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Community Survey

Report of Results

October 2004



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EXECUTIVE SUMMARY

SURVEY BACKGROUND

The Village of Oak Park Community Survey was conducted by phone with a representative sample of residents of the Village of Oak Park. Interviews were conducted from July 29, 2004 to August 9, 2004. A total of 800 completed surveys were obtained, providing a response rate of 28%. The 95 percent confidence level around 800 responses is plus or minus 3½ percentage points around any given proportion reported for the entire sample.

Survey participants were asked to rate their satisfaction with the quality of life in the Village, the community's amenities and with local government. The questionnaire also included items pertaining to issues facing the community.

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent", then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be 0 on the 100-point scale. If, for example, the average rating for quality of life was "good", then the result would be 67 on a 100-point scale.

QUALITY OF COMMUNITY LIFE

Residents of Oak Park interviewed for this study were very positive about the quality of life in the Village. Forty-five percent rated the overall quality of life in the community as "excellent"; 49% gave it a "good" rating. On a 100-point scale, the average rating was 79. Average ratings of the overall quality of the neighborhood and your neighborhood as a place to live also were high, 78 and 81 on a 100-point scale, respectively.

Oak Park received favorable ratings as a place to raise children, 88 on a 100-point scale on average. This was significantly higher compared to norms taken from communities across the nation, and compared to Midwestern peer communities of a similar size to Oak Park.

Favorable evaluations were given to the ease of rail/subway travel and walking in the Village, as well as the overall appearance of Oak Park.

PUBLIC SAFETY

A variety of questions were asked related to public safety. Respondents were asked how they perceived their own personal safety. Over half of respondents felt “very safe” from fires, while only 5% felt unsafe. Just over a third felt very safe from violent crimes, and over half felt at least somewhat safe. About one in five respondents felt unsafe from property crimes, but three-quarters felt at least somewhat safe from property crimes.

The public safety services offered by the Village of Oak Park received favorable ratings on average. Fire services and emergency medical services received average ratings of 83 on a 100-point scale. Police services were also positively rated, with an average rating of 76 on a 100-point scale, significantly higher than the national norm.

Crime prevention services were given a somewhat lower rating than police services, 67 on a 100-point scale, but this was significantly higher compared to the national norm.

PROBLEMS FACING OAK PARK

Parking was most frequently identified as a problem in Oak Park. Traffic in Oak Park was judged a “moderate” problem on average. Drugs, crime, homelessness, noise and disorderly youth in the community were given average ratings between “moderate” and “minor” problems.

TRAFFIC AND PARKING ISSUES

Several items on the survey dealt with travel and parking issues within Oak Park. Respondents were asked whether they thought these issues were an extreme, major, moderate or minor problem, or not a problem at all.

Respondents who felt that traffic and parking were “extreme” or “major” problems gave lower ratings to enforcement services in Oak Park than those who felt that these items were “not a problem.”

Those responding to the survey who felt that traffic was a problem in the Village gave ease of bicycle travel, ease of walking and ease of bus travel lower ratings.

Oak Park respondents who felt that parking in the Village was a problem gave lower ratings to parking services.

Oak Park residents who own their homes gave parking services higher ratings than residents who rent their homes.

LOCAL GOVERNMENT AND CITY SERVICES

Public safety services were not the only services addressed on the questionnaire. Respondents were also queried about perspectives about local government.

During the course of the interview, respondents were read two statements about the Village of Oak Park, and asked whether they agreed or disagreed with these statements. The first item asked whether residents were pleased with the overall direction that the Village of Oak Park is taking. Seven in ten respondents agreed with this statement, and it received an average rating of 66 on a 100-point scale. This is slightly lower than the 2000 rating, but significantly higher than the national and regional norms.

Respondents were also asked whether they thought the Village of Oak Park government welcomes citizen involvement. Three-quarters of respondents agreed with this statement as well and it received a similar average rating of 68 on the 100-point scale.

Approximately nine in ten respondents (92%) rated the overall quality of services provided by the Village of Oak Park as “good” or better. Only 1% gave the Village services a “poor” rating.

A list of services was read to respondents, who then evaluated the quality of each. Several services were rated by Oak Park residents significantly more positively than the national norm. No service ratings were significantly lower than the national norms.

In addition to the public safety services previously mentioned, the services rated as significantly more positive than the national norms included:

- Street cleaning
- Shuttle bus/transit services
- Street lighting
- Sidewalk repair
- Snow removal
- Street repair
- Garbage collection
- Recycling
- Yard waste pick-up
- Water and sewer services
- Police department services
- Animal control
- Crime prevention services
- Enforcement of traffic laws
- Emergency medical services/ambulances
- Fire services
- Public health services

MAINTENANCE OF SERVICE AT CURRENT LEVELS

Respondents were asked to respond to a list of services and rate how important each was to maintain at least at their current levels. A majority of respondents reported that each service was “essential” or “very important,” except for alley construction (44%). More than three-quarters of respondents thought that police protection, fire and emergency medical assistance, snow plowing, street maintenance and cleaning and Public Health services were at least “very important.”

On the 100-point scale where 100 equals “essential” and zero equals “not at all important,” police protection and fire/emergency medical assistance received the highest average ratings (85 and 84, respectively).

PROVIDING QUALITY SERVICES

Keeping up with increased expenses and providing quality services is becoming more and more difficult in Oak Park. Survey respondents were asked to what extent they supported or opposed three options to meet these challenges: 1) reduce services provided to residents; 2) increase property taxes in the Village of Oak Park; and 3) increase fees and taxes other than those on property. At least one-quarter of respondents were “strongly” opposed to each option and approximately three-quarters were “somewhat” or “strongly” opposed to reducing services provided to residents and increasing property taxes in the Village of Oak Park. Increasing fees and taxes other than those on property was “somewhat” or strongly supported by just over fifty percent of residents.

RATINGS OF VILLAGE EMPLOYEES

All respondents were asked whether they had had any contact, by phone or in-person, with a Village of Oak Park employee within the past year. About seven in ten respondents said that they had. Further inquiries were made of those individuals who reported contact about their impression of Village employees.

Most residents who had contact with a Village employee were favorably impressed. At least one-third of respondents rated each employee characteristic as “excellent.”

Comparisons of the ratings to local government employees showed that Oak Park employees were perceived as more courteous than local government employees in other jurisdictions in the national database.

RATINGS OF POLICE DEPARTMENT EMPLOYEES

Respondents also were asked if they had contact, by phone or in-person, with a Village of Oak Park Police officer or civilian employee of the Police Department within the previous year. Fifty-one percent of respondents reported that they had.

Those individuals who had contact rated various characteristics of the employee, including their overall impression. Police employees were rated positively, with more than half giving each characteristic an “excellent” rating.

When converted to the 100-point scale, each characteristic received an average rating of at least 80 points, or better than “good.” The average rating for overall impression of the police department employee was higher than the national norm.

ECONOMIC DEVELOPMENT

Economic development issues were addressed in several places on the questionnaire. When asked what they felt the effect of economic development has been on the overall quality of life in Oak Park and on residential property, a majority felt positively about the impact.

Respondents expressing satisfaction with Oak Park’s efforts to promote economic development demonstrated higher agreement with the overall direction the Village is taking and that Oak Park government welcomes citizen involvement. These respondents also gave higher ratings to shopping opportunities in Oak Park than those who were dissatisfied with economic development promotion.

Those responding to the survey who felt that economic development has had positive effects on the overall quality of life in Oak Park and on residential property in the Village gave shopping opportunities in Oak Park higher ratings.

PERCEPTION OF COOK COUNTY TAX SYSTEM

Respondents were asked how much, if any, additional tax revenue they thought is generated for the Village of Oak Park when an existing homeowner’s property is reassessed in Cook County. About six in ten survey respondents said “some” and one-third said “a lot.” Only 8% thought that no additional tax revenue was generated.

DIVERSITY

One of the distinctive features of Oak Park is its historic commitment to diversity. Resident viewpoints about the openness of the community towards people of diverse backgrounds, and their perceptions about interactions between people of different races were elicited. These aspects of community life were generally rated favorably (average ratings of 77 and 69, respectively, on a 100-point scale), and these ratings were significantly higher than the national norms.

Several questions directly addressed the issue of diversity in Oak Park. Overwhelmingly, residents believed that a racially and ethnically diverse community was still needed (72%), down from 2000 (78%) but still above 1988 (67%).

Differences by respondents' racial background were observed. While people of all racial backgrounds believed it was important to maintain a diverse community, and to promote diversity, this sentiment was even stronger among people of non-white backgrounds.

COMMUNITY PARTICIPATION AND PUBLIC INFORMATION

In addition to being questioned about their participation in various community activities, survey respondents were asked how informed they were about the community, and how they received their information.

The most common sources of information about the Village of Oak Park were The Oak Leaves, the OPFYI Newsletter and other Village mailings and the Wednesday Journal. About 40% of those surveyed got "a lot" of their news from these sources. Approximately one-quarter of respondents got their information from friends and neighbors.

These sources were relatively unchanged since 1988, except that use of The Oak Leaves has decreased since 1988 (but not since 2000), while the utilization of Village newsletter mailings has increased since 1988 and 2000.

Significant differences were found between respondents who reported being very informed from the Wednesday Journal, the Oak Leaves, and Village mailings and friends who said that they were somewhat or not very informed. Fifty-nine percent of respondents who receive "a lot" of information from the Wednesday Journal considered themselves to be "very informed" about what goes on in Oak Park; 37% reported being only "somewhat" or "not very" informed. Fifty-five percent of respondents who receive "a lot" of information from the Oak Leaves considered themselves to be "very informed" about what goes on in Oak Park; 43% reported being "somewhat" or "not very" informed. Forty-nine percent of respondents who receive "a lot" of information from the Village mailings considered themselves to be "very

informed” about what goes on in Oak Park; 42% reported being “somewhat” or “not very” informed.

DEVELOPMENT OF INDOOR PERFORMING ARTS CENTER

In 2004, respondents were asked to indicate the extent to which they supported or opposed the development of an Indoor Performing Arts Center in Oak Park. A strong majority were in support of the idea, with one-third in “strong” support. Sixteen percent of respondents opposed the development.

SURVEY BACKGROUND

The Village of Oak Park Community Survey provided an opportunity for a representative sample of residents to rate their satisfaction with the quality of life in the Village, the community's amenities and with local government. The survey also permitted residents an opportunity to provide feedback to government on a few issues facing the community.

UNDERSTANDING THE RESULTS

Survey Methods

Phone interviews were conducted from July 29, 2004 to August 9, 2004. A majority of the interviews were completed during the evening hours and on weekends. All phone numbers were dialed at least three times before being taken out of the sample, with at least one of the attempts on either a weekend or weekday evening. Of the approximately 2,851 eligible households, 800 completed the interview providing a response rate of 28%.

Survey results were weighted so that gender, age, race and whether respondents rent or own their home were represented in the proportions reflective of the entire community. (For more information see Appendix A.)

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey of 800 residents is generally no greater than plus or minus 3½ percentage points around any given percent reported for the entire sample.

Comparison Data

This report contains comparisons of the survey results to other sources of information. National Research Center, Inc. has collected citizen surveys conducted in over 300 jurisdictions in the United States. Responses to over 4,000 survey questions dealing with resident perceptions about the quality of community life and services provided by local government were recorded, analyzed and stored in an electronic database. This database has provided two sources of information: national norms and "peer community" or "regional" norms. These peer communities were identified as places with populations between 30,000 and 75,000 in the states of Illinois, Iowa, Ohio, Michigan, and Wisconsin. Using these criteria, results of surveys from 27 communities

were included¹. Of course, not every community asked the same questions as those included on the Oak Park survey, and for some questions no community, or very few, asked a similar question. The total number of communities included in each comparison, national and "regional" shown in the tables that accompany the graphs.

Where appropriate, comparisons have also been made to other surveys conducted of Oak Park residents. Most significant is the 2000 Community Survey conducted by the Village of Oak Park. Comparisons to 1988 Village of Oak Park survey results are provided when available.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be 0 on the 100-point scale. If, for example, the average rating for quality of life was "good," then the result would be 67 on a 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale will be no greater than plus or minus 2 points based on all respondents.

Interpreting Results

Certain kinds of services tend to be thought less well of by residents in many communities across the country. Other services get better ratings. Police protection tends to be better received than street maintenance by residents of most American cities. Where possible, the better comparison is not from one service to another in Oak Park, but from Oak Park services to services like them provided by other jurisdictions. This way we can better understand if "good" is good enough for Oak Park service evaluations.

¹ Jurisdictions included in the "regional" norms were as follows: Shaker Heights, OH, Highland Park, IL, Port Huron, MI, Westerville, OH, Addison Village, IL, Urbana, IL, Streamwood, IL, Park Ridge, IL, Huber Heights, OH, Wausau, WI, Meridian Charter Township, MI, Muskegon, MI, Elmhurst, IL, Kentwood, MI, East Lansing, MI, Novi, MI, Downers Grove, IL, Battle Creek, MI, Kettering, OH, Janesville, WI, Eau Claire, WI, Skokie, IL, Bloomington, IL, Springfield, OH, Rochester Hills, MI, Appleton, WI, Evanston, IL.

COMMUNITY LIFE

QUALITY OF LIFE

Residents of Oak Park were asked to evaluate various aspects of their community. The first question asked how they would describe the overall quality of life in the Village of Oak Park. The response was positive; 45% said the quality of life was "excellent", and almost half (49%) said it was "good". Only 7% rated the quality of life as "fair" or "poor".

Survey participants also were asked to rate Oak Park as a place to raise children, the quality of their neighborhood, and their neighborhood as a place to live. Neighborhood ratings were similar to ratings for the community as a whole, with nine in ten respondents (93%) rating their neighborhood as at least a "good" place to live. About the same percentage of respondents (91%) rated the overall quality of their neighborhood as "good" or "excellent." When asked to rate the Village of Oak Park as a place to raise children, the majority of respondents (95%) rated the Village as at least a "good" place to raise children, with 60% rating it as "excellent."

Quality of Life Ratings						
First I would like to ask you about the quality of life in Oak Park. How would you rate...	Excellent	Good	Fair	Poor	Total	Average Rating (100=Excellent, 0=Poor)
Oak Park as a place to raise children?	60%	35%	4%	0%	100%	85
Your neighborhood as a place to live?	50%	43%	6%	1%	100%	81
The overall quality of life in the Village of Oak Park?	45%	49%	6%	1%	100%	79
The overall quality of your neighborhood?	45%	46%	8%	1%	100%	78

Comparison to Previous Years

These ratings were converted to a 100-point scale where 100 represents "excellent" and 0 represents "poor" to allow comparisons to previous years as well as national and peer community norms. As shown in the table below, the 2004 quality of life ratings were similar to 2000 ratings, where available.

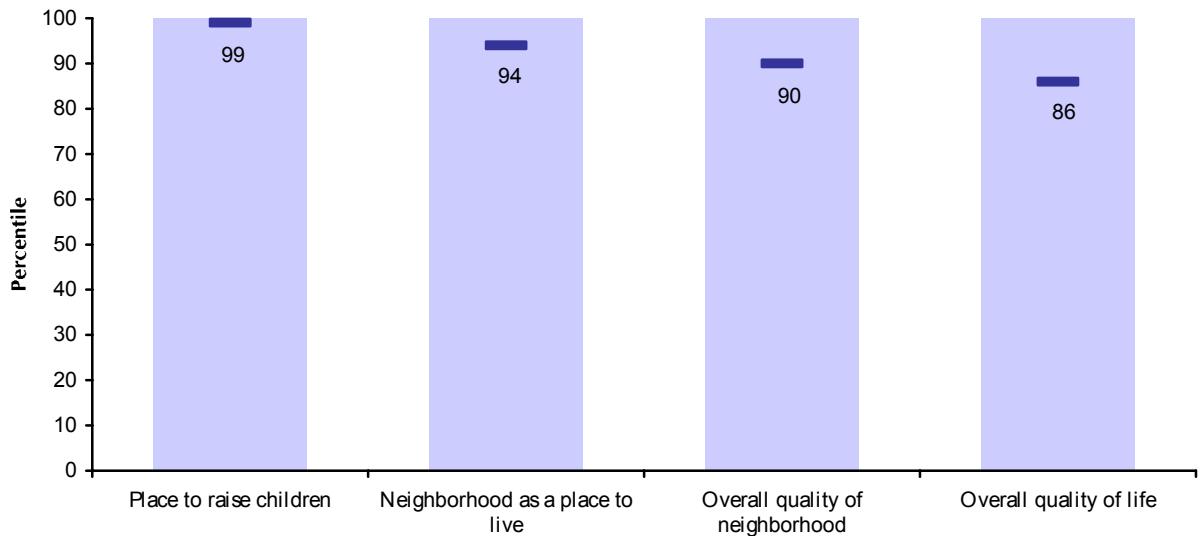
Quality of Life Ratings Compared Over Time		
First I would like to ask you about the quality of life in Oak Park. How would you rate...	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
Oak Park as a place to raise children?	85	82
Your neighborhood as a place to live?	81	NA
The overall quality of life in the Village of Oak Park?	79	76
The overall quality of your neighborhood?	78	79

Comparison to National and Regional Norms

Oak Park received higher average ratings for each quality of life measure when compared with jurisdictions across the nation. “Oak Park as a place to raise children” was ranked second when compared with other communities in the nation. “Your neighborhood as a place to live” and the “overall quality of your neighborhood” were ranked in the top ten out of 94 and 35 jurisdictions, respectively.

“Oak Park as a place to raise children” was rated higher than its peer communities and was ranked first when compared to other communities in the region. “Your neighborhood as a place to live” and the “overall quality of life in the Village” also were rated above regional norms. (A comparison to the region for the “overall quality of your neighborhood” was not available.)

Quality of Life: Oak Park and the Nation



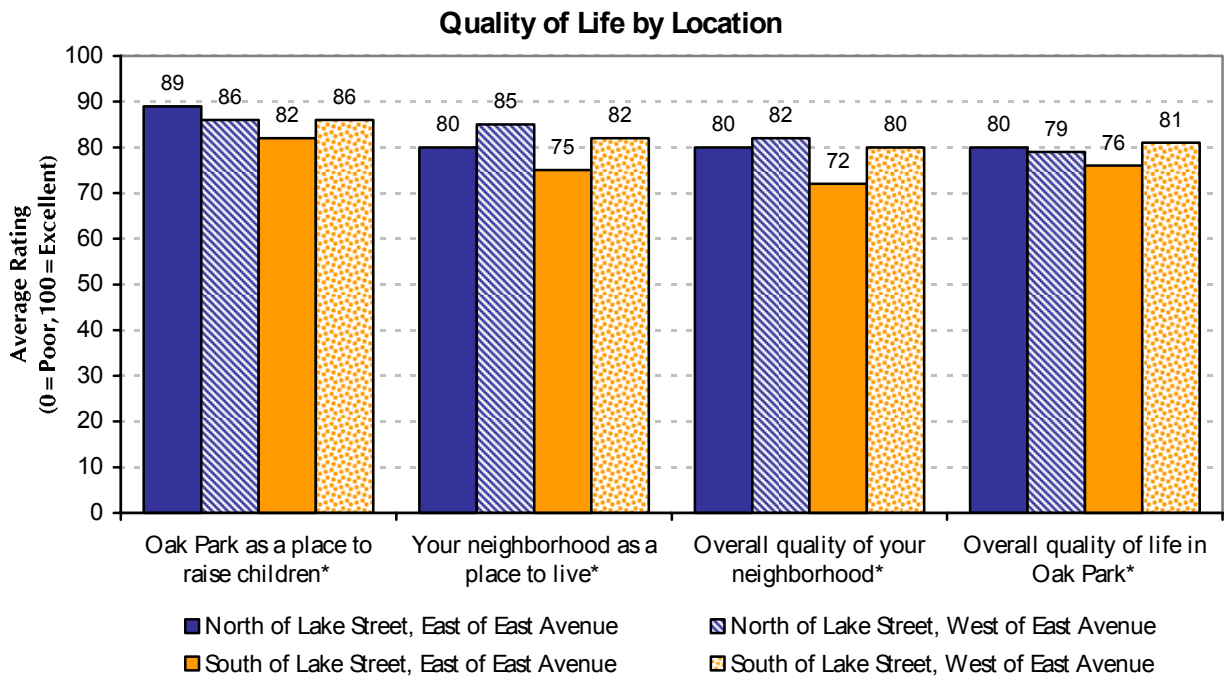
Quality of Life: Oak Park and the Nation

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park to National Norm
Oak Park as a place to raise children	85	2	112	99%	Above the norm
Your neighborhood as a place to live	81	7	94	94%	Above the norm
The overall quality of your neighborhood	78	6	35	86%	Above the norm
The overall quality of life in the Village of Oak Park	79	17	156	90%	Above the norm

Quality of Life: Oak Park and the Region

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park to Regional Norm
Oak Park as a place to raise children	85	1	8	100%	Above the norm
Your neighborhood as a place to live	81	2	7	86%	Above the norm
The overall quality of your neighborhood	78	NA	NA	NA	NA
The overall quality of life in the Village of Oak Park	79	3	11	82%	Above the norm

For the purpose of examining survey results by geographic location within the Village of Oak Park, survey respondents were asked whether they lived east or west of East Avenue, and north or south of Lake Street. Quality of life ratings given by residents within three of the four quadrants were quite similar. However, differences were found in assessments of the quality of the neighborhood and the neighborhood as a place to live. Average ratings were higher among those who lived north of Lake Street and west of East Avenue than among those who lived south of Lake Street and east of East Avenue.



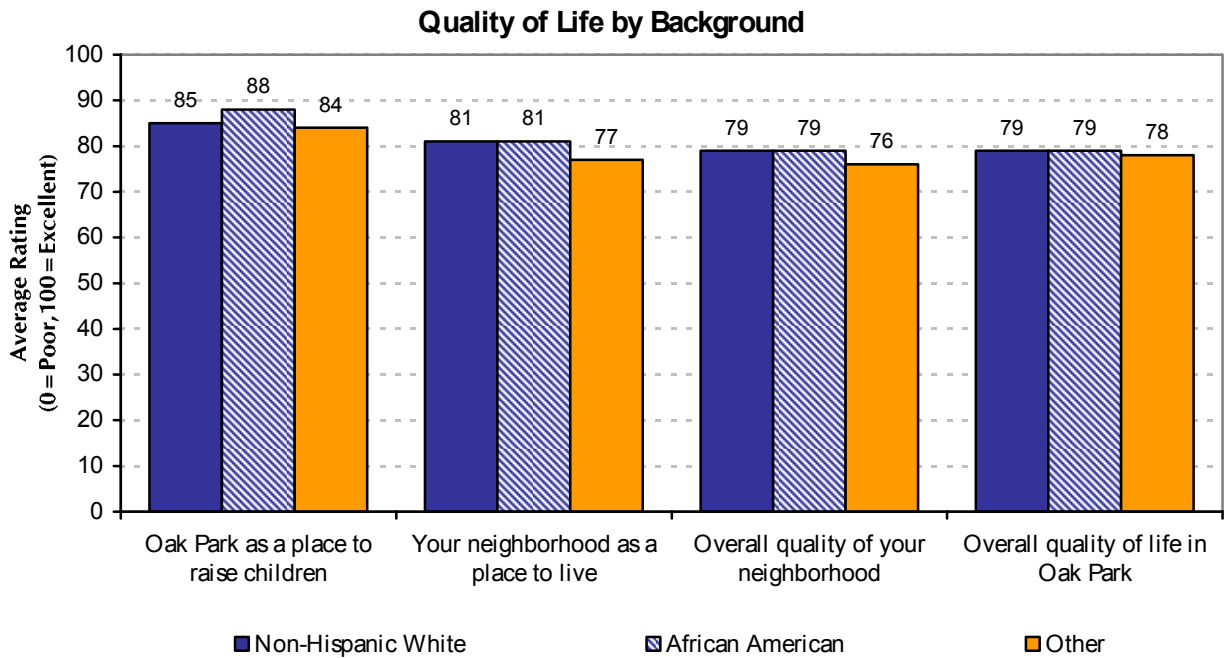
**Differences between subgroups are statistically significant.*

Residents who lived North of Lake Street, East of East Avenue gave significantly higher ratings of Oak Park as a place to raise children than those residents who lived South of Lake Street, East of East Avenue (89 vs. 82).

Residents who lived North of Lake Street, West of East Avenue and those who lived South of Lake Street, West of East Avenue rated their neighborhood as a place to live significantly higher than survey respondents who live South of Lake Street, East of East Avenue (85 and 82 vs. 75).

Residents in three locations provided significantly higher overall quality of life ratings in their neighborhood than residents who lived South of Lake Street, East of East Avenue (80-82 vs. 72). In terms of overall quality of life in Oak Park, residents who lived South of Lake Street, West of East Avenue rated the overall quality of life in Oak Park higher than respondents who live South of Lake Street, East of East Avenue (81 vs. 76)

There were no statistically significant differences in quality of life ratings by race.



**Differences between subgroups are statistically significant. Note: none in this chart.*

COMMUNITY CHARACTERISTICS

Respondents were asked to evaluate a variety of aspects about the Village of Oak Park. Favorable evaluations were given to the ease of rail/subway travel in Oak Park, the ease of walking in Oak Park, the overall appearance of Oak Park, the openness and acceptance of the community towards people of diverse backgrounds, the sense of community felt in the Village and the opportunities to attend cultural events in Oak Park.

Characteristics of the Village of Oak Park						
Next I am going to ask you to rate several characteristics of the Village of Oak Park as a whole. Please tell me whether you think each is excellent, good, fair or poor.	Excellent	Good	Fair	Poor	Total	Average Rating (100=Excellent, 0=Poor)
Ease of rail/subway travel in Oak Park	64%	33%	2%	1%	100%	87
Ease of walking in Oak Park	57%	37%	5%	0%	100%	84
Overall appearance of Oak Park	46%	48%	5%	1%	100%	80
Openness and acceptance of the community towards people of diverse backgrounds	48%	41%	9%	2%	100%	78
Sense of community	35%	53%	10%	2%	100%	74
Opportunities to attend cultural events in Oak Park	36%	51%	11%	2%	100%	73
Interactions between people of different races	28%	55%	14%	2%	100%	70
Access to buildings and services to individuals with disabilities	20%	62%	15%	3%	100%	66
Shopping opportunities in Oak Park	20%	51%	25%	4%	100%	62
Ease of bus travel in Oak Park	21%	48%	25%	6%	100%	61
Quality of Cable television service	20%	49%	21%	10%	100%	60
Ease of bicycle travel in Oak Park	18%	49%	26%	7%	100%	60

Comparison to Previous Years

These ratings also were converted to the 100-point scale for comparison to previous survey years and national and regional norms. Access to buildings and services to individuals with disabilities, shopping opportunities in Oak Park and the quality of Cable television service were rated higher in 2004 than in 2000.

Characteristics of the Village of Oak Park Compared Over Time		
Next I am going to ask you to rate several characteristics of the Village of Oak Park as a whole. Please tell me whether you think each is excellent, good, fair or poor.	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
Ease of rail/subway travel in Oak Park**	87	NA
Ease of walking in Oak Park**	84	NA
Overall appearance of Oak Park	80	78
Openness and acceptance of the community towards people of diverse backgrounds	78	77
Sense of community	74	74
Opportunities to attend cultural events in Oak Park**	73	NA
Interactions between people of different races	70	67
Access to buildings and services to individuals with disabilities*	66	61
Shopping opportunities in Oak Park*	62	55
Ease of bus travel in Oak Park**	61	NA
Ease of bicycle travel in Oak Park	60	58
Quality of Cable television service*	60	54

**Differences between survey years are statistically significant.*

***Added question in 2004.*

Comparison to National and Regional Norms

General Characteristics and Community Opportunities

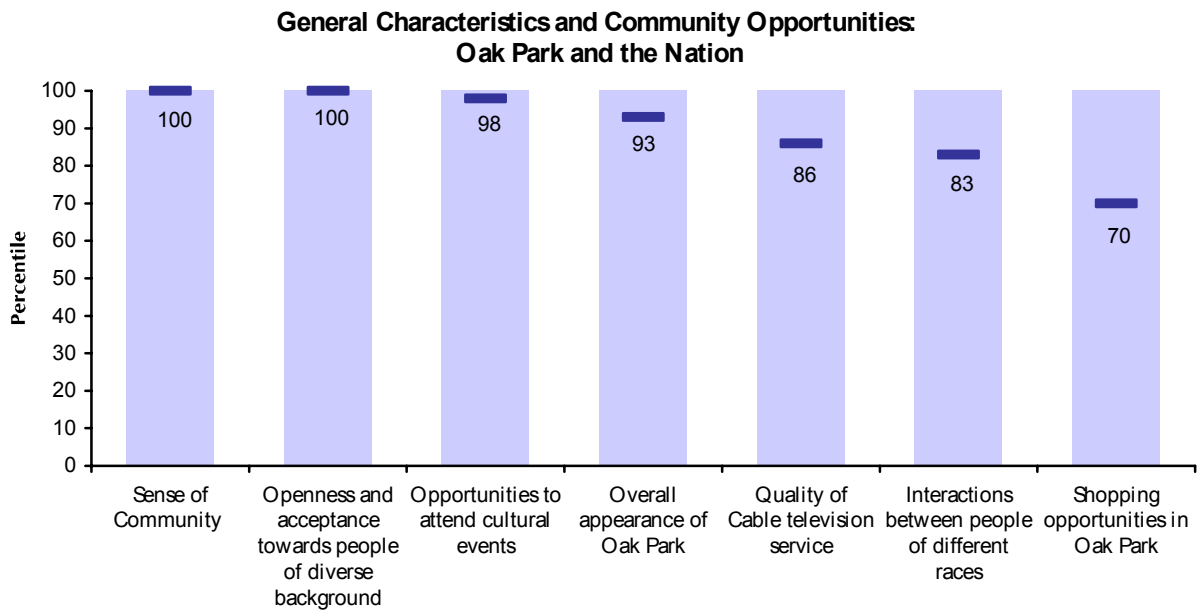
Each community characteristic received an average rating higher than the national norm. "Openness and acceptance towards people of diverse backgrounds" and "sense of community" were ranked first and "opportunities to attend cultural events" was ranked third when compared to other jurisdictions across the nation.

Each community characteristic was rated above the regional norm (when available), except for shopping opportunities (below the norm). (A comparison to the regional norms was not available for "opportunities to attend cultural events" and "interactions between people of different races.")

