and clear	61%	265
Total	100%	434

Question D6: Monthly Housing Cost		
About how much is the total 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	3%	14
\$300 to \$599 per month	3%	13
\$600 to \$999 per month	21%	92
\$1,000 to \$1,499 per month	20%	88
\$1,500 to \$2,499 per month	30%	132
\$2,500 or more per month	23%	102
Total	100%	440

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	66%	293
Yes	34%	153
Total	100%	445

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	80%	355
Yes	20%	88
Total	100%	443

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	14%	59
\$25,000 to \$49,999	17%	73
\$50,000 to \$99,999	29%	124
\$100,000 to \$149,000	16%	68
\$150,000 or more	24%	101
Total	100%	425

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	95%	419
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	20
Total	100%	439

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	7%	30
Black or African American	19%	84
White	72%	321
Other	5%	22
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	6%	25
25 to 34 years	19%	84
35 to 44 years	22%	99
45 to 54 years	20%	88
55 to 64 years	18%	79
65 to 74 years	9%	41
75 years or older	6%	28
Total	100%	443

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	55%	244
Male	45%	199
Total	100%	442

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	15%	68
Yes	78%	349
Ineligible to vote	3%	13
Don't know	4%	16
Total	100%	445

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	14%	64
Yes	82%	363
Ineligible to vote	4%	17
Don't know	0%	1
Total	100%	445

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	4%	16
Yes	96%	428
Total	100%	444

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	35%	156
Yes	65%	288
Total	100%	444

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	26%	71
Land line	49%	134
Both	25%	68
Total	100%	273

Question D19: Internet Access at Home		
Do you have Internet access at home?	Percent of respondents	Count
No	11%	50
Yes	89%	395
Total	100%	444

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.”

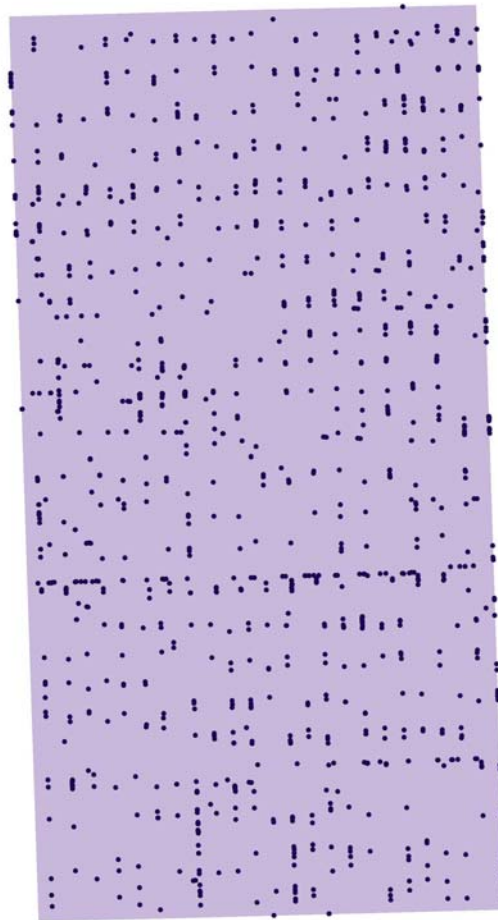
SURVEY SAMPLING

“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

The National Citizen Survey™
Oak Park, IL 2011

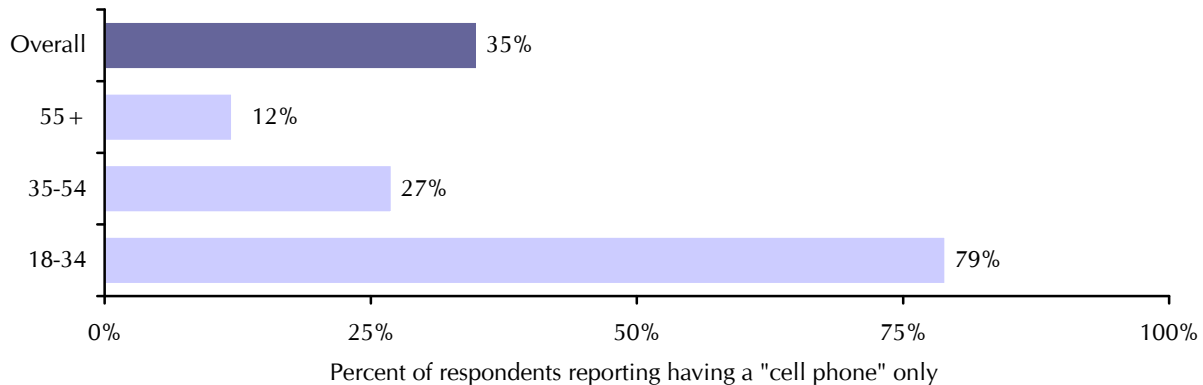


● Survey Recipient

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 August 26th, 2011. 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 five 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 (453 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 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.

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

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 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 ethnicity 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, IL Citizen Survey Weighting Table			
Characteristic	Population Norm ⁴	Unweighted Data	Weighted Data
Housing			
Rent home	40%	16%	39%
Own home	60%	84%	61%
Detached unit	44%	64%	45%
Attached unit	56%	36%	55%
Race and Ethnicity			
White	69%	83%	70%
Not white	31%	17%	30%
Not Hispanic	94%	97%	95%
Hispanic	6%	3%	5%
White alone, not Hispanic	66%	80%	67%
Hispanic and/or other race	34%	20%	33%
Sex and Age			
Female	55%	60%	55%
Male	45%	40%	45%
18-34 years of age	26%	12%	25%
35-54 years of age	41%	39%	42%
55+ years of age	32%	49%	33%
Females 18-34	14%	9%	14%
Females 35-54	22%	25%	23%
Females 55+	18%	27%	19%
Males 18-34	12%	4%	11%
Males 35-54	19%	14%	20%
Males 55+	14%	21%	14%

⁴ Source: 2010 Census

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

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

708.383.6400
Fax 708.383.9584
www.oak-park.us
village@oak-park.us

September 2011

Dear Oak Park Resident:

The Village of Oak Park wants to know what you think about our community and municipal government. You have been randomly selected to participate in Oak Park's 2011 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the Village set benchmarks for tracking the quality of services provided to residents and provide important input into staff planning and budgeting activities. In addition, your answers will help the Village Board of Trustees make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Oak Park residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a limited number of households being surveyed. If you have any questions about the Citizen Survey please call Robert Cole, Assistant Village Manager at 708.358.5770.

Please help us shape the future of Oak Park. Thank you for your time and participation.

Sincerely,

David Pope
Village President



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

708.383.6400
Fax 708.383.9584
www.oak-park.us
village@oak-park.us

September 2011

Dear Oak Park Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The Village of Oak Park wants to know what you think about our community and municipal government. You have been randomly selected to participate in the Village of Oak Park's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the Village set benchmarks for tracking the quality of services provided to residents and provide important input into staff planning and budgeting activities. In addition, your answers will help the Village Board of Trustees make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

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Your participation in this survey is very important – especially since your household is one of only a limited number of households being surveyed. If you have any questions about the Citizen Survey please call Robert Cole, Assistant Village Manager at 708.358.5770.

Please help us shape the future of Oak Park. Thank you for your time and participation.

Sincerely,

David Pope
Village President

The Village of Oak Park 2011 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 2011 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 or Oak 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

- 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 (32.07%)	1	2	3	4	5
OPRF High School District 200 (29.83%)	1	2	3	4	5
Village of Oak Park (13.57%)	1	2	3	4	5
Oak Park Public Library (5.36%)	1	2	3	4	5
Cook County (5.61%).....	1	2	3	4	5
Park District of Oak Park (5.12%)	1	2	3	4	5
Oak Park Township (2.57%).....	1	2	3	4	5
Metro Water Reclamation District (3.15%)	1	2	3	4	5
Triton Community College District 504 (2.59%).....	1	2	3	4	5
Other (0.13%)	1	2	3	4	5

The Village of Oak Park 2011 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., 3005 30th St., Boulder, CO 80301



Oak Park

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

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VILLAGE OF OAK PARK, IL 2011

Benchmark Report

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UNDERSTANDING THE BENCHMARK COMPARISONS

COMPARISON DATA

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 jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast ¹	16%
West ²	21%
North Central West ³	11%
North Central East ⁴	13%
South Central ⁵	7%
South ⁶	26%
Northeast West ⁷	2%
Northeast East ⁸	4%
Population	
Less than 40,000	45%
40,000 to 74,999	20%
75,000 to 149,000	17%
150,000 or more	19%

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

⁶ West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

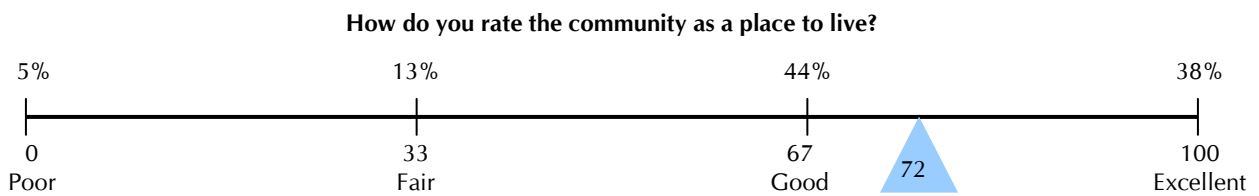
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a four point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor”, the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	$= 36 \div (100-5) =$	38%	100	$= 38\% \times 100 =$	38
Good	42%	$= 42 \div (100-5) =$	44%	67	$= 44\% \times 67 =$	30
Fair	12%	$= 12 \div (100-5) =$	13%	33	$= 13\% \times 33 =$	4
Poor	5%	$= 5 \div (100-5) =$	5%	0	$= 5\% \times 0 =$	0
Don’t know	5%		--			
Total	100%		100%			72



INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The final column shows the comparison of your jurisdiction's average rating to the benchmark.

Where comparisons for quality ratings were available, the Village of Oak Park's 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.

This report contains benchmarks at the national level.

NATIONAL BENCHMARK COMPARISONS

Overall Community Quality Benchmarks

	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of life in Oak Park	75	68	330	Much above
Your neighborhood as place to live	76	51	246	Much above
Oak Park as a place to live	78	75	287	Much above
Recommend living in Oak Park to someone who asks	80	59	158	Above
Remain in Oak Park for the next five years	75	103	158	Similar

Community Transportation Benchmarks

	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of bus travel in Oak Park	59	15	171	Much above
Ease of rail or subway travel in Oak Park	79	1	47	Much above
Ease of bicycle travel in Oak Park	62	34	230	Much above
Ease of walking in Oak Park	78	10	235	Much above
Traffic flow on major streets	45	100	193	Similar

Frequency of Bus Use Benchmarks

	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Oak Park	29	42	145	More

Drive Alone Benchmarks

	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Average percent of work commute trips made by driving alone	48	145	148	Much less

Transportation and Parking Services Benchmarks

	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Street repair	40	213	326	Below
Street cleaning	62	61	242	Much above
Street lighting	62	30	253	Much above
Snow removal	58	86	205	Above
Sidewalk maintenance	55	68	221	Above
Bus or transit services	67	13	184	Much above
Amount of public parking	39	143	176	Much below

Housing Characteristics Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	42	131	248	Similar

Housing Costs Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	36	83	154	Similar

Built Environment Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Quality of new development in Oak Park	51	129	216	Similar
Overall appearance of Oak Park	76	19	262	Much above

Population Growth Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	17	190	209	Much less

Nuisance Problems Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Run down buildings, weed lots and junk vehicles seen as a "major" problem	4	162	210	Much less

Planning and Community Code Enforcement Services Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	45	102	243	Similar
Code enforcement (weeds, abandoned buildings, etc.)	49	109	286	Above
Animal control	63	39	251	Much above

Economic Sustainability and Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	36	114	240	Similar
Shopping opportunities	50	125	237	Similar
Oak Park as a place to work	57	95	255	Above
Overall quality of business and service establishments in Oak Park	59	54	144	Above

