THE NCS™
The National Citizen Survey™

Oak Park, IL
Dashboard Summary of Findings

2015

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Oak Park's performance in the eight facets of community livability with the "General" rating as a summary of results from the overarching questions not shown within any of the eight facets. The "Overall" represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Oak Park's community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Across all facets, ratings for Education and Enrichment tended to be higher than in comparison communities. Within Community Characteristics, Community Engagement ratings were exceptionally high. Ratings for Recreation and Wellness were high within the pillar of Governance. Oak Park residents also demonstrated higher levels of Participation within the facet of Mobility those in comparison communities. The majority of ratings across all facets and pillars were strong and similar to other communities across the nation. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	18	30	2	5	40	0	6	28	2
General	3	4	0	0	3	0	1	2	0
Safety	0	3	0	0	7	0	0	2	1
Mobility	2	4	1	1	7	0	2	1	0
Natural Environment	0	3	0	0	6	0	0	3	0
Built Environment	2	3	0	0	7	0	0	2	0
Economy	2	5	1	0	1	0	0	2	1
Recreation and Wellness	1	6	0	2	1	0	0	5	0
Education and Enrichment	4	1	0	2	0	0	2	1	0
Community Engagement	4	1	0	0	8	0	1	10	0

Legend	
	Higher
	Similar
	Lower

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Bench-mark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	94%	Customer service	↓	↔	74%	Recommend Oak Park	↔	↔	92%
	Overall quality of life	↔	↔	90%	Services provided by Oak Park	↔	↔	80%	Remain in Oak Park	↔	↔	83%
	Place to retire	↔	↔	58%	Services provided by the Federal Government	↑	↔	45%	Contacted Oak Park employees	↔	↑↑	70%
	Place to raise children	↔	↑	91%								
	Place to live	↔	↔	94%								
	Neighborhood	↔	↔	88%								
	Overall image	↔	↑	89%								
Safety	Overall feeling of safety	*	↔	76%	Police	↔	↔	88%	Was NOT the victim of a crime	↔	↔	88%
	Safe in neighborhood	↔	↔	94%	Crime prevention	↔	↔	77%	Did NOT report a crime	*	↔	76%
	Safe downtown/commercial area	↔	↔	97%	Fire	↔	↔	95%	Stocked supplies for an emergency	*	↓	24%
					Fire prevention	↔	↔	85%				
					Ambulance/EMS	↔	↔	93%				
					Emergency preparedness	↑	↔	74%				
					Animal control	↔	↔	74%				
Mobility	Traffic flow	↔	↔	43%	Traffic enforcement	↔	↔	61%	Carpooled instead of driving alone	*	↔	44%
	Travel by car	*	↔	52%	Street repair	↓	↔	40%	Walked or biked instead of driving	*	↑↑	88%
	Travel by bicycle	↔	↑	67%	Street cleaning	↓	↔	63%	Used public transportation instead of driving	*	↑↑	81%
	Ease of walking	↔	↑↑	89%	Street lighting	↔	↔	66%				
	Overall ease travel	*	↔	84%	Snow removal	↓	↔	59%				
	Public parking	*	↓	27%	Sidewalk maintenance	↔	↔	63%				
	Paths and walking trails	*	↔	61%	Traffic signal timing	*	↔	56%				
					Bus or transit services	↑	↑	78%				
Natural Environment	Overall natural environment	*	↔	86%	Garbage collection	↔	↔	88%	Recycled at home	↔	↔	89%
	Air quality	*	↔	78%	Recycling	↔	↔	89%	Conserved water	*	↔	78%
	Cleanliness	↔	↔	86%	Yard waste pick-up	↔	↔	79%	Made home more energy efficient	*	↔	74%
					Drinking water	*	↔	81%				
					Open space	*	↔	70%				
					Natural areas preservation	*	↔	63%				
Built Environment	New development in Oak Park	↔	↔	56%	Sewer services	↔	↔	75%	NOT experiencing housing cost stress	↔	↔	67%
	Affordable quality housing	↔	↔	38%	Storm drainage	*	↔	61%	Did NOT observe a code violation	*	↔	56%
	Housing options	*	↔	64%	Power utility	*	↔	82%				
	Overall built environment	*	↑	81%	Utility billing	*	↔	72%				
	Public places	*	↑	86%	Land use, planning and zoning	↑	↔	61%				
					Code enforcement	↔	↔	64%				
					Cable television	↔	↔	55%				

Legend

↑↑ Much higher   ↑ Higher   ↔ Similar   ↓ Lower   ↓↓ Much lower   * Not available

The National Citizen Survey™

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↔	67%	Economic development	↑	↔	51%	Economy will have positive impact on income	↔	↔	29%
	Shopping opportunities	↑	↔	61%					Purchased goods or services in Oak Park	*	↔	91%
	Employment opportunities	↑	↔	41%					Work in Oak Park	*	↓	28%
	Place to visit	*	↑	84%								
	Cost of living	*	↓	24%								
	Vibrant downtown/commercial area	*	↑	69%								
	Place to work	↔	↔	68%								
	Business and services	↔	↔	64%								
Recreation and Wellness	Fitness opportunities	*	↔	69%	Village parks	*	↑	90%	In very good to excellent health	*	↔	71%
	Recreational opportunities	↔	↔	72%	Recreation centers	↑	↑	90%	Used Oak Park recreation centers	↔	↔	62%
	Health care	↑	↔	74%	Health services	↑	↔	77%	Visited a Village park	↔	↔	89%
	Food	*	↔	75%					Ate 5 portions of fruits and vegetables	*	↔	86%
	Mental health care	*	↑	68%					Participated in moderate or vigorous physical activity	*	↔	87%
	Health and wellness	*	↔	78%								
	Preventive health services	*	↔	76%								
Education and Enrichment	Cultural/arts/music activities	↑	↑	83%	Public libraries	↔	↑	93%	Used Oak Park public libraries	↔	↑	80%
	Child care/preschool	↑	↑	68%	Special events	*	↑	81%	Participated in religious or spiritual activities	↔	↔	43%
	Religious or spiritual events and activities	↔	↑	89%					Attended a Village-sponsored event	*	↑	68%
	Adult education	*	↔	76%								
	Overall education and enrichment	*	↑	84%								
Community Engagement	Opportunities to participate in community matters	↔	↑	77%	Public information	↔	↔	81%	Sense of community	↔	↑	79%
	Opportunities to volunteer	↔	↔	81%	Overall direction	↔	↔	59%	Voted in local elections	↑	↔	88%
	Openness and acceptance	↓	↑	77%	Value of services for taxes paid	*	↔	47%	Talked to or visited with neighbors	*	↔	92%
	Social events and activities	↔	↑	78%	Welcoming citizen involvement	↔	↔	65%	Attended a local public meeting	↔	↔	23%
	Neighborliness	*	↑	78%	Confidence in Village government	*	↔	54%	Watched a local public meeting	↓	↔	20%
					Acting in the best interest of Oak Park	*	↔	60%	Volunteered	↓	↔	41%
					Being honest	*	↔	63%	Participated in a club	↔	↔	24%
					Treating all residents fairly	*	↔	61%	Campaigned for an issue, cause or candidate	*	↔	23%
									Contacted Oak Park elected officials	*	↔	18%
									Read or watched local news	*	↔	84%
									Done a favor for a neighbor	*	↔	79%

Legend

↑↑   Much higher   ↑   Higher   ↔   Similar   ↓   Lower   ↓↓   Much lower   *   Not available

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Oak Park, IL
Community Livability Report

2015

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Contents

About

The National Citizen Survey™ (The NCS) report is about the "livability" of Oak Park. The phrase "livable community" is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 437 residents of the Village of Oak Park. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

Residents

Communities are partnerships among...

Private sector

Community-based organizations

Government

Quality of Life in Oak Park

Almost all residents rated the quality of life in Oak Park as excellent or good. These ratings were similar to ratings in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).

Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.
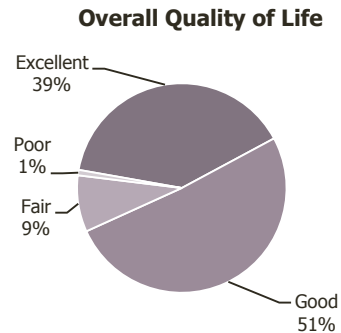
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Oak Park community in the coming two years. Oak Park residents gave favorable ratings to both of these facets of community as well as to Mobility, Natural Environment, Built Environment, Recreation and Wellness and Community Engagement. Ratings for Education and Enrichment were exceptionally high and were higher than in comparison communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Oak Park's unique questions.

Overall Quality of Life

Excellent 39%

Poor 1%

Fair 9%

Good 51%

Legend

■ Higher than national benchmark

■ Similar to national benchmark

□ Lower than national benchmark

✴ Most important

Safety

Natural Environment

Built Environment

Mobility

Economy

Recreation and Wellness

Education and Enrichment

Community Engagement

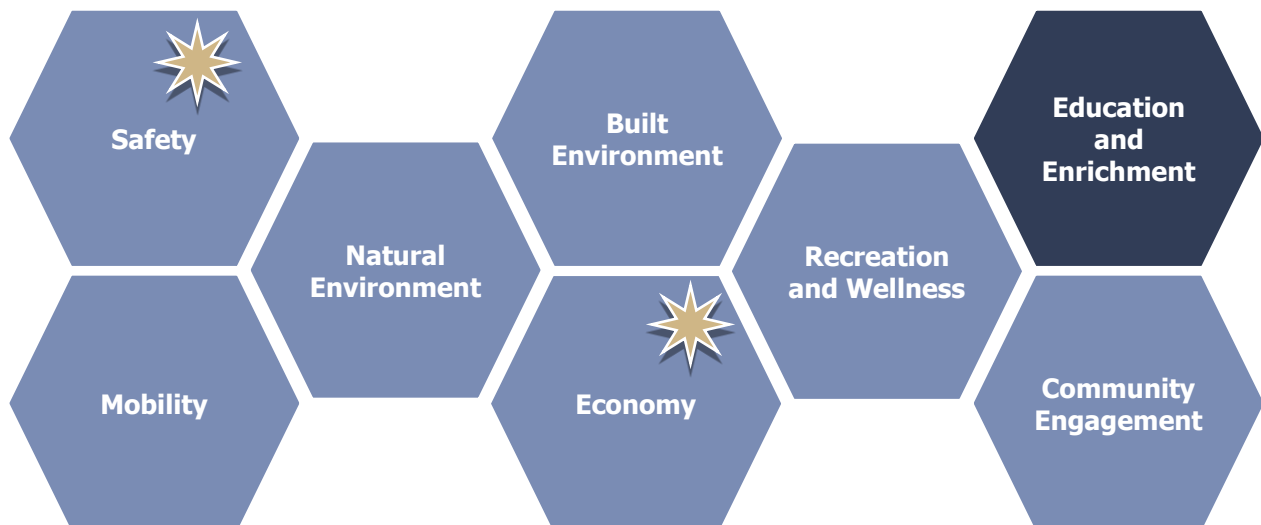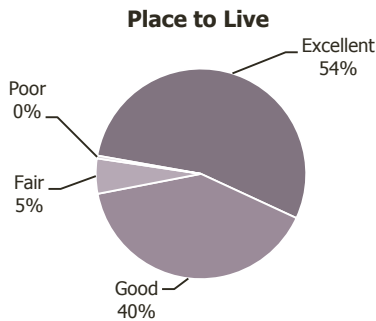# Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Oak Park, 94% rated the Village as an excellent or good place to live. Respondents' ratings of Oak Park as a place to live were similar to ratings in other communities across the nation.

In addition to rating the Village as a place to live, respondents rated several aspects of community quality including Oak Park as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Oak Park and its overall appearance. About 9 in 10 respondents gave excellent or good ratings to the overall image of Oak Park, their neighborhoods, Oak Park as a place to raise children and the overall appearance of Oak Park. Ratings for the overall image, place to raise children and overall appearance were higher than in comparison communities. About half rated Oak Park as an excellent or good place to retire and this rating was similar to ratings in comparison communities.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, across all facets, ratings tended to be positive and at least similar to the benchmark. Ratings within Education and Enrichment and Community Engagement were particularly strong; almost all aspects of these facets were rated higher in Oak Park than in other communities across the nation. Almost all residents reported feeling safe in their neighborhoods and in Oak Park's downtown/commercial areas during the day and about three-quarters of respondents rated the overall feeling of safety in Oak Park as excellent or good. Mobility ratings were mixed; ratings for ease of walking and travel by bicycle were higher than the benchmarks while ratings for public parking were lower than the benchmark. Ratings within Economy were also mixed; Oak Park's vibrant downtown/commercial area and Oak Park as a place to visit received ratings higher than in comparison communities while ratings for cost of living were lower than the benchmark.

Place to Live

Excellent 54%
Poor 0%
Fair 5%
Good 40%

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark
■ Higher ■ Similar ■ Lower

Overall image	Neighborhood	Place to raise children	Place to retire	Overall appearance
89%	88%	91%	58%	94%

3
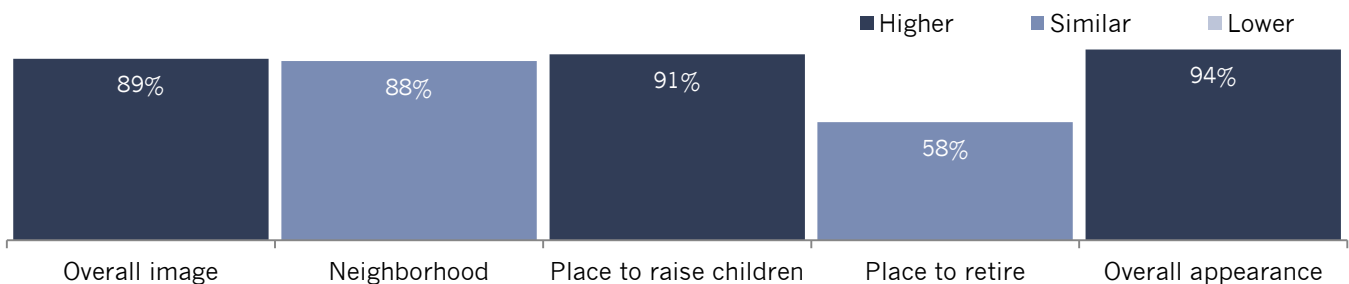
Figure 1: Aspects of Community Characteristics

*Percent rating positively
(e.g., excellent/good,
very/somewhat safe)*

Comparison to national
benchmark

■ Higher

■ Similar

■ Lower

SAFETY
- Overall feeling of safety — 76%
- Safe in neighborhood — 94%
- Safe downtown/commercial area — 97%

MOBILITY
- Overall ease of travel — 84%
- Paths and walking trails — 61%
- Ease of walking — 89%
- Travel by bicycle — 67%
- Travel by car — 52%
- Public parking — 27%
- Traffic flow — 43%

NATURAL ENVIRONMENT
- Overall natural environment — 86%
- Cleanliness — 86%
- Air quality — 78%

BUILT ENVIRONMENT
- Overall built environment — 81%
- New development in Oak Park — 56%
- Affordable quality housing — 38%
- Housing options — 64%
- Public places — 86%

ECONOMY
- Overall economic health — 67%
- Vibrant downtown/commercial area — 69%
- Business and services — 64%
- Cost of living — 24%
- Shopping opportunities — 61%
- Employment opportunities — 41%
- Place to visit — 84%
- Place to work — 68%

RECREATION AND WELLNESS
- Health and wellness — 78%
- Mental health care — 68%
- Preventive health services — 76%
- Health care — 74%
- Food — 75%
- Recreational opportunities — 72%
- Fitness opportunities — 69%

EDUCATION AND ENRICHMENT
- Education and enrichment opportunities — 84%
- Religious or spiritual events and activities — 89%
- Cultural/arts/music activities — 83%
- Adult education — 76%
- Child care/preschool — 68%

COMMUNITY ENGAGEMENT
- Social events and activities — 78%
- Neighborliness — 78%
- Openness and acceptance — 77%
- Opportunities to participate in community matters — 77%
- Opportunities to volunteer — 81%

Governance

How well does the government of Oak Park meet the needs and expectations of its residents?

The overall quality of the services provided by Oak Park as well as the manner in which these services are provided are a key component of how residents rate their quality of life. About 80% of residents gave excellent or good ratings to the overall quality of services provided by the Village of Oak Park, and close to half gave excellent or good ratings to services provided by the Federal Government. Both of these ratings were similar to the national benchmarks.

Survey respondents also rated various aspects of Oak Park's leadership and governance. These ratings tended to be positive and all were similar to the national benchmarks.

Respondents evaluated over 30 individual services and amenities available in Oak Park. Most aspects of Governance were similar to the national benchmark, none were lower and a handful were higher than the national benchmark. Ratings for bus or transit services, Village parks, recreation centers, public libraries and Village-sponsored special events were all higher than ratings in comparison communities. All aspects of Governance received excellent or good ratings from a majority of respondents with the exception of street repair (40%). At least 9 in 10 respondents rated fire services, ambulance/EMS services, Village parks, recreation centers and public libraries as excellent or good.

Overall Quality of Village Services

Excellent 21%
Good 59%
Fair 18%
Poor 2%

Percent rating positively (e.g., excellent/good)
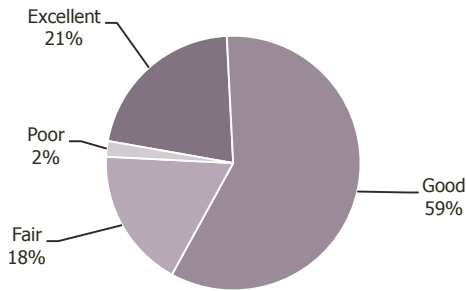
Comparison to national benchmark

■ Higher ■ Similar ■ Lower

47%	59%	65%	54%	60%	63%	61%	74%	45%
Value of services for taxes paid	Overall direction	Welcoming citizen involvement	Confidence in Village government	Acting in the best interest of Oak Park	Being honest	Treating all residents fairly	Customer service	Services provided by the Federal Government

5
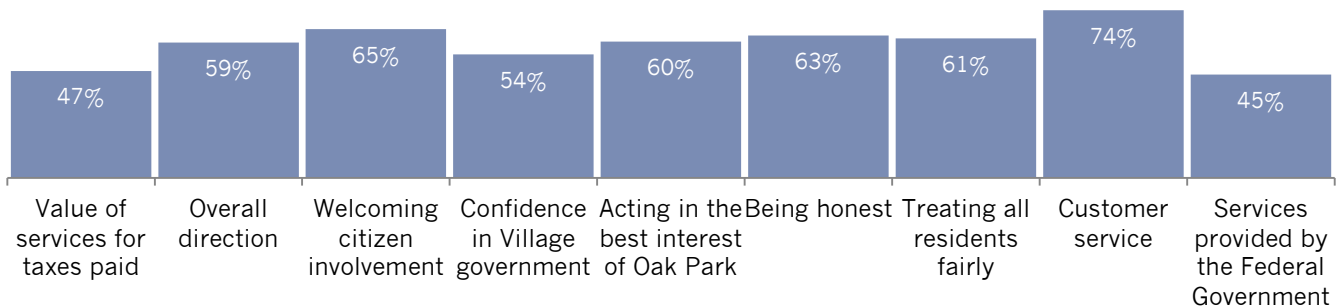
Figure 2: Aspects of Governance

*Percent rating positively
(e.g., excellent/good)*

Comparison to national
benchmark

- ■ Higher
- ■ Similar
- ■ Lower

SAFETY

Police	88%
Fire	95%
Ambulance/EMS	93%
Crime prevention	77%
Fire prevention	85%
Animal control	74%
Emergency preparedness	74%

MOBILITY

Traffic enforcement	61%
Street repair	40%
Street cleaning	63%
Street lighting	66%
Snow removal	59%
Sidewalk maintenance	63%
Traffic signal timing	56%
Bus or transit services	78%

NATURAL ENVIRONMENT

Garbage collection	88%
Recycling	89%
Yard waste pick-up	79%
Drinking water	81%
Natural areas preservation	63%
Open space	70%

BUILT ENVIRONMENT

Storm drainage	61%
Sewer services	75%
Power utility	82%
Utility billing	72%
Land use, planning and zoning	61%
Code enforcement	64%
Cable television	55%

ECONOMY

Economic development	51%

RECREATION AND WELLNESS

Village parks	90%
Recreation centers	90%
Health services	77%

EDUCATION AND ENRICHMENT

Public libraries	93%
Special events	81%

COMMUNITY ENGAGEMENT

Public information	81%

6

Participation

Are the residents of Oak Park connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. About 4 in 5 respondents gave excellent or good ratings to the sense of community in Oak Park; this rating was higher than ratings in comparison communities. Almost all residents reported that they were likely to recommend living in Oak Park and about 4 in 5 were likely to remain in Oak Park. About 70% of survey respondents reported contacting Oak Park employees in the last 12 months; this rate of contact was higher than rates in comparison communities.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. In general, self-reported rates of Participation tended to be similar to those seen in comparison communities. However, fewer Oak Park residents reported that they had stocked supplies for an emergency or that they worked in Oak Park than residents in other communities across the nation. More Oak Park residents reported that they had used public transportation instead of driving, walked or biked instead of driving, used Oak Park libraries or attended a Village-sponsored event than residents in comparison communities.

Sense of Community

Excellent 32%

Poor 2%

Fair 18%

Good 47%

Percent rating positively (e.g., very/somewhat likely, yes)

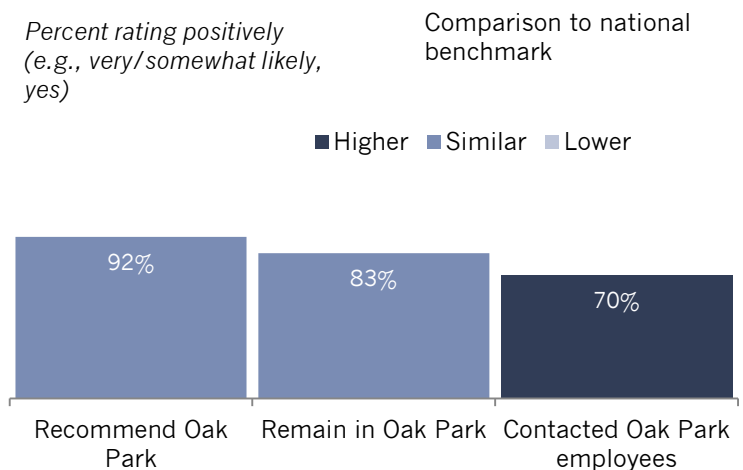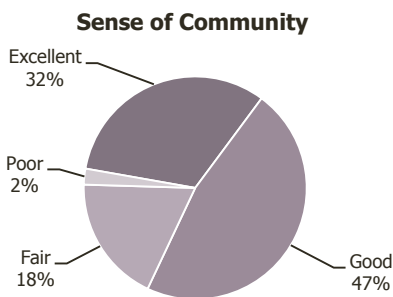Comparison to national benchmark

■ Higher ■ Similar ■ Lower

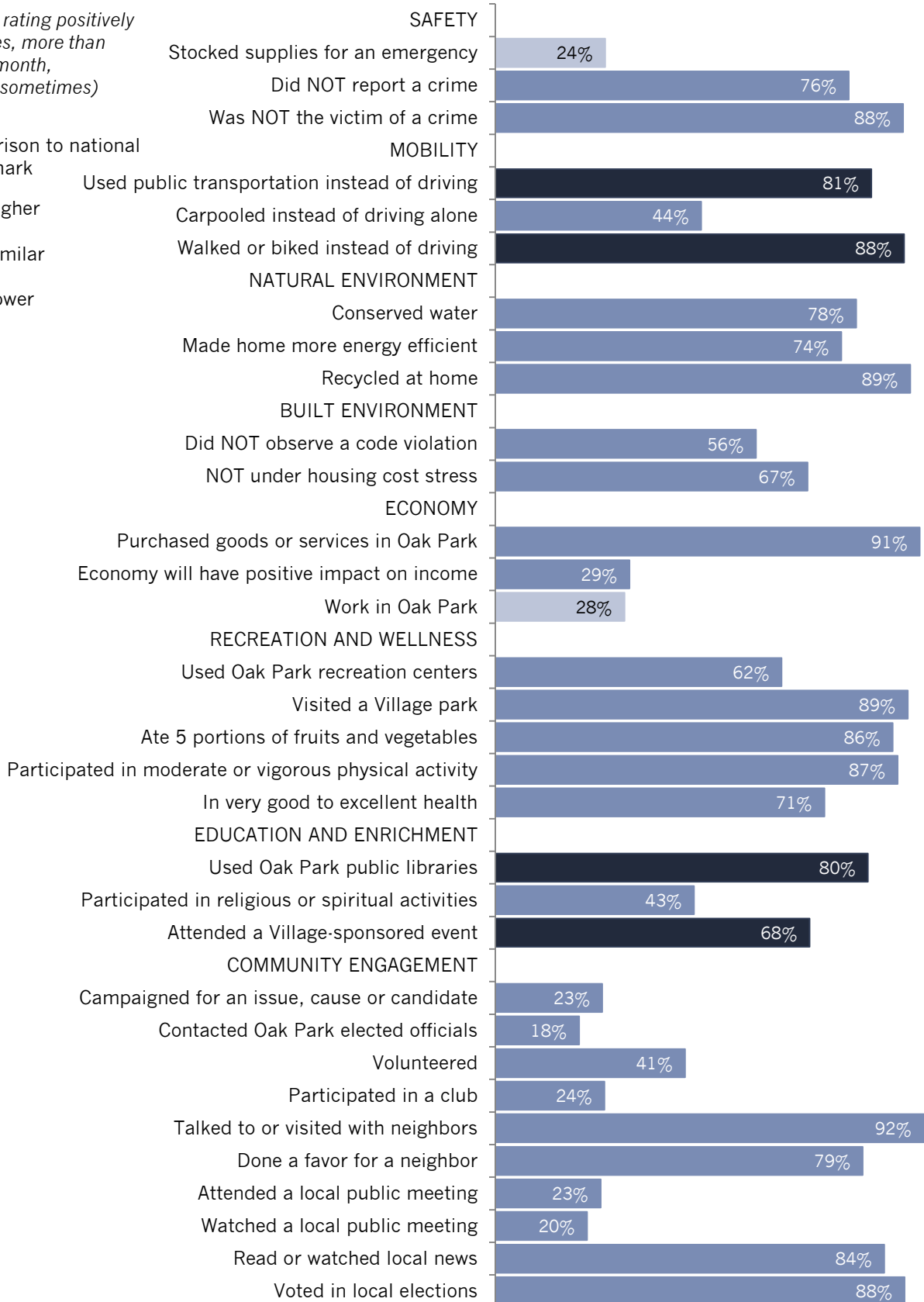| 92% | 83% | 70% |
| Recommend Oak Park | Remain in Oak Park | Contacted Oak Park employees |

Figure 3: Aspects of Participation

Percent rating positively (e.g., yes, more than once a month, always/sometimes)

Comparison to national benchmark
- ■ Higher
- ■ Similar
- ■ Lower

SAFETY
- Stocked supplies for an emergency — 24%
- Did NOT report a crime — 76%
- Was NOT the victim of a crime — 88%

MOBILITY
- Used public transportation instead of driving — 81%
- Carpooled instead of driving alone — 44%
- Walked or biked instead of driving — 88%

NATURAL ENVIRONMENT
- Conserved water — 78%
- Made home more energy efficient — 74%
- Recycled at home — 89%

BUILT ENVIRONMENT
- Did NOT observe a code violation — 56%
- NOT under housing cost stress — 67%

ECONOMY
- Purchased goods or services in Oak Park — 91%
- Economy will have positive impact on income — 29%
- Work in Oak Park — 28%

RECREATION AND WELLNESS
- Used Oak Park recreation centers — 62%
- Visited a Village park — 89%
- Ate 5 portions of fruits and vegetables — 86%
- Participated in moderate or vigorous physical activity — 87%
- In very good to excellent health — 71%

EDUCATION AND ENRICHMENT
- Used Oak Park public libraries — 80%
- Participated in religious or spiritual activities — 43%
- Attended a Village-sponsored event — 68%

COMMUNITY ENGAGEMENT
- Campaigned for an issue, cause or candidate — 23%
- Contacted Oak Park elected officials — 18%
- Volunteered — 41%
- Participated in a club — 24%
- Talked to or visited with neighbors — 92%
- Done a favor for a neighbor — 79%
- Attended a local public meeting — 23%
- Watched a local public meeting — 20%
- Read or watched local news — 84%
- Voted in local elections — 88%

Special Topics

The Village of Oak Park included four questions of special interest on The NCS. The first question asked respondents to rate the importance of Oak Park to maintain several different services at least at current levels. All of the services were rated as essential or very important to be maintained by at least 3 in 5 residents. At least 9 in 10 residents rated fire and emergency medical services, police protection, maintenance of the public way, street cleaning, snow plowing and business retention, development and attraction as essential or very important. About 6 in 10 rated housing programs and partner agencies that promote or support tourism housing and the arts in Oak Park as essential or very important.