Access in the Community

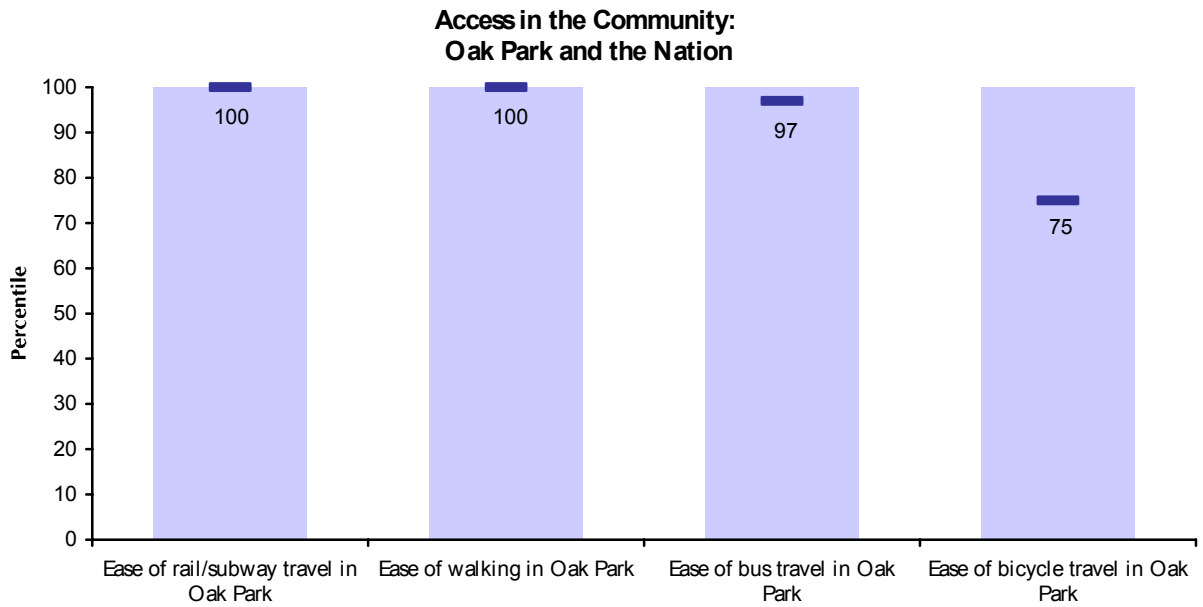
When compared to the nation, each access characteristic was rated above the norm. "Ease of rail/subway travel in Oak Park" and "ease of walking" were ranked first when compared to other jurisdictions across the nation and "ease of bus travel" was ranked second.

"Ease of bicycle travel in Oak Park" received an average rating higher than other communities in the region. (Comparison to the region for "ease of rail/subway travel," "ease of walking" and "ease of bus travel" were not available.)



General Characteristics and Community Opportunities: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Overall appearance of Oak Park	80	8	102	93%	Above the norm
Openness and acceptance towards people of diverse background	78	1	54	100%	Above the norm
Sense of community	74	1	72	100%	Above the norm
Opportunities to attend cultural events	73	3	81	98%	Above the norm
Interactions between people of different races	70	8	42	83%	Above the norm
Shopping opportunities in Oak Park	62	25	81	70%	Above the norm
Quality of Cable television service	60	8	51	86%	Above the norm

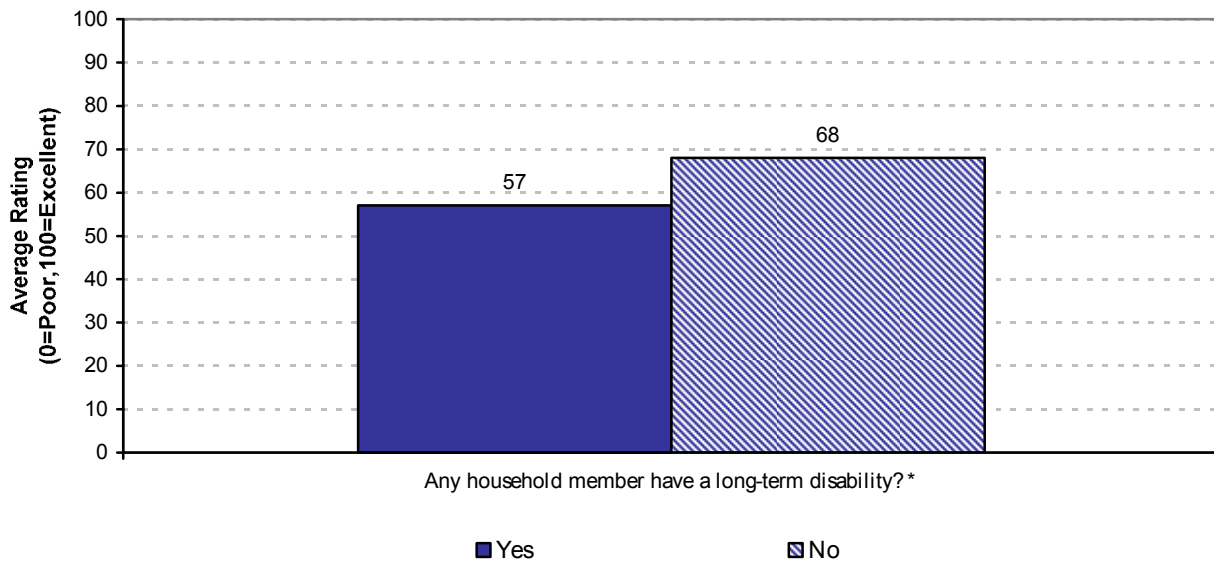
General Characteristics and Community Opportunities: Oak Park and the Region					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Overall appearance of Oak Park	80	2	7	86%	Above the norm
Openness and acceptance towards people of diverse background	78	1	7	100%	Above the norm
Sense of community	74	1	6	100%	Above the norm
Opportunities to attend cultural events	73	NA	NA	NA	NA
Interactions between people of different races	70	NA	NA	NA	NA
Shopping opportunities in Oak Park	62	4	6	50%	Below the norm
Quality of Cable television service	60	2	5	80%	Above the norm



Access in the Community: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Ease of rail/subway travel in Oak Park	87	1	9	100%	Above the norm
Ease of walking in Oak Park	84	1	15	100%	Above the norm
Ease of bus travel in Oak Park	61	2	36	97%	Above the norm
Ease of bicycle travel in Oak Park	60	17	63	75%	Above the norm

Accessibility of buildings and services within Oak Park to people with disabilities was given an average rating between “good” and “fair.” However, individuals with a long-term disability, or living with someone who had a long-term disability, gave lower ratings to accessibility than those without disabilities.

Access to Buildings and Services to Individuals with Disabilities by Presence of Disability



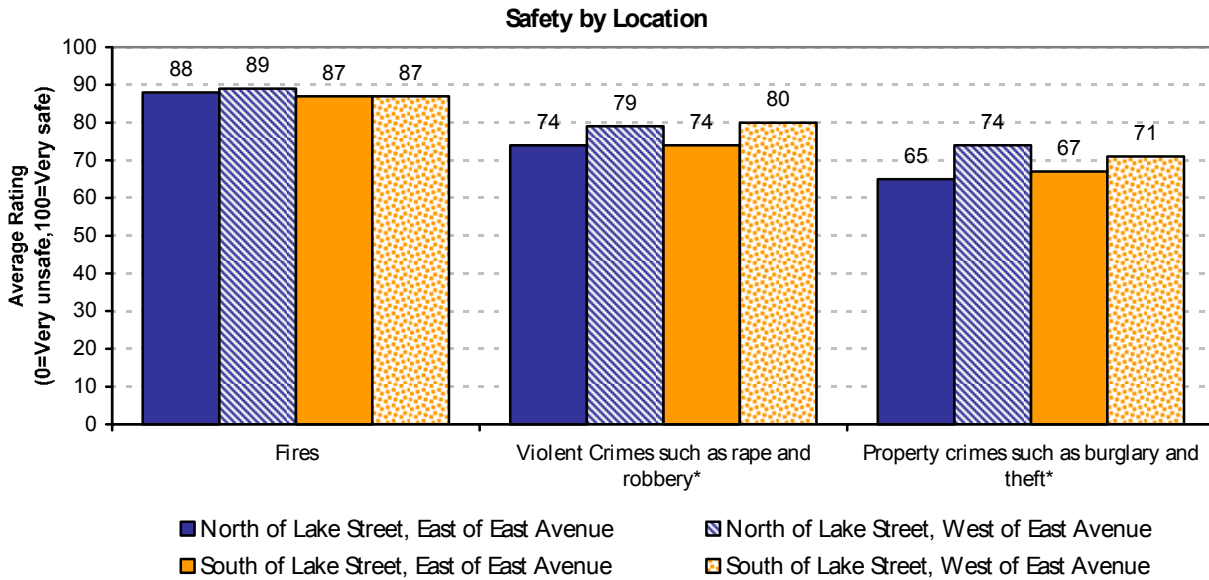
**Differences between subgroups are statistically significant.*

PERCEPTIONS OF SAFETY

Resident perceptions about safety in Oak Park were assessed by the survey. Over half of respondents felt “very safe” from fires, while only 2% felt unsafe. Thirty-seven percent of respondents felt “very safe” from violent crimes, and about half felt at least “somewhat safe.” About one in five respondents (17%) felt unsafe from property crimes, but three-quarters felt at least “somewhat safe” from property crimes.

Safety in Oak Park							
Now I am going to ask you how safe you feel from the following occurring to you in Oak Park. What about from...	Percent of Respondents						Average Rating (100=Very safe, 0=Very unsafe)
	Very Safe	Somewhat Safe	Neither Safe Nor Unsafe	Somewhat Unsafe	Very Unsafe	Total	
Fire	60%	34%	4%	2%	0%	100%	88
Violent crimes such as rape and robbery	37%	48%	6%	8%	2%	100%	78
Property crimes such as burglary and theft	26%	50%	7%	13%	4%	100%	70

Residents of the four quadrants gave similar responses when asked how safe they felt from fires occurring to them in Oak Park. However, differences were found in assessments of safety from violent crimes and property crimes. Average ratings were higher among those who lived west of East Avenue than among those who lived east of East Avenue².

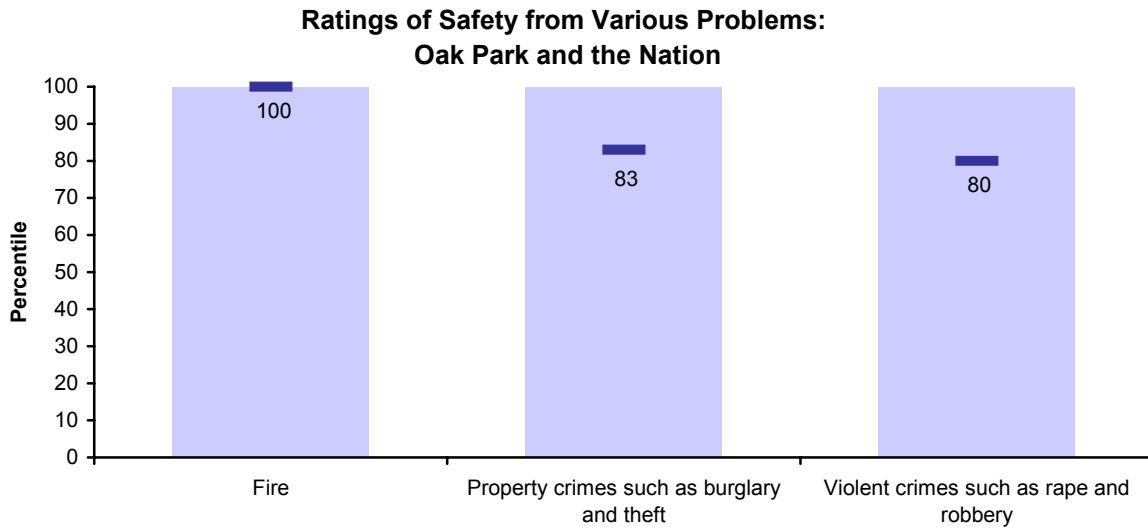


*Differences between subgroups are statistically significant.

² In 2000, no significant difference in ratings of safety from violent crime by location was observed. In terms of safety from property crime, a higher percentage (32%) of residents reported feeling “unsafe” who lived North of Lake Street, East of East Avenue than in all other quadrants.

Comparison to National and Regional Norms

Oak Park safety ratings were above national norms. Safety from fires was ranked first when compared to other jurisdictions across the nation and in the region. Safety from violent crimes received an average rating similar to communities in the region.



Ratings of Safety From Various Problems: Oak Park and the Nation

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Fire	88	1	73	100%	Above the norm
Violent crimes such as rape and robbery	78	16	75	80%	Above the norm
Property crimes such as burglary and theft	70	14	75	83%	Above the norm

Ratings of Safety From Various Problems: Oak Park and the Region

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Fire	88	1	7	100%	Above the norm
Violent crimes such as rape and robbery	78	3	7	71%	Similar to the norm
Property crimes such as burglary and theft	70	3	7	71%	Above the norm

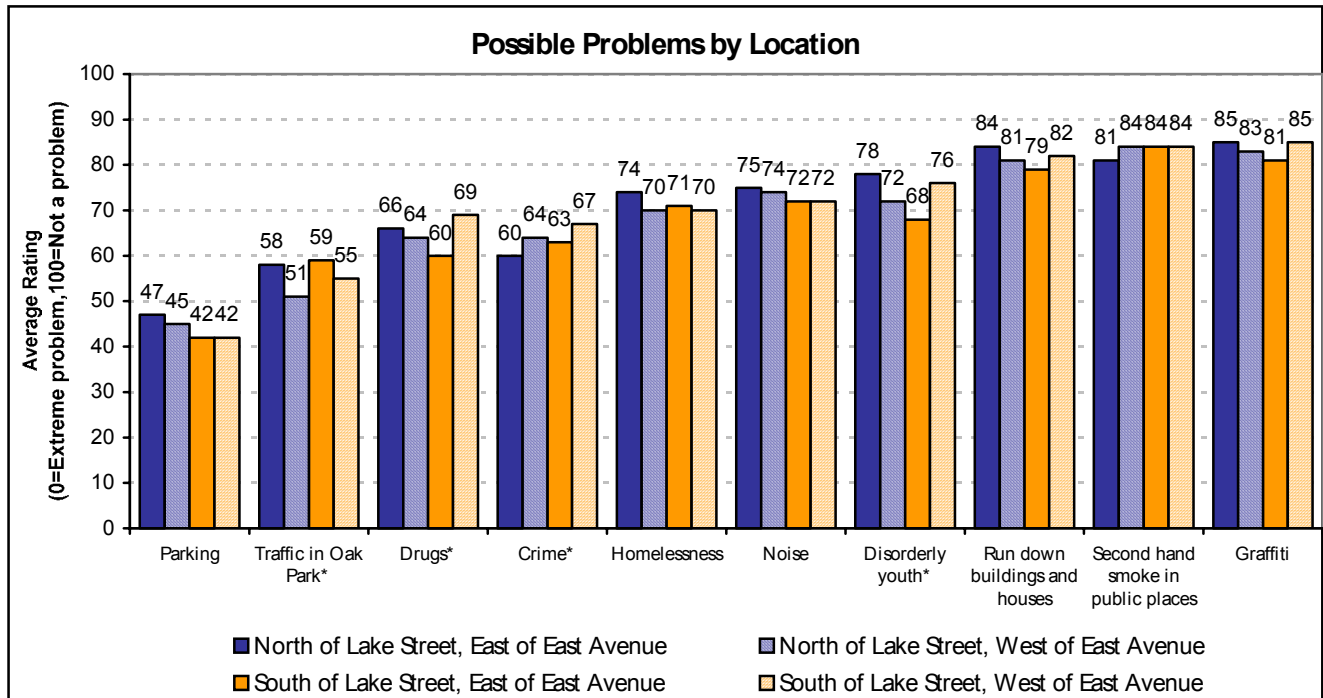
PROBLEMS FACING OAK PARK

A list of potential problems in Oak Park was presented to survey participants, who were asked how much of a problem they believed each item to be. The item most frequently identified as a problem was parking. This is often viewed as a problem in other communities, but parking is considered a particularly bothersome feature of Oak Park life for residents. Traffic in Oak Park was judged a “moderate” problem on average.

Drugs, crime, homelessness, noise and disorderly youth in the community were given average ratings between “moderate” and “minor” problems.

Problems Facing Oak Park in Oak Park							
I would like you to tell me whether you think each is not a problem, a minor problem, a moderate problem, a major problem or an extreme problem.	Percent of Respondents						Average Rating (100=Not a problem, 0=Extreme problem)
	Not a problem	A minor problem	A moderate problem	A major problem	An extreme problem.	Total	
Parking	13%	12%	26%	31%	17%	100%	43
Traffic in Oak Park	17%	23%	35%	19%	6%	100%	56
Drugs	24%	32%	32%	7%	5%	100%	65
Crime	17%	34%	43%	6%	1%	100%	65
Homelessness	29%	38%	26%	5%	2%	100%	72
Noise	36%	30%	26%	6%	2%	100%	73
Disorderly youth	34%	37%	23%	4%	2%	100%	74
Run down buildings and houses	44%	41%	13%	2%	1%	100%	82
Second hand smoke in public places	54%	31%	10%	3%	1%	100%	83
Graffiti	50%	38%	10%	1%	1%	100%	84

Residents responding to the survey rated most items similarly. However, there were differences among average ratings for traffic, crime, drugs and disorderly youth.



*Differences between subgroups are statistically significant.

Residents living South of Lake Street, East of East Avenue provided higher average ratings of traffic as a possible problem in Oak Park than people who lived North of Lake Street and West of East Avenue.

Residents living South of Lake Street, East of East Avenue felt drugs were more of a problem than residents living in the other quadrants.

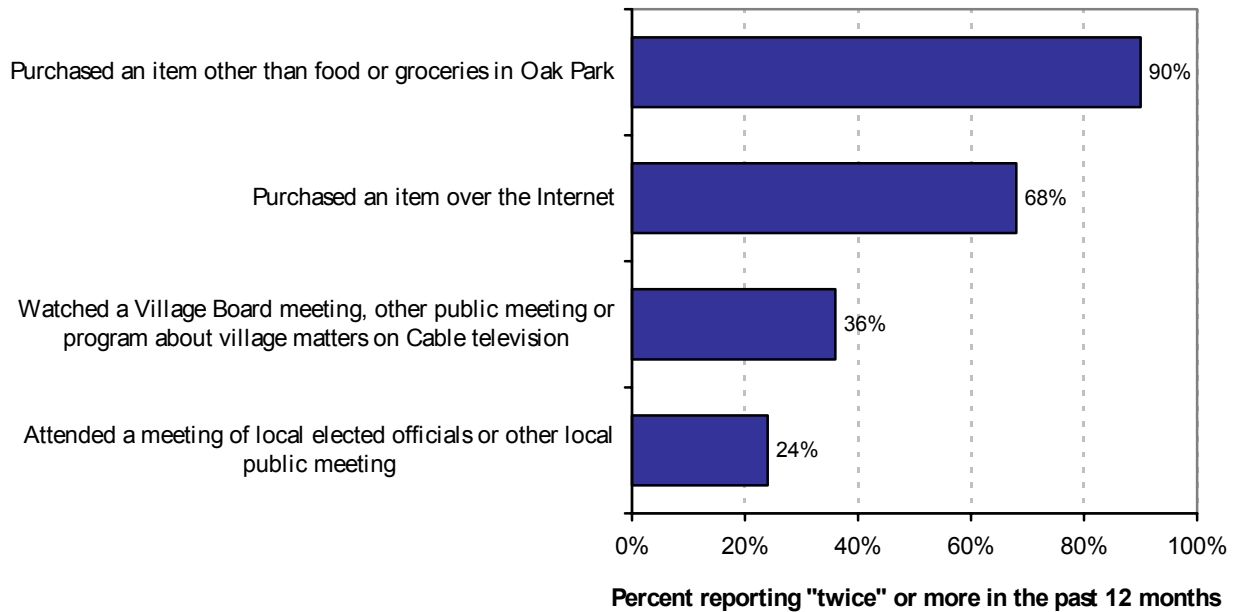
Residents who lived North of Lake Street, East of East Avenue and citizens who lived North of Lake Street, West of East Avenue provided higher average ratings for disorderly youth as a possible problem in Oak Park than did residents who lived South of Lake Street, East of East Avenue.

COMMUNITY PARTICIPATION

Frequency of use of various community amenities or engagement in particular activities was assessed through the interview. Almost all respondents made some purchase of a non-food item in Oak Park within the past 12 months. Two-thirds of respondents reported making a purchase over the Internet at least twice in the past year, while one-third reported doing so once or never. Fewer respondents reported watching Village programming or other public meetings on cable television and even fewer reported attending a meeting of local elected officials or other local public meetings.

Household Activities						
In the last 12 months, about how many times, if ever, have you or other household members done the following things:	Percent of Respondents					Total
	Once or Never	Twice	3 to 12 Times	13 to 26 Times	More Than 26 Times	
Attended a meeting of local elected officials or other local public meeting	76%	10%	11%	2%	1%	100%
Watched a Village Board meeting, other public meeting or program about village matters on Cable television	64%	9%	20%	4%	3%	100%
Made a purchase over the Internet	32%	8%	37%	12%	11%	100%
Purchased an item other than food or groceries in Oak Park*	9%	3%	30%	19%	38%	100%

Household Activities

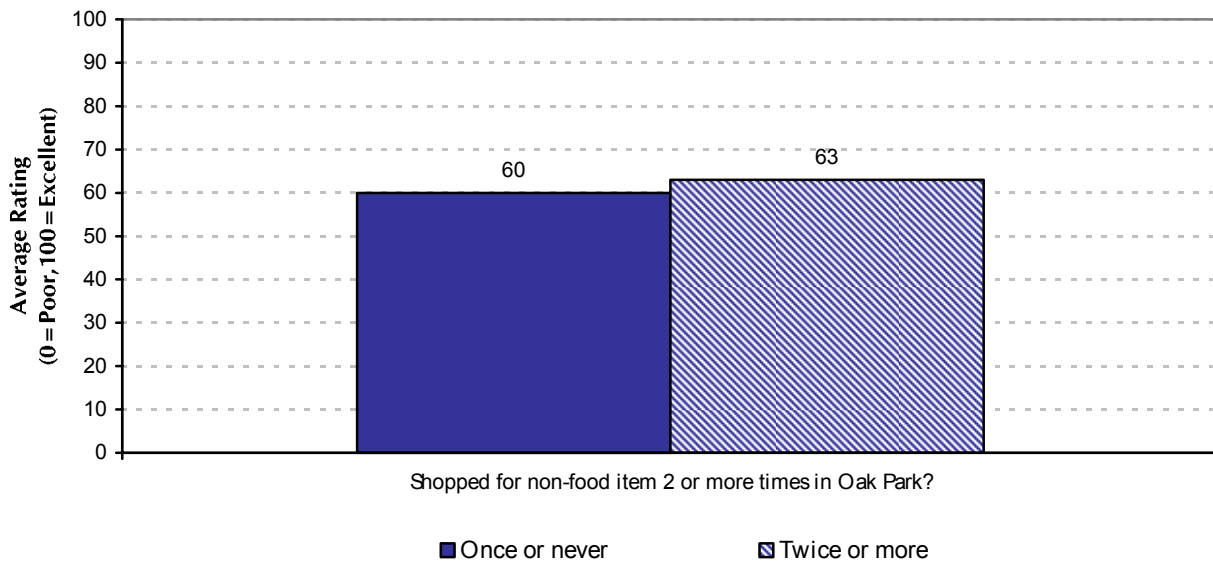


SHOPPING IN OAK PARK

Information about shopping in Oak Park is important to the Village of Oak Park because it is a key factor in quality of life for residents, and commercial enterprises generate revenues for funding of critical public services. Greater detail about the shopping patterns of residents and their opinion of the shopping experience in Oak Park is provided in this section.

Those who had purchased non-food items two or more times in Oak Park in the last year were only slightly more likely to give positive ratings to the shopping opportunities in Oak Park than those who had never purchased or only purchased one item in Oak Park. The difference was not statistically significant.

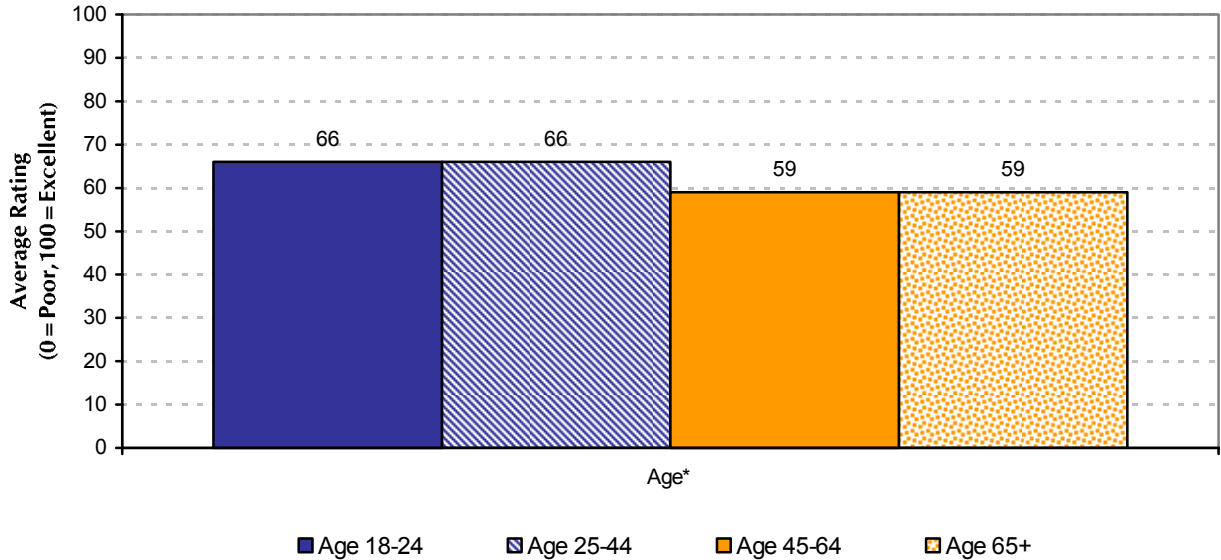
Average Rating of Shopping Opportunities in Oak Park by Whether Shopped for a Non-food Item 2 or More Times in Oak Park



**Differences between subgroups are statistically significant. Note: none in this chart.*

Some demographic subgroups rated shopping opportunities more positively than did others. There was a correlation between ratings of the shopping opportunities in Oak Park by age, with younger people giving higher average ratings than older people.

Average Rating of Shopping Opportunities in Oak Park by Age



**Differences between subgroups are statistically significant.*

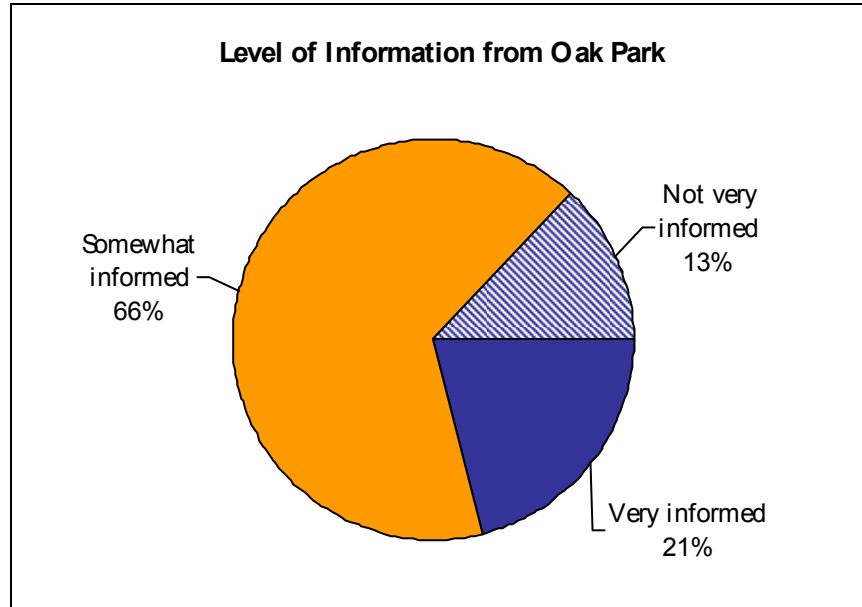
Other trends in ratings of shopping opportunities included:

- Respondents who have lived in Oak Park for shorter durations rated the shopping opportunities more positively than did those who have lived in Oak Park for longer durations.
- Renters rated the shopping opportunities more positively (an average rating of 69 on a 100-point scale) than did respondents who own their homes (an average rating of 58 on a 100-point scale).

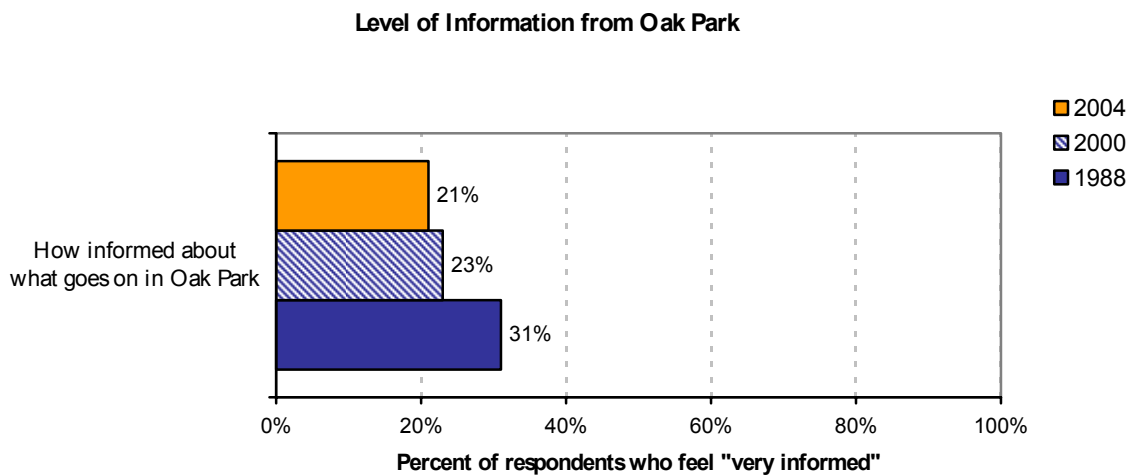
PUBLIC INFORMATION

In addition to being questioned about their participation in various community activities, survey respondents were asked how informed they were about the community, and how they received their information.

About two in ten respondents felt that they were “very informed” about what goes on in Oak Park. Only 13% said they were “not very informed.”