Economic Development Services Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	40	156	231	Below

Job and Retail Growth Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	57	37	208	Much more
Jobs growth seen as too slow	80	84	211	More

Personal Economic Future Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	11	178	203	Much below

Community and Personal Public Safety Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
In your neighborhood during the day	88	133	261	Similar
In your neighborhood after dark	61	225	258	Much below
In Oak Park's downtown area during the day	90	74	231	Much above
In Oak Park's downtown area after dark	69	94	239	Much above
Violent crime (e.g., rape, assault, robbery)	65	173	238	Much below
Property crimes (e.g., burglary, theft)	56	171	238	Much below
Environmental hazards, including toxic waste	81	47	155	Above

Crime Victimization and Reporting Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	13	92	208	Similar
Reported crimes	79	100	207	Similar

Public Safety Services Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Police services	77	32	315	Much above
Fire services	84	25	264	Much above
Ambulance or emergency medical services	83	28	264	Much above
Crime prevention	60	124	263	Similar
Fire prevention and education	72	41	215	Much above
Traffic enforcement	52	219	280	Below
Courts	51	106	140	Below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	57	68	166	Similar

Community Environment Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Oak Park	75	24	155	Much above

Frequency of Recycling Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recycled used paper, cans or bottles from your home	92	44	195	Much more

Utility Services Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sewer services	57	179	233	Below
Yard waste pick-up	67	79	191	Above
Recycling	72	77	256	Much above
Garbage collection	72	118	273	Similar

Community Recreational Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation opportunities	66	61	245	Much above

Participation in Parks and Recreation Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Participated in a recreation program or activity	61	15	198	Much more

Cultural and Educational Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	64	35	246	Much above
Educational opportunities	69	36	205	Much above

Participation in Cultural and Educational Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Oak Park public libraries or their services	86	8	181	Much more
Participated in religious or spiritual activities in Oak Park	46	80	106	Much less

Cultural and Educational Services Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	75	33	205	Much above
Public library services	85	7	247	Much above

Community Health and Wellness Access and Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	60	27	203	Much above

Health and Wellness Services Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	61	52	165	Above

Community Quality and Inclusiveness Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	71	18	248	Much above
Openness and acceptance of the community toward people of diverse backgrounds	76	4	223	Much above
Availability of affordable quality child care	51	36	196	Much above
Oak Park as a place to raise kids	81	43	283	Much above
Oak Park as a place to retire	53	192	272	Below

Services Provided for Population Subgroups Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	66	39	246	Much above
Services to youth	65	35	226	Much above
Services to low income people	54	21	200	Much above

Civic Engagement Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	66	17	147	Much above
Opportunities to volunteer	73	21	149	Much above

Participation in Civic Engagement Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	28	79	206	Similar
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	34	111	165	Much less
Volunteered your time to some group or activity in Oak Park	44	113	207	Similar
Participated in a club or civic group in Oak Park	30	69	124	Similar
Provided help to a friend or neighbor	92	97	123	Similar

Voter Behavior Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	81	149	214	Similar
Voted in last general election	82	50	213	Much more

Use of Information Sources Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Visited the Village of Oak Park Web site	81	3	145	Much more

Local Government Media Services and Information Dissemination Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	53	64	159	Similar
Public information services	70	12	235	Much above

Social Engagement Opportunities Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	67	18	148	Much above
Opportunities to participate in religious or spiritual events and activities	74	12	120	Much above

Contact with Immediate Neighbors Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least several times per week	51	52	140	Similar

Public Trust Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The overall direction that Oak Park is taking	54	82	259	Above
Job Oak Park government does at welcoming citizen involvement	57	27	267	Much above
Overall image or reputation of Oak Park	73	45	243	Much above

Services Provided by Local, State and Federal Governments Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by the Village of Oak Park	63	131	322	Above
Services provided by the Federal Government	43	76	218	Similar
Services provided by the State Government	33	206	219	Much below
Services provided by Cook County Government	31	133	135	Much below

Contact with Village Employees Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with Village employee(s) in last 12 months	76	8	237	Much more

Perceptions of Village Employees (Among Those Who Had Contact) Benchmarks				
	Oak Park average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	68	157	266	Similar
Responsiveness	67	141	266	Similar
Courteousness	67	146	223	Below
Overall impression	64	182	294	Similar

JURISDICTIONS INCLUDED IN NATIONAL BENCHMARK COMPARISONS

Valdez, AK	4,036	Lodi, CA	56,999
Auburn, AL.....	42,987	Long Beach, CA	461,522
Gulf Shores, AL	5,044	Lynwood, CA.....	69,845
Tuskegee, AL.....	11,846	Menlo Park, CA.....	30,785
Vestavia Hills, AL	24,476	Mission Viejo, CA	93,102
Fayetteville, AR	58,047	Mountain View, CA	70,708
Little Rock, AR	183,133	Newport Beach, CA	70,032
Avondale, AZ	35,883	Palm Springs, CA	42,807
Casa Grande, AZ.....	25,224	Palo Alto, CA	58,598
Chandler, AZ.....	176,581	Poway, CA.....	48,044
Cococino County, AZ.....	116,320	Rancho Cordova, CA	55,060
Dewey-Humboldt, AZ.....	6,295	Richmond, CA	99,216
Flagstaff, AZ	52,894	San Diego, CA	1,223,400
Florence, AZ	17,054	San Francisco, CA	776,733
Gilbert, AZ	109,697	San Jose, CA.....	894,943
Goodyear, AZ	18,911	San Luis Obispo County, CA.....	247,900
Green Valley, AZ	17,283	San Mateo, CA	92,482
Kingman, AZ	20,069	San Rafael, CA	56,063
Marana, AZ	13,556	Santa Monica, CA	84,084
Maricopa County, AZ.....	3,072,149	South Lake Tahoe, CA.....	23,609
Mesa, AZ.....	396,375	Stockton, CA.....	243,771
Peoria, AZ	108,364	Sunnyvale, CA	131,760
Phoenix, AZ	1,321,045	Temecula, CA	57,716
Pinal County, AZ.....	179,727	Thousand Oaks, CA	117,005
Prescott Valley, AZ.....	25,535	Visalia, CA.....	91,565
Queen Creek, AZ	4,316	Walnut Creek, CA.....	64,296
Scottsdale, AZ	202,705	Calgary, Canada.....	878,866
Sedona, AZ	10,192	District of Saanich,Victoria, Canada	103,654
Surprise, AZ	30,848	Edmonton, Canada.....	666,104
Tempe, AZ	158,625	Guelph, Ontario, Canada.....	114,943
Yuma, AZ.....	77,515	Kamloops, Canada	77,281
Yuma County, AZ.....	160,026	Kelowna, Canada	96,288
Apple Valley, CA.....	54,239	Oakville, Canada	144,738
Benicia, CA	26,865	Thunder Bay, Canada.....	109,016
Brea, CA.....	35,410	Victoria, Canada	78,057
Brisbane, CA	3,597	Whitehorse, Canada.....	19,058
Burlingame, CA.....	28,158	Winnipeg, Canada	619,544
Carlsbad, CA	78,247	Yellowknife, Canada	16,541
Chula Vista, CA.....	173,556	Adams County, CO.....	363,857
Concord, CA	121,780	Arapahoe County, CO.....	487,967
Coronado, CA	24,100	Archuleta County, CO.....	9,898
Cupertino, CA	50,546	Arvada, CO.....	102,153
Davis, CA.....	60,308	Aspen, CO	5,914
Del Mar, CA	4,389	Aurora, CO	276,393
Dublin, CA.....	29,973	Boulder, CO	94,673
El Cerrito, CA	23,171	Boulder County, CO	291,288
Elk Grove, CA	59,984	Breckenridge, CO	2,408
Galt, CA	19,472	Broomfield, CO	38,272
La Mesa, CA	54,749	Centennial, CO	103,000
Laguna Beach, CA	23,727	Clear Creek County, CO	9,322
Livermore, CA.....	73,345	Colorado Springs, CO	360,890

Commerce City, CO.....	20,991	Belleair Beach, FL.....	1,751
Craig, CO.....	9,189	Brevard County, FL.....	476,230
Crested Butte, CO.....	1,529	Cape Coral, FL.....	102,286
Denver, CO.....	554,636	Charlotte County, FL.....	141,627
Douglas County, CO.....	175,766	Clearwater, FL.....	108,787
Durango, CO.....	13,922	Collier County, FL.....	251,377
Eagle County, CO.....	41,659	Cooper City, FL.....	27,939
Edgewater, CO.....	5,445	Coral Springs, FL.....	117,549
El Paso County, CO.....	516,929	Dania Beach, FL.....	20,061
Englewood, CO.....	31,727	Daytona Beach, FL.....	64,112
Estes Park, CO.....	5,413	Delray Beach, FL.....	60,020
Fort Collins, CO.....	118,652	Destin, FL.....	11,119
Frisco, CO.....	2,443	Escambia County, FL.....	294,410
Fruita, CO.....	6,478	Eustis, FL.....	15,106
Georgetown, CO.....	1,088	Gainesville, FL.....	95,447
Gilpin County, CO.....	4,757	Hillsborough County, FL.....	998,948
Golden, CO.....	17,159	Jupiter, FL.....	39,328
Grand County, CO.....	12,442	Kissimmee, FL.....	47,814
Greenwood Village, CO.....	11,035	Lee County, FL.....	454,918
Gunnison County, CO.....	13,956	Martin County, FL.....	126,731
Highlands Ranch, CO.....	70,931	Miami Beach, FL.....	87,933
Hot Sulphur Springs, CO.....	521	North Palm Beach, FL.....	12,064
Hudson, CO.....	1,565	Oakland Park, FL.....	30,966
Jackson County, CO.....	1,577	Ocala, FL.....	45,943
Jefferson County, CO.....	527,056	Oldsmar, FL.....	11,910
Lafayette, CO.....	23,197	Oviedo, FL.....	26,316
Lakewood, CO.....	144,126	Palm Bay, FL.....	79,413
Larimer County, CO.....	251,494	Palm Beach County, FL.....	1,131,184
Lone Tree, CO.....	4,873	Palm Beach Gardens, FL.....	35,058
Longmont, CO.....	71,093	Palm Coast, FL.....	32,732
Louisville, CO.....	18,937	Panama City, FL.....	36,417
Loveland, CO.....	50,608	Pasco County, FL.....	344,765
Mesa County, CO.....	116,255	Pinellas County, FL.....	921,482
Montrose, CO.....	12,344	Pinellas Park, FL.....	45,658
Northglenn, CO.....	31,575	Port Orange, FL.....	45,823
Park County, CO.....	14,523	Port St. Lucie, FL.....	88,769
Parker, CO.....	23,558	Sanford, FL.....	38,291
Pitkin County, CO.....	14,872	Sarasota, FL.....	52,715
Pueblo, CO.....	102,121	Seminole, FL.....	10,890
Salida, CO.....	5,504	South Daytona, FL.....	13,177
Steamboat Springs, CO.....	9,815	St. Cloud, FL.....	20,074
Sterling, CO.....	11,360	Tallahassee, FL.....	150,624
Summit County, CO.....	23,548	Titusville, FL.....	40,670
Teller County, CO.....	20,555	Volusia County, FL.....	443,343
Thornton, CO.....	82,384	Walton County, FL.....	40,601
Westminster, CO.....	100,940	Winter Garden, FL.....	14,351
Wheat Ridge, CO.....	32,913	Winter Park, FL.....	24,090
Windsor, CO.....	9,896	Albany, GA.....	76,939
Coventry, CT.....	11,504	Alpharetta, GA.....	34,854
Hartford, CT.....	121,578	Cartersville, GA.....	15,925
Windsor, CT.....	28,237	Conyers, GA.....	10,689
Dover, DE.....	32,135	Decatur, GA.....	18,147
Rehoboth Beach, DE.....	1,495	McDonough, GA.....	8,493

