



# VILLAGE OF OAK PARK, IL 2008



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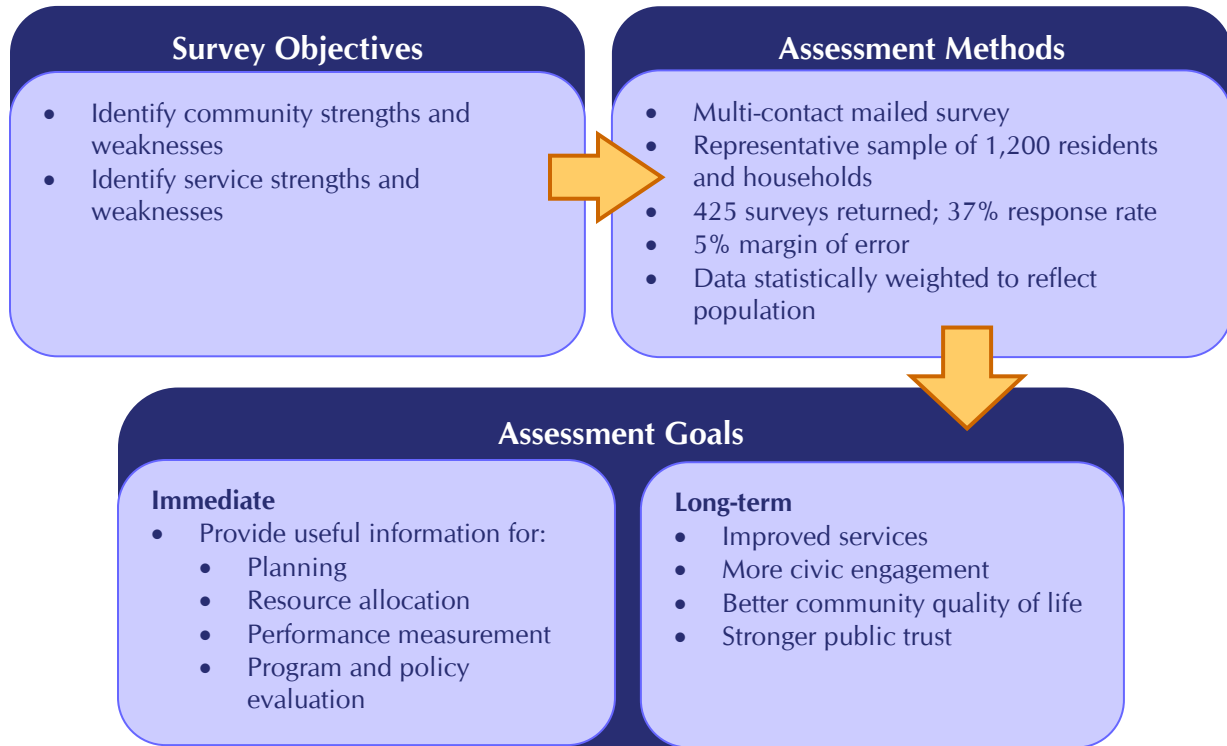
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## SURVEY BACKGROUND

### ABOUT THE NATIONAL CITIZEN SURVEY™

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

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



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

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



*Note: not all areas necessarily selected by Oak Park.*

The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 425 completed surveys were obtained, providing an overall response rate of 37%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

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

through a variety of options including list add-on options crosstabulation of results and several policy questions.

## UNDERSTANDING THE RESULTS

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

### Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional confidence level, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the estimates made from the survey results. The confidence interval for the Village of Oak Park survey is no greater than plus or minus five percentage points around any given percent reported for the entire sample (425 completed surveys). A 95% confidence interval indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. For example, if 75% of residents rate a service as "excellent" or "good," then the 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 70% and 80%.

### Comparing Survey Results

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

### Interpreting Comparisons to Previous Years

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

In Oak Park, citizen survey data were collected by phone in 2000 and 2004. In 2008, the data collection method switched from phone to mail – to save costs, gather more candid feedback and avoid annoying residents with unexpected phone calls. As a consequence, a decline in ratings was expected and observed for nearly all evaluative questions. Because there are phone results from previous administrations to compare to the mail survey administration in 2008, the approximate amount of decline can be calculated for the switch from phone to mail. NRC has taken those

differences between phone and mail applied them to the 2000 and 2004 findings. This way, the reported results for 2008 are not influenced by the decline that is attributable to the change in data collection mode from phone to mail.

While the adjusted 2008 findings control for the expected change from phone to mail data collection, there remains some uncertainty in the precision of the findings due to sampling error associated not only with this administration but also with the adjustments that we made in the 2000 and 2004 data. Because of this uncertainty, NRC recommends that the change in ratings or reported behaviors be viewed with caution, understanding that when data collection method changes, there will be more instability in the comparisons of years where data were collected by one mode (telephone) to the most recent year when the data collection mode changed (to mail).

Consequently, we suggest that differences between 2008 results and those of 2004 or 2000 of 10 percentage points or less, be considered no real change. Only when findings exceed 10 points, should you explore what real events, policies or programs may be responsible for the shift.

### **Benchmark Comparisons**

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The Village of Oak Park chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Village of Oak Park Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, the Village of Oak Park results were noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of the Village of Oak Park's rating to the benchmark.

### **"Don't Know" Responses and Rounding**

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

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

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

## EXECUTIVE SUMMARY

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

Most residents experience a good quality of life in the Village of Oak Park and believe the Village is a good place to live. The overall quality of life in the Village of Oak Park was rated as “excellent” or “good” by 89% of respondents. A majority report they plan on staying in the Village of Oak Park for the next five years.

A variety of characteristics of the community were evaluated by those participating in the study. The four receiving the most favorable ratings were ease of rail or subway travel in Oak Park, overall appearance of Oak Park, ease of walking in Oak Park and openness and acceptance of the community towards people of diverse backgrounds. The three characteristics receiving the least positive ratings were availability of affordable quality housing, amount of public parking and employment opportunities.

Many of the community characteristics rated were able to be compared to the benchmark database. Of the 25 characteristics for which comparisons were available, 18 were above the benchmark comparison, four were similar to the benchmark comparison and three were below.

Residents in the Village of Oak Park were somewhat civically engaged. While only 30% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 92% had provided help to a friend or neighbor. About half had volunteered their time to some group or activity in the Village of Oak Park.

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

On average, residents gave generally favorable ratings to most of local government services. Many of the Village services rated were able to be compared to the benchmark database. Of the 32 services for which comparisons were available, 23 were above the benchmark comparison, six were similar to the benchmark comparison and three were below.

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

- Code enforcement
- Sewer services
- Public information services

Of these services, those deserving the most attention may be those that have experienced declining ratings over time or those that were below or similar to the benchmark comparisons. For Oak Park, sewer services, while stable over time, was rated as similar to the benchmark. For two services (code enforcement and public information services), the Village of Oak Park is above the benchmark and should continue to ensure high quality performance.



## COMMUNITY RATINGS

### OVERALL COMMUNITY QUALITY

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

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

Overall community quality was compared to survey data from previous years. Average ratings were computed for the previous years’ data to make comparison easier. Trends from 2000 to 2008 were generally stable.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

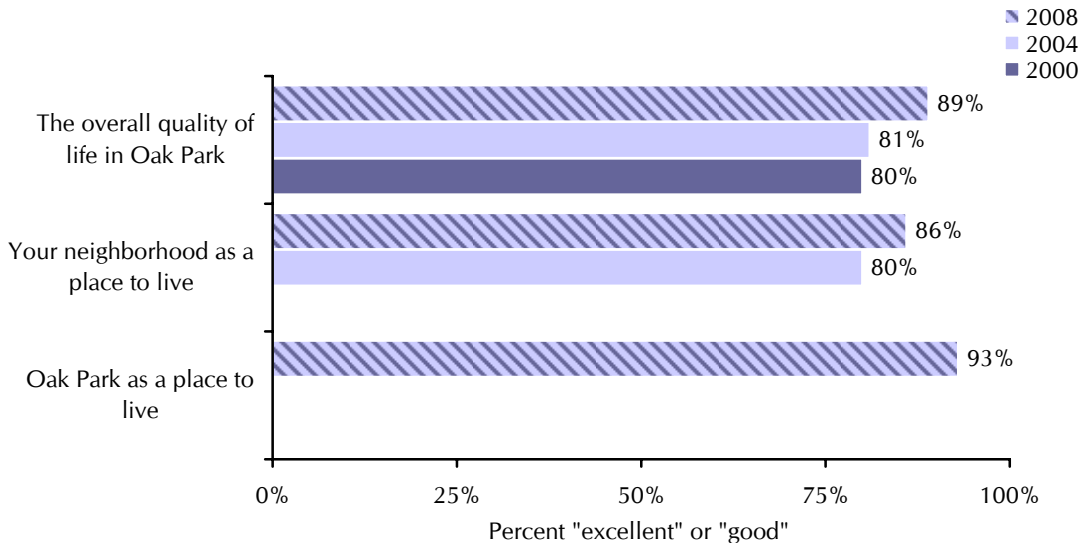


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

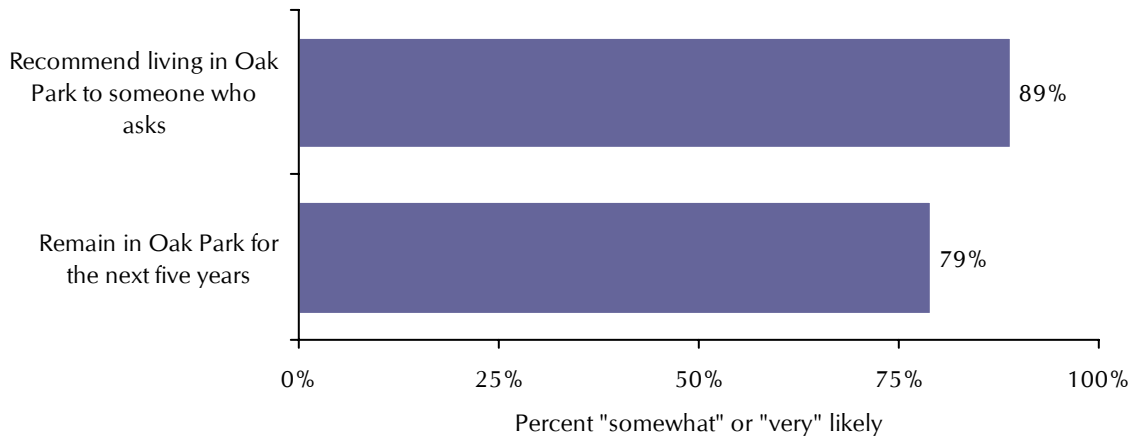


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

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

## COMMUNITY DESIGN

### Transportation

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

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

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

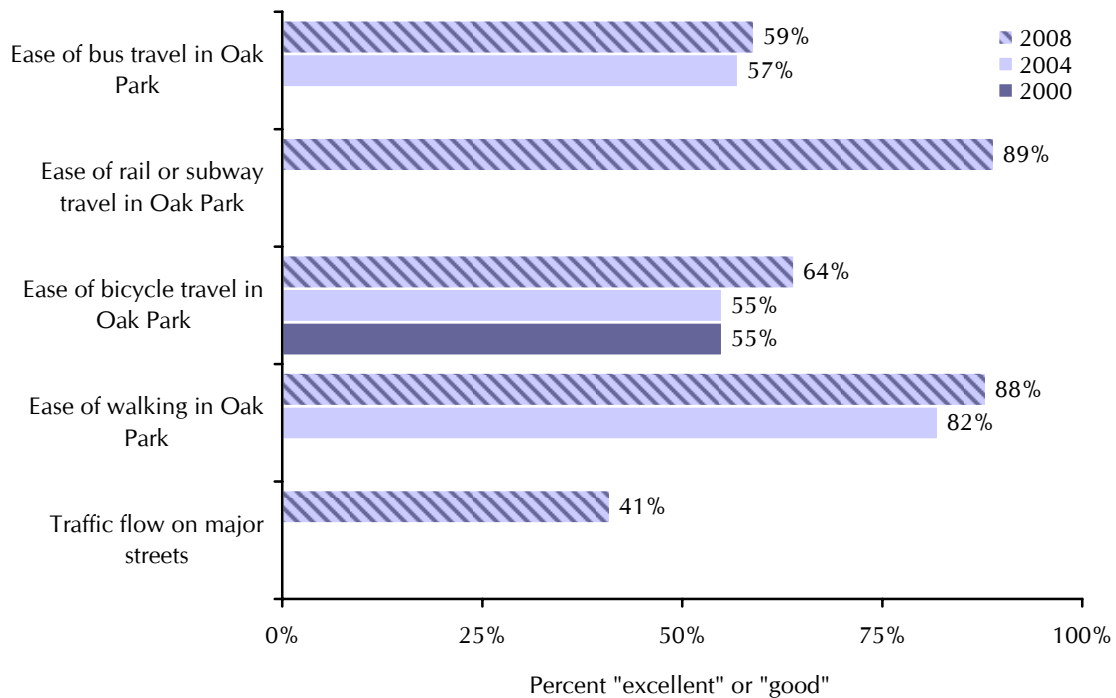


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

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

Seven transportation services were rated in Oak Park. As experienced in most communities across America, ratings tended to be a mix of positive and negative. Street cleaning, street lighting, sidewalk maintenance and bus or transit services were above the benchmark, street repair and the amount of public parking were below the benchmark and snow removal was similar to the benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

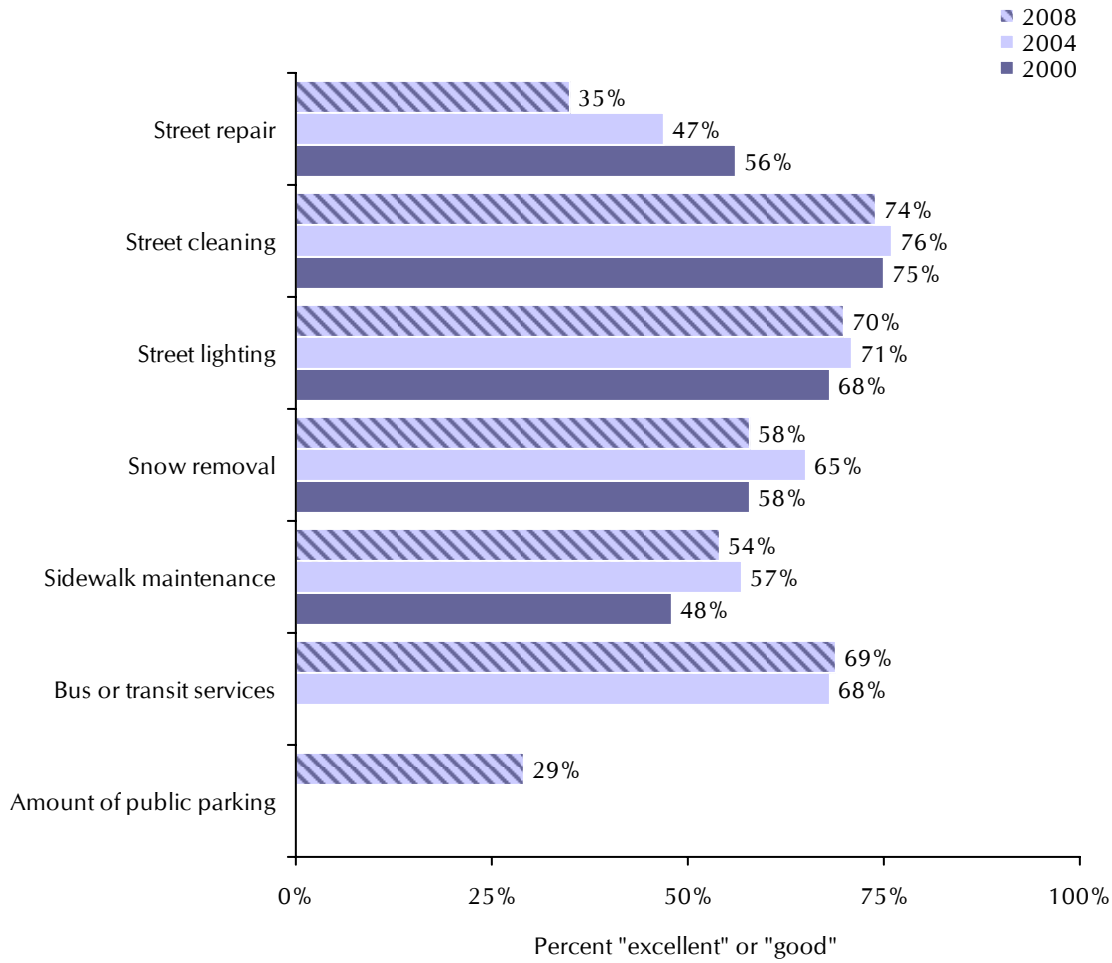


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair /maintenance	Below
Street cleaning	Above
Street lighting	Above
Snow removal	Similar
Sidewalk maintenance	Above
Bus or transit services	Above
Amount of public parking	Below

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 26% of work commute trips were made by transit, 4% by bicycle and 5% by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS

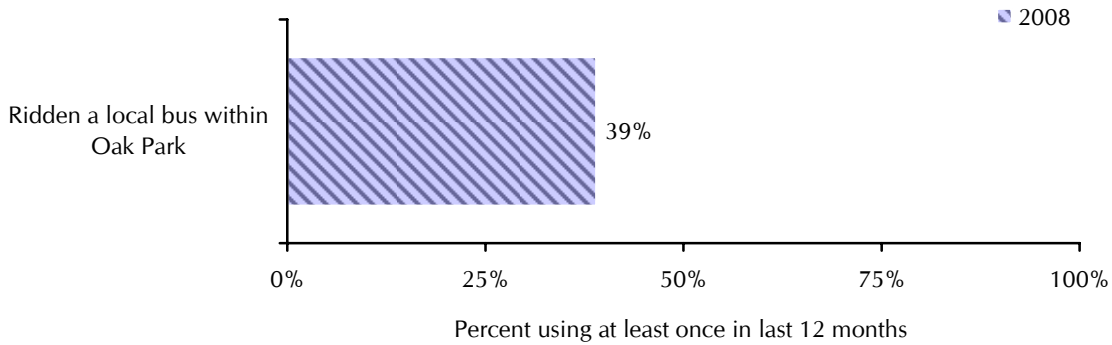
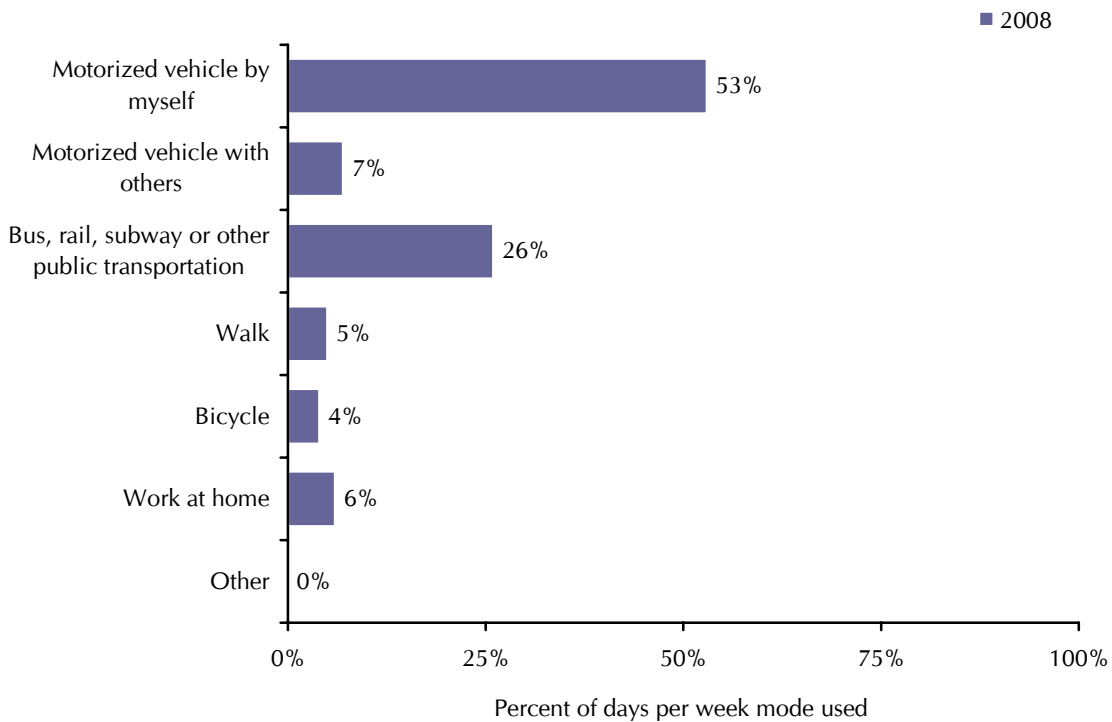


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

Comparison to benchmark	
Ridden a local bus within Oak Park	Above

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE



## Housing

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

The survey of the Village of Oak Park residents asked respondents to reflect on the availability of affordable housing. The availability of affordable housing was rated as “excellent” or “good” by 33% of respondents. The rating of perceived affordable housing availability in the Village of Oak Park was similar to comparison jurisdictions.