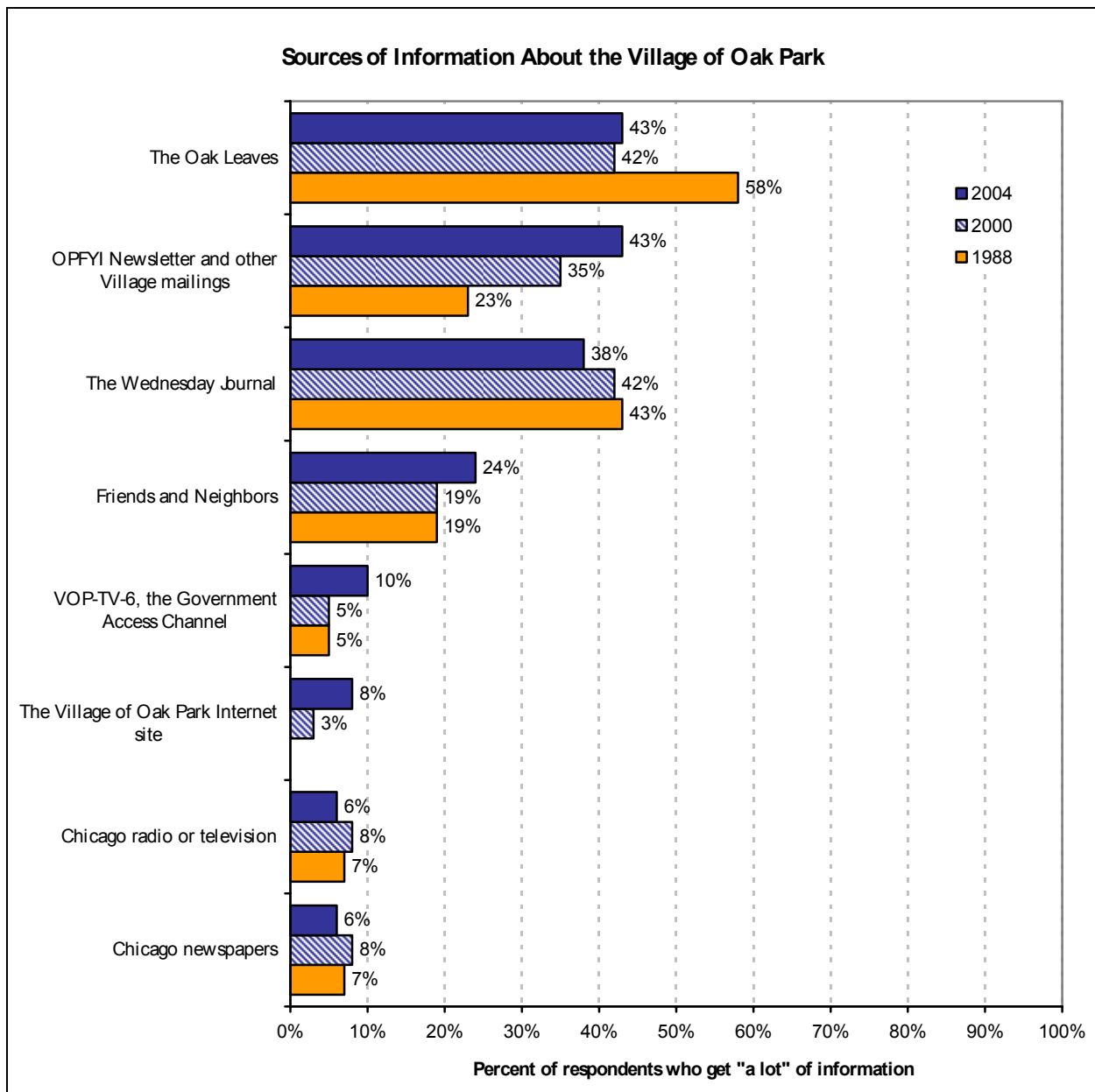


The proportion of the population that felt informed about Oak Park has declined since 1988, when almost a third said they felt "very informed" about Oak Park matters. Most of the decline was observed between 1988 and 2000; the observed decline between the years of 2000 and 2004 were not statistically significant.



The most common sources of information about the Village of Oak Park were The Oak Leaves, the OPFYI Newsletter and other Village mailings and the Wednesday Journal. About 40% of those surveyed obtain "a lot" of their news from these sources. Approximately one-quarter of respondents obtain their information from friends and neighbors.

While the use of the Oak Leaves decreased between 1988 and 2000; the 2004 responses were similar to the previous survey results. In contrast, the percentage of respondents reporting that they receive "a lot" of information from FYI and other Village mailings has doubled since 1988 and increased significantly since 2000.



Sources of Information					
Please evaluate the following as sources of information about the Village of Oak Park. Do you get a lot, some, or none of your information about the Village of Oak Park from...	Year	Percent of Respondents			
		A lot	Some	None	Total
Friends and Neighbors	2004	24%	53%	22%	100%
	2000	19%	55%	25%	100%
	1988	19%	58%	23%	100%
The Wednesday Journal	2004	38%	32%	30%	100%
	2000	42%	32%	26%	100%
	1988	43%	31%	26%	100%
The Oak Leaves	2004	43%	35%	22%	100%
	2000	42%	32%	24%	100%
	1988	58%	29%	13%	100%
The Village's OP/FYI newsletter and other village mailings	2004	43%	46%	11%	100%
	2000	35%	47%	15%	100%
	1988	23%	52%	25%	100%
VOP-TV-6, the village access channel on cable television*	2004	10%	30%	60%	100%
	2000	5%	19%	72%	100%
	1988	5%	14%	80%	100%
Chicago newspapers	2004	6%	42%	52%	100%
	2000	8%	44%	47%	100%
	1988	7%	48%	45%	100%
The Village of Oak Park Internet Site	2004	8%	29%	63%	100%
	2000	3%	15%	79%	100%
	1988	---	---	---	
Chicago radio or television	2004	6%	36%	58%	100%
	2000	8%	33%	59%	100%
	1988	7%	47%	46%	100%

* In 1988, respondents were asked more generally about how much information they received from "cable television".

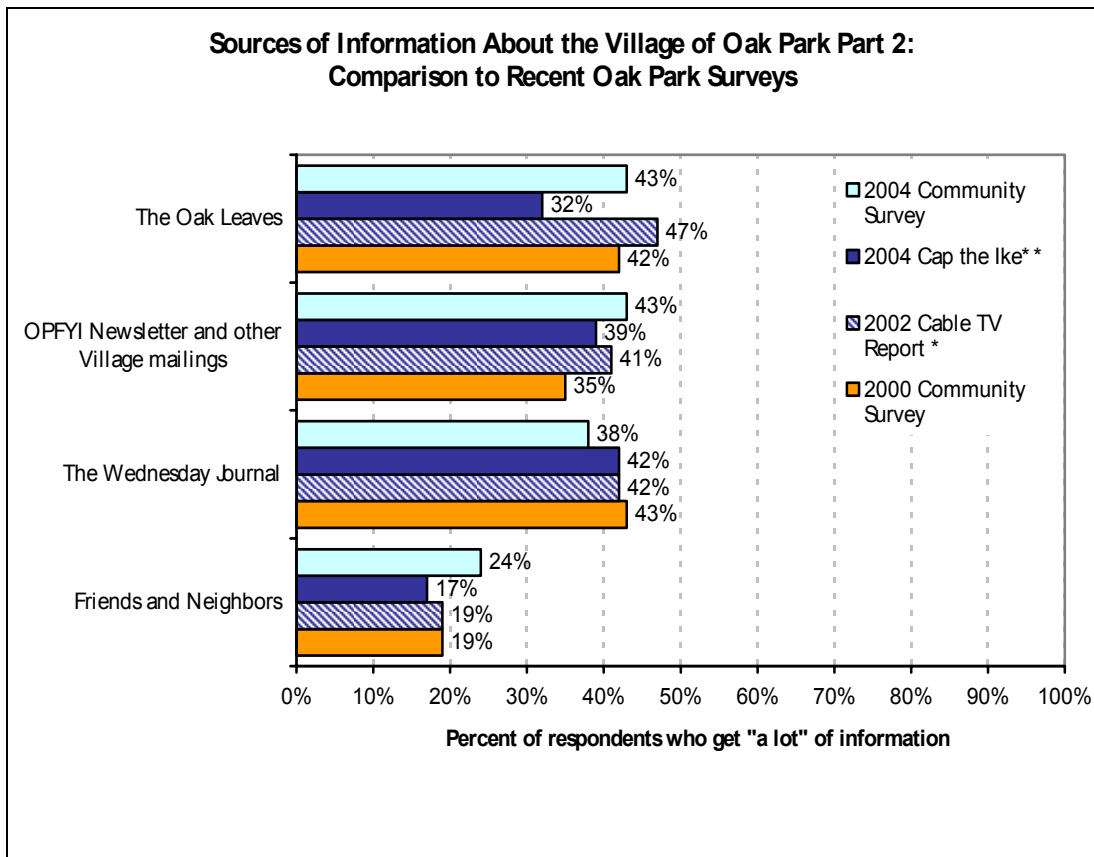
The 2004 Community Survey results were also compared to other surveys that had been completed in Oak Park. The Oak Park Cable Survey (2002) and the Cap the Ike Study (2004) also asked Oak Park residents to identify how much information they get from a list of sources that was identical to the list used for the NRC survey. For each survey, the most common sources of information about the Village of Oak Park were The Oak Leaves, the OPFYI Newsletter and other Village mailings and the Wednesday Journal.

Regarding the Oak Leaves, respondents who reported getting “a lot” of their news from this source ranged from about one third of respondents in the Cap the Ike survey to almost half of the respondents in the Cable TV survey.

The average proportion of respondents who received “a lot” of information from the Wednesday Journal across the years was approximately 41% with a slight, but not significant decline observed in the most recent NRC survey.

The proportion of residents who received “a lot” of information from OPFYI Newsletter and other Village mailings has increased since the time of the 2000 NRC survey. Oak Park and NRC surveys reported that between 39% and 43% of residents receive “a lot” of information from the newsletter and other mailing.

Less than one fifth of residents obtained “a lot” of information from friends and neighbors in three surveys; nearly a quarter of respondents reported friends did so in the 2004 NRC survey.

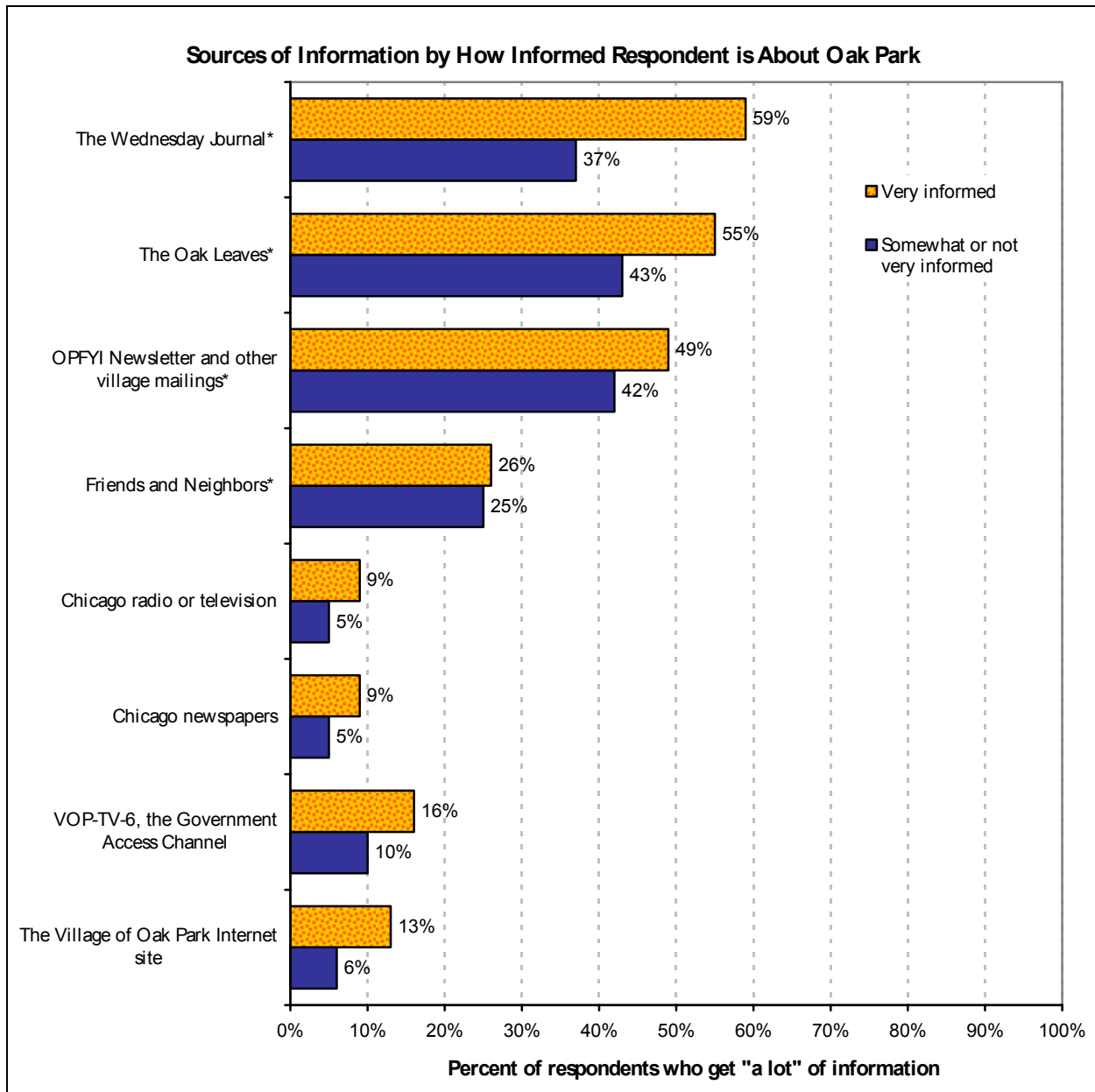


Differences in administration of the surveys may exist.

*"No Response", may or may not correspond to "Don't Know" was not reported for the Cable Survey

**"No Response", may or may not correspond to "Don't Know" that was used in the NRC survey

On the 2004 Village of Oak Park survey, significant differences were found between respondents who reported being very informed from the Wednesday Journal, the Oak Leaves, Village mailings and friends and neighbors and those who said that they were somewhat or not very informed (see chart below).



*Differences between subgroups are statistically significant.

RATINGS OF LOCAL GOVERNMENT

Interviewers asked study respondents about their perceptions of local government and their evaluation of government services.

PUBLIC PERCEPTIONS

During the course of the interview, respondents were read two statements about the Village of Oak Park, and asked whether they agreed or disagreed with these statements. The first item asked whether residents were pleased with the overall direction that the Village of Oak Park is taking. Seven in ten respondents agreed with this statement, and it received an average rating of 66 on a 100-point scale (the rating was between 50 “neither agree nor disagree” and 75 “agree.”

Respondents were also asked whether they thought the Village of Oak Park government welcomes citizen involvement. Three-quarters of respondents agreed with this statement as well and it received a similar average rating of 68 on the 100-point scale.

Characteristics of Local Government						
I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each statement.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Average Rating (100=Strongly agree, 0=Strongly disagree)
I am pleased with the overall direction that the Village of Oak Park is taking.	17%	54%	11%	12%	6%	66
The Village of Oak Park government welcomes citizen involvement.	20%	54%	12%	10%	5%	68

Comparison to Previous Years

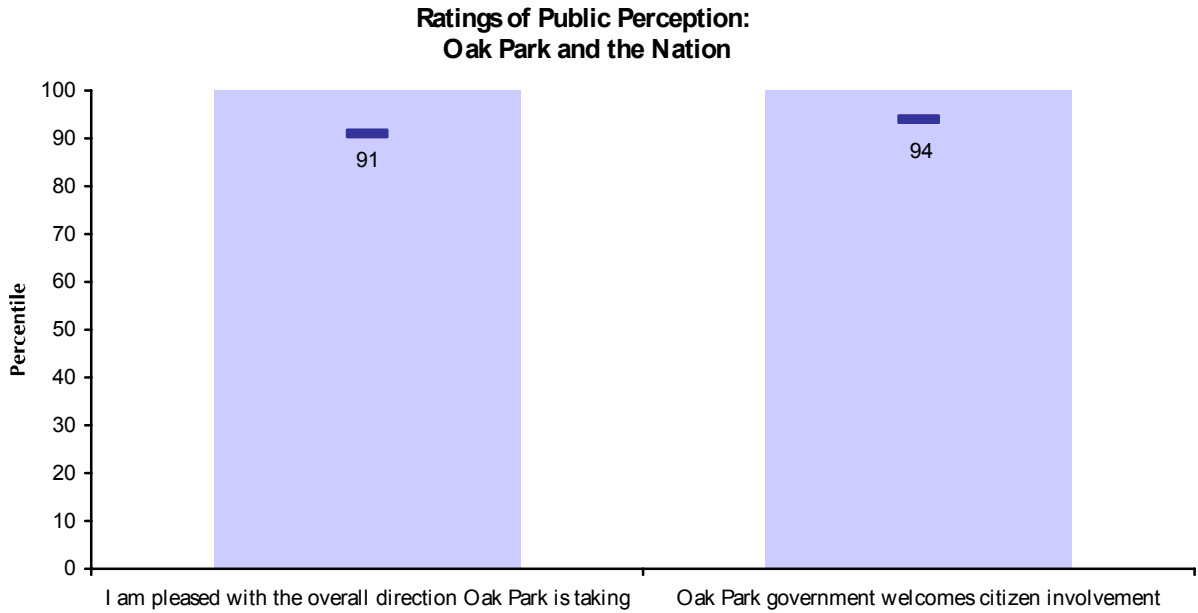
“I am pleased with the overall direction that the Village of Oak Park is taking” received a slightly lower average rating in 2004 than in 2000. The second statement was rated similarly in 2004 as in 2000.

Characteristics of Local Government Compared Over Time		
I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each statement.	Average Rating (100=Strongly agree, 0=Strongly disagree)	
	2004	2000
I am pleased with the overall direction that the Village of Oak Park is taking.*	66	70
The Village of Oak Park government welcomes citizen involvement.	68	70

*Differences between survey years are statistically significant.

Comparison to National and Regional Norms

Both statements were rated higher than the national norms and at least in the 90th percentile. These ratings also were higher than the regional norms.

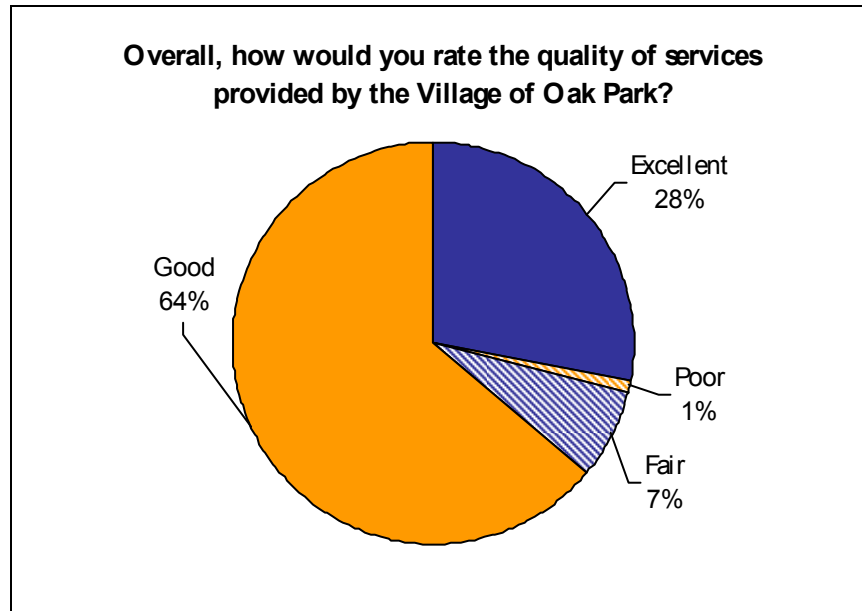


Ratings of Public Perception: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
I am pleased with the overall direction Oak Park is taking	66	10	95	91%	Above the norm
Oak Park government welcomes citizen involvement	68	6	81	94%	Above the norm

Ratings of Public Perception: Oak Park and the Region					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
I am pleased with the overall direction Oak Park is taking	66	2	7	86%	Above the norm
Oak Park government welcomes citizen involvement	68	2	7	86%	Above the norm

VILLAGE SERVICES

Approximately nine in ten respondents (92%) rated the overall quality of services provided by the Village of Oak Park as “good” or better. Only 1% gave the Village services a “poor” rating.

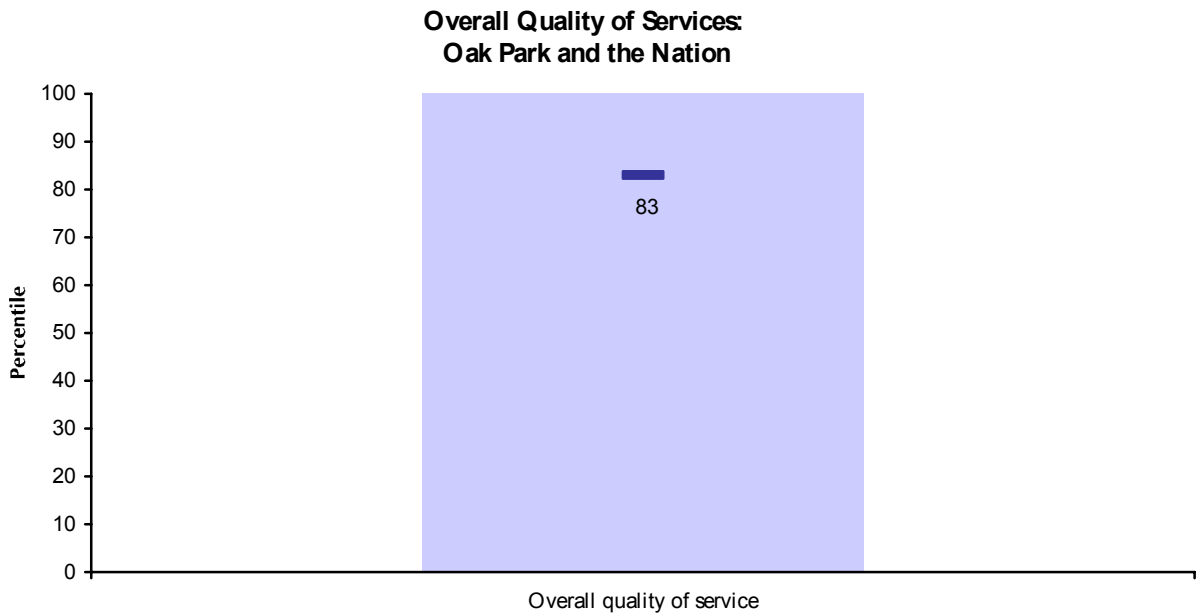


When converted to the 100-point scale, the overall quality of services provided by Oak Park was 73, or better than “good,” which equals 66 on the 100-point scale.

	Overall Quality of Services					Average Rating (100=Excellent, 0=Poor)
	Percent of Respondents					
	Excellent	Good	Fair	Poor	Total	
Overall, how would you rate the quality of services provided by the Village of Oak Park?	28%	64%	7%	1%	100%	73

Comparison to National and Regional Norms

The average rating for overall quality of services provided by the Village of Oak Park was higher than ratings of other jurisdictions across the nation and in the region.

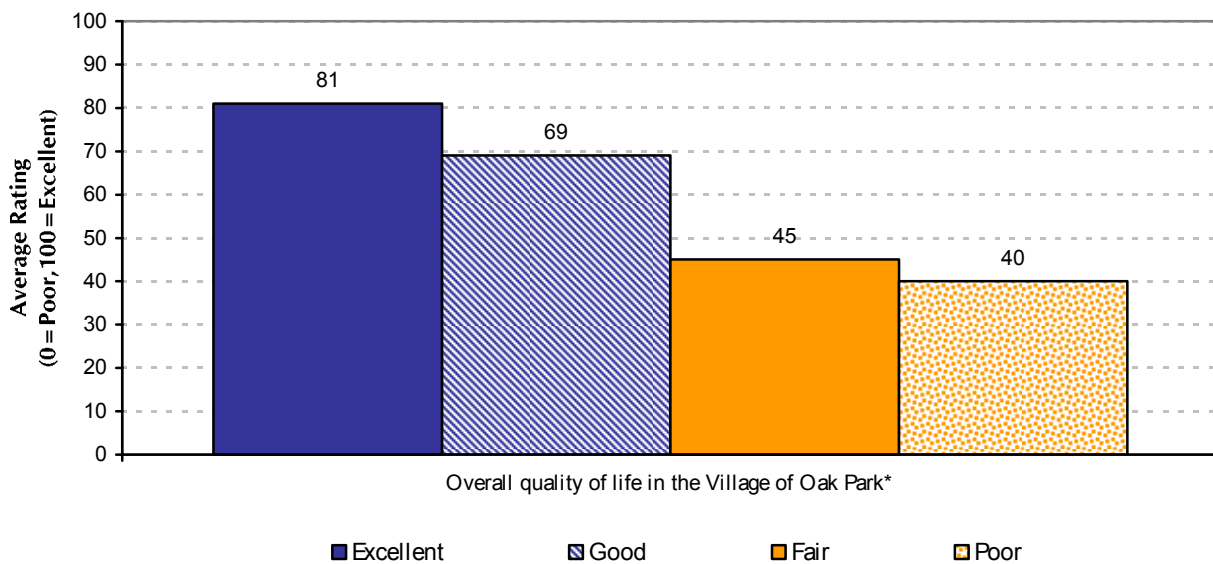


Overall Quality of Services: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Overall quality of services provided by Oak Park	73	31	177	83%	Above the norm

Overall Quality of Services: Oak Park and the Region					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Overall quality of services provided by Oak Park	73	4	10	70%	Above the norm

Ratings of overall quality of life in Oak Park were examined by ratings given to overall Village services. These ratings are highly correlated; those who gave high ratings to the quality of life in Oak Park also rated the services provided by the Village positively. A causal relationship cannot be inferred, that is, it cannot be determined from these data whether the provision of high quality services leads to favorable quality of life, but those satisfied with their life in Oak Park were also highly satisfied with the services they received from their government, while those less happy with their quality of life were also less satisfied with Village service delivery.

Average Rating of Overall Quality of Services by the Overall Quality of Life in Oak Park



**Differences between subgroups are statistically significant.*

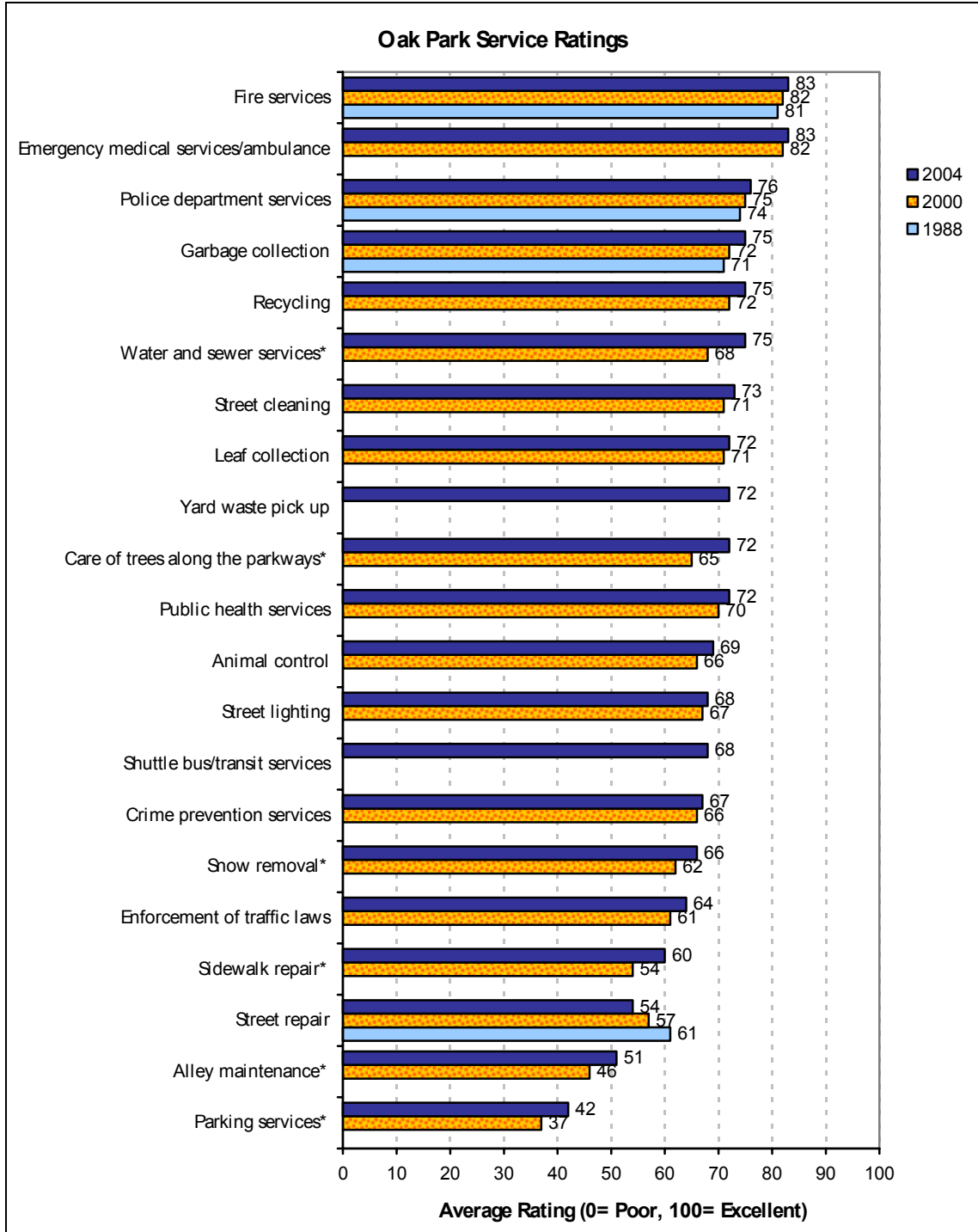
At least half of respondents rated each service as “excellent” or “good” except for parking services, the lowest rated service (42% rating “excellent” or “good”). Almost all respondents (99%) felt that Oak Park fire services were “good” or better, followed closely by emergency medical services/ambulances (97% reporting “good” or better).

When converted to the 100-point scale, fire services and emergency medical services were rated highest, with average ratings of 83 points. The lowest average rating (42) was given to parking services, which was still rated between “good” and “fair.”

Village of Oak Park Services						
Residents of Oak Park receive a variety of services from the Village of Oak Park. Please rate each of the services...	Percent of Respondents					Average Rating (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Fire services	50%	49%	2%	0%	100%	83
Emergency medical services/ambulances	51%	46%	3%	0%	100%	83
Police department services	42%	49%	7%	3%	100%	76
Garbage collection	39%	50%	7%	4%	100%	75
Recycling	42%	45%	9%	4%	100%	75
Water and sewer services	35%	57%	8%	1%	100%	75
Street cleaning	32%	56%	8%	3%	100%	73
Leaf collection	33%	53%	12%	3%	100%	72
Yard waste pick-up	32%	53%	12%	3%	100%	72
Care of trees along the parkways	33%	53%	11%	3%	100%	72
Public health services	30%	59%	9%	2%	100%	72
Animal control	29%	54%	12%	4%	100%	69
Street lighting	25%	58%	13%	3%	100%	68
Shuttle bus / transit services	26%	55%	16%	3%	100%	68
Crime prevention services	24%	56%	17%	3%	100%	67
Snow removal	26%	52%	18%	5%	100%	66
Enforcement of traffic laws	24%	53%	16%	8%	100%	64
Sidewalk repair	16%	54%	24%	6%	100%	60
Street repair	13%	46%	29%	12%	100%	54
Alley maintenance	14%	40%	28%	17%	100%	51
Parking services	9%	33%	32%	26%	100%	42

Comparison to Previous Years

As illustrated in the chart on the following page, all services were rated similarly to or higher than previous survey years, except for street repair.