Milton, GA.....	30,180	Fishers, IN.....	37,835
Peachtree City, GA.....	31,580	Munster, IN.....	21,511
Roswell, GA.....	79,334	Noblesville, IN.....	28,590
Sandy Springs, GA.....	85,781	Abilene, KS.....	6,543
Savannah, GA.....	131,510	Arkansas City, KS.....	11,963
Smyrna, GA.....	40,999	Fairway, KS.....	3,952
Snellville, GA.....	15,351	Garden City, KS.....	28,451
Suwanee, GA.....	8,725	Gardner, KS.....	9,396
Valdosta, GA.....	43,724	Johnson County, KS.....	451,086
Honolulu, HI.....	876,156	Lawrence, KS.....	80,098
Ames, IA.....	50,731	Merriam, KS.....	11,008
Ankeny, IA.....	27,117	Mission, KS.....	9,727
Bettendorf, IA.....	31,275	Olathe, KS.....	92,962
Cedar Falls, IA.....	36,145	Overland Park, KS.....	149,080
Cedar Rapids, IA.....	120,758	Roeland Park, KS.....	6,817
Davenport, IA.....	98,359	Salina, KS.....	45,679
Des Moines, IA.....	198,682	Wichita, KS.....	344,284
Indianola, IA.....	12,998	Bowling Green, KY.....	49,296
Muscatine, IA.....	22,697	Daviess County, KY.....	91,545
Urbandale, IA.....	29,072	New Orleans, LA.....	484,674
West Des Moines, IA.....	46,403	Andover, MA.....	31,247
Boise, ID.....	185,787	Barnstable, MA.....	47,821
Jerome, ID.....	7,780	Bedford, MA.....	12,595
Meridian, ID.....	34,919	Burlington, MA.....	22,876
Moscow, ID.....	21,291	Cambridge, MA.....	101,355
Post Falls, ID.....	17,247	Concord, MA.....	16,993
Twin Falls, ID.....	34,469	Needham, MA.....	28,911
Batavia, IL.....	23,866	Shrewsbury, MA.....	31,640
Bloomington, IL.....	64,808	Worcester, MA.....	172,648
Centralia, IL.....	14,136	Baltimore, MD.....	651,154
Collinsville, IL.....	24,707	Baltimore County, MD.....	754,292
Crystal Lake, IL.....	38,000	Dorchester County, MD.....	30,674
DeKalb, IL.....	39,018	Gaithersburg, MD.....	52,613
Elmhurst, IL.....	42,762	La Plata, MD.....	6,551
Evanston, IL.....	74,239	Montgomery County, MD.....	873,341
Freeport, IL.....	26,443	Ocean City, MD.....	7,173
Gurnee, IL.....	28,834	Prince George's County, MD.....	801,515
Highland Park, IL.....	31,365	Rockville, MD.....	47,388
Lincolnwood, IL.....	12,359	Takoma Park, MD.....	17,299
Lyons, IL.....	10,255	Saco, ME.....	16,822
Naperville, IL.....	128,358	Scarborough, ME.....	16,970
Normal, IL.....	45,386	South Portland, ME.....	23,324
O'Fallon, IL.....	21,910	Ann Arbor, MI.....	114,024
Palatine, IL.....	65,479	Battle Creek, MI.....	53,364
Park Ridge, IL.....	37,775	Delhi Township, MI.....	22,569
Peoria County, IL.....	183,433	Escanaba, MI.....	13,140
Riverside, IL.....	8,895	Farmington Hills, MI.....	82,111
Sherman, IL.....	2,871	Flushing, MI.....	8,348
Shorewood, IL.....	7,686	Gladstone, MI.....	5,032
Skokie, IL.....	63,348	Howell, MI.....	9,232
Sugar Grove, IL.....	3,909	Jackson County, MI.....	158,422
Wilmington, IL.....	5,134	Kalamazoo, MI.....	77,145
Woodridge, IL.....	30,934	Kalamazoo County, MI.....	238,603

Meridian Charter Township, MI.....	38,987	Cary, NC.....	94,536
Midland, MI.....	41,685	Charlotte, NC.....	540,828
Novi, MI.....	47,386	Concord, NC.....	55,977
Oakland Township, MI.....	13,071	Davidson, NC.....	7,139
Ottawa County, MI.....	238,314	High Point, NC.....	85,839
Petoskey, MI.....	6,080	Hillsborough, NC.....	5,446
Port Huron, MI.....	32,338	Indian Trail, NC.....	11,905
Rochester, MI.....	10,467	Kannapolis, NC.....	36,910
Sault Sainte Marie, MI.....	16,542	Mecklenburg County, NC.....	695,454
South Haven, MI.....	5,021	Mooresville, NC.....	18,823
Village of Howard City, MI.....	1,585	Wake Forest, NC.....	12,588
Whitewater Township, MI.....	2,467	Wilmington, NC.....	90,400
Beltrami County, MN.....	39,650	Winston-Salem, NC.....	185,776
Blue Earth, MN.....	3,621	Wahpeton, ND.....	8,586
Carver County, MN.....	70,205	Cedar Creek, NE.....	396
Chanhassen, MN.....	20,321	Grand Island, NE.....	42,940
Dakota County, MN.....	355,904	La Vista, NE.....	11,699
Duluth, MN.....	86,918	Brookline, NH.....	4,181
Fridley, MN.....	27,449	Dover, NH.....	26,884
Hutchinson, MN.....	13,080	Lebanon, NH.....	12,568
Maple Grove, MN.....	50,365	Lyme, NH.....	1,679
Mayer, MN.....	554	Alamogordo, NM.....	35,582
Medina, MN.....	4,005	Albuquerque, NM.....	448,607
Minneapolis, MN.....	382,618	Bloomfield, NM.....	6,417
Olmsted County, MN.....	124,277	Farmington, NM.....	37,844
Scott County, MN.....	89,498	Los Alamos County, NM.....	18,343
St. Louis County, MN.....	200,528	Rio Rancho, NM.....	51,765
Washington County, MN.....	201,130	San Juan County, NM.....	113,801
Woodbury, MN.....	46,463	Carson City, NV.....	52,457
Blue Springs, MO.....	48,080	Henderson, NV.....	175,381
Branson, MO.....	6,050	North Las Vegas, NV.....	115,488
Clay County, MO.....	184,006	Reno, NV.....	180,480
Clayton, MO.....	12,825	Sparks, NV.....	66,346
Ellisville, MO.....	9,104	Washoe County, NV.....	339,486
Harrisonville, MO.....	8,946	Beekman, NY.....	11,452
Jefferson City, MO.....	39,636	Canandaigua, NY.....	11,264
Joplin, MO.....	45,504	Geneva, NY.....	13,617
Lee's Summit, MO.....	70,700	New York City, NY.....	8,008,278
Liberty, MO.....	26,232	Ogdensburg, NY.....	12,364
Maryland Heights, MO.....	25,756	Blue Ash, OH.....	12,513
Maryville, MO.....	10,581	Delaware, OH.....	25,243
Platte City, MO.....	3,866	Dublin, OH.....	31,392
Raymore, MO.....	11,146	Kettering, OH.....	57,502
Richmond Heights, MO.....	9,602	Lebanon, OH.....	16,962
Riverside, MO.....	2,979	Orange Village, OH.....	3,236
Rolla, MO.....	13,637	Sandusky, OH.....	27,844
Wentzville, MO.....	6,896	Springboro, OH.....	12,380
Starkville, MS.....	21,869	Sylvania Township, OH.....	44,253
Billings, MT.....	89,847	Upper Arlington, OH.....	33,686
Bozeman, MT.....	27,509	Broken Arrow, OK.....	74,839
Missoula, MT.....	57,053	Edmond, OK.....	68,315
Asheville, NC.....	68,889	Norman, OK.....	95,694
Cabarrus County, NC.....	131,063	Oklahoma City, OK.....	506,132

Stillwater, OK.....	39,065	Hutto, TX.....	1,250
Tulsa, OK.....	393,049	Irving, TX.....	191,615
Albany, OR.....	40,852	League City, TX.....	45,444
Ashland, OR.....	19,522	McAllen, TX.....	106,414
Bend, OR.....	52,029	McKinney, TX.....	54,369
Corvallis, OR.....	49,322	Pasadena, TX.....	141,674
Eugene, OR.....	137,893	Plano, TX.....	222,030
Forest Grove, OR.....	17,708	Round Rock, TX.....	61,136
Hermiston, OR.....	13,154	Rowlett, TX.....	44,503
Jackson County, OR.....	181,269	San Marcos, TX.....	34,733
Keizer, OR.....	32,203	Shenandoah, TX.....	1,503
Lane County, OR.....	322,959	Southlake, TX.....	21,519
McMinnville, OR.....	26,499	Sugar Land, TX.....	63,328
Medford, OR.....	63,154	Temple, TX.....	54,514
Multnomah County, OR.....	660,486	Tomball, TX.....	9,089
Portland, OR.....	529,121	Westlake, TX.....	207
Springfield, OR.....	52,864	Farmington, UT.....	12,081
Tualatin, OR.....	22,791	Provo, UT.....	105,166
Borough of Ebensburg, PA.....	3,091	Riverdale, UT.....	7,656
Cranberry Township, PA.....	23,625	Salt Lake City, UT.....	181,746
Cumberland County, PA.....	213,674	Sandy City, UT.....	88,418
Kutztown Borough, PA.....	5,067	Saratoga Springs, UT.....	1,003
Lower Providence Township, PA.....	22,390	Springville, UT.....	20,424
Peters Township, PA.....	17,556	Washington City, UT.....	8,186
Philadelphia, PA.....	1,517,550	Albemarle County, VA.....	79,236
State College, PA.....	38,420	Arlington County, VA.....	189,453
Upper Merion Township, PA.....	28,863	Blacksburg, VA.....	39,573
East Providence, RI.....	48,688	Botetourt County, VA.....	30,496
Newport, RI.....	26,475	Chesapeake, VA.....	199,184
Rock Hill, SC.....	49,765	Chesterfield County, VA.....	259,903
Rapid City, SD.....	59,607	Fredericksburg, VA.....	19,279
Sioux Falls, SD.....	123,975	Hampton, VA.....	146,437
Cookeville, TN.....	23,923	Hanover County, VA.....	86,320
Johnson City, TN.....	55,469	Herndon, VA.....	21,655
Nashville, TN.....	545,524	Hopewell, VA.....	22,354
Oak Ridge, TN.....	27,387	James City County, VA.....	48,102
White House, TN.....	7,220	Lexington, VA.....	6,867
Arlington, TX.....	332,969	Lynchburg, VA.....	65,269
Austin, TX.....	656,562	Newport News, VA.....	180,150
Benbrook, TX.....	20,208	Prince William County, VA.....	280,813
Bryan, TX.....	65,660	Purcellville, VA.....	3,584
Colleyville, TX.....	19,636	Radford, VA.....	15,859
Corpus Christi, TX.....	277,454	Roanoke, VA.....	94,911
Dallas, TX.....	1,188,580	Spotsylvania County, VA.....	90,395
Denton, TX.....	80,537	Stafford County, VA.....	92,446
Duncanville, TX.....	36,081	Virginia Beach, VA.....	425,257
El Paso, TX.....	563,662	Williamsburg, VA.....	11,998
Flower Mound, TX.....	50,702	York County, VA.....	56,297
Fort Worth, TX.....	534,694	Chittenden County, VT.....	146,571
Georgetown, TX.....	28,339	Montpelier, VT.....	8,035
Grand Prairie, TX.....	127,427	Airway Heights, WA.....	4,500
Houston, TX.....	1,953,631	Auburn, WA.....	40,314
Hurst, TX.....	36,273	Bellevue, WA.....	109,569

Bellingham, WA.....	67,171	West Richland, WA.....	8,385
Clark County, WA.....	345,238	Woodland, WA.....	3,780
Federal Way, WA.....	83,259	Columbus, WI.....	4,479
Gig Harbor, WA.....	6,465	De Pere, WI.....	20,559
Hoquiam, WA.....	9,097	Eau Claire, WI.....	61,704
Kirkland, WA.....	45,054	Madison, WI.....	208,054
Kitsap County, WA.....	231,969	Merrill, WI.....	10,146
Lynnwood, WA.....	33,847	Oshkosh, WI.....	62,916
Maple Valley, WA.....	14,209	Racine, WI.....	81,855
Mountlake Terrace, WA.....	20,362	Suamico, WI.....	8,686
Olympia, WA.....	42,514	Wausau, WI.....	38,426
Pasco, WA.....	32,066	Wind Point, WI.....	1,853
Redmond, WA.....	45,256	Morgantown, WV.....	26,809
Renton, WA.....	50,052	Cheyenne, WY.....	53,011
Snoqualmie, WA.....	1,631	Gillette, WY.....	19,646
Spokane Valley, WA.....	75,203	Laramie, WY.....	27,204
Tacoma, WA.....	193,556	Teton County, WY.....	18,251
Vancouver, WA.....	143,560		



VILLAGE OF OAK PARK, IL 2011

Report of Demographic Subgroup Comparisons

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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 survey and its administration are standardized to assure high quality survey methods and 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.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The Village of Oak Park staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Village of Oak Park staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Oak Park chose was to have crosstabulations of evaluative questions 1-18 by demographic questions D3 (length of residency), D5 (tenure), D8 (presence of older adult), D9 (household income), D11 (race), D12 (age) and D13 (gender).