FIGURE 13: RATINGS OF HOUSING IN COMMUNITY

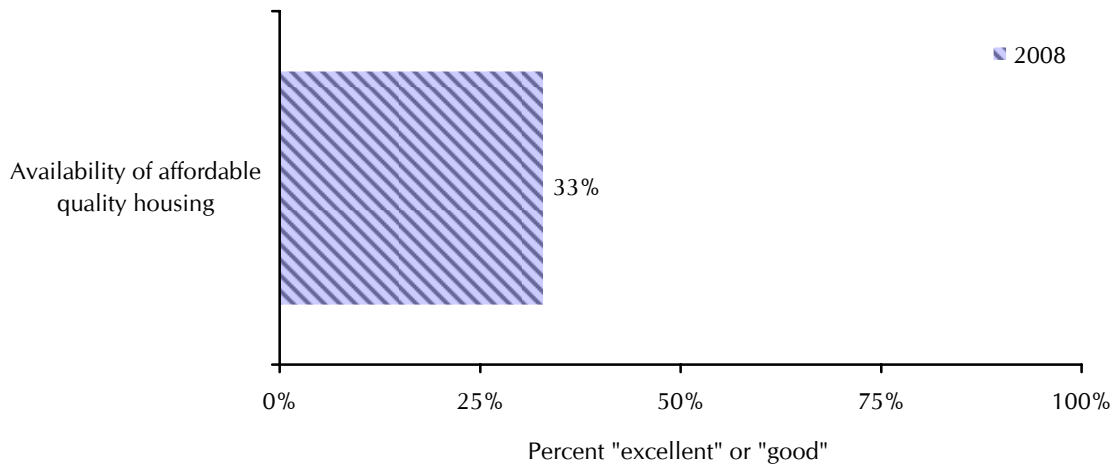


FIGURE 14: HOUSING CHARACTERISTICS BENCHMARKS

Comparison to benchmark	
Availability of affordable quality housing	Similar

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

FIGURE 15: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"

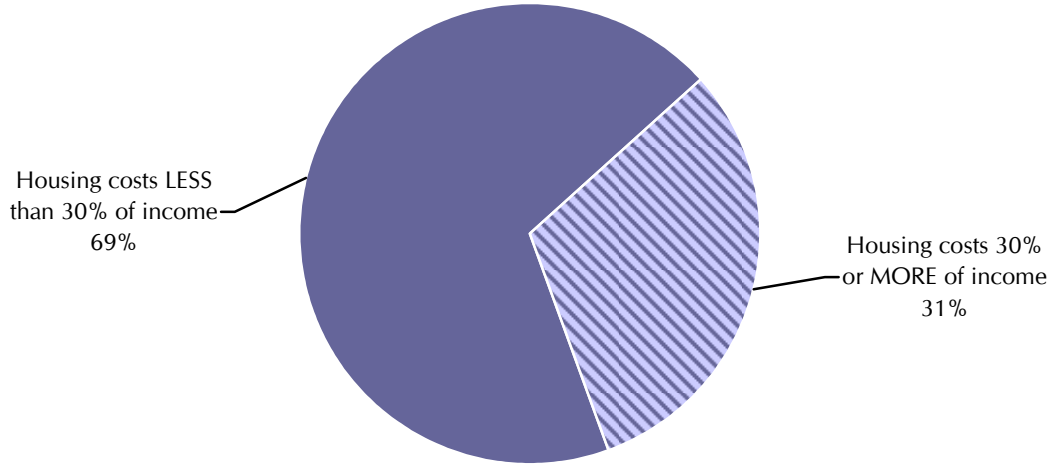


FIGURE 16: HOUSING COST BENCHMARK

Housing Costs Benchmarks	
	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	Below

## Land Use and Zoning

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

The overall quality of new development in the Village of Oak Park was rated as "excellent" or "good" by 47% of respondents. The overall appearance of Oak Park was rated as "excellent" or "good" by 89% of respondents and was higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the Village of Oak Park, 75% thought they at least a "minor" problem. The services of code enforcement and animal control were rated above the benchmark and the service of land use planning was rated similar to the benchmark. Ratings for animal control showed an upward pattern when compared to past years; comparisons by year were not available for land use planning and code enforcement.

FIGURE 17: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

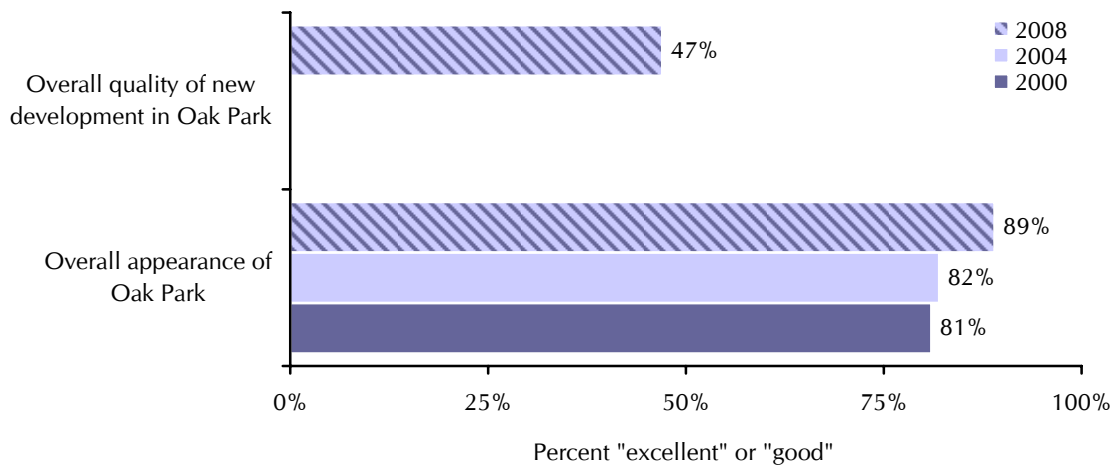


FIGURE 18: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in Village	Below
Overall appearance of Oak Park	Above



FIGURE 19: RATINGS OF POPULATION GROWTH

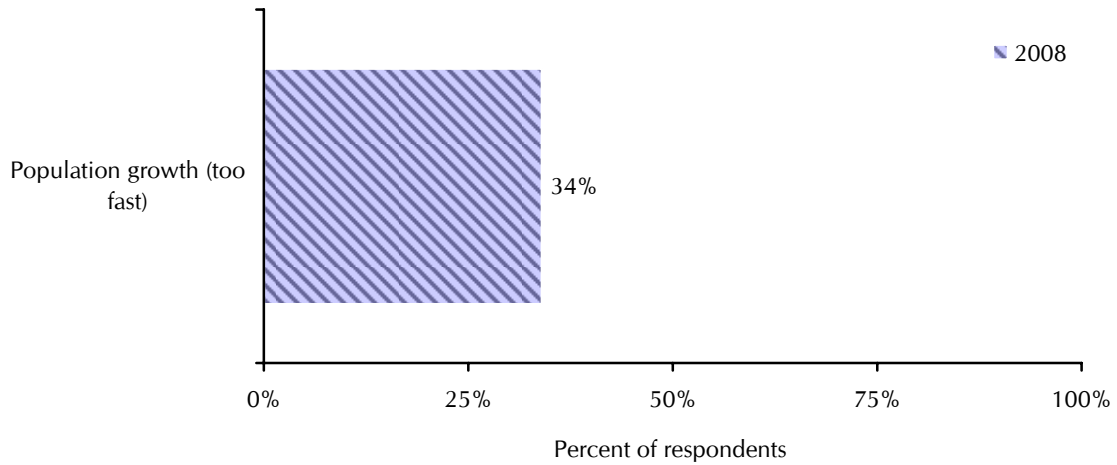


FIGURE 20: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Below

FIGURE 21: RATINGS OF NUISANCE PROBLEMS

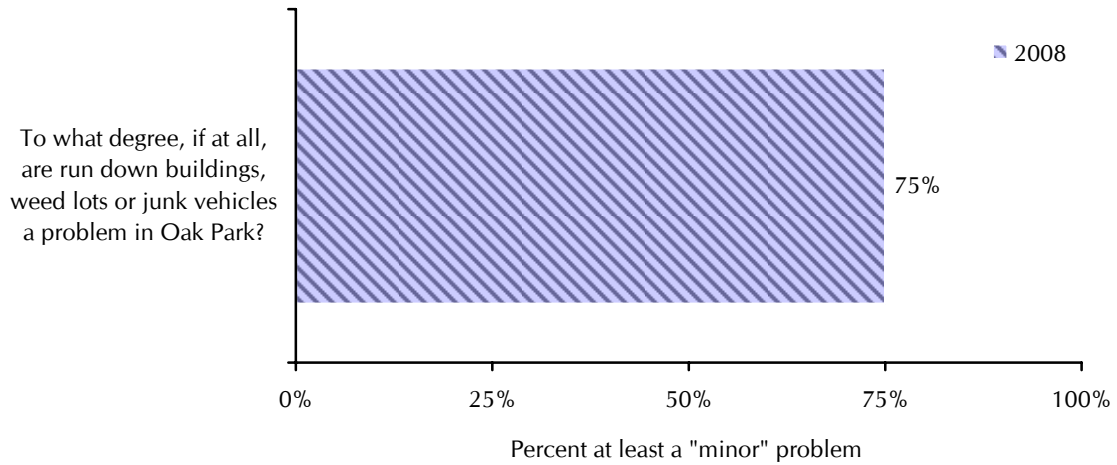


FIGURE 22: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

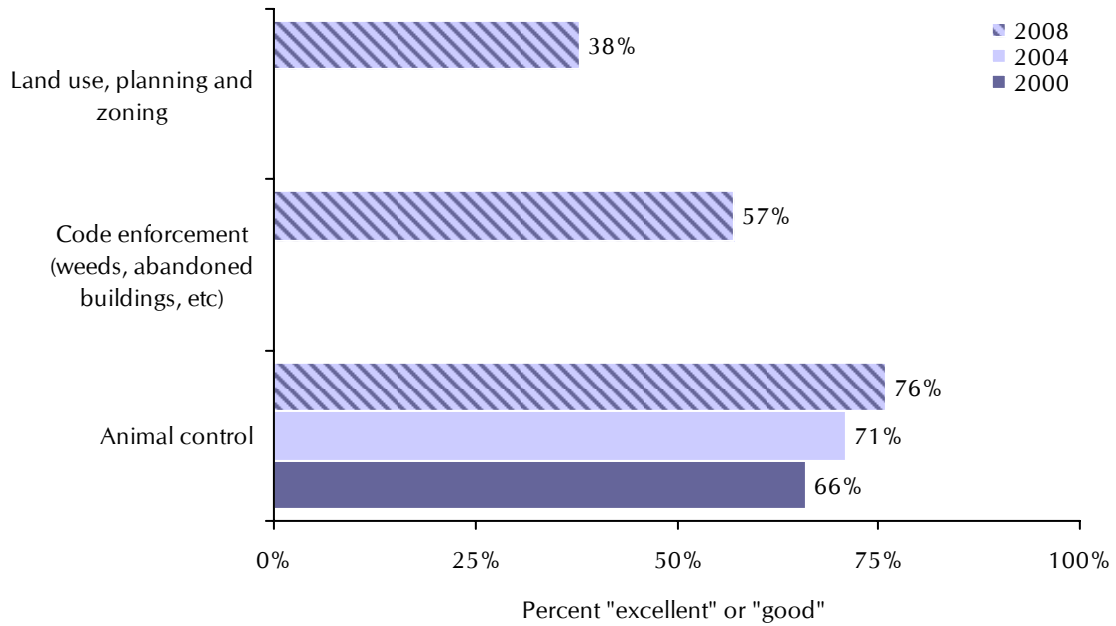


FIGURE 23: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

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

## ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

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

FIGURE 24: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

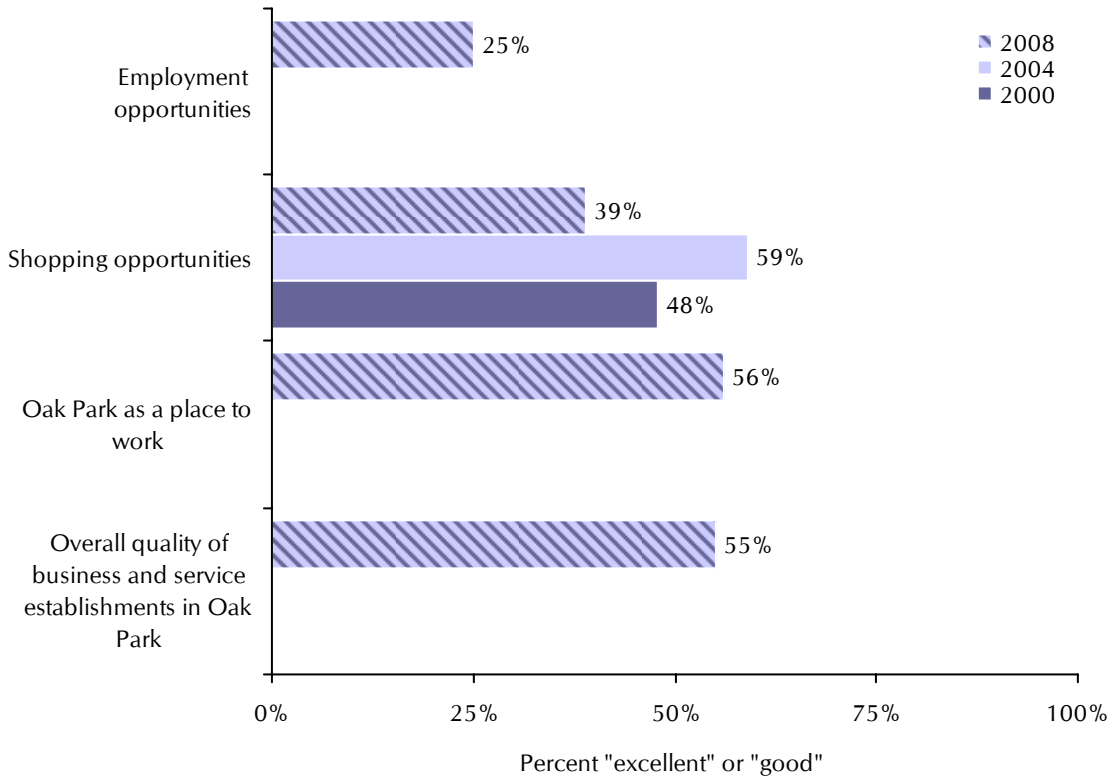


FIGURE 25: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Similar
Shopping opportunities	Below
Place to work	Similar
Overall quality of business and service establishments in Oak Park	Similar

Residents were asked to evaluate the speed of jobs growth and retail growth on scale from “much too slow” to “much too fast.” When asked about the rate of job growth in Oak Park, 77% responded that it was “too slow,” while 6% reported the retail growth as “too slow” in Oak Park.