Figure 4: Importance of Maintaining Current Service Levels
Please rate how important, if at all, it is for the Village of Oak Park to maintain each of the following services at least at current levels (as compared with cutting the levels of service):
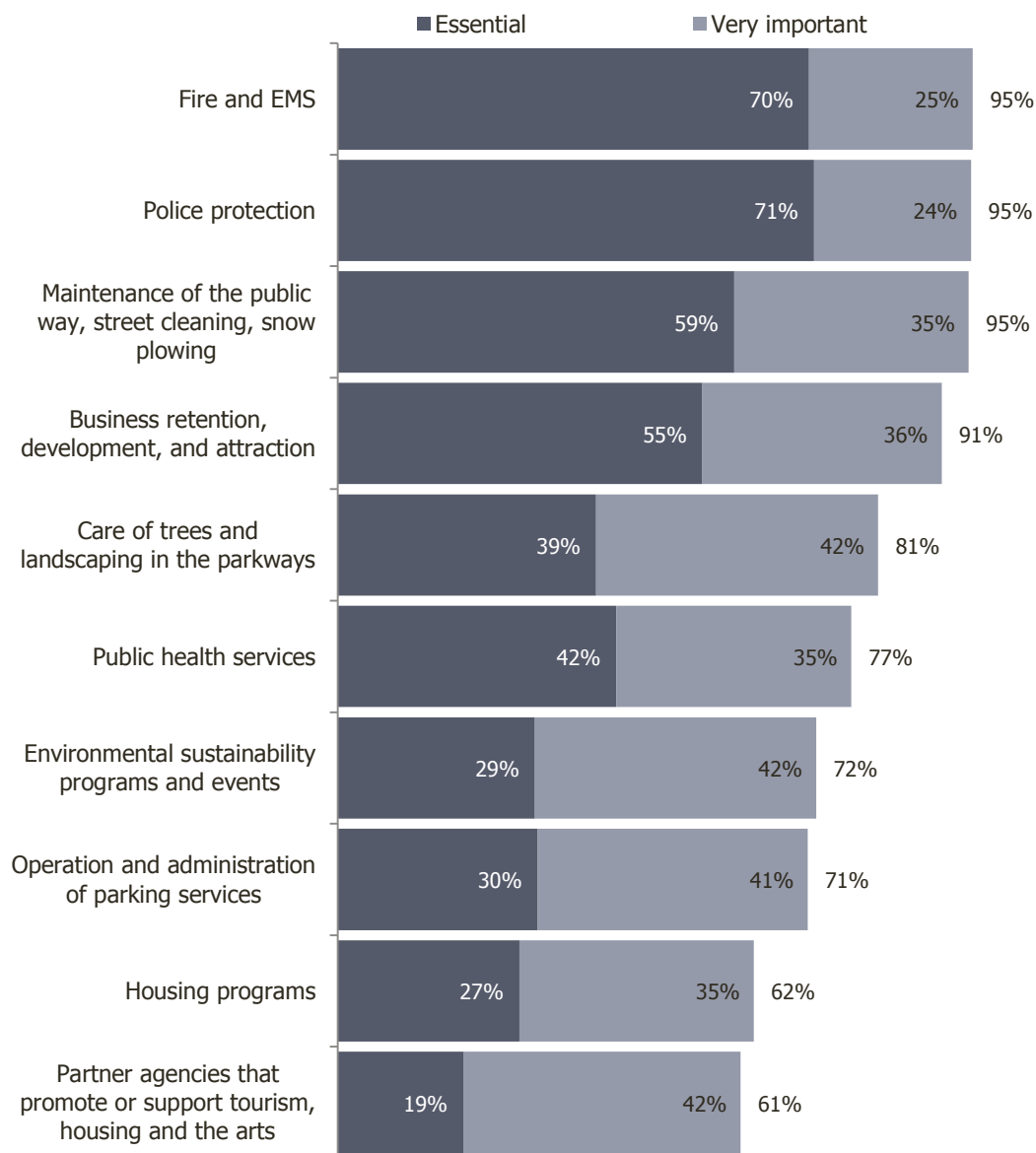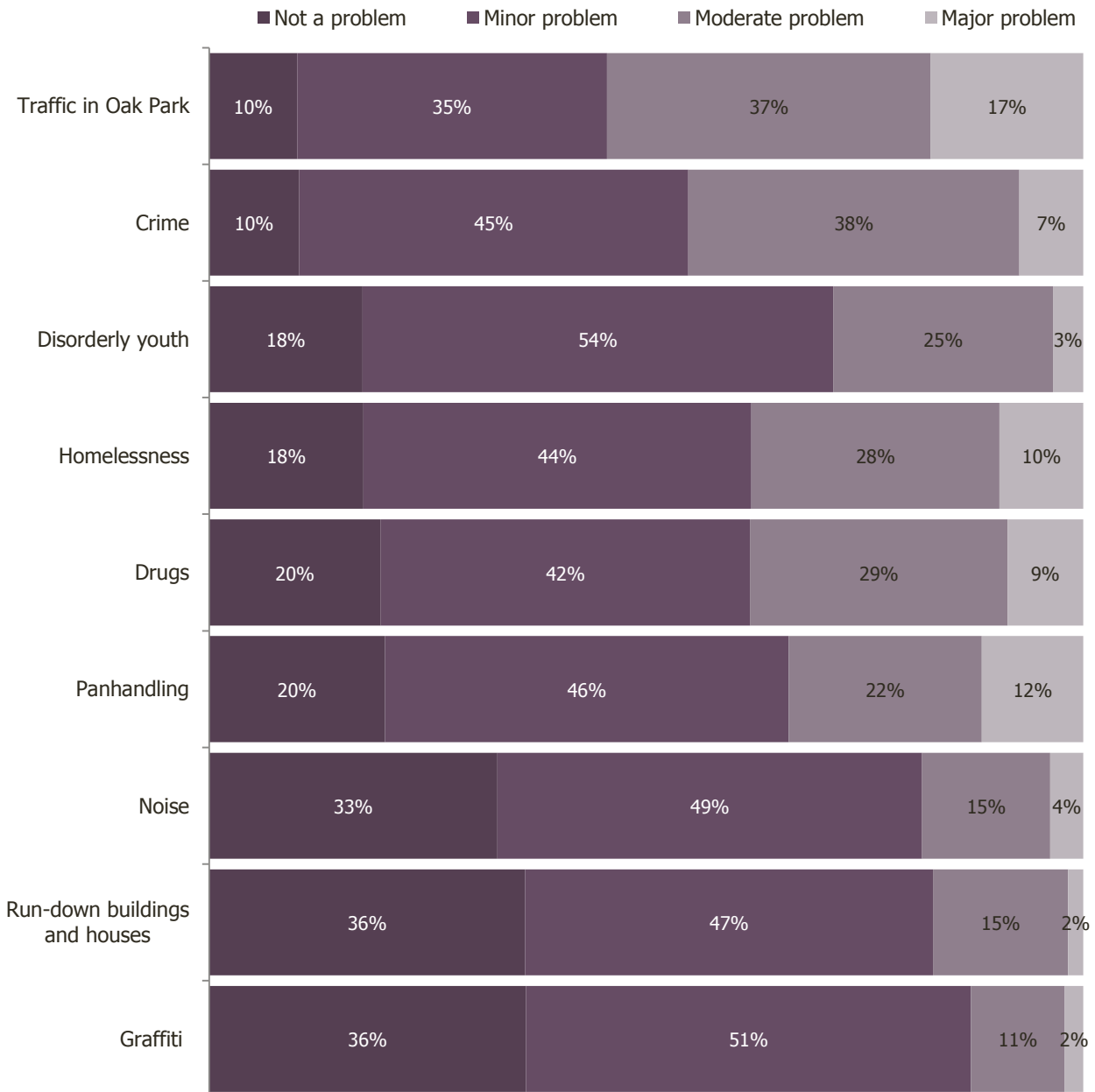
The second questions asked residents to indicate how much of a problem (if at all) several issues were in Oak Park. A majority rated all of the items as at least a minor problem. About 90% indicated that traffic and crime were at least minor problems in Oak Park.

Figure 5: Problems in Oak Park
To what degree, if at all, is each of the following a problem in Oak Park?

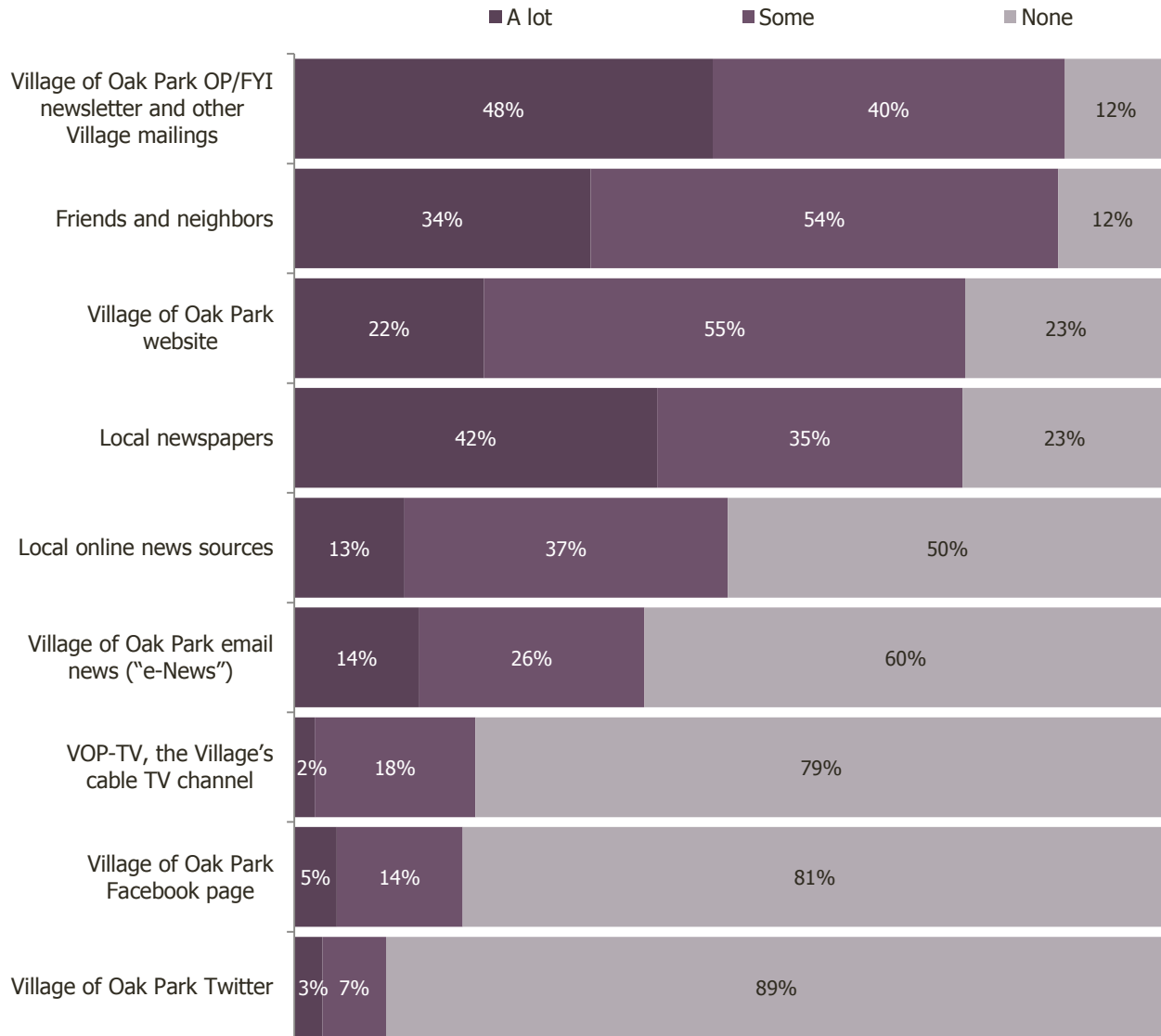|	Not a problem	Minor problem	Moderate problem	Major problem
Traffic in Oak Park	10%	35%	37%	17%
Crime	10%	45%	38%	7%
Disorderly youth	18%	54%	25%	3%
Homelessness	18%	44%	28%	10%
Drugs	20%	42%	29%	9%
Panhandling	20%	46%	22%	12%
Noise	33%	49%	15%	4%
Run-down buildings and houses	36%	47%	15%	2%
Graffiti	36%	51%	11%	2%

The third question asked respondents to rate how much they used different information sources to get information about Oak Park. Most respondents got at least some of their information from the Village of Oak Park newsletter and other Village mailings, friends and neighbors, the Village of Oak Park Website, local newspapers and local online news sources. Fewer residents indicated that the Village of Oak Park email news, VOP-TV, the Village's Facebook page and Twitter were information sources for them.

Figure 6: Information Sources
How much information about Oak Park, if any, do you get from each of the following sources?
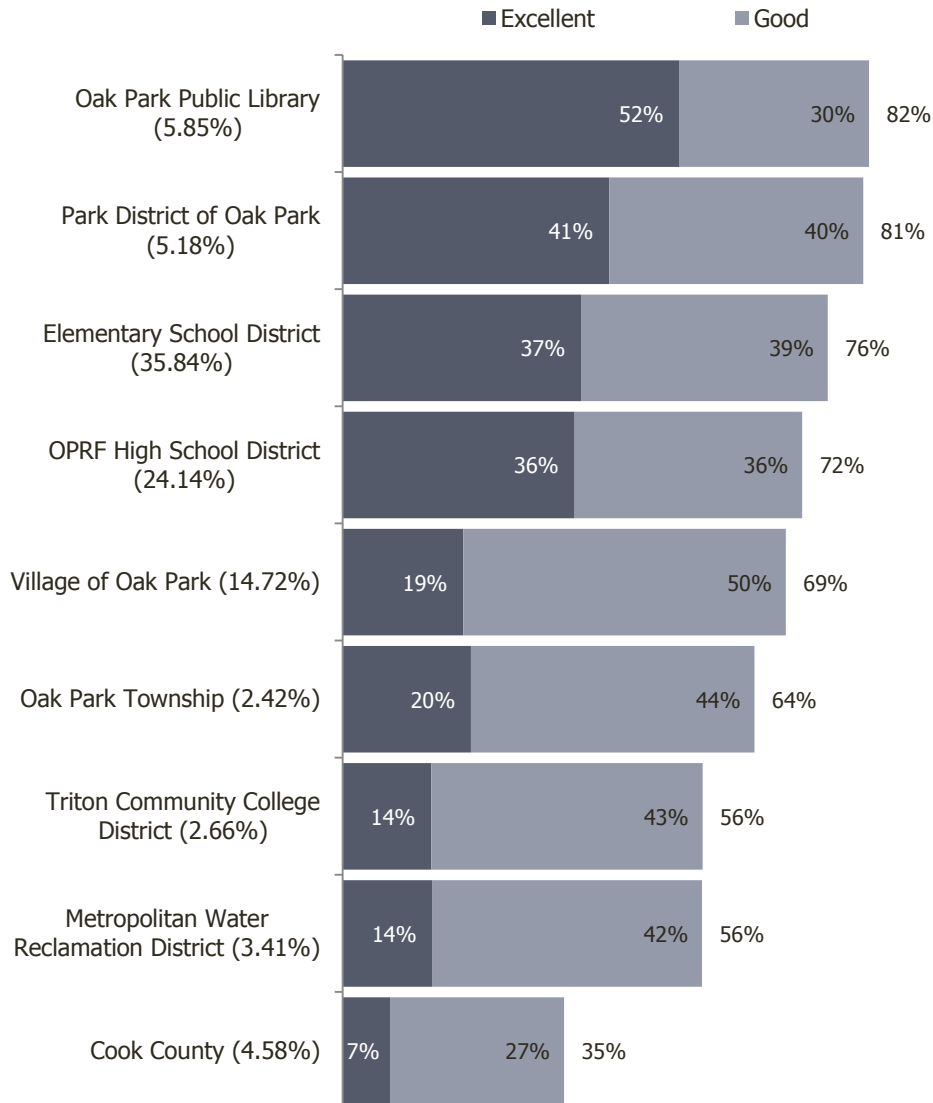

Source	A lot	Some	None
Village of Oak Park OP/FYI newsletter and other Village mailings	48%	40%	12%
Friends and neighbors	34%	54%	12%
Village of Oak Park website	22%	55%	23%
Local newspapers	42%	35%	23%
Local online news sources	13%	37%	50%
Village of Oak Park email news ("e-News")	14%	26%	60%
VOP-TV, the Village's cable TV channel	2%	18%	79%
Village of Oak Park Facebook page	5%	14%	81%
Village of Oak Park Twitter	3%	7%	89%

The final custom questions asked residents to rate the value of services received for property taxes paid. Most services received positive ratings by a majority of respondents. Oak Park Public Library and the Park District of Oak Park received the most positive ratings, while the value of services for the taxes paid to Cook County received the lowest ratings.

Figure 7: Value of Services for Property Taxes Paid
Please rate the value of services for the taxes paid to each of the following taxing bodies (percent of your property tax bill):

■ Excellent ■ Good

Taxing Body	Excellent	Good	Total
Oak Park Public Library (5.85%)	52%	30%	82%
Park District of Oak Park (5.18%)	41%	40%	81%
Elementary School District (35.84%)	37%	39%	76%
OPRF High School District (24.14%)	36%	36%	72%
Village of Oak Park (14.72%)	19%	50%	69%
Oak Park Township (2.42%)	20%	44%	64%
Triton Community College District (2.66%)	14%	43%	56%
Metropolitan Water Reclamation District (3.41%)	14%	42%	56%
Cook County (4.58%)	7%	27%	35%

Conclusions

Oak Park residents continue to enjoy a high quality of life.

About four in five residents rated their overall quality of life and Oak Park as a place to live as excellent or good. Further, at least four in five were likely to recommend Oak Park as a place to live to someone who asks and planned to remain in Oak Park for the next five years. Almost all residents gave excellent or good ratings to Oak Park as a place to raise children and to the overall appearance of Oak Park. Most of the aspects that aid in community livability were rated positively and remained stable from 2013 to 2015 (for more information on trends, see the *Trends over Time* report under separate cover.)

Oak Park's Economy is a top priority.

Economy was rated as a top priority for the Oak Park community to focus on in the next two years. Ratings within the facet of Economy tended to be positive and similar to ratings in comparison communities. The highest rated aspects of Economy were Oak Park as a place to visit (84%) and Oak Park's vibrant downtown/commercial areas (69%); these ratings were higher than the national benchmarks. Ratings for cost of living in Oak Park (24%) were lower than the national benchmark. All other aspects of Economy were similar to ratings in comparison communities. Most Economy ratings remained stable from 2013 to 2015; however, ratings increased for economic development services from 2013 to 2015.

Safety is also a top priority of Oak Park residents.

Safety was also identified as one of the facets most important to residents and, overall, Oak Park performed solidly within this facet. Almost all respondents felt safe downtown and in their neighborhoods during the day and most gave high ratings to the overall feeling of safety in Oak Park. All Safety services, including police, fire, ambulance and emergency preparedness were rated positively by a majority of respondents. Most respondents had neither been the victim of a crime nor needed to report a crime. Ratings for emergency preparedness increased from 2013 to 2015 while all other Safety ratings remained stable.

THE NCS™
The National Citizen Survey™

Oak Park, IL
Comparisons by Demographic Subgroups

2015

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by length of residency in Oak Park, housing tenure, annual household income, presence of an adult 65 years or older in home, race, age and gender of respondent.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (437 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
The overall quality of life in Oak Park	89%	93%	89%	88%	92%	86%	87%	95%	90%
Overall image or reputation of Oak Park	92%	87%	87%	89%	89%	87%	86%	94%	89%
Oak Park as a place to live	95%	95%	92%	93%	95%	91%	93%	97%	94%
Your neighborhood as a place to live	89%	85%	89%	82%	92%	76%	87%	96%	88%
Oak Park as a place to raise children	91%	93%	90%	87%	94%	84%	94%	95%	91%
Oak Park as a place to retire	72%	45%	54%	79%	43%	76%	62%	42%	58%
Overall appearance of Oak Park	95%	95%	91%	94%	93%	94%	90%	97%	94%

Table 2: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
The overall quality of life in Oak Park	91%	88%	93%	84%	91%	93%	89%	91%	92%	89%	90%
Overall image or reputation of Oak Park	89%	88%	90%	85%	93%	96%	88%	86%	90%	88%	89%
Oak Park as a place to live	94%	94%	95%	90%	96%	97%	93%	95%	96%	93%	94%
Your neighborhood as a place to live	88%	86%	92%	73%	94%	89%	88%	87%	92%	83%	88%
Oak Park as a place to raise children	92%	88%	94%	82%	96%	94%	90%	91%	93%	90%	91%
Oak Park as a place to retire	55%	64%	52%	69%	67%	70%	48%	60%	62%	53%	58%
Overall appearance of Oak Park	95%	90%	94%	93%	92%	99%	93%	90%	93%	95%	94%

Table 3: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Overall feeling of safety in Oak Park	78%	77%	70%	79%	73%	80%	73%	76%	76%
In your neighborhood during the day	93%	91%	96%	92%	95%	89%	92%	97%	94%
In Oak Park's downtown/commercial area during the day	98%	98%	96%	99%	96%	96%	100%	97%	97%
In your neighborhood after dark	75%	72%	77%	76%	74%	68%	72%	81%	75%
In Oak Park's downtown/commercial area after dark	78%	83%	77%	81%	79%	78%	74%	85%	80%

Table 4: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Overall feeling of safety in Oak Park	75%	77%	76%	81%	61%	76%	73%	79%	79%	72%	76%
In your neighborhood during the day	93%	95%	96%	88%	95%	98%	92%	92%	96%	90%	94%
In Oak Park's downtown/commercial area during the day	97%	97%	97%	98%	100%	98%	99%	96%	98%	97%	97%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
In your neighborhood after dark	75%	74%	78%	73%	56%	80%	70%	78%	73%	77%	75%
In Oak Park's downtown/commercial area after dark	81%	72%	82%	83%	60%	82%	78%	80%	76%	84%	80%

Table 5: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Overall ease of getting to the places you usually have to visit	85%	87%	80%	91%	80%	91%	84%	82%	84%
Traffic flow on major streets	38%	50%	41%	49%	40%	49%	47%	39%	43%
Ease of public parking	24%	38%	21%	25%	29%	25%	26%	29%	27%
Ease of travel by car in Oak Park	55%	51%	49%	60%	48%	56%	59%	47%	52%
Ease of travel by bicycle in Oak Park	73%	67%	61%	76%	62%	75%	76%	58%	67%
Ease of walking in Oak Park	89%	88%	91%	89%	90%	88%	85%	93%	89%
Availability of paths and walking trails	66%	58%	54%	72%	53%	74%	55%	57%	61%
Ease of travel by bus in Oak Park	57%	65%	63%	63%	62%	63%	60%	63%	62%
Ease of travel by rail in Oak Park	90%	96%	87%	93%	90%	87%	95%	91%	91%

Table 6: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Overall ease of getting to the places you usually have to visit	84%	83%	81%	90%	92%	85%	84%	85%	83%	86%	84%
Traffic flow on major streets	44%	41%	42%	50%	38%	39%	44%	47%	39%	49%	43%
Ease of public parking	30%	17%	24%	30%	41%	24%	32%	24%	28%	26%	27%
Ease of travel by car in Oak Park	52%	51%	49%	65%	51%	49%	53%	54%	53%	51%	52%
Ease of travel by bicycle in Oak Park	68%	65%	65%	67%	84%	81%	62%	66%	67%	68%	67%
Ease of walking in Oak Park	89%	91%	90%	86%	94%	87%	90%	91%	92%	86%	89%
Availability of paths and walking trails	62%	51%	56%	67%	76%	75%	57%	53%	62%	59%	61%
Ease of travel by bus in Oak Park	64%	54%	63%	58%	70%	61%	64%	61%	64%	61%	62%
Ease of travel by rail in Oak Park	93%	85%	91%	89%	94%	91%	94%	87%	91%	91%	91%