UNDERSTANDING THE RESULTS

“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.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

RESULTS BY LENGTH OF RESIDENCY, TENURE AND HOUSEHOLD INCOME

Question 1: Quality of Life (Percent "excellent" or "good")											
Please rate each of the following aspects of quality of life in Oak Park:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Oak Park as a place to live	95%	88%	90%	91%	89%	93%	91%	81%	94%	97%	91%
Your neighborhood as a place to live	93%	82%	87%	88%	87%	89%	88%	77%	95%	91%	88%
Oak Park as a place to raise children	94%	94%	90%	93%	94%	92%	93%	85%	97%	95%	93%
Oak Park as a place to work	65%	48%	59%	58%	60%	56%	58%	53%	66%	56%	58%
Oak Park as a place to retire	71%	44%	49%	55%	74%	41%	54%	<u>69%</u>	<u>53%</u>	<u>43%</u>	54%
The overall quality of life in Oak Park	96%	88%	84%	90%	92%	89%	90%	82%	95%	92%	90%

Question 2: Community Characteristics (Percent "excellent" or "good")											
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Sense of community	83%	85%	78%	82%	80%	83%	82%	68%	86%	88%	81%
Openness and acceptance of the community towards people of diverse backgrounds	83%	87%	90%	86%	85%	88%	87%	83%	86%	89%	86%
Overall appearance of Oak Park	96%	90%	89%	92%	97%	89%	92%	93%	93%	90%	92%
Cleanliness of Oak Park	94%	87%	85%	89%	93%	87%	89%	87%	94%	87%	89%
Overall quality of new development in Oak Park	63%	45%	42%	51%	66%	43%	51%	55%	56%	44%	50%
Overall quality of business and service establishments in Oak Park	75%	60%	62%	67%	78%	59%	67%	73%	68%	60%	66%
Shopping opportunities	64%	48%	38%	51%	67%	41%	52%	62%	49%	47%	52%
Opportunities to attend cultural activities	70%	73%	75%	72%	72%	73%	73%	68%	76%	74%	73%
Recreational opportunities	71%	80%	76%	75%	75%	75%	75%	74%	77%	76%	76%
Employment opportunities	34%	25%	25%	28%	49%	16%	28%	36%	33%	18%	28%
Educational opportunities	81%	72%	80%	78%	79%	77%	78%	69%	87%	78%	78%
Opportunities to participate in social events and activities	77%	76%	78%	77%	73%	79%	77%	64%	79%	84%	77%
Opportunities to participate in religious or spiritual events and activities	89%	78%	92%	86%	82%	89%	86%	80%	87%	91%	87%
Opportunities to volunteer	74%	81%	87%	80%	66%	87%	80%	71%	80%	87%	80%
Opportunities to participate in community matters	75%	79%	73%	75%	68%	80%	76%	68%	77%	81%	77%
Ease of bus travel in Oak Park	47%	62%	68%	59%	55%	61%	58%	57%	63%	57%	59%
Ease of rail or subway travel in Oak Park	89%	90%	92%	90%	84%	94%	90%	83%	93%	94%	91%
Ease of bicycle travel in Oak Park	76%	70%	66%	71%	74%	70%	71%	71%	80%	67%	72%
Ease of walking in Oak Park	93%	89%	85%	89%	92%	88%	89%	86%	95%	90%	90%

Question 2: Community Characteristics (Percent "excellent" or "good")											
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Traffic flow on major streets	42%	40%	45%	42%	48%	40%	43%	37%	47%	42%	42%
Amount of public parking	35%	41%	34%	37%	38%	37%	37%	29%	37%	41%	36%
Availability of affordable quality housing	36%	33%	36%	35%	38%	34%	35%	28%	38%	37%	35%
Availability of affordable quality child care	55%	38%	55%	49%	51%	48%	49%	47%	44%	52%	48%
Availability of affordable quality dental care	69%	55%	77%	66%	61%	69%	66%	49%	73%	71%	66%
Availability of affordable quality health care	67%	63%	74%	68%	57%	73%	68%	50%	73%	74%	67%
Overall image or reputation of Oak Park	94%	86%	85%	89%	91%	88%	90%	85%	92%	91%	89%
Interactions between people of different races	73%	69%	73%	72%	71%	73%	73%	65%	73%	77%	72%
Opportunities to attend environmental sustainability programs or events	70%	67%	73%	70%	61%	75%	70%	54%	74%	77%	70%

Question 3: Growth (Percent of respondents)											
Please rate the speed of growth in the following categories in Oak Park over the past 2 years:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Population growth too fast	9%	16%	25%	17%	22%	15%	17%	25%	21%	10%	17%
Retail growth too slow	45%	70%	57%	57%	39%	66%	57%	42%	56%	69%	58%
Job growth too slow	77%	86%	77%	80%	64%	88%	80%	70%	82%	89%	81%

Question 4: Code Enforcement (Percent a "major" problem)											
	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Run down buildings, weed lots or junk vehicle a major problem in Oak Park	3%	5%	6%	4%	3%	5%	4%	5%	2%	6%	5%

Question 5: Community Safety (Percent "very" or "somewhat" safe)											
Please rate how safe or unsafe you feel from the following in Oak Park:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Violent crime (e.g., rape, assault, robbery)	69%	68%	65%	68%	74%	63%	67%	71%	70%	64%	68%
Property crimes (e.g., burglary, theft)	61%	45%	53%	54%	71%	43%	54%	69%	58%	41%	54%
Environmental hazards, including toxic waste	87%	82%	77%	83%	92%	78%	83%	85%	87%	79%	83%
Fire	85%	83%	86%	84%	85%	84%	85%	86%	86%	81%	84%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)											
Please rate how safe or unsafe you feel:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
In your neighborhood during the day	96%	87%	92%	92%	94%	90%	92%	91%	93%	93%	92%
In your neighborhood after dark	61%	60%	66%	62%	66%	58%	61%	60%	67%	59%	62%
In Oak Park's downtown area during the day	98%	89%	90%	93%	93%	93%	93%	87%	92%	97%	93%
In Oak Park's downtown area after dark	74%	73%	68%	72%	81%	66%	72%	73%	76%	67%	72%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")											
	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	8%	21%	12%	13%	6%	17%	13%	9%	10%	19%	13%
If yes, was this crime (these crimes) reported to the police?	81%	71%	90%	79%	100%	73%	78%	89%	54%	85%	78%

Question 9: Resident Behaviors (Percent at least once in past 12 months)											
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?	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Used Oak Park public libraries or their services	82%	94%	83%	86%	82%	88%	86%	80%	91%	89%	87%
Participated in a recreation program or activity	56%	74%	56%	62%	51%	68%	62%	51%	54%	77%	62%
Ridden a local bus within Oak Park	28%	28%	33%	29%	36%	25%	30%	37%	34%	22%	30%
Attended a meeting of local elected officials or other local public meeting	17%	32%	39%	28%	16%	35%	28%	29%	18%	36%	28%
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media	27%	37%	42%	34%	34%	34%	34%	41%	27%	32%	33%
Visited the Village of Oak Park Web site (at www.oak-park.us)	89%	91%	61%	81%	78%	84%	82%	64%	83%	93%	82%
Recycled used paper, cans or bottles from your home	89%	95%	96%	93%	85%	97%	93%	84%	91%	98%	92%
Volunteered your time to some group or activity in Oak Park	33%	54%	48%	44%	29%	53%	44%	41%	36%	55%	45%
Participated in religious or spiritual activities in Oak Park	38%	54%	49%	46%	31%	56%	46%	46%	38%	54%	47%

Question 9: Resident Behaviors (Percent at least once in past 12 months)											
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?	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Participated in a club or civic group in Oak Park	21%	34%	37%	30%	19%	37%	30%	28%	21%	38%	30%
Provided help to a friend or neighbor	87%	100%	92%	93%	86%	97%	93%	85%	96%	95%	92%
Purchased an item over the internet	98%	91%	74%	89%	90%	89%	89%	82%	90%	96%	90%
Participated in an environmental sustainability program or event	27%	47%	37%	36%	28%	41%	36%	32%	22%	47%	35%
Planted and maintained a vegetable garden	25%	52%	43%	38%	19%	50%	38%	26%	26%	58%	39%
Called for Oak Park police services	33%	42%	49%	40%	31%	46%	40%	29%	38%	50%	40%
Called for Oak Park fire/EMS services	13%	13%	19%	15%	18%	12%	14%	18%	10%	13%	14%

Question 10: Neighborliness (Percent at least several times a week)											
	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Visit with neighbors at least several times a week	38%	59%	61%	51%	35%	60%	51%	34%	52%	63%	51%

Question 11: Service Quality (Percent "excellent" or "good")											
Please rate the quality of each of the following services in Oak Park:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Police services	85%	78%	96%	86%	81%	89%	86%	79%	87%	90%	86%
Fire services	95%	92%	100%	96%	91%	98%	96%	89%	100%	97%	96%
Ambulance or emergency medical services	94%	85%	99%	93%	89%	96%	93%	86%	100%	94%	93%
Crime prevention	68%	62%	69%	66%	75%	62%	67%	67%	67%	64%	66%
Fire prevention and education	79%	78%	93%	83%	78%	88%	84%	75%	91%	82%	83%
Oak Park Adjudication court	47%	23%	62%	44%	43%	47%	45%	30%	63%	33%	41%
Traffic enforcement	50%	49%	65%	54%	58%	52%	54%	50%	59%	53%	54%