FIGURE 26: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

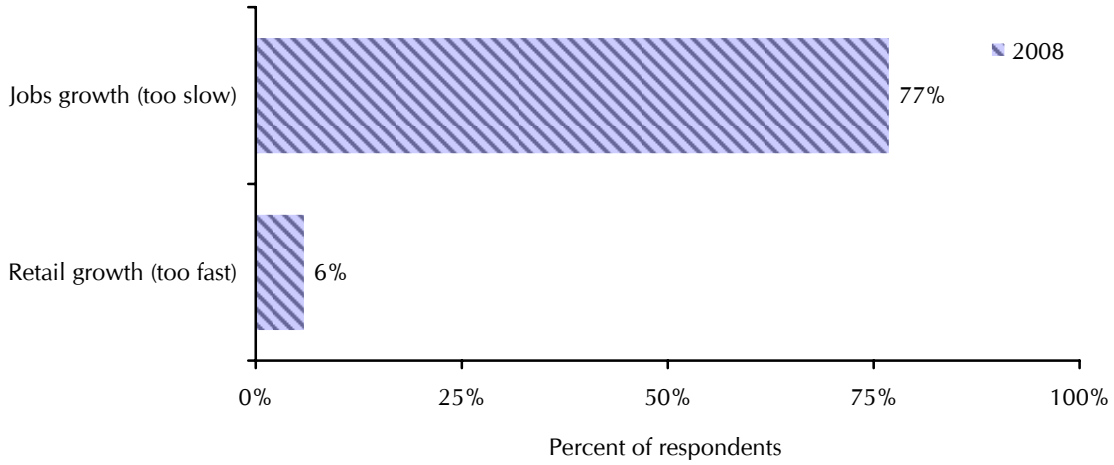


FIGURE 27: JOB AND RETAIL GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too fast	Below
Jobs growth seen as too slow	Above

FIGURE 28: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

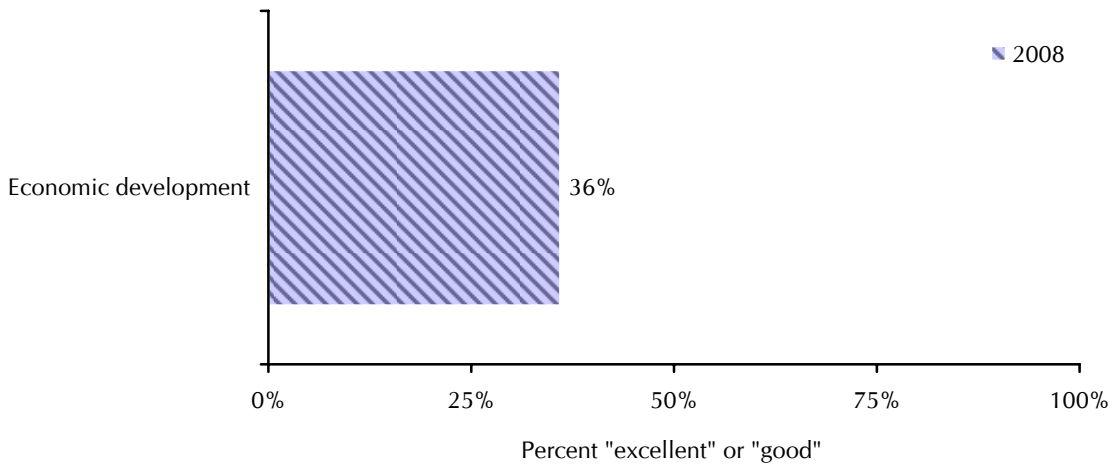


FIGURE 29: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Below

Residents were asked to reflect on their economic prospects in the near term. Eight percent of the Village of Oak Park residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family.

FIGURE 30: RATINGS OF PERSONAL ECONOMIC FUTURE

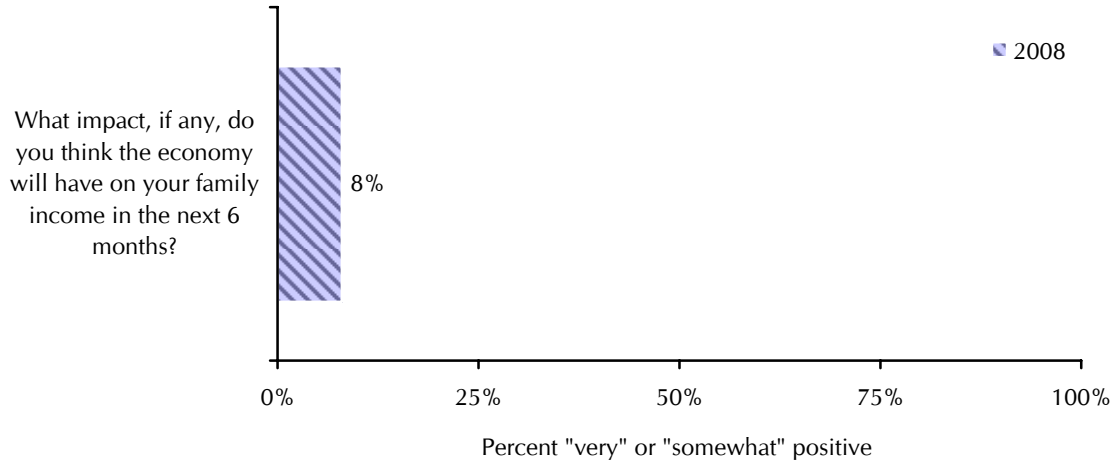


FIGURE 31: PERSONAL ECONOMIC FUTURE BENCHMARKS

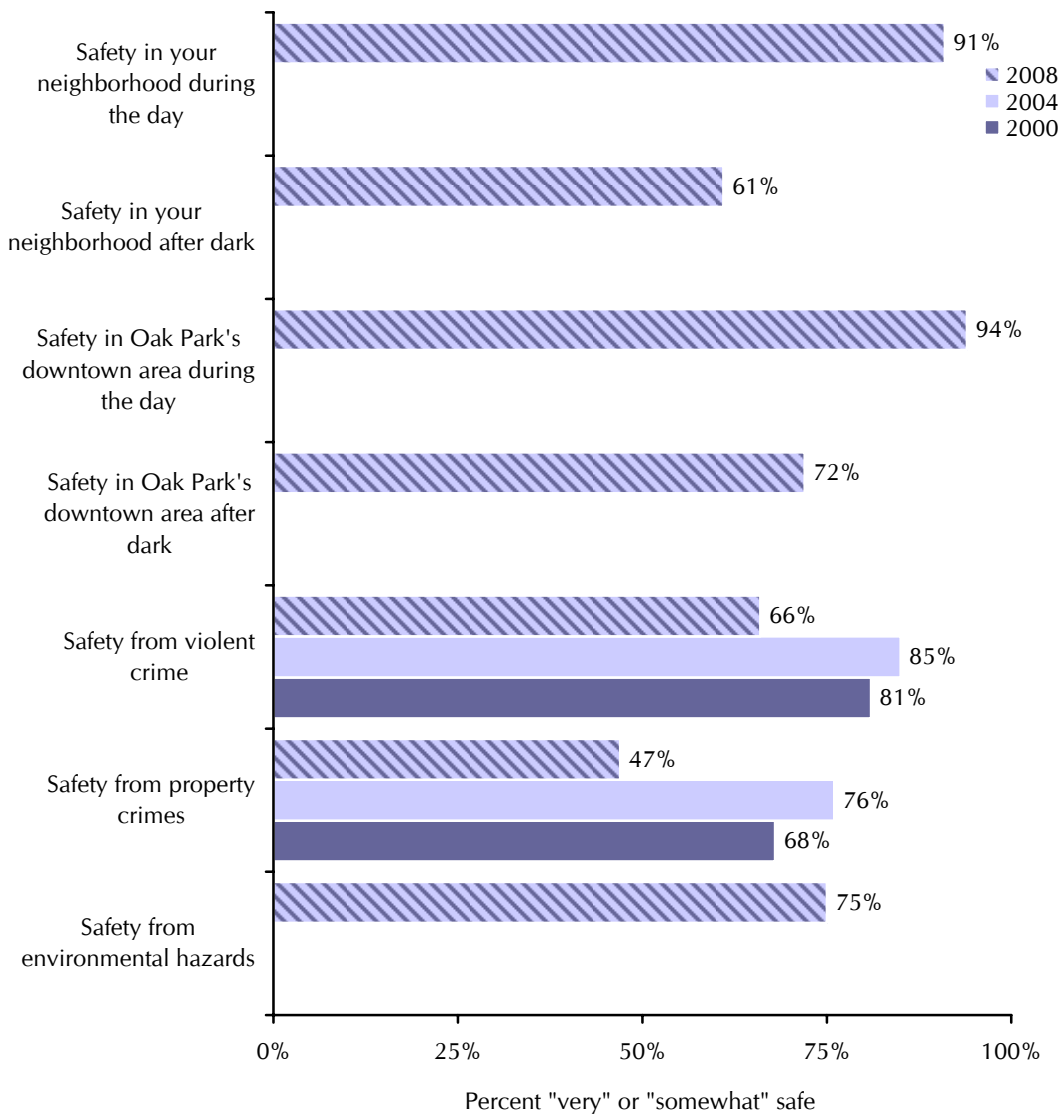
	Comparison to benchmark
Positive impact of economy on household income	Below

## PUBLIC SAFETY

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

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Many gave positive ratings of safety in the Village Oak Park. Two-thirds of those completing the questionnaire said they felt "very" or "somewhat" safe from violent crimes and three-quarters felt "very" or "somewhat" safe from environmental hazards. Daytime sense of safety was better than nighttime safety and downtown felt safer than neighborhoods.

FIGURE 32: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR



The National Citizen Survey™ by National Research Center, Inc.

FIGURE 33: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Similar
Safety in your neighborhood after dark	Below
Safety in Oak Park's downtown area during the day	Above
Safety in Oak Park's downtown area after dark	Above
Safety from violent crime (e.g., rape, assault, robbery)	Similar
Safety from property crimes (e.g., burglary, theft)	Below
Toxic waste or other environmental hazard(s)	Above

As assessed by the survey, 23% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 80% had reported it to police.

FIGURE 34: CRIME VICTIMIZATION AND REPORTING

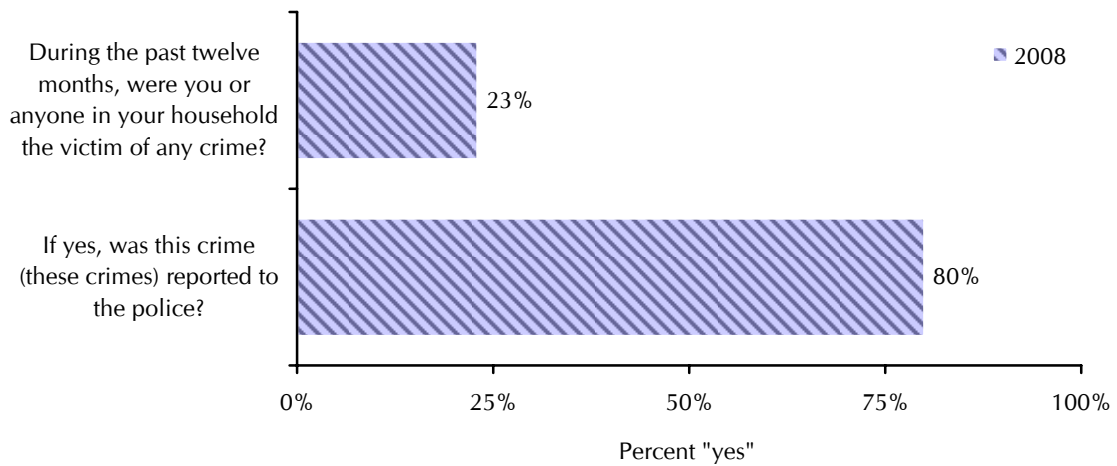


FIGURE 35: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Above
Reported crimes	Above

Residents rated eight Village public safety services; of these, five were rated above the benchmark comparison, two were rated similar to the benchmark comparison and one was rated below the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while traffic enforcement and Oak Park Adjudication Court received the lowest ratings, though Adjudication was similar to the benchmark comparison. Most were rated higher compared to previous years.

FIGURE 36: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

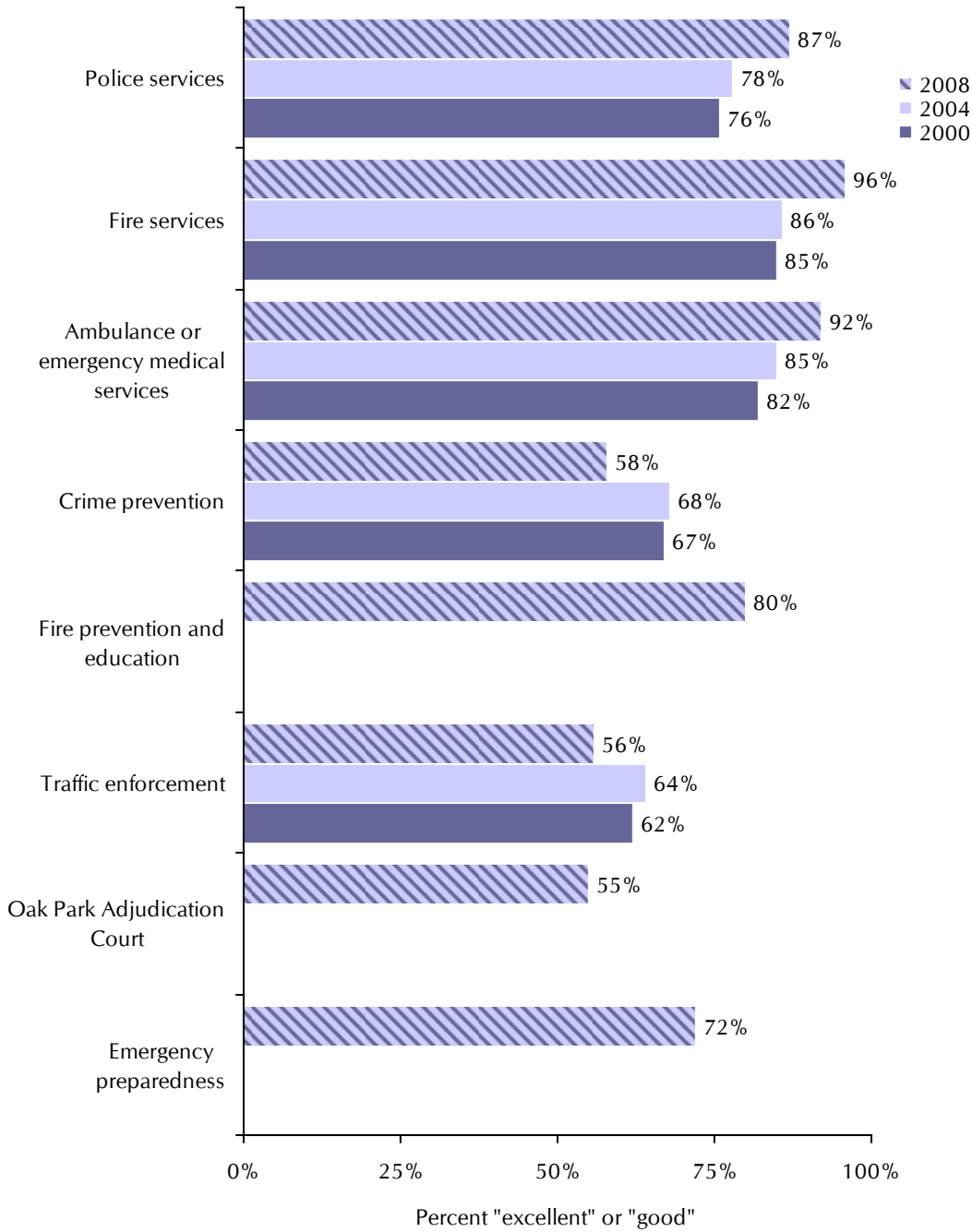




FIGURE 37: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Police services	Above
Fire services	Above
EMS/ambulance	Above
Crime prevention	Similar
Fire prevention and education	Above
Traffic enforcement	Below
Oak Park Adjudication Court	Similar
Emergency preparedness	Above

## ENVIRONMENTAL SUSTAINABILITY

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

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

FIGURE 38: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT

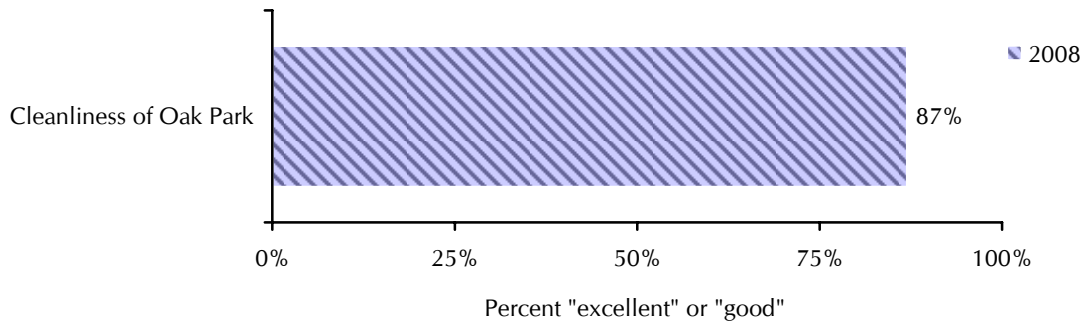


FIGURE 39: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Oak Park	Above

FIGURE 40: FREQUENCY OF RECYCLING IN LAST 12 MONTHS

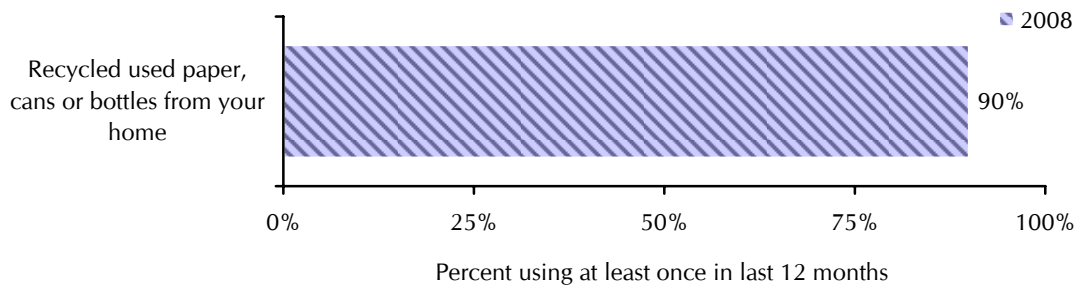


FIGURE 41: FREQUENCY OF RECYCLING BENCHMARKS

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

Of the four utility services rated by those completing the questionnaire, two were higher than the benchmark comparison, two were similar and none were below the benchmark comparison. These service ratings trends were stable when compared to past surveys.