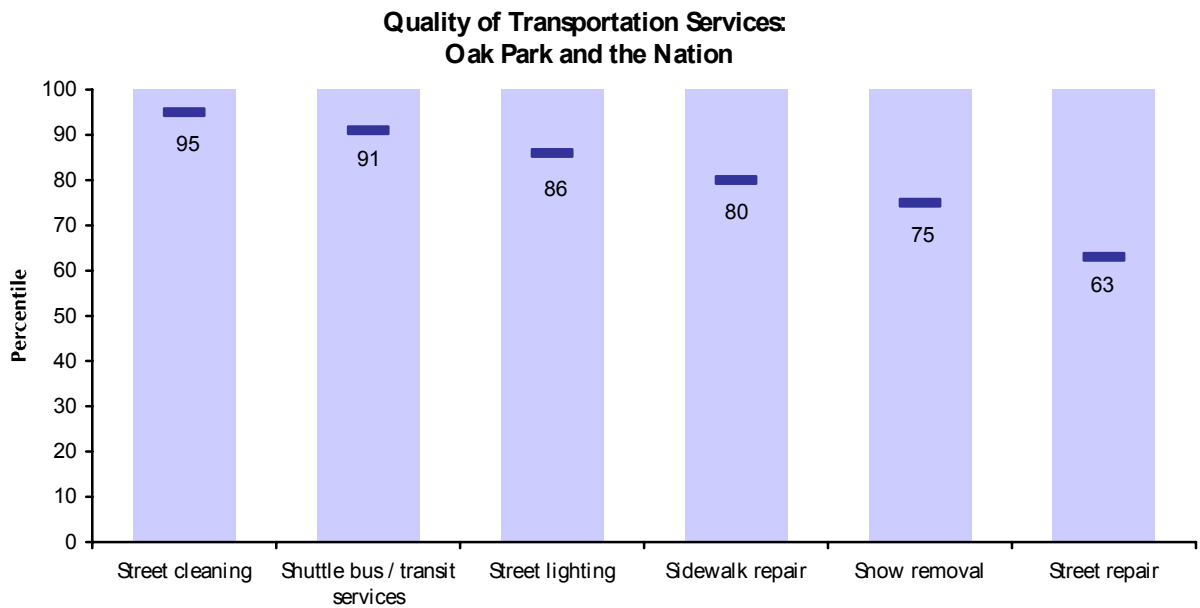


*Differences between survey years are statistically significant.

Comparison to National and Regional Norms

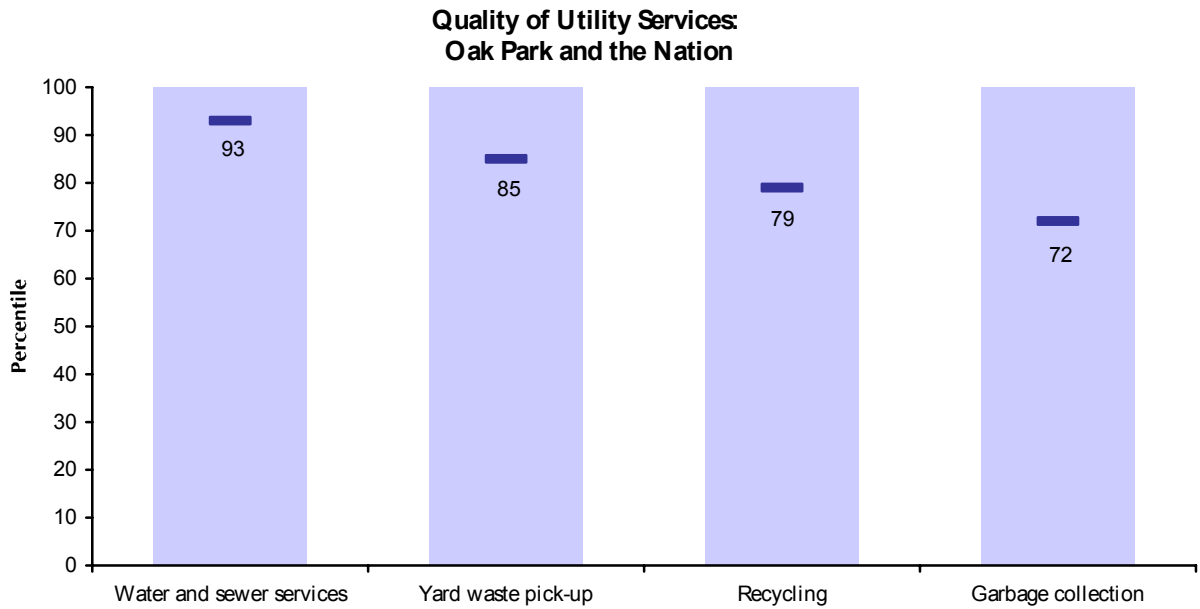
Each Village service was rated above ratings from other jurisdictions across the nation. Street cleaning, shuttle bus/transit services, water and sewer services and Public Health services were in the 90th percentile or higher.

Most services were rated above regional norms, except for snow removal, garbage collection, crime prevention services, enforcement of traffic laws, fire services and emergency medical services/ambulances, which were at least similar to the regional norm.



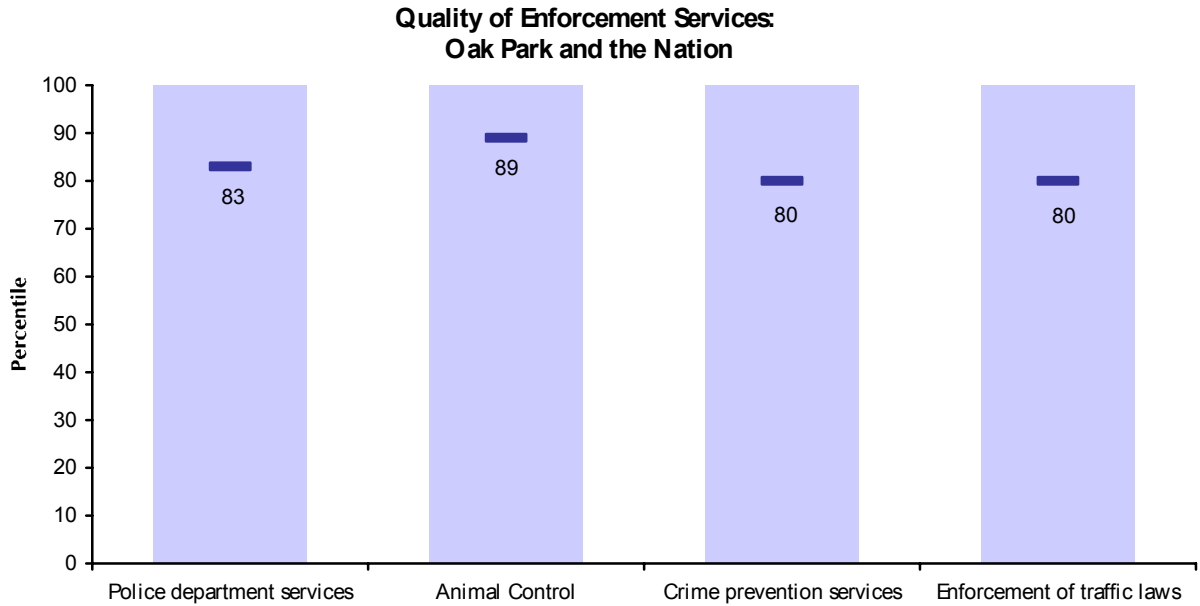
Quality of Transportation Services: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Street cleaning	73	9	155	95%	Above the norm
Shuttle bus / transit services	68	10	95	91%	Above the norm
Street lighting	68	21	141	86%	Above the norm
Sidewalk repair	60	19	91	80%	Above the norm
Snow removal	66	32	123	75%	Above the norm
Street repair	54	91	243	63%	Above the norm

Quality of Transportation Services: Oak Park and the Region					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Street cleaning	73	1	13	100%	Above the norm
Shuttle bus / transit services	68	3	12	83%	Above the norm
Street lighting	68	2	8	88%	Above the norm
Sidewalk repair	60	8	18	61%	Above the norm
Snow removal	66	3	9	78%	Similar to the norm
Street repair	54	6	14	64%	Above the norm



Quality of Utility Services: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Garbage collection	75	57	198	72%	Above the norm
Recycling	75	33	150	79%	Above the norm
Yard waste pick-up	72	10	62	85%	Above the norm
Water and sewer services	75	3	27	93%	Above the norm

Quality of Utility Services: Oak Park and the Region					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Garbage collection	75	6	13	62%	Similar to the norm
Recycling	75	6	13	62%	Above the norm
Yard waste pick-up	72	NA	NA	NA	NA
Water and sewer services	75	3	10	80%	Similar to the norm

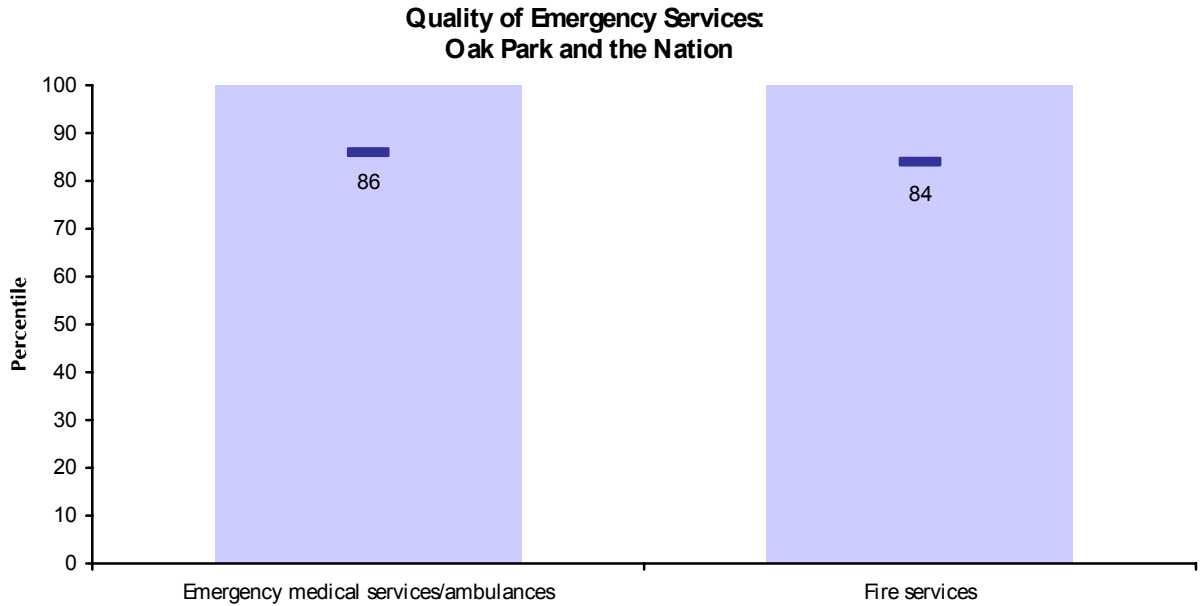


Quality of Enforcement Services: Oak Park and the Nation

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Police department services	76	55	309	83%	Above the norm
Animal control	69	15	128	89%	Above the norm
Crime prevention services	67	18	87	80%	Above the norm
Enforcement of traffic laws	64	29	140	80%	Above the norm

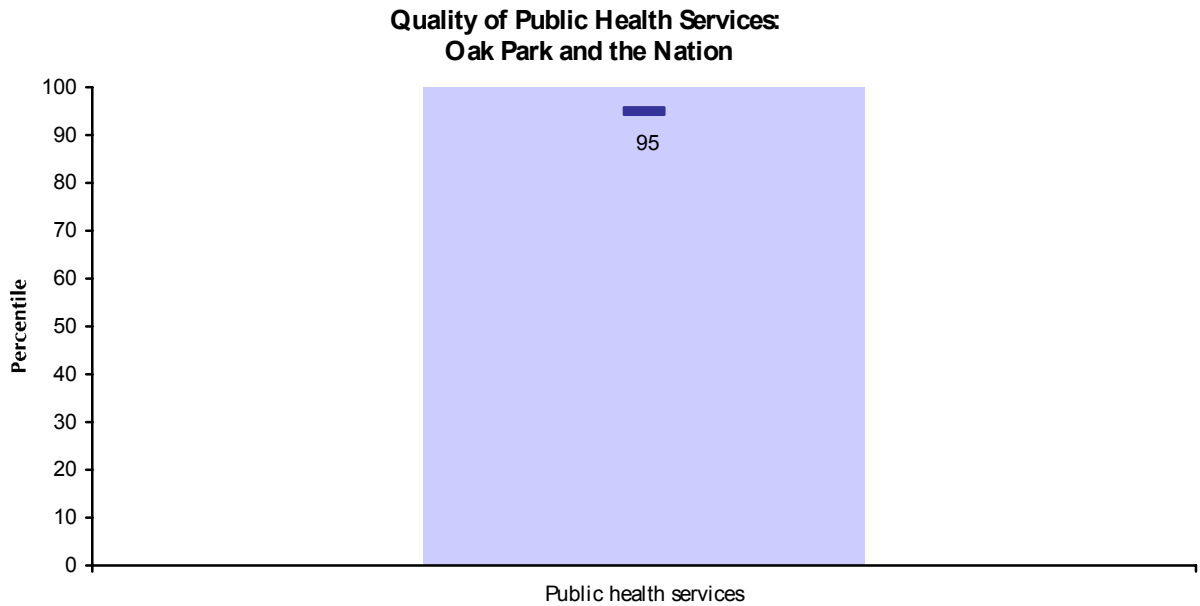
Quality of Enforcement Services: Oak Park and the Region

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Police department services	76	5	16	75%	Above the norm
Animal control	69	2	6	83%	Above the norm
Crime prevention services	67	4	7	57%	Similar to the norm
Enforcement of traffic laws	64	4	10	70%	Similar to the norm



Quality of Emergency Services: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Emergency medical services/ambulances	83	23	160	86%	Above the norm
Fire services	83	38	238	84%	Above the norm

Quality of Emergency Services: Oak Park and the Region					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Emergency medical services/ambulances	83	8	16	56%	Similar to the norm
Fire services	83	5	12	67%	Similar to the norm



Quality of Public Health Services: Oak Park and the Nation

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Public health services	72	4	59	95%	Above the norm

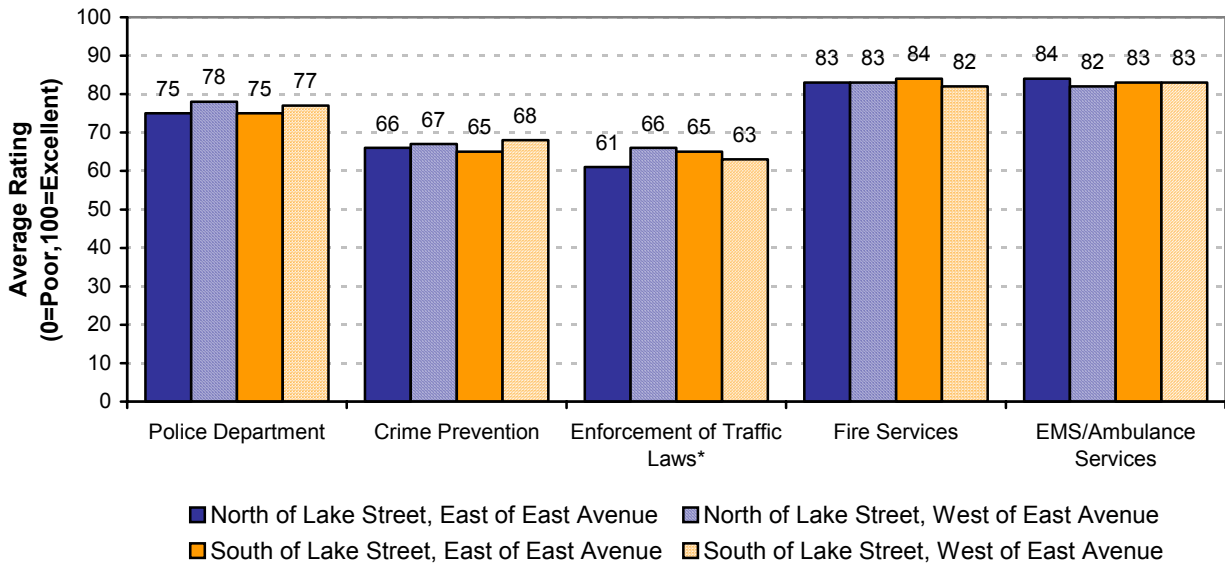
Quality of Public Health Services: Oak Park and the Region

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Public health services	72	2	6	83%	Above the norm

Public Safety Services

Perceptions of public safety services did not vary significantly by location within the Village of Oak Park, with the exception of enforcement of traffic laws. Respondents residing in the northeast quadrant gave a significantly lower rating than those living in the northwest quadrant.

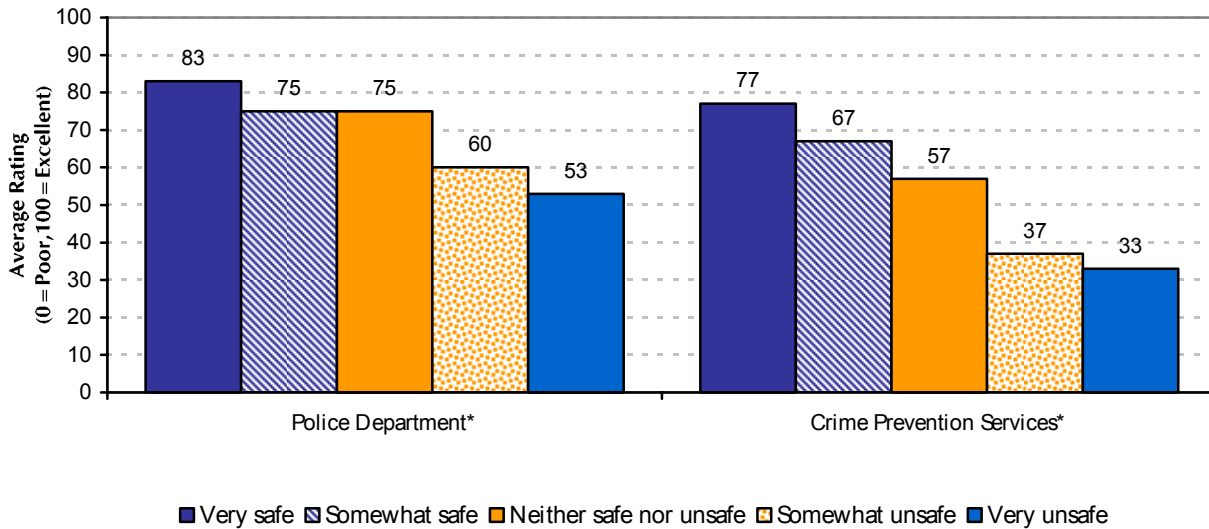
Public Safety Services by Location



*Differences between subgroups are statistically significant.

Respondents who felt safe from violent crimes occurring in Oak Park gave police and crime prevention services provided by Oak Park higher ratings than those who felt unsafe from violent crimes.

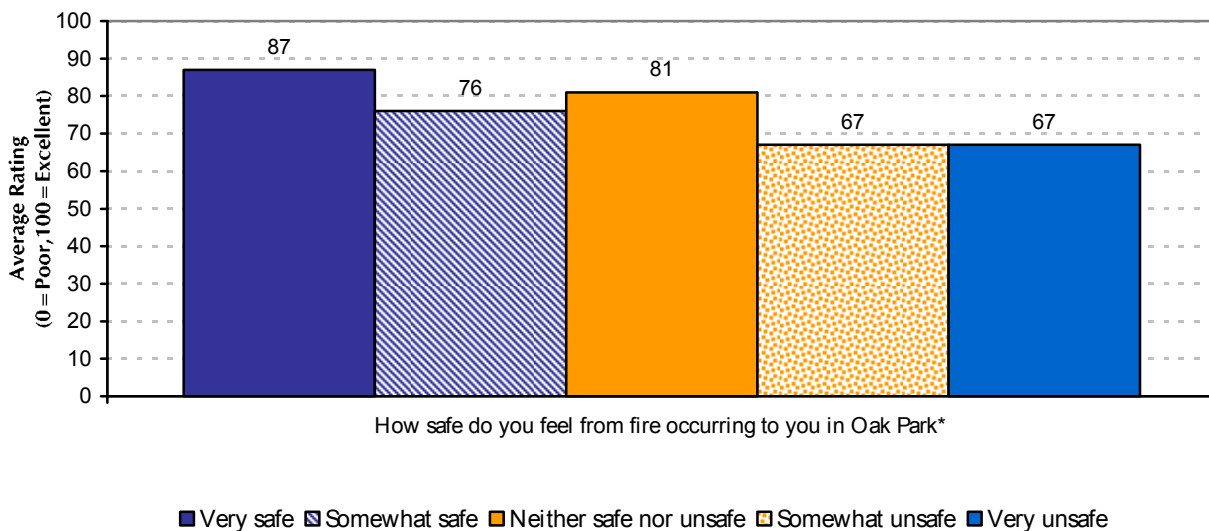
Average Ratings of Police and Crime Prevention Services by Safety from Violent Crimes



*Differences between subgroups are statistically significant.

Respondents who felt safe from fires occurring in Oak Park gave fire services provided by the Village higher ratings than those who felt unsafe from fires.

Average Rating of Fire Services by Safety from Fires



*Differences between subgroups are statistically significant.

Maintenance Services

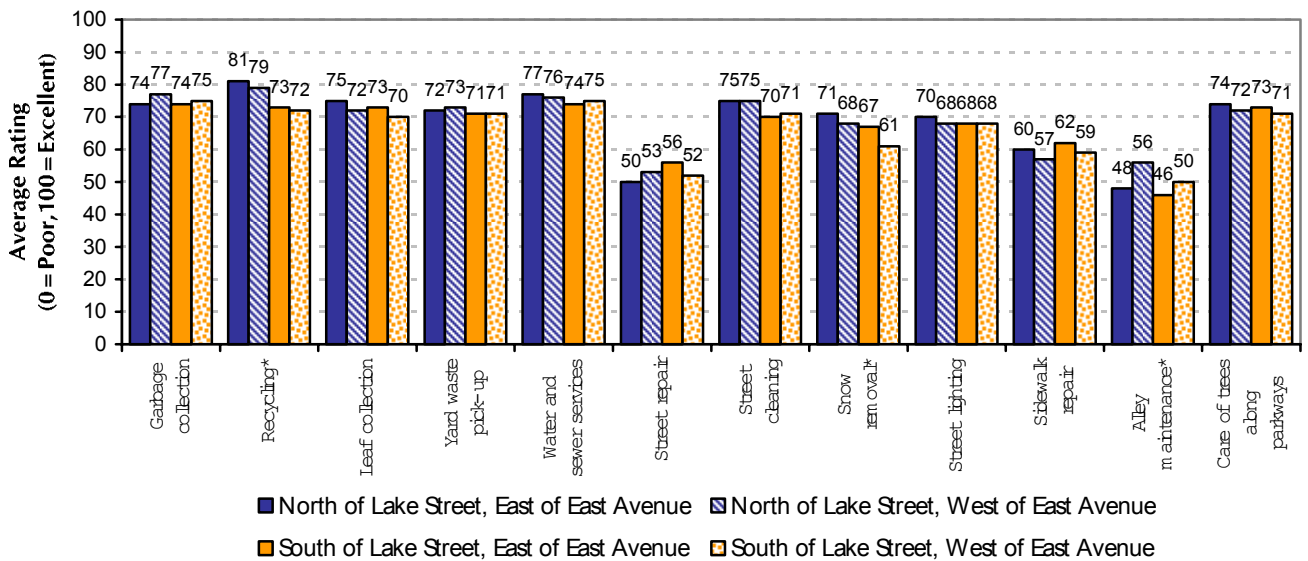
Perceptions of maintenance services did not vary significantly by location within the Village of Oak Park, with the exception of recycling, snow removal and alley maintenance.

Residents who lived North of Lake Street, East of East Avenue provided higher average ratings for recycling services than residents who lived South of Lake Street. Residents who lived North of Lake Street, West of East Avenue provided higher average ratings for recycling services than residents who lived South of Lake Street, West of East Avenue.

Residents living South of Lake Street, West of East Avenue provided significantly lower ratings for snow removal than what was reported for any other location.

Residents living North of Lake Street, West of East Avenue reported higher average ratings for alley maintenance than did residents living South of Lake Street, East of East Avenue.

Maintenance Services by Location

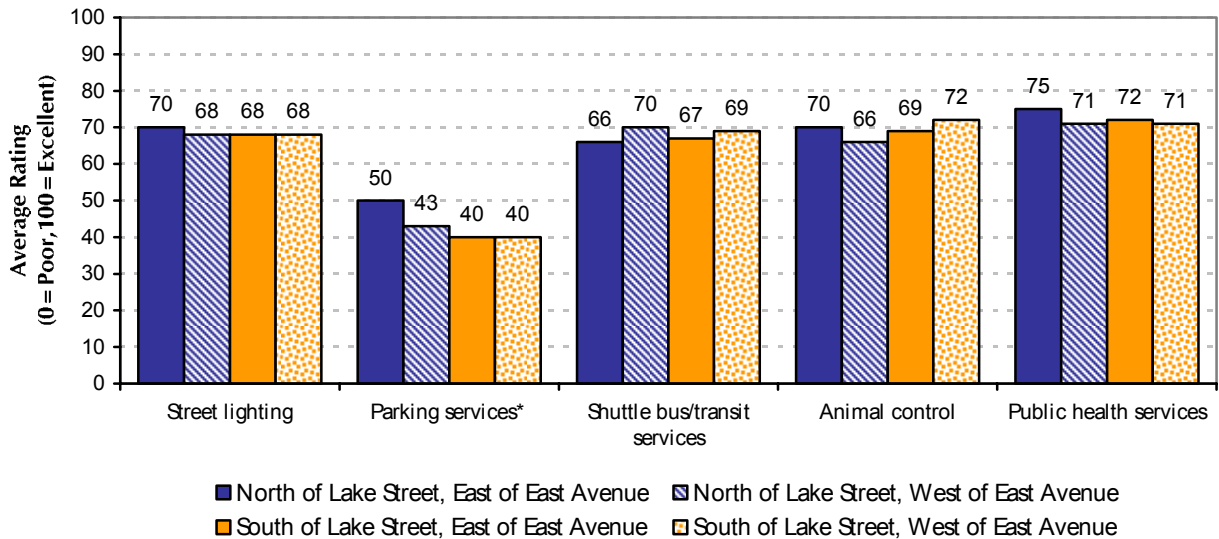


*Differences between subgroups are statistically significant.

Other Services

Opinions of other services did not vary significantly by location within the Village of Oak Park, with the exception of parking services. Respondents residing in northeast quadrant gave higher ratings than residents in living in any other quadrant.

Other Services by Location

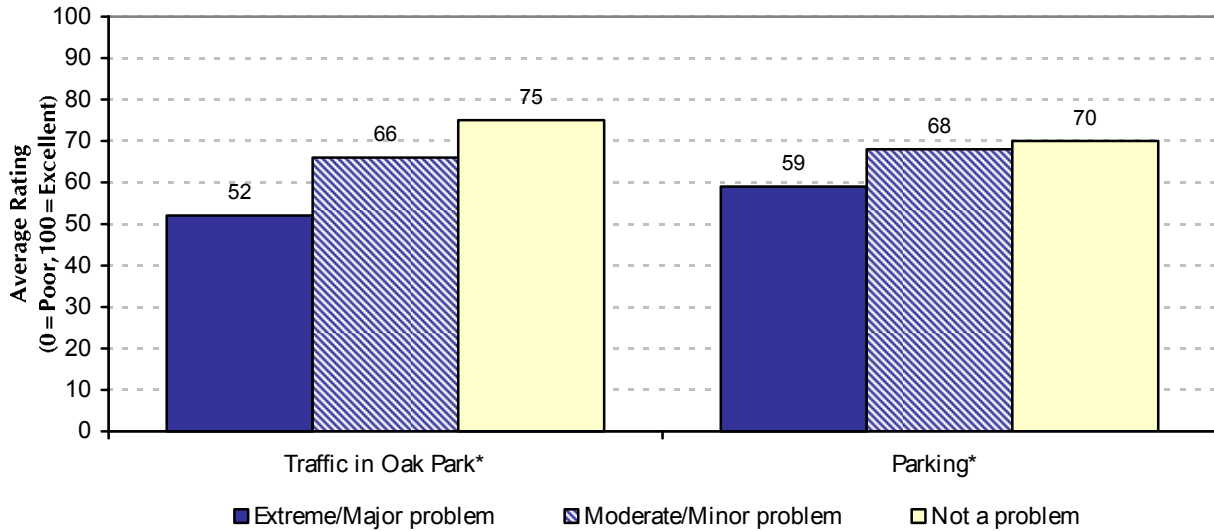


*Differences between subgroups are statistically significant.

Traffic and Parking Issues

Respondents who felt that traffic and parking were “extreme” or “major” problems gave lower ratings to enforcement services in Oak Park than those who felt that these items were “not a problem.”

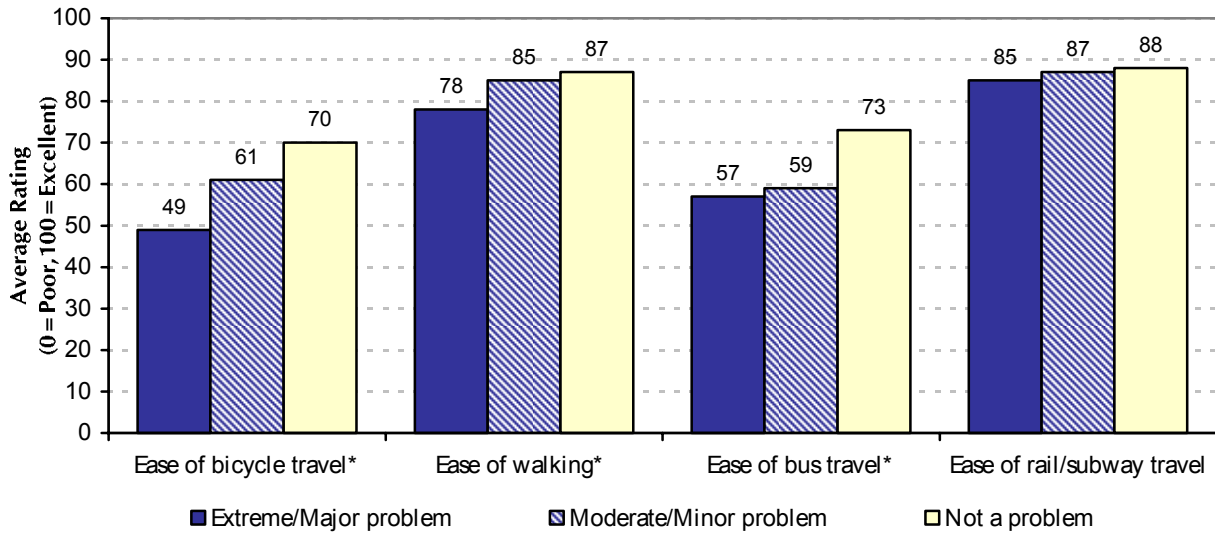
Traffic and Parking Problems in Oak Park by Enforcement of Traffic Laws



**Differences between subgroups are statistically significant.*

Those responding to the survey who felt that traffic was a problem in the Village gave ease of bicycle travel, ease of walking and ease of bus travel lower ratings.