Question 11: Service Quality (Percent "excellent" or "good")											
Please rate the quality of each of the following services in Oak Park:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Street repair	46%	26%	35%	36%	46%	30%	36%	32%	45%	34%	36%
Street cleaning	74%	64%	72%	70%	73%	68%	70%	65%	76%	70%	70%
Street lighting	68%	70%	76%	71%	67%	73%	71%	66%	72%	73%	71%
Snow removal	64%	62%	64%	64%	59%	66%	64%	55%	68%	68%	64%
Sidewalk maintenance	71%	46%	53%	58%	64%	56%	59%	52%	66%	59%	59%
Bus or transit services	77%	69%	84%	76%	77%	76%	77%	66%	87%	75%	76%
Garbage collection	88%	80%	89%	86%	80%	89%	86%	81%	87%	87%	85%
Recycling	83%	78%	89%	83%	76%	87%	84%	70%	89%	88%	83%
Yard waste pick-up	74%	75%	86%	78%	68%	83%	79%	58%	82%	85%	78%
Sewer services	74%	53%	66%	64%	55%	68%	64%	53%	78%	62%	63%
Land use, planning and zoning	64%	31%	30%	43%	58%	35%	42%	41%	49%	40%	43%
Code enforcement (weeds, abandoned buildings, etc.)	55%	40%	47%	48%	53%	45%	48%	42%	59%	42%	47%
Animal control	84%	64%	75%	75%	79%	71%	74%	76%	78%	69%	74%
Economic development	45%	21%	30%	33%	46%	25%	33%	47%	28%	27%	33%
Health services	74%	53%	75%	68%	63%	71%	67%	57%	75%	69%	67%
Services to seniors	79%	73%	83%	79%	75%	82%	79%	74%	83%	78%	78%
Services to youth	86%	71%	64%	75%	71%	76%	75%	62%	74%	81%	74%
Services to low-income people	64%	55%	56%	59%	56%	61%	59%	59%	63%	54%	58%
Public library services	99%	96%	92%	96%	99%	94%	96%	97%	96%	96%	96%
Public information services	79%	85%	77%	80%	81%	80%	80%	75%	82%	82%	80%
Public schools	95%	81%	83%	87%	92%	84%	87%	87%	87%	86%	87%
Cable television	68%	57%	49%	59%	69%	52%	59%	55%	69%	54%	59%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	63%	70%	69%	79%	60%	68%	70%	78%	60%	69%
Leaf pick-up	79%	83%	77%	80%	80%	79%	79%	70%	82%	84%	80%
Care of trees along the parkway	72%	74%	67%	71%	77%	67%	71%	67%	79%	70%	72%

Question 11: Service Quality (Percent "excellent" or "good")											
Please rate the quality of each of the following services in Oak Park:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Alley maintenance	55%	38%	42%	46%	57%	40%	47%	49%	50%	41%	46%
Parking services	45%	32%	35%	38%	40%	37%	38%	34%	33%	46%	38%
Online Village services	78%	67%	74%	73%	71%	74%	73%	75%	70%	76%	74%
Water and Sewer services	73%	60%	64%	66%	66%	65%	65%	62%	65%	68%	66%
Building permit review	66%	36%	39%	46%	54%	41%	45%	42%	55%	38%	44%

Question 12: Government Services Overall (Percent "excellent" or "good")											
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
The Village of Oak Park	82%	66%	72%	74%	77%	73%	74%	67%	84%	73%	74%
The Federal Government	37%	41%	42%	40%	46%	35%	39%	41%	37%	40%	40%
The State Government	29%	22%	25%	26%	39%	18%	25%	40%	23%	18%	26%
Cook County Government	26%	15%	26%	23%	33%	16%	22%	28%	27%	15%	22%

Question 13: Contact with Village Employees (Percent "yes")											
	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
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)?	79%	73%	73%	76%	77%	76%	76%	66%	80%	81%	76%

Question 14: Village Employees (Percent "excellent" or "good")											
What was your impression of the employee(s) of the Village of Oak Park in your most recent contact?	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Knowledge	80%	70%	83%	78%	75%	79%	78%	65%	84%	83%	78%
Responsiveness	78%	64%	78%	74%	71%	75%	74%	73%	77%	72%	74%
Courtesy	75%	70%	81%	75%	76%	74%	75%	75%	76%	75%	75%
Overall impression	75%	66%	81%	74%	71%	75%	73%	66%	81%	73%	74%

Question 15: Government Performance (Percent "excellent" or "good")											
Please rate the following categories of Oak Park government performance:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
The overall direction that Oak Park is taking	79%	47%	50%	60%	72%	53%	60%	53%	64%	62%	60%
The job Oak Park government does at welcoming citizen involvement	75%	56%	60%	65%	65%	64%	64%	53%	63%	74%	65%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)											
Please indicate how likely or unlikely you are to do each of the following:	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Recommend living in Oak Park to someone who asks	95%	89%	79%	88%	92%	86%	89%	82%	91%	92%	89%
Remain in Oak Park for the next five years	84%	79%	82%	82%	82%	83%	82%	79%	81%	86%	82%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)											
	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
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:	13%	8%	11%	11%	12%	10%	11%	14%	9%	9%	10%

Question 18a: Custom Question 1 (Percent "very important" or "essential")											
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):	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Alley reconstruction	52%	57%	63%	57%	56%	58%	57%	61%	54%	57%	57%
Business retention, development, and attraction	94%	93%	86%	91%	93%	91%	92%	86%	98%	91%	92%
Care of trees and landscaping in the parkways	74%	76%	80%	76%	73%	78%	76%	79%	74%	75%	76%
Fire and emergency medical assistance	94%	88%	97%	93%	88%	96%	93%	89%	95%	95%	93%
Housing programs	48%	43%	52%	48%	59%	41%	48%	56%	53%	36%	47%
Operation and creation of street parking	64%	51%	60%	59%	69%	52%	59%	69%	65%	44%	58%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	72%	57%	60%	64%	74%	58%	64%	75%	65%	54%	64%
Police protection	94%	96%	97%	95%	92%	98%	95%	91%	99%	97%	96%
Public health services	74%	72%	76%	74%	70%	76%	74%	77%	77%	69%	74%
Sidewalk replacement	50%	53%	61%	54%	52%	55%	54%	60%	50%	51%	53%
Snow plowing, street maintenance and cleaning	85%	91%	94%	89%	83%	93%	89%	83%	92%	92%	89%
Street resurfacing	63%	82%	84%	75%	67%	80%	75%	74%	76%	74%	75%
Environmental sustainability programs and events	61%	58%	55%	58%	65%	53%	58%	70%	54%	52%	58%

Question 18b: Custom Question 2 (Percent a "major" problem)											
To what degree, if at all, is each of the following a problem in Oak Park?	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Crime	11%	25%	21%	18%	12%	22%	19%	21%	18%	16%	18%
Disorderly youth	10%	21%	21%	17%	15%	18%	17%	21%	14%	14%	16%
Drugs	7%	33%	34%	25%	16%	29%	25%	34%	21%	21%	24%
Graffiti	2%	10%	6%	6%	4%	6%	5%	6%	7%	3%	5%
Homelessness	6%	21%	12%	12%	20%	9%	13%	21%	12%	9%	13%
Noise	5%	8%	8%	7%	8%	5%	6%	12%	4%	5%	7%
Panhandling	12%	18%	13%	14%	17%	13%	14%	20%	14%	9%	14%
Parking	28%	30%	38%	32%	33%	31%	32%	43%	36%	18%	31%
Run down buildings and houses	2%	7%	5%	4%	3%	4%	4%	4%	2%	6%	4%
Traffic in Oak Park	11%	20%	16%	15%	18%	14%	16%	20%	18%	11%	16%
Unsupervised youth	9%	21%	16%	15%	14%	15%	15%	17%	16%	11%	14%
Electric service reliability	5%	14%	15%	11%	10%	11%	11%	10%	11%	10%	10%

Question 18c: Custom Question 3 (Percent "a lot")											
How much information, if at all, do you get from each of the following sources of information about Oak Park?	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Village of Oak Park Twitter	1%	2%	1%	1%	0%	2%	1%	0%	2%	1%	1%
Village of Oak Park Facebook page	9%	4%	0%	5%	7%	4%	5%	4%	7%	4%	5%
Friends and neighbors	28%	32%	29%	29%	16%	39%	30%	23%	26%	36%	29%
The Oak Leaves	12%	35%	28%	23%	13%	31%	24%	15%	20%	31%	23%
Village or Oak email news ("e-News")	7%	14%	10%	10%	8%	12%	10%	6%	9%	15%	10%
Village of Oak Park Internet site	26%	16%	6%	17%	16%	19%	17%	11%	17%	24%	18%
Village of Oak Park OP/FYI newsletter and other village mailings	35%	41%	51%	42%	30%	50%	42%	32%	38%	52%	42%
VOP TV-6, the Village's cable TV	1%	1%	4%	2%	1%	2%	2%	1%	4%	1%	2%
The Wednesday Journal	23%	42%	54%	38%	24%	46%	38%	30%	34%	49%	39%

Question 18d: Custom Question 4 (Percent "excellent" or "good")											
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill):	Number of years in Oak Park				Rent or own			Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	Overall
Elementary School District 97 (32.07%)	79%	67%	75%	74%	77%	73%	74%	72%	72%	76%	74%
OPRF High School District 200 (29.83%)	73%	67%	74%	72%	74%	71%	72%	71%	67%	76%	72%
Village of Oak Park (13.57%)	67%	53%	63%	61%	64%	59%	61%	59%	64%	59%	61%
Oak Park Public Library (5.36%)	90%	81%	81%	84%	83%	84%	84%	78%	83%	88%	84%
Cook County (5.61%)	27%	20%	34%	27%	38%	21%	26%	32%	34%	17%	26%
Park District of Oak Park (5.12%)	83%	69%	71%	75%	73%	76%	75%	69%	71%	81%	75%
Oak Park Township (2.57%)	63%	41%	66%	57%	54%	58%	57%	56%	54%	57%	56%
Metro Water Reclamation District (3.15%)	50%	49%	62%	53%	60%	50%	53%	62%	50%	49%	52%
Triton Community College District 504 (2.59%)	51%	41%	58%	50%	67%	42%	50%	55%	59%	37%	49%
Other (0.13%)	33%	19%	61%	39%	33%	41%	38%	38%	49%	19%	36%

RESULTS BY PRESENCE OF OLDER ADULT, RACE, AGE AND GENDER

Question 1: Quality of Life (Percent "excellent" or "good")														
Please rate each of the following aspects of quality of life in Oak Park:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Oak Park as a place to live	91%	91%	91%	93%	86%	92%	91%	91%	91%	92%	91%	94%	88%	91%
Your neighborhood as a place to live	87%	89%	88%	88%	86%	87%	88%	89%	88%	87%	88%	90%	85%	88%
Oak Park as a place to raise children	93%	92%	93%	90%	99%	100%	93%	93%	92%	93%	93%	91%	94%	93%
Oak Park as a place to work	58%	60%	58%	55%	70%	56%	58%	60%	53%	62%	58%	62%	53%	58%
Oak Park as a place to retire	55%	55%	55%	47%	76%	65%	55%	72%	43%	59%	55%	64%	43%	55%
The overall quality of life in Oak Park	90%	88%	90%	89%	95%	91%	90%	96%	88%	88%	90%	91%	88%	90%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Sense of community	82%	80%	82%	80%	82%	94%	82%	82%	84%	79%	82%	85%	78%	82%
Openness and acceptance of the community towards people of diverse backgrounds	86%	89%	87%	88%	86%	79%	87%	83%	85%	91%	86%	88%	85%	86%
Overall appearance of Oak Park	92%	91%	92%	90%	98%	95%	92%	97%	90%	91%	92%	93%	90%	92%
Cleanliness of Oak Park	90%	86%	89%	86%	99%	95%	89%	97%	84%	90%	89%	93%	84%	89%
Overall quality of new development in Oak Park	52%	47%	51%	44%	73%	59%	51%	69%	45%	47%	51%	54%	48%	51%
Overall quality of business and service establishments in Oak Park	68%	64%	67%	65%	76%	65%	67%	75%	64%	64%	67%	73%	60%	67%
Shopping opportunities	53%	45%	51%	47%	70%	49%	52%	71%	43%	47%	51%	55%	47%	51%
Opportunities to attend cultural activities	73%	73%	73%	73%	79%	66%	73%	74%	69%	77%	72%	76%	68%	72%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Recreational opportunities	75%	75%	75%	73%	77%	83%	75%	75%	74%	77%	75%	76%	74%	75%
Employment opportunities	28%	31%	28%	18%	64%	26%	28%	50%	19%	28%	28%	31%	24%	28%
Educational opportunities	77%	83%	78%	74%	87%	84%	78%	76%	75%	82%	78%	80%	76%	78%
Opportunities to participate in social events and activities	76%	80%	77%	76%	80%	77%	77%	77%	74%	80%	77%	76%	78%	77%
Opportunities to participate in religious or spiritual events and activities	86%	86%	86%	91%	82%	66%	86%	91%	82%	88%	86%	84%	89%	86%
Opportunities to volunteer	79%	84%	80%	84%	72%	68%	80%	68%	81%	87%	80%	79%	82%	80%
Opportunities to participate in community matters	77%	69%	76%	76%	76%	73%	76%	76%	78%	73%	76%	80%	71%	76%
Ease of bus travel in Oak Park	56%	68%	59%	60%	71%	38%	59%	51%	54%	66%	59%	59%	58%	58%
Ease of rail or subway travel in Oak Park	91%	86%	90%	93%	81%	91%	90%	88%	92%	90%	90%	91%	90%	91%
Ease of bicycle travel in Oak Park	73%	63%	71%	70%	75%	77%	71%	76%	70%	69%	71%	69%	74%	71%
Ease of walking in Oak Park	92%	80%	89%	90%	93%	84%	89%	97%	87%	87%	90%	91%	88%	90%
Traffic flow on major streets	43%	40%	42%	35%	72%	41%	43%	49%	36%	47%	43%	43%	42%	42%
Amount of public parking	35%	45%	37%	34%	57%	27%	37%	34%	34%	42%	37%	42%	30%	37%
Availability of affordable quality housing	35%	39%	35%	34%	54%	17%	35%	42%	30%	37%	35%	35%	35%	35%
Availability of affordable quality child care	50%	44%	49%	51%	74%	12%	49%	59%	41%	56%	49%	47%	51%	49%
Availability of affordable quality dental care	63%	79%	66%	70%	73%	40%	67%	65%	59%	77%	67%	68%	66%	67%
Availability of affordable quality health care	66%	74%	68%	68%	86%	42%	68%	69%	67%	69%	68%	65%	71%	68%
Overall image or reputation of Oak Park	90%	85%	89%	89%	93%	89%	90%	94%	88%	88%	90%	91%	88%	89%
Interactions between people of different races	72%	71%	72%	69%	81%	73%	72%	75%	69%	74%	72%	75%	68%	72%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Opportunities to attend environmental sustainability programs or events	70%	71%	70%	73%	72%	55%	70%	69%	73%	68%	70%	67%	73%	70%