Table 7: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Quality of overall natural environment in Oak Park	88%	89%	81%	88%	86%	88%	89%	84%	86%
Air quality	85%	77%	70%	83%	76%	84%	74%	79%	78%
Cleanliness of Oak Park	89%	85%	82%	90%	83%	85%	88%	85%	86%

Table 8: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Quality of overall natural environment in Oak Park	87%	84%	87%	83%	93%	95%	84%	83%	90%	82%	86%
Air quality	79%	76%	76%	80%	94%	95%	72%	73%	79%	78%	78%
Cleanliness of Oak Park	87%	81%	85%	84%	96%	92%	82%	85%	85%	86%	86%

Table 9: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	83%	86%	75%	84%	80%	81%	85%	80%	81%
Public places where people want to spend time	88%	90%	80%	86%	87%	81%	89%	88%	86%
Variety of housing options	64%	64%	66%	60%	67%	53%	58%	75%	64%
Availability of affordable quality housing	45%	36%	29%	42%	34%	31%	46%	36%	38%
Overall quality of new development in Oak Park	70%	50%	45%	66%	49%	66%	51%	54%	56%

Table 10: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	83%	75%	83%	75%	86%	85%	83%	76%	81%	82%	81%
Public places where people want to spend time	88%	80%	87%	79%	97%	88%	86%	85%	88%	85%	86%
Variety of housing options	64%	63%	71%	39%	76%	69%	63%	61%	60%	69%	64%
Availability of affordable quality housing	40%	30%	42%	21%	48%	49%	30%	37%	38%	38%	38%
Overall quality of new development in Oak Park	59%	44%	55%	61%	53%	75%	54%	43%	55%	57%	56%

Table 11: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Overall economic health of Oak Park	71%	71%	57%	77%	60%	77%	65%	63%	67%
Oak Park as a place to work	70%	57%	73%	78%	59%	74%	67%	62%	68%
Oak Park as a place to visit	79%	86%	87%	81%	86%	85%	83%	84%	84%
Employment opportunities	41%	43%	37%	46%	37%	38%	40%	44%	41%
Shopping opportunities	72%	61%	49%	71%	55%	54%	69%	61%	61%
Cost of living in Oak Park	29%	20%	22%	29%	21%	21%	30%	21%	24%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Overall quality of business and service establishments in Oak Park	73%	59%	59%	71%	60%	64%	73%	59%	64%
Vibrant downtown/commercial area	79%	63%	58%	80%	61%	71%	72%	65%	69%

Table 12: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Overall economic health of Oak Park	69%	57%	66%	73%	57%	73%	69%	59%	68%	66%	67%
Oak Park as a place to work	65%	77%	66%	71%	73%	84%	59%	68%	74%	60%	68%
Oak Park as a place to visit	84%	82%	86%	74%	95%	77%	85%	89%	87%	80%	84%
Employment opportunities	43%	31%	44%	30%	65%	65%	32%	35%	41%	41%	41%
Shopping opportunities	66%	43%	62%	56%	66%	87%	57%	46%	63%	59%	61%
Cost of living in Oak Park	25%	20%	28%	14%	19%	31%	19%	26%	20%	29%	24%
Overall quality of business and service establishments in Oak Park	65%	59%	66%	51%	77%	79%	57%	60%	65%	62%	64%
Vibrant downtown/commercial area	72%	54%	69%	65%	69%	81%	66%	61%	67%	70%	69%

Table 13: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Health and wellness opportunities in Oak Park	75%	74%	83%	74%	80%	71%	87%	77%	78%
Fitness opportunities (including exercise classes and paths or trails, etc.)	60%	73%	75%	61%	74%	71%	72%	67%	69%
Recreational opportunities	69%	69%	78%	66%	76%	78%	71%	70%	72%
Availability of affordable quality food	70%	72%	84%	69%	78%	62%	86%	75%	75%
Availability of affordable quality health care	74%	69%	81%	71%	76%	61%	84%	76%	74%
Availability of preventive health services	78%	71%	79%	72%	78%	62%	90%	76%	76%
Availability of affordable quality mental health care	69%	70%	67%	69%	67%	61%	74%	70%	68%

Table 14: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Health and wellness opportunities in Oak Park	77%	81%	78%	76%	81%	66%	79%	85%	78%	77%	78%
Fitness opportunities (including exercise classes and paths or trails, etc.)	67%	75%	72%	61%	69%	60%	70%	76%	69%	69%	69%
Recreational opportunities	69%	83%	74%	68%	68%	66%	73%	76%	77%	67%	72%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Availability of affordable quality food	75%	74%	83%	45%	86%	77%	68%	83%	77%	72%	75%
Availability of affordable quality health care	72%	80%	79%	57%	85%	71%	69%	83%	76%	72%	74%
Availability of preventive health services	75%	78%	80%	60%	89%	74%	70%	85%	75%	77%	76%
Availability of affordable quality mental health care	65%	73%	73%	56%	64%	60%	64%	76%	57%	79%	68%

Table 15: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Overall opportunities for education and enrichment	80%	87%	85%	78%	87%	76%	87%	85%	84%
Availability of affordable quality child care/preschool	51%	71%	77%	60%	71%	58%	77%	68%	68%
Adult educational opportunities	82%	77%	73%	75%	77%	70%	76%	78%	76%
Opportunities to attend cultural/arts/music activities	82%	82%	85%	80%	85%	75%	82%	87%	83%
Opportunities to participate in religious or spiritual events and activities	91%	86%	89%	84%	92%	81%	89%	92%	89%

Table 16: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Overall opportunities for education and enrichment	83%	85%	86%	76%	83%	78%	83%	89%	83%	85%	84%
Availability of affordable quality child care/preschool	66%	74%	73%	50%	70%	68%	62%	77%	70%	65%	68%
Adult educational opportunities	74%	80%	77%	67%	85%	72%	79%	74%	81%	70%	76%
Opportunities to attend cultural/arts/music activities	83%	85%	86%	70%	91%	84%	80%	86%	83%	83%	83%
Opportunities to participate in religious or spiritual events and activities	89%	90%	91%	80%	98%	90%	88%	89%	88%	89%	89%

Table 17: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Opportunities to participate in social events and activities	80%	77%	76%	73%	80%	69%	70%	86%	78%
Opportunities to volunteer	80%	79%	84%	69%	88%	70%	72%	92%	81%
Opportunities to participate in community matters	74%	74%	81%	64%	83%	59%	73%	85%	77%
Openness and acceptance of the community toward people of diverse backgrounds	73%	75%	83%	61%	87%	60%	77%	87%	77%
Neighborliness of residents in Oak Park	76%	75%	82%	64%	87%	59%	78%	88%	78%

Table 18: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Opportunities to participate in social events and activities	79%	75%	82%	63%	84%	78%	79%	75%	78%	78%	78%
Opportunities to volunteer	80%	85%	88%	63%	75%	72%	85%	81%	82%	79%	81%
Opportunities to participate in community matters	76%	78%	82%	59%	73%	73%	76%	79%	79%	74%	77%
Openness and acceptance of the community toward people of diverse backgrounds	76%	79%	85%	57%	67%	66%	78%	86%	70%	85%	77%
Neighborliness of residents in Oak Park	77%	78%	84%	58%	85%	67%	81%	82%	75%	81%	78%

Table 19: Governance - General

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
The Village of Oak Park	82%	84%	73%	76%	83%	69%	82%	84%	80%
The value of services for the taxes paid to Oak Park	58%	45%	36%	51%	45%	49%	47%	47%	47%
The overall direction that Oak Park is taking	76%	53%	46%	71%	53%	56%	63%	60%	59%
The job Oak Park government does at welcoming citizen involvement	76%	62%	56%	71%	62%	68%	65%	65%	65%
Overall confidence in Oak Park government	70%	46%	46%	66%	48%	64%	53%	52%	54%
Generally acting in the best interest of the community	73%	53%	52%	65%	57%	60%	57%	62%	60%
Being honest	74%	57%	55%	65%	62%	62%	52%	70%	63%
Treating all residents fairly	74%	56%	55%	60%	62%	57%	53%	69%	61%
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	77%	69%	73%	76%	72%	70%	77%	73%	74%
The Federal Government	38%	54%	43%	48%	43%	45%	49%	43%	45%

Table 20: Governance - General

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
The Village of Oak Park	82%	74%	82%	72%	79%	79%	83%	78%	76%	86%	80%
The value of services for the taxes paid to Oak Park	48%	43%	46%	44%	65%	50%	45%	48%	49%	44%	47%
The overall direction that Oak Park is taking	62%	51%	58%	62%	68%	74%	56%	55%	61%	59%	59%
The job Oak Park government does at welcoming citizen involvement	68%	56%	68%	56%	70%	76%	61%	64%	65%	67%	65%
Overall confidence in Oak Park government	56%	48%	55%	53%	51%	64%	50%	53%	54%	56%	54%
Generally acting in the best interest of the community	63%	48%	63%	53%	51%	74%	54%	59%	59%	61%	60%
Being honest	62%	65%	66%	57%	55%	70%	59%	63%	61%	65%	63%

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Treating all residents fairly	60%	66%	67%	47%	56%	73%	55%	61%	59%	64%	61%
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	73%	76%	77%	73%	50%	67%	72%	80%	69%	78%	74%
The Federal Government	44%	49%	43%	49%	47%	43%	45%	47%	49%	40%	45%

Table 21: Governance - Safety

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Police services	83%	90%	91%	81%	92%	81%	88%	91%	88%
Fire services	92%	93%	99%	90%	98%	89%	99%	95%	95%
Ambulance or emergency medical services	90%	92%	96%	88%	96%	90%	96%	93%	93%
Crime prevention	82%	75%	74%	81%	75%	68%	86%	76%	77%
Fire prevention and education	87%	80%	88%	89%	83%	83%	89%	84%	85%
Animal control	73%	70%	78%	73%	74%	72%	70%	77%	74%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	85%	66%	67%	83%	67%	78%	76%	69%	74%

Table 22: Governance - Safety

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Police services	85%	98%	93%	77%	78%	80%	88%	92%	84%	92%	88%
Fire services	94%	98%	99%	83%	97%	90%	95%	99%	94%	96%	95%
Ambulance or emergency medical services	91%	99%	97%	81%	100%	88%	92%	97%	94%	92%	93%
Crime prevention	76%	82%	79%	68%	85%	85%	70%	80%	79%	75%	77%
Fire prevention and education	84%	89%	88%	83%	65%	90%	81%	88%	85%	85%	85%
Animal control	73%	77%	77%	76%	52%	78%	66%	81%	72%	76%	74%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	77%	75%	70%	80%	88%	65%	75%	76%	71%	74%

Table 23: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Traffic enforcement	60%	58%	62%	69%	56%	62%	63%	58%	61%
Street repair	48%	37%	32%	45%	37%	42%	43%	37%	40%

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Street cleaning	60%	62%	66%	60%	66%	57%	66%	64%	63%
Street lighting	64%	64%	67%	61%	69%	56%	70%	68%	66%
Snow removal	60%	60%	55%	57%	60%	64%	57%	58%	59%
Sidewalk maintenance	71%	58%	55%	69%	59%	71%	71%	54%	63%
Traffic signal timing	64%	52%	50%	62%	53%	62%	59%	52%	56%
Bus or transit services	80%	73%	81%	79%	78%	68%	80%	82%	78%

Table 24: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Traffic enforcement	58%	68%	59%	65%	62%	51%	60%	69%	64%	57%	61%
Street repair	42%	34%	37%	46%	47%	33%	41%	44%	46%	33%	40%
Street cleaning	62%	67%	63%	58%	80%	49%	62%	75%	69%	55%	63%
Street lighting	65%	66%	70%	56%	57%	53%	67%	74%	61%	71%	66%
Snow removal	58%	63%	61%	54%	58%	53%	58%	63%	57%	61%	59%
Sidewalk maintenance	63%	60%	63%	66%	51%	71%	61%	58%	59%	66%	63%
Traffic signal timing	57%	54%	54%	62%	61%	60%	53%	58%	59%	53%	56%
Bus or transit services	80%	72%	81%	70%	79%	77%	81%	76%	82%	74%	78%

Table 25: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Garbage collection	93%	82%	91%	83%	93%	74%	93%	93%	88%
Recycling	93%	84%	91%	84%	93%	79%	91%	93%	89%
Yard waste pick-up	86%	71%	81%	69%	85%	59%	84%	86%	79%
Drinking water	77%	82%	84%	72%	86%	70%	84%	84%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	76%	54%	57%	70%	59%	73%	58%	61%	63%
Oak Park open space	75%	67%	66%	72%	68%	66%	76%	68%	70%

Table 26: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Garbage collection	87%	93%	93%	81%	70%	85%	89%	91%	88%	89%	88%
Recycling	89%	92%	94%	83%	74%	88%	91%	88%	88%	91%	89%

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Yard waste pick-up	78%	83%	83%	76%	59%	60%	85%	82%	83%	75%	79%
Drinking water	79%	89%	86%	62%	91%	81%	76%	87%	76%	85%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	62%	65%	63%	61%	72%	80%	52%	68%	67%	59%	63%
Oak Park open space	70%	66%	70%	61%	86%	80%	63%	71%	71%	68%	70%

Table 27: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Storm drainage	67%	53%	59%	65%	58%	58%	62%	61%	61%
Sewer services	80%	69%	73%	74%	75%	76%	73%	75%	75%
Power (electric and/or gas) utility	87%	77%	81%	82%	83%	72%	94%	81%	82%
Utility billing	63%	79%	76%	66%	75%	63%	72%	76%	72%
Land use, planning and zoning	76%	58%	46%	74%	53%	69%	61%	58%	61%
Code enforcement (weeds, abandoned buildings, etc.)	72%	58%	61%	77%	56%	74%	62%	60%	64%
Cable television	55%	56%	55%	58%	54%	51%	54%	58%	55%

Table 28: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Storm drainage	61%	56%	63%	58%	49%	65%	56%	63%	55%	66%	61%
Sewer services	72%	84%	79%	62%	77%	75%	72%	78%	75%	74%	75%
Power (electric and/or gas) utility	81%	86%	83%	75%	91%	90%	77%	83%	83%	81%	82%
Utility billing	72%	73%	73%	63%	86%	79%	64%	77%	74%	69%	72%
Land use, planning and zoning	62%	57%	61%	64%	61%	84%	52%	56%	66%	56%	61%
Code enforcement (weeds, abandoned buildings, etc.)	63%	66%	62%	69%	71%	90%	49%	68%	62%	65%	64%
Cable television	55%	56%	57%	55%	39%	64%	49%	57%	60%	51%	55%

Table 29: Governance - Economy

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Economic development	64%	43%	44%	67%	41%	62%	52%	45%	51%

Table 30: Governance - Economy

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Economic development	53%	41%	48%	55%	68%	78%	43%	43%	52%	49%	51%

Table 31: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Village parks	93%	88%	89%	84%	94%	76%	93%	95%	90%
Recreation centers or facilities	94%	86%	87%	89%	90%	83%	92%	91%	90%
Health services	77%	71%	83%	76%	78%	81%	75%	76%	77%

Table 32: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Village parks	89%	93%	93%	78%	92%	94%	86%	90%	87%	93%	90%
Recreation centers or facilities	89%	92%	90%	89%	87%	94%	88%	88%	89%	90%	90%
Health services	77%	78%	83%	61%	75%	87%	68%	82%	79%	76%	77%

Table 33: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Public library services	94%	90%	95%	89%	95%	87%	94%	95%	93%
Village-sponsored special events	87%	80%	75%	77%	84%	76%	78%	84%	81%

Table 34: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Public library services	92%	95%	97%	81%	96%	93%	91%	94%	95%	90%	93%
Village-sponsored special events	81%	79%	84%	63%	93%	92%	76%	80%	86%	76%	81%

Table 35: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	
Sense of community	78%	80%	79%	75%	82%	72%	80%	84%	79%
Recommend living in Oak Park to someone who asks	95%	92%	89%	95%	91%	90%	90%	96%	92%
Remain in Oak Park for the next five years	79%	89%	81%	79%	85%	84%	74%	88%	83%

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	71%	64%	77%	61%	76%	54%	73%	77%	70%

Table 36: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Sense of community	79%	80%	82%	72%	79%	76%	80%	82%	79%	79%	79%
Recommend living in Oak Park to someone who asks	94%	88%	91%	98%	94%	98%	94%	88%	93%	92%	92%
Remain in Oak Park for the next five years	84%	80%	82%	86%	89%	80%	86%	83%	84%	82%	83%
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	71%	68%	72%	63%	78%	59%	74%	76%	67%	75%	70%

Table 37: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Was NOT the victim of a crime	90%	87%	85%	92%	85%	86%	90%	87%	88%
Did NOT report a crime	83%	71%	71%	86%	70%	82%	76%	73%	76%
Stocked supplies in preparation for an emergency	24%	25%	21%	28%	21%	33%	29%	16%	24%
Called for police service in Oak Park	25%	40%	36%	24%	38%	29%	28%	38%	33%
Called for Oak Park fire/EMS	7%	17%	18%	14%	14%	17%	17%	10%	14%

Table 38: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Was NOT the victim of a crime	88%	86%	87%	88%	95%	90%	88%	86%	86%	90%	88%
Did NOT report a crime	75%	79%	77%	86%	42%	82%	73%	75%	73%	79%	76%
Stocked supplies in preparation for an emergency	23%	29%	18%	31%	52%	25%	25%	21%	22%	26%	24%
Called for police service in Oak Park	34%	28%	31%	28%	54%	32%	31%	36%	34%	32%	33%
Called for Oak Park fire/EMS	11%	23%	12%	12%	32%	13%	9%	20%	13%	14%	14%

Table 39: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Walked or biked instead of driving	91%	90%	82%	87%	89%	82%	88%	91%	88%
Carpooled with other adults or children instead of driving alone	42%	50%	41%	39%	48%	40%	39%	50%	44%
Used bus, rail, subway or other public transportation instead of driving	84%	83%	76%	80%	82%	78%	78%	85%	81%

Table 40: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Walked or biked instead of driving	90%	80%	89%	83%	92%	87%	96%	79%	88%	87%	88%
Carpooled with other adults or children instead of driving alone	43%	48%	39%	53%	62%	42%	52%	37%	47%	42%	44%
Used bus, rail, subway or other public transportation instead of driving	84%	71%	83%	77%	80%	83%	87%	71%	80%	82%	81%

Table 41: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Recycle at home	83%	91%	95%	76%	98%	75%	91%	96%	89%
Made efforts to make your home more energy efficient	63%	80%	82%	65%	81%	76%	68%	77%	74%
Made efforts to conserve water	70%	81%	82%	67%	85%	77%	82%	75%	78%

Table 42: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Recycle at home	90%	88%	95%	67%	100%	89%	87%	92%	90%	89%	89%
Made efforts to make your home more energy efficient	74%	74%	77%	60%	93%	74%	72%	77%	70%	80%	74%
Made efforts to conserve water	76%	84%	78%	70%	98%	71%	82%	77%	81%	73%	78%

Table 43: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
NOT under housing cost stress	70%	68%	64%	61%	71%	35%	62%	88%	67%
Did NOT observe a code violation	60%	60%	49%	59%	54%	52%	61%	55%	56%

Table 44: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
NOT under housing cost stress	69%	59%	72%	52%	65%	69%	67%	66%	66%	69%	67%
Did NOT observe a code violation	57%	55%	59%	45%	60%	57%	56%	56%	56%	57%	56%

Table 45: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Purchase goods or services from a business located in Oak Park	91%	92%	92%	85%	96%	75%	97%	97%	91%
Economy will have positive impact on income	34%	31%	21%	25%	31%	12%	30%	38%	29%
Work in Oak Park	21%	38%	27%	24%	31%	24%	30%	29%	28%

Table 46: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Purchase goods or services from a business located in Oak Park	91%	92%	95%	82%	88%	91%	90%	93%	93%	90%	91%
Economy will have positive impact on income	31%	21%	27%	30%	40%	24%	37%	22%	21%	39%	29%
Work in Oak Park	29%	23%	30%	15%	42%	27%	30%	26%	34%	20%	28%

Table 47: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Used Oak Park recreation centers or their services	62%	69%	54%	52%	68%	53%	56%	72%	62%
Visited a neighborhood park or Village park	93%	91%	81%	86%	91%	82%	89%	92%	89%
Eat at least 5 portions of fruits and vegetables a day	85%	85%	87%	76%	92%	69%	88%	93%	86%
Participate in moderate or vigorous physical activity	92%	85%	82%	83%	89%	78%	85%	92%	87%
Reported being in "very good" or "excellent" health	79%	70%	64%	62%	78%	47%	74%	82%	71%

Table 48: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Used Oak Park recreation centers or their services	66%	45%	65%	53%	60%	58%	77%	46%	62%	62%	62%
Visited a neighborhood park or Village park	91%	80%	89%	87%	95%	90%	94%	81%	92%	85%	89%
Eat at least 5 portions of fruits and vegetables a day	86%	84%	86%	79%	99%	75%	90%	88%	86%	84%	86%
Participate in moderate or vigorous physical activity	87%	83%	88%	80%	90%	90%	88%	82%	85%	88%	87%
Reported being in "very good" or "excellent" health	73%	64%	76%	55%	72%	72%	75%	64%	74%	67%	71%

Table 49: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Used Oak Park public libraries or their services	82%	81%	76%	74%	84%	75%	74%	87%	80%
Participated in religious or spiritual activities in Oak Park	35%	42%	53%	35%	48%	31%	38%	53%	43%
Attended a Village-sponsored event	67%	67%	69%	51%	79%	43%	61%	85%	68%

Table 50: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Used Oak Park public libraries or their services	82%	74%	84%	74%	65%	71%	88%	77%	80%	81%	80%
Participated in religious or spiritual activities in Oak Park	41%	49%	48%	34%	26%	38%	42%	48%	41%	45%	43%
Attended a Village-sponsored event	69%	61%	72%	57%	61%	60%	79%	60%	65%	71%	68%

Table 51: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Campaigned or advocated for an issue, cause or candidate	9%	33%	30%	16%	28%	18%	23%	26%	23%
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	7%	26%	25%	14%	21%	20%	16%	18%	18%
Volunteered your time to some group/activity in Oak Park	27%	53%	45%	34%	46%	37%	34%	49%	41%
Participated in a club	17%	28%	28%	17%	28%	19%	18%	29%	24%
Talked to or visited with your immediate neighbors	86%	96%	96%	82%	99%	78%	94%	99%	92%
Done a favor for a neighbor	66%	88%	87%	60%	92%	61%	84%	86%	79%
Attended a local public meeting	16%	24%	29%	14%	28%	16%	17%	30%	23%
Watched (online or on television) a local public meeting	12%	23%	27%	18%	21%	19%	21%	20%	20%

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Read or watch local news (via television, paper, computer, etc.)	76%	86%	91%	79%	87%	80%	84%	85%	84%
Vote in local elections	76%	94%	98%	81%	93%	86%	82%	94%	88%

Table 52: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Campaigned or advocated for an issue, cause or candidate	21%	30%	22%	23%	35%	13%	22%	34%	23%	24%	23%
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	17%	22%	17%	19%	25%	13%	17%	23%	16%	20%	18%
Volunteered your time to some group/activity in Oak Park	40%	44%	37%	47%	56%	19%	56%	40%	40%	43%	41%
Participated in a club	22%	30%	25%	21%	19%	15%	27%	26%	24%	23%	24%
Talked to or visited with your immediate neighbors	93%	90%	96%	77%	97%	90%	96%	89%	87%	98%	92%
Done a favor for a neighbor	79%	80%	84%	63%	84%	65%	86%	81%	73%	86%	79%
Attended a local public meeting	22%	25%	22%	23%	26%	13%	25%	26%	16%	30%	23%
Watched (online or on television) a local public meeting	20%	18%	16%	34%	14%	13%	24%	21%	13%	28%	20%
Read or watch local news (via television, paper, computer, etc.)	80%	96%	85%	77%	90%	76%	84%	89%	85%	82%	84%
Vote in local elections	87%	94%	89%	84%	94%	78%	90%	94%	83%	94%	88%

Table 53: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Overall feeling of safety in Oak Park	93%	91%	97%	94%	93%	97%	92%	93%	94%
Overall ease of getting to the places you usually have to visit	79%	80%	82%	87%	76%	83%	85%	76%	80%
Quality of overall natural environment in Oak Park	77%	78%	78%	82%	76%	81%	80%	76%	78%
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	76%	81%	77%	74%	80%	69%	78%	83%	78%
Health and wellness opportunities in Oak Park	67%	67%	73%	78%	63%	86%	67%	61%	69%
Overall opportunities for education and enrichment	80%	77%	87%	83%	79%	85%	82%	78%	81%
Overall economic health of Oak Park	89%	94%	93%	88%	95%	89%	89%	95%	92%
Sense of community	81%	79%	87%	78%	85%	77%	86%	84%	83%

Table 54: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Overall feeling of safety in Oak Park	94%	95%	93%	99%	87%	93%	93%	96%	93%	95%	94%
Overall ease of getting to the places you usually have to visit	80%	82%	78%	88%	74%	80%	79%	83%	79%	81%	80%
Quality of overall natural environment in Oak Park	75%	89%	76%	84%	75%	70%	79%	83%	76%	81%	78%
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	76%	85%	79%	82%	63%	71%	79%	81%	76%	80%	78%
Health and wellness opportunities in Oak Park	67%	78%	65%	86%	55%	67%	67%	73%	70%	68%	69%
Overall opportunities for education and enrichment	80%	84%	79%	90%	72%	78%	81%	83%	80%	82%	81%
Overall economic health of Oak Park	91%	96%	92%	95%	86%	83%	96%	94%	90%	95%	92%
Sense of community	83%	81%	81%	87%	87%	78%	83%	87%	81%	85%	83%

Table 55: Oak Park Specific Services

Please rate the quality of each of the following services in Oak Park (Percent rating as "excellent" or "good").	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Services to low-income people	22%	55%	51%	21%	63%	31%	45%	52%	42%
Leaf pick-up	73%	78%	77%	66%	81%	70%	77%	78%	76%
Care of trees along the parkway	80%	72%	71%	79%	73%	74%	74%	77%	75%
Alley maintenance	54%	38%	32%	48%	39%	40%	44%	43%	43%
Parking services	38%	39%	32%	36%	36%	40%	28%	39%	37%
Online Village services	77%	72%	62%	72%	69%	73%	73%	68%	71%
Building permit review	47%	38%	38%	48%	37%	47%	41%	38%	40%
Oak Park adjudication court	66%	48%	37%	54%	47%	38%	57%	56%	51%