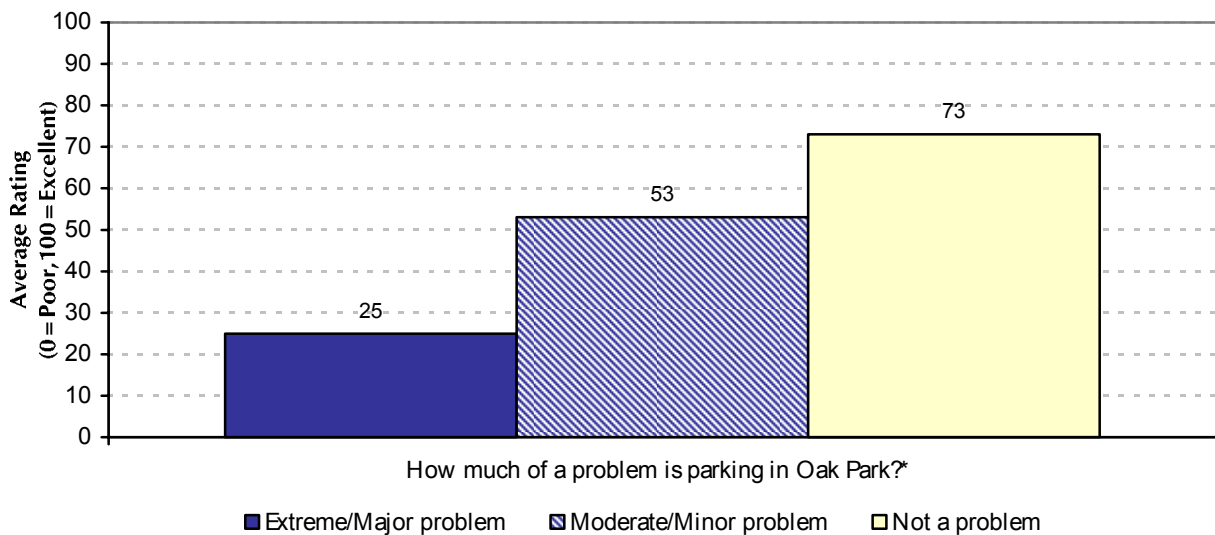
Traffic Problems in Oak Park by Ease of Travel Methods Ratings



*Differences between subgroups are statistically significant.

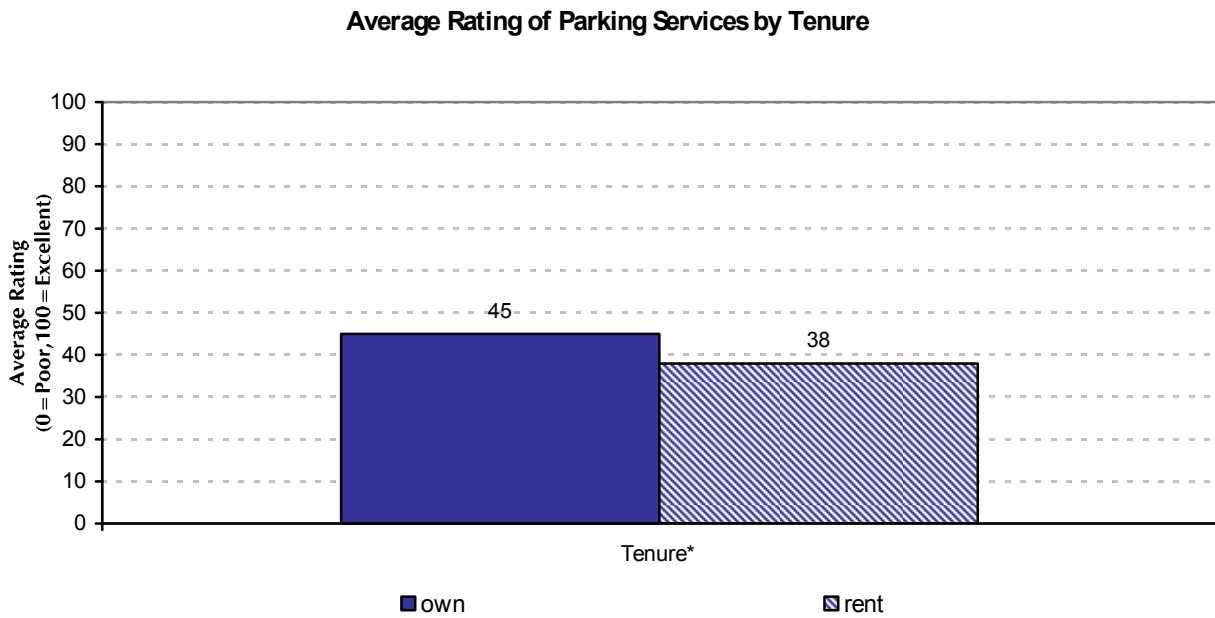
Oak Park respondents who felt that parking in the Village was a problem gave lower ratings to parking services.

Parking Problems in Oak Park by Parking Services Ratings



*Differences between subgroups are statistically significant.

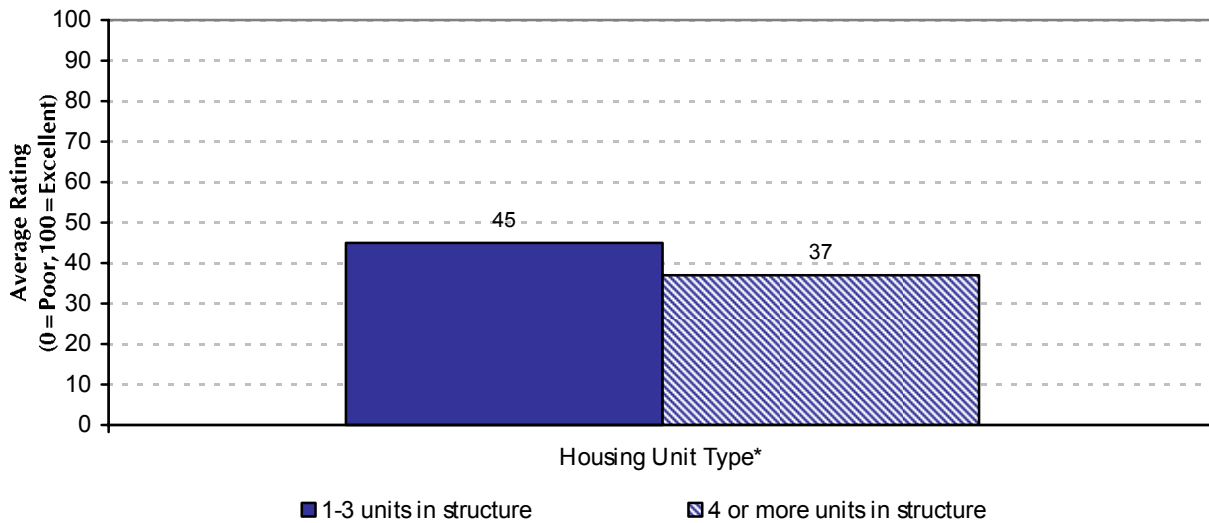
Oak Park residents who own their homes gave parking services higher ratings than residents who rent their homes.



**Differences between subgroups are statistically significant.*

Those living in structures with 3 or fewer housing units gave higher ratings to parking services than those living in structures with 4 or more units.

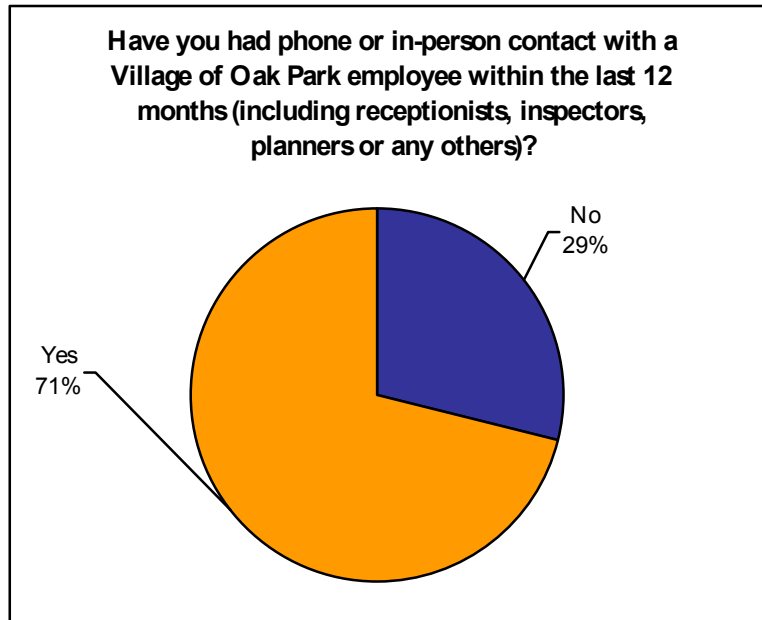
Average Rating of Parking Services by Housing Unit Type



**Differences between subgroups are statistically significant.*

VILLAGE EMPLOYEES

All respondents were asked whether they had had any contact, by phone or in-person, with a Village of Oak Park employee within the past year. About seven in ten respondents said that they had. Further inquiries were made of those individuals who reported contact about their impression of Village employees.



Most residents who had contact with a Village employee were favorably impressed. At least one-third of respondents rated each employee characteristic as “excellent.”

These ratings were converted to the 100-point scale. Each characteristic received an average rating of 69 or higher, or at least “good.”

Village Employee Ratings						
What was your impression of Village employees in your most recent contact?	Percent of Respondents					Average Rating (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Employee's Courtesy	44%	40%	11%	6%	100%	74
Employee's Knowledge	35%	48%	9%	8%	100%	70
Employee's Responsiveness	37%	41%	15%	7%	100%	69
Employee's Overall impression	33%	48%	12%	7%	100%	69

Comparison to Previous Years

Those responding to the 2004 survey gave similar ratings to Village employees as those responding in 2000.

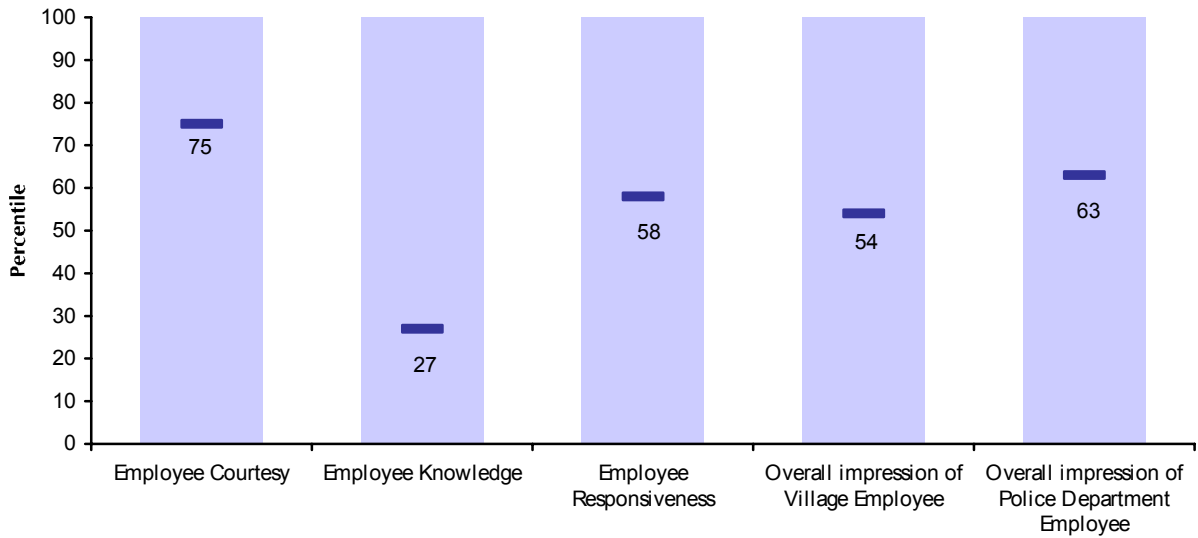
Ratings of Village Employees Compared Over Time		
What was your impression of Village employees in your most recent contact?	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
Courtesy	74	73
Knowledge	70	70
Responsiveness	69	67
Overall impression	69	69

Comparison to National and Regional Norms

Employee courtesy was rated higher than the national average and employee knowledge was rated below the national norm. Oak Park respondents rated employee responsiveness and their overall impression of Village Employees similarly to other jurisdictions across the country.

Average ratings for employee courtesy, responsiveness and the overall impression of Village employees were similar to regional norms. (A comparison to the region for employee knowledge was not available.)

Ratings of Village Employee Contact: Oak Park and the Nation



Ratings of Village Employee Contact: Oak Park and the Nation

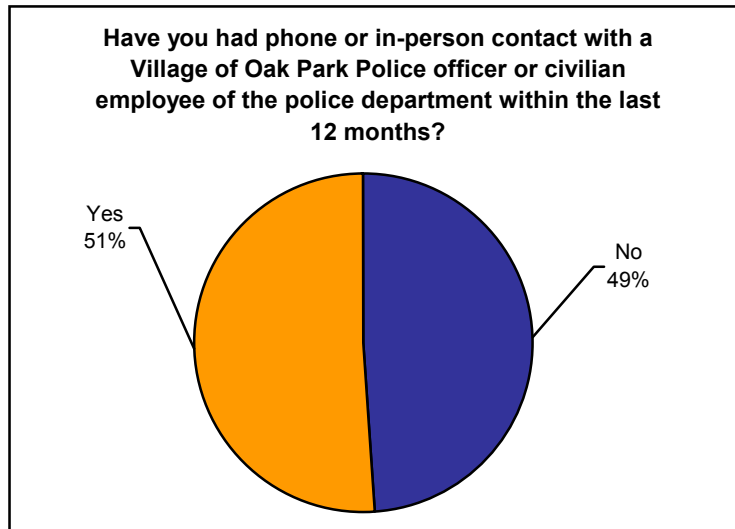
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Employee Courtesy	74	21	81	75%	Above the norm
Employee Knowledge	70	23	30	27%	Below the norm
Employee Responsiveness	69	49	115	58%	Similar to the norm
Overall impression of Village Employee	69	63	136	54%	Similar to the norm

Ratings of Village Employee Contact: Oak Park and the Region

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Employee Courtesy	74	3	7	71%	Similar to the norm
Employee Knowledge	70	NA	NA	NA	NA
Employee Responsiveness	69	4	7	57%	Similar to the norm
Overall impression of Village Employee	69	4	8	63%	Similar to the norm

Ratings of Police Department Employees

Respondents also were asked if they had contact, by phone or in-person, with a Village of Oak Park Police officer or civilian employee of the Police Department within the previous year. Fifty-one percent of respondents reported that they had.



Those individuals who had contact were asked to rate various characteristics of the employee, including their overall impression. Police employees were rated positively, with more than half giving each characteristic an "excellent" rating.

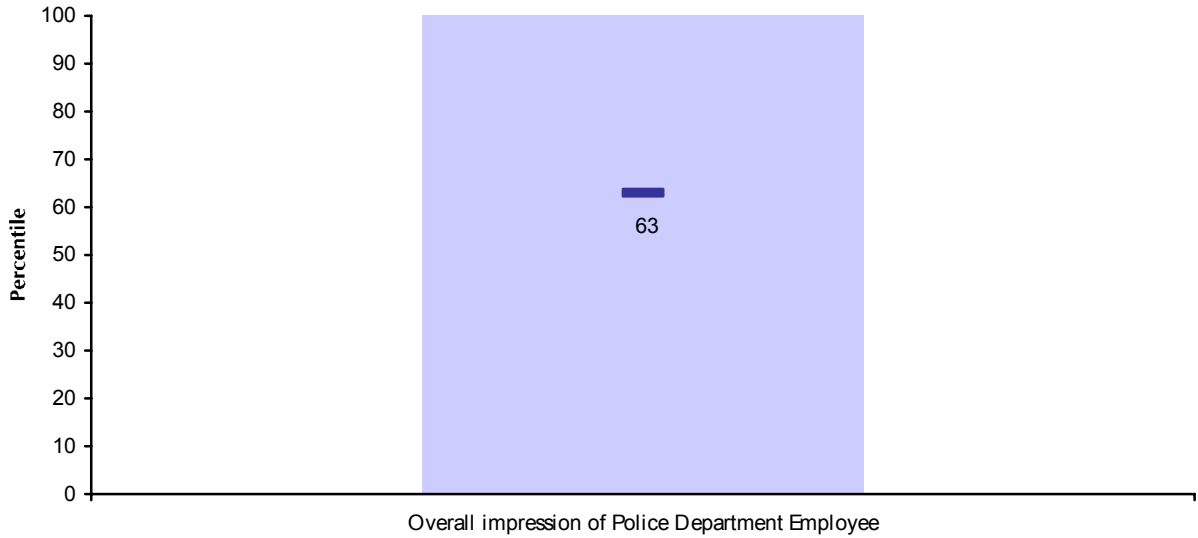
When converted to the 100-point scale, each characteristic received an average rating of at least 80 points, or better than "good."

Police Department Employee Ratings						
What was your impression of the Village police department employee in your most recent contact?	Percent of Respondents					Average Rating (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Police Courtesy	62%	30%	6%	2%	100%	84
Police Knowledge	53%	37%	7%	3%	100%	80
Police Responsiveness	56%	34%	6%	4%	100%	81
Police Overall Impression	55%	36%	7%	2%	100%	81

Comparison to National and Regional Norms

The average rating for overall impression of the police department employee was higher than the national norm. (A comparison to the region was not available.)

Ratings of Police Department Employee: Oak Park and the Nation



Ratings of Village Employee Contact: Oak Park and the Nation

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Overall impression of Police Department Employee	81	12	30	63%	Above the norm

Ratings of Village Employee Contact: Oak Park and the Region

	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Overall impression of Police Department Employee	81	NA	NA	NA	NA

When asked what suggestions or recommendations respondent would offer for improvement of the Oak Park Police Department, the majority of respondents (64%) said that they could not think of anything. One in ten respondents suggested increased patrols and visibility, 6% recommended improving ordinance enforcement (such as, traffic, noise, littering, etc.) and 5% thought that the Police Department could improve parking. (“Other” responses can be found verbatim in Appendix G.)

Suggestions for Improvement of the Oak Park Police Department	
What, if any, suggestions or recommendations would you offer for improvement of the Village of Oak Park Police Department	Percent of Respondents
Increase patrols and visibility	11%
Improve ordinance enforcement (traffic, noise, littering, etc.)	6%
Improve parking	5%
Improve youth relations	4%
Improve communication and relationship with citizens	4%
Increase diversity and reduce discrimination	3%
Reduce crime	3%
Increase courtesy	2%
Better dispatch/improved responsiveness	2%
More community-oriented policing	2%
Improve hiring standards	2%
Better enforcement of drug laws	1%
Better lighting in alleys and streets	1%
Other	5%
Can't think of anything	64%

ISSUES FACING OAK PARK

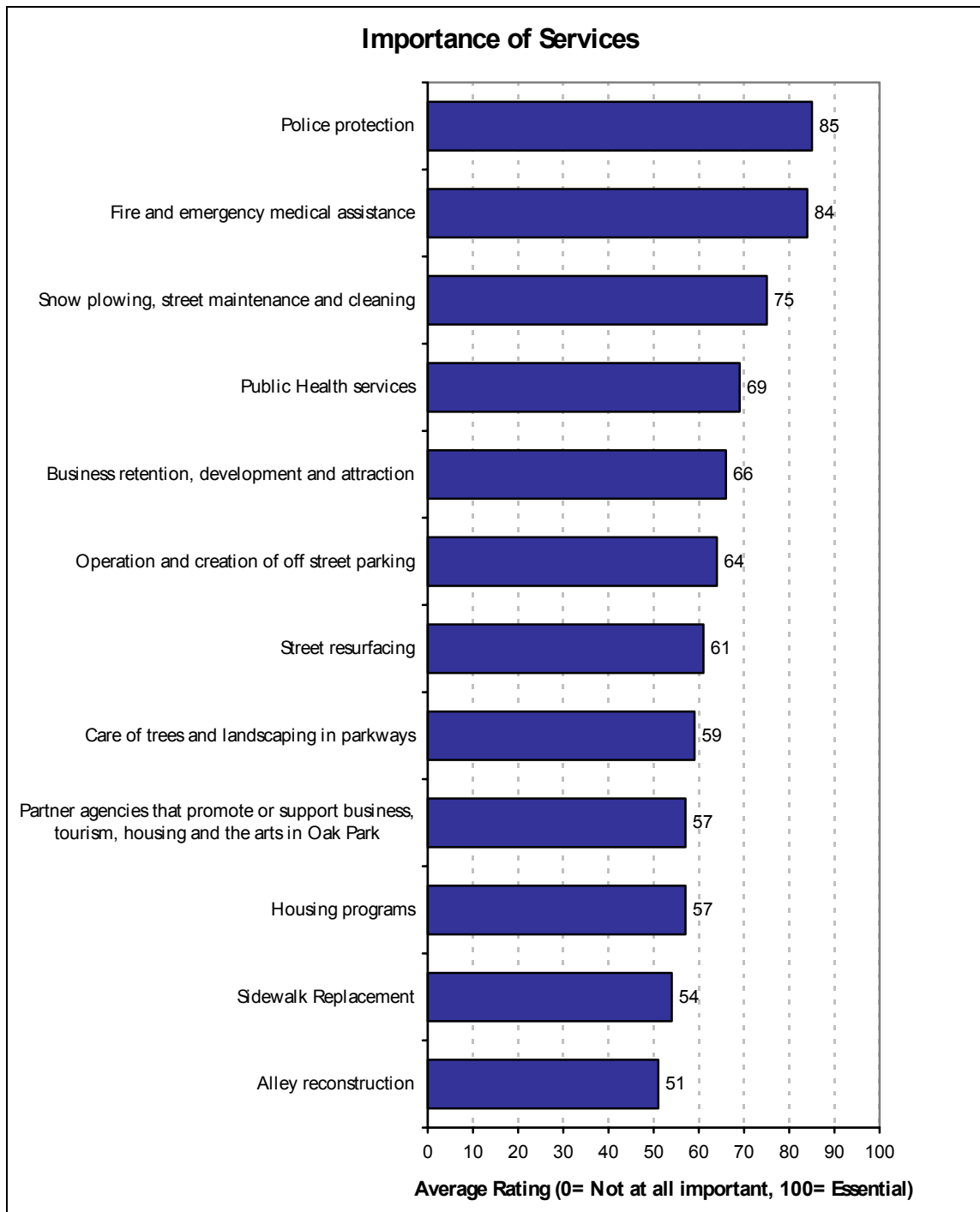
Several questions were included on the 2004 survey that are of current, topical interest within the Village of Oak Park. These included items designed to elicit opinions about the importance of services at their current levels and what improvements could be made, the perception of Cook County tax system, diversity and development.

MAINTENANCE OF SERVICES AT CURRENT LEVELS

Respondents were asked to respond to a list of services and rate how important each was to maintain services at least at their current levels. A majority of respondents reported that each service was “essential” or “very important,” except for alley construction (44%). More than three-quarters of respondents thought that police protection, fire and emergency medical assistance, snow plowing, street maintenance and cleaning and Public Health services were at least “very important.”

Please rate how important you think it is to have the Village of Oak Park maintain each of the following services at least at current levels.	Importance of Services					Average Rating (100=Essential, 0=Not at all important)
	Percent of Respondents					
	Essential	Very important	Somewhat important	Not at all important	Total	
Police protection	59%	38%	3%	0%	100%	85
Fire and emergency medical assistance	56%	40%	3%	0%	100%	84
Snow plowing, street maintenance and cleaning	37%	51%	12%	0%	100%	75
Public health services	33%	44%	21%	2%	100%	69
Business retention, development and attraction	29%	43%	24%	4%	100%	66
Operation and creation of off-street parking	30%	39%	23%	8%	100%	64
Street resurfacing	20%	44%	34%	2%	100%	61
Care of trees and landscaping in parkways	18%	42%	38%	2%	100%	59
Partner agencies that promote or support business, tourism, housing and the arts in Oak Park	17%	40%	39%	4%	100%	57
Housing programs	22%	36%	33%	9%	100%	57
Sidewalk replacement	15%	38%	43%	4%	100%	54
Alley reconstruction	16%	28%	49%	7%	100%	51

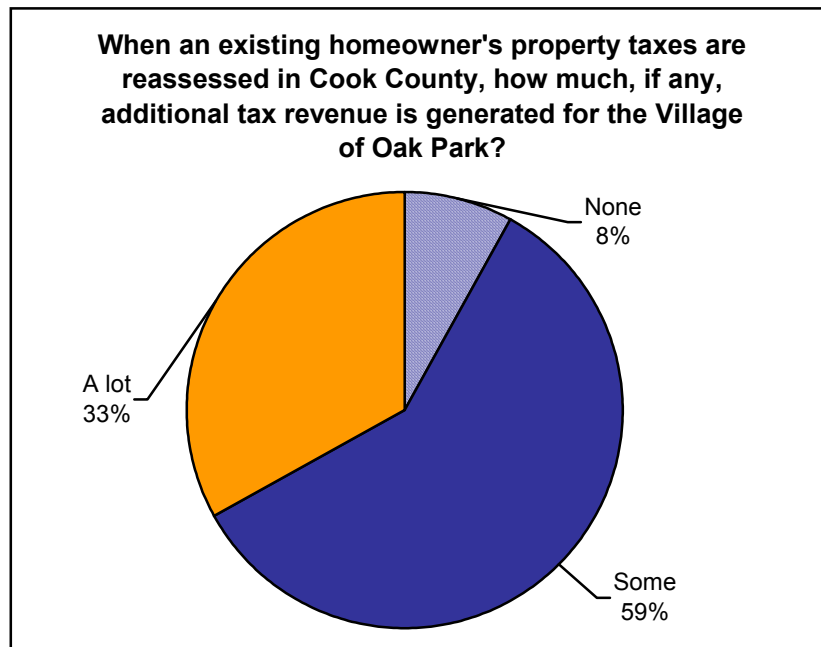
On the 100-point scale where 100 equals “essential” and zero equals “not at all important,” police protection and fire/emergency medical assistance received the highest average ratings (85 and 84, respectively). Snow plowing, street maintenance and cleaning, Public Health services and business retention, development and attraction also received high ratings, all “very important” or higher. The lowest average rating was given to alley reconstruction (51), but was still between “somewhat” and “very” important to Oak Park respondents.



PERCEPTION OF COOK COUNTY TAX SYSTEM

Each year the Village of Oak Park sets a total dollar amount that it needs to run its operations. That dollar amount does not change even if Cook County changes what the assessed values are for property values in the community. Reassessment affects the balance of taxes owed between all of the property owners in the Village, not the total property tax amount received by the Village from property taxes.

Respondents were asked how much, if any, additional tax revenue they thought is generated for the Village of Oak Park when an existing homeowner's property taxes are reassessed in Cook County. About six in ten survey respondents said "some" and one-third said "a lot." Only 8% thought that no additional tax revenue was generated (this was the correct answer).



PROVIDING QUALITY SERVICES

Keeping up with increased expenses and providing quality services is becoming more and more difficult in Oak Park. Survey respondents were asked to what extent they supported or opposed three options to meet these challenges. At least one-quarter of respondents were “strongly” opposed to each statement and approximately three-quarters were “somewhat” or “strongly” opposed to reducing services provided to residents and increasing property taxes in the Village of Oak Park. Increasing fees and taxes other than those on property was “somewhat” supported by about four in ten respondents.

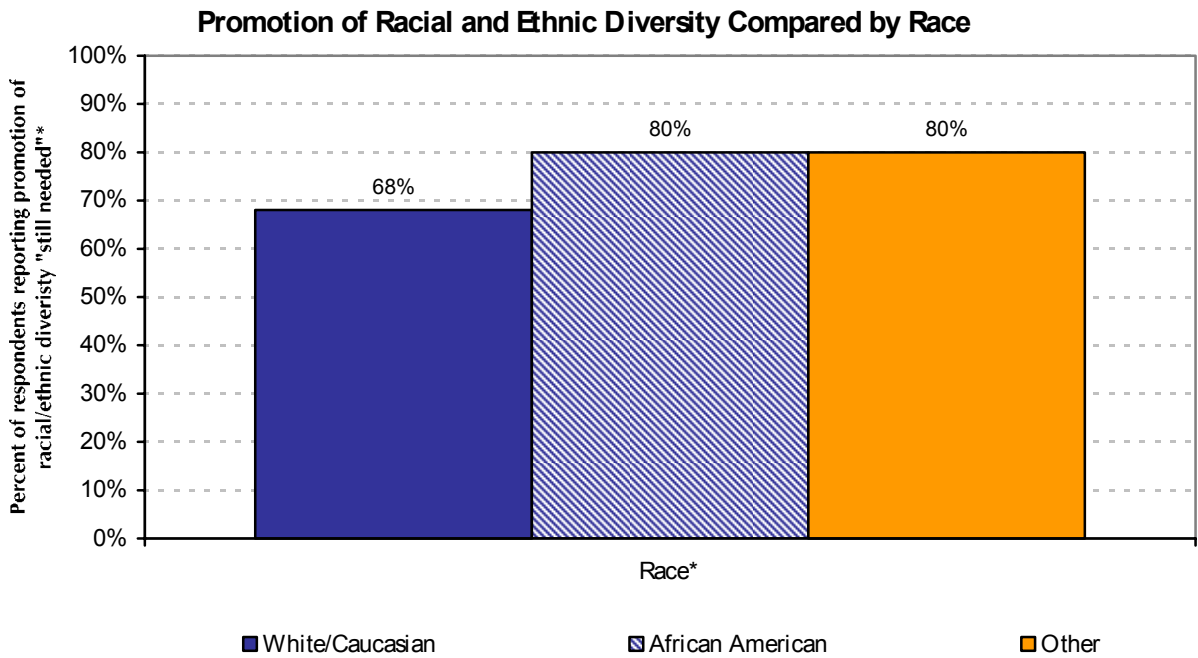
Providing Quality Services					
Would you say that you strongly support, somewhat support, somewhat oppose or strongly oppose the following options?	Percent of Respondents				Average Rating (100=Strongly support, 0=Strongly oppose)
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	
Reduce services provided to residents	5%	23%	35%	38%	31
Increase property taxes in the Village of Oak Park	4%	18%	27%	50%	26
Increase fees and taxes other than those on property	10%	42%	26%	23%	46

DIVERSITY

Respondents were read two statements about the promotion of racial and ethnic diversity and asked whether they thought it was still needed or no longer necessary. Overwhelmingly residents believed that a racially and ethnically diverse community is still needed (72%), down from 2000 (78%).