Question 3: Growth (Percent of respondents)														
Please rate the speed of growth in the following categories in Oak Park over the past 2 years:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Population growth too fast	14%	25%	17%	18%	18%	11%	17%	8%	16%	23%	17%	19%	15%	17%
Retail growth too slow	59%	51%	57%	65%	41%	41%	57%	45%	69%	50%	57%	49%	68%	58%
Job growth too slow	83%	71%	80%	87%	67%	70%	80%	62%	91%	79%	80%	75%	84%	80%

Question 4: Code Enforcement (Percent a "major" problem)														
	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Run down buildings, weed lots or junk vehicle a major problem in Oak Park	4%	6%	4%	6%	1%	2%	4%	4%	6%	2%	4%	2%	8%	4%

Question 5: Community Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel from the following in Oak Park:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Violent crime (e.g., rape, assault, robbery)	69%	61%	67%	65%	75%	73%	68%	70%	65%	69%	68%	66%	69%	67%
Property crimes (e.g., burglary, theft)	54%	55%	54%	47%	71%	65%	54%	65%	46%	56%	54%	53%	54%	54%
Environmental hazards, including toxic waste	84%	78%	83%	81%	91%	86%	83%	95%	78%	79%	83%	84%	82%	83%
Fire	85%	83%	84%	81%	93%	91%	84%	83%	83%	86%	84%	85%	84%	85%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
In your neighborhood during the day	92%	91%	92%	92%	98%	86%	92%	99%	89%	91%	92%	92%	93%	92%
In your neighborhood after dark	62%	61%	62%	59%	72%	66%	62%	63%	57%	67%	62%	59%	65%	61%
In Oak Park's downtown area during the day	95%	84%	93%	93%	92%	91%	93%	99%	91%	90%	93%	93%	92%	93%
In Oak Park's downtown area after dark	74%	62%	71%	68%	81%	81%	72%	81%	67%	71%	72%	68%	75%	71%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")														
	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	15%	6%	13%	13%	9%	16%	13%	14%	16%	8%	13%	13%	13%	13%
If yes, was this crime (these crimes) reported to the police?	79%	76%	79%	85%	90%	41%	79%	91%	77%	67%	79%	81%	77%	79%

Question 9: Resident Behaviors (Percent at least once in past 12 months)														
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?	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Used Oak Park public libraries or their services	85%	86%	86%	85%	83%	94%	86%	80%	91%	84%	86%	85%	87%	86%
Participated in a recreation program or activity	64%	52%	61%	61%	64%	61%	62%	57%	69%	56%	62%	62%	60%	61%
Ridden a local bus within Oak Park	29%	29%	29%	24%	55%	23%	29%	23%	28%	36%	29%	29%	29%	29%
Attended a meeting of local elected officials or other local public meeting	26%	34%	28%	30%	34%	11%	28%	20%	29%	33%	28%	22%	35%	28%
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media	34%	33%	34%	30%	54%	28%	34%	26%	35%	38%	34%	30%	38%	34%
Visited the Village of Oak Park Web site (at www.oak-park.us)	88%	52%	81%	81%	69%	97%	81%	87%	93%	61%	81%	80%	82%	81%
Recycled used paper, cans or bottles from your home	93%	89%	92%	93%	82%	100%	92%	83%	99%	91%	93%	92%	93%	92%
Volunteered your time to some group or activity in Oak Park	45%	39%	43%	44%	29%	61%	44%	33%	55%	38%	44%	43%	44%	44%

Question 9: Resident Behaviors (Percent at least once in past 12 months)														
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?	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
	Participated in religious or spiritual activities in Oak Park	43%	57%	46%	50%	42%	32%	46%	33%	48%	54%	46%	47%	44%
Participated in a club or civic group in Oak Park	28%	37%	30%	31%	27%	25%	30%	21%	32%	33%	30%	28%	30%	29%
Provided help to a friend or neighbor	93%	90%	92%	91%	93%	99%	92%	86%	96%	92%	92%	95%	90%	92%
Purchased an item over the internet	93%	70%	89%	90%	80%	91%	89%	100%	94%	74%	89%	88%	90%	89%
Participated in an environmental sustainability program or event	38%	29%	36%	35%	20%	61%	36%	32%	41%	32%	36%	35%	37%	36%
Planted and maintained a vegetable garden	39%	31%	38%	40%	21%	48%	38%	32%	47%	31%	38%	37%	39%	38%
Called for Oak Park police services	43%	31%	40%	39%	48%	34%	40%	33%	46%	39%	40%	41%	39%	40%
Called for Oak Park fire/EMS services	12%	25%	14%	13%	24%	8%	15%	9%	13%	21%	15%	16%	13%	14%

Question 10: Neighborliness (Percent at least several times a week)														
	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
	Visit with neighbors at least several times a week	50%	54%	51%	56%	29%	54%	51%	35%	58%	53%	51%	46%	58%

Question 11: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Oak Park:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Police services	84%	97%	86%	89%	84%	74%	86%	82%	83%	93%	86%	90%	83%	86%
Fire services	95%	100%	96%	99%	84%	95%	96%	87%	98%	100%	96%	99%	92%	96%
Ambulance or emergency medical services	92%	99%	93%	98%	82%	93%	93%	82%	95%	98%	93%	98%	88%	93%
Crime prevention	65%	75%	67%	64%	73%	70%	67%	61%	63%	76%	67%	72%	61%	66%
Fire prevention and education	81%	93%	83%	86%	72%	89%	83%	65%	88%	91%	84%	91%	75%	83%
Oak Park Adjudication court	43%	52%	45%	32%	64%	48%	45%	32%	40%	67%	45%	55%	34%	44%
Traffic enforcement	50%	73%	54%	54%	63%	46%	54%	53%	45%	68%	54%	64%	45%	55%
Street repair	34%	45%	36%	32%	56%	32%	36%	43%	28%	43%	37%	40%	33%	36%
Street cleaning	70%	70%	70%	67%	78%	77%	70%	64%	70%	75%	70%	82%	57%	70%
Street lighting	70%	75%	71%	69%	83%	63%	71%	60%	71%	78%	71%	72%	69%	71%
Snow removal	62%	67%	63%	64%	67%	57%	63%	60%	64%	66%	64%	67%	59%	63%
Sidewalk maintenance	58%	59%	58%	55%	69%	65%	59%	70%	53%	58%	59%	64%	52%	58%
Bus or transit services	76%	75%	76%	79%	65%	76%	76%	71%	80%	75%	76%	82%	68%	76%
Garbage collection	85%	89%	86%	85%	87%	89%	86%	85%	83%	90%	86%	88%	83%	86%
Recycling	82%	88%	83%	84%	85%	78%	83%	83%	81%	86%	83%	86%	80%	83%
Yard waste pick-up	78%	78%	78%	80%	70%	81%	79%	67%	82%	80%	79%	81%	75%	78%
Sewer services	62%	76%	64%	66%	52%	67%	64%	65%	61%	70%	64%	65%	63%	64%
Land use, planning and zoning	43%	40%	43%	38%	61%	50%	43%	62%	37%	38%	43%	44%	42%	43%
Code enforcement (weeds, abandoned buildings, etc.)	46%	55%	47%	44%	62%	49%	48%	56%	40%	51%	48%	48%	47%	48%
Animal control	76%	71%	75%	75%	81%	65%	75%	87%	68%	74%	75%	76%	73%	75%
Economic development	32%	39%	33%	26%	59%	36%	33%	48%	24%	34%	33%	38%	28%	33%
Health services	66%	73%	68%	69%	72%	56%	68%	77%	55%	73%	68%	69%	66%	68%
Services to seniors	79%	80%	79%	78%	88%	67%	79%	80%	75%	81%	79%	81%	75%	79%
Services to youth	75%	73%	74%	72%	74%	82%	75%	90%	74%	68%	75%	74%	76%	75%
Services to low-income people	58%	61%	59%	56%	68%	56%	59%	74%	52%	55%	59%	62%	54%	59%

Question 11: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Oak Park:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Public library services	97%	93%	96%	96%	99%	91%	96%	100%	96%	94%	96%	97%	94%	96%
Public information services	81%	77%	80%	78%	85%	83%	80%	81%	80%	80%	80%	86%	72%	80%
Public schools	87%	85%	87%	83%	89%	100%	87%	94%	86%	84%	87%	88%	86%	87%
Cable television	60%	54%	59%	53%	71%	74%	60%	66%	60%	54%	60%	61%	57%	59%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	69%	69%	69%	75%	67%	49%	69%	88%	62%	63%	69%	70%	69%	70%
Leaf pick-up	80%	78%	80%	83%	74%	72%	80%	86%	80%	75%	80%	82%	78%	80%
Care of trees along the parkway	71%	71%	71%	71%	78%	63%	71%	72%	69%	73%	71%	77%	65%	71%
Alley maintenance	47%	42%	46%	41%	64%	54%	47%	45%	47%	47%	47%	52%	40%	46%
Parking services	37%	43%	38%	36%	52%	33%	38%	45%	35%	37%	38%	38%	38%	38%
Online Village services	72%	83%	74%	70%	87%	75%	74%	78%	68%	78%	73%	76%	71%	73%
Water and Sewer services	64%	75%	66%	68%	57%	68%	66%	75%	61%	67%	66%	70%	63%	66%
Building permit review	45%	51%	46%	36%	82%	41%	46%	72%	35%	47%	45%	42%	49%	46%

Question 12: Government Services Overall (Percent "excellent" or "good")														
Overall, how would you rate the quality of the services provided by each of the following?	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
The Village of Oak Park	73%	78%	74%	70%	84%	84%	75%	80%	68%	78%	74%	80%	67%	74%
The Federal Government	39%	44%	40%	34%	67%	32%	40%	38%	35%	47%	40%	45%	34%	40%
The State Government	25%	31%	26%	19%	50%	27%	26%	32%	18%	31%	26%	29%	23%	26%
Cook County Government	22%	27%	23%	17%	49%	19%	23%	31%	16%	25%	23%	23%	22%	23%