Table 56: Oak Park Specific Services

Please rate the quality of each of the following services in Oak Park (Percent rating as "excellent" or "good").	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Services to low-income people	40%	48%	63%	11%	52%	53%	36%	44%	38%	48%	42%
Leaf pick-up	74%	83%	79%	66%	75%	73%	73%	81%	77%	75%	76%
Care of trees along the parkway	75%	77%	77%	69%	77%	83%	71%	76%	75%	75%	75%
Alley maintenance	44%	38%	44%	35%	54%	47%	38%	44%	43%	42%	43%
Parking services	38%	29%	38%	26%	51%	37%	35%	36%	34%	38%	37%
Online Village services	70%	74%	70%	68%	87%	67%	72%	72%	74%	67%	71%
Building permit review	39%	46%	41%	33%	51%	40%	31%	52%	42%	39%	40%
Oak Park adjudication court	49%	58%	56%	36%	68%	67%	38%	54%	44%	56%	51%

Table 57: Importance of Maintaining Service levels

Please rate how important, if at all, it is for the Village of Oak Park to maintain each of the following services at least at current levels, as compared with cutting the levels of service (Percent rating as "essential" or "very important").	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Business retention, development, and attraction	91%	90%	91%	86%	93%	86%	89%	94%	91%
Care of trees and landscaping in the parkways	81%	74%	88%	78%	83%	79%	80%	83%	81%
Maintenance of the public way, street cleaning, snow plowing	96%	93%	95%	92%	96%	87%	97%	97%	95%
Fire and emergency medical assistance	95%	96%	97%	92%	97%	89%	96%	98%	95%
Housing programs	66%	59%	61%	77%	53%	77%	62%	56%	62%
Operation and administration of parking services	76%	65%	69%	79%	65%	85%	67%	66%	71%
Partner agencies that promote or support tourism, housing and the arts in Oak Park	58%	61%	65%	65%	57%	63%	66%	56%	61%
Police protection	91%	97%	98%	89%	99%	91%	94%	97%	95%
Public health services	75%	82%	76%	80%	75%	82%	79%	73%	77%
Environmental sustainability programs and events	78%	70%	68%	81%	66%	75%	78%	67%	72%

Table 58: Importance of Maintaining Service levels

Please rate how important, if at all, it is for the Village of Oak Park to maintain each of the following services at least at current levels, as compared with cutting the levels of service (Percent rating as "essential" or "very important").	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Business retention, development, and attraction	90%	92%	91%	92%	82%	90%	91%	91%	89%	92%	91%
Care of trees and landscaping in the parkways	78%	93%	84%	79%	68%	68%	82%	90%	81%	81%	81%
Maintenance of the public way, street cleaning, snow plowing	93%	99%	96%	88%	100%	92%	94%	97%	97%	92%	95%
Fire and emergency medical assistance	94%	99%	97%	89%	97%	92%	95%	98%	95%	96%	95%
Housing programs	61%	70%	55%	86%	64%	54%	65%	66%	71%	53%	62%
Operation and administration of parking services	68%	81%	67%	83%	69%	65%	71%	75%	71%	70%	71%
Partner agencies that promote or support tourism, housing and the arts in Oak Park	58%	71%	57%	67%	74%	44%	65%	68%	64%	57%	61%
Police protection	94%	100%	97%	87%	100%	88%	96%	99%	93%	97%	95%
Public health services	74%	88%	74%	80%	95%	77%	73%	83%	81%	73%	77%
Environmental sustainability programs and events	71%	76%	71%	75%	75%	78%	71%	68%	74%	69%	72%

Table 59: Problems in Oak Park

To what degree, if at all, are each of the following a problem in Oak Park? (Percent rating as "minor" to "major problem").	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Crime	83%	94%	96%	78%	97%	77%	94%	95%	90%
Disorderly youth	75%	86%	88%	79%	84%	81%	79%	85%	82%
Drugs	65%	89%	93%	64%	91%	73%	82%	83%	80%
Graffiti	52%	63%	80%	49%	74%	64%	66%	62%	64%
Homelessness	73%	84%	92%	76%	86%	84%	85%	80%	82%

To what degree, if at all, are each of the following a problem in Oak Park? (Percent rating as "minor" to "major problem").	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Noise	60%	72%	73%	63%	70%	66%	71%	65%	67%
Panhandling	71%	83%	89%	71%	86%	76%	79%	82%	80%
Run-down buildings and houses	53%	66%	77%	55%	70%	58%	58%	70%	64%
Traffic in Oak Park	88%	92%	91%	86%	92%	85%	88%	93%	90%

Table 60: Problems in Oak Park

To what degree, if at all, are each of the following a problem in Oak Park? (Percent rating as "minor" to "major problem").	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Crime	91%	85%	93%	77%	93%	84%	91%	92%	85%	95%	90%
Disorderly youth	84%	77%	84%	78%	82%	84%	80%	85%	79%	87%	82%
Drugs	79%	84%	84%	64%	91%	65%	81%	92%	78%	83%	80%
Graffiti	60%	78%	70%	49%	53%	48%	64%	76%	59%	69%	64%
Homelessness	81%	87%	84%	75%	84%	84%	76%	89%	84%	80%	82%
Noise	65%	75%	66%	66%	73%	58%	67%	75%	60%	76%	67%
Panhandling	79%	83%	83%	65%	92%	85%	73%	85%	77%	83%	80%
Run-down buildings and houses	62%	71%	66%	56%	66%	60%	59%	74%	62%	65%	64%
Traffic in Oak Park	89%	93%	92%	87%	78%	92%	88%	91%	84%	97%	90%

Table 61: Information Sources

How much information about Oak Park, if any, do you get from each of the following sources? (Percent rating as "a lot" or "some").	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Village of Oak Park website	83%	76%	69%	74%	78%	64%	75%	85%	77%
Village of Oak Park Twitter	15%	10%	5%	17%	7%	11%	13%	8%	11%
Village of Oak Park Facebook page	24%	23%	10%	27%	15%	23%	21%	17%	19%
Friends and neighbors	83%	88%	93%	76%	95%	75%	87%	94%	88%
Local newspapers	62%	79%	91%	67%	83%	79%	73%	77%	77%
Village of Oak Park email news ("e-News")	38%	45%	37%	36%	43%	35%	34%	47%	40%
Village of Oak Park OP/FYI newsletter and other Village mailings	87%	88%	90%	82%	92%	84%	82%	95%	88%
VOP-TV, the Village's cable TV channel	16%	24%	25%	24%	18%	22%	20%	21%	21%
Local online news sources	54%	46%	49%	47%	52%	38%	46%	59%	50%

Table 62: Information Sources

How much information about Oak Park, if any, do you get from each of the following sources? (Percent rating as "a lot" or "some").	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Village of Oak Park website	83%	54%	79%	66%	94%	90%	80%	61%	80%	73%	77%
Village of Oak Park Twitter	12%	6%	8%	17%	8%	18%	9%	6%	6%	16%	11%
Village of Oak Park Facebook page	21%	13%	16%	27%	24%	29%	20%	10%	19%	19%	19%
Friends and neighbors	87%	89%	94%	70%	83%	90%	86%	88%	85%	91%	88%
Local newspapers	75%	81%	79%	66%	87%	67%	75%	86%	76%	78%	77%
Village of Oak Park email news ("e-News")	41%	37%	41%	40%	38%	38%	41%	41%	34%	47%	40%
Village of Oak Park OP/FYI newsletter and other Village mailings	88%	88%	90%	80%	97%	86%	90%	89%	87%	90%	88%
VOP-TV, the Village's cable TV channel	19%	26%	17%	35%	16%	16%	19%	27%	13%	30%	21%
Local online news sources	54%	32%	56%	38%	33%	61%	51%	39%	43%	58%	50%

Table 63: Value of Services for Taxes Paid

Please rate the value of services for the taxes paid to each of the following taxing bodies/percent of your tax bill (Percent rating as "excellent" or "good").	Number of years in Oak Park			Rent or own		Annual household income			
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than $49,999	$50,000 to $99,999	$100,000 or more	Overall
Elementary School District (35.84%)	77%	76%	77%	71%	78%	69%	72%	82%	76%
OPRF High School District (24.14%)	72%	80%	67%	57%	77%	56%	72%	80%	72%
Village of Oak Park (14.72%)	72%	65%	70%	73%	68%	68%	73%	69%	69%
Oak Park Public Library (5.85%)	87%	75%	86%	78%	84%	72%	87%	84%	82%
Park District of Oak Park (5.18%)	84%	80%	82%	79%	83%	70%	82%	85%	81%
Cook County (4.58%)	36%	36%	33%	38%	33%	43%	35%	32%	35%
Metropolitan Water Reclamation District (3.41%)	61%	58%	51%	57%	56%	59%	52%	57%	56%
Triton Community College District (2.66%)	51%	49%	64%	63%	54%	65%	56%	55%	56%
Oak Park Township (2.42%)	69%	60%	66%	62%	66%	60%	66%	66%	64%

Table 64: Value of Services for Taxes Paid

Please rate the value of services for the taxes paid to each of the following taxing bodies/percent of your tax bill (Percent rating as "excellent" or "good").	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Elementary School District (35.84%)	75%	80%	78%	63%	85%	83%	70%	81%	75%	77%	76%
OPRF High School District (24.14%)	72%	72%	74%	61%	84%	69%	70%	76%	70%	75%	72%
Village of Oak Park (14.72%)	70%	67%	74%	52%	74%	79%	62%	73%	73%	65%	69%
Oak Park Public Library (5.85%)	81%	88%	88%	59%	86%	89%	76%	87%	85%	79%	82%
Park District of Oak Park (5.18%)	81%	81%	85%	64%	82%	87%	78%	81%	84%	79%	81%
Cook County (4.58%)	33%	42%	34%	37%	37%	31%	35%	37%	46%	24%	35%
Metropolitan Water Reclamation District (3.41%)	53%	68%	57%	49%	69%	51%	57%	58%	66%	46%	56%

Please rate the value of services for the taxes paid to each of the following taxing bodies/percent of your tax bill (Percent rating as "excellent" or "good").	Household members aged 65 or older		Race			Age			Gender		
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	Overall
Triton Community College District (2.66%)	52%	69%	58%	47%	67%	43%	53%	65%	63%	50%	56%
Oak Park Township (2.42%)	62%	72%	66%	52%	88%	72%	58%	67%	69%	59%	64%

Oak Park, IL

Comparisons by Geographic Subgroups

2015

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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by [xx describe geographic area].

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good," or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between quadrants are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (437 completed surveys). For each quadrant (Northwest, Northeast, Southeast or Southwest), the margin of error rises to approximately plus or minus 10 percentage points since sample sizes were approximately 108 for the Northwest, 119 for the Northeast, 116 for the Southeast and 94 for the Southwest.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
The overall quality of life in Oak Park	95%	86%	92%	89%	90%
Overall image or reputation of Oak Park	94%	88%	90%	85%	89%
Oak Park as a place to live	97%	87%	97%	94%	94%
Your neighborhood as a place to live	97%	83%	86%	85%	88%
Oak Park as a place to raise children	98%	90%	96%	83%	91%
Oak Park as a place to retire	57%	46%	60%	64%	58%
Overall appearance of Oak Park	96%	93%	95%	91%	94%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall feeling of safety in Oak Park	77%	77%	81%	70%	76%
In your neighborhood during the day	99%	94%	92%	90%	94%
In Oak Park's downtown/commercial area during the day	98%	97%	95%	99%	97%
In your neighborhood after dark	81%	74%	78%	68%	75%
In Oak Park's downtown/commercial area after dark	80%	84%	84%	73%	80%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall ease of getting to the places you usually have to visit	83%	69%	86%	91%	84%
Traffic flow on major streets	32%	32%	51%	52%	43%
Ease of public parking	26%	31%	26%	27%	27%
Ease of travel by car in Oak Park	40%	45%	70%	51%	52%
Ease of travel by bicycle in Oak Park	74%	66%	67%	64%	67%
Ease of walking in Oak Park	95%	84%	89%	88%	89%
Availability of paths and walking trails	66%	66%	55%	58%	61%
Ease of travel by bus in Oak Park	74%	67%	56%	55%	62%
Ease of travel by rail in Oak Park	96%	85%	89%	92%	91%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Quality of overall natural environment in Oak Park	92%	82%	84%	87%	86%

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Air quality	83%	80%	75%	76%	78%
Cleanliness of Oak Park	90%	85%	86%	82%	86%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	86%	78%	87%	75%	81%
Public places where people want to spend time	93%	81%	89%	82%	86%
Variety of housing options	75%	59%	73%	52%	64%
Availability of affordable quality housing	37%	38%	47%	29%	38%
Overall quality of new development in Oak Park	62%	40%	59%	58%	56%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Overall economic health of Oak Park	66%	61%	76%	62%	67%
Oak Park as a place to work	68%	66%	71%	66%	68%
Oak Park as a place to visit	89%	79%	91%	76%	84%
Employment opportunities	44%	40%	50%	31%	41%
Shopping opportunities	60%	55%	68%	59%	61%
Cost of living in Oak Park	27%	16%	30%	20%	24%
Overall quality of business and service establishments in Oak Park	62%	57%	73%	61%	64%
Vibrant downtown/commercial area	69%	55%	73%	72%	69%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Health and wellness opportunities in Oak Park	85%	79%	89%	63%	78%
Fitness opportunities (including exercise classes and paths or trails, etc.)	77%	73%	67%	63%	69%
Recreational opportunities	78%	76%	72%	66%	72%
Availability of affordable quality food	80%	71%	79%	69%	75%
Availability of affordable quality health care	79%	67%	86%	66%	74%
Availability of preventive health services	79%	69%	88%	68%	76%
Availability of affordable quality mental health care	77%	64%	76%	58%	68%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Overall opportunities for education and enrichment	86%	85%	92%	73%	84%
Availability of affordable quality child care/preschool	87%	61%	65%	61%	68%
Adult educational opportunities	80%	68%	76%	79%	76%
Opportunities to attend cultural/arts/music activities	92%	71%	88%	80%	83%
Opportunities to participate in religious or spiritual events and activities	98%	82%	86%	88%	89%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Opportunities to participate in social events and activities	87%	67%	79%	76%	78%
Opportunities to volunteer	92%	73%	84%	76%	81%
Opportunities to participate in community matters	87%	68%	81%	69%	77%
Openness and acceptance of the community toward people of diverse backgrounds	81%	68%	82%	74%	77%
Neighborliness of residents in Oak Park	80%	66%	86%	76%	78%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
The Village of Oak Park	90%	71%	81%	76%	80%
The value of services for the taxes paid to Oak Park	33%	54%	55%	47%	47%
The overall direction that Oak Park is taking	60%	51%	69%	55%	59%
The job Oak Park government does at welcoming citizen involvement	68%	48%	73%	67%	65%
Overall confidence in Oak Park government	52%	45%	62%	56%	54%
Generally acting in the best interest of the community	61%	53%	68%	55%	60%
Being honest	57%	62%	70%	60%	63%
Treating all residents fairly	49%	59%	76%	58%	61%
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	83%	72%	76%	65%	74%
The Federal Government	35%	36%	54%	51%	45%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Police services	97%	90%	87%	81%	88%
Fire services	98%	95%	98%	90%	95%

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Ambulance or emergency medical services	99%	94%	96%	86%	93%
Crime prevention	81%	75%	78%	75%	77%
Fire prevention and education	83%	79%	88%	88%	85%
Animal control	73%	74%	85%	65%	74%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	67%	60%	84%	78%	74%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Traffic enforcement	63%	56%	69%	55%	61%
Street repair	36%	46%	45%	36%	40%
Street cleaning	68%	65%	70%	53%	63%
Street lighting	65%	68%	75%	56%	66%
Snow removal	51%	61%	67%	56%	59%
Sidewalk maintenance	58%	60%	63%	68%	63%
Traffic signal timing	50%	53%	64%	57%	56%
Bus or transit services	85%	71%	82%	73%	78%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Garbage collection	93%	84%	92%	85%	88%
Recycling	94%	90%	93%	83%	89%
Yard waste pick-up	78%	78%	87%	74%	79%
Drinking water	78%	77%	84%	83%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	67%	61%	74%	52%	63%
Oak Park open space	77%	64%	72%	65%	70%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Storm drainage	56%	42%	74%	63%	61%
Sewer services	72%	69%	76%	79%	75%
Power (electric and/or gas) utility	84%	79%	77%	87%	82%

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Utility billing	68%	78%	73%	70%	72%
Land use, planning and zoning	62%	55%	67%	58%	61%
Code enforcement (weeds, abandoned buildings, etc.)	72%	57%	64%	63%	64%
Cable television	62%	50%	56%	53%	55%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Economic development	45%	42%	60%	51%	51%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Village parks	96%	89%	94%	82%	90%
Recreation centers or facilities	92%	92%	92%	84%	90%
Health services	82%	71%	87%	69%	77%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Public library services	96%	90%	96%	89%	93%
Village-sponsored special events	87%	77%	80%	79%	81%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Public information services	89%	69%	84%	79%	81%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Sense of community	88%	77%	85%	69%	79%
Recommend living in Oak Park to someone who asks	97%	87%	90%	94%	92%
Remain in Oak Park for the next five years	84%	82%	84%	82%	83%
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	82%	68%	77%	58%	70%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Was NOT the victim of a crime	85%	81%	88%	93%	88%
Did NOT report a crime	81%	72%	71%	79%	76%
Stocked supplies in preparation for an emergency	16%	26%	16%	34%	24%
Called for police service in Oak Park	33%	43%	34%	27%	33%
Called for Oak Park fire/EMS	13%	17%	9%	17%	14%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Walked or biked instead of driving	84%	82%	89%	94%	88%
Carpooled with other adults or children instead of driving alone	36%	49%	45%	47%	44%
Used bus, rail, subway or other public transportation instead of driving	81%	85%	83%	78%	81%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Recycle at home	90%	98%	90%	84%	89%
Made efforts to make your home more energy efficient	74%	74%	68%	81%	74%
Made efforts to conserve water	72%	76%	68%	91%	78%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
NOT under housing cost stress	74%	75%	73%	54%	67%
Did NOT observe a code violation	62%	44%	63%	53%	56%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Purchase goods or services from a business located in Oak Park	97%	96%	93%	83%	91%
Economy will have positive impact on income	31%	26%	31%	28%	29%
Work in Oak Park	24%	27%	35%	25%	28%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Used Oak Park recreation centers or their services	69%	64%	64%	53%	62%
Visited a neighborhood park or Village park	88%	89%	85%	92%	89%
Eat at least 5 portions of fruits and vegetables a day	89%	81%	84%	87%	86%
Participate in moderate or vigorous physical activity	94%	88%	82%	84%	87%
Reported being in "very good" or "excellent" health	78%	71%	69%	67%	71%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Used Oak Park public libraries or their services	82%	78%	85%	76%	80%
Participated in religious or spiritual activities in Oak Park	50%	37%	43%	39%	43%
Attended a Village-sponsored event	71%	66%	75%	60%	68%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Campaigned or advocated for an issue, cause or candidate	21%	29%	26%	18%	23%
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	17%	24%	18%	16%	18%
Volunteered your time to some group/activity in Oak Park	36%	38%	45%	43%	41%
Participated in a club	26%	27%	19%	23%	24%
Talked to or visited with your immediate neighbors	93%	89%	93%	93%	92%
Done a favor for a neighbor	83%	81%	77%	77%	79%
Attended a local public meeting	24%	25%	27%	17%	23%
Watched (online or on television) a local public meeting	22%	21%	20%	17%	20%
Read or watch local news (via television, paper, computer, etc.)	91%	84%	80%	82%	84%
Vote in local elections	88%	90%	89%	86%	88%

Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall feeling of safety in Oak Park	96%	94%	93%	93%	94%
Overall ease of getting to the places you usually have to visit	82%	76%	76%	85%	80%
Quality of overall natural environment in Oak Park	79%	75%	78%	78%	78%
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	77%	77%	73%	83%	78%

Percent rating positively (e.g., essential/very important)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Health and wellness opportunities in Oak Park	65%	69%	63%	77%	69%
Overall opportunities for education and enrichment	83%	79%	79%	82%	81%
Overall economic health of Oak Park	95%	90%	92%	90%	92%
Sense of community	80%	86%	87%	78%	83%

Table 29: Oak Park Specific Services

Please rate the quality of each of the following services in Oak Park (Percent rating as "excellent" or "good").	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Services to low-income people	68%	50%	40%	26%	42%
Leaf pick-up	74%	75%	85%	70%	76%
Care of trees along the parkway	80%	68%	83%	68%	75%
Alley maintenance	46%	32%	50%	39%	43%
Parking services	44%	38%	41%	27%	37%
Online Village services	80%	61%	78%	63%	71%
Building permit review	43%	39%	46%	33%	40%
Oak Park adjudication court	61%	35%	64%	42%	51%

Table 30: Importance of Maintaining Service levels

Please rate how important, if at all, it is for the Village of Oak Park to maintain each of the following services at least at current levels, as compared with cutting the levels of service (Percent rating as "essential" or "very important").	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Business retention, development, and attraction	95%	96%	89%	85%	91%
Care of trees and landscaping in the parkways	81%	80%	80%	83%	81%
Maintenance of the public way, street cleaning, snow plowing	97%	94%	95%	93%	95%
Fire and emergency medical assistance	99%	88%	96%	96%	95%
Housing programs	50%	65%	70%	64%	62%
Operation and administration of parking services	66%	66%	69%	78%	71%
Partner agencies that promote or support tourism, housing and the arts in Oak Park	63%	56%	57%	64%	61%
Police protection	100%	91%	95%	93%	95%
Public health services	81%	74%	70%	82%	77%
Environmental sustainability programs and events	69%	70%	66%	81%	72%

Table 31: Problems in Oak Park

To what degree, if at all, are each of the following a problem in Oak Park? (Percent rating as "minor" to "major problem").	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Crime	92%	94%	92%	83%	90%
Disorderly youth	84%	79%	84%	82%	82%
Drugs	83%	87%	83%	72%	80%
Graffiti	64%	63%	63%	65%	64%
Homelessness	78%	86%	83%	83%	82%
Noise	64%	61%	69%	71%	67%
Panhandling	86%	83%	78%	76%	80%
Run-down buildings and houses	57%	73%	67%	62%	64%
Traffic in Oak Park	91%	90%	91%	88%	90%

Table 32: Information Sources

How much information about Oak Park, if any, do you get from each of the following sources? (Percent rating as "a lot" or "some").	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Village of Oak Park website	82%	84%	82%	65%	77%
Village of Oak Park Twitter	6%	17%	11%	10%	11%
Village of Oak Park Facebook page	17%	25%	16%	21%	19%
Friends and neighbors	94%	96%	85%	80%	88%
Local newspapers	79%	90%	69%	74%	77%
Village of Oak Park email news ("e-News")	40%	50%	41%	34%	40%
Village of Oak Park OP/FYI newsletter and other Village mailings	90%	93%	94%	80%	88%
VOP-TV, the Village's cable TV channel	18%	23%	20%	22%	21%
Local online news sources	56%	52%	55%	40%	50%

Table 33: Value of Services for Taxes Paid

Please rate the value of services for the taxes paid to each of the following taxing bodies/percent of your tax bill (Percent rating as "excellent" or "good").	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Elementary School District (35.84%)	76%	79%	82%	68%	76%
OPRF High School District (24.14%)	63%	78%	82%	65%	72%
Village of Oak Park (14.72%)	71%	62%	74%	68%	69%
Oak Park Public Library (5.85%)	80%	80%	88%	80%	82%
Park District of Oak Park (5.18%)	82%	76%	85%	80%	81%
Cook County (4.58%)	30%	32%	51%	24%	35%
Metropolitan Water Reclamation District (3.41%)	51%	43%	75%	51%	56%
Triton Community College District (2.66%)	51%	42%	68%	61%	56%

Please rate the value of services for the taxes paid to each of the following taxing bodies/percent of your tax bill (Percent rating as "excellent" or "good").	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Oak Park Township (2.42%)	67%	59%	65%	66%	64%

THE NCS™
The National Citizen Survey™

Oak Park, IL
Trends over Time

2015

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2015 ratings for the Village of Oak Park to its previous survey results in 2000, 2004, 2008, 2011 and 2013. Additional reports and technical appendices are available under separate cover.

Trend data for Oak Park represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2013 and 2015 surveys, otherwise the comparison between 2013 and 2015 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Oak Park for 2015 generally remained stable. Of the 76 items for which comparisons were available, 56 items were rated similarly in 2013 and 2015; seven items showed a decrease in ratings and 13 showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, only one aspect was trending down from 2013 to 2015; ratings for openness and acceptance of the community toward people of diverse backgrounds decreased. Ratings for several aspects of Community Characteristics increased from 2013 to 2015 including: shopping opportunities, employment opportunities, availability of affordable quality health care, opportunities to attend cultural/arts/music activities and the availability of affordable quality child care/preschool.
- Within the pillar of Governance four aspects were trending down from 2013 to 2015 while seven increased over time. Ratings decreased for street repair, street cleaning, snow removal and the overall customer service provided by Village employees. Oak Park residents gave higher ratings in 2015 than in 2013 to: emergency preparedness, bus or transit services, land use, planning and zoning, economic development, recreation centers, health services and to services provided by the Federal Government.
- Within Participation, fewer Oak Park residents reported that they had watched a local public meeting or volunteered in 2015 compared to 2013. However, more respondents reported that they had voted in local elections in 2015 than in 2013.