Promotion of Racial and Ethnic Diversity Compared Over Time		
Some say that Oak Park's efforts to promote racial and ethnic diversity have been largely achieved, and are no longer necessary. Some people say that it is vital for Oak Park to continue to work to promote racial and ethnic diversity in the village. What do you think?	2004	2000
No longer necessary	28%	22%
Still needed	72%	78%

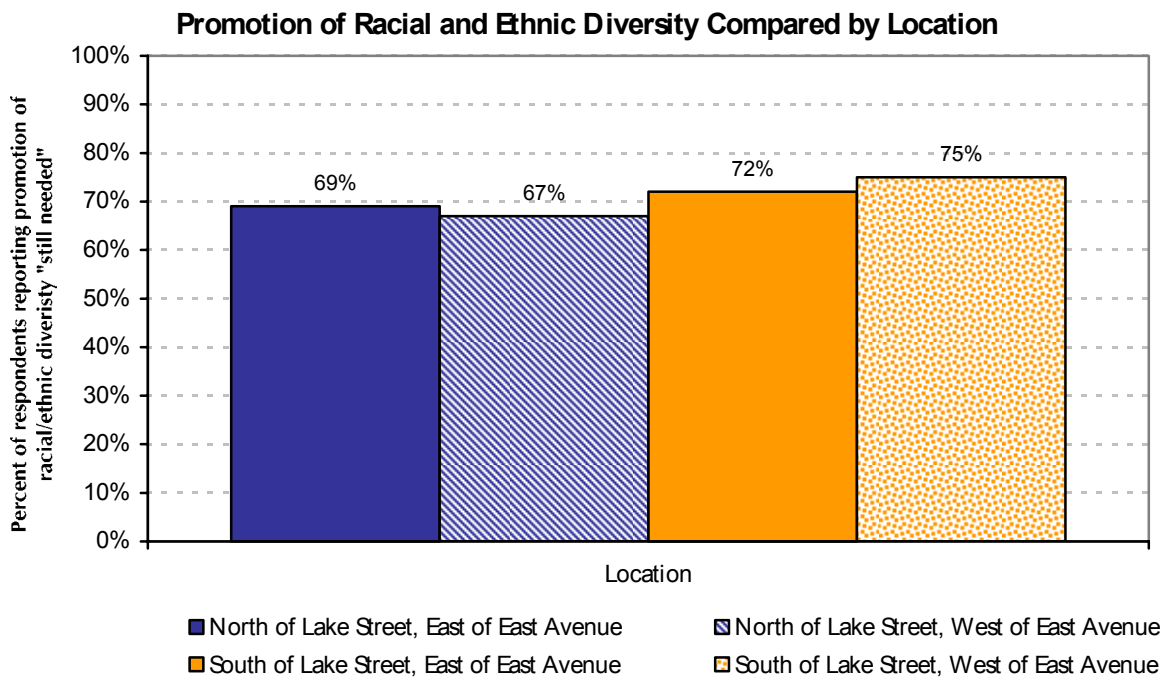
While people of all racial backgrounds believe it is important to maintain a racial and ethnically diverse community, and to continue to promote diversity, this sentiment is even stronger among people of non-white racial backgrounds.



**Differences between subgroups are statistically significant.*

Promotion of Racial and Ethnic Diversity Compared by Race Over Time		
Some say that Oak Park's efforts to promote racial and ethnic diversity have been largely achieved, and are no longer necessary. Some people say that it is vital for Oak Park to continue to work to promote racial and ethnic diversity in the village. What do you think?	Percent saying "still needed"	
	2004	2000
African American	80%	92%
White/Caucasian	68%	75%
Other	80%	73%

There were no significant differences of opinion from residents living in the different quadrants of the Village. Most thought that promotion of racial and ethnic diversity was still necessary for the community.

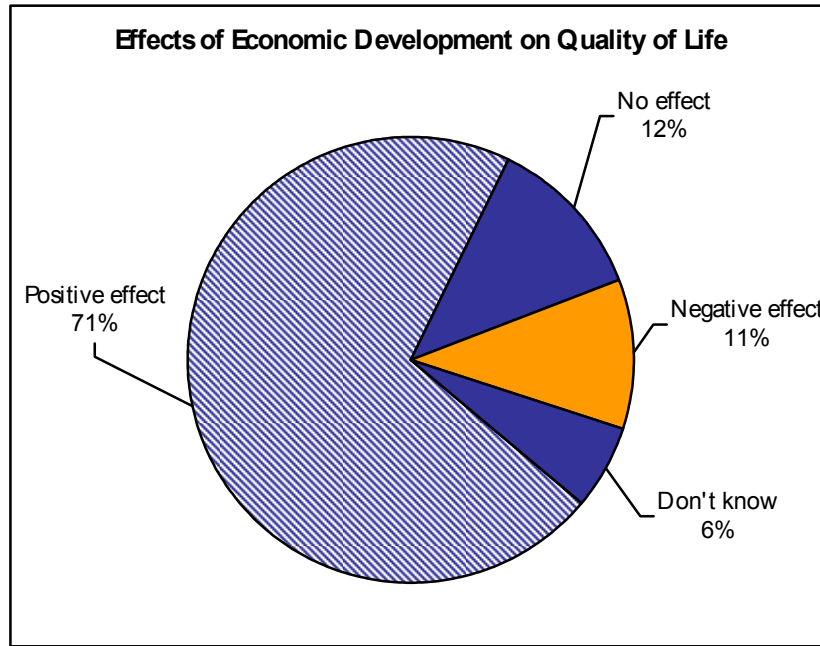


**Differences between subgroups are statistically significant. Note: none in this chart.*

Promotion of Racial and Ethnic Diversity Compared by Location Over Time		
Some say that Oak Park's efforts to promote racial and ethnic diversity have been largely achieved, and are no longer necessary. Some people say that it is vital for Oak Park to continue to work to promote racial and ethnic diversity in the village. What do you think?	Percent saying "still needed"	
	2004	2000
North of Lake Street, East of East Avenue	69%	80%
North of Lake Street, West of East Avenue	67%	74%
South of Lake Street, East of East Avenue	72%	86%
South of Lake Street, West of East Avenue	75%	75%

ECONOMIC DEVELOPMENT

When asked what they felt the effect of economic development has been on the overall quality of life in Oak Park, three-quarters responded that the effect has been a positive one.



Effects of Economic Development on Quality of Life Compared Over Time		
What effect has economic development had on the overall quality of life in Oak Park?	Percent of Respondents	
	2004	2000
A positive effect	71%	72%
No effect	12%	13%
A negative effect	11%	7%
Don't know	6%	8%

When asked about the effect of economic development on residential property, a majority felt positively about the impact.

Effects of Economic Development on Residential Property Compared Over Time		
Some say economic development projects expand the tax base and minimize property taxes on residents. Some say that residential property values are driven down by economic development. What effect has economic development had on the residential property in Oak Park?	Percent of Respondents	
	2004	2000
A positive effect	58%	55%
No effect	22%	20%
A negative effect	10%	12%
Don't know	10%	13%

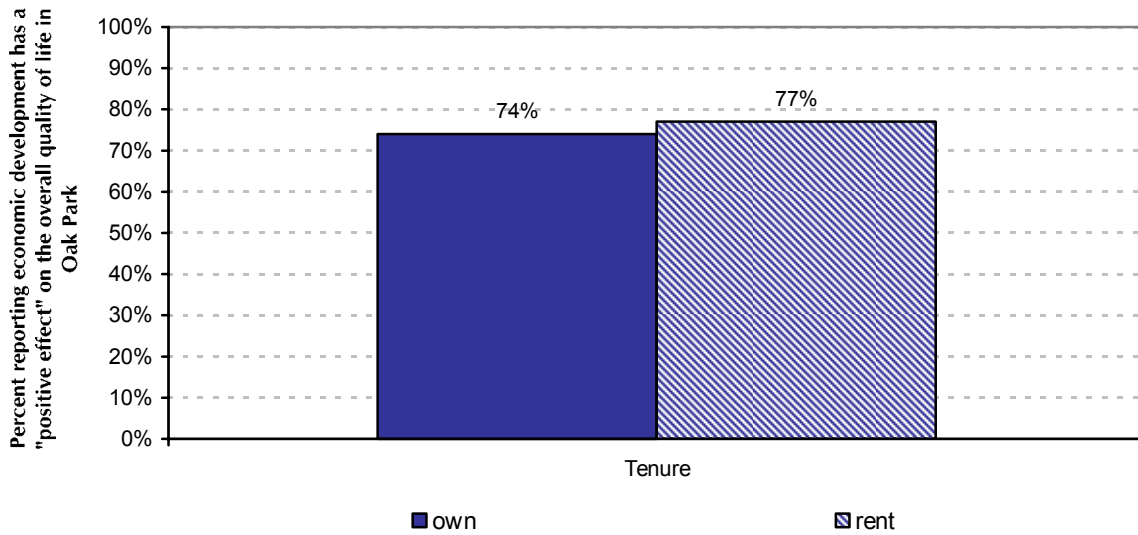
In general, residents were satisfied with Oak Park’s efforts to promote economic development within the Village, similar to opinions in 2000.

Satisfaction with Economic Development Efforts Compared Over Time		
In general, how satisfied or dissatisfied are you with the Village of Oak Park's efforts to promote economic development within the Village?	Percent of Respondents	
	2004	2000
Very satisfied	21%	21%
Somewhat satisfied	53%	60%
Somewhat dissatisfied	17%	
Very dissatisfied	6%	12%*
Don't know	3%	7%

*The 2000 survey asked respondents to evaluate their satisfaction on the scale, "very satisfied," "somewhat satisfied" or "dissatisfied."

Home owners and those respondents who rent their home had similar opinions about the effects of economic development on residential property.

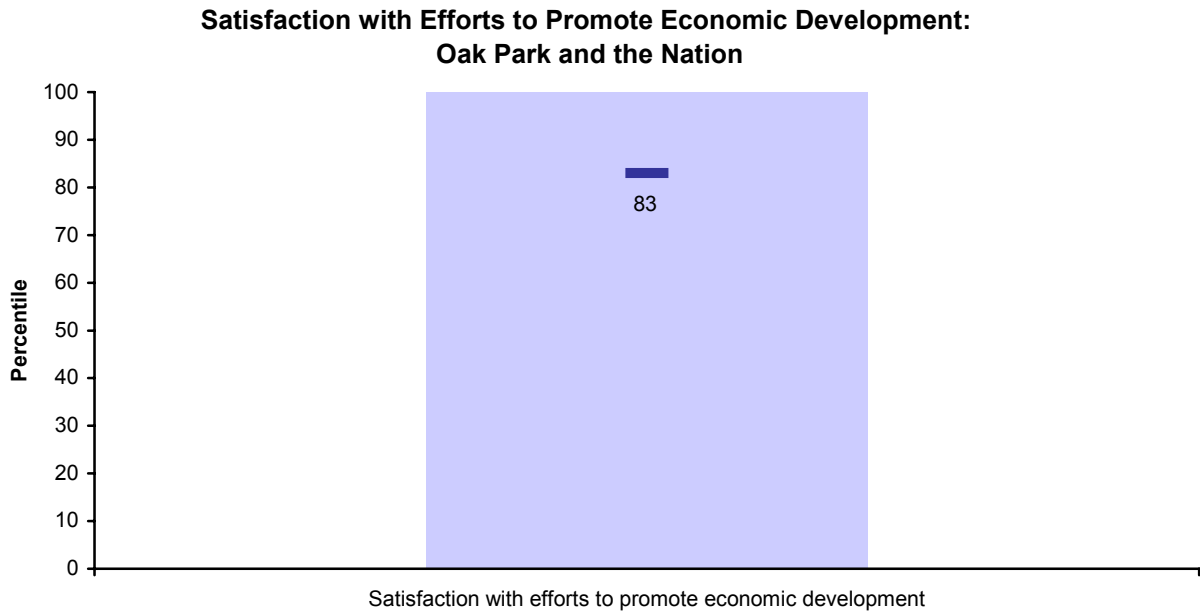
Effects of Economic Development on Residential Property by Tenure



*Differences between subgroups are statistically significant. Note: none in this chart.

Comparison to National and Regional Norms

The average rating for the satisfaction with Oak Park’s efforts to promote economic development was higher than in other jurisdictions across the nation and in the region.

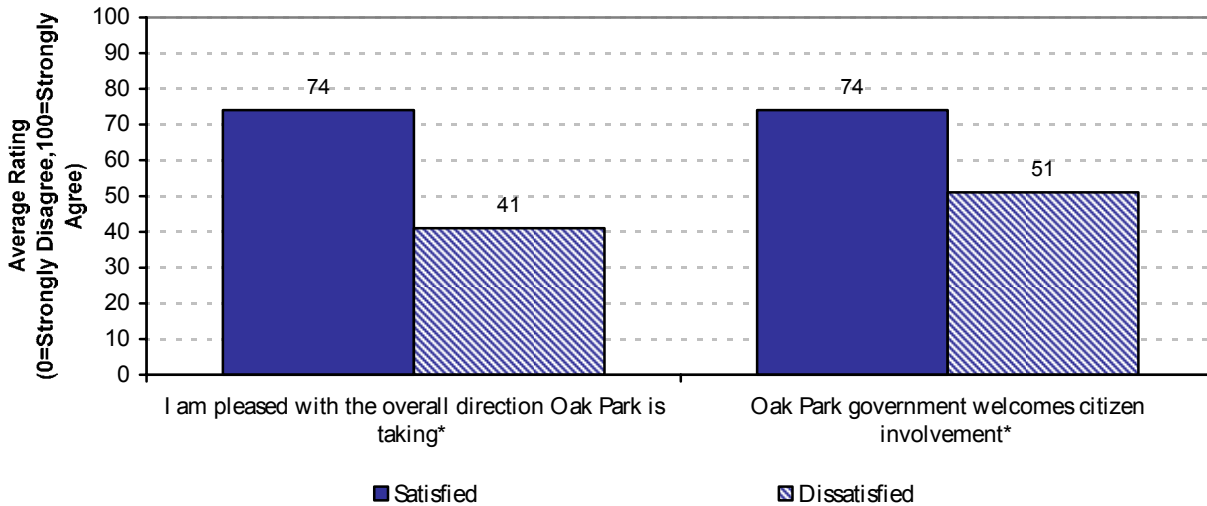


Satisfaction with Efforts to Promote Economic Development: Oak Park and the Nation					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Satisfaction with Oak Park's efforts to promote economic development	64	15	83	83%	Above the norm

Satisfaction with Efforts to Promote Economic Development: Oak Park and the Region					
	Village of Oak Park Rating	Rank	Number of Jurisdictions for Comparison	Village of Oak Park Percentile	Comparison of Oak Park Rating to Norm
Satisfaction with Oak Park's efforts to promote economic development	64	2	6	83%	Above the norm

Respondents expressing satisfaction with Oak Park’s efforts to promote economic development demonstrated higher agreement with the overall direction the Village is taking and that Oak Park government welcomes citizen involvement.

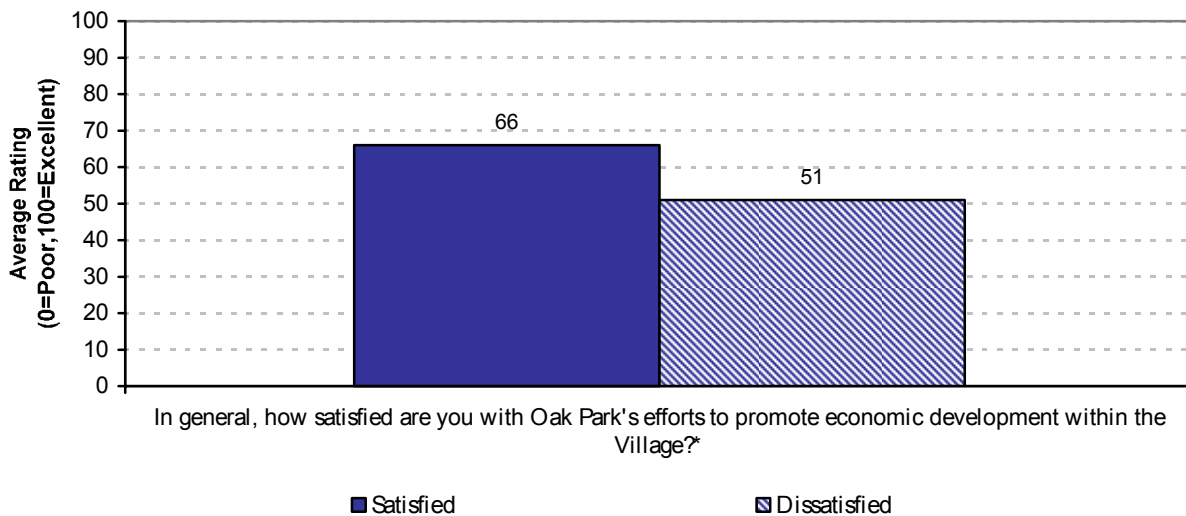
Satisfaction with Oak Park’s Efforts to Promote Economic Development by Public Trust Ratings



*Differences between subgroups are statistically significant.

Respondents expressing satisfaction with Oak Park’s efforts to promote economic development gave higher ratings to shopping opportunities in Oak Park than those who were dissatisfied with economic development promotion.

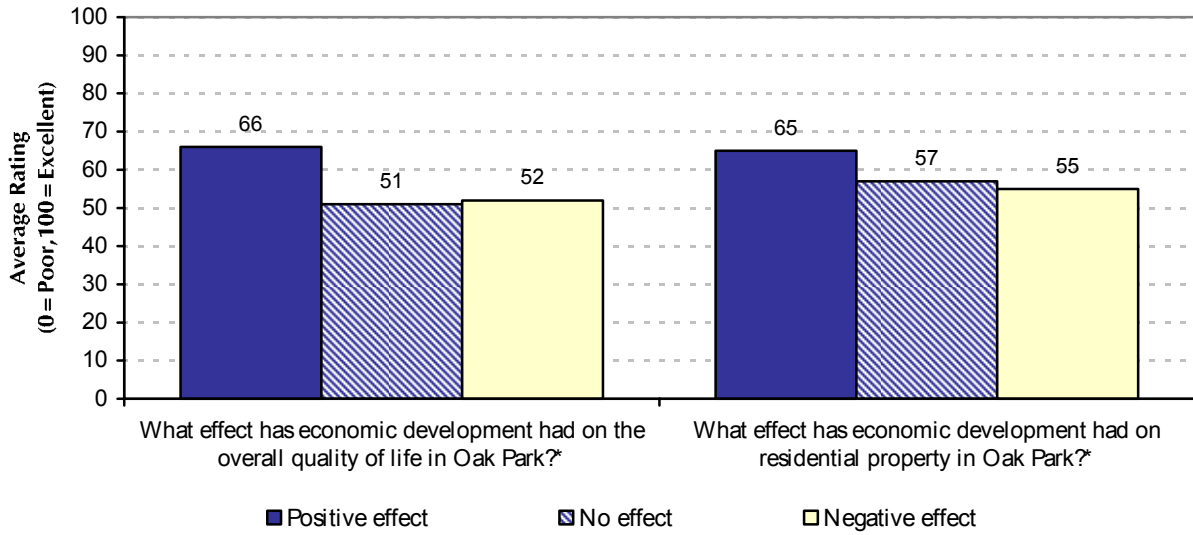
Satisfaction with Oak Park’s Efforts to Promote Economic Development by Ratings of Shopping Opportunities in Oak Park



*Differences between subgroups are statistically significant.

Those responding to the survey who felt that economic development had positive effects on the overall quality of life in Oak Park and on residential property in the Village gave shopping opportunities in Oak Park higher ratings.

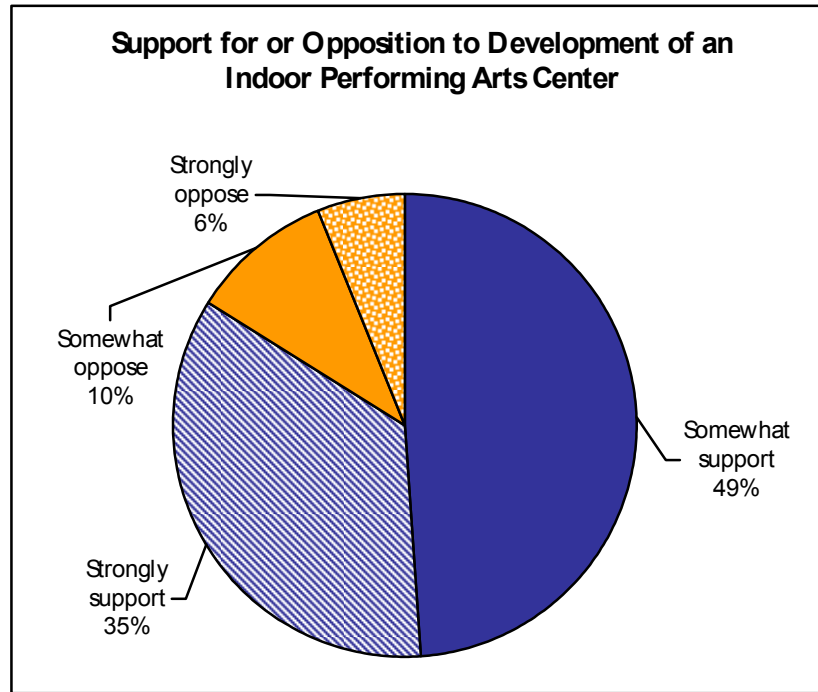
Opinions about the Effects of Economic Development by Ratings of Shopping Opportunities in Oak Park



*Differences between subgroups are statistically significant.

DEVELOPMENT OF INDOOR PERFORMING ARTS CENTER

In 2004, respondents were asked to indicate the extent to which they supported or opposed the development of an Indoor Performing Arts Center in Oak Park. A strong majority were in support of the idea, with one-third in “strong” support. Sixteen percent of respondents opposed the development.



Support for or Opposition to Development of an Indoor Performing Arts Center						
Please indicate the extent to which you would support or oppose the development of an Indoor Performing Arts Center in Oak Park.	Percent of Respondents					Average Rating (100=Strongly support, 0=Strongly oppose)
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total	
	35%	49%	10%	6%	100%	71

APPENDIX A. SURVEY METHODOLOGY

SAMPLING

A telephone survey of a random sample of households in the Village of Oak Park was selected as the most efficient method to achieve a representative sample. As over 90% of households in the United States have telephones, phone surveying is an effective and efficient way to reach a population.

Randomly selected phone numbers were purchased for the Oak Park area from a company specializing in phone survey services. The numbers were generated using Oak Park prefixes and then adding the last four digits from a random number generator. If blocks of numbers were known to be unavailable, no numbers were generated from these blocks. The use of random numbers allowed for unlisted telephone numbers to be selected for the survey, thereby providing a more representative sample of the population. The numbers are also screened for known business numbers and some screening of disconnected numbers is completed before interviewing begins.

SURVEY ADMINISTRATION AND RESPONSE RATE

Phone interviews were conducted from July 29, 2004 to August 9, 2004 using a Computer-Assisted Telephone Interviewing system³. The survey was administered and the data were recorded electronically. A majority of the interviews were completed during the daytime hours, although calls were made on the weekend and during the evening, also. All phone numbers were dialed at least three times before replacing with another number, with at least one of the attempts on either a weekend or weekday. The dispositions of the numbers dialed during the survey are listed in the table on the following page.

A total of 5,073 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible for the survey. Of the approximately 2,851 households called⁴, 800 completed interviews providing a response rate of 28%. Approximately 406 households refused the survey.

³ CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

⁴ Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 1,963 phone numbers where the eligibility status of the household was unknown, 56% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 56% of these numbers were included in the final response rate calculation.

Complete Disposition of All Phone Numbers Called for the 2004 Oak Park Community Survey	
Complete	800
Partial	40
Refusal	406
Respondent never available	369
Language problem	39
Miscellaneous	94
Always busy	44
No answer	1,918
Call blocking	1
Out of sample - other strata than originally coded	9
Fax/data line	272
Disconnected number	706
Cell phone	8
Business, government office, other organizations	358
Other	9
Total phone numbers used	5,073
I=Complete Interviews	800
P=Partial Interviews	40
R=Refusal and break off	406
NC=Non Contact	369
O=Other	133
e ⁵ =estimated proportion of cases of unknown eligibility that are eligible	56%
UH=Unknown household	1,963
UO=Unknown other	0
Response rate ⁶	28%

⁵ Estimate of *e* is based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).

⁶ Calculated: $I / ((I+P) + (R+NC+O) + e(UH+UO))$

WEIGHTING THE DATA

The demographic characteristics of the sample were compared to those of the Village as reflected in the 2000 Census estimates. Survey results were statistically adjusted to reflect the larger population when necessary.

The four socioeconomic characteristics that showed the largest differences in opinion and behaviors between the groups were Gender, age, race and whether respondents rent or own their home. There were statistically significant differences by race as well, thus, survey responses were weighted by these four variables. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not the same in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the next page.

DATA ANALYSIS

The surveys were analyzed using the SPSS statistical package. For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. Anova and chi-square tests of significance were applied to breakdowns of selected 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 so noted.

Weighting Scheme for the 2004 Oak Park Community Survey						
Characteristic	1990 Census	VOP Planning Div Estimates	2000 Weighted Survey Data	2000 Census	2004 Unweighted Survey Data	2004 Weighted Survey Data
Age 18+						
18-64	85%	84%	85%	87%	83%	87%
65+	15%	16%	15%	13%	17%	13%
Gender 18+						
Male	47%	---	45%	45%	41%	45%
Female	53%	---	55%	55%	59%	55%
Race 18+						
African American/Black	18%	24%	24%	22%	14%	22%
White/Caucasian	77%	68%	68%	72%	78%	72%
Other	5%	8%	8%	6%	8%	6%
Ethnicity 18+						
Hispanic	4%	5%	3%	4%	4%	4%
Non-Hispanic	96%	95%	97%	96%	96%	96%
Tenure						
Own	53%	56%	59%	56%	77%	56%
Rent	47%	44%	41%	44%	23%	44%
Units in Structure						
1 to 3	52%	---	53%	53%	72%	62%
4 or more	48%	---	47%	47%	28%	38%
Educational Attainment						
Less than a bachelor's	49%	---	32%	38%	21%	26%
Bachelor's or higher	51%	---	68%	62%	79%	74%
Income						
Under \$15,000	12%	8%	5%	9%	4%	4%
\$15,00 to \$25,000	13%	8%	5%	7%	4%	4%
\$25,000 to \$35,000	16%	9%	10%	10%	7%	10%
\$35,000 to \$50,000	14%	10%	15%	14%	11%	14%
\$50,000 to \$75,000	27%	28%	22%	20%	19%	22%
\$75,000 to \$100,000	9%	14%	15%	13%	16%	16%
\$100,000 +	8%	23%	28%	26%	39%	30%

APPENDIX B. WEIGHTED SURVEY RESPONDENT DEMOGRAPHICS

Length of Residency	
How many years have you lived in Oak Park?	Percent of Respondents
2 years or less	20%
3 to 5 years	15%
6 to 10 years	18%
11 to 20 years	18%
More than 20 years	29%
Total	100%

Area of Village			
Do you live north or south of Lake Street?	Percent of Respondents		
	North	South	Total
	40%	60%	100%

Area of Village			
Do you live east or west of East Avenue?	Percent of Respondents		
	East	West	Total
	44%	56%	100%

Housing Unit Type	
What best describes your home?	Percent of Respondents
One family house detached from any other houses	45%
A duplex or townhouse	7%
A building with two or three apartments or units	10%
A building with four or more apartments or units	37%
Other	1%
Total	100%

Tenure	
Do you rent or own your home?	Percent of Respondents
Rent	44%
Own	56%
Total	100%

Condominium			
Is this a condominium?	Percent of Respondents		
	Yes	No	Total
	13%	87%	100%

Household Size	
Including yourself, how many people live in your household?	Percent of Respondents
1 person	30%
2 people	30%
3 people	17%
4 people	15%
5 or more people	8%
Total	100%

Presence of Older Adult in Household			
Are you or any members of your household aged 65 or older?	Percent of Respondents		
	Yes	No	Total
	16%	84%	100%

Presence of Person with a Long-term Disability in Household				
Does any member of your household have a long-term disability?	Percent of Respondents			
	Yes	No	Don't know/Refused	Total
	9%	91%	0%	100%

Respondent Educational Attainment	
What is the highest degree or level of school you have completed?	Percent of Respondents
11 years, no diploma	1%
High school diploma	8%
Some college, no degree	12%
Associate degree (AA, AS)	5%
Bachelor's degree (BA, AB, BS)	31%
Graduate or professional degree	43%
Refused	0%
Total	100%

Household Income	
About how much do you anticipate your household's total income before taxes will be for 2004? Please stop me when I reach the appropriate category.	Percent of Respondents
less than \$15,000	4%
\$15,000 to less than \$25,000	3%
\$25,000 to less than \$35,000	8%
\$35,000 to less than \$50,000	12%
\$50,000 to less than \$75,000	19%
\$75,000 to less than \$100,000	14%
\$100,000 or more	26%
Refused	13%
Total	100%

Respondent Race	
What is your race?	Percent of Respondents
American Indian or Alaskan native	0%
Asian or Pacific Islander	2%
Black or African American	22%
White/Caucasian	71%
Other	4%
Refused	2%

**Total may exceed 100% as respondents could select more than one category.*

Respondent Ethnicity				
Are you Spanish/Hispanic/Latino?	Percent of Respondents			
	Yes	No	Don't know/Refused	Total
	3%	96%	1%	100%

Respondent Age	
In which category is your age?	Percent of Respondents
18-24 years	3%
25-34 years	20%
35-44 years	26%
45-54 years	22%
55-64 years	15%
65 years or older	13%
Refused	1%
Total	100%

Respondent Gender	
Respondent gender	Percent of Respondents
Male	45%
Female	55%
Total	100%

APPENDIX C. COMPARISON BY LOCATION

Overall quality of life in the Village of Oak Park		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue*	80	76
North of Lake Street, West of East Avenue	79	79
South of Lake Street, East of East Avenue	76	76
South of Lake Street, West of East Avenue	81	78

*Differences between survey years are statistically significant.

Overall quality of life in your neighborhood		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue*	80	66
North of Lake Street, West of East Avenue	82	82
South of Lake Street, East of East Avenue*	72	66
South of Lake Street, West of East Avenue*	80	75

*Differences between survey years are statistically significant.

Oak Park as a place to raise children		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue*	89	81
North of Lake Street, West of East Avenue*	86	82
South of Lake Street, East of East Avenue*	82	77
South of Lake Street, West of East Avenue*	86	81

*Differences between survey years are statistically significant.

Your neighborhood as a place to live		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue	80	NA
North of Lake Street, West of East Avenue	85	NA
South of Lake Street, East of East Avenue	75	NA
South of Lake Street, West of East Avenue	82	NA

*Differences between survey years are statistically significant. Note: none in this table.