Question 13: Contact with Village Employees (Percent "yes")														
	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
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)?	79%	59%	76%	78%	70%	69%	75%	85%	76%	68%	75%	68%	85%	75%

Question 14: Village Employees (Percent "excellent" or "good")														
What was your impression of the employee(s) of the Village of Oak Park in your most recent contact?	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Knowledge	75%	92%	78%	76%	85%	81%	78%	83%	67%	90%	78%	82%	74%	78%
Responsiveness	71%	91%	74%	73%	78%	70%	74%	75%	67%	83%	74%	82%	65%	74%
Courtesy	73%	92%	76%	71%	87%	83%	75%	75%	64%	92%	75%	74%	77%	75%
Overall impression	70%	93%	74%	71%	82%	81%	74%	69%	68%	87%	74%	77%	71%	74%

Question 15: Government Performance (Percent "excellent" or "good")														
Please rate the following categories of Oak Park government performance:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
The overall direction that Oak Park is taking	60%	62%	60%	56%	71%	70%	60%	70%	56%	59%	60%	67%	51%	60%
The job Oak Park government does at welcoming citizen involvement	64%	69%	65%	63%	73%	60%	65%	65%	65%	65%	65%	67%	62%	65%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)														
Please indicate how likely or unlikely you are to do each of the following:	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Recommend living in Oak Park to someone who asks	89%	84%	88%	88%	94%	86%	89%	97%	87%	84%	88%	89%	88%	88%
Remain in Oak Park for the next five years	81%	87%	82%	78%	98%	84%	82%	79%	82%	85%	82%	82%	82%	82%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)														
	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
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:	12%	9%	11%	7%	21%	20%	11%	12%	12%	9%	11%	11%	10%	11%

Question 18a: Custom Question 1 (Percent "very important" or "essential")														
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)::	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Alley reconstruction	57%	60%	58%	54%	74%	53%	57%	48%	59%	62%	57%	51%	64%	57%
Business retention, development, and attraction	92%	89%	91%	91%	88%	96%	91%	98%	89%	89%	91%	89%	93%	91%
Care of trees and landscaping in the parkways	75%	82%	77%	74%	87%	76%	77%	73%	75%	80%	76%	76%	77%	76%
Fire and emergency medical assistance	92%	97%	93%	93%	97%	88%	93%	91%	91%	97%	93%	95%	90%	93%
Housing programs	46%	57%	48%	41%	74%	49%	48%	53%	37%	59%	48%	53%	42%	48%
Operation and creation of street parking	59%	61%	59%	54%	68%	72%	59%	70%	50%	63%	59%	61%	57%	59%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	64%	63%	64%	61%	66%	78%	64%	72%	57%	67%	64%	69%	59%	64%
Police protection	95%	96%	95%	96%	93%	94%	95%	95%	94%	97%	95%	97%	93%	95%
Public health services	73%	80%	74%	71%	85%	75%	74%	74%	68%	83%	74%	79%	69%	74%
Sidewalk replacement	51%	69%	55%	50%	69%	60%	55%	54%	46%	66%	55%	56%	54%	55%
Snow plowing, street maintenance and cleaning	89%	92%	89%	89%	94%	85%	89%	88%	86%	94%	89%	90%	89%	90%
Street resurfacing	74%	82%	75%	71%	83%	89%	75%	66%	77%	81%	75%	74%	76%	75%
Environmental sustainability programs and events	58%	59%	58%	53%	71%	70%	59%	69%	52%	58%	59%	61%	56%	59%

Question 18b: Custom Question 2 (Percent a "major" problem)														
To what degree, if at all, is each of the following a problem in Oak Park?	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Crime	18%	20%	18%	18%	17%	19%	18%	13%	22%	17%	18%	17%	21%	19%
Disorderly youth	16%	22%	17%	16%	14%	23%	17%	15%	19%	14%	17%	15%	19%	17%
Drugs	23%	32%	25%	24%	23%	31%	24%	10%	29%	28%	24%	22%	27%	25%
Graffiti	4%	10%	6%	4%	9%	7%	6%	8%	4%	5%	5%	1%	10%	6%
Homelessness	14%	8%	13%	14%	11%	8%	12%	10%	13%	14%	13%	12%	13%	13%
Noise	6%	8%	7%	5%	9%	12%	7%	5%	7%	7%	6%	4%	9%	6%
Panhandling	15%	13%	14%	16%	10%	11%	14%	13%	15%	14%	14%	12%	16%	14%
Parking	33%	28%	32%	32%	27%	37%	31%	37%	26%	34%	31%	32%	30%	31%
Run down buildings and houses	4%	4%	4%	4%	7%	0%	4%	5%	6%	2%	4%	2%	6%	4%
Traffic in Oak Park	17%	11%	15%	17%	11%	11%	15%	15%	18%	12%	15%	13%	19%	16%
Unsupervised youth	14%	18%	15%	14%	14%	22%	15%	15%	15%	14%	15%	14%	16%	15%
Electric service reliability	11%	9%	11%	10%	15%	10%	11%	10%	10%	12%	11%	9%	13%	11%

Question 18c: Custom Question 3 (Percent "a lot")														
How much information, if at all, do you get from each of the following sources of information about Oak Park?	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Village of Oak Park Twitter	1%	0%	1%	1%	1%	0%	1%	2%	1%	1%	1%	0%	3%	1%
Village of Oak Park Facebook page	6%	0%	5%	5%	10%	0%	5%	15%	2%	1%	5%	1%	9%	5%
Friends and neighbors	30%	25%	29%	31%	23%	31%	29%	26%	34%	26%	29%	30%	29%	30%
The Oak Leaves	21%	32%	23%	21%	27%	31%	23%	5%	29%	29%	23%	23%	25%	24%
Village or Oak email news ("e-News")	11%	8%	10%	10%	11%	10%	10%	6%	13%	10%	10%	11%	10%	10%
Village of Oak Park Internet site	20%	8%	17%	17%	14%	27%	17%	30%	18%	7%	17%	16%	19%	17%
Village of Oak Park OP/FYI newsletter and other village mailings	40%	49%	42%	43%	43%	33%	41%	29%	42%	51%	42%	49%	33%	42%
VOP TV-6, the Village's cable TV	3%	0%	2%	1%	6%	0%	2%	1%	3%	2%	2%	1%	3%	2%
The Wednesday Journal	36%	48%	38%	41%	22%	42%	38%	20%	42%	45%	38%	38%	39%	38%

Question 18d: Custom Question 4 (Percent "excellent" or "good")														
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill):	Household members aged 65 or older			Race				Age				Gender		
	No	Yes	Overall	White	Black	Other	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Elementary School District 97 (32.07%)	73%	79%	74%	71%	82%	76%	74%	74%	70%	79%	74%	79%	68%	74%
OPRF High School District 200 (29.83%)	72%	70%	72%	71%	78%	69%	72%	73%	67%	77%	72%	75%	69%	72%
Village of Oak Park (13.57%)	60%	66%	61%	57%	78%	59%	61%	68%	54%	67%	61%	71%	51%	61%
Oak Park Public Library (5.36%)	84%	85%	84%	86%	84%	75%	84%	83%	87%	82%	84%	88%	80%	84%
Cook County (5.61%)	25%	34%	27%	20%	52%	25%	27%	27%	21%	35%	27%	36%	18%	26%
Park District of Oak Park (5.12%)	75%	75%	75%	74%	79%	71%	75%	77%	78%	70%	75%	81%	69%	75%
Oak Park Township (2.57%)	54%	67%	57%	54%	69%	52%	57%	52%	57%	62%	57%	68%	45%	57%
Metro Water Reclamation District (3.15%)	52%	57%	53%	53%	59%	45%	53%	42%	53%	60%	53%	62%	44%	53%
Triton Community College District 504 (2.59%)	49%	52%	50%	46%	67%	38%	50%	49%	46%	54%	50%	57%	42%	50%
Other (0.13%)	33%	53%	39%	35%	51%	28%	39%	13%	38%	54%	39%	50%	29%	38%



VILLAGE OF OAK PARK, IL 2011

Report of Geographic Subgroup Comparisons

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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 survey and its administration are standardized to assure high quality survey methods and 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.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The Village of Oak Park staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Village of Oak Park staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

“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.

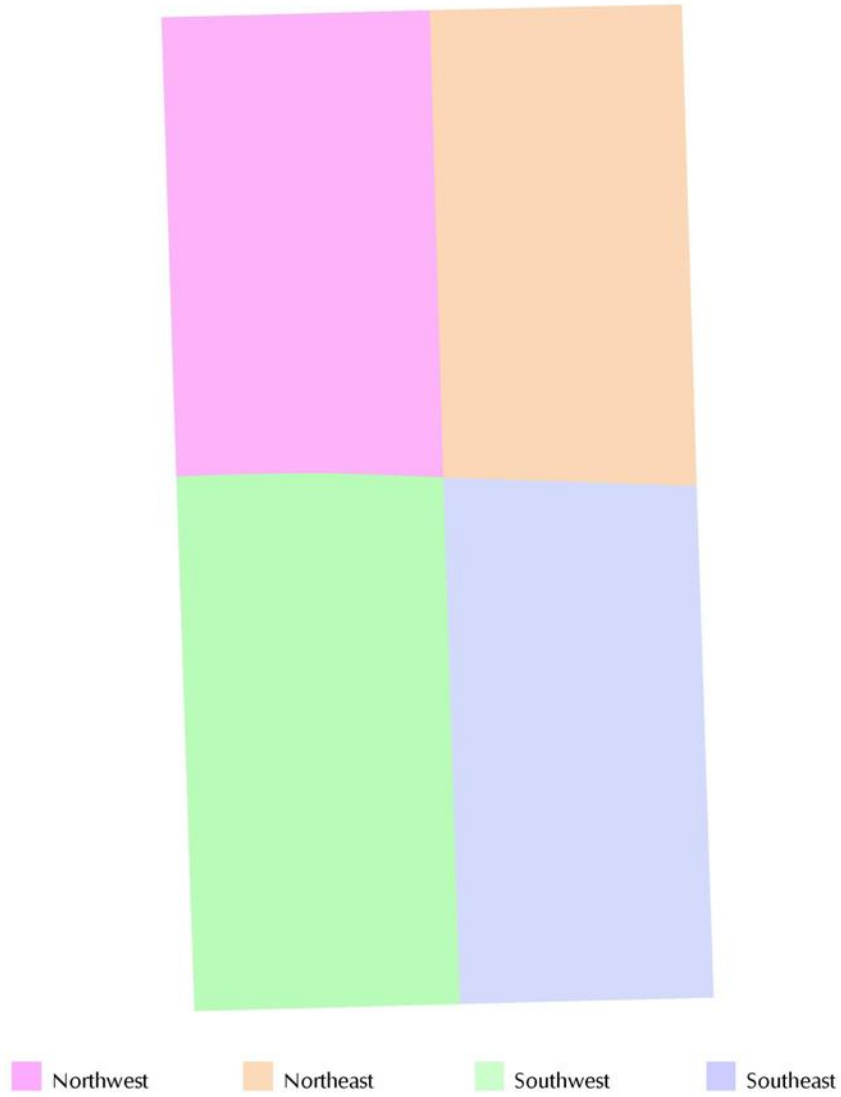
UNDERSTANDING THE TABLES

In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by geographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (453 completed surveys). For each subarea (Northwest, Northeast, Southwest, Southeast), the margin of error rises to approximately + or - 10% since sample sizes were approximately 131 for Northwest, 114 for Northeast, 110 for Southwest, and 98 for Southeast.