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)						2015 rating compared to 2013	Comparison to benchmark					
	2000	2004	2008	2011	2013	2015		2000	2004	2008	2011	2013	2015
Overall quality of life	80%	93%	89%	90%	89%	90%	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Similar
Overall image	NA	NA	87%	89%	89%	89%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher
Place to live	NA	NA	93%	91%	93%	94%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar
Neighborhood	NA	93%	86%	88%	88%	88%	Similar	NA	Much higher	Much higher	Much higher	Higher	Similar
Place to raise children	81%	96%	85%	93%	92%	91%	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Higher
Place to retire	58%	NA	55%	55%	57%	58%	Similar	Lower	NA	Lower	Lower	Lower	Similar
Overall appearance	81%	94%	89%	92%	89%	94%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2015 rating compared to 2013	Comparison to benchmark					
		2000	2004	2008	2011	2013	2015		2000	2004	2008	2011	2013	2015
Safety	Overall feeling of safety	NA	NA	NA	NA	NA	76%	NA	NA	NA	NA	NA	NA	Similar
	Safe in neighborhood	NA	NA	91%	92%	94%	94%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	NA	NA	94%	93%	95%	97%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar
Mobility	Overall ease of travel	NA	NA	NA	NA	NA	84%	NA	NA	NA	NA	NA	NA	Similar
	Paths and walking trails	NA	NA	NA	NA	NA	61%	NA	NA	NA	NA	NA	NA	Similar
	Ease of walking	NA	94%	88%	89%	92%	89%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Much higher
	Travel by bicycle	55%	67%	64%	71%	74%	67%	Similar	Lower	Much higher	Much higher	Much higher	Much higher	Higher
	Travel by car	NA	NA	NA	NA	NA	52%	NA	NA	NA	NA	NA	NA	Similar
	Public parking	NA	NA	NA	NA	NA	27%	NA	NA	NA	NA	NA	NA	Lower
	Traffic flow	NA	NA	41%	42%	46%	43%	Similar	NA	NA	Similar	Similar	Similar	Similar
Natural Environment	Overall natural environment	NA	NA	NA	NA	NA	86%	NA	NA	NA	NA	NA	NA	Similar
	Cleanliness	NA	NA	87%	89%	87%	86%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar
	Air quality	NA	NA	NA	NA	NA	78%	NA	NA	NA	NA	NA	NA	Similar
Built Environment	Overall built environment	NA	NA	NA	NA	NA	81%	NA	NA	NA	NA	NA	NA	Higher
	New development in Oak Park	NA	NA	47%	51%	53%	56%	Similar	NA	NA	Much lower	Similar	Similar	Similar
	Affordable quality housing	NA	NA	33%	35%	37%	38%	Similar	NA	NA	Similar	Similar	Lower	Similar
	Housing options	NA	NA	NA	NA	NA	64%	NA	NA	NA	NA	NA	NA	Similar
	Public places	NA	NA	NA	NA	NA	86%	NA	NA	NA	NA	NA	NA	Higher
Economy	Overall economic health	NA	NA	NA	NA	NA	67%	NA	NA	NA	NA	NA	NA	Similar
	Vibrant downtown/commercial area	NA	NA	NA	NA	NA	69%	NA	NA	NA	NA	NA	NA	Higher

		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2015 rating compared to	Comparison to benchmark					
		2000	2004	2008	2011	2013	2015	2013	2000	2004	2008	2011	2013	2015
	Business and services	NA	NA	55%	67%	65%	64%	Similar	NA	NA	Similar	Higher	Similar	Similar
	Cost of living	NA	NA	NA	NA	NA	24%	NA	NA	NA	NA	NA	NA	Lower
	Shopping opportunities	48%	71%	39%	51%	51%	61%	Higher	Lower	Much higher	Lower	Similar	Similar	Similar
	Employment opportunities	NA	NA	25%	28%	33%	41%	Higher	NA	NA	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	NA	NA	NA	84%	NA	NA	NA	NA	NA	NA	Higher
	Place to work	NA	NA	56%	58%	68%	68%	Similar	NA	NA	Similar	Higher	Much higher	Similar
Recreation and Wellness	Health and wellness	NA	NA	NA	NA	NA	78%	NA	NA	NA	NA	NA	NA	Similar
	Mental health care	NA	NA	NA	NA	NA	68%	NA	NA	NA	NA	NA	NA	Higher
	Preventive health services	NA	NA	NA	NA	NA	76%	NA	NA	NA	NA	NA	NA	Similar
	Health care	NA	NA	59%	68%	62%	74%	Higher	NA	NA	Much higher	Much higher	Much higher	Similar
	Food	NA	NA	NA	NA	NA	75%	NA	NA	NA	NA	NA	NA	Similar
	Recreational opportunities	NA	NA	75%	75%	79%	72%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar
	Fitness opportunities	NA	NA	NA	NA	NA	69%	NA	NA	NA	NA	NA	NA	Similar
Education and Enrichment	Religious or spiritual events and activities	NA	NA	85%	86%	87%	89%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher
	Cultural/arts/music activities	NA	86%	75%	72%	75%	83%	Higher	NA	Much higher	Much higher	Much higher	Much higher	Higher
	Adult education	NA	NA	NA	NA	NA	76%	NA	NA	NA	NA	NA	NA	Similar
	Child care/preschool	NA	NA	40%	49%	40%	68%	Higher	NA	NA	Higher	Much higher	Similar	Higher
Community Engagement	Social events and activities	NA	NA	77%	77%	80%	78%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher
	Neighborliness	NA	NA	NA	NA	NA	78%	NA	NA	NA	NA	NA	NA	Higher
	Openness and acceptance	76%	89%	88%	86%	87%	77%	Lower	Higher	Much higher	Much higher	Much higher	Much higher	Higher
	Opportunities to participate in community matters	NA	NA	77%	76%	82%	77%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher
	Opportunities to volunteer	NA	NA	83%	80%	85%	81%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)						2015 rating compared to 2013	Comparison to benchmark					
	2000	2004	2008	2011	2013	2015		2000	2004	2008	2011	2013	2015
Services provided by Oak Park	77%	92%	72%	74%	82%	80%	Similar	Similar	Much higher	Similar	Higher	Higher	Similar
Customer service	64%	81%	70%	74%	81%	74%	Lower	NA	Similar	Similar	Similar	Higher	Similar
Value of services for taxes paid	NA	NA	NA	NA	NA	47%	NA	NA	NA	NA	NA	NA	Similar
Overall direction	65%	71%	53%	60%	66%	59%	Similar	Higher	Much higher	Lower	Higher	Higher	Similar
Welcoming citizen involvement	64%	73%	61%	65%	63%	65%	Similar	NA	Much higher	Lower	Much higher	Much higher	Similar
Confidence in Village government	NA	NA	NA	NA	NA	54%	NA	NA	NA	NA	NA	NA	Similar
Acting in the best interest of Oak Park	NA	NA	NA	NA	NA	60%	NA	NA	NA	NA	NA	NA	Similar
Being honest	NA	NA	NA	NA	NA	63%	NA	NA	NA	NA	NA	NA	Similar
Treating all residents fairly	NA	NA	NA	NA	NA	61%	NA	NA	NA	NA	NA	NA	Similar
Services provided by the Federal Government	NA	NA	31%	40%	38%	45%	Higher	NA	NA	Lower	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)						2015 rating compared to 2013	Comparison to benchmark					
		2000	2004	2008	2011	2013	2015		2000	2004	2008	2011	2013	2015
	Police	76%	90%	87%	86%	92%	88%	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Similar
	Fire	85%	98%	96%	96%	98%	95%	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Similar
	Ambulance/EMS	82%	97%	92%	93%	95%	93%	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Similar
	Crime prevention	67%	80%	58%	67%	74%	77%	Similar	Higher	Much higher	Similar	Similar	Higher	Similar
	Fire prevention	NA	NA	80%	84%	85%	85%	Similar	NA	NA	Higher	Much higher	Higher	Similar
	Animal control	66%	83%	76%	75%	76%	74%	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Similar
Safety	Emergency preparedness	NA	NA	72%	69%	61%	74%	Higher	NA	NA	Higher	Similar	Similar	Similar
	Traffic enforcement	62%	76%	56%	54%	57%	61%	Similar	Similar	Much higher	Lower	Lower	Lower	Similar
	Street repair	56%	59%	35%	36%	48%	40%	Lower	Similar	Higher	Much lower	Lower	Similar	Similar
Mobility	Street cleaning	75%	89%	74%	70%	77%	63%	Lower	Higher	Much higher	Much higher	Much higher	Much higher	Similar

		Percent rating positively (e.g., excellent/good)						2015 rating compared to 2013	Comparison to benchmark					
		2000	2004	2008	2011	2013	2015		2000	2004	2008	2011	2013	2015
	Street lighting	68%	83%	70%	71%	72%	66%	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Similar
	Snow removal	58%	77%	58%	64%	77%	59%	Lower	NA	Much higher	Similar	Higher	Much higher	Similar
	Sidewalk maintenance	48%	70%	54%	58%	65%	63%	Similar	Similar	Much higher	Higher	Higher	Much higher	Similar
	Traffic signal timing	NA	NA	NA	NA	NA	56%	NA	NA	NA	NA	NA	NA	Similar
	Bus or transit services	NA	81%	69%	76%	69%	78%	Higher	NA	Much higher	Much higher	Much higher	Much higher	Higher
	Garbage collection	73%	89%	80%	86%	89%	88%	Similar	Similar	Higher	Similar	Similar	Similar	Similar
	Recycling	72%	87%	81%	83%	88%	89%	Similar	Similar	Much higher	Much higher	Much higher	Much higher	Similar
	Yard waste pick-up	NA	85%	75%	78%	77%	79%	Similar	NA	Much higher	Higher	Higher	Higher	Similar
	Drinking water	NA	NA	NA	NA	NA	81%	NA	NA	NA	NA	NA	NA	Similar
Natural Environment	Natural areas preservation	NA	NA	NA	NA	NA	63%	NA	NA	NA	NA	NA	NA	Similar
	Open space	NA	NA	NA	NA	NA	70%	NA	NA	NA	NA	NA	NA	Similar
	Storm drainage	NA	NA	NA	NA	NA	61%	NA	NA	NA	NA	NA	NA	Similar
	Sewer services	NA	NA	70%	64%	75%	75%	Similar	NA	NA	Similar	Lower	Similar	Similar
	Power utility	NA	NA	NA	NA	NA	82%	NA	NA	NA	NA	NA	NA	Similar
	Utility billing	NA	NA	NA	NA	NA	72%	NA	NA	NA	NA	NA	NA	Similar
	Land use, planning and zoning	NA	NA	38%	43%	54%	61%	Higher	NA	NA	Similar	Similar	Similar	Similar
	Code enforcement	NA	NA	57%	48%	67%	64%	Similar	NA	NA	Much higher	Higher	Much higher	Similar
Built Environment	Cable television	46%	69%	62%	59%	62%	55%	Similar	NA	Much higher	Much higher	Similar	Higher	Similar
Economy	Economic development	NA	77%	36%	33%	35%	51%	Higher	NA	Much higher	Much lower	Lower	Much lower	Similar
	Village parks	NA	NA	NA	NA	NA	90%	NA	NA	NA	NA	NA	NA	Higher
	Recreation centers	NA	NA	76%	NA	NA	90%	Higher	NA	NA	Higher	NA	NA	Higher
Recreation and Wellness	Health services	74%	89%	72%	68%	69%	77%	Higher	Higher	Much higher	Much higher	Higher	Similar	Similar
	Special events	NA	NA	NA	NA	NA	81%	NA	NA	NA	NA	NA	NA	Higher
Education and Enrichment	Public libraries	81%	NA	92%	96%	95%	93%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher
Community Engagement	Public information	NA	NA	80%	80%	83%	81%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2015 rating compared to 2013	Comparison to benchmark					
	2000	2004	2008	2011	2013	2015		2000	2004	2008	2011	2013	2015
Sense of community	73%	88%	85%	82%	84%	79%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher
Recommend Oak Park	NA	NA	89%	88%	91%	92%	Similar	NA	NA	Higher	Higher	Higher	Similar
Remain in Oak Park	NA	NA	79%	82%	85%	83%	Similar	NA	NA	Lower	Similar	Similar	Similar
Contacted Oak Park employees	71%	NA	74%	76%	69%	70%	Similar	NA	NA	Much higher	Much higher	Much higher	Much higher

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2015 rating compared to 2013	Comparison to benchmark					
		2000	2004	2008	2011	2013	2015		2000	2004	2008	2011	2013	2015
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	NA	24%	NA	NA	NA	NA	NA	NA	Lower
	Did NOT report a crime	NA	NA	NA	NA	NA	76%	NA	NA	NA	NA	NA	NA	Similar
	Was NOT the victim of a crime	NA	NA	77%	87%	86%	88%	Similar	NA	NA	Much lower	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	NA	81%	NA	NA	NA	NA	NA	NA	Much higher
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	44%	NA	NA	NA	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	NA	88%	NA	NA	NA	NA	NA	NA	Much higher
Natural Environment	Conserved water	NA	NA	NA	NA	NA	78%	NA	NA	NA	NA	NA	NA	Similar
	Made home more energy efficient	NA	NA	NA	NA	NA	74%	NA	NA	NA	NA	NA	NA	Similar
	Recycled at home	NA	NA	90%	92%	90%	89%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	NA	56%	NA	NA	NA	NA	NA	NA	Similar
	NOT under housing cost stress	NA	NA	NA	64%	66%	67%	Similar	NA	NA	NA	Similar	Similar	Similar
Economy	Purchased goods or services in Oak Park	NA	NA	NA	NA	NA	91%	NA	NA	NA	NA	NA	NA	Similar
	Economy will have positive impact on income	NA	NA	7%	11%	24%	29%	Similar	NA	NA	Much lower	Much lower	Higher	Similar
	Work in Oak Park	NA	NA	NA	NA	NA	28%	NA	NA	NA	NA	NA	NA	Lower
Recreation and Wellness	Used Oak Park recreation centers	NA	NA	66%	NA	NA	62%	Similar	NA	NA	Much higher	NA	NA	Similar

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2015 rating compared to 2013	Comparison to benchmark					
	2000	2004	2008	2011	2013	2015	2013	2000	2004	2008	2011	2013	2015
Visited a Village park	NA	NA	94%	NA	NA	89%	Similar	NA	NA	Much higher	NA	NA	Similar
Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	NA	86%	NA	NA	NA	NA	NA	NA	Similar
Participated in moderate or vigorous physical activity	NA	NA	NA	NA	NA	87%	NA	NA	NA	NA	NA	NA	Similar
In very good to excellent health	NA	NA	NA	NA	NA	71%	NA	NA	NA	NA	NA	NA	Similar
Education and Enrichment — Used Oak Park public libraries	73%	NA	83%	86%	85%	80%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher
Participated in religious or spiritual activities	NA	NA	53%	46%	48%	43%	Similar	NA	NA	Similar	Much lower	Lower	Similar
Attended a Village-sponsored event	NA	NA	NA	NA	NA	68%	NA	NA	NA	NA	NA	NA	Higher
Campaigned for an issue, cause or candidate	NA	NA	NA	NA	NA	23%	NA	NA	NA	NA	NA	NA	Similar
Contacted Oak Park elected officials	NA	NA	NA	NA	NA	18%	NA	NA	NA	NA	NA	NA	Similar
Volunteered	NA	NA	45%	44%	50%	41%	Lower	NA	NA	Higher	Similar	Higher	Similar
Participated in a club	NA	NA	31%	30%	29%	24%	Similar	NA	NA	Similar	Similar	Similar	Similar
Talked to or visited with neighbors	NA	NA	NA	NA	NA	92%	NA	NA	NA	NA	NA	NA	Similar
Done a favor for a neighbor	NA	NA	NA	NA	NA	79%	NA	NA	NA	NA	NA	NA	Similar
Attended a local public meeting	NA	NA	30%	28%	27%	23%	Similar	NA	NA	Similar	Similar	Similar	Similar
Watched a local public meeting	25%	NA	36%	34%	27%	20%	Lower	NA	NA	Much lower	Much lower	Much lower	Similar
Read or watched local news	NA	NA	NA	NA	NA	84%	NA	NA	NA	NA	NA	NA	Similar
Community Engagement — Voted in local elections	NA	NA	NA	82%	79%	88%	Higher	NA	NA	NA	Much higher	Higher	Similar

THE NCS™
The National Citizen Survey™

Oak Park, IL

Technical Appendices
2015

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Contents

Appendix A: Complete Survey Responses

Responses excluding "don't know"

The following pages contain a complete set of responses to each question on the survey, excluding the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 1: Question 1

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	54%	N=234	40%	N=173	5%	N=23	0%	N=2	100%	N=433
Your neighborhood as a place to live	51%	N=220	37%	N=161	10%	N=42	2%	N=10	100%	N=433
Oak Park as a place to raise children	59%	N=225	32%	N=122	8%	N=29	1%	N=4	100%	N=379
Oak Park as a place to work	26%	N=64	42%	N=104	25%	N=63	7%	N=17	100%	N=249
Oak Park as a place to visit	41%	N=168	42%	N=172	13%	N=54	3%	N=12	100%	N=406
Oak Park as a place to retire	28%	N=90	30%	N=95	23%	N=73	19%	N=62	100%	N=319
The overall quality of life in Oak Park	39%	N=168	51%	N=218	9%	N=37	1%	N=4	100%	N=427

Table 2: Question 2

Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Oak Park	24%	N=104	51%	N=221	22%	N=95	2%	N=9	100%	N=430
Overall ease of getting to the places you usually have to visit	30%	N=129	54%	N=232	13%	N=54	3%	N=14	100%	N=429
Quality of overall natural environment in Oak Park	39%	N=167	47%	N=202	13%	N=54	1%	N=4	100%	N=427
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	33%	N=143	48%	N=207	15%	N=66	3%	N=14	100%	N=430
Health and wellness opportunities in Oak Park	28%	N=109	50%	N=195	18%	N=72	4%	N=15	100%	N=390
Overall opportunities for education and enrichment	40%	N=158	43%	N=172	14%	N=56	2%	N=9	100%	N=395
Overall economic health of Oak Park	15%	N=58	52%	N=196	30%	N=113	3%	N=13	100%	N=380
Sense of community	32%	N=139	47%	N=200	18%	N=79	2%	N=10	100%	N=428
Overall image or reputation of Oak Park	45%	N=192	44%	N=189	10%	N=42	1%	N=5	100%	N=428

Table 3: Question 3

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	69%	N=291	24%	N=101	4%	N=19	3%	N=13	100%	N=424
Remain in Oak Park for the next five years	59%	N=247	24%	N=100	8%	N=34	9%	N=37	100%	N=418

Table 4: Question 4

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	74%	N=319	20%	N=85	4%	N=15	2%	N=11	0%	N=2	100%	N=431
In Oak Park's downtown/commercial area during the day	79%	N=332	19%	N=78	2%	N=8	0%	N=2	0%	N=2	100%	N=422
In your neighborhood after dark	28%	N=122	47%	N=200	13%	N=56	11%	N=46	1%	N=6	100%	N=429
In Oak Park's downtown/commercial area after dark	42%	N=176	37%	N=154	11%	N=46	8%	N=33	1%	N=5	100%	N=414

Table 5: Question 5

Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	6%	N=25	38%	N=161	41%	N=177	15%	N=65	100%	N=429
Ease of public parking	5%	N=21	22%	N=95	43%	N=185	29%	N=125	100%	N=426
Ease of travel by car in Oak Park	11%	N=46	42%	N=177	38%	N=163	9%	N=39	100%	N=424
Ease of travel by bicycle in Oak Park	25%	N=78	42%	N=131	27%	N=85	5%	N=17	100%	N=311
Ease of walking in Oak Park	54%	N=231	35%	N=151	10%	N=41	1%	N=5	100%	N=428
Availability of paths and walking trails	25%	N=92	35%	N=128	25%	N=91	14%	N=52	100%	N=363
Air quality	22%	N=92	56%	N=228	19%	N=79	3%	N=10	100%	N=410
Cleanliness of Oak Park	34%	N=146	52%	N=223	13%	N=56	2%	N=7	100%	N=432
Overall appearance of Oak Park	41%	N=177	53%	N=226	6%	N=25	0%	N=2	100%	N=430
Public places where people want to spend time	41%	N=174	45%	N=193	12%	N=51	2%	N=7	100%	N=425
Variety of housing options	22%	N=87	43%	N=171	28%	N=113	8%	N=31	100%	N=402
Availability of affordable quality housing	11%	N=42	26%	N=96	38%	N=138	25%	N=91	100%	N=367
Fitness opportunities (including exercise classes and paths or trails, etc.)	27%	N=108	42%	N=168	25%	N=102	5%	N=22	100%	N=400
Recreational opportunities	29%	N=117	44%	N=178	23%	N=93	5%	N=21	100%	N=409
Availability of affordable quality food	27%	N=114	48%	N=203	22%	N=93	3%	N=15	100%	N=425
Availability of affordable quality health care	23%	N=83	51%	N=184	22%	N=80	4%	N=13	100%	N=361
Availability of preventive health services	24%	N=80	51%	N=168	19%	N=63	5%	N=16	100%	N=327
Availability of affordable quality mental health care	17%	N=33	51%	N=100	22%	N=43	10%	N=21	100%	N=196
Ease of travel by bus in Oak Park	16%	N=44	45%	N=122	30%	N=81	8%	N=21	100%	N=267
Ease of travel by rail in Oak Park	49%	N=200	42%	N=172	7%	N=31	2%	N=6	100%	N=409

Table 6: Question 6

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/preschool	23%	N=47	44%	N=88	21%	N=41	12%	N=23	100%	N=199
Adult educational opportunities	22%	N=52	54%	N=130	20%	N=47	4%	N=9	100%	N=238
Opportunities to attend cultural/arts/music activities	34%	N=129	50%	N=189	16%	N=61	1%	N=2	100%	N=381
Opportunities to participate in religious or spiritual events and activities	52%	N=178	37%	N=126	11%	N=37	0%	N=1	100%	N=342
Employment opportunities	9%	N=22	32%	N=73	37%	N=86	22%	N=50	100%	N=230
Shopping opportunities	17%	N=72	44%	N=187	31%	N=131	8%	N=35	100%	N=425
Cost of living in Oak Park	3%	N=11	21%	N=88	49%	N=206	27%	N=113	100%	N=417
Overall quality of business and service establishments in Oak Park	13%	N=55	51%	N=211	32%	N=135	4%	N=17	100%	N=417
Vibrant downtown/commercial area	21%	N=89	48%	N=202	27%	N=114	4%	N=18	100%	N=423
Overall quality of new development in Oak Park	11%	N=43	45%	N=168	32%	N=120	11%	N=43	100%	N=374
Opportunities to participate in social events and activities	26%	N=100	52%	N=203	21%	N=80	1%	N=5	100%	N=388
Opportunities to volunteer	36%	N=123	45%	N=155	16%	N=54	3%	N=11	100%	N=344
Opportunities to participate in community matters	33%	N=111	44%	N=149	18%	N=62	5%	N=18	100%	N=340
Openness and acceptance of the community toward people of diverse backgrounds	35%	N=145	42%	N=176	17%	N=72	6%	N=25	100%	N=419
Neighborliness of residents in Oak Park	30%	N=130	47%	N=202	17%	N=71	6%	N=24	100%	N=427

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=96	78%	N=335	100%	N=432
Made efforts to make your home more energy efficient	26%	N=110	74%	N=321	100%	N=430
Observed a code violation or other hazard in Oak Park	56%	N=240	44%	N=188	100%	N=428
Household member was a victim of a crime in Oak Park	88%	N=377	12%	N=53	100%	N=429
Reported a crime to the police in Oak Park	76%	N=326	24%	N=102	100%	N=428
Stocked supplies in preparation for an emergency	76%	N=329	24%	N=102	100%	N=431
Campaigned or advocated for an issue, cause or candidate	77%	N=332	23%	N=99	100%	N=431
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	30%	N=126	70%	N=301	100%	N=427
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	82%	N=353	18%	N=78	100%	N=431
Called for police service in Oak Park	67%	N=288	33%	N=142	100%	N=430
Called for Oak Park fire/EMS	86%	N=372	14%	N=59	100%	N=432

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Oak Park?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Oak Park recreation centers or their services	14%	N=61	20%	N=87	27%	N=117	38%	N=165	100%	N=430
Visited a neighborhood park or Village park	34%	N=145	30%	N=129	25%	N=109	11%	N=48	100%	N=431
Used Oak Park public libraries or their services	19%	N=80	37%	N=159	24%	N=105	20%	N=85	100%	N=429
Participated in religious or spiritual activities in Oak Park	11%	N=45	15%	N=63	18%	N=75	57%	N=246	100%	N=429
Attended a Village-sponsored event	5%	N=23	10%	N=43	52%	N=224	32%	N=139	100%	N=429
Used bus, rail, subway or other public transportation instead of driving	43%	N=184	17%	N=75	21%	N=88	19%	N=82	100%	N=429
Carpooled with other adults or children instead of driving alone	16%	N=67	11%	N=46	18%	N=78	56%	N=239	100%	N=430
Walked or biked instead of driving	49%	N=210	23%	N=98	16%	N=67	12%	N=51	100%	N=425
Volunteered your time to some group/activity in Oak Park	11%	N=46	13%	N=58	17%	N=73	59%	N=256	100%	N=432
Participated in a club	7%	N=28	6%	N=24	11%	N=47	76%	N=325	100%	N=425
Talked to or visited with your immediate neighbors	48%	N=206	31%	N=132	14%	N=60	8%	N=34	100%	N=432
Done a favor for a neighbor	19%	N=84	27%	N=116	33%	N=141	21%	N=90	100%	N=431

Table 9: Question 9

Thinking about local public meetings (of local elected officials like Village Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	1%	N=5	21%	N=89	77%	N=333	100%	N=431
Watched (online or on television) a local public meeting	2%	N=7	4%	N=16	14%	N=62	80%	N=343	100%	N=427

Table 10: Question 10

Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Total	
Police services	42%	N=155	46%	N=171	10%	N=39	2%	N=7	100%	N=371
Fire services	54%	N=167	41%	N=125	5%	N=15	0%	N=1	100%	N=308
Ambulance or emergency medical services	54%	N=138	39%	N=99	7%	N=17	1%	N=1	100%	N=255

Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Total	
Crime prevention	24%	N=75	53%	N=167	20%	N=64	2%	N=8	100%	N=313
Fire prevention and education	34%	N=78	51%	N=118	13%	N=31	2%	N=4	100%	N=231
Traffic enforcement	15%	N=51	46%	N=155	29%	N=100	10%	N=34	100%	N=340
Street repair	9%	N=38	31%	N=130	42%	N=175	18%	N=75	100%	N=418
Street cleaning	18%	N=73	45%	N=181	28%	N=114	8%	N=34	100%	N=402
Street lighting	20%	N=85	45%	N=192	28%	N=119	6%	N=27	100%	N=423
Snow removal	16%	N=67	42%	N=174	23%	N=92	19%	N=77	100%	N=410
Sidewalk maintenance	12%	N=49	51%	N=212	26%	N=109	11%	N=45	100%	N=416
Traffic signal timing	11%	N=46	45%	N=185	30%	N=123	14%	N=56	100%	N=411
Bus or transit services	32%	N=106	46%	N=152	17%	N=57	5%	N=16	100%	N=331
Garbage collection	36%	N=149	53%	N=221	10%	N=43	1%	N=6	100%	N=418
Recycling	39%	N=162	50%	N=207	10%	N=40	1%	N=5	100%	N=414
Yard waste pick-up	34%	N=110	45%	N=143	19%	N=60	2%	N=6	100%	N=319
Storm drainage	16%	N=58	45%	N=162	27%	N=99	12%	N=43	100%	N=362
Drinking water	39%	N=158	42%	N=170	16%	N=65	3%	N=13	100%	N=406
Sewer services	26%	N=92	48%	N=168	19%	N=67	6%	N=21	100%	N=349
Power (electric and/or gas) utility	26%	N=108	56%	N=230	14%	N=57	4%	N=16	100%	N=411
Utility billing	23%	N=92	49%	N=198	22%	N=88	6%	N=25	100%	N=404
Village parks	56%	N=227	34%	N=137	7%	N=28	3%	N=13	100%	N=406
Recreation centers or facilities	45%	N=160	45%	N=161	10%	N=35	1%	N=2	100%	N=358
Land use, planning and zoning	23%	N=71	38%	N=121	27%	N=86	12%	N=37	100%	N=315
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=47	49%	N=156	27%	N=85	9%	N=29	100%	N=316
Animal control	19%	N=54	54%	N=151	23%	N=63	4%	N=10	100%	N=278
Economic development	10%	N=32	41%	N=131	33%	N=106	16%	N=51	100%	N=320
Health services	23%	N=65	55%	N=158	20%	N=58	3%	N=7	100%	N=288
Public library services	65%	N=249	28%	N=109	6%	N=25	1%	N=3	100%	N=385
Public information services	30%	N=102	51%	N=169	16%	N=53	3%	N=11	100%	N=335
Cable television	18%	N=53	37%	N=107	32%	N=91	13%	N=37	100%	N=288
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=35	57%	N=118	20%	N=42	6%	N=13	100%	N=208
Preservation of natural areas such as open space, farmlands and greenbelts	24%	N=69	40%	N=116	27%	N=79	10%	N=29	100%	N=293
Oak Park open space	22%	N=78	48%	N=168	24%	N=83	7%	N=24	100%	N=352
Village-sponsored special events	34%	N=115	47%	N=163	18%	N=62	1%	N=3	100%	N=343
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	25%	N=99	48%	N=188	23%	N=88	4%	N=15	100%	N=389
Services to low-income people	14%	N=23	28%	N=45	31%	N=50	27%	N=44	100%	N=161
Leaf pick-up	27%	N=87	49%	N=157	19%	N=61	5%	N=16	100%	N=321
Care of trees along the parkway	29%	N=112	46%	N=179	19%	N=72	6%	N=24	100%	N=387
Alley maintenance	13%	N=50	30%	N=117	31%	N=122	26%	N=103	100%	N=392
Parking services	11%	N=42	25%	N=96	35%	N=133	28%	N=106	100%	N=377
Online Village services	22%	N=76	49%	N=167	25%	N=87	4%	N=13	100%	N=344
Building permit review	17%	N=30	24%	N=42	41%	N=74	19%	N=33	100%	N=179
Oak Park adjudication court	21%	N=22	30%	N=33	32%	N=35	17%	N=19	100%	N=108

Table 11: Question 11

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	21%	N=87	59%	N=237	18%	N=72	2%	N=8	100%	N=404
The Federal Government	5%	N=20	40%	N=145	42%	N=150	13%	N=47	100%	N=362

Table 12: Question 12

Please rate the following categories of Oak Park government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Oak Park	11%	N=42	36%	N=132	38%	N=140	15%	N=56	100%	N=370
The overall direction that Oak Park is taking	15%	N=56	44%	N=162	31%	N=113	10%	N=36	100%	N=367
The job Oak Park government does at welcoming citizen involvement	16%	N=52	49%	N=161	27%	N=89	7%	N=24	100%	N=326
Overall confidence in Oak Park government	9%	N=31	46%	N=165	35%	N=125	11%	N=41	100%	N=363
Generally acting in the best interest of the community	12%	N=44	48%	N=182	31%	N=117	9%	N=34	100%	N=377
Being honest	15%	N=47	48%	N=154	28%	N=90	10%	N=31	100%	N=321
Treating all residents fairly	15%	N=48	47%	N=152	28%	N=90	11%	N=36	100%	N=326

Table 13: Question 13

Please rate how important, if at all, you think it is for the Oak Park community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Oak Park	63%	N=269	31%	N=131	6%	N=26	0%	N=1	100%	N=427
Overall ease of getting to the places you usually have to visit	32%	N=135	49%	N=208	16%	N=69	3%	N=15	100%	N=427
Quality of overall natural environment in Oak Park	32%	N=137	46%	N=194	20%	N=85	2%	N=9	100%	N=426
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	29%	N=122	49%	N=208	19%	N=82	3%	N=13	100%	N=424
Health and wellness opportunities in Oak Park	25%	N=106	44%	N=187	28%	N=118	3%	N=13	100%	N=424
Overall opportunities for education and enrichment	38%	N=163	43%	N=181	17%	N=72	2%	N=9	100%	N=425
Overall economic health of Oak Park	50%	N=212	42%	N=179	8%	N=34	0%	N=1	100%	N=426
Sense of community	33%	N=140	49%	N=209	16%	N=68	1%	N=6	100%	N=422

Table 14: Question 14

Please rate how important, if at all, it is for the Village of Oak Park to maintain each of the following services at least at current levels (as compared with cutting the levels of service):	Essential		Very important		Somewhat important		Not at all important		Total	
Business retention, development, and attraction	55%	N=228	36%	N=151	9%	N=37	1%	N=2	100%	N=418
Care of trees and landscaping in the parkways	39%	N=163	42%	N=179	18%	N=76	1%	N=4	100%	N=421
Maintenance of the public way, street cleaning, snow plowing	59%	N=251	35%	N=150	5%	N=22	0%	N=0	100%	N=423
Fire and emergency medical assistance	70%	N=298	25%	N=105	4%	N=17	1%	N=3	100%	N=423
Housing programs	27%	N=114	35%	N=149	31%	N=132	6%	N=26	100%	N=420
Operation and administration of parking services	30%	N=123	41%	N=167	26%	N=107	4%	N=14	100%	N=412
Partner agencies that promote or support tourism, housing and the arts in Oak Park	19%	N=79	42%	N=176	33%	N=141	6%	N=25	100%	N=420
Police protection	71%	N=302	24%	N=101	5%	N=21	0%	N=0	100%	N=424
Public health services	42%	N=176	35%	N=150	20%	N=87	2%	N=10	100%	N=423
Environmental sustainability programs and events	29%	N=122	42%	N=176	24%	N=98	4%	N=18	100%	N=415

Table 15: Question 15

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	10%	N=44	45%	N=189	38%	N=161	7%	N=31	100%	N=425
Disorderly youth	18%	N=74	54%	N=226	25%	N=106	3%	N=15	100%	N=420
Drugs	20%	N=81	42%	N=175	29%	N=122	9%	N=36	100%	N=413
Graffiti	36%	N=153	51%	N=215	11%	N=46	2%	N=9	100%	N=423
Homelessness	18%	N=74	44%	N=187	28%	N=119	10%	N=40	100%	N=421
Noise	33%	N=141	49%	N=207	15%	N=63	4%	N=16	100%	N=426
Panhandling	20%	N=86	46%	N=196	22%	N=94	12%	N=49	100%	N=425
Run-down buildings and houses	36%	N=153	47%	N=198	15%	N=65	2%	N=7	100%	N=424
Traffic in Oak Park	10%	N=43	35%	N=151	37%	N=158	17%	N=74	100%	N=427

Table 16: Question 16

How much information about Oak Park, if any, do you get from each of the following sources?	A lot		Some		None		Total	
Village of Oak Park website	22%	N=92	55%	N=233	23%	N=97	100%	N=422
Village of Oak Park Twitter	3%	N=14	7%	N=31	89%	N=375	100%	N=419
Village of Oak Park Facebook page	5%	N=20	14%	N=60	81%	N=338	100%	N=419
Friends and neighbors	34%	N=142	54%	N=223	12%	N=52	100%	N=417
Local newspapers	42%	N=176	35%	N=148	23%	N=99	100%	N=423
Village of Oak Park email news ("e-News")	14%	N=60	26%	N=108	60%	N=250	100%	N=418
Village of Oak Park OP/FYI newsletter and other Village mailings	48%	N=203	40%	N=171	12%	N=50	100%	N=424
VOP-TV, the Village's cable TV channel	2%	N=10	18%	N=77	79%	N=332	100%	N=419
Local online news sources	13%	N=53	37%	N=156	50%	N=212	100%	N=421

Table 17: Question 17

Please rate the value of services for the taxes paid to each of the following taxing bodies (percent of your property tax bill):	Excellent		Good		Fair		Poor		Total	
Elementary School District (35.84%)	37%	N=108	39%	N=113	17%	N=48	8%	N=22	100%	N=291
OPRF High School District (24.14%)	36%	N=100	36%	N=99	19%	N=52	10%	N=27	100%	N=277
Village of Oak Park (14.72%)	19%	N=63	50%	N=169	26%	N=86	5%	N=17	100%	N=335
Oak Park Public Library (5.85%)	52%	N=184	30%	N=105	13%	N=46	5%	N=17	100%	N=351
Park District of Oak Park (5.18%)	41%	N=140	40%	N=134	14%	N=49	4%	N=14	100%	N=337
Cook County (4.58%)	7%	N=21	27%	N=77	41%	N=116	24%	N=67	100%	N=280
Metropolitan Water Reclamation District (3.41%)	14%	N=39	42%	N=117	37%	N=102	7%	N=19	100%	N=276
Triton Community College District (2.66%)	14%	N=31	43%	N=97	26%	N=58	18%	N=41	100%	N=228
Oak Park Township (2.42%)	20%	N=52	44%	N=115	24%	N=63	11%	N=29	100%	N=259

Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	4%	N=19	6%	N=27	7%	N=29	16%	N=69	66%	N=286	100%	N=430
Purchase goods or services from a business located in Oak Park	2%	N=9	7%	N=28	35%	N=150	44%	N=188	13%	N=54	100%	N=428
Eat at least 5 portions of fruits and vegetables a day	1%	N=4	14%	N=58	35%	N=152	34%	N=144	16%	N=70	100%	N=429
Participate in moderate or vigorous physical activity	2%	N=10	11%	N=47	32%	N=138	29%	N=127	25%	N=107	100%	N=429

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Read or watch local news (via television, paper, computer, etc.)	3%	N=12	14%	N=58	17%	N=71	37%	N=157	31%	N=132	100%	N=430
Vote in local elections	6%	N=28	5%	N=23	11%	N=47	29%	N=126	48%	N=205	100%	N=429

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=105
Very good	47%	N=200
Good	23%	N=100
Fair	5%	N=23
Poor	1%	N=3
Total	100%	N=430

Table 20: Question D3

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	Number
Very positive	7%	N=29
Somewhat positive	22%	N=94
Neutral	51%	N=217
Somewhat negative	19%	N=79
Very negative	2%	N=8
Total	100%	N=428

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=279
Working part time for pay	11%	N=48
Unemployed, looking for paid work	6%	N=27
Unemployed, not looking for paid work	4%	N=17
Fully retired	13%	N=56
Total	100%	N=427

Table 22: Question D5

Do you work inside the boundaries of Oak Park?	Percent	Number
Yes, outside the home	21%	N=87
Yes, from home	7%	N=30
No	72%	N=304
Total	100%	N=421

Table 23: Question D6

How many years have you lived in Oak Park?	Percent	Number
Less than 2 years	18%	N=77
2 to 5 years	20%	N=87
6 to 10 years	13%	N=55
11 to 20 years	18%	N=78
More than 20 years	31%	N=133
Total	100%	N=429

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=189
Building with two or more homes (duplex, townhome, apartment or condominium)	51%	N=222
Other	5%	N=21
Total	100%	N=432

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	40%	N=173
Owned	60%	N=257
Total	100%	N=430

Table 26: Question D9

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	Number
Less than $300 per month	2%	N=10
$300 to $599 per month	2%	N=10
$600 to $999 per month	18%	N=78
$1,000 to $1,499 per month	24%	N=103
$1,500 to $2,499 per month	32%	N=136
$2,500 or more per month	21%	N=90
Total	100%	N=428

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=278
Yes	36%	N=153
Total	100%	N=431

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	78%	N=337
Yes	22%	N=95
Total	100%	N=432

Table 29: Question D12

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	Number
Less than $25,000	11%	N=46
$25,000 to $49,999	14%	N=59
$50,000 to $99,999	29%	N=123
$100,000 to $149,999	22%	N=94
$150,000 or more	24%	N=102
Total	100%	N=425

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=414
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=14
Total	100%	N=428

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	5%	N=20
Black or African American	23%	N=97
White	73%	N=315
Other	4%	N=15

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=13
25 to 34 years	22%	N=96
35 to 44 years	16%	N=70
45 to 54 years	26%	N=112
55 to 64 years	16%	N=68
65 to 74 years	10%	N=45
75 years or older	6%	N=25
Total	100%	N=429

Table 33: Question D16

What is your sex?	Percent	Number
Female	55%	N=237
Male	45%	N=193
Total	100%	N=430

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	62%	N=268
Land line	19%	N=84
Both	18%	N=78
Total	100%	N=430

Responses including "don't know"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 35: Question 1

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	54%	N=234	40%	N=173	5%	N=23	0%	N=2	0%	N=0	100%	N=433
Your neighborhood as a place to live	51%	N=220	37%	N=161	10%	N=42	2%	N=10	0%	N=0	100%	N=433
Oak Park as a place to raise children	52%	N=225	28%	N=122	7%	N=29	1%	N=4	12%	N=52	100%	N=431
Oak Park as a place to work	15%	N=64	24%	N=104	15%	N=63	4%	N=17	41%	N=176	100%	N=425
Oak Park as a place to visit	39%	N=168	40%	N=172	13%	N=54	3%	N=12	5%	N=22	100%	N=427
Oak Park as a place to retire	21%	N=90	22%	N=95	17%	N=73	14%	N=62	26%	N=110	100%	N=429
The overall quality of life in Oak Park	39%	N=168	51%	N=218	9%	N=37	1%	N=4	0%	N=0	100%	N=427

Table 36: Question 2

Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Oak Park	24%	N=104	51%	N=221	22%	N=95	2%	N=9	0%	N=1	100%	N=431
Overall ease of getting to the places you usually have to visit	30%	N=129	54%	N=232	13%	N=54	3%	N=14	0%	N=1	100%	N=430
Quality of overall natural environment in Oak Park	39%	N=167	47%	N=202	13%	N=54	1%	N=4	1%	N=2	100%	N=430
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	33%	N=143	48%	N=207	15%	N=66	3%	N=14	0%	N=2	100%	N=432
Health and wellness opportunities in Oak Park	25%	N=109	45%	N=195	17%	N=72	3%	N=15	10%	N=43	100%	N=433
Overall opportunities for education and enrichment	37%	N=158	40%	N=172	13%	N=56	2%	N=9	9%	N=37	100%	N=432
Overall economic health of Oak Park	13%	N=58	45%	N=196	26%	N=113	3%	N=13	12%	N=51	100%	N=431
Sense of community	32%	N=139	47%	N=200	18%	N=79	2%	N=10	0%	N=1	100%	N=428
Overall image or reputation of Oak Park	45%	N=192	44%	N=189	10%	N=42	1%	N=5	0%	N=0	100%	N=428

Table 37: Question 3

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	68%	N=291	23%	N=101	4%	N=19	3%	N=13	2%	N=7	100%	N=431
Remain in Oak Park for the next five years	58%	N=247	23%	N=100	8%	N=34	9%	N=37	3%	N=11	100%	N=429

Table 38: Question 4

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	74%	N=319	20%	N=85	4%	N=15	2%	N=11	0%	N=2	0%	N=1	100%	N=433
In Oak Park's downtown/commercial area during the day	77%	N=332	18%	N=78	2%	N=8	0%	N=2	0%	N=2	2%	N=10	100%	N=432
In your neighborhood after dark	28%	N=122	46%	N=200	13%	N=56	11%	N=46	1%	N=6	1%	N=2	100%	N=431
In Oak Park's downtown/commercial area after dark	41%	N=176	36%	N=154	11%	N=46	8%	N=33	1%	N=5	4%	N=17	100%	N=431

Table 39: Question 5

Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	6%	N=25	37%	N=161	41%	N=177	15%	N=65	0%	N=2	100%	N=431
Ease of public parking	5%	N=21	22%	N=95	43%	N=185	29%	N=125	1%	N=6	100%	N=431
Ease of travel by car in Oak Park	11%	N=46	41%	N=177	38%	N=163	9%	N=39	1%	N=3	100%	N=428
Ease of travel by bicycle in Oak Park	18%	N=78	31%	N=131	20%	N=85	4%	N=17	27%	N=116	100%	N=427
Ease of walking in Oak Park	54%	N=231	35%	N=151	10%	N=41	1%	N=5	1%	N=3	100%	N=430
Availability of paths and walking trails	22%	N=92	30%	N=128	21%	N=91	12%	N=52	15%	N=63	100%	N=425
Air quality	21%	N=92	53%	N=228	18%	N=79	2%	N=10	5%	N=22	100%	N=432
Cleanliness of Oak Park	34%	N=146	52%	N=223	13%	N=56	2%	N=7	0%	N=0	100%	N=432
Overall appearance of Oak Park	41%	N=177	52%	N=226	6%	N=25	0%	N=2	0%	N=1	100%	N=431
Public places where people want to spend time	40%	N=174	45%	N=193	12%	N=51	2%	N=7	1%	N=6	100%	N=432
Variety of housing options	20%	N=87	40%	N=171	26%	N=113	7%	N=31	6%	N=28	100%	N=430
Availability of affordable quality housing	10%	N=42	22%	N=96	32%	N=138	21%	N=91	14%	N=62	100%	N=429
Fitness opportunities (including exercise classes and paths or trails, etc.)	25%	N=108	39%	N=168	24%	N=102	5%	N=22	7%	N=31	100%	N=431
Recreational opportunities	27%	N=117	41%	N=178	22%	N=93	5%	N=21	5%	N=22	100%	N=431
Availability of affordable quality food	26%	N=114	47%	N=203	21%	N=93	3%	N=15	2%	N=7	100%	N=433
Availability of affordable quality health care	19%	N=83	43%	N=184	19%	N=80	3%	N=13	16%	N=67	100%	N=428
Availability of preventive health services	18%	N=80	39%	N=168	15%	N=63	4%	N=16	24%	N=104	100%	N=431
Availability of affordable quality mental health care	8%	N=33	23%	N=100	10%	N=43	5%	N=21	54%	N=233	100%	N=429
Ease of travel by bus in Oak Park	10%	N=44	28%	N=122	19%	N=81	5%	N=21	38%	N=164	100%	N=432
Ease of travel by rail in Oak Park	46%	N=200	40%	N=172	7%	N=31	2%	N=6	5%	N=23	100%	N=432

Table 40: Question 6

Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	11%	N=47	21%	N=88	10%	N=41	5%	N=23	54%	N=231	100%	N=430
Adult educational opportunities	12%	N=52	30%	N=130	11%	N=47	2%	N=9	45%	N=192	100%	N=430
Opportunities to attend cultural/arts/music activities	30%	N=129	44%	N=189	14%	N=61	1%	N=2	10%	N=43	100%	N=424
Opportunities to participate in religious or spiritual events and activities	41%	N=178	29%	N=126	8%	N=37	0%	N=1	21%	N=89	100%	N=431
Employment opportunities	5%	N=22	17%	N=73	20%	N=86	12%	N=50	46%	N=198	100%	N=428
Shopping opportunities	17%	N=72	44%	N=187	30%	N=131	8%	N=35	1%	N=4	100%	N=429
Cost of living in Oak Park	3%	N=11	21%	N=88	49%	N=206	27%	N=113	1%	N=6	100%	N=424
Overall quality of business and service establishments in Oak Park	13%	N=55	49%	N=211	31%	N=135	4%	N=17	3%	N=11	100%	N=429
Vibrant downtown/commercial area	21%	N=89	47%	N=202	27%	N=114	4%	N=18	1%	N=3	100%	N=426
Overall quality of new development in Oak Park	10%	N=43	39%	N=168	28%	N=120	10%	N=43	13%	N=56	100%	N=430
Opportunities to participate in social events and activities	23%	N=100	47%	N=203	19%	N=80	1%	N=5	10%	N=42	100%	N=430
Opportunities to volunteer	29%	N=123	36%	N=155	13%	N=54	3%	N=11	20%	N=87	100%	N=431
Opportunities to participate in community matters	26%	N=111	35%	N=149	15%	N=62	4%	N=18	20%	N=87	100%	N=427
Openness and acceptance of the community toward people of diverse backgrounds	34%	N=145	41%	N=176	17%	N=72	6%	N=25	2%	N=10	100%	N=429

Please rate each of the following characteristics as they relate to Oak Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Neighborliness of residents in Oak Park	30%	N=130	47%	N=202	17%	N=71	6%	N=24	1%	N=3	100%	N=429

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	22%	N=96	78%	N=335	100%	N=432
Made efforts to make your home more energy efficient	26%	N=110	74%	N=321	100%	N=430
Observed a code violation or other hazard in Oak Park	56%	N=240	44%	N=188	100%	N=428
Household member was a victim of a crime in Oak Park	88%	N=377	12%	N=53	100%	N=429
Reported a crime to the police in Oak Park	76%	N=326	24%	N=102	100%	N=428
Stocked supplies in preparation for an emergency	76%	N=329	24%	N=102	100%	N=431
Campaigned or advocated for an issue, cause or candidate	77%	N=332	23%	N=99	100%	N=431
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	30%	N=126	70%	N=301	100%	N=427
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	82%	N=353	18%	N=78	100%	N=431
Called for police service in Oak Park	67%	N=288	33%	N=142	100%	N=430
Called for Oak Park fire/EMS	86%	N=372	14%	N=59	100%	N=432

Table 42: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Oak Park?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Oak Park recreation centers or their services	14%	N=61	20%	N=87	27%	N=117	38%	N=165	100%	N=430
Visited a neighborhood park or Village park	34%	N=145	30%	N=129	25%	N=109	11%	N=48	100%	N=431
Used Oak Park public libraries or their services	19%	N=80	37%	N=159	24%	N=105	20%	N=85	100%	N=429
Participated in religious or spiritual activities in Oak Park	11%	N=45	15%	N=63	18%	N=75	57%	N=246	100%	N=429
Attended a Village-sponsored event	5%	N=23	10%	N=43	52%	N=224	32%	N=139	100%	N=429
Used bus, rail, subway or other public transportation instead of driving	43%	N=184	17%	N=75	21%	N=88	19%	N=82	100%	N=429
Carpooled with other adults or children instead of driving alone	16%	N=67	11%	N=46	18%	N=78	56%	N=239	100%	N=430
Walked or biked instead of driving	49%	N=210	23%	N=98	16%	N=67	12%	N=51	100%	N=425
Volunteered your time to some group/activity in Oak Park	11%	N=46	13%	N=58	17%	N=73	59%	N=256	100%	N=432
Participated in a club	7%	N=28	6%	N=24	11%	N=47	76%	N=325	100%	N=425
Talked to or visited with your immediate neighbors	48%	N=206	31%	N=132	14%	N=60	8%	N=34	100%	N=432
Done a favor for a neighbor	19%	N=84	27%	N=116	33%	N=141	21%	N=90	100%	N=431

Table 43: Question 9

Thinking about local public meetings (of local elected officials like Village Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	1%	N=5	21%	N=89	77%	N=333	100%	N=431
Watched (online or on television) a local public meeting	2%	N=7	4%	N=16	14%	N=62	80%	N=343	100%	N=427

Table 44: Question 10

Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	36%	N=155	40%	N=171	9%	N=39	2%	N=7	13%	N=58	100%	N=429
Fire services	39%	N=167	29%	N=125	3%	N=15	0%	N=1	28%	N=122	100%	N=430
Ambulance or emergency medical services	32%	N=138	23%	N=99	4%	N=17	0%	N=1	40%	N=172	100%	N=427
Crime prevention	17%	N=75	39%	N=167	15%	N=64	2%	N=8	27%	N=113	100%	N=427
Fire prevention and education	18%	N=78	28%	N=118	7%	N=31	1%	N=4	46%	N=194	100%	N=426
Traffic enforcement	12%	N=51	36%	N=155	23%	N=100	8%	N=34	20%	N=85	100%	N=425
Street repair	9%	N=38	30%	N=130	40%	N=175	17%	N=75	3%	N=14	100%	N=431
Street cleaning	17%	N=73	42%	N=181	27%	N=114	8%	N=34	6%	N=25	100%	N=427
Street lighting	20%	N=85	45%	N=192	28%	N=119	6%	N=27	1%	N=5	100%	N=428
Snow removal	16%	N=67	41%	N=174	22%	N=92	18%	N=77	5%	N=20	100%	N=429
Sidewalk maintenance	12%	N=49	50%	N=212	26%	N=109	11%	N=45	3%	N=11	100%	N=427
Traffic signal timing	11%	N=46	43%	N=185	29%	N=123	13%	N=56	4%	N=19	100%	N=429
Bus or transit services	25%	N=106	36%	N=152	13%	N=57	4%	N=16	23%	N=96	100%	N=427
Garbage collection	35%	N=149	51%	N=221	10%	N=43	1%	N=6	3%	N=12	100%	N=430
Recycling	38%	N=162	48%	N=207	9%	N=40	1%	N=5	4%	N=16	100%	N=430
Yard waste pick-up	26%	N=110	34%	N=143	14%	N=60	1%	N=6	25%	N=108	100%	N=427
Storm drainage	14%	N=58	38%	N=162	23%	N=99	10%	N=43	15%	N=63	100%	N=425
Drinking water	37%	N=158	40%	N=170	15%	N=65	3%	N=13	5%	N=20	100%	N=426
Sewer services	22%	N=92	39%	N=168	16%	N=67	5%	N=21	18%	N=79	100%	N=428
Power (electric and/or gas) utility	25%	N=108	54%	N=230	13%	N=57	4%	N=16	4%	N=16	100%	N=427
Utility billing	22%	N=92	47%	N=198	21%	N=88	6%	N=25	5%	N=21	100%	N=425
Village parks	54%	N=227	32%	N=137	7%	N=28	3%	N=13	4%	N=19	100%	N=425
Recreation centers or facilities	38%	N=160	38%	N=161	8%	N=35	1%	N=2	16%	N=66	100%	N=424
Land use, planning and zoning	17%	N=71	29%	N=121	20%	N=86	9%	N=37	26%	N=108	100%	N=423
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=47	37%	N=156	20%	N=85	7%	N=29	26%	N=110	100%	N=426
Animal control	13%	N=54	36%	N=151	15%	N=63	2%	N=10	35%	N=147	100%	N=425
Economic development	8%	N=32	31%	N=131	25%	N=106	12%	N=51	24%	N=102	100%	N=422
Health services	15%	N=65	37%	N=158	14%	N=58	2%	N=7	32%	N=135	100%	N=423
Public library services	58%	N=249	25%	N=109	6%	N=25	1%	N=3	10%	N=42	100%	N=427
Public information services	24%	N=102	40%	N=169	12%	N=53	3%	N=11	21%	N=89	100%	N=424
Cable television	12%	N=53	25%	N=107	21%	N=91	9%	N=37	32%	N=137	100%	N=426
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=35	28%	N=118	10%	N=42	3%	N=13	51%	N=214	100%	N=422
Preservation of natural areas such as open space, farmlands and greenbelts	16%	N=69	28%	N=116	19%	N=79	7%	N=29	30%	N=125	100%	N=418
Oak Park open space	19%	N=78	40%	N=168	20%	N=83	6%	N=24	16%	N=67	100%	N=419
Village-sponsored special events	27%	N=115	39%	N=163	15%	N=62	1%	N=3	18%	N=77	100%	N=420
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	23%	N=99	45%	N=188	21%	N=88	3%	N=15	8%	N=33	100%	N=422
Services to low-income people	5%	N=23	11%	N=45	12%	N=50	10%	N=44	62%	N=261	100%	N=423
Leaf pick-up	21%	N=87	37%	N=157	15%	N=61	4%	N=16	24%	N=100	100%	N=421
Care of trees along the parkway	26%	N=112	42%	N=179	17%	N=72	6%	N=24	9%	N=37	100%	N=424

Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Alley maintenance	12%	N=50	27%	N=117	28%	N=122	24%	N=103	9%	N=37	100%	N=428
Parking services	10%	N=42	22%	N=96	31%	N=133	25%	N=106	11%	N=48	100%	N=425
Online Village services	18%	N=76	40%	N=167	21%	N=87	3%	N=13	19%	N=79	100%	N=422
Building permit review	7%	N=30	10%	N=42	17%	N=74	8%	N=33	58%	N=243	100%	N=422
Oak Park adjudication court	5%	N=22	8%	N=33	8%	N=35	4%	N=19	74%	N=312	100%	N=420

Table 45: Question 11

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	20%	N=87	56%	N=237	17%	N=72	2%	N=8	5%	N=22	100%	N=426
The Federal Government	5%	N=20	34%	N=145	35%	N=150	11%	N=47	15%	N=62	100%	N=424

Table 46: Question 12

Please rate the following categories of Oak Park government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Oak Park	10%	N=42	31%	N=132	33%	N=140	13%	N=56	13%	N=54	100%	N=424
The overall direction that Oak Park is taking	13%	N=56	39%	N=162	27%	N=113	8%	N=36	13%	N=53	100%	N=419
The job Oak Park government does at welcoming citizen involvement	12%	N=52	38%	N=161	21%	N=89	6%	N=24	23%	N=96	100%	N=421
Overall confidence in Oak Park government	7%	N=31	39%	N=165	30%	N=125	10%	N=41	14%	N=60	100%	N=423
Generally acting in the best interest of the community	10%	N=44	43%	N=182	28%	N=117	8%	N=34	11%	N=45	100%	N=422
Being honest	11%	N=47	37%	N=154	21%	N=90	7%	N=31	24%	N=100	100%	N=421
Treating all residents fairly	11%	N=48	36%	N=152	21%	N=90	9%	N=36	23%	N=97	100%	N=423

Table 47: Question 13

Please rate how important, if at all, you think it is for the Oak Park community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Oak Park	63%	N=269	31%	N=131	6%	N=26	0%	N=1	100%	N=427
Overall ease of getting to the places you usually have to visit	32%	N=135	49%	N=208	16%	N=69	3%	N=15	100%	N=427
Quality of overall natural environment in Oak Park	32%	N=137	46%	N=194	20%	N=85	2%	N=9	100%	N=426
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	29%	N=122	49%	N=208	19%	N=82	3%	N=13	100%	N=424
Health and wellness opportunities in Oak Park	25%	N=106	44%	N=187	28%	N=118	3%	N=13	100%	N=424
Overall opportunities for education and enrichment	38%	N=163	43%	N=181	17%	N=72	2%	N=9	100%	N=425
Overall economic health of Oak Park	50%	N=212	42%	N=179	8%	N=34	0%	N=1	100%	N=426
Sense of community	33%	N=140	49%	N=209	16%	N=68	1%	N=6	100%	N=422

Table 48: Question 14

Please rate how important, if at all, it is for the Village of Oak Park to maintain each of the following services at least at current levels (as compared with cutting the levels of service):	Essential		Very important		Somewhat important		Not at all important		Total	
Business retention, development, and attraction	55%	N=228	36%	N=151	9%	N=37	1%	N=2	100%	N=418
Care of trees and landscaping in the parkways	39%	N=163	42%	N=179	18%	N=76	1%	N=4	100%	N=421
Maintenance of the public way, street cleaning, snow plowing	59%	N=251	35%	N=150	5%	N=22	0%	N=0	100%	N=423

Please rate how important, if at all, it is for the Village of Oak Park to maintain each of the following services at least at current levels (as compared with cutting the levels of service):	Essential		Very important		Somewhat important		Not at all important		Total	
Fire and emergency medical assistance	70%	N=298	25%	N=105	4%	N=17	1%	N=3	100%	N=423
Housing programs	27%	N=114	35%	N=149	31%	N=132	6%	N=26	100%	N=420
Operation and administration of parking services	30%	N=123	41%	N=167	26%	N=107	4%	N=14	100%	N=412
Partner agencies that promote or support tourism, housing and the arts in Oak Park	19%	N=79	42%	N=176	33%	N=141	6%	N=25	100%	N=420
Police protection	71%	N=302	24%	N=101	5%	N=21	0%	N=0	100%	N=424
Public health services	42%	N=176	35%	N=150	20%	N=87	2%	N=10	100%	N=423
Environmental sustainability programs and events	29%	N=122	42%	N=176	24%	N=98	4%	N=18	100%	N=415

Table 49: Question 15

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	10%	N=44	45%	N=189	38%	N=161	7%	N=31	100%	N=425
Disorderly youth	18%	N=74	54%	N=226	25%	N=106	3%	N=15	100%	N=420
Drugs	20%	N=81	42%	N=175	29%	N=122	9%	N=36	100%	N=413
Graffiti	36%	N=153	51%	N=215	11%	N=46	2%	N=9	100%	N=423
Homelessness	18%	N=74	44%	N=187	28%	N=119	10%	N=40	100%	N=421
Noise	33%	N=141	49%	N=207	15%	N=63	4%	N=16	100%	N=426
Panhandling	20%	N=86	46%	N=196	22%	N=94	12%	N=49	100%	N=425
Run-down buildings and houses	36%	N=153	47%	N=198	15%	N=65	2%	N=7	100%	N=424
Traffic in Oak Park	10%	N=43	35%	N=151	37%	N=158	17%	N=74	100%	N=427

Table 50: Question 16

How much information about Oak Park, if any, do you get from each of the following sources?	A lot		Some		None		Total	
Village of Oak Park website	22%	N=92	55%	N=233	23%	N=97	100%	N=422
Village of Oak Park Twitter	3%	N=14	7%	N=31	89%	N=375	100%	N=419
Village of Oak Park Facebook page	5%	N=20	14%	N=60	81%	N=338	100%	N=419
Friends and neighbors	34%	N=142	54%	N=223	12%	N=52	100%	N=417
Local newspapers	42%	N=176	35%	N=148	23%	N=99	100%	N=423
Village of Oak Park email news ("e-News")	14%	N=60	26%	N=108	60%	N=250	100%	N=418
Village of Oak Park OP/FYI newsletter and other Village mailings	48%	N=203	40%	N=171	12%	N=50	100%	N=424
VOP-TV, the Village's cable TV channel	2%	N=10	18%	N=77	79%	N=332	100%	N=419
Local online news sources	13%	N=53	37%	N=156	50%	N=212	100%	N=421

Table 51: Question 17

Please rate the value of services for the taxes paid to each of the following taxing bodies (percent of your property tax bill):	Excellent		Good		Fair		Poor		Don't know		Total	
Elementary School District (35.84%)	26%	N=108	27%	N=113	11%	N=48	5%	N=22	31%	N=132	100%	N=423
OPRF High School District (24.14%)	24%	N=100	23%	N=99	12%	N=52	6%	N=27	35%	N=146	100%	N=423
Village of Oak Park (14.72%)	15%	N=63	41%	N=169	21%	N=86	4%	N=17	20%	N=82	100%	N=417
Oak Park Public Library (5.85%)	44%	N=184	25%	N=105	11%	N=46	4%	N=17	17%	N=72	100%	N=423
Park District of Oak Park (5.18%)	33%	N=140	32%	N=134	12%	N=49	3%	N=14	20%	N=85	100%	N=422
Cook County (4.58%)	5%	N=21	18%	N=77	27%	N=116	16%	N=67	33%	N=141	100%	N=421

Please rate the value of services for the taxes paid to each of the following taxing bodies (percent of your property tax bill):	Excellent		Good		Fair		Poor		Don't know		Total	
Metropolitan Water Reclamation District (3.41%)	9%	N=39	28%	N=117	24%	N=102	5%	N=19	35%	N=146	100%	N=422
Triton Community College District (2.66%)	7%	N=31	23%	N=97	14%	N=58	10%	N=41	46%	N=195	100%	N=423
Oak Park Township (2.42%)	12%	N=52	27%	N=115	15%	N=63	7%	N=29	39%	N=163	100%	N=423

Table 52: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	4%	N=19	6%	N=27	7%	N=29	16%	N=69	66%	N=286	100%	N=430
Purchase goods or services from a business located in Oak Park	2%	N=9	7%	N=28	35%	N=150	44%	N=188	13%	N=54	100%	N=428
Eat at least 5 portions of fruits and vegetables a day	1%	N=4	14%	N=58	35%	N=152	34%	N=144	16%	N=70	100%	N=429
Participate in moderate or vigorous physical activity	2%	N=10	11%	N=47	32%	N=138	29%	N=127	25%	N=107	100%	N=429
Read or watch local news (via television, paper, computer, etc.)	3%	N=12	14%	N=58	17%	N=71	37%	N=157	31%	N=132	100%	N=430
Vote in local elections	6%	N=28	5%	N=23	11%	N=47	29%	N=126	48%	N=205	100%	N=429

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	24%	N=105
Very good	47%	N=200
Good	23%	N=100
Fair	5%	N=23
Poor	1%	N=3
Total	100%	N=430

Table 54: Question D3

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	Number
Very positive	7%	N=29
Somewhat positive	22%	N=94
Neutral	51%	N=217
Somewhat negative	19%	N=79
Very negative	2%	N=8
Total	100%	N=428

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=279
Working part time for pay	11%	N=48
Unemployed, looking for paid work	6%	N=27
Unemployed, not looking for paid work	4%	N=17
Fully retired	13%	N=56
Total	100%	N=427

Table 56: Question D5

Do you work inside the boundaries of Oak Park?	Percent	Number
Yes, outside the home	21%	N=87
Yes, from home	7%	N=30
No	72%	N=304
Total	100%	N=421

Table 57: Question D6

How many years have you lived in Oak Park?	Percent	Number
Less than 2 years	18%	N=77
2 to 5 years	20%	N=87
6 to 10 years	13%	N=55
11 to 20 years	18%	N=78
More than 20 years	31%	N=133
Total	100%	N=429

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=189
Building with two or more homes (duplex, townhome, apartment or condominium)	51%	N=222
Other	5%	N=21
Total	100%	N=432

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	40%	N=173
Owned	60%	N=257
Total	100%	N=430

Table 60: Question D9

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	Number
Less than $300 per month	2%	N=10
$300 to $599 per month	2%	N=10
$600 to $999 per month	18%	N=78
$1,000 to $1,499 per month	24%	N=103
$1,500 to $2,499 per month	32%	N=136
$2,500 or more per month	21%	N=90
Total	100%	N=428

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	64%	N=278
Yes	36%	N=153
Total	100%	N=431

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	78%	N=337
Yes	22%	N=95
Total	100%	N=432

Table 63: Question D12

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	Number
Less than $25,000	11%	N=46
$25,000 to $49,999	14%	N=59
$50,000 to $99,999	29%	N=123
$100,000 to $149,999	22%	N=94
$150,000 or more	24%	N=102
Total	100%	N=425

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=414
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=14
Total	100%	N=428

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	5%	N=20
Black or African American	23%	N=97
White	73%	N=315
Other	4%	N=15

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=13
25 to 34 years	22%	N=96
35 to 44 years	16%	N=70
45 to 54 years	26%	N=112
55 to 64 years	16%	N=68
65 to 74 years	10%	N=45
75 years or older	6%	N=25
Total	100%	N=429

Table 67: Question D16

What is your sex?	Percent	Number
Female	55%	N=237
Male	45%	N=193
Total	100%	N=430

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	62%	N=268
Land line	19%	N=84
Both	18%	N=78
Total	100%	N=430

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The Village of Oak Park chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Oak Park's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Oak Park's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Oak Park's rating to the benchmark.

In that final column, Oak Park's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Oak Park residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Oak Park	90%	117	395	Similar
Overall image or reputation of Oak Park	89%	36	294	Higher
Oak Park as a place to live	94%	80	338	Similar
Your neighborhood as a place to live	88%	59	260	Similar
Oak Park as a place to raise children	91%	51	329	Higher
Oak Park as a place to retire	58%	213	312	Similar
Overall appearance of Oak Park	94%	28	307	Higher

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Oak Park	76%	138	219	Similar
	In your neighborhood during the day	94%	123	300	Similar
	In Oak Park's downtown/commercial area during the day	97%	38	254	Similar
Mobility	Overall ease of getting to the places you usually have to visit	84%	46	135	Similar
	Availability of paths and walking trails	61%	137	263	Similar
	Ease of walking in Oak Park	89%	6	244	Much higher
	Ease of travel by bicycle in Oak Park	67%	51	248	Higher
	Ease of travel by car in Oak Park	52%	183	251	Similar
	Ease of public parking	27%	102	110	Lower
	Traffic flow on major streets	43%	194	296	Similar
Natural Environment	Quality of overall natural environment in Oak Park	86%	57	232	Similar
	Cleanliness of Oak Park	86%	68	225	Similar
	Air quality	78%	99	207	Similar
Built Environment	Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	81%	8	129	Higher
	Overall quality of new development in Oak Park	56%	142	240	Similar
	Availability of affordable quality housing	38%	166	252	Similar
	Variety of housing options	64%	69	231	Similar
	Public places where people want to spend time	86%	9	122	Higher
Economy	Overall economic health of Oak Park	67%	61	134	Similar
	Vibrant downtown/commercial area	69%	21	119	Higher
	Overall quality of business and service establishments in Oak Park	64%	107	225	Similar
	Cost of living in Oak Park	24%	110	128	Lower
	Shopping opportunities	61%	110	250	Similar
	Employment opportunities	41%	96	264	Similar
	Oak Park as a place to visit	84%	26	142	Higher
	Oak Park as a place to work	68%	116	303	Similar
Recreation and Wellness	Health and wellness opportunities in Oak Park	78%	45	131	Similar
	Availability of affordable quality mental health care	68%	17	112	Higher
	Availability of preventive health services	76%	37	187	Similar
	Availability of affordable quality health care	74%	41	212	Similar
	Availability of affordable quality food	75%	39	187	Similar
	Recreational opportunities	72%	86	256	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	69%	56	126	Similar
Education and Enrichment	Overall opportunities for education and enrichment	84%	26	129	Higher
	Opportunities to participate in religious or spiritual events and activities	89%	4	168	Higher
	Opportunities to attend cultural/arts/music activities	83%	16	249	Higher

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Adult educational opportunities	76%	23	116	Similar
	Availability of affordable quality child care/preschool	68%	32	210	Higher
	Opportunities to participate in social events and activities	78%	27	212	Higher
	Neighborliness of Oak Park	78%	7	124	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	77%	17	241	Higher
Community Engagement	Opportunities to participate in community matters	77%	16	224	Higher
	Opportunities to volunteer	81%	24	219	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Village of Oak Park	80%	153	383	Similar
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	74%	185	318	Similar
Value of services for the taxes paid to Oak Park	47%	223	344	Similar
Overall direction that Oak Park is taking	59%	131	275	Similar
Job Oak Park government does at welcoming citizen involvement	65%	46	262	Similar
Overall confidence in Oak Park government	54%	64	129	Similar
Generally acting in the best interest of the community	60%	54	129	Similar
Being honest	63%	49	125	Similar
Treating all residents fairly	61%	47	128	Similar
Services provided by the Federal Government	45%	32	203	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	88%	79	380	Similar
	Fire services	95%	71	307	Similar
	Ambulance or emergency medical services	93%	67	296	Similar
	Crime prevention	77%	103	304	Similar
	Fire prevention and education	85%	67	241	Similar
	Animal control	74%	68	291	Similar
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	74%	75	238	Similar
	Traffic enforcement	61%	216	324	Similar
	Street repair	40%	238	369	Similar
	Street cleaning	63%	135	273	Similar
	Street lighting	66%	77	268	Similar
	Snow removal	59%	176	257	Similar
	Sidewalk maintenance	63%	109	273	Similar
	Traffic signal timing	56%	77	212	Similar
Mobility	Bus or transit services	78%	5	181	Higher
	Garbage collection	88%	118	304	Similar
	Recycling	89%	69	311	Similar
	Yard waste pick-up	79%	67	224	Similar
	Drinking water	81%	55	288	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	63%	81	216	Similar
	Oak Park open space	70%	38	122	Similar
	Storm drainage	61%	201	312	Similar
	Sewer services	75%	151	273	Similar
Built Environment	Power (electric and/or gas) utility	82%	54	134	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Utility billing	72%	49	115	Similar
	Land use, planning and zoning	61%	35	252	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	64%	82	312	Similar
	Cable television	55%	60	161	Similar
Economy	Economic development	51%	131	240	Similar
Recreation and Wellness	Village parks	90%	28	282	Higher
	Recreation centers or facilities	90%	10	239	Higher
	Health services	77%	40	164	Similar
Education and Enrichment	Village-sponsored special events	81%	16	138	Higher
	Public library services	93%	8	297	Higher
Community Engagement	Public information services	81%	25	244	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	79%	25	259	Higher
Recommend living in Oak Park to someone who asks	92%	84	233	Similar
Remain in Oak Park for the next five years	83%	139	228	Similar
Contacted Oak Park (in-person, phone, email or web) for help or information	70%	6	265	Much higher

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	24%	102	115	Lower
	Did NOT report a crime to the police	76%	77	125	Similar
	Household member was NOT a victim of a crime	88%	137	225	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	81%	2	103	Much higher
	Carpooled with other adults or children instead of driving alone	44%	51	121	Similar
	Walked or biked instead of driving	88%	6	125	Much higher
Natural Environment	Made efforts to conserve water	78%	82	116	Similar
	Made efforts to make your home more energy efficient	74%	84	116	Similar
	Recycle at home	89%	98	212	Similar
Built Environment	Did NOT observe a code violation or other hazard in Oak Park	56%	56	117	Similar
	NOT experiencing housing costs stress	67%	123	208	Similar
Economy	Purchase goods or services from a business located in Oak Park	91%	115	121	Similar
	Economy will have positive impact on income	29%	69	210	Similar
	Work inside boundaries of Oak Park	28%	100	121	Lower
Recreation and Wellness	Used Oak Park recreation centers or their services	62%	56	196	Similar
	Visited a neighborhood park or Village park	89%	59	228	Similar
	Eat at least 5 portions of fruits and vegetables a day	86%	48	118	Similar
	Participate in moderate or vigorous physical activity	87%	43	119	Similar
	In very good to excellent health	71%	37	120	Similar
Education and Enrichment	Used Oak Park public libraries or their services	80%	20	198	Higher
	Participated in religious or spiritual activities in Oak Park	43%	112	165	Similar
	Attended Village-sponsored event	68%	14	122	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	23%	43	113	Similar
	Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	18%	51	120	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Volunteered your time to some group/activity in Oak Park	41%	105	217	Similar
Participated in a club	24%	130	193	Similar
Talked to or visited with your immediate neighbors	92%	49	121	Similar
Done a favor for a neighbor	79%	82	116	Similar
Attended a local public meeting	23%	86	217	Similar
Watched (online or on television) a local public meeting	20%	137	182	Similar
Read or watch local news (via television, paper, computer, etc.)	84%	94	120	Similar
Vote in local elections	88%	23	210	Similar

Communities included in national comparisons

The communities included in Oak Park's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO......................................441,603
Airway Heights city, WA 6,114
Albany city, OR 50,158
Albemarle County, VA................................ 98,970
Albert Lea city, MN.................................... 18,016
Algonquin village, IL................................... 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA 14,541
American Canyon city, CA........................... 19,454
Ames city, IA 58,965
Andover CDP, MA...................................... 8,762
Ankeny city, IA 45,582
Ann Arbor city, MI....................................113,934
Annapolis city, MD 38,394
Apache Junction city, AZ............................ 35,840
Apple Valley town, CA 69,135
Arapahoe County, CO................................572,003
Arkansas City city, AR................................ 366
Arlington city, TX.....................................365,438
Arlington County, VA.................................207,627
Arvada city, CO..106,433
Asheville city, NC 83,393
Ashland city, OR 20,078
Ashland town, VA...................................... 7,225
Aspen city, CO 6,658
Auburn city, AL 53,380
Auburn city, WA....................................... 70,180
Augusta CCD, GA......................................134,777
Aurora city, CO..325,078
Austin city, TX 790,390
Bainbridge Island city, WA......................... 23,025
Baltimore city, MD....................................620,961
Bartonville town, TX.................................. 1,469
Battle Creek city, MI.................................. 52,347
Bay City city, MI.. 34,932
Baytown city, TX.. 71,802
Bedford city, TX.. 46,979
Bedford town, MA 13,320
Bellevue city, WA......................................122,363
Bellingham city, WA 80,885
Beltrami County, MN 44,442
Benbrook city, TX...................................... 21,234
Bend city, OR... 76,639
Benicia city, CA.. 26,997
Bettendorf city, IA..................................... 33,217
Billings city, MT..104,170

Blaine city, MN... 57,186
Bloomfield Hills city, MI 3,869
Bloomington city, MN 82,893
Blue Springs city, MO 52,575
Boise City city, ID......................................205,671
Boone County, KY......................................118,811
Boulder city, CO....................................... 97,385
Bowling Green city, KY 58,067
Brentwood city, MO................................... 8,055
Brentwood city, TN 37,060
Brighton city, CO...................................... 33,352
Bristol city, TN 26,702
Broken Arrow city, OK 98,850
Brookfield city, WI 37,920
Brookline CDP, MA 58,732
Broomfield city, CO 55,889
Brownsburg town, IN 21,285
Bryan city, TX 76,201
Burien city, WA 33,313
Burleson city, TX 36,690
Cabarrus County, NC..................................178,011
Cambridge city, MA 105,162
Canton city, SD.. 3,057
Cape Coral city, FL....................................154,305
Cape Girardeau city, MO............................. 37,941
Carlisle borough, PA 18,682
Carlsbad city, CA......................................105,328
Carroll city, IA... 10,103
Cartersville city, GA 19,731
Cary town, NC 135,234
Casa Grande city, AZ 48,571
Casper city, WY 55,316
Castine town, ME 1,366
Castle Pines North city, CO 10,360
Castle Rock town, CO................................. 48,231
Centennial city, CO....................................100,377
Centralia city, IL 13,032
Chambersburg borough, PA......................... 20,268
Chandler city, AZ 236,123
Chanhassen city, MN................................. 22,952
Chapel Hill town, NC 57,233
Charlotte city, NC......................................731,424
Charlotte County, FL..................................159,978
Charlottesville city, VA 43,475
Chattanooga city, TN..................................167,674
Chesterfield County, VA..............................316,236

Chippewa Falls city, WI	13,661	Elko New Market city, MN	4,110
Citrus Heights city, CA	83,301	Elmhurst city, IL	44,121
Clackamas County, OR	375,992	Encinitas city, CA	59,518
Clarendon Hills village, IL	8,427	Englewood city, CO	30,255
Clayton city, MO	15,939	Erie town, CO	18,135
Clearwater city, FL	107,685	Escambia County, FL	297,619
Cleveland Heights city, OH	46,121	Estes Park town, CO	5,858
Clive city, IA	15,447	Fairview town, TX	7,248
Clovis city, CA	95,631	Farmington Hills city, MI	79,740
College Park city, MD	30,413	Fayetteville city, NC	200,564
College Station city, TX	93,857	Fishers town, IN	76,794
Colleyville city, TX	22,807	Flower Mound town, TX	64,669
Collinsville city, IL	25,579	Forest Grove city, OR	21,083
Columbia city, MO	108,500	Fort Collins city, CO	143,986
Columbia city, SC	129,272	Fort Smith city, AR	86,209
Columbia Falls city, MT	4,688	Fort Worth city, TX	741,206
Columbus city, WI	4,991	Fountain Hills town, AZ	22,489
Commerce City city, CO	45,913	Franklin city, TN	62,487
Concord city, CA	122,067	Fredericksburg city, VA	24,286
Concord town, MA	17,668	Fremont city, CA	214,089
Cookeville city, TN	30,435	Friendswood city, TX	35,805
Coon Rapids city, MN	61,476	Fruita city, CO	12,646
Copperas Cove city, TX	32,032	Gahanna city, OH	33,248
Coronado city, CA	18,912	Gaithersburg city, MD	59,933
Corvallis city, OR	54,462	Galveston city, TX	47,743
Creve Coeur city, MO	17,833	Gardner city, KS	19,123
Cross Roads town, TX	1,563	Geneva city, NY	13,261
Crystal Lake city, IL	40,743	Georgetown city, TX	47,400
Dade City city, FL	6,437	Gilbert town, AZ	208,453
Dakota County, MN	398,552	Gillette city, WY	29,087
Dallas city, OR	14,583	Glendora city, CA	50,073
Dallas city, TX	1,197,816	Glenview village, IL	44,692
Danville city, KY	16,218	Globe city, AZ	7,532
Dardenne Prairie city, MO	11,494	Golden Valley city, MN	20,371
Davenport city, IA	99,685	Goodyear city, AZ	65,275
Davidson town, NC	10,944	Grafton village, WI	11,459
Dayton city, OH	141,527	Grand Blanc city, MI	8,276
Decatur city, GA	19,335	Grand Island city, NE	48,520
Del Mar city, CA	4,161	Grass Valley city, CA	12,860
Delray Beach city, FL	60,522	Greeley city, CO	92,889
Denison city, TX	22,682	Green Valley CDP, AZ	21,391
Denton city, TX	113,383	Greenville city, NC	84,554
Denver city, CO	600,158	Greenwich town, CT	61,171
Derby city, KS	22,158	Greenwood Village city, CO	13,925
Des Peres city, MO	8,373	Greer city, SC	25,515
Destin city, FL	12,305	Guilford County, NC	488,406
Dorchester County, MD	32,618	Gunnison County, CO	15,324
Dothan city, AL	65,496	Gurnee village, IL	31,295
Douglas County, CO	285,465	Hailey city, ID	7,960
Dover city, NH	29,987	Haines Borough, AK	2,508
Dublin city, CA	46,036	Hallandale Beach city, FL	37,113
Duluth city, MN	86,265	Hamilton city, OH	62,477
Duncanville city, TX	38,524	Hanover County, VA	99,863
Durham city, NC	228,330	Harrisonburg city, VA	48,914
Eagle town, CO	6,508	Harrisonville city, MO	10,019
East Baton Rouge Parish, LA	440,171	Hayward city, CA	144,186
East Grand Forks city, MN	8,601	Henderson city, NV	257,729
East Lansing city, MI	48,579	Herndon town, VA	23,292
Eau Claire city, WI	65,883	High Point city, NC	104,371
Eden Prairie city, MN	60,797	Highland Park city, IL	29,763
Edgerton city, KS	1,671	Highlands Ranch CDP, CO	96,713
Edgewater city, CO	5,170	Hillsborough town, NC	6,087
Edina city, MN	47,941	Holland city, MI	33,051
Edmond city, OK	81,405	Honolulu County, HI	953,207
Edmonds city, WA	39,709	Hooksett town, NH	13,451
El Cerrito city, CA	23,549	Hopkins city, MN	17,591
El Dorado County, CA	181,058	Hopkinton town, MA	14,925
El Paso city, TX	649,121	Hoquiam city, WA	8,726
Elk Grove city, CA	153,015	Horry County, SC	269,291
Elk River city, MN	22,974	Hudson city, OH	22,262