FIGURE 42: RATINGS OF UTILITY SERVICES BY YEAR

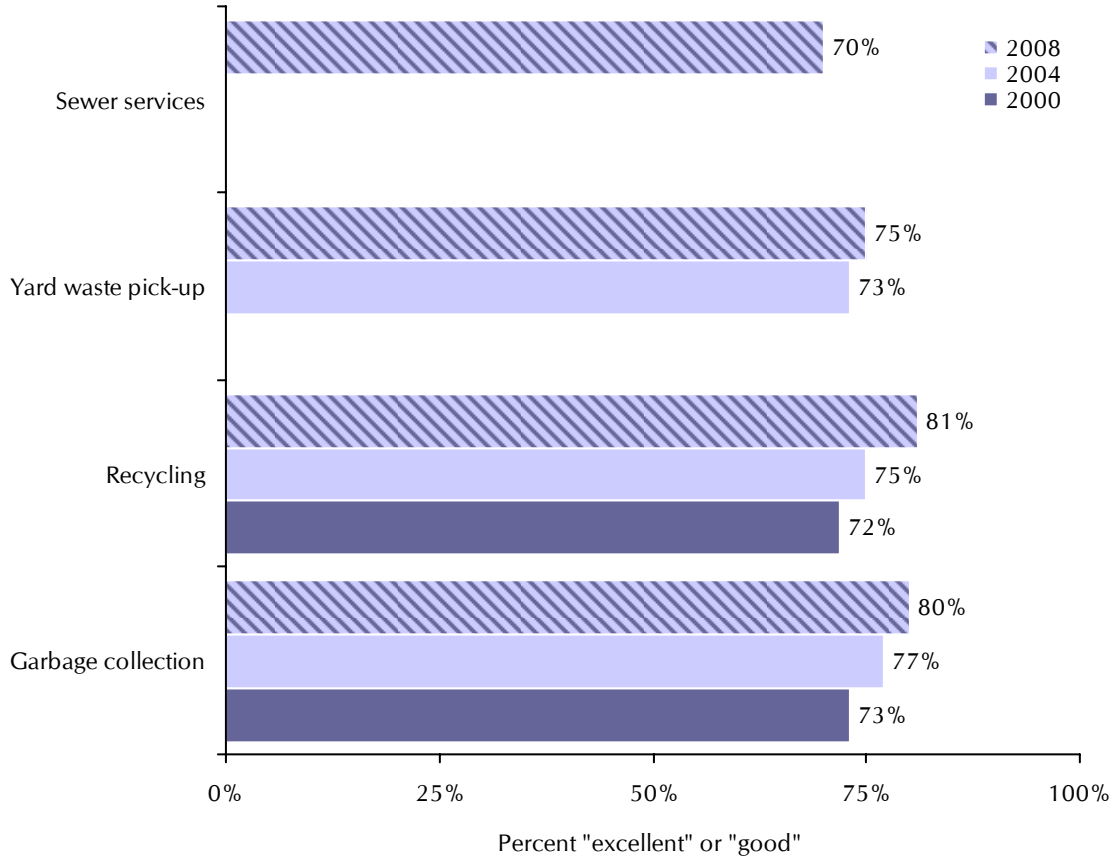


FIGURE 43: UTILITY SERVICES BENCHMARKS

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

## RECREATION AND WELLNESS

### Parks and Recreation

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

Recreation opportunities in the Village of Oak Park were rated positively and were higher than ratings in other communities. Additionally, respondents indicated higher levels of participation in parks and recreation opportunities than in other communities.

FIGURE 44: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES

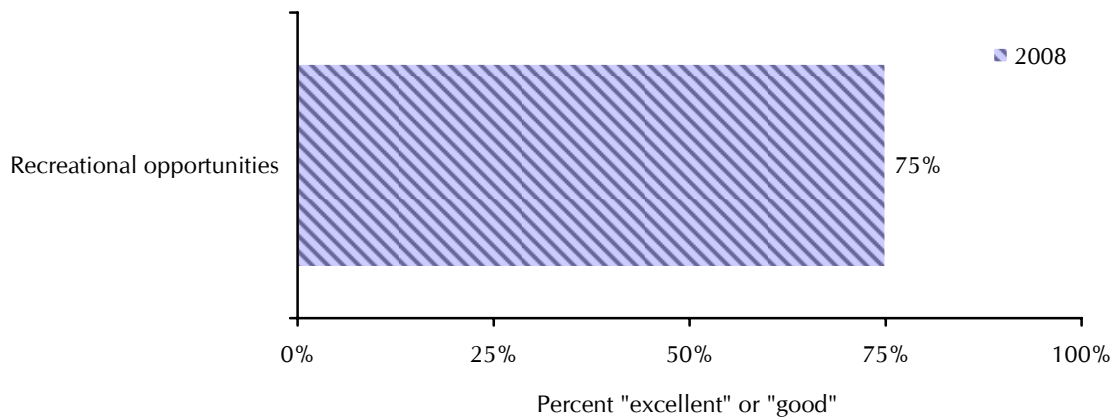


FIGURE 45: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

Comparison to benchmark	
Recreation opportunities	Above

FIGURE 46: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

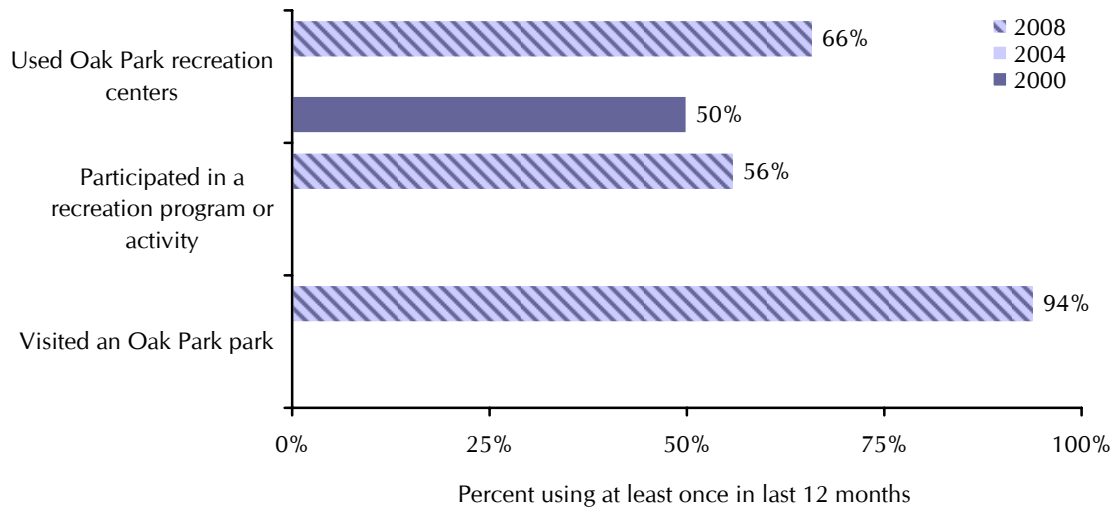


FIGURE 47: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Oak Park recreation centers	Above
Participated in a recreation program or activity	Above
Visited an Oak Park park	Above

FIGURE 48: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

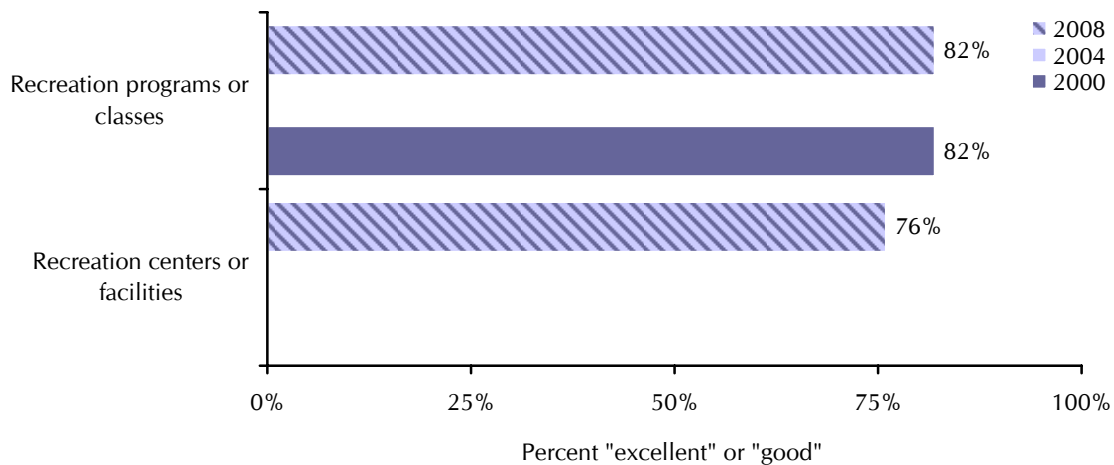


FIGURE 49: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
Recreation programs or classes	Above
Recreation centers or facilities	Above

## Culture, Arts and Education

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

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

FIGURE 50: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES

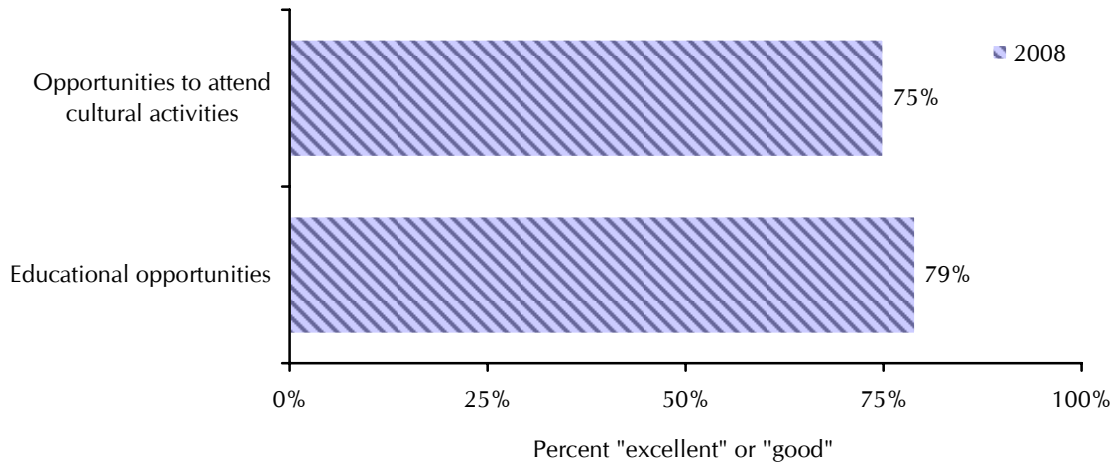


FIGURE 51: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Above
Educational opportunities	Above

FIGURE 52: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

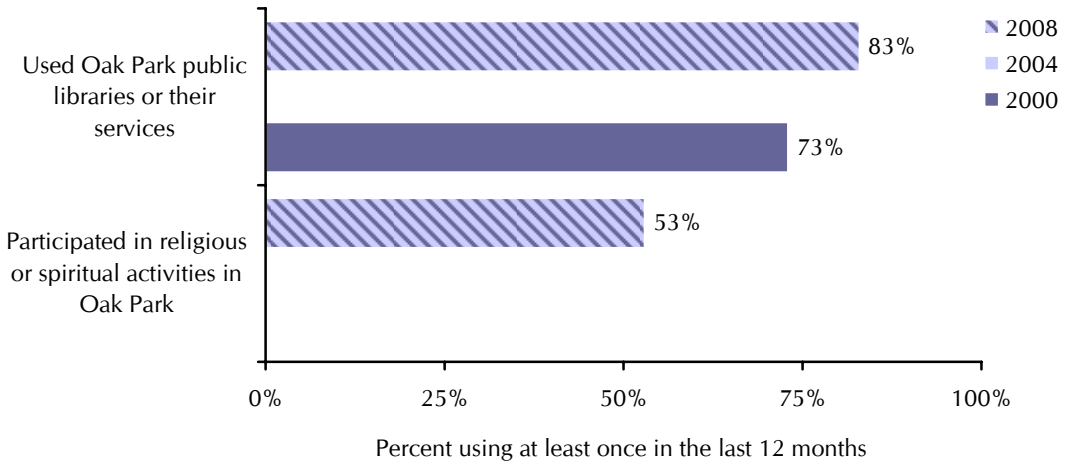


FIGURE 53: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Oak Park public libraries or their services	Above
Participated in religious or spiritual activities in Oak Park	Similar

FIGURE 54: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

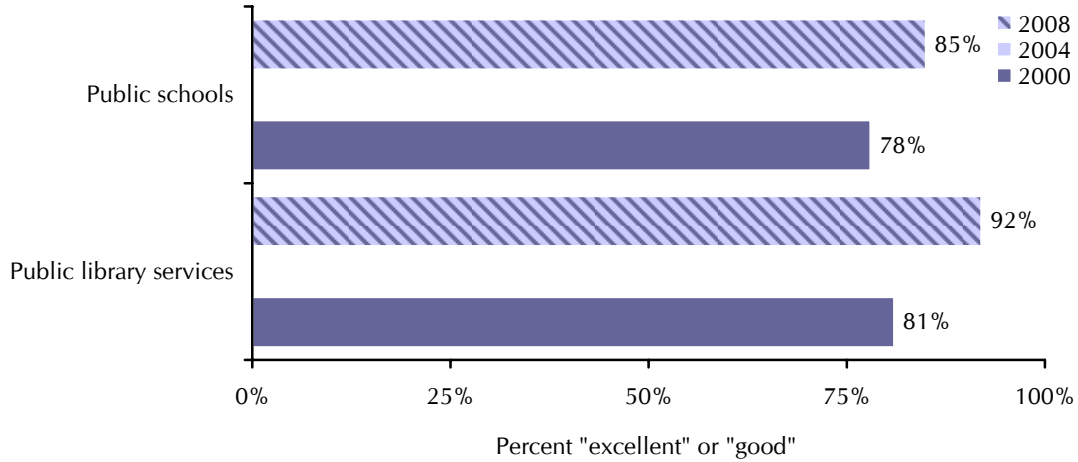


FIGURE 55: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Above
Public library services	Above

## Health and Wellness

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

Residents of the Village of Oak Park were asked to rate the community’s health services as well as the availability of health care. The availability of affordable quality health care was rated as “excellent” or “good” by 6 in 10 respondents, and was higher than the benchmark. Ratings for health services were above the benchmark as well and have remained stable over time.

FIGURE 56: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES

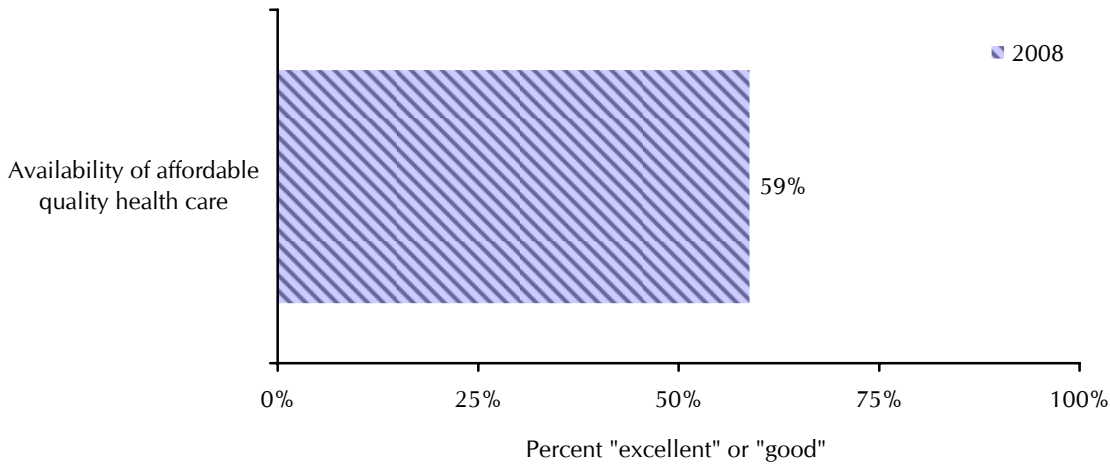


FIGURE 57: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

Category	Comparison to benchmark
Availability of affordable quality health care	Above

Health services offered in the Village of Oak Park were above the benchmark and stable over time.

FIGURE 58: RATINGS OF HEALTH AND WELLNESS SERVICES BY YEAR

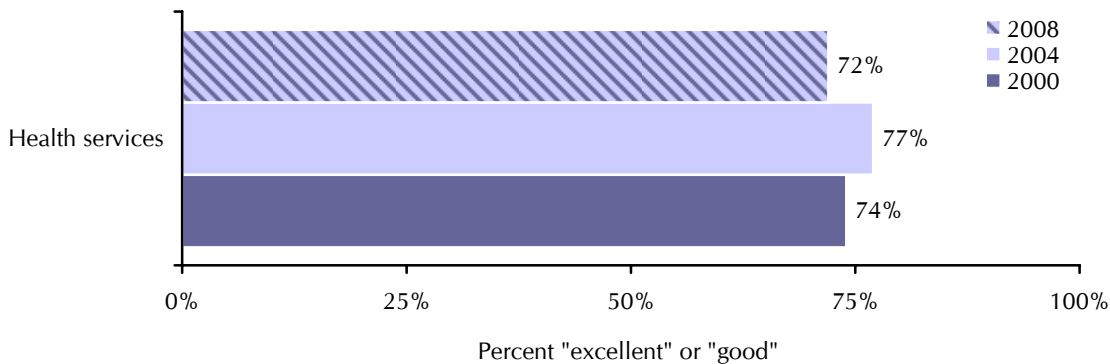


FIGURE 59: HEALTH AND WELLNESS SERVICES BENCHMARKS

Category	Comparison to benchmark
Health services	Above



## COMMUNITY INCLUSIVENESS

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

A high percentage of residents rated the Village of Oak Park as an “excellent” or “good” place to raise kids and a moderate percentage rated it as an excellent or good place to retire. Most residents felt the local sense of community was “excellent:” or “good.” Most survey respondents felt the Village of Oak Park was open and accepting towards people of diverse backgrounds. Availability of affordable quality childcare was rated the lowest by residents but was higher than the benchmark.