The National Citizen Survey™ Oak Park, IL 2011 Geographic Comparison Areas



COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")					
Please rate each of the following aspects of quality of life in Oak Park:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Oak Park as a place to live	95%	92%	87%	91%	91%
Your neighborhood as a place to live	96%	81%	84%	91%	88%
Oak Park as a place to raise children	95%	95%	88%	94%	93%
Oak Park as a place to work	68%	59%	51%	55%	58%
Oak Park as a place to retire	57%	48%	54%	59%	55%
The overall quality of life in Oak Park	95%	89%	85%	91%	90%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Sense of community	91%	86%	77%	75%	82%
Openness and acceptance of the community towards people of diverse backgrounds	94%	85%	86%	81%	86%
Overall appearance of Oak Park	94%	92%	90%	92%	92%
Cleanliness of Oak Park	94%	92%	86%	86%	89%
Overall quality of new development in Oak Park	52%	53%	53%	46%	51%
Overall quality of business and service establishments in Oak Park	67%	61%	72%	66%	67%
Shopping opportunities	51%	46%	58%	48%	51%
Opportunities to attend cultural activities	80%	74%	73%	61%	72%
Recreational opportunities	88%	80%	69%	65%	75%
Employment opportunities	28%	34%	25%	28%	28%
Educational opportunities	80%	82%	75%	75%	78%
Opportunities to participate in social events and activities	81%	84%	72%	73%	77%
Opportunities to participate in religious or spiritual events and activities	91%	90%	80%	87%	86%
Opportunities to volunteer	90%	84%	86%	60%	80%
Opportunities to participate in community matters	82%	81%	68%	72%	76%
Ease of bus travel in Oak Park	72%	56%	60%	47%	59%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Ease of rail or subway travel in Oak Park	96%	87%	95%	82%	90%
Ease of bicycle travel in Oak Park	77%	83%	61%	68%	71%
Ease of walking in Oak Park	93%	85%	88%	91%	89%
Traffic flow on major streets	33%	46%	40%	51%	42%
Amount of public parking	43%	34%	34%	37%	37%
Availability of affordable quality housing	38%	24%	40%	36%	35%
Availability of affordable quality child care	62%	50%	37%	51%	49%
Availability of affordable quality dental care	79%	75%	56%	60%	67%
Availability of affordable quality health care	78%	70%	59%	70%	68%
Overall image or reputation of Oak Park	94%	86%	88%	88%	89%
Interactions between people of different races	79%	77%	67%	66%	72%
Opportunities to attend environmental sustainability programs or events	75%	82%	67%	58%	70%

Question 3: Growth (Percent of respondents)					
Please rate the speed of growth in the following categories in Oak Park over the past 2 years:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Population growth too fast	17%	13%	29%	4%	17%
Retail growth too slow	53%	58%	62%	55%	57%
Job growth too slow	82%	82%	80%	77%	80%

Question 4: Code Enforcement (Percent a "major" problem)					
	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Run down buildings, weed lots or junk vehicle a major problem in Oak Park	3%	2%	6%	6%	4%

Question 5: Community Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel from the following in Oak Park:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Violent crime (e.g., rape, assault, robbery)	65%	77%	61%	69%	68%
Property crimes (e.g., burglary, theft)	52%	56%	50%	59%	54%
Environmental hazards, including toxic waste	86%	83%	78%	86%	83%
Fire	82%	89%	86%	81%	84%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
In your neighborhood during the day	95%	95%	85%	95%	92%
In your neighborhood after dark	69%	59%	53%	68%	62%
In Oak Park's downtown area during the day	96%	95%	87%	94%	93%
In Oak Park's downtown area after dark	69%	75%	65%	80%	72%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")					
	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	14%	12%	16%	9%	13%
If yes, was this crime (these crimes) reported to the police?	88%	56%	74%	100%	79%

Question 9: Resident Behaviors (Percent at least once in past 12 months)					
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?	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Used Oak Park public libraries or their services	86%	90%	83%	85%	86%
Participated in a recreation program or activity	62%	63%	61%	60%	61%
Ridden a local bus within Oak Park	33%	34%	32%	20%	29%
Attended a meeting of local elected officials or other local public meeting	30%	33%	24%	27%	28%
Watched a meeting of local elected officials or other Village-sponsored public meeting on cable television, the Internet or other media	32%	30%	34%	39%	34%
Visited the Village of Oak Park Web site (at www.oak-park.us)	83%	80%	82%	79%	81%
Recycled used paper, cans or bottles from your home	88%	96%	90%	96%	92%
Volunteered your time to some group or activity in Oak Park	48%	53%	39%	38%	44%
Participated in religious or spiritual activities in Oak Park	53%	49%	46%	37%	46%
Participated in a club or civic group in Oak Park	33%	44%	24%	21%	30%
Provided help to a friend or neighbor	94%	94%	93%	88%	92%
Purchased an item over the internet	90%	87%	90%	87%	88%
Participated in an environmental sustainability program or event	33%	38%	39%	33%	36%
Planted and maintained a vegetable garden	36%	45%	36%	36%	38%
Called for Oak Park police services	45%	46%	41%	30%	40%
Called for Oak Park fire/EMS services	18%	9%	18%	12%	15%

Question 10: Neighborliness (Percent at least several times a week)					
	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Visit with neighbors at least several times a week	51%	58%	46%	52%	51%

Question 11: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Oak Park:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Police services	92%	85%	80%	90%	86%
Fire services	98%	97%	95%	93%	96%
Ambulance or emergency medical services	98%	97%	90%	88%	93%
Crime prevention	60%	75%	62%	71%	67%
Fire prevention and education	84%	89%	86%	75%	84%
Oak Park Adjudication court	58%	65%	23%	40%	45%
Traffic enforcement	56%	51%	56%	54%	54%
Street repair	38%	40%	29%	41%	36%
Street cleaning	77%	73%	66%	68%	70%
Street lighting	72%	75%	68%	69%	71%
Snow removal	70%	69%	58%	59%	64%
Sidewalk maintenance	62%	62%	52%	59%	58%
Bus or transit services	84%	76%	79%	65%	76%
Garbage collection	88%	94%	81%	82%	86%
Recycling	85%	90%	75%	86%	83%
Yard waste pick-up	82%	85%	72%	75%	78%
Sewer services	71%	56%	63%	67%	64%
Land use, planning and zoning	50%	43%	35%	44%	43%
Code enforcement (weeds, abandoned buildings, etc.)	54%	45%	42%	52%	48%
Animal control	82%	76%	69%	76%	75%
Economic development	34%	23%	30%	43%	33%
Health services	84%	68%	56%	69%	68%
Services to seniors	89%	77%	72%	79%	79%
Services to youth	78%	83%	65%	75%	75%
Services to low-income people	66%	68%	49%	60%	59%
Public library services	97%	92%	97%	97%	96%
Public information services	82%	74%	86%	76%	80%
Public schools	85%	85%	88%	87%	87%
Cable television	61%	54%	62%	59%	59%

Question 11: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in Oak Park:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71%	63%	68%	74%	69%
Leaf pick-up	80%	82%	73%	85%	80%
Care of trees along the parkway	80%	74%	70%	62%	71%
Alley maintenance	44%	59%	37%	49%	47%
Parking services	42%	38%	30%	44%	38%
Online Village services	83%	68%	74%	70%	74%
Water and Sewer services	69%	59%	71%	64%	66%
Building permit review	38%	56%	45%	46%	46%

Question 12: Government Services Overall (Percent "excellent" or "good")					
Overall, how would you rate the quality of the services provided by each of the following?	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
The Village of Oak Park	80%	75%	65%	80%	74%
The Federal Government	50%	37%	26%	48%	40%
The State Government	28%	22%	18%	37%	26%
Cook County Government	23%	22%	16%	32%	23%

Question 13: Contact with Village Employees (Percent "yes")					
	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
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)?	73%	69%	81%	77%	76%

Question 14: Village Employees (Percent "excellent" or "good")					
What was your impression of the employee(s) of the Village of Oak Park in your most recent contact?	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Knowledge	88%	83%	75%	69%	78%
Responsiveness	84%	69%	73%	70%	74%
Courtesy	87%	79%	73%	65%	75%
Overall impression	83%	76%	72%	67%	74%

Question 15: Government Performance (Percent "excellent" or "good")					
Please rate the following categories of Oak Park government performance:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
The overall direction that Oak Park is taking	60%	57%	55%	68%	60%
The job Oak Park government does at welcoming citizen involvement	67%	65%	59%	70%	65%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)					
Please indicate how likely or unlikely you are to do each of the following:	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Recommend living in Oak Park to someone who asks	91%	91%	82%	91%	88%
Remain in Oak Park for the next five years	82%	92%	71%	86%	82%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)					
	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
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:	7%	14%	7%	17%	11%

Question 18a: Custom Question 1 (Percent "very important" or "essential")					
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)::	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Alley reconstruction	54%	56%	56%	63%	57%
Business retention, development, and attraction	91%	90%	94%	89%	91%
Care of trees and landscaping in the parkways	76%	68%	82%	76%	76%
Fire and emergency medical assistance	92%	97%	93%	91%	93%
Housing programs	38%	51%	42%	61%	48%
Operation and creation of street parking	63%	53%	63%	56%	59%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	65%	67%	62%	64%	64%
Police protection	98%	95%	98%	91%	95%
Public health services	79%	75%	71%	73%	74%
Sidewalk replacement	54%	48%	60%	53%	54%
Snow plowing, street maintenance and cleaning	87%	93%	88%	90%	89%
Street resurfacing	69%	78%	74%	80%	75%
Environmental sustainability programs and events	55%	59%	61%	58%	58%

Question 18b: Custom Question 2 (Percent a "major" problem)					
To what degree, if at all, is each of the following a problem in Oak Park?	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Crime	23%	11%	26%	10%	18%
Disorderly youth	18%	7%	27%	11%	17%
Drugs	28%	16%	35%	16%	24%
Graffiti	5%	1%	12%	2%	6%
Homelessness	13%	6%	22%	5%	13%
Noise	5%	4%	10%	6%	7%
Panhandling	18%	5%	23%	7%	14%
Parking	34%	26%	44%	20%	32%
Run down buildings and houses	3%	2%	7%	4%	4%
Traffic in Oak Park	18%	9%	28%	4%	15%
Unsupervised youth	16%	6%	25%	9%	15%
Electric service reliability	11%	11%	15%	5%	11%

Question 18c: Custom Question 3 (Percent "a lot")					
How much information, if at all, do you get from each of the following sources of information about Oak Park?	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Village of Oak Park Twitter	1%	2%	2%	0%	1%
Village of Oak Park Facebook page	5%	6%	6%	3%	5%
Friends and neighbors	28%	37%	24%	32%	29%
The Oak Leaves	28%	25%	26%	15%	23%
Village or Oak email news ("e-News")	14%	13%	11%	3%	10%
Village of Oak Park Internet site	13%	25%	19%	13%	17%
Village of Oak Park OP/FYI newsletter and other village mailings	55%	50%	33%	32%	42%
VOP TV-6, the Village's cable TV	2%	4%	0%	3%	2%
The Wednesday Journal	42%	38%	38%	33%	38%

Question 18d: Custom Question 4 (Percent "excellent" or "good")					
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill):	Area				
	Northwest	Northeast	Southwest	Southeast	Overall
Elementary School District 97 (32.07%)	71%	79%	67%	80%	74%
OPRF High School District 200 (29.83%)	67%	78%	66%	77%	72%
Village of Oak Park (13.57%)	61%	59%	56%	70%	61%
Oak Park Public Library (5.36%)	81%	85%	78%	94%	84%
Cook County (5.61%)	20%	24%	22%	41%	27%
Park District of Oak Park (5.12%)	75%	79%	66%	81%	75%
Oak Park Township (2.57%)	62%	59%	39%	72%	57%
Metro Water Reclamation District (3.15%)	51%	56%	46%	65%	54%
Triton Community College District 504 (2.59%)	51%	47%	48%	56%	50%
Other (0.13%)	31%	67%	26%	42%	39%