Parking		
	Average Rating (100=Not a problem, 0=Extreme Problem)	
	2004	2000
North of Lake Street, East of East Avenue*	47	40
North of Lake Street, West of East Avenue*	45	37
South of Lake Street, East of East Avenue*	42	35
South of Lake Street, West of East Avenue*	42	33

**Differences between survey years are statistically significant.*

Traffic		
	Average Rating (100=Not a problem, 0=Extreme Problem)	
	2004	2000
North of Lake Street, East of East Avenue	58	59
North of Lake Street, West of East Avenue*	51	56
South of Lake Street, East of East Avenue*	59	63
South of Lake Street, West of East Avenue	55	56

**Differences between survey years are statistically significant.*

Noise		
	Average Rating (100=Not a problem, 0=Extreme Problem)	
	2004	2000
North of Lake Street, East of East Avenue*	75	71
North of Lake Street, West of East Avenue	74	75
South of Lake Street, East of East Avenue	72	72
South of Lake Street, West of East Avenue	72	72

**Differences between survey years are statistically significant.*

Run Down Houses and Buildings		
	Average Rating (100=Not a problem, 0=Extreme Problem)	
	2004	2000
North of Lake Street, East of East Avenue*	84	78
North of Lake Street, West of East Avenue	81	81
South of Lake Street, East of East Avenue*	79	77
South of Lake Street, West of East Avenue	82	81

**Differences between survey years are statistically significant.*

Graffiti		
	Average Rating (100=Not a problem, 0=Extreme Problem)	
	2004	2000
North of Lake Street, East of East Avenue*	85	81
North of Lake Street, West of East Avenue	83	80
South of Lake Street, East of East Avenue	81	81
South of Lake Street, West of East Avenue	85	83

**Differences between survey years are statistically significant.*

Police Department Services		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue	75	74
North of Lake Street, West of East Avenue	78	76
South of Lake Street, East of East Avenue	75	72
South of Lake Street, West of East Avenue	77	74

**Differences between survey years are statistically significant. Note: none in this table.*

Crime Prevention Services		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue	66	65
North of Lake Street, West of East Avenue	67	66
South of Lake Street, East of East Avenue	65	65
South of Lake Street, West of East Avenue	68	66

**Differences between survey years are statistically significant. Note: none in this table.*

Enforcement of Traffic Laws		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue	61	61
North of Lake Street, West of East Avenue	66	64
South of Lake Street, East of East Avenue	65	64
South of Lake Street, West of East Avenue*	63	59

**Differences between survey years are statistically significant.*

Fire Services		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue	83	80
North of Lake Street, West of East Avenue	83	85
South of Lake Street, East of East Avenue*	84	76
South of Lake Street, West of East Avenue	82	81

**Differences between survey years are statistically significant.*

EMS/Ambulance Services		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
North of Lake Street, East of East Avenue*	84	79
North of Lake Street, West of East Avenue	82	83
South of Lake Street, East of East Avenue*	83	77
South of Lake Street, West of East Avenue	83	81

**Differences between survey years are statistically significant.*

APPENDIX D. COMPARISON BY RACE

Overall quality of life in the Village of Oak Park		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
Non-Hispanic White	79	79
African American*	79	75
Other	78	77

**Differences between survey years are statistically significant.*

Overall quality of life in your neighborhood		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
Non-Hispanic White*	79	75
African American*	79	69
Other*	76	68

**Differences between survey years are statistically significant.*

Oak Park as a place to raise children		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
Non-Hispanic White*	85	80
African American*	88	84
Other*	84	79

**Differences between survey years are statistically significant.*

Your neighborhood as a place to live		
	Average Rating (100=Excellent, 0=Poor)	
	2004	2000
Non-Hispanic White	81	NA
African American	81	NA
Other	77	NA

**Differences between survey years are statistically significant. Note: none in this table.*

APPENDIX E. SURVEY RESULTS BY DEMOGRAPHIC SUBGROUPS

Quality of Life by Age, Gender, Housing Unit Type and Tenure					
		Overall quality of life in the Village of Oak Park?	Overall quality of your neighborhood	Your neighborhood as a place to live	Oak Park as a place to raise children
Age	18-24	83	83	87	80
	25-44	80	78	79	84
	45-64	79	78	82	87
	65+	78	81	82	87
Gender	Male	79	77	79	85
	Female	79	79	81	86
Housing unit type	1 to 3	81	80	83	87
	4 or more	76	75	76	82
Tenure	Own	80	80	83	87
	Rent	78	76	77	84

Gray shading indicates statistically significant differences between demographic subgroups.

Quality of Life by Race and Educational Attainment					
		Overall quality of life in the Village of Oak Park?	Overall quality of your neighborhood	Your neighborhood as a place to live	Oak Park as a place to raise children
Race	African American	79	79	81	88
	White/Caucasian	79	79	81	85
	Other	78	76	77	84
Educational Attainment	Less than Bachelor's degree	76	77	79	86
	Bachelor's degree or higher	80	79	81	85

Gray shading indicates statistically significant differences between demographic subgroups.

Quality of Life by Household Members					
		Overall quality of life in the Village of Oak Park?	Overall quality of your neighborhood	Your neighborhood as a place to live	Oak Park as a place to raise children
Are you or any members of your household aged 65 or older?	Yes	78	81	82	87
	No	79	78	80	85
Does any member of your household have a long-term disability?	Yes	75	76	78	88
	No	79	79	81	85

Gray shading indicates statistically significant differences between demographic subgroups. Note: none in this table.

Quality of Life by Household Income and Length of Residency					
		Overall quality of life in the Village of Oak Park?	Overall quality of your neighborhood	Your neighborhood as a place to live	Oak Park as a place to raise children
Household Income	Less than \$25,000	78	79	80	88
	\$25,000 or more	80	79	81	85
Length of Residency	2 years or less	79	77	79	83
	3 to 5 years	81	81	81	85
	6 to 10 years	80	80	80	87
	11 to 20 years	80	78	81	86
	More than 20 years	77	77	81	86

Gray shading indicates statistically significant differences between demographic subgroups.

Community Characteristics by Age and Gender						
	Age				Gender	
	18-24	25-44	45-64	65+	Male	Female
Sense of community	74	72	76	75	73	75
Overall appearance of Oak Park	81	82	78	80	80	80
Shopping opportunities in Oak Park	66	66	59	59	63	62
Access to buildings and services to individuals with disabilities	69	68	65	64	67	66
Quality of Cable television service	61	62	56	64	61	59
Interactions between people of different races	69	70	70	71	72	69
Openness and acceptance of the community towards people of diverse backgrounds	82	78	79	76	80	77

Gray shading indicates statistically significant differences between demographic subgroups. Note: none in this table.

Community Characteristics by Housing Unit Type and Tenure				
	Housing unit type		Tenure	
	1 to 3	4 or more	Own	Rent
Sense of community	76	70	75	72
Overall appearance of Oak Park	80	81	78	83
Shopping opportunities in Oak Park	60	66	58	69
Access to buildings and services to individuals with disabilities	67	66	63	70
Quality of Cable television service	60	60	57	63
Interactions between people of different races	71	67	72	68
Openness and acceptance of the community towards people of diverse backgrounds	81	73	82	74

Gray shading indicates statistically significant differences between demographic subgroups.

Community Characteristics by Race and Educational Attainment					
	Race			Educational Attainment	
	African American	White/Caucasian	Other	Less than Bachelor's degree	Bachelor's degree or higher
Sense of community	74	74	73	72	75
Overall appearance of Oak Park	81	80	83	82	79
Shopping opportunities in Oak Park	71	60	60	66	61
Access to buildings and services to individuals with disabilities	69	66	66	69	65
Quality of Cable television service	67	57	60	65	58
Interactions between people of different races	67	71	68	70	70
Openness and acceptance of the community towards people of diverse backgrounds	72	81	77	76	79

Gray shading indicates statistically significant differences between demographic subgroups.

Community Characteristics by Household Members				
	Are you or any members of your household aged 65 or older?		Does any member of your household have a long-term disability?	
	Yes	No	Yes	No
Sense of community	75	74	72	74
Overall appearance of Oak Park	80	80	81	80
Shopping opportunities in Oak Park	59	63	61	62
Access to buildings and services to individuals with disabilities	65	67	57	68
Quality of Cable television service	63	59	72	58
Interactions between people of different races	71	70	67	70
Openness and acceptance of the community towards people of diverse backgrounds	78	78	71	79

Gray shading indicates statistically significant differences between demographic subgroups.

Community Characteristics by Household Income and Length of Residency							
	Household Income		Length of Residency				
	Less than \$25,000	\$25,000 or more	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	More than 20 years
Sense of community	73	75	75	74	73	75	73
Overall appearance of Oak Park	83	80	83	83	78	78	78
Shopping opportunities in Oak Park	66	63	70	64	67	61	54
Access to buildings and services to individuals with disabilities	70	66	70	66	68	65	65
Quality of Cable television service	71	59	64	64	63	55	55
Interactions between people of different races	77	69	72	68	70	68	70
Openness and acceptance of the community towards people of diverse backgrounds	75	79	79	74	79	77	80

Gray shading indicates statistically significant differences between demographic subgroups.

Feelings of Safety by Age, Gender, Housing Unit Type and Tenure				
		Violent crimes such as rape and robbery	Property crimes such as burglary and theft	Fire
Age	18-24	79	74	88
	25-44	78	69	87
	45-64	77	70	88
	65+	79	75	90
Gender	Male	79	70	88
	Female	77	71	87
Housing unit type	1 to 3	77	68	89
	4 or more	80	75	86
Tenure	Own	77	68	89
	Rent	79	74	86

Gray shading indicates statistically significant differences between demographic subgroups.

Feelings of Safety by Race and Educational Attainment				
		Violent crimes such as rape and robbery	Property crimes such as burglary and theft	Fire
Race	African American	83	83	88
	White/ Caucasian	76	66	88
	Other	81	76	86
Educational Attainment	Less than Bachelor's degree	79	76	88
	Bachelor's degree or higher	77	68	88

Gray shading indicates statistically significant differences between demographic subgroups.

Feelings of Safety by Household Members				
		Violent crimes such as rape and robbery	Property crimes such as burglary and theft	Fire
Are you or any members of your household aged 65 or older?	Yes	79	74	89
	No	77	70	88
Does any member of your household have a long-term disability?	Yes	75	71	88
	No	78	70	88

Gray shading indicates statistically significant differences between demographic subgroups. Note: none in this table.

Feelings of Safety by Household Income and Length of Residency				
		Violent crimes such as rape and robbery	Property crimes such as burglary and theft	Fire
Household Income	Less than \$25,000	84	77	88
	\$25,000 or more	77	70	88
Length of Residency	2 years or less	80	77	89
	3 to 5 years	78	69	83
	6 to 10 years	81	72	88
	11 to 20 years	76	66	88
	More than 20 years	75	68	90

Gray shading indicates statistically significant differences between demographic subgroups.

Problems Facing Oak Park by Age and Gender							
	Age				Gender		
	18-24	25-44	45-64	65+	Male	Female	
Traffic in Oak Park	61	61	51	53	57	56	
Crime	71	66	62	65	66	64	
Drugs	65	68	63	63	69	62	
Graffiti	89	85	83	82	85	83	
Run down buildings and houses	88	82	81	81	84	80	
Noise	79	75	71	73	75	72	
Parking	37	46	42	39	47	40	

Gray shading indicates statistically significant differences between demographic subgroups.

Problems Facing Oak Park by Housing Unit Type and Tenure				
	Housing unit type		Tenure	
	1 to 3	4 or more	Own	Rent
Traffic in Oak Park	55	59	54	59
Crime	62	70	61	69
Drugs	64	68	63	69
Graffiti	83	85	82	87
Run down buildings and houses	80	85	78	86
Noise	73	73	71	75
Parking	47	37	46	40

Gray shading indicates statistically significant differences between demographic subgroups.

Problems Facing Oak Park by Race and Educational Attainment					
	Race			Educational Attainment	
	African American	White/Caucasian	Other	Less than Bachelor's degree	Bachelor's degree or higher
Traffic in Oak Park	69	53	60	63	54
Crime	77	61	69	70	63
Drugs	75	62	71	72	63
Graffiti	93	81	89	88	83
Run down buildings and houses	87	80	82	84	81
Noise	84	71	72	81	71
Parking	45	42	47	39	45

Gray shading indicates statistically significant differences between demographic subgroups.

Problems Facing Oak Park by Household Members				
	Are you or any members of your household aged 65 or older?		Does any member of your household have a long-term disability?	
	Yes	No	Yes	No
Traffic in Oak Park	54	57	52	57
Crime	65	65	69	64
Drugs	64	66	66	65
Graffiti	82	84	84	84
Run down buildings and houses	81	82	83	81
Noise	75	73	78	73
Parking	41	44	51	42

Gray shading indicates statistically significant differences between demographic subgroups.

Problems Facing Oak Park by Household Income and Length of Residency							
	Household Income		Length of Residency				
	Less than \$25,000	\$25,000 or more	2 years or less	3 to 5 years	6 to 10 years	11 to 20 years	More than 20 years
Traffic in Oak Park	60	56	60	60	58	54	52
Crime	70	64	71	69	66	60	61
Drugs	68	67	67	70	70	61	62
Graffiti	81	84	86	85	86	81	83
Run down buildings and houses	85	81	84	80	85	79	80
Noise	70	74	71	73	78	75	71
Parking	38	43	52	40	47	41	38

Gray shading indicates statistically significant differences between demographic subgroups.

APPENDIX F. COMPLETE SET OF SURVEY RESPONSES

Due to the length of the survey, some questions were cut after the first day of interviewing. These questions are not included in the following set of survey responses.

Question 2						
First I would like to ask you about the quality of life in Oak Park. How would you rate...? Would you say it is...	Percent of Respondents					Total
	Excellent	Good	Fair	Poor	Don't know/refused	
Overall quality of life in the Village of Oak Park	45%	49%	6%	1%	0%	100%
Overall quality of your neighborhood	45%	46%	8%	1%	0%	100%
Your neighborhood as a place to live	50%	43%	6%	1%	0%	100%
Oak Park as a place to raise children	57%	33%	4%	0%	6%	100%

Question 3						
Next I am going to ask you to rate several characteristics of the Village of Oak Park as a whole. Please tell me whether you think each is excellent, good, fair or poor. What about...? Would you say it is...	Percent of Respondents					Total
	Excellent	Good	Fair	Poor	Don't know/refused	
Sense of community	35%	52%	10%	2%	2%	100%
Overall appearance of Oak Park	46%	48%	5%	1%	0%	100%
Shopping opportunities in Oak Park	20%	51%	25%	3%	1%	100%
Access to buildings and services to individuals with disabilities	14%	44%	10%	2%	29%	100%
Quality of Cable television service	15%	36%	15%	7%	27%	100%
Interactions between people of different races	28%	54%	13%	2%	2%	100%
Openness and acceptance of the community towards people of diverse backgrounds	47%	41%	9%	2%	2%	100%
Ease of bicycle travel in Oak Park	16%	42%	22%	6%	14%	100%
Ease of walking in Oak Park	57%	37%	5%	0%	0%	100%
Ease of bus travel in Oak Park	14%	34%	17%	4%	31%	100%
Ease of rail/subway travel in Oak Park	62%	32%	2%	1%	3%	100%
Opportunities to attend cultural events in Oak Park	34%	49%	11%	2%	3%	100%

Question 4							
Now I am going to ask you how safe you feel from the following occurring to you in Oak Park. What about...? Would you feel very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, or very unsafe?	Percent of Respondents						Total
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know/refused	
Violent crimes such as rape and robbery	37%	47%	6%	7%	2%	1%	100%
Property crimes such as burglary and theft	26%	50%	7%	13%	4%	0%	100%
Fire	59%	33%	4%	2%	0%	1%	100%

Question 5							
I am going to read a list of possible problems in Oak Park. I would like you to tell me whether you think each is not a problem, a minor problem, a moderate problem, a major problem or an extreme problem. What about...? Would you say it is...	Percent of Respondents						Total
	Not a problem	A minor problem	A moderate problem	A major problem	An extreme problem.	Don't know/refused	
Traffic in Oak Park	17%	23%	35%	19%	6%	0%	100%
Crime	16%	33%	42%	5%	1%	2%	100%
Drugs	21%	28%	28%	6%	5%	12%	100%
Graffiti	50%	37%	10%	1%	1%	1%	100%
Run down buildings and houses	44%	41%	12%	2%	1%	0%	100%
Noise	36%	30%	26%	6%	2%	0%	100%
Parking	13%	12%	26%	31%	17%	1%	100%
Second hand smoke in public places	53%	30%	10%	3%	1%	2%	100%
Homelessness	28%	37%	25%	5%	2%	3%	100%
Disorderly youth	33%	36%	23%	4%	2%	2%	100%

Question 6							
In the last 12 months, about how many times, if ever, have you or other household members done the following things. How about...? Would you say...	Percent of Respondents						Total
	Once or never	Twice	3 to 12 times	13 to 26 times	More than 26 times	Don't know/refused	
Watched a Village Board meeting, other public meeting or program about village matters on Cable television	64%	9%	20%	4%	3%	1%	100%
Purchased an item other than food or groceries in Oak Park	9%	3%	30%	19%	38%	1%	100%
Purchased an item over the Internet	32%	8%	36%	12%	11%	1%	100%
Attended a meeting of local elected officials or other local public meeting	76%	10%	11%	2%	1%	0%	100%

Question 7						
Residents of Oak Park receive a variety of services from the Village of Oak Park. I'm now going to list a number of services provided by the Village. Please rate each of the services using the scale...	Percent of Respondents					Total
	Excellent	Good	Fair	Poor	Don't know/refused	
Police department services	39%	46%	7%	3%	6%	100%
Crime prevention services	21%	50%	15%	3%	11%	100%
Enforcement of traffic laws	22%	49%	15%	8%	6%	100%
Fire services	41%	41%	1%	0%	17%	100%
Emergency medical services/ambulances	40%	37%	2%	0%	21%	100%
Garbage collection	38%	49%	7%	4%	2%	100%
Recycling	41%	43%	9%	4%	4%	100%
Leaf collection	29%	47%	10%	2%	11%	100%
Yard waste pick-up	28%	46%	10%	3%	14%	100%
Water and sewer services	33%	54%	7%	1%	5%	100%
Street repair	13%	46%	29%	12%	1%	100%
Street cleaning	32%	56%	8%	3%	1%	100%
Snow removal	24%	48%	17%	5%	6%	100%
Street lighting	25%	58%	13%	3%	0%	100%
Sidewalk repair	16%	52%	23%	6%	2%	100%
Alley maintenance	13%	36%	25%	16%	10%	100%
Parking services	9%	31%	30%	24%	6%	100%
Shuttle bus / transit services	17%	36%	11%	2%	34%	100%
Care of trees along the parkways	33%	52%	11%	3%	1%	100%
Animal control	26%	48%	11%	4%	12%	100%
Public health services	21%	40%	6%	2%	32%	100%

Question 8						
Overall, how would you rate the quality of services provided by the Village of Oak Park?	Percent of Respondents					
	Excellent	Good	Fair	Poor	Don't know/refused	Total
	28%	64%	7%	1%	0%	100%

Question 9				
Have you had phone or in person contact with a Village of Oak Park employee within the last 12 months (including receptionists, inspectors, planners or any others)?	Percent of Respondents			
	Yes	No	Don't know/Refused	Total
	71%	29%	0%	100%

Question 10						
What was your impression of Village employees in your most recent contact? What about their...? Would you say that was...	Percent of Respondents					
	Excellent	Good	Fair	Poor	Don't know/refused	Total
	Employee's Knowledge	34%	48%	9%	8%	2%
Employee's Responsiveness	36%	41%	15%	7%	1%	100%
Employee's Courtesy	44%	39%	11%	6%	0%	100%
Employee's Overall impression	33%	48%	12%	7%	1%	100%

Question 11				
Have you had phone or in person contact with a Village of Oak Park Police officer or civilian employee of the police department within the last 12 months?	Percent of Respondents			
	Yes	No	Don't know/Refused	Total
	51%	49%	0%	100%

Question 12						
What was your impression of Village police department employees in your most recent contact? What about their...? Would you say that was...	Percent of Respondents					
	Excellent	Good	Fair	Poor	Don't know/refused	Total
	Police Knowledge	52%	37%	7%	3%	2%
Police Responsiveness	56%	34%	6%	4%	1%	100%
Police Courtesy	61%	30%	6%	2%	1%	100%
Police Overall impression	54%	36%	7%	2%	0%	100%

Question 13	
What, if any, suggestions or recommendations would you offer for improvement of the Village of Oak Park Police Department?	Percent of Respondents
Increase patrols and visibility	10%
Improve ordinance enforcement (traffic, noise, littering, et	6%
Improve parking	5%
Improve youth relations	4%
Increase diversity and reduce discrimination	3%
Improve communication and relationship with citizens	3%
Reduce crime	2%
Increase courtesy	2%
More community-oriented policing	2%
Improve hiring standards	2%
Better dispatch/improved responsiveness	1%
Better lighting in alleys and streets	1%
Better enforcement of drug laws	0%
Improve zoning/building permit process	0%
Other	5%
Can't think of anything	60%
Don't know	6%

Question 15							
I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with...	Percent of Respondents						Total
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/refused	
I am pleased with the overall direction that the Village of Oak Park is taking	17%	52%	11%	12%	6%	2%	100%
The Village of Oak Park government welcomes citizen involvement	19%	52%	11%	9%	5%	4%	100%

Question 16						
Constraints in federal, state and local funding may make it necessary to change some Village services. Please rate how important you think it is to have the Village of Oak Park provide each of the following services. The first is...Would you say it is...	Percent of Respondents					Total
	Essential	Very important	Somewhat important	Not at all important	Don't know/refused	
Alley reconstruction	15%	27%	47%	7%	3%	100%
Street resurfacing	20%	44%	34%	2%	1%	100%
Business retention, development and attraction	29%	43%	23%	4%	1%	100%
Police protection	59%	38%	3%	0%	0%	100%
Sidewalk replacement	15%	37%	43%	4%	1%	100%
Operation and creation of off-street parking	30%	38%	23%	8%	1%	100%
Fire and emergency medical assistance	56%	40%	3%	0%	0%	100%
Care of trees and landscaping in parkways	18%	42%	38%	2%	0%	100%
Snow plowing, street maintenance and cleaning	37%	51%	12%	0%	0%	100%
Public health services	32%	42%	21%	2%	3%	100%
Housing programs	21%	34%	31%	8%	6%	100%
Partner agencies that promote or support business, tourism, housing and the arts in Oak Park	17%	40%	38%	4%	1%	100%

Question 17					
When an existing homeowner's property taxes are reassessed in Cook County, how much, if any, additional tax revenue do you think is generated for the Village of Oak Park?	Percent of Respondents				
	A lot	Some	None	Don't know/refused	Total
	26%	47%	6%	21%	100%

Question 18						
Keeping up with increased expenses and providing quality services is becoming more and more difficult in Oak Park. To meet these challenges, to what extent would you support or oppose the following options. The first is...Would you..?	Percent of Respondents					Total
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know/refused	
Reduce services provided to residents	4%	22%	34%	36%	4%	100%
Increase property taxes in the Village of Oak Park	4%	18%	26%	49%	3%	100%
Increase fees and taxes other than those on property	9%	41%	25%	22%	3%	100%

Question 19				
Some say that Oak Park's efforts to promote racial and ethnic diversity have been largely achieved, and are no longer necessary. Some people say that it is vital for Oak Park to continue to work to promote racial and ethnic diversity in the village. What do you think? Is it...	Percent of Respondents			Total
	No longer necessary	Still needed	Don't know/refused	
	28%	69%	3%	100%

Question 20					
What effect has economic development had on the overall quality of life in Oak Park? Would you say those efforts generally have had...	Percent of Respondents				Total
	A positive effect	No effect	A negative effect	Don't know	
	71%	12%	11%	6%	100%

Question 21					
Some say economic development projects expand the tax base and minimize property taxes on residents. Some say that residential property values are driven down by economic development. Overall, what effect would you say economic development has had on residential property in Oak Park? Would you say in general that the effects have been...	Percent of Respondents				Total
	A positive effect	No effect	A negative effect	Don't know	
	58%	22%	10%	10%	100%

Question 22						
In general, how satisfied or dissatisfied are you with the Village of Oak Park's efforts to promote economic development within the Village?	Percent of Respondents					Total
	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know/refused	
	21%	53%	17%	6%	3%	100%

Question 23						
Please evaluate the following as sources of information about the Village of Oak Park. Do you get...of your information about the Village of Oak Park from...?	Percent of Respondents					Total
	A lot	Some	None	Don't know/refused		
Friends and neighbors	24%	53%	22%	1%	100%	
The Wednesday Journal	38%	31%	30%	1%	100%	
The Oak Leaves	43%	35%	21%	1%	100%	
The Village's OP/FYI newsletter and other village mailings	43%	45%	11%	1%	100%	
VOP-TV-6, the village access channel on cable television	10%	30%	59%	1%	100%	
Chicago newspapers	6%	42%	52%	0%	100%	
The Village of Oak Park Internet Site	8%	28%	62%	2%	100%	
Chicago radio or television	6%	36%	58%	0%	100%	

Question 24					
In general, how informed are you on what goes on in Oak Park?	Percent of Respondents				Total
	Very informed	Somewhat informed	Not very informed	Don't know/refused	
	21%	66%	13%	0%	

Question 25						
Please indicate the extent to which you would support or oppose the development of an Indoor Performing Arts Center in Oak Park.	Percent of Respondents					Total
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know/refused	
	34%	48%	10%	6%	3%	100%

Question 27	
How many years have you lived in Oak Park?	Percent of Respondents
2 years or less	20%
3 to 5 years	15%
6 to 10 years	18%
11 to 20 years	18%
More than 20 years	29%

Question 27	
How many years have you lived in Oak Park?	Percent of Respondents
Total	100%
Average years lived in Oak Park	14.94

Question 28				
	Percent of Respondents			
	North	South	Don't know/refused	Total
Do you live north or south of Lake Street?	40%	59%	2%	100%

Question 29				
	Percent of Respondents			
	East	West	Don't know/refused	Total
Do you live east or west of East Avenue?	41%	54%	5%	100%

Question 30	
What best describes your home? Is it a...	Percent of Respondents
One family house detached from any other houses	45%
A duplex or townhouse	7%
A building with two or three apartments or units	10%
A building with four or more apartments or units	37%
Other	1%
Total	100%

Question 31	
Do you rent or own your home?	Percent of Respondents
Rent	43%
Own	56%
Don't know/refused	0%
Total	100%

Question 32			
	Percent of Respondents		
	Yes	No	Total
Is this a condominium?	13%	87%	100%

Question 33	
Including yourself, how many people live in your household?	Percent of Respondents
1 person	30%
2 people	30%
3 people	17%
4 people	15%
5 or more people	8%
Total	100%
Average number of household members	2.69

Question 34				
Are you or any members of your household aged 65 or older?	Percent of Respondents			
	Yes	No	Don't know/Refused	Total
	16%	84%	0%	100%

Question 35				
Does any member of your household have a long-term disability?	Percent of Respondents			
	Yes	No	Don't know/Refused	Total
	9%	91%	0%	100%

Question 36	
What is the highest degree or level of school you have completed?	Percent of Respondents
11 years, no diploma	1%
High school diploma	8%
Some college, no degree	12%
Associate degree (AA, AS)	5%
Bachelor's degree (BA, AB, BS)	31%
Graduate or professional degree	43%
Refused	0%
Total	100%

Question 37	
About how much do you anticipate your household's total income before taxes will be for 2004? Please stop me when I reach the appropriate category.	Percent of Respondents
less than \$15,000	4%
\$15,000 to less than \$25,000	3%
\$25,000 to less than \$35,000	8%
\$35,000 to less than \$50,000	12%
\$50,000 to less than \$75,000	19%
\$75,000 to less than \$100,000	14%
\$100,000 or more	26%
Refused	13%
Total	100%

Question 38	
What is your race?	Percent of Respondents
American Indian or Alaskan native	0%
Asian or Pacific Islander	2%
Black or African American	22%
White/Caucasian	71%
Other	4%
Refused	2%

**Total may exceed 100% as respondents could select more than one category.*

Question 39				
	Percent of Respondents			
	Yes	No	Don't know/Refused	Total
Are you Spanish/Hispanic/Latino?	3%	96%	1%	100%

Question 40	
In which category is your age?	Percent of Respondents
18-24 years	3%
25-34 years	20%
35-44 years	26%
45-54 years	22%
55-64 years	15%
65 years or older	13%
Refused	1%
Total	100%

Question 41	
Respondent gender	Percent of Respondents
Male	45%
Female	55%
Total	100%

APPENDIX G. VERBATIM RESPONSES

Question 13: What, if any, suggestions or recommendations would you offer for improvement of the Village of Oak Park Police Department?

- ♦ Crack down on bike theft.
- ♦ Continue paying attention to youth needs.
- ♦ Leave the kids in the parks alone.
- ♦ Use blinkers when they are turning.
- ♦ There is a lot of congestion in the pilgrim church.
- ♦ A few more patrol men.
- ♦ They need to monitor Oak Park Avenue.
- ♦ Lighten up on the parking tickets.
- ♦ Maintain the level of diversity.
- ♦ More ethnic diversity.
- ♦ More parking spots.
- ♦ More adequate parking reserved for family members.
- ♦ Stay out of my business.
- ♦ Be more pro active.
- ♦ Improve traffic speed enforcement on Ridgeland.
- ♦ More parking.
- ♦ We need a new village board.
- ♦ Take smaller crimes more seriously.
- ♦ Give out less parking tickets overnight.
- ♦ Be more responsive to community needs.
- ♦ Improve village hall communication skills.
- ♦ Increase courtesy.
- ♦ Continue visible presence policing community.
- ♦ Walking the street.
- ♦ Better morality.
- ♦ Hire somebody with a brain.
- ♦ Be more objective and detached.
- ♦ They should step up and not just do what everyone else does.
- ♦ Expand the RBO program.
- ♦ Increase police coverage.
- ♦ Track down the allies more.
- ♦ Continue to visit the school kids in classes.
- ♦ Be more visible.
- ♦ Take calls a more seriously.
- ♦ Watch the EL's a little more carefully.
- ♦ Better traffic enforcement.
- ♦ More officers for neighborhood patrol.
- ♦ Enforcement of excessively barking dogs.
- ♦ Closely watch for people parking in disabled parking places.
- ♦ More sensitivity to our diversity.
- ♦ Implement a good website.
- ♦ Encourage a more polite service from the police department.
- ♦ More inclusive attitude.
- ♦ Increase surveillance.
- ♦ Stop racial stereotyping in police force.
- ♦ There was a woman in the village that got in a fight and when the police came they handled it extremely poorly, allowing the fight to continue.
- ♦ Stop targeting African Americans in traffic stops.
- ♦ Greater emphasis on patrols in the neighborhood.

- ◆ Resolve the parking of people who aren't residents of Oak Park.
- ◆ Give a break to local residents who get a ticket on the day they got divorced.
- ◆ More knowledgeable phone staff.
- ◆ The parking permit should be later than 9 pm.
- ◆ Patrol the alleys more because things get taken out of yards a lot.
- ◆ Don't decrease any services.
- ◆ Decrease response time for getting permits approved.
- ◆ Use sirens less frequently.
- ◆ Have newsletters with updates about issues.
- ◆ More visible beat cops.
- ◆ Enforce traffic laws (speeding, running stop signs, and turning right on red).
- ◆ Prevent more street crimes (hold ups, robberies, and rape).
- ◆ Don't sub-out parking or any other services.
- ◆ Listen to homeowners.
- ◆ Improve hiring standards.
- ◆ Lay off the teens.
- ◆ More visibility.
- ◆ More people on the streets.
- ◆ Pay them more money.
- ◆ Improve parking service.
- ◆ Extend parking overnight.
- ◆ Surveillance of problem areas.
- ◆ Repair alleys.
- ◆ Work with young people more.
- ◆ More police on the streets.
- ◆ Improve their discretion among people living in Oak Park.
- ◆ New manager.
- ◆ Be more attune to the people.
- ◆ More traffic control, there isn't any.
- ◆ Improve road conditions.
- ◆ Get out on bicycles more.
- ◆ More patrolling in Maddison Taylor.
- ◆ More bicycle patrols.
- ◆ More focus on crime prevention.
- ◆ More friendly policing of teenagers on streets.
- ◆ More diversity, majority of officers are white.
- ◆ More traffic control.
- ◆ Worry about more important things like crimes that hurt people.
- ◆ Control noise from cars and people walking and jogging in streets.
- ◆ Increase patrols east of Ridgeland.
- ◆ Improve responsiveness of beat officers.
- ◆ More aggressive on patrolling our division.
- ◆ Receive training on dealing with African American youth.
- ◆ Be more concerned about kids loitering.
- ◆ Get a handle on gang crime and disorderly youth.
- ◆ Do something about bicycle safety.
- ◆ Better lighting in the park.
- ◆ More courtesy.
- ◆ More visible presence.
- ◆ Improve awareness of their services.
- ◆ Strengthen community outreach.
- ◆ Have in service officers for parents of problematic adolescents.
- ◆ More community contact in non emergency situations.
- ◆ Put lights on dangerous corners.
- ◆ Controlling speed limit laws.