FIGURE 60: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

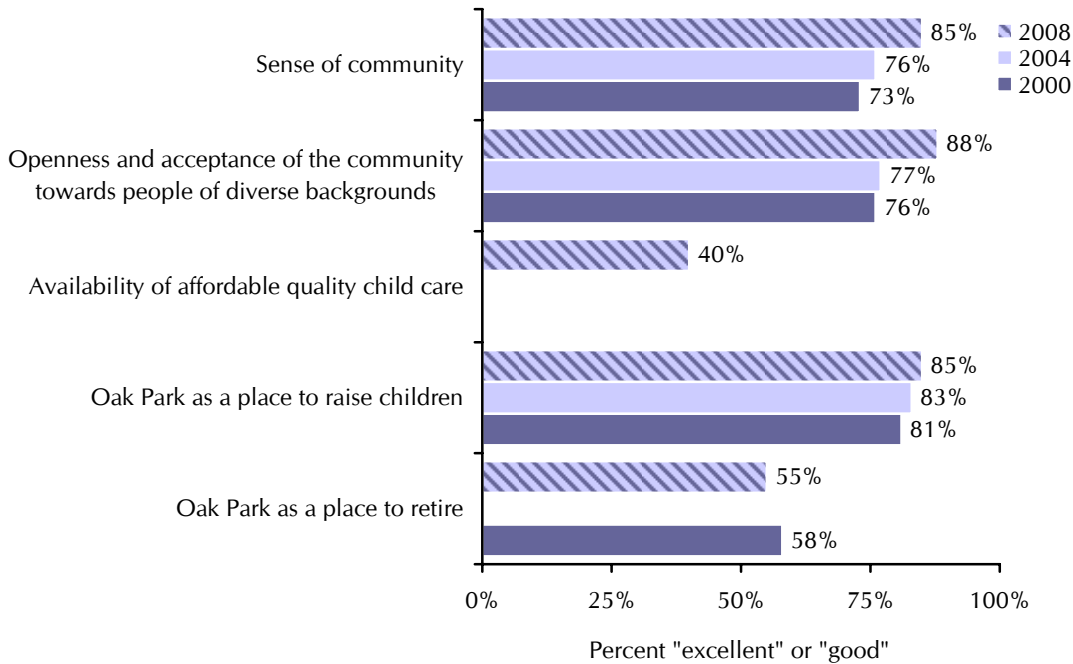


FIGURE 61: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

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

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 57% to 77% ratings of “excellent” or “good.” All three services were above the benchmark.

FIGURE 62: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

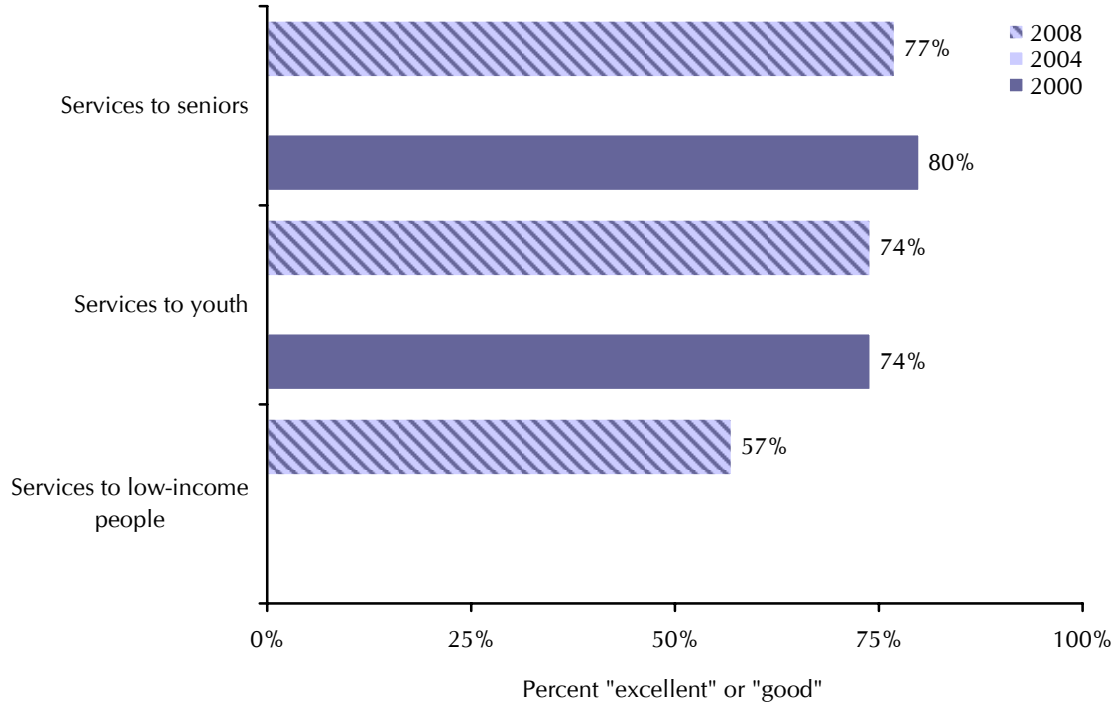


FIGURE 63: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Above
Services to youth	Above
Services to low income residents	Above

## CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Staff and elected officials require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the Village can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

### Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the Village of Oak Park. Survey participants rated the volunteer opportunities in the Village of Oak Park favorably. Opportunities to attend or participate in community matters were rated less favorably, but higher than other communities across the nation.

FIGURE 64: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

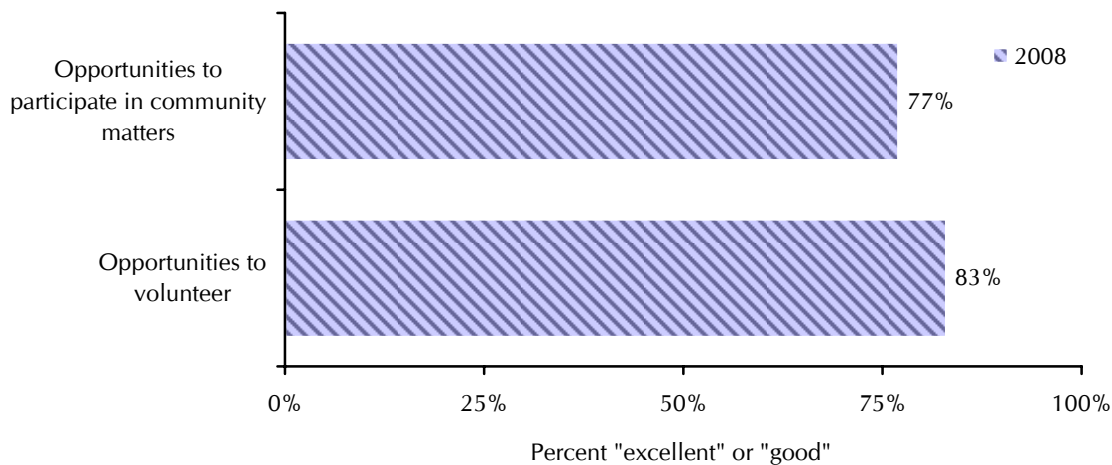


FIGURE 65: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Above
Opportunities to volunteer	Above

Most of the participants in this survey had not attended a public meeting in the 12 months prior, but the vast majority had helped a friend.

FIGURE 66: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

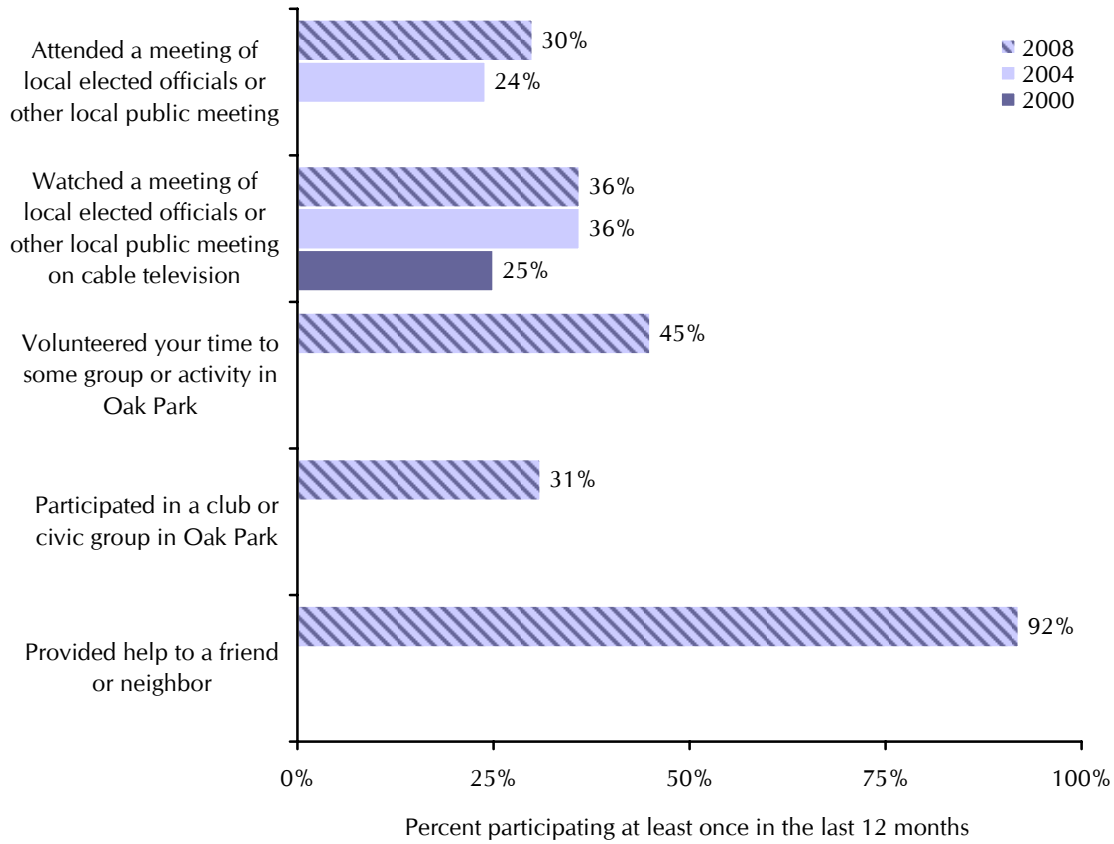
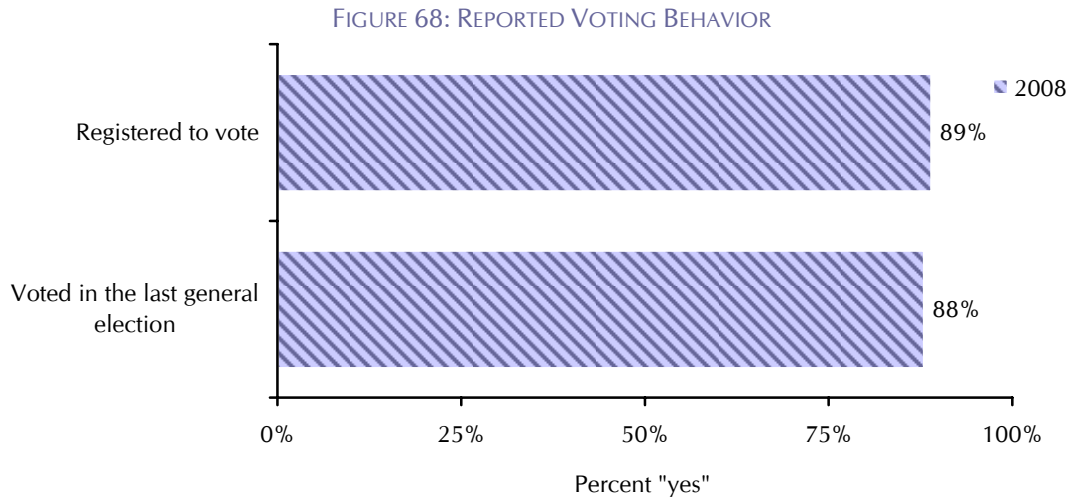


FIGURE 67: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Similar
Watched a meeting of local elected officials or other local public meeting on cable television	Below
Volunteered your time to some group or activity in Oak Park	Above
Participated in a club or civic group in Oak Park	Similar
Provided help to a friend or neighbor	Similar

Village of Oak Park residents showed the largest amount of civic engagement in the area of electoral participation. About 9 in 10 reported they were registered to vote and had voted in the last general election.



### Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the Village of Oak Park Web site in the previous 12 months, 80% reported they had done so at least once. Public information services were rated favorably compared to benchmark data.

FIGURE 69: USE OF INFORMATION SOURCES

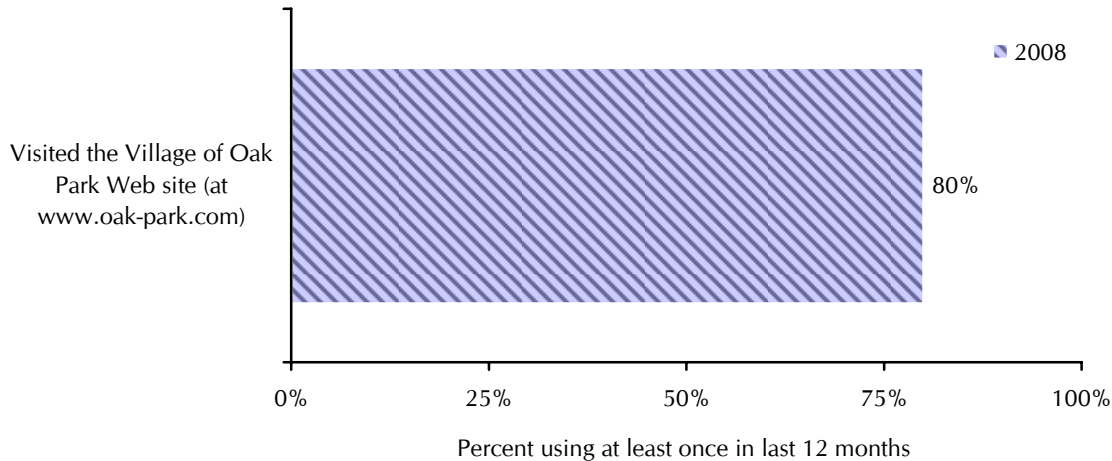


FIGURE 70: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Visited the Village of Oak Park Web site (at <a href="http://www.oak-park.us">http://www.oak-park.us</a> )	Above

FIGURE 71: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

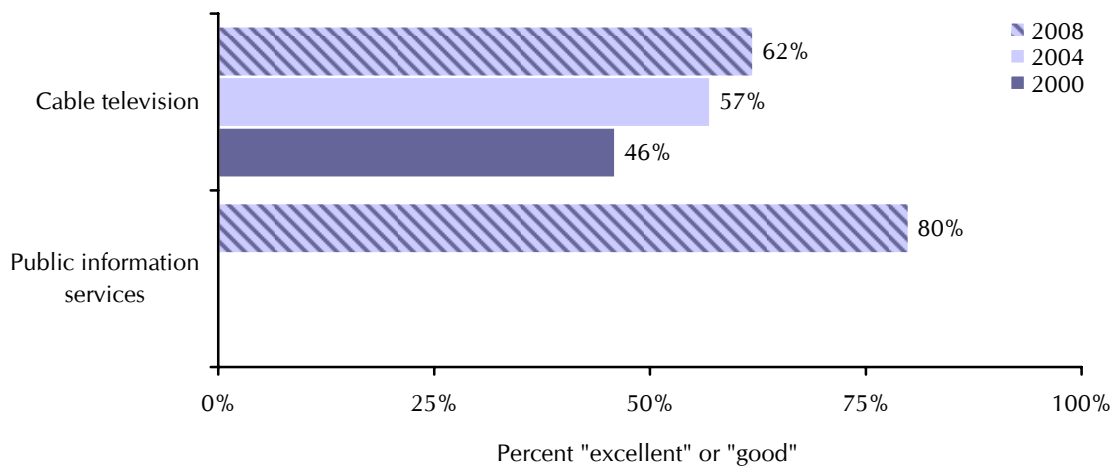


FIGURE 72: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Cable television	Above
Public information services	Above

## Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 78% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 73: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

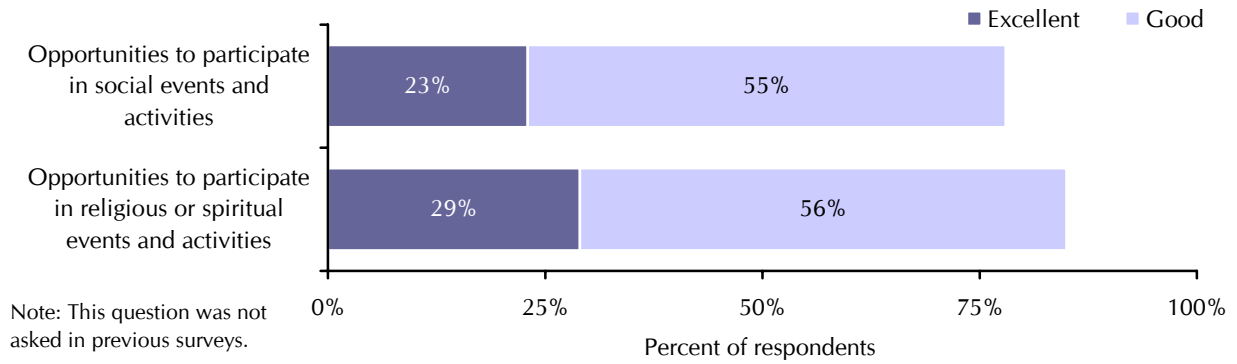
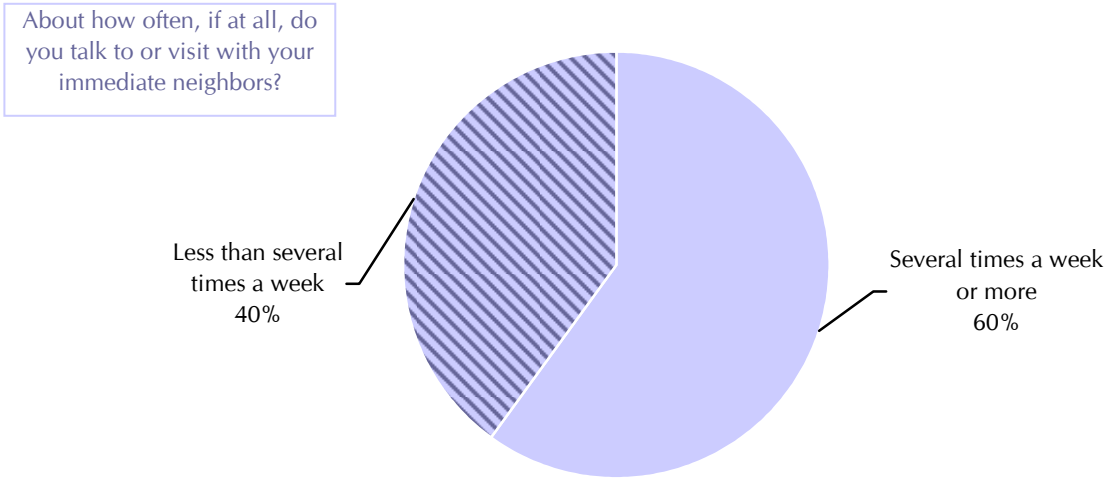


FIGURE 74: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

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

Residents in Oak Park reported a fair amount of neighborliness. Sixty percent indicated talking or visiting with their neighbors several times a week or more frequently.

FIGURE 75: CONTACT WITH IMMEDIATE NEIGHBORS



Note: This question was not asked in previous surveys.