Hudson town, CO	2,356	Louisville city, CO	18,376
Hudsonville city, MI	7,116	Lynchburg city, VA	75,568
Huntersville town, NC	46,773	Lynnwood city, WA	35,836
Hurst city, TX	37,337	Macomb County, MI	840,978
Hutchinson city, MN	14,178	Madison city, WI	233,209
Hutto city, TX	14,698	Manhattan Beach city, CA	35,135
Hyattsville city, MD	17,557	Mankato city, MN	39,309
Independence city, MO	116,830	Maple Grove city, MN	61,567
Indian Trail town, NC	33,518	Maple Valley city, WA	22,684
Indianola city, IA	14,782	Maricopa County, AZ	3,817,117
Iowa City city, IA	67,862	Maryland Heights city, MO	27,472
Issaquah city, WA	30,434	Matthews town, NC	27,198
Jackson County, MI	160,248	McAllen city, TX	129,877
James City County, VA	67,009	McDonough city, GA	22,084
Jefferson City city, MO	43,079	McKinney city, TX	131,117
Jefferson County, CO	534,543	McMinnville city, OR	32,187
Jefferson County, NY	116,229	Medford city, OR	74,907
Jerome city, ID	10,890	Menlo Park city, CA	32,026
Johnson City city, TN	63,152	Mercer Island city, WA	22,699
Johnston city, IA	17,278	Meridian charter township, MI	39,688
Jupiter town, FL	55,156	Meridian city, ID	75,092
Kalamazoo city, MI	74,262	Merriam city, KS	11,003
Kansas City city, KS	145,786	Mesa County, CO	146,723
Kansas City city, MO	459,787	Miami Beach city, FL	87,779
Keizer city, OR	36,478	Miami city, FL	399,457
Kenmore city, WA	20,460	Middleton city, WI	17,442
Kennedale city, TX	6,763	Midland city, MI	41,863
Kennett Square borough, PA	6,072	Milford city, DE	9,559
Kettering city, OH	56,163	Milton city, GA	32,661
Key West city, FL	24,649	Minneapolis city, MN	382,578
King County, WA	1,931,249	Mission Viejo city, CA	93,305
Kirkland city, WA	48,787	Modesto city, CA	201,165
Kirkwood city, MO	27,540	Monterey city, CA	27,810
Knoxville city, IA	7,313	Montgomery County, VA	94,392
La Mesa city, CA	57,065	Monticello city, UT	1,972
La Plata town, MD	8,753	Monument town, CO	5,530
La Porte city, TX	33,800	Mooresville town, NC	32,711
La Vista city, NE	15,758	Morristown city, TN	29,137
Lafayette city, CO	24,453	Morrisville town, NC	18,576
Laguna Beach city, CA	22,723	Moscow city, ID	23,800
Laguna Hills city, CA	30,344	Mountain Village town, CO	1,320
Laguna Niguel city, CA	62,979	Mountlake Terrace city, WA	19,909
Lake Oswego city, OR	36,619	Muscatine city, IA	22,886
Lake Stevens city, WA	28,069	Naperville city, IL	141,853
Lake Worth city, FL	34,910	Needham CDP, MA	28,886
Lake Zurich village, IL	19,631	New Braunfels city, TX	57,740
Lakeville city, MN	55,954	New Brighton city, MN	21,456
Lakewood city, CO	142,980	New Hanover County, NC	202,667
Lane County, OR	351,715	New Orleans city, LA	343,829
Larimer County, CO	299,630	New Smyrna Beach city, FL	22,464
Las Cruces city, NM	97,618	Newberg city, OR	22,068
Las Vegas city, NV	583,756	Newport Beach city, CA	85,186
Lawrence city, KS	87,643	Newport News city, VA	180,719
League City city, TX	83,560	Newton city, IA	15,254
Lee's Summit city, MO	91,364	Noblesville city, IN	51,969
Lehi city, UT	47,407	Nogales city, AZ	20,837
Lenexa city, KS	48,190	Norfolk city, VA	242,803
Lewis County, NY	27,087	North Richland Hills city, TX	63,343
Lewisville city, TX	95,290	Northglenn city, CO	35,789
Libertyville village, IL	20,315	Novato city, CA	51,904
Lincoln city, NE	258,379	Novi city, MI	55,224
Lindsborg city, KS	3,458	O'Fallon city, IL	28,281
Littleton city, CO	41,737	O'Fallon city, MO	79,329
Livermore city, CA	80,968	Oak Park village, IL	51,878
Lombard village, IL	43,165	Oakland city, CA	390,724
Lone Tree city, CO	10,218	Oakland Park city, FL	41,363
Long Grove village, IL	8,043	Oakley city, CA	35,432
Longmont city, CO	86,270	Ogdensburg city, NY	11,128
Longview city, TX	80,455	Oklahoma City city, OK	579,999
Los Alamos County, NM	17,950	Olathe city, KS	125,872

Old Town city, ME	7,840
Olmsted County, MN	144,248
Olympia city, WA	46,478
Orland Park village, IL	56,767
Oshkosh city, WI	66,083
Oshtemo charter township, MI	21,705
Otsego County, MI	24,164
Overland Park city, KS	173,372
Oviedo city, FL	33,342
Paducah city, KY	25,024
Palm Coast city, FL	75,180
Palo Alto city, CA	64,403
Papillion city, NE	18,894
Park City city, UT	7,558
Parker town, CO	45,297
Parkland city, FL	23,962
Pasadena city, CA	137,122
Pasco city, WA	59,781
Pasco County, FL	464,697
Pearland city, TX	91,252
Peoria city, AZ	154,065
Peoria city, IL	115,007
Peoria County, IL	186,494
Petoskey city, MI	5,670
Pflugerville city, TX	46,936
Phoenix city, AZ	1,445,632
Pinal County, AZ	375,770
Pinehurst village, NC	13,124
Piqua city, OH	20,522
Pitkin County, CO	17,148
Plano city, TX	259,841
Platte City city, MO	4,691
Plymouth city, MN	70,576
Pocatello city, ID	54,255
Polk County, IA	430,640
Pompano Beach city, FL	99,845
Port Huron city, MI	30,184
Port Orange city, FL	56,048
Portland city, OR	583,776
Post Falls city, ID	27,574
Prince William County, VA	402,002
Prior Lake city, MN	22,796
Provo city, UT	112,488
Pueblo city, CO	106,595
Purcellville town, VA	7,727
Queen Creek town, AZ	26,361
Radnor township, PA	31,531
Ramsey city, MN	23,668
Rapid City city, SD	67,956
Raymore city, MO	19,206
Redmond city, WA	54,144
Rehoboth Beach city, DE	1,327
Reno city, NV	225,221
Reston CDP, VA	58,404
Richmond city, CA	103,701
Richmond Heights city, MO	8,683
Rifle city, CO	9,172
River Falls city, WI	15,000
Riverdale city, UT	8,426
Riverside city, CA	303,871
Riverside city, MO	2,937
Rochester Hills city, MI	70,995
Rock Hill city, SC	66,154
Rockford city, IL	152,871
Rockville city, MD	61,209
Rogers city, MN	8,597
Rolla city, MO	19,559
Roselle village, IL	22,763
Rosemount city, MN	21,874
Roseville city, MN	33,660
Roswell city, GA	88,346
Round Rock city, TX	99,887
Royal Oak city, MI	57,236
Saco city, ME	18,482
Sahuarita town, AZ	25,259
Sammamish city, WA	45,780
San Anselmo town, CA	12,336
San Antonio city, TX	1,327,407
San Carlos city, CA	28,406
San Diego city, CA	1,307,402
San Francisco city, CA	805,235
San Jose city, CA	945,942
San Juan County, NM	130,044
San Marcos city, CA	83,781
San Marcos city, TX	44,894
San Rafael city, CA	57,713
Sandy Springs city, GA	93,853
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Scarborough CDP, ME	4,403
Schaumburg village, IL	74,227
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
SeaTac city, WA	26,909
Sevierville city, TN	14,807
Shawnee city, KS	62,209
Sheboygan city, WI	49,288
Shoreview city, MN	25,043
Shorewood city, MN	7,307
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sioux Center city, IA	7,048
Sioux Falls city, SD	153,888
Skokie village, IL	64,784
Snellville city, GA	18,242
Snowmass Village town, CO	2,826
South Kingstown town, RI	30,639
South Lake Tahoe city, CA	21,403
South Portland city, ME	25,002
Southborough town, MA	9,767
Southlake city, TX	26,575
Sparks city, NV	90,264
Spokane Valley city, WA	89,755
Spring Hill city, KS	5,437
Springboro city, OH	17,409
Springfield city, MO	159,498
Springfield city, OR	59,403
Springville city, UT	29,466
St. Charles city, IL	32,974
St. Cloud city, FL	35,183
St. Cloud city, MN	65,842
St. Joseph city, MO	76,780
St. Louis County, MN	200,226
St. Louis Park city, MN	45,250
Stallings town, NC	13,831
State College borough, PA	42,034
Steamboat Springs city, CO	12,088
Sterling Heights city, MI	129,699
Sugar Grove village, IL	8,997
Sugar Land city, TX	78,817
Summit city, NJ	21,457
Summit County, UT	36,324
Sunnyvale city, CA	140,081
Surprise city, AZ	117,517

Suwanee city, GA	15,355	Weddington town, NC	9,459
Tacoma city, WA	198,397	Wentzville city, MO	29,070
Takoma Park city, MD	16,715	West Carrollton city, OH	13,143
Tamarac city, FL	60,427	West Chester borough, PA	18,461
Temecula city, CA	100,097	West Des Moines city, IA	56,609
Tempe city, AZ	161,719	West Richland city, WA	11,811
Temple city, TX	66,102	Western Springs village, IL	12,975
The Woodlands CDP, TX	93,847	Westerville city, OH	36,120
Thornton city, CO	118,772	Westlake town, TX	992
Thousand Oaks city, CA	126,683	Westminster city, CO	106,114
Tigard city, OR	48,035	Weston town, MA	11,261
Tracy city, CA	82,922	Wheat Ridge city, CO	30,166
Tualatin city, OR	26,054	White House city, TN	10,255
Tulsa city, OK	391,906	Wichita city, KS	382,368
Twin Falls city, ID	44,125	Williamsburg city, VA	14,068
Tyler city, TX	96,900	Wilmington city, NC	106,476
Umatilla city, OR	6,906	Wilsonville city, OR	19,509
Upper Arlington city, OH	33,771	Winchester city, VA	26,203
Urbandale city, IA	39,463	Windsor town, CO	18,644
Vail town, CO	5,305	Windsor town, CT	29,044
Vancouver city, WA	161,791	Winnetka village, IL	12,187
Vestavia Hills city, AL	34,033	Winston-Salem city, NC	229,617
Victoria city, MN	7,345	Winter Garden city, FL	34,568
Virginia Beach city, VA	437,994	Woodbury city, MN	61,961
Wake Forest town, NC	30,117	Woodland city, CA	55,468
Walnut Creek city, CA	64,173	Woodland city, WA	5,509
Washington County, MN	238,136	Wrentham town, MA	10,955
Washington town, NH	1,123	Yakima city, WA	91,067
Washoe County, NV	421,407	York County, VA	65,464
Watauga city, TX	23,497	Yorktown town, IN	9,405
Wauwatosa city, WI	46,396		
Waverly city, IA	9,874		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The Village of Oak Park funded this research. Please contact Patrick Rollens of the Oak Park office at prollens@oak-park.us if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community 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 community. 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 community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- 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.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results 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 for 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 vary, with 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). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the Village of Oak Park were eligible to participate in the survey. A list of all households within the zip codes serving Oak Park was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Village of Oak Park households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community 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. Each address identified as being within Village boundaries was further identified as being within one of the four quadrants.

To choose the 1,400 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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.

Figure 1: Location of Survey Recipients
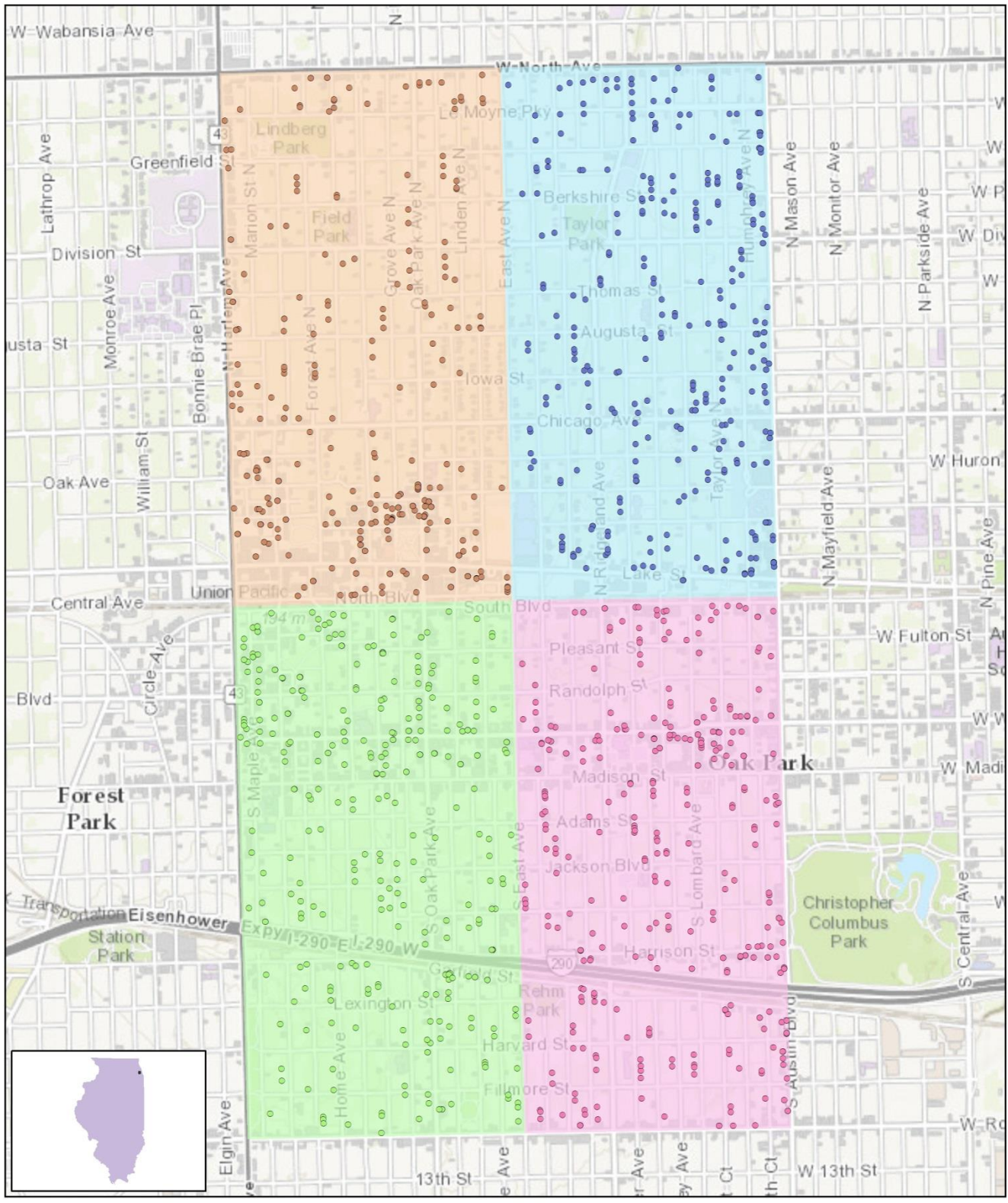
Survey Recipients in Oak Park, IL

- In NE Quad
- In NW Quad
- In SE Quad
- In SW Quad
- NE
- NW
- SE
- SW

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 4, 2015. 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 had already done so to refrain from turning in another survey. Respondents could opt to take the survey online. Completed surveys were collected over the following six weeks.

About 3% of the 1,400 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,354 households that received the survey, 437 completed the survey, providing an overall response rate of 32%. Of the 437 completed surveys, 48 were completed online. Additionally, responses were tracked by quadrant; response rates by quadrant ranged from 28% to 35%.

Table 75: Survey Response Rates by Quadrant

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Northwest	350	16	334	108	32%
Northeast	350	9	341	119	35%
Southeast	350	10	340	116	34%
Southwest	350	11	339	94	28%
Overall	1,400	46	1,354	437	32%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.[1]

The margin of error 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 (437 completed surveys).

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

Survey Processing (Data Entry)

Upon receipt, completed surveys 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; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the Village of Oak Park. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics

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[1] A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

used for weighting were tenure, housing unit type, race, sex and age and quadrant. The results of the weighting scheme are presented in the following table.

Table 76: Oak Park, IL 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	40%	19%	40%
Own home	60%	81%	60%
Detached unit	45%	64%	44%
Attached unit	55%	36%	56%
Race and Ethnicity			
White	69%	78%	69%
Not white	31%	22%	31%
Not Hispanic	94%	97%	97%
Hispanic	6%	3%	3%
Sex and Age			
Female	55%	65%	55%
Male	45%	35%	45%
18-34 years of age	27%	10%	26%
35-54 years of age	42%	39%	42%
55+ years of age	32%	51%	32%
Females 18-34	14%	7%	15%
Females 35-54	23%	27%	23%
Females 55+	18%	31%	17%
Males 18-34	12%	3%	11%
Males 35-54	19%	12%	19%
Males 55+	14%	19%	15%
Quadrant			
Northwest	24%	25%	24%
Northeast	17%	27%	18%
Southeast	26%	27%	26%
Southwest	32%	22%	32%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month.

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 reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Oak Park Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better Village!

Sincerely,

Anan Abu-Taleb
Village President
Village of Oak Park

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

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The Village of Oak Park   708.358.5770
Village Hall   www.oak-park.us
123 Madison Street   village@oak-park.us
Oak Park, Illinois 60302-4272

September 2015

Dear Village of Oak Park Resident:

Please help us shape the future of Oak Park! You have been selected at random to participate in the 2015 Oak Park Citizen Survey.

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

A few things to remember:

- **Your responses are completely anonymous**.
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

    www.n-r-c.com/survey/oakpark.htm

If you have any questions about the survey please call 708-358-5770.

Thank you for your time and participation!

Anan Abu-Taleb
Village President

September 2015

Dear Village of Oak Park Resident:

Here's a second chance if you haven't already responded to the 2015 Oak Park Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Oak Park! You have been selected at random to participate in the 2015 Oak Park Citizen Survey.

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

A few things to remember:
- **Your responses are completely anonymous**.
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  www.n-r-c.com/survey/oakpark2015.htm

If you have any questions about the survey please call 708-358-5770.

Thank you for your time and participation!

Anan Abu-Taleb
Village President

The Village of Oak Park 2015 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:

	Excellent	Good	Fair	Poor	Don't know
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 visit	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:

	Excellent	Good	Fair	Poor	Don't know
Overall feeling of safety in Oak Park	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Oak Park	1	2	3	4	5
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Oak Park	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Oak Park	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Oak Park	1	2	3	4	5

3. 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
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

4. 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 Oak Park's downtown/commercial area 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/commercial area after dark	1	2	3	4	5	6

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

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Oak Park	1	2	3	4	5
Ease of travel by bicycle in Oak Park	1	2	3	4	5
Ease of walking in Oak Park	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Oak Park	1	2	3	4	5
Overall appearance of Oak Park	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Ease of travel by bus in Oak Park	1	2	3	4	5
Ease of travel by rail in Oak Park	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
Availability of affordable quality child care/preschool	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Oak Park	1	2	3	4	5
Overall quality of business and service establishments in Oak Park	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Oak Park	1	2	3	4	5
Opportunities to participate in social 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
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Oak Park	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	No	Yes
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Oak Park (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Oak Park	1	2
Reported a crime to the police in Oak Park	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	1	2
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	1	2
Called for police service in Oak Park	1	2
Called for Oak Park fire/EMS	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Oak Park?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Used Oak Park recreation centers or their services	1	2	3	4
Visited a neighborhood park or Village park	1	2	3	4
Used Oak Park public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Oak Park	1	2	3	4
Attended a Village-sponsored event	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Oak Park	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting	1	2	3	4

The Village of Oak Park 2015 Citizen Survey

10. 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
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
Traffic signal timing	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
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility	1	2	3	4	5
Utility billing	1	2	3	4	5
Village parks	1	2	3	4	5
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
Public library services	1	2	3	4	5
Public information services	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
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Oak Park open space	1	2	3	4	5
Village-sponsored special events	1	2	3	4	5
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	1	2	3	4	5
Services to low-income people	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
Building permit review	1	2	3	4	5
Oak Park adjudication court	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
The Village of Oak Park	1	2	3	4	5
The Federal Government	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Oak Park	1	2	3	4	5
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
Overall confidence in Oak Park government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Oak Park community to focus on each of the following in the coming two years:

	Essential	Very important	Somewhat important	Not at all important
Overall feeling of safety in Oak Park	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Oak Park	1	2	3	4
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Oak Park	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Oak Park	1	2	3	4
Sense of community	1	2	3	4

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

	Essential	Very important	Somewhat important	Not at all important
Business retention, development, and attraction	1	2	3	4
Care of trees and landscaping in the parkways	1	2	3	4
Maintenance of the public way, street cleaning, snow plowing	1	2	3	4
Fire and emergency medical assistance	1	2	3	4
Housing programs	1	2	3	4
Operation and administration of parking services	1	2	3	4
Partner agencies that promote or support tourism, housing and the arts in Oak Park	1	2	3	4
Police protection	1	2	3	4
Public health services	1	2	3	4
Environmental sustainability programs and events	1	2	3	4

15. 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
Crime	1	2	3	4
Disorderly youth	1	2	3	4
Drugs	1	2	3	4
Graffiti	1	2	3	4
Homelessness	1	2	3	4
Noise	1	2	3	4
Panhandling	1	2	3	4
Run-down buildings and houses	1	2	3	4
Traffic in Oak Park	1	2	3	4

16. How much information about Oak Park, if any, do you get from each of the following sources?

	A lot	Some	None
Village of Oak Park website	1	2	3
Village of Oak Park Twitter	1	2	3
Village of Oak Park Facebook page	1	2	3
Friends and neighbors	1	2	3
Local newspapers	1	2	3
Village of Oak Park email news ("e-News")	1	2	3
Village of Oak Park OP/FYI newsletter and other Village mailings	1	2	3
VOP-TV, the Village's cable TV channel	1	2	3
Local online news sources	1	2	3

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

	Excellent	Good	Fair	Poor	Don't know
Elementary School District (35.84%)	1	2	3	4	5
OPRF High School District (24.14%)	1	2	3	4	5
Village of Oak Park (14.72%)	1	2	3	4	5
Oak Park Public Library (5.85%)	1	2	3	4	5
Park District of Oak Park (5.18%)	1	2	3	4	5
Cook County (4.58%)	1	2	3	4	5
Metropolitan Water Reclamation District (3.41%)	1	2	3	4	5
Triton Community College District (2.66%)	1	2	3	4	5
Oak Park Township (2.42%)	1	2	3	4	5

The Village of Oak Park 2015 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. How often, if at all, do you do each of the following, considering all of the times you could?

	Never	Rarely	Sometimes	Usually	Always
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Oak Park	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:
○ Excellent   ○ Very good   ○ Good   ○ Fair   ○ Poor

D3. 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

D4. What is your employment status?
○ Working full time for pay
○ Working part time for pay
○ Unemployed, looking for paid work
○ Unemployed, not looking for paid work
○ Fully retired

D5. Do you work inside the boundaries of Oak Park?
○ Yes, outside the home
○ Yes, from home
○ No

D6. 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

D7. Which best describes the building you live in?
○ One family house detached from any other houses
○ Building with two or more homes (duplex, townhome, apartment or condominium)
○ Other

D8. Is this house, apartment or mobile home…
○ Rented
○ Owned

D9. 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

D10. Do any children 17 or under live in your household?
○ No   ○ Yes

D11. Are you or any other members of your household aged 65 or older?
○ No   ○ Yes

D12. 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 $25,000
○ $25,000 to $49,999
○ $50,000 to $99,999
○ $100,000 to $149,999
○ $150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?
○ No, not Spanish, Hispanic or Latino
○ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. 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

D15. 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

D16. What is your sex?
○ Female   ○ Male

D17. Do you consider a cell phone or land line your primary telephone number?
○ Cell   ○ Land line   ○ Both

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

Oak Park

Village of Oak Park
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Oak Park, IL 60302