- ◆ Make some streets one way, making it harder to get away from the scene of a crime. Make it harder to drive around and crime rates will be lower.
- ◆ Pay more attention to people that come in with complaints.
- ◆ Easier accessible phone number, less automation.
- ◆ Would like them to call back because I was robbed and want to know what the situation is.
- ◆ More willingness to interact with the public.
- ◆ React to violent crimes and drugs rather than parking.
- ◆ Watch more for groups of kids who come into Oak Park from Chicago and cause problems.
- ◆ Be more courteous of minors.
- ◆ Be focused on crime and less on silly traffic infringements.
- ◆ Better follow ups, we had a crime committed against our son and there has been no follow-up.
- ◆ More traffic and speed limit enforcement.
- ◆ Find ways to communicate in a proactive way as opposed to a reactive way towards youth.
- ◆ More neighborhood police especially in alleyways. We have had a large amount of burglaries.
- ◆ There is a great despondency with what's tolerated on the edge of the city as opposed to the historic parts of the city. We are sort of left out and not given the same quality of service.
- ◆ Stop ticketing in private parking.
- ◆ Be more attentive to parking violations during school year.
- ◆ Stop putting tickets on wrong cars.
- ◆ Better phone service, non-emergency information oriented.
- ◆ More diversity.
- ◆ Improved courtesy.
- ◆ A larger police force.
- ◆ Stop targeting minority drivers.
- ◆ Lay off the parking tickets.
- ◆ More community exposure to help familiarize children with the police force.
- ◆ More policemen.
- ◆ Slow down police cars, they drive too fast on residential streets.
- ◆ Better qualified officers, too many scandals.
- ◆ Stop people who make right turns on red when it's posted not to.
- ◆ Quit issuing parking tickets and harassing tax payers, start working on crimes instead.
- ◆ Be more aware of traffic, noise, and illegal parking.
- ◆ Monitor parks more closely.
- ◆ Improve attitude.
- ◆ More patrol around neighborhoods.
- ◆ More police officers.
- ◆ More black police officers.
- ◆ Continue to recruit and retain fair and responsible officers in a diverse manner.
- ◆ More visibility in areas where reports are made.
- ◆ More carefully monitor the traffic laws.
- ◆ More patrolling because people are running stop signs.
- ◆ Increase the amount of times that you can park on the street during the course of the year.
- ◆ The dispatcher should have more courtesy when they take your calls.
- ◆ More visible neighborhood patrol.
- ◆ Diversity training for police.
- ◆ More patrols along the village parking lot adjacent to Main Street. More patrols in the southeast part of town day and night.
- ◆ I want to get my daughter fingerprinted. Do they do that?
- ◆ More traffic enforcement.
- ◆ More patrolling.
- ◆ Enforce speed limits in major areas.
- ◆ Better traffic enforcement.
- ◆ Diversity training for officers so they aren't just pulling over black motorists.
- ◆ Improve residential parking.
- ◆ Be more visible.
- ◆ More foot patrols.

- ◆ Patrol alleys at night more frequently.
- ◆ Improve interactions with youth.
- ◆ More friendly approach, they've become more business like lately.
- ◆ Improve neighborhood police attitude.
- ◆ Improve courtesy.
- ◆ Improve community relations with people of color.
- ◆ Better control of drug use and abuse in the south east side.
- ◆ Better control of people running stop signs, and speeding, specifically Greenfield and Lemoine, and around park area.
- ◆ Clamp down on the low lifes that comes in from Chicago.
- ◆ Lighten up the parking restrictions,
- ◆ Keep kids out that don't belong in the community.
- ◆ Forget about being politically correct.
- ◆ Expedite services.
- ◆ Do not be hesitant to address quality of life concerns.
- ◆ Be more visible.
- ◆ More visibility in neighborhood area.
- ◆ Improve street and alley maintenance.
- ◆ Citizens parking across side walks, in traffic lanes, and at currency exchange at Madison.
- ◆ More public exposure.
- ◆ Reduce crime.
- ◆ More presence in hot spots (Lake Street).
- ◆ Cut down on crime, especially property crime which is frequenting all areas of Oak Park.
- ◆ Need to enforce traffic speed limits.
- ◆ More proactive officer contact with neighborhood residents.
- ◆ Just get together to agree on planning.
- ◆ Should be more open to people, they don't want to talk.
- ◆ More policemen around this area, too many break-ins and stealing in this area.
- ◆ Patrol more nightly.
- ◆ Be more visible.
- ◆ More traffic signs, yield signs.
- ◆ Just keep it up, it's good enough.
- ◆ More foot patrols in the neighborhood.
- ◆ More general patrolling.
- ◆ More travel in the alleys at night.
- ◆ Be a more visible presence in the mall.
- ◆ More preventive policing.
- ◆ Stop ticketing condominium dwellers for parking on the street.
- ◆ Need a new police department.
- ◆ Police officers walking through the neighborhoods more often.
- ◆ Be more careful when people call about noise complaints.
- ◆ Better surveillance.
- ◆ Better traffic control.
- ◆ More police in the area by the lake street movie theater.
- ◆ Better enforcement of the parking regulations.
- ◆ More visibility.
- ◆ Employ more officers.
- ◆ Less parking tickets.
- ◆ More frequent observation of neighborhood side streets.
- ◆ Be more pro-active with noise control, parking, and speed limits.
- ◆ Concentrate on crime rather than other problems.
- ◆ Keep bicycles off the side walks.
- ◆ More police patrols on the southeast borders of Oak Park.
- ◆ More visibility, I never see any of them.
- ◆ Nothing you can do within the law, people can still stand on street corners and look for things to steal.

- ◆ Greater presence in north east Oak Park.
- ◆ I'm concerned about the speeding on the thru streets. Chicago Avenue, Ridgeland, Augusta, and division are particularly bad.
- ◆ Be faster when called.
- ◆ Better crime prevention.
- ◆ Make sure that they continue to serve the people.
- ◆ More drug prevention programs for teenagers.
- ◆ Concentrate more on crime instead of parking.
- ◆ More surveillance of the streets and alleys.
- ◆ More bike officers.
- ◆ A total revamping of the building system, it's a nightmare trying to get building permits.
- ◆ As far as I am concerned they are doing a good job.
- ◆ Worry more about crime instead of stopping people for traffic violations.
- ◆ After hours use of park by groups of noisy children should be curtailed.
- ◆ Community police needs to focus on high school area, because that's where the drug deals are.
- ◆ More enforcement of speed limits.
- ◆ Be more concerned to providing services for their community.
- ◆ Concerned about noise and the kids seem to group together.
- ◆ Be more strict about people driving.
- ◆ Better enforcement of no dogs allowed.
- ◆ More officers.
- ◆ Better communication between police and villagers.
- ◆ Be more aware of serious crimes like murder, rape, assault, etc. A lot of my neighbors have had things stolen out of garages. We've had 5 bicycles stolen.
- ◆ Change parking laws.
- ◆ Step up patrols of the south side between Roosevelt rd to Jackson.
- ◆ Be more reasonable in some situations.
- ◆ Pay less attention to people being a bad element in the community.
- ◆ Have independent audit services.
- ◆ Make a point of being positive about Oak Park.
- ◆ More beat officers actually walking or on bikes, especially around the eastern end of the village.
- ◆ Traffic enforcement of the left turn signs in front of our house. Parking is terrible in front of our house. Parking fines are too much, especially since we pay to park on our street. We forget to move the car but the city doesn't even clean the street when promised.
- ◆ Pay more attention to following up to a call. Take more details from a call.
- ◆ More police patrols in the evening. Patrol out of their cruiser and bikes.
- ◆ Police the neighborhood more often. Drive the car around the neighborhood.
- ◆ Have some kind of overnight parking that is easier than calling in.
- ◆ The no over night parking is good, but the five days of parking is not enough time for guests, there should be special provisions.
- ◆ Keep working on diversity, to diversities other than just African Americans. Improve diversity towards other cultures too.
- ◆ I think they're right on track.
- ◆ Patrol the alleys more.
- ◆ It needs to be an integrated force. I think they're very sensitive and supportive.
- ◆ More police on bikes.
- ◆ Have more programs for the youth.
- ◆ They should find something to do on Saturdays. They are over staffed.
- ◆ More patrolling.
- ◆ More foot patrol in early evening.
- ◆ They are good, they come fast.
- ◆ Input to the oak leaves for individual neighbors.
- ◆ Have foot patrol officers on the east end of Oak Park.
- ◆ Provide more bicycle cops.
- ◆ Police responsiveness is limited for minorities and teens. Be more aware of stereotypic expectations. Pay more attention to individual circumstances.

- ◆ Work on crime in major streets.
- ◆ Be more courteous.
- ◆ Watch out more at the southeast end of Oak Park.
- ◆ More personable and courteous parking officers. They respond quickly.
- ◆ Too much emphasis on parking tickets instead of moving violations.
- ◆ Do something about drug house in our neighborhood.
- ◆ Most of the crimes around here are crimes of opportunity. There's a lot of muggings and an awful lot of handguns here. At least once a week someone gets held up with a gun. We can't protect ourselves since we're not allowed to have handguns.
- ◆ Increase number of policemen walking around Oak Park.
- ◆ More presence as in previous years.
- ◆ Do something to keep the kids out of the area. When there are many kids coming from other areas it's hard to relax.
- ◆ Increase police presence along Austin corridor.
- ◆ Improve the commanding officers knowledge of what beat officers are doing.
- ◆ They are doing a real good job.
- ◆ The beat officers should be more visible in private homes.
- ◆ Stop building condos. Streets can't accommodate to rapid growth.
- ◆ Avoid racial profiling.
- ◆ More patrol in the crime areas specifically Austin.
- ◆ Have more police officers around the Austin area.
- ◆ All officers should know all the rules.
- ◆ Patrol at night for safety.
- ◆ Don't blame every problem on the dispatch.
- ◆ More street patrols.
- ◆ Teenagers walking down the street, kids playing basketball.
- ◆ Patrol kids after school.
- ◆ Stop speeders on my street, south home avenue.
- ◆ There are some major intersections where police officers could be parked to enforce stop signs where people don't stop.
- ◆ Have officers walking patrol in downtown area.
- ◆ Better traffic control on the street in front of our house, because of kids in the street.
- ◆ More community officers. It's a great concept and ours is excellent.
- ◆ Better solutions to the guest parking.
- ◆ Patrol on foot or bike during the night in certain areas, like parks especially in the summertime.
- ◆ Be more visible.
- ◆ Start a program that shows people how to install car seats.
- ◆ More patrols around the high school.
- ◆ Make parking permits available on the web.
- ◆ Actually show up for appointments. I had an appointment for crime prevention of my house but they didn't show up.
- ◆ Crack down on garage break-ins and theft.
- ◆ Be a little more responsive.
- ◆ More contact with the beat officer.
- ◆ Improve traffic conditions.
- ◆ Improve service to the community.
- ◆ Do something about absentee landlords.
- ◆ Biking the village.
- ◆ Better pay.
- ◆ Had an incident with a lost police report that they wouldn't look for and had to cause a scene.
- ◆ Be more knowledgeable.
- ◆ Reduce the size of the neighborhood.
- ◆ Watch all parts of Oak Park equally.
- ◆ Watch out for people from the west side of Chicago.
- ◆ Respond to complaints quicker.
- ◆ I think the crime comes in from Chicago.

- ◆ Improve impression of resident beat officers.
- ◆ Better in school program.
- ◆ I pay for parking and I expect to be able to park in my spot.
- ◆ Fine houses that are not kept up.
- ◆ More walk-around police officers.
- ◆ Conduct an inquiry without screaming.
- ◆ Review officers more often.
- ◆ Decide which 911 calls are more important.
- ◆ Extended parking hours.
- ◆ Set up cameras to track drug deals.
- ◆ New village attorney.
- ◆ Be more courteous.
- ◆ People ignore signs and speed limits and make illegal turns.
- ◆ More visibility.
- ◆ Improve living situations.
- ◆ Eliminate youth delinquent groups.
- ◆ Prevent high school kids from getting alcohol.
- ◆ Improve parking situations.
- ◆ Be more proactive and more assertive.
- ◆ Improve ticket writing.
- ◆ Make more accessible parking.
- ◆ Improve officer physical fitness.
- ◆ Do something for homeless people.
- ◆ Improve responsiveness.
- ◆ More beat officers walking around.
- ◆ More visible presence.
- ◆ Give tickets for littering from car.
- ◆ Treat everyone equally.
- ◆ Better control of the narcotic anonymous in southeast Oak Park.
- ◆ Start limiting section 13.
- ◆ More than 5 parking passes per calendar year.
- ◆ Enforce civil respect of others.
- ◆ More patrol by neighborhood officers.
- ◆ Better noise control.
- ◆ More traffic speed enforcement.
- ◆ Less tickets.
- ◆ Be more responsive to noise complaints.
- ◆ Better crime prevention measures.
- ◆ Have police all year around near Irving school.
- ◆ Be more visible.
- ◆ I have a problem with a walnut tree dropping walnuts over the sidewalk.
- ◆ Reduce high volume of traffic.
- ◆ Improve courtesy, and responsiveness. They have a lot of rude employees.
- ◆ Stop giving tickets to cars in front of their own homes.
- ◆ Better enforcement of the laws in the streets.
- ◆ Kick the unions out.
- ◆ They removed 2 mailboxes where I live, elderly people live here, and they can no longer get to a mailbox.
- ◆ Progress updates so people know what is happening.
- ◆ Be more aggressive about drugs especially along Austin blvd.
- ◆ Work on stopping vandalism.
- ◆ More lighting in alleys and streets.
- ◆ Be more professional and courteous.
- ◆ Ticket improperly parked cars more.
- ◆ Be involved in alleys.
- ◆ Better follow up.

- ◆ Change restriction on parking curfew to 11 pm.
- ◆ Keep area clean.
- ◆ More veterans.
- ◆ Don't jump to conclusions.
- ◆ Increase police coverage.
- ◆ Build a positive relationship with the young members of Oak Park.
- ◆ Control kids that are riding on the pedestrian sidewalks.
- ◆ Don't assume every call is the end of the western world.
- ◆ More parking spaces.
- ◆ New village president.
- ◆ More honesty regarding drugs and gangs in this village.
- ◆ Too much illegal parking, speeding and stop sign running.
- ◆ Better job of policing the village and crime.
- ◆ Establish neighborhood watch community based efforts.
- ◆ Be more aware of groups of teenagers wandering around town.
- ◆ Work more with the community watch system.
- ◆ Give more detail warnings and information about children.
- ◆ More advice given to people on how to prevent crime.
- ◆ Allow guests to park on streets again.
- ◆ Take cognizance of wishes and desires of zoning and what gets built. Citizens don't have input of what happens.
- ◆ Work on preventing petty theft.
- ◆ They are very polite.
- ◆ Parking and racial stuff is a weak point.
- ◆ Property taxes are too high.
- ◆ Better communication.
- ◆ Additional train station.
- ◆ Make police aware that they are there to serve the people, and not make arrests.
- ◆ Better enforcement of traffic laws in general.
- ◆ Get on people who let there homes deteriorate.
- ◆ Remove sex offenders from the police department.
- ◆ Better communication of when and why changes in parking occur.
- ◆ Improve responsiveness to prevention of property crimes. You inform police of the situation and they never show.
- ◆ Work on stopping the drug deals in the alleys at night.
- ◆ More border police, close to Austin.
- ◆ Dispatch system is poor, extremely bad response.
- ◆ More access.
- ◆ Citizens should feel like they listen to their input.
- ◆ More patrolling especially in the evening.

APPENDIX H. SURVEY INSTRUMENT

The instrument itself appears on the following pages. Due to the length of the survey, some questions were cut after the first day of interviewing. These questions are not included on the following instrument.

Village of Oak Park Community Survey

Final Draft: July 23, 2004

**Questions shaded grey have been added to the survey this year.
Items marked with an asterisk (*) appear on the NCS.**

TEXT IN CAPS IS USED AS INSTRUCTIONS OR CODES FOR THE INTERVIEWER. IT IS NOT TO BE READ ALOUD.

Hello, my name is _____ and I am calling on behalf of the Village of Oak Park. We are conducting a survey about the quality of local government services and the quality of life in Oak Park. You may have read about this official survey of the Village in the Village newsletter or in the local newspaper.

In order to keep our survey representative of Oak Park's population, I would like to speak to the adult member in your household who most recently had a birthday. (Year of birth is not to be considered as long as the person is 18 years or older.) Is that you? May I speak with that person, please?

[REPEAT FIRST PARAGRAPH IF THE BIRTHDAY PERSON IS NOT THE PERSON WHO ANSWERED THE PHONE.]

Your answers to this survey will be kept confidential, and reported in group form only.

1. Do you live within the village limits of Oak Park?

- 1. Yes
- 2. No [TERMINATE FROM SURVEY]
- 3. DON'T KNOW/NOT SURE/REFUSED [TERMINATE FROM SURVEY]

IF TERMINATED: Thank you but we are only surveying Oak Park residents.

2. First I would like to ask you about the quality of life in Oak Park. How would you rate [ROTATE A-D]? Would you say it is [READ SCALE]...

- a. the overall quality of life in the Village of Oak Park?*
- b. the overall quality of your neighborhood*
- c. your neighborhood as a place to live*
- d. Oak Park as a place to raise children*

[RE-READ SCALE AS NECESSARY]

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED [DO NOT READ]

3. Next I am going to ask you to rate several characteristics of the Village of Oak Park as a whole. Please tell me whether you think each is excellent, good, fair or poor. What about the [ROTATE A-L]? Would you say it is [READ SCALE]?

- a. Sense of community*
- b. Overall appearance of Oak Park*
- c. Shopping opportunities in Oak Park*
- d. Access to buildings and services to individuals with disabilities
- e. Quality of Cable television service
- f. Interactions between people of different races
- g. Openness and acceptance of the community towards people of diverse backgrounds*
- h. Ease of bicycle travel in Oak Park*
- i. Ease of walking in Oak Park*
- j. Ease of bus travel in Oak Park*

[RE-READ SCALE AS NECESSARY]

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED [DO NOT READ]

4. Now I am going to ask you how safe you feel from the following occurring to you in Oak Park. Please tell me if you say you feel very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, or very unsafe from....? [ROTATE A-C]?

- a. Violent crimes such as rape and robbery*
- b. Property crimes such as burglary and theft*
- c. Fire *

[RE-READ SCALE AS NECESSARY]

- 1. Very safe
- 2. Somewhat safe
- 3. Neither safe nor unsafe
- 4. Somewhat unsafe
- 5. Very unsafe
- 6. DON'T KNOW/REFUSED [DO NOT READ]

5. I am going to read a list of possible problems in Oak Park. I would like you to tell me whether you think each is not a problem, a minor problem, a moderate problem, a major problem or an extreme problem. What about... [ROTATE A-L]? Would you say it is [READ SCALE]?

- a. Traffic in Oak Park*
- b. Crime*
- c. Drugs*
- d. Graffiti*
- e. Run down buildings and houses*
- f. Noise*
- g. Parking
- h. Second hand smoke in public places
- i. Homelessness
- j. Disorderly youth
- k. Unsupervised youth
- l. Panhandling

[RE-READ SCALE AS NECESSARY]

- 1. Not a problem
- 2. A minor problem
- 3. A moderate problem
- 4. A major problem
- 5. An extreme problem.
- 6. DON'T KNOW/REFUSED

[DO NOT READ]

6. In the last 12 months, about how many times, if ever, have you or other household members done the following things? How about... [ROTATE A-D]? Would you say [READ SCALE]...

- a. Watched a Village Board meeting, other public meeting or program about village matters on Cable television*
- b. Purchased an item other than food or groceries in Oak Park
- c. Purchased an item over the Internet*
- d. Attended a meeting of local elected officials or other local public meeting*

[RE-READ SCALE AS NECESSARY]

- 1. Once or never
- 2. Twice
- 3. 3 to 12 times
- 4. 13 to 26 times
- 5. More than 26 times
- 6. DON'T KNOW/REFUSED

[DO NOT READ]

7. Residents of Oak Park receive a variety of services from the Village of Oak Park. I'm now going to list a number of services provided by the Village. Please rate each of the services using the scale [READ SCALE]]. [ROTATE BLOCKS OF ITEMS: 1) A-C, 2) D-E, 3) F-J, 4) K-P, 5) Q-T, 6) U-V

- a. Police department services*
- b. Crime prevention services*
- c. Enforcement of traffic laws*
- d. Fire services*
- e. Emergency medical services/ambulances*
- f. Garbage collection *
- g. Recycling
- h. Leaf collection
- i. Yard waste pick-up*
- j. Water and sewer services
- k. Street repair*
- l. Street cleaning*
- m. Snow removal*
- n. Street lighting*
- o. Sidewalk repair*
- p. Alley maintenance
- q. Parking services*
- s. Shuttle bus / transit services*
- t. Care of trees along the parkways
- u. Animal control*
- v. Public health services*

[RE-READ SCALE AS NECESSARY]

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED

[DO NOT READ]

8. Overall, how would you rate the quality of services provided by the Village of Oak Park?* [READ SCALE]

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED

[DO NOT READ]

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

- 1. Yes
- 2. No [SKIP TO 11]
- 3. DON'T KNOW/REFUSED [SKIP TO 11] [DO NOT READ]

10. What was your impression of Village employees in your most recent contact? What about their [ROTATE A-D]? Would you say that was [READ SCALE]?

- a. Knowledge*
- b. Responsiveness*
- c. Courtesy*
- d. Overall impression*

[RE-READ SCALE AS NECESSARY]

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED [DO NOT READ]

11. Have you had phone or in-person contact with a Village of Oak Park Police officer or civilian employee of the police department within the last 12 months?

- 1. Yes
- 2. No [SKIP TO Error! Reference source not found.]
- 3. DON'T KNOW/REFUSED [SKIP TO Error! Reference source not found.][DO NOT READ]

12. What was your impression of Village police department employees in your most recent contact? What about their [ROTATE A-D]? Would you say that was [READ SCALE]?

- a. Knowledge
- b. Responsiveness
- c. Courtesy
- d. Overall impression

[RE-READ SCALE AS NECESSARY]

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED [DO NOT READ]

13. What, if any, suggestions or recommendations would you offer for improvement of the Village of Oak Park Police Department?

1. CAN'T THINK OF ANYTHING
2. PLEASE SPECIFY
3. DON'T KNOW/REFUSED [DO NOT READ]

15. Next I am going to read two statements. I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each one. The first is [ROTATE A-B] [INDICATE IN DATASET WHICH ONE WAS ASKED FIRST]

- a. I am pleased with the overall direction that the Village of Oak Park is taking*
- b. The Village of Oak Park government welcomes citizen involvement*

[READ SCALE AS NECESSARY]

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. DON'T KNOW/REFUSED [DO NOT READ]

Next, I would like to get your opinion on some issues that are facing the Village of Oak Park.

16. Constraints in funding may make it necessary to modify some Village services.

Please rate how important you think it is to have the Village of Oak Park maintain each of the following services at least at current levels. Would you say each of the following is essential, very important, somewhat important or not at all important? The first is [ROTATE A-L]... The first is [ROTATE A-L]... Would you say it is [READ SCALE]?

- a. Alley reconstruction
- b. Street resurfacing
- c. Business retention, development and attraction
- d. Police protection
- e. Sidewalk replacement
- f. Operation and creation of off-street parking
- g. Fire and emergency medical assistance
- h. Care of trees and landscaping in parkways
- i. Snow plowing, street maintenance and cleaning
- j. Public health services
- k. Housing programs
- l. Partner agencies that promote or support business, tourism, housing and the arts in Oak Park

[RE-READ SCALE AS NECESSARY]

- 1. Essential
- 2. Very important
- 3. Somewhat important
- 4. Not at all important
- 5. DON'T KNOW/REFUSED [DO NOT READ]

17. When an existing homeowner's property taxes are reassessed in Cook County, how much, if any, additional tax revenue do you think is generated for the Village of Oak Park?

- 1. A lot
- 2. Some
- 3. None
- 4. DON'T KNOW/REFUSED [DO NOT READ]

18. Keeping up with increased expenses and providing quality services is becoming more and more difficult in Oak Park. To meet these challenges, would you say that you strongly support, somewhat support, somewhat oppose or strongly oppose the following options. The first is... [ROTATE A-C]. Would you [READ SCALE]?

- a. Reduce services provided to residents
- b. Increase property taxes in the Village of Oak Park
- c. Increase fees and taxes other than those on property

- 1. Strongly support
- 2. Somewhat support
- 3. Somewhat oppose
- 4. Strongly oppose
- 5. DON'T KNOW/REFUSED

[DO NOT READ]

19. [ROTATE 19A-19B] [INDICATE IN DATSET WHICH ONE WAS ASKED FIRST] What do you think? Is it... [READ SCALE]

- a. Some say that Oak Park's efforts to promote racial and ethnic diversity have been largely achieved, and are no longer necessary.
- b. Some people say that it is vital for Oak Park to continue to work to promote racial and ethnic diversity in the village.

- 1. No longer necessary
- 2. Still needed
- 3. DON'T KNOW/REFUSED

[DO NOT READ]

20. What effect has economic development had on the overall quality of life in Oak Park? Would you say those efforts generally have had a [READ SCALE]

- 1. A positive effect
- 2. No effect
- 3. A negative effect
- 4. DON'T KNOW

[DO NOT READ]

21. [ROTATE 20A-20B] [INDICATE IN DATSET WHICH ONE WAS ASKED FIRST] Overall, what effect would you say economic development has had on residential property in Oak Park? Would you say in general that the effects have had... [READ SCALE]?

- a. Some say economic development projects expand the tax base and minimize property taxes on residents.
- b. Some say that residential property values are driven down by economic development.

- 1. A positive effect
- 2. No effect
- 3. A negative effect
- 4. DON'T KNOW

[DO NOT READ]

22. In general, how satisfied or dissatisfied are you with the Village of Oak Park's efforts to promote economic development within the Village? Would you say [READ SCALE]?

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. DON'T KNOW/REFUSED [DO NOT READ]

23. Please evaluate the following as sources of information about the Village of Oak Park. Do you get a lot, some or none of your information about the Village of Oak Park from... [ROTATE A-H]?

- a. Friends and neighbors
- b. The Wednesday Journal
- c. The Oak Leaves
- d. The Village's OP/FYI newsletter and other village mailings
- e. VOP-TV-6, the village access channel on cable television
- f. Chicago newspapers
- g. The Village of Oak Park Internet Site
- h. Chicago radio or television

[RE-READ SCALE AS NECESSARY]

1. A lot
2. Some
3. None
4. DON'T KNOW/REFUSED [DO NOT READ]

24. In general, how informed are you on what goes on in Oak Park? Do you feel... [READ SCALE]?

1. Very informed
2. Somewhat informed
3. Not very informed
4. DON'T KNOW/REFUSED [DO NOT READ]

25. Please indicate the extent to which you would support or oppose the development of an Indoor Performing Arts Center in Oak Park. Would you [READ SCALE]?

1. Strongly support
2. Somewhat support
3. Somewhat oppose
4. Strongly oppose
5. DON'T KNOW/REFUSED [DO NOT READ]

DEMOGRAPHIC QUESTIONS

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.

27. How many years have you lived in Oak Park? [ENTER "0" IF LESS THAN 6 MONTHS. ENTER "1" IF 6 TO 12 MONTHS]

_____ years
999. DON'T KNOW/REFUSED

28. Do you live north or south of Lake Street?

1. North
2. South
3. DON'T KNOW/REFUSED [DO NOT READ]

29. Do you live east or west of East Avenue?

1. East
2. West
3. DON'T KNOW/REFUSED [DO NOT READ]

30. What best describes your home? Is it a... [READ LIST]

1. One family house detached from any other houses
2. A duplex or townhouse
3. A building with two or three apartments or units
4. A building with four or more apartments or units
5. Other [SPECIFY] [DO NOT READ]
6. DON'T KNOW/REFUSED [DO NOT READ]

31. Do you rent or own your home?

1. RENT
2. OWN
3. DON'T KNOW/REFUSED [DO NOT READ]

32. Is this a condominium?

1. Yes
2. No
3. DON'T KNOW/REFUSED [DO NOT READ]

33. Including yourself, how many people live in your household? [IF 1 OR 99, SKIP TO Error! Reference source not found.]

_____ people
99. DON'T KNOW/REFUSED

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

1. Yes
2. No
3. DON'T KNOW/REFUSED [DO NOT READ]

35. Does any member of your household have a long-term disability?

1. Yes
2. No
3. DON'T KNOW/REFUSED [DO NOT READ]

36. What is the highest degree or level of school you have completed? [READ SCALE]

1. 11 years, no diploma
2. High school diploma
3. Some college, no degree
4. Associate degree (AA, AS)
5. Bachelor's degree (BA, AB, BS)
6. Graduate or professional degree
7. REFUSED

37. About how much do you anticipate your household's total income before taxes will be for 2004? Please stop me when I reach the appropriate category. [READ LIST]

1. less than \$15,000
2. \$15,000 to less than \$25,000
3. \$25,000 to less than \$35,000
4. \$35,000 to less than \$50,000
5. \$50,000 to less than \$75,000
6. \$75,000 to less than \$100,000
7. \$100,000 or more
8. REFUSED [DO NOT READ]

38. What is your race? [READ LIST] [PROBE] [CHECK ALL THAT APPLY.]

1. American Indian or Alaskan native
2. Asian or Pacific Islander
3. Black or African American
4. White/Caucasian
5. Other
6. REFUSED [DO NOT READ]

[HISPANIC/SPANISH/LATINO ORIGIN IS ASKED SEPARATELY FROM THE RACE QUESTION, AS THIS IS HOW THE US CENSUS BUREAU CLASSIFIES RACE AND ETHNICITY.]

39. Are you Spanish/Hispanic/Latino?

1. Yes
2. No
3. DON'T KNOW/REFUSED [DO NOT READ]

40. In which category is your age? [READ LIST]

1. 18-24 years
2. 25-34 years
3. 35-44 years
4. 45-54 years
5. 55-64 years
6. 65 years or older
7. REFUSED [DO NOT READ]

Thank you very much for completing this survey. Your opinions and feedback are appreciated.

41. Respondent gender. [DO NOT ASK, RECORD SEX HERE:]

1. MALE
2. FEMALE