FIGURE 76: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

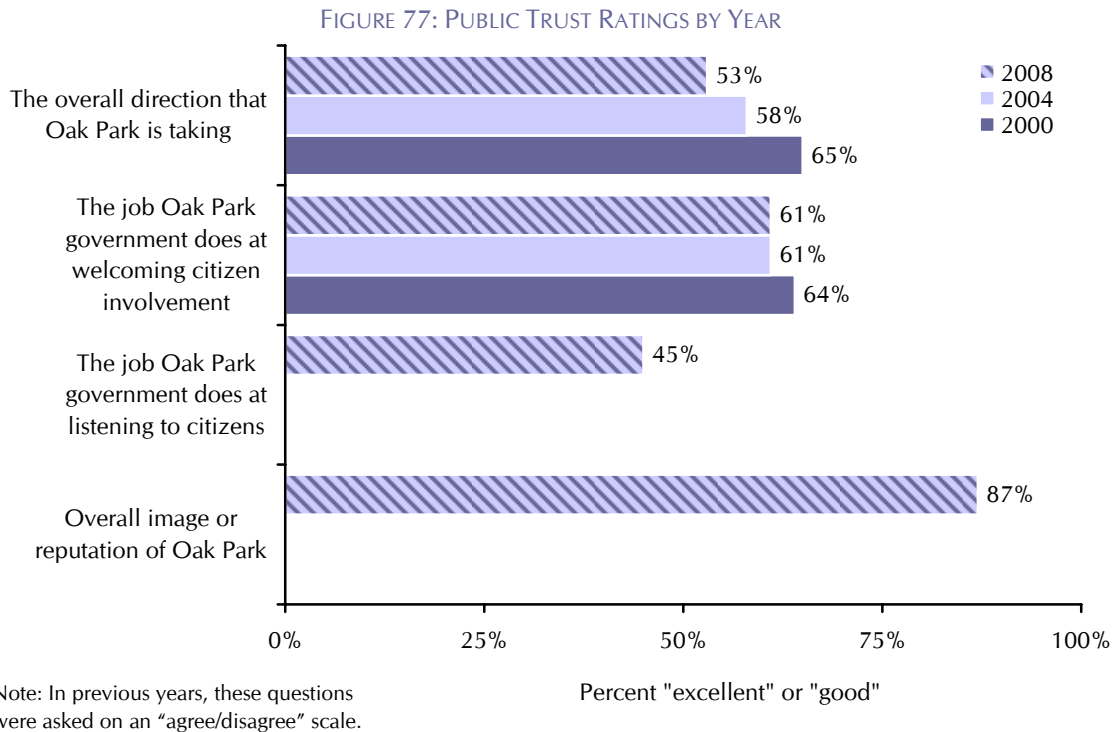
	Comparison to benchmark
Has contact with neighbors at least once per month	Similar



## PUBLIC TRUST

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

A majority of respondents felt that the overall image or reputation of Oak Park was "excellent" or "good." However, respondents rated the overall direction of the Village, the job the government does at welcoming citizen involvement and the job the Village does at listening to citizens less favorably. When asked to rate the job the Village of Oak Park does at listening to citizens, 45% rated it as "excellent" or "good."



**FIGURE 78: PUBLIC TRUST BENCHMARKS**

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

On average, residents of the Village of Oak Park gave the highest evaluations to their own local government and the lowest average rating to the State and Cook County governments. The overall quality of services delivered by the Village of Oak Park was rated as “excellent” or “good” by 72% of survey participants. The Village of Oak Park’s rating was similar to the benchmark when compared to other communities in the nation. Ratings of overall Village services have remained stable over the last eight years.

FIGURE 79: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

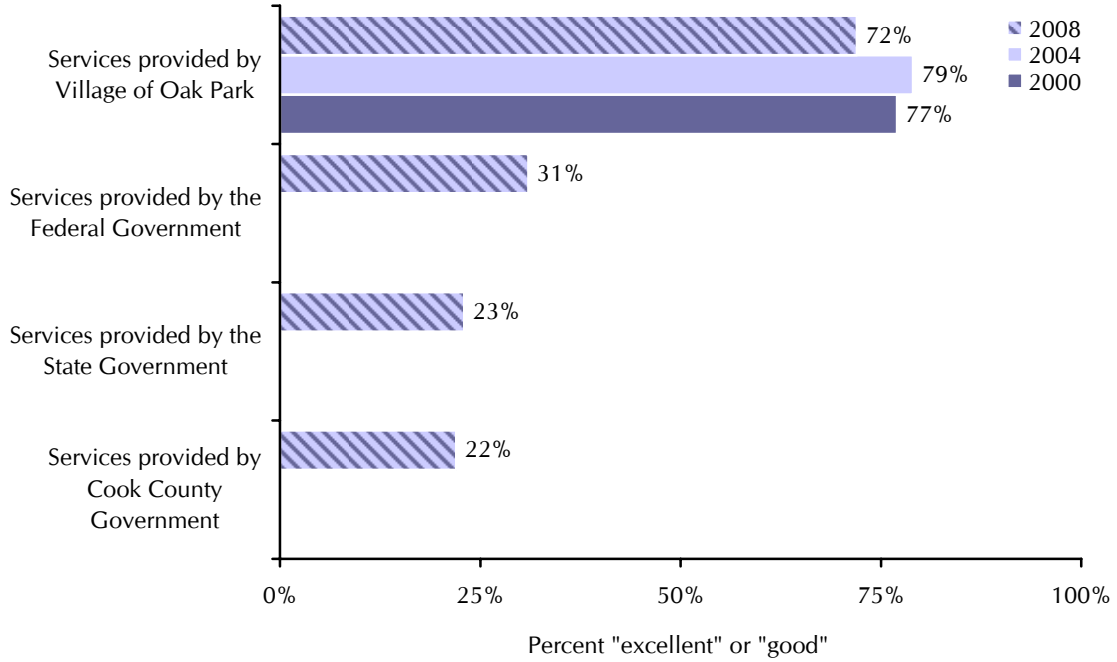


FIGURE 80: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the Village of Oak Park	Similar
Services provided by the Federal Government	Below
Services provided by the State Government	Below
Cook County government general	Below

## Village of Oak Park Employees

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

Those completing the survey were asked if they had been in contact with a Village employee either in-person or over the phone in the last 12 months; the 74% who reported that they had been in contact were then asked to indicate overall how satisfied they were with the employee in their most recent contact. Village employees were rated highly; 70% of respondents rated their overall impression as "excellent" or "good." Employees ratings were similar to the benchmark and were higher than past survey years.

FIGURE 81: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH VILLAGE EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

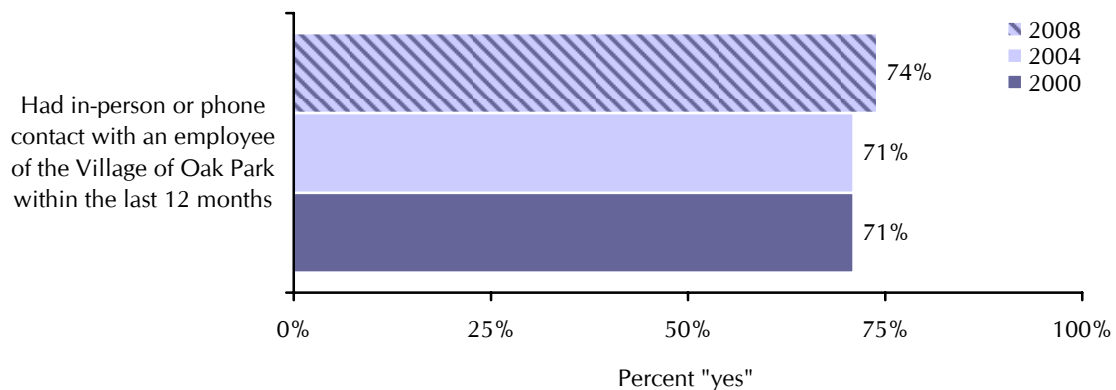


FIGURE 82: CONTACT WITH VILLAGE EMPLOYEES BENCHMARKS

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

FIGURE 83: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

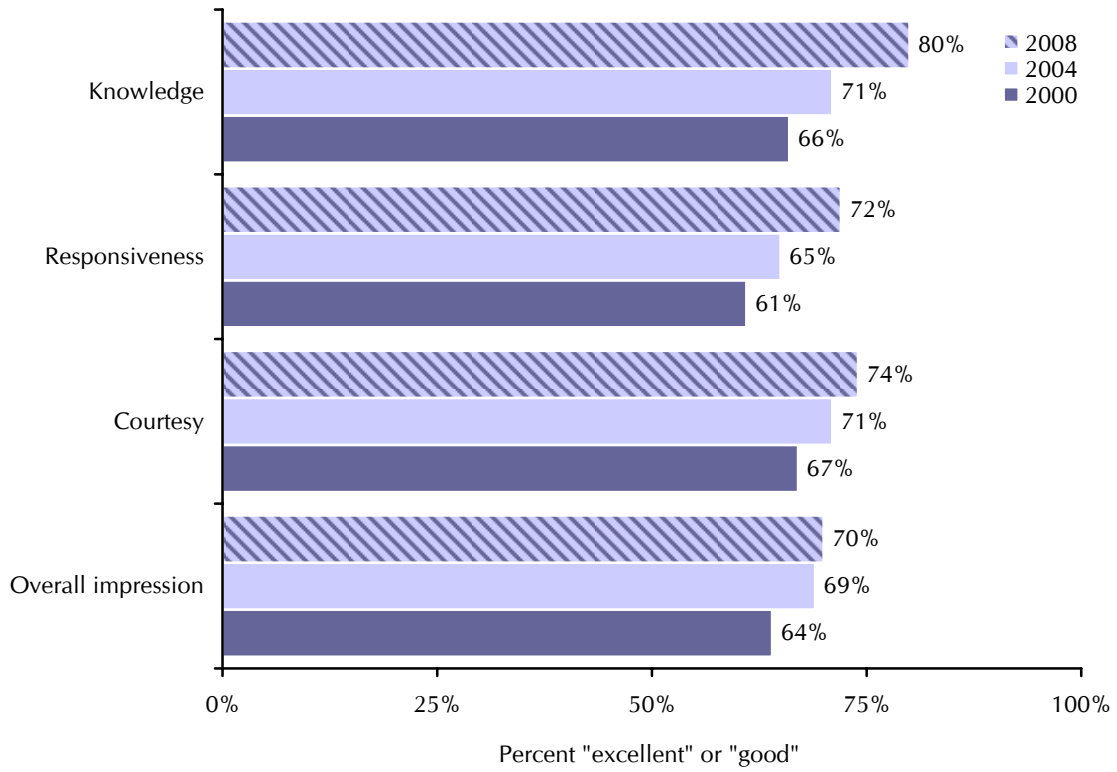


FIGURE 84: RATINGS OF VILLAGE EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Village employee knowledge	Similar
Village employee responsiveness	Similar
Village employee courteousness	Similar
Overall impression	Similar

## FROM DATA TO ACTION

### RESIDENT PRIORITIES

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

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

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

A Key Driver Analysis (KDA) was conducted for the Village of Oak Park by examining the relationships between ratings of each service and ratings of the Village of Oak Park's overall services. Those key driver services that correlated most highly with residents' perceptions about overall Village service quality have been identified. By targeting improvements in key services, the Village of Oak Park can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

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

- Code enforcement
- Sewer services
- Public information services

## VILLAGE OF OAK PARK ACTION CHART

The 2008 Village of Oak Park Action Chart™ on the following page combines three dimensions of performance:

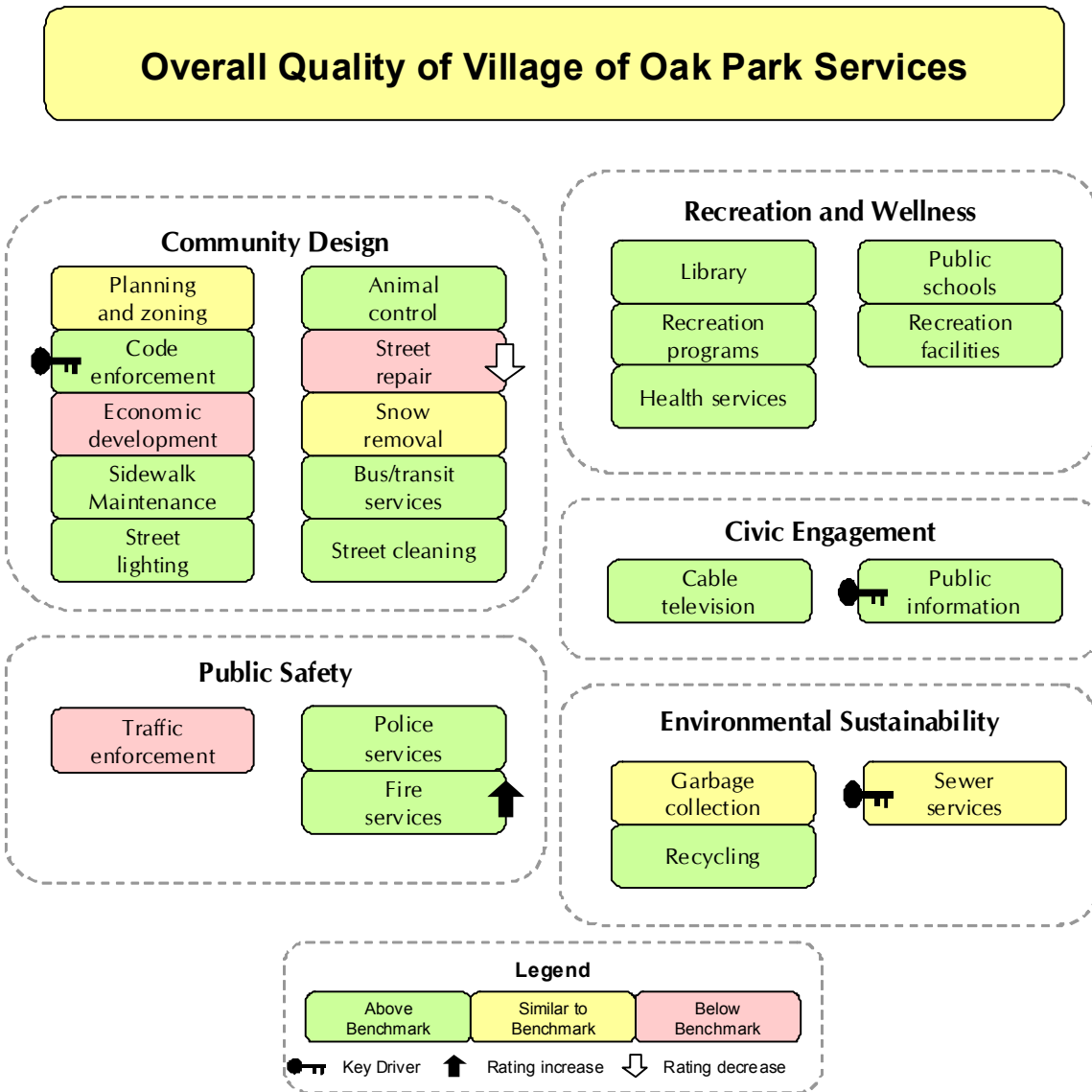
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black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

Twenty-three services were included in the KDA for the Village of Oak Park. Of these, 16 were above the benchmark, three were below the benchmark and four were similar to the benchmark. Ratings for one service was trending up and one was trending down, while 20 remained similar to the previous survey. The three key drivers are shown.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In the case of Oak Park, no key drivers were below the benchmark or trending lower in the current survey. Therefore, Oak Park may wish to seek improvements to sewer services as this key driver received ratings similar to other benchmark jurisdictions. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses (beginning on page 60) for the percent “don’t know” for each service.

FIGURE 85: VILLAGE OF OAK PARK ACTION CHART™



Using Your Action Chart™

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

FIGURE 86: KEY DRIVERS COMPARED

Service	Village of Oak Park Key Drivers	National Key Drivers	Core Services
Code enforcement	✓		✓
Economic development		✓	
EMS			✓
Fire			✓
Garbage collection			✓
Land use planning and zoning		✓	
Police services		✓	✓
Public information services	✓	✓	
Public schools		✓	
Sewer	✓		✓
Storm drainage			✓
Street repair			✓
Water			✓



## POLICY QUESTIONS

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

Question 18a: Policy Question 1					
Please rate how important, if at all, you think it is to have the Village of Oak Park maintain each of the following services at least at current levels (as compared with cutting the level of service):	Essential	Very important	Somewhat important	Not at all important	Total
Alley reconstruction	20%	31%	39%	10%	100%
Business retention, development, and attraction	50%	39%	9%	2%	100%
Care of trees and landscaping in the parkways	23%	51%	24%	2%	100%
Fire and emergency medical assistance	62%	33%	4%	1%	100%
Housing programs	25%	33%	26%	16%	100%
Operation and creation of street parking	34%	32%	25%	9%	100%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	20%	34%	38%	8%	100%
Police protection	74%	25%	1%	0%	100%
Public health services	40%	41%	15%	4%	100%
Sidewalk replacement	15%	42%	35%	7%	100%
Snow plowing, street maintenance and cleaning	43%	42%	14%	1%	100%
Street resurfacing	32%	47%	19%	2%	100%

Question 18b: Policy Question 2					
To what degree, if at all, is each of the following a problem in Oak Park?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Crime	6%	31%	47%	16%	100%
Disorderly youth	12%	36%	35%	17%	100%
Drugs	16%	31%	37%	16%	100%
Graffiti	28%	47%	19%	6%	100%
Homelessness	16%	47%	29%	8%	100%
Noise	33%	38%	22%	7%	100%
Panhandling	26%	42%	20%	12%	100%
Parking	14%	16%	24%	47%	100%
Run down buildings and houses	31%	49%	16%	4%	100%
Traffic in Oak Park	15%	37%	34%	14%	100%
Unsupervised youth	15%	40%	28%	17%	100%

Question 18c: Policy Question 3				
How much information, if at all, do you get from each of the following sources of information about Oak Park?	A lot	Some	None	Total
Chicago newspapers	14%	47%	39%	100%
Chicago radio or television	16%	41%	43%	100%
Friends and neighbors	45%	46%	9%	100%
The Oak Leaves	37%	32%	32%	100%
Village or Oak email news ("e-News")	9%	22%	69%	100%
Village of Oak Park Internet site	12%	48%	40%	100%
Village of Oak Park OP/FYI newsletter and other village mailings	42%	43%	15%	100%
VOP TV-6, the Village's cable TV	7%	23%	70%	100%
The Wednesday Journal	43%	21%	35%	100%

Question 18d: Policy Question 4					
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill)	Excellent	Good	Fair	Poor	Total
Elementary School District 97 (33.17%)	41%	34%	18%	7%	100%
OPRF High School District 200 (30.72%)	40%	34%	19%	7%	100%
Village of Oak Park (11.84%)	13%	48%	31%	9%	100%
Oak Park Public Library (5.51%)	47%	34%	15%	5%	100%
Cook County (5.29%)	5%	15%	36%	44%	100%
Park District of Oak Park (4.60%)	20%	48%	25%	7%	100%
Oak Park Township (1.63%)	21%	36%	27%	16%	100%

## APPENDIX A: COMPLETE SURVEY FREQUENCIES

### FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Oak Park:	Excellent	Good	Fair	Poor	Total
Oak Park as a place to live	43%	50%	6%	1%	100%
Your neighborhood as a place to live	42%	44%	12%	2%	100%
Oak Park as a place to raise children	46%	39%	13%	2%	100%
Oak Park as a place to work	18%	39%	28%	15%	100%
Oak Park as a place to retire	22%	33%	23%	22%	100%
The overall quality of life in Oak Park	29%	59%	10%	1%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	34%	51%	13%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	42%	46%	10%	1%	100%
Overall appearance of Oak Park	33%	56%	11%	1%	100%
Cleanliness of Oak Park	34%	53%	10%	2%	100%
Overall quality of new development in Oak Park	11%	36%	33%	20%	100%
Overall quality of business and service establishments in Oak Park	11%	45%	32%	13%	100%
Shopping opportunities	8%	31%	44%	17%	100%
Opportunities to attend cultural activities	19%	56%	22%	4%	100%
Recreational opportunities	23%	52%	21%	4%	100%
Employment opportunities	8%	17%	41%	33%	100%
Educational opportunities	35%	44%	19%	1%	100%
Opportunities to participate in social events and activities	23%	55%	20%	3%	100%
Opportunities to participate in religious or spiritual events and activities	29%	56%	15%	0%	100%
Opportunities to volunteer	33%	50%	15%	2%	100%
Opportunities to participate in community matters	25%	51%	19%	5%	100%
Ease of bus travel in Oak Park	21%	39%	29%	11%	100%
Ease of rail or subway travel in Oak Park	47%	42%	8%	2%	100%
Ease of bicycle travel in Oak Park	24%	40%	24%	12%	100%
Ease of walking in Oak Park	51%	37%	9%	3%	100%
Traffic flow on major streets	7%	34%	42%	17%	100%
Amount of public parking	7%	22%	34%	36%	100%
Availability of affordable quality housing	8%	25%	35%	32%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent	Good	Fair	Poor	Total
Availability of affordable quality child care	9%	30%	44%	16%	100%
Availability of affordable quality health care	11%	48%	29%	11%	100%
Overall image or reputation of Oak Park	27%	60%	10%	3%	100%
Interactions between people of different races	17%	54%	22%	7%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Oak Park over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	3%	63%	25%	9%	100%
Retail growth (stores, restaurants, etc.)	21%	40%	34%	6%	0%	100%
Jobs growth	29%	49%	21%	2%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Oak Park?	Percent of respondents
Not a problem	25%
Minor problem	49%
Moderate problem	22%
Major problem	4%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Oak Park:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	27%	40%	14%	18%	2%	100%
Property crimes (e.g., burglary, theft)	10%	37%	15%	30%	7%	100%
Environmental hazards, including toxic waste	44%	32%	20%	4%	1%	100%
Fire	39%	42%	14%	4%	1%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	62%	29%	4%	6%	0%	100%
In your neighborhood after dark	23%	39%	13%	21%	4%	100%
In Oak Park's downtown area during the day	70%	24%	4%	2%	0%	100%
In Oak Park's downtown area after dark	31%	41%	14%	12%	1%	100%

Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	77%
Yes	23%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	20%
Yes	80%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Oak Park public libraries or their services	17%	16%	29%	18%	21%	100%
Used Oak Park recreation centers	34%	25%	19%	10%	12%	100%
Participated in a recreation program or activity	44%	23%	17%	10%	6%	100%
Visited an Oak Park park	6%	13%	33%	22%	27%	100%
Ridden a local bus within Oak Park	61%	16%	8%	5%	10%	100%
Attended a meeting of local elected officials or other local public meeting	70%	18%	10%	1%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	64%	20%	12%	2%	1%	100%
Visited the Village of Oak Park Web site (at <a href="http://www.oak-park.us">http://www.oak-park.us</a> )	20%	23%	43%	11%	3%	100%
Recycled used paper, cans or bottles from your home	10%	4%	9%	6%	71%	100%
Volunteered your time to some group or activity in Oak Park	55%	15%	14%	7%	9%	100%
Participated in religious or spiritual activities in Oak Park	47%	11%	15%	10%	17%	100%
Participated in a club or civic group in Oak Park	69%	12%	11%	4%	4%	100%
Provided help to a friend or neighbor	8%	21%	40%	18%	13%	100%
Purchase an item over the Internet	17%	11%	32%	16%	25%	100%

Question 10: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	30%
Several times a week	30%
Several times a month	17%
Once a month	7%
Several times a year	6%
Once a year or less	4%
Never	5%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Oak Park:	Excellent	Good	Fair	Poor	Total
Police services	42%	45%	12%	1%	100%
Fire services	55%	40%	4%	0%	100%
Ambulance or emergency medical services	48%	44%	8%	0%	100%
Crime prevention	17%	41%	33%	9%	100%
Fire prevention and education	29%	50%	17%	3%	100%
Oak Park adjudication court	19%	36%	30%	15%	100%
Traffic enforcement	12%	44%	29%	15%	100%
Street repair	7%	28%	35%	30%	100%
Street cleaning	17%	56%	21%	5%	100%
Street lighting	20%	50%	26%	4%	100%
Snow removal	17%	41%	30%	12%	100%
Sidewalk maintenance	12%	41%	36%	11%	100%
Bus or transit services	21%	49%	24%	7%	100%
Garbage collection	31%	50%	16%	4%	100%
Recycling	33%	49%	14%	4%	100%
Yard waste pick-up	29%	45%	23%	3%	100%
Sewer services	17%	53%	25%	6%	100%
Recreation programs or classes	26%	56%	16%	2%	100%
Recreation centers or facilities	20%	56%	19%	5%	100%
Land use, planning and zoning	6%	32%	38%	24%	100%
Code enforcement (weeds, abandoned buildings, etc)	12%	45%	31%	11%	100%
Animal control	18%	58%	18%	6%	100%
Economic development	6%	30%	33%	31%	100%
Health services	15%	57%	22%	7%	100%
Services to seniors	24%	54%	16%	6%	100%
Services to youth	24%	49%	20%	7%	100%
Services to low-income people	18%	39%	30%	13%	100%
Public library services	55%	37%	7%	1%	100%
Public information services	28%	52%	17%	2%	100%
Public schools	39%	47%	13%	1%	100%
Cable television	15%	47%	30%	8%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	55%	17%	10%	100%
Building permit review	5%	30%	28%	37%	100%
Leaf pick-up	20%	55%	20%	5%	100%
Care of trees along the parkway	17%	55%	20%	8%	100%
Alley maintenance	8%	33%	34%	25%	100%
Parking services	4%	23%	28%	44%	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Oak Park:	Excellent	Good	Fair	Poor	Total
Online Village services	12%	52%	30%	6%	100%
Water and Sewer services	11%	64%	21%	4%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The Village of Oak Park	16%	57%	22%	5%	100%
The Federal Government	4%	27%	50%	19%	100%
The State Government	4%	20%	48%	29%	100%
Cook County Government	4%	18%	39%	39%	100%

Question 13: Contact with Village Employees	
Have you had any in-person or phone contact with an employee of the Village of Oak Park within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	26%
Yes	74%
Total	100%

Question 14: Village Employees					
What was your impression of the employee(s) of the Village of Oak Park in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	28%	52%	13%	7%	100%
Responsiveness	30%	43%	17%	11%	100%
Courtesy	37%	37%	17%	9%	100%
Overall impression	28%	43%	21%	9%	100%

Question 15: Government Performance					
Please rate the following categories of Oak Park government performance:	Excellent	Good	Fair	Poor	Total
The overall direction that Oak Park is taking	8%	45%	34%	13%	100%
The job Oak Park government does at welcoming citizen involvement	11%	49%	30%	9%	100%
The job Oak Park government does at listening to citizens	7%	38%	29%	26%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Oak Park to someone who asks	52%	37%	8%	3%	100%
Remain in Oak Park for the next five years	47%	32%	11%	10%	100%



Question 17: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	1%
Somewhat positive	7%
Neutral	40%
Somewhat negative	43%
Very negative	9%
Total	100%

Question 18a: Policy Question 1					
Please rate how important, if at all, you think it is to have the Village of Oak Park maintain each of the following services at least at current levels (as compared with cutting the level of service):	Essential	Very important	Somewhat important	Not at all important	Total
Alley reconstruction	20%	31%	39%	10%	100%
Business retention, development, and attraction	50%	39%	9%	2%	100%
Care of trees and landscaping in the parkways	23%	51%	24%	2%	100%
Fire and emergency medical assistance	62%	33%	4%	1%	100%
Housing programs	25%	33%	26%	16%	100%
Operation and creation of street parking	34%	32%	25%	9%	100%
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	20%	34%	38%	8%	100%
Police protection	74%	25%	1%	0%	100%
Public health services	40%	41%	15%	4%	100%
Sidewalk replacement	15%	42%	35%	7%	100%
Snow plowing, street maintenance and cleaning	43%	42%	14%	1%	100%
Street resurfacing	32%	47%	19%	2%	100%

Question 18b: Policy Question 2					
To what degree, if at all, is each of the following a problem in Oak Park?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Crime	6%	31%	47%	16%	100%
Disorderly youth	12%	36%	35%	17%	100%
Drugs	16%	31%	37%	16%	100%
Graffiti	28%	47%	19%	6%	100%
Homelessness	16%	47%	29%	8%	100%
Noise	33%	38%	22%	7%	100%
Panhandling	26%	42%	20%	12%	100%
Parking	14%	16%	24%	47%	100%
Run down buildings and houses	31%	49%	16%	4%	100%
Traffic in Oak Park	15%	37%	34%	14%	100%
Unsupervised youth	15%	40%	28%	17%	100%

Question 18c: Policy Question 3				
How much information, if at all, do you get from each of the following sources of information about Oak Park?	A lot	Some	None	Total
Chicago newspapers	14%	47%	39%	100%
Chicago radio or television	16%	41%	43%	100%
Friends and neighbors	45%	46%	9%	100%
The Oak Leaves	37%	32%	32%	100%
Village or Oak email news ("e-News")	9%	22%	69%	100%
Village of Oak Park Internet site	12%	48%	40%	100%
Village of Oak Park OP/FYI newsletter and other village mailings	42%	43%	15%	100%
VOP TV-6, the Village's cable TV	7%	23%	70%	100%
The Wednesday Journal	43%	21%	35%	100%

Question 18d: Policy Question 4					
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill)	Excellent	Good	Fair	Poor	Total
Elementary School District 97 (33.17%)	41%	34%	18%	7%	100%
OPRF High School District 200 (30.72%)	40%	34%	19%	7%	100%
Village of Oak Park (11.84%)	13%	48%	31%	9%	100%
Oak Park Public Library (5.51%)	47%	34%	15%	5%	100%
Cook County (5.29%)	5%	15%	36%	44%	100%
Park District of Oak Park (4.60%)	20%	48%	25%	7%	100%
Oak Park Township (1.63%)	21%	36%	27%	16%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	23%
Yes, full-time	68%
Yes, part-time	9%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	53%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	7%
Bus, rail, subway or other public transportation	26%
Bicycle	4%
Walk	5%
Work at home	6%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Oak Park?	Percent of respondents
Less than 2 years	17%
2 to 5 years	28%
6 to 10 years	16%
11 to 20 years	18%
More than 20 years	21%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	42%
House attached to one or more houses (e.g., a duplex or townhome)	2%
Building with two or more apartments or condominiums	52%
Other	4%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	40%
Owned by you or someone in this house with a mortgage or free and clear	60%
Total	100%

Question D6: Monthly Housing Cost	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents
Less than \$300 per month	6%
\$300 to \$599 per month	4%
\$600 to \$999 per month	18%
\$1,000 to \$1,499 per month	19%
\$1,500 to \$2,499 per month	27%
\$2,500 or more per month	27%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	62%
Yes	38%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	84%
Yes	16%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	11%
\$25,000 to \$49,999	14%
\$50,000 to \$99,999	27%
\$100,000 to \$149,000	23%
\$150,000 or more	24%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	96%
Yes, I consider myself to be Spanish, Hispanic or Latino	4%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	5%
Black or African American	14%
White	80%
Other	4%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	4%
25 to 34 years	25%
35 to 44 years	26%
45 to 54 years	22%
55 to 64 years	11%
65 to 74 years	7%
75 years or older	4%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	11%
Yes	88%
Ineligible to vote	1%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	12%
Yes	85%
Ineligible to vote	3%
Total	100%

### FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

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

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	Oak Park as a place to live	43%	181	50%	213	6%	25	1%	4	0%	0	100%
Your neighborhood as a place to live	42%	174	44%	184	12%	50	2%	8	1%	3	100%	419
Oak Park as a place to raise children	38%	159	32%	134	10%	43	2%	8	17%	72	100%	416
Oak Park as a place to work	10%	40	21%	88	16%	65	9%	35	45%	186	100%	415
Oak Park as a place to retire	14%	60	21%	89	15%	61	14%	59	35%	146	100%	414
The overall quality of life in Oak Park	29%	123	59%	247	10%	43	1%	4	1%	3	100%	418

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	33%	136	50%	203	13%	52	3%	10	2%	8	100%
Openness and acceptance of the community towards people of diverse backgrounds	42%	173	46%	190	10%	43	1%	5	1%	6	100%	417
Overall appearance of Oak Park	33%	137	56%	236	11%	44	1%	3	0%	0	100%	420
Cleanliness of Oak Park	34%	142	53%	220	10%	43	2%	10	0%	0	100%	415
Overall quality of new development in Oak Park	10%	43	33%	135	30%	124	18%	77	9%	35	100%	415
Overall quality of business and service establishments in Oak Park	11%	44	44%	182	31%	131	12%	51	2%	8	100%	416
Shopping opportunities	8%	34	31%	129	43%	181	17%	72	1%	2	100%	419
Opportunities to attend cultural activities	18%	74	53%	221	20%	85	3%	14	6%	23	100%	418
Recreational opportunities	22%	91	49%	207	20%	84	4%	17	5%	21	100%	419
Employment opportunities	4%	17	9%	38	22%	90	18%	73	47%	192	100%	411
Educational opportunities	28%	118	36%	150	16%	65	1%	5	18%	77	100%	414
Opportunities to participate in social events and activities	21%	86	50%	205	18%	74	2%	10	9%	38	100%	413

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to participate in religious or spiritual events and activities	24%	98	45%	187	12%	50	0%	1	19%	81	100%
Opportunities to volunteer	26%	109	40%	165	12%	48	2%	8	21%	85	100%	416
Opportunities to participate in community matters	22%	89	43%	179	16%	65	4%	17	16%	64	100%	413
Ease of bus travel in Oak Park	13%	55	25%	103	19%	78	7%	30	36%	150	100%	416
Ease of rail or subway travel in Oak Park	46%	191	41%	170	8%	34	2%	8	3%	12	100%	416
Ease of bicycle travel in Oak Park	20%	85	34%	141	21%	85	10%	43	15%	61	100%	414
Ease of walking in Oak Park	51%	213	37%	156	9%	37	3%	11	0%	0	100%	417
Traffic flow on major streets	7%	29	34%	142	42%	174	17%	69	0%	1	100%	415
Amount of public parking	7%	30	22%	92	34%	143	36%	150	1%	6	100%	420
Availability of affordable quality housing	7%	27	21%	87	30%	121	27%	111	16%	66	100%	411
Availability of affordable quality child care	4%	16	13%	53	18%	76	7%	28	58%	240	100%	413
Availability of affordable quality health care	8%	31	33%	132	20%	81	8%	32	32%	131	100%	407
Overall image or reputation of Oak Park	27%	114	59%	249	10%	43	3%	11	1%	2	100%	419
Interactions between people of different races	17%	70	52%	217	21%	88	6%	26	4%	18	100%	419

Question 3: Growth														
Please rate the speed of growth in the following categories in Oak Park over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	0%	1	2%	9	40%	170	16%	67	6%	23	36%	151	100%
Retail growth (stores, restaurants, etc.)	17%	73	32%	137	28%	116	5%	19	0%	0	18%	75	100%	421
Jobs growth	11%	46	19%	78	8%	34	1%	3	0%	0	61%	257	100%	418

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Oak Park?	Percent of respondents	Count
Not a problem	24%	96
Minor problem	47%	187
Moderate problem	21%	84
Major problem	4%	14
Don't know	5%	18
<b>Total</b>	<b>100%</b>	<b>399</b>

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Oak Park:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	27%	112	40%	168	14%	57	18%	75	2%	9	0%	1	100%
Property crimes (e.g., burglary, theft)	10%	42	37%	155	15%	64	30%	127	7%	30	1%	4	100%	423
Environmental hazards, including toxic waste	41%	174	30%	125	19%	80	4%	15	1%	3	6%	23	100%	421
Fire	38%	159	41%	174	14%	59	4%	16	1%	4	2%	10	100%	423

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	62%	260	29%	123	4%	15	6%	24	0%	1	0%	0	100%
In your neighborhood after dark	23%	94	39%	163	13%	55	21%	89	4%	18	0%	0	100%	419
In Oak Park's downtown area during the day	69%	292	24%	101	4%	16	2%	10	0%	0	1%	2	100%	421
In Oak Park's downtown area after dark	30%	128	41%	171	14%	59	12%	52	1%	5	2%	7	100%	421



Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	77%	316
Yes	23%	95
Don't know	0%	1
Total	100%	413

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	20%	20
Yes	78%	76
Don't know	2%	2
Total	100%	97

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count
Used Oak Park public libraries or their services	17%	71	16%	68	29%	120	18%	74	21%	88	100%	421
Used Oak Park recreation centers	34%	140	25%	104	19%	80	10%	44	12%	50	100%	418
Participated in a recreation program or activity	44%	183	23%	97	17%	72	10%	42	6%	26	100%	420
Visited an Oak Park park	6%	24	13%	53	33%	136	22%	90	27%	114	100%	417
Ridden a local bus within Oak Park	61%	250	16%	65	8%	33	5%	19	10%	43	100%	410
Attended a meeting of local elected officials or other local public meeting	70%	294	18%	73	10%	41	1%	6	1%	5	100%	419
Watched a meeting of local elected officials or other local public meeting on cable television	64%	268	20%	85	12%	49	2%	10	1%	5	100%	417
Visited the Village of Oak Park Web site (at <a href="http://www.oak-park.us">http://www.oak-park.us</a> )	20%	83	23%	96	43%	180	11%	48	3%	13	100%	420
Recycled used paper, cans or bottles from your home	10%	40	4%	18	9%	39	6%	26	71%	293	100%	415

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Oak Park?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Volunteered your time to some group or activity in Oak Park	55%	227	15%	64	14%	58	7%	31	9%	37	100%
Participated in religious or spiritual activities in Oak Park	47%	199	11%	45	15%	65	10%	41	17%	70	100%	421
Participated in a club or civic group in Oak Park	69%	288	12%	49	11%	46	4%	18	4%	15	100%	416
Provided help to a friend or neighbor	8%	32	21%	88	40%	165	18%	75	13%	56	100%	416
Purchase an item over the Internet	17%	70	11%	45	32%	133	16%	66	25%	106	100%	420

Question 10: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	30%	126
Several times a week	30%	127
Several times a month	17%	73
Once a month	7%	30
Several times a year	6%	26
Once a year or less	4%	16
Never	5%	21
Total	100%	419

Question 11: Service Quality												
Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	Police services	39%	165	42%	175	11%	48	1%	5	7%	28	100%
Fire services	41%	172	30%	126	3%	13	0%	0	26%	109	100%	419
Ambulance or emergency medical services	27%	114	25%	103	5%	19	0%	0	44%	183	100%	419
Crime prevention	13%	56	32%	133	26%	109	7%	31	21%	90	100%	419
Fire prevention and education	17%	70	29%	119	10%	40	2%	7	43%	180	100%	416
Oak Park adjudication court	5%	21	10%	41	8%	33	4%	17	73%	303	100%	416
Traffic enforcement	10%	40	36%	151	23%	98	13%	53	18%	75	100%	418
Street repair	7%	27	26%	111	34%	142	29%	121	4%	19	100%	420
Street cleaning	17%	71	54%	229	20%	86	5%	21	4%	16	100%	422
Street lighting	20%	84	48%	204	25%	106	4%	18	2%	10	100%	421
Snow removal	16%	66	38%	160	28%	118	12%	49	7%	30	100%	422
Sidewalk maintenance	12%	48	39%	162	34%	140	10%	42	5%	22	100%	414
Bus or transit services	15%	62	34%	144	17%	71	5%	20	29%	123	100%	419
Garbage collection	30%	124	48%	201	15%	63	4%	16	3%	12	100%	417
Recycling	30%	126	45%	187	13%	55	4%	16	8%	34	100%	417
Yard waste pick-up	21%	87	32%	135	16%	68	2%	8	29%	122	100%	420
Sewer services	11%	45	34%	142	16%	67	4%	16	35%	147	100%	417
Recreation programs or classes	17%	71	36%	153	11%	44	1%	6	35%	147	100%	420
Recreation centers or facilities	15%	61	42%	174	14%	59	3%	14	25%	105	100%	413
Land use, planning and zoning	5%	20	25%	104	29%	122	19%	78	22%	89	100%	413
Code enforcement (weeds, abandoned buildings, etc)	9%	36	32%	133	23%	93	8%	33	28%	114	100%	409
Animal control	13%	54	41%	171	13%	53	4%	17	29%	117	100%	411
Economic development	5%	19	24%	97	26%	107	25%	102	21%	86	100%	411
Health services	9%	38	35%	143	13%	54	4%	17	39%	159	100%	411
Services to seniors	10%	40	22%	91	7%	28	3%	11	59%	243	100%	412
Services to youth	14%	57	28%	114	11%	45	4%	16	44%	180	100%	412

Question 11: Service Quality												
Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
	Services to low-income people	7%	27	15%	60	11%	46	5%	20	63%	258	100%
Public library services	49%	203	34%	138	6%	26	1%	2	10%	42	100%	412
Public information services	22%	90	41%	167	14%	56	2%	7	22%	91	100%	411
Public schools	27%	109	33%	133	9%	37	1%	4	30%	124	100%	408
Cable television	10%	40	32%	129	21%	83	5%	22	32%	128	100%	402
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	31	24%	99	7%	31	5%	19	57%	235	100%	415
Building permit review	2%	9	14%	55	13%	52	17%	68	54%	219	100%	404
Leaf pick-up	15%	62	43%	174	16%	64	3%	14	23%	94	100%	408
Care of trees along the parkway	15%	64	51%	210	18%	76	7%	31	8%	31	100%	411
Alley maintenance	7%	27	28%	116	29%	120	21%	87	14%	59	100%	409
Parking services	4%	17	21%	86	26%	108	41%	168	8%	35	100%	414
Online Village services	8%	34	37%	150	21%	85	4%	17	30%	121	100%	408
Water and Sewer services	8%	34	48%	197	16%	66	3%	12	25%	102	100%	411

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The Village of Oak Park	15%	63	56%	229	22%	91	5%	22	1%	6	100%
The Federal Government	3%	13	22%	91	41%	168	16%	64	18%	74	100%	410
The State Government	3%	12	16%	67	39%	161	23%	96	18%	76	100%	410
Cook County Government	3%	14	15%	60	32%	132	33%	134	17%	71	100%	410

Question 13: Contact with Village Employees		
Have you had any in-person or phone contact with an employee of the Village of Oak Park within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	26%	105
Yes	74%	300
Total	100%	405

Question 14: Village Employees												
What was your impression of the employee(s) of the Village of Oak Park in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	27%	85	52%	161	13%	41	7%	22	0%	2	100%
Responsiveness	30%	93	43%	133	17%	53	11%	34	0%	0	100%	312
Courtesy	37%	114	37%	115	17%	53	9%	29	0%	0	100%	312
Overall impression	28%	86	43%	133	21%	65	9%	28	0%	0	100%	312

Question 15: Government Performance												
Please rate the following categories of Oak Park government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The overall direction that Oak Park is taking	7%	29	40%	167	31%	128	12%	48	10%	40	100%
The job Oak Park government does at welcoming citizen involvement	9%	37	39%	163	24%	99	7%	31	20%	85	100%	414
The job Oak Park government does at listening to citizens	5%	22	30%	122	22%	91	20%	82	23%	93	100%	412

Question 16: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Oak Park to someone who asks	51%	212	36%	152	8%	33	3%	14	1%	6	100%
Remain in Oak Park for the next five years	45%	187	31%	128	11%	44	10%	41	4%	15	100%	415

Question 17: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	1%	3
Somewhat positive	7%	28
Neutral	40%	166
Somewhat negative	43%	177
Very negative	9%	39
Total	100%	413

Question 18a: Policy Question 1										
Please rate how important, if at all, you think it is to have the Village of Oak Park maintain each of the following services at least at current levels (as compared with cutting the level of service):	Essential		Very important		Somewhat important		Not at all important		Don't know	
	Alley reconstruction	19%	76	28%	116	36%	148	9%	37	8%
Business retention, development, and attraction	49%	201	38%	156	9%	37	1%	6	3%	11
Care of trees and landscaping in the parkways	23%	95	51%	210	23%	96	2%	7	1%	5
Fire and emergency medical assistance	61%	252	32%	133	4%	17	1%	4	2%	9
Housing programs	23%	95	30%	125	24%	100	15%	63	7%	28
Operation and creation of street parking	34%	139	31%	128	24%	100	9%	38	1%	6
Partner agencies that promote or support tourism, housing, and the arts in Oak Park	19%	77	32%	133	36%	149	8%	33	5%	21
Police protection	73%	304	25%	103	1%	3	0%	2	1%	4
Public health services	39%	162	40%	164	14%	60	3%	14	3%	14
Sidewalk replacement	15%	62	41%	170	35%	143	7%	29	2%	9
Snow plowing, street maintenance and cleaning	42%	175	41%	171	14%	58	1%	3	1%	6
Street resurfacing	31%	128	46%	192	19%	78	2%	9	1%	6

Question 18b: Policy Question 2										
To what degree, if at all, is each of the following a problem in Oak Park?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know	
Crime	6%	26	30%	124	45%	191	15%	65	3%	15
Disorderly youth	11%	47	34%	141	33%	140	16%	69	5%	22
Drugs	12%	49	23%	96	28%	116	12%	49	26%	110
Graffiti	25%	102	42%	173	17%	71	5%	21	12%	49
Homelessness	14%	58	41%	173	26%	108	7%	30	12%	51
Noise	33%	137	37%	155	22%	90	7%	31	1%	6
Panhandling	25%	105	40%	166	19%	81	11%	47	5%	19
Parking	13%	56	16%	65	24%	100	46%	193	1%	3
Run down buildings and houses	29%	120	45%	185	15%	62	3%	14	8%	33
Traffic in Oak Park	15%	64	37%	154	34%	140	14%	58	0%	2
Unsupervised youth	14%	59	37%	154	25%	107	15%	63	8%	35

Question 18c: Policy Question 3						
How much information, if at all, do you get from each of the following sources of information about Oak Park?	A lot		Some		None	
Chicago newspapers	14%	59	47%	196	39%	161
Chicago radio or television	16%	68	41%	172	43%	177
Friends and neighbors	45%	186	46%	193	9%	35
The Oak Leaves	37%	153	32%	131	32%	131
Village or Oak email news ("e-News")	9%	38	22%	90	69%	282
Village of Oak Park Internet site	12%	49	48%	198	40%	163
Village of Oak Park OP/FYI newsletter and other village mailings	42%	174	43%	178	15%	64
VOP TV-6, the Village's cable TV	7%	27	23%	96	70%	291
The Wednesday Journal	43%	179	21%	89	35%	148

Question 18d: Policy Question 4										
Please rate the value of services for the taxes paid to each of the following taxing bodies (% of your property tax bill)	Excellent		Good		Fair		Poor		Don't know	
	Elementary School District 97 (33.17%)	27%	112	23%	92	12%	50	5%	19	33%
OPRF High School District 200 (30.72%)	26%	105	22%	91	12%	49	5%	19	35%	145
Village of Oak Park (11.84%)	10%	43	37%	153	24%	99	7%	28	22%	89
Oak Park Public Library (5.51%)	38%	155	27%	111	12%	48	4%	15	19%	79
Cook County (5.29%)	3%	14	10%	41	25%	99	30%	123	31%	127
Park District of Oak Park (4.60%)	16%	66	38%	156	20%	80	6%	24	20%	84
Oak Park Township (1.63%)	14%	55	23%	93	17%	71	10%	41	36%	149

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	23%	95
Yes, full-time	68%	286
Yes, part-time	9%	40
Total	100%	421

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	53%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	7%
Bus, rail, subway or other public transportation	26%
Bicycle	4%
Walk	5%
Work at home	6%
Other	0%



Question D3: Length of Residency		
How many years have you lived in Oak Park?	Percent of respondents	Count
Less than 2 years	17%	72
2 to 5 years	28%	119
6 to 10 years	16%	66
11 to 20 years	18%	76
More than 20 years	21%	88
Total	100%	422

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	42%	176
House attached to one or more houses (e.g., a duplex or townhome)	2%	10
Building with two or more apartments or condominiums	52%	218
Other	4%	18
Total	100%	423

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	40%	167
Owned by you or someone in this house with a mortgage or free and clear	60%	249
Total	100%	416

Question D6: Monthly Housing Cost		
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	6%	23
\$300 to \$599 per month	4%	17
\$600 to \$999 per month	18%	76
\$1,000 to \$1,499 per month	19%	78
\$1,500 to \$2,499 per month	27%	111
\$2,500 or more per month	27%	114
Total	100%	419

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	62%	262
Yes	38%	161
Total	100%	423

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	84%	353
Yes	16%	69
Total	100%	421

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	11%	46
\$25,000 to \$49,999	14%	55
\$50,000 to \$99,999	27%	110
\$100,000 to \$149,000	23%	93
\$150,000 or more	24%	98
Total	100%	402

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	96%	399
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	17
Total	100%	416

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	1%	3
Asian, Asian Indian or Pacific Islander	5%	20
Black or African American	14%	58
White	80%	338
Other	4%	17
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	4%	18
25 to 34 years	25%	106
35 to 44 years	26%	108
45 to 54 years	22%	93
55 to 64 years	11%	48
65 to 74 years	7%	30
75 years or older	4%	19
Total	100%	422

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	54%	228
Male	46%	192
Total	100%	420

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	11%	47
Yes	87%	367
Ineligible to vote	1%	5
Don't know	1%	4
Total	100%	423

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	11%	48
Yes	84%	356
Ineligible to vote	3%	14
Don't know	1%	4
Total	100%	423

## APPENDIX B: SURVEY METHODOLOGY

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

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

### SURVEY VALIDITY

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

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

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

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

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

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

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

## INTERPRETING COMPARISONS TO PREVIOUS YEARS

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

In Oak Park, citizen survey data were collected by phone in 2000 and 2004. In 2008, the data collection method switched from phone to mail – to save costs, gather more candid feedback and

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

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

## SURVEY SAMPLING

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

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

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

## SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning September 2008. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Village President inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed



the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following four weeks.

## SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

Fifty-two surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,148 households receiving the survey mailings, 425 completed the survey, providing a response rate of 37%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all Village of Oak Park adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

## SURVEY PROCESSING (DATA ENTRY)

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

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

## SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

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

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

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2)

comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

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

The results of the weighting scheme are presented in the table below.

Oak Park Citizen Survey Weighting Table			
Characteristic	Population Norm*	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	44%	24%	40%
Own home	56%	76%	60%
Detached unit	44%	44%	42%
Attached unit	56%	56%	58%
<b>Race and Ethnicity</b>			
Not Hispanic	94%	96%	96%
Hispanic	6%	4%	4%
White	71%	80%	77%
Non-white	29%	20%	23%
<b>Sex and Age</b>			
Female	55%	68%	54%
Male	45%	32%	46%
18-34 years of age	32%	17%	29%
35-54 years of age	45%	39%	48%
55+ years of age	23%	44%	23%
Females 18-34	17%	12%	16%
Females 35-54	25%	26%	26%
Females 55+	14%	29%	13%
Males 18-34	15%	5%	14%
Males 35-54	21%	13%	22%
Males 55+	9%	15%	9%

\* Source: 2000 Census

## SURVEY DATA ANALYSIS AND REPORTING

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

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

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

### “Don’t Know” Responses

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

### Benchmark Comparisons

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

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

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

### The Role of Comparisons

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

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

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

### Comparison of Oak Park to the Benchmark Database

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

most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Oak Park results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Oak Park's rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

## APPENDIX C: SURVEY MATERIALS

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



**Oak Park**

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

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



**Oak Park**

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

Presorted  
First Class Mail  
US Postage  
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Village of Oak Park  
123 Madison St.  
Oak Park, IL 60302

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

Dear Oak Park Resident,

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

Sincerely,



David Pope  
Village President

Dear Oak Park Resident,

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

Sincerely,



David Pope  
Village President

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Sincerely,



David Pope  
Village President





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

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

September 2008

Dear Oak Park Resident:

The Village of Oak Park wants to know what you think about our community and municipal government. You have been randomly selected to participate in Oak Park's 2008 Citizen Survey.

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

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

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

Your participation in this survey is very important – especially since your household is one of only a limited number of households being surveyed. If you have any questions about the Citizen Survey please call Robert Cole, Assistant to the Village Manager at (708) 358-5791.

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

Sincerely,

David Pope  
Village President



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

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

September 2008

Dear Oak Park Resident:

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

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

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

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

Sincerely,

David Pope  
Village President

# The Village of Oak Park 2008 Citizen Survey

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

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

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

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

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

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

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

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

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

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

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

**6. Please rate how safe or unsafe you feel:**

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

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

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

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

- No     
  Yes     
  Don't know

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

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Oak Park public libraries or their services .....	1	2	3	4	5
Used Oak Park recreation centers .....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited an Oak Park park.....	1	2	3	4	5
Ridden a local bus within Oak Park .....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting .....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television .....	1	2	3	4	5
Visited the Village of Oak Park Web site (at <a href="http://www.oak-park.us">http://www.oak-park.us</a> ) .....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Oak Park .....	1	2	3	4	5
Participated in religious or spiritual activities in Oak Park .....	1	2	3	4	5
Participated in a club or civic group in Oak Park .....	1	2	3	4	5
Provided help to a friend or neighbor .....	1	2	3	4	5
Purchased an item over the Internet.....	1	2	3	4	5

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

- Just about every day     
  Once a month     
  Never  
 Several times a week     
  Several times a year  
 Several times a month     
  Once a year or less

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

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

# The Village of Oak Park 2008 Citizen Survey

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

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

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

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

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

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

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

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

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

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

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

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

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

- Very positive             Somewhat positive             Neutral             Somewhat negative             Very negative

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

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

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

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

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

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

	<i>A lot</i>	<i>Some</i>	<i>None</i>
Chicago newspapers.....	1	2	3
Chicago radio or television.....	1	2	3
Friends and neighbors .....	1	2	3
The Oak Leaves.....	1	2	3
Village or Oak email news ("e-News").....	1	2	3
Village of Oak Park Internet site .....	1	2	3
Village of Oak Park OP/FYI newsletter and other village mailings.....	1	2	3
VOP TV-6, the Village's cable TV .....	1	2	3
The Wednesday Journal .....	1	2	3

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Elementary School District 97 (33.17%) .....	1	2	3	4	5
OPRF High School District 200 (30.72%) .....	1	2	3	4	5
Village of Oak Park (11.84%) .....	1	2	3	4	5
Oak Park Public Library (5.51%) .....	1	2	3	4	5
Cook County (5.29%).....	1	2	3	4	5
Park District of Oak Park (4.60%) .....	1	2	3	4	5
Oak Park Township (1.63%).....	1	2	3	4	5

# The Village of Oak Park 2008 Citizen Survey

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

**D1. Are you currently employed for pay?**

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

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

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

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

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

**D4. Which best describes the building you live in?**

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

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

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

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

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

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

- No     Yes

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

- No     Yes

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

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

**Please respond to both question D10 and D11:**

**D10. Are you Spanish, Hispanic or Latino?**

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

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

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

**D12. In which category is your age?**

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

**D13. What is your sex?**

- Female
- Male

**D14. Are you registered to vote in your jurisdiction?**

- No
- Yes
- Ineligible to vote
- Don't know

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

- No
- Yes
- Ineligible to vote
- Don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:  
National Research Center, Inc., 3005 30th St., Boulder, CO 80301



**Oak Park**

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

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