THE NCS™

The National Citizen Survey™

Oak Park, IL

Community Livability Report

2017

NRC
National Research Center Inc

ICMA
Leaders at the Core of Better Communities

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 476 residents of the Village of Oak Park. The margin of error around any reported percentage is 5% for all respondents. 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...

Community-based organizations

Government

Private sector

Quality of Life in Oak Park

Most residents rated the quality of life in Oak Park as excellent or good. This rating was similar to the national benchmark comparison (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.
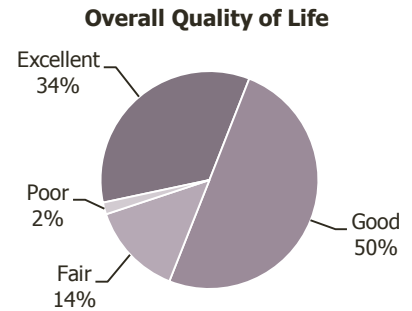
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Oak Park community in the coming two years. Ratings for all facets were positive and similar to other 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

Legend

■ Higher than national benchmark
■ Similar to national benchmark
□ Lower than national benchmark

✸ Most important

2
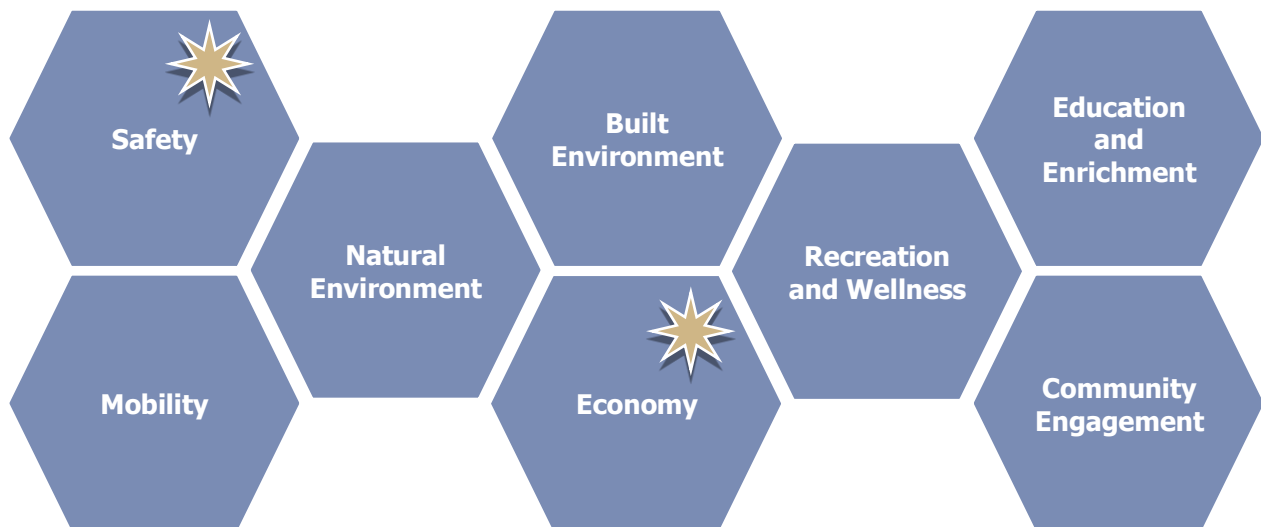
Community Characteristics

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, 9 in 10 residents 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 85% of respondents or more gave excellent or good ratings to Oak Park as a place to raise children, their neighborhood as a place to live, the overall appearance and the overall image of Oak Park; these ratings were either similar to or higher than the national averages. Just under half of respondents offered these same evaluations to Oak Park as a place to retire, which was a rating lower than the national average and lower when compared to ratings given in 2015 (see *The NCS Trends over Time – Oak Park 2017* report under separate cover).

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. While most Community Characteristics tended to be rated similar to the national comparisons, residents praised eight characteristics as being higher than the national average and three of the eight were within the facet of Community Engagement (social events and activities, openness and acceptance and opportunities to participate in community matters). Four characteristics were given ratings that were lower than the national comparisons (ease of travel by car, public parking, affordable quality housing and cost of living). Ratings within Mobility varied with 26% of residents offering positive evaluations to public parking to 87% offering these same evaluations to ease of walking (a rating higher than the national comparison). Each aspect of Recreation and Wellness was strong and similar to the national comparisons with at least 6 in 10 residents offering positive evaluations.
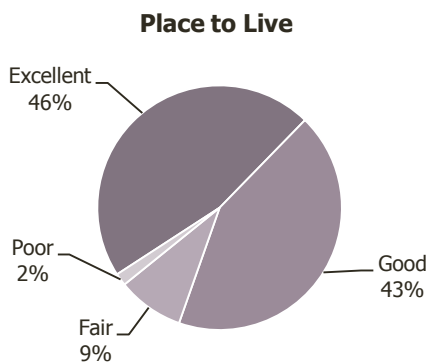
Place to Live

- Excellent 46%
- Good 43%
- Fair 9%
- Poor 2%

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
85%	87%	90%	47%	87%
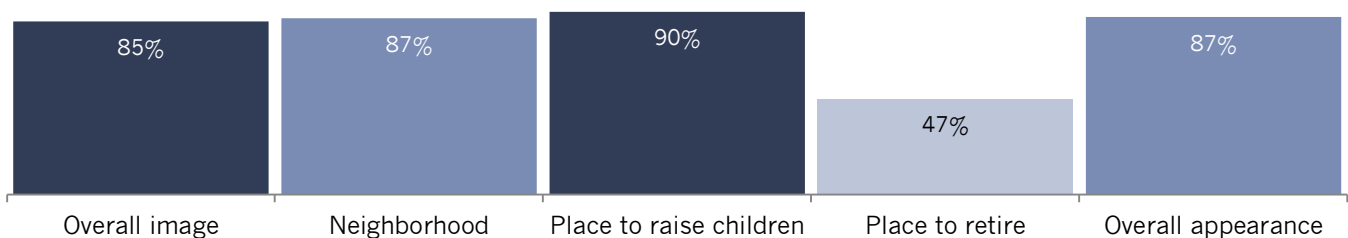
Figure 1: Aspects of Community Characteristics

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

Comparison to national benchmark

- ■ Higher
- ■ Similar
- ■ Lower

SAFETY
- Overall feeling of safety — 77%
- Safe in neighborhood — 91%
- Safe downtown/commercial area — 93%

MOBILITY
- Overall ease of travel — 71%
- Paths and walking trails — 56%
- Ease of walking — 87%
- Travel by bicycle — 66%
- Travel by car — 45%
- Public parking — 26%
- Traffic flow — 32%

NATURAL ENVIRONMENT
- Overall natural environment — 85%
- Cleanliness — 81%
- Air quality — 73%

BUILT ENVIRONMENT
- Overall built environment — 72%
- New development in Oak Park — 52%
- Affordable quality housing — 23%
- Housing options — 54%
- Public places — 83%

ECONOMY
- Overall economic health — 68%
- Vibrant downtown/commercial area — 71%
- Business and services — 67%
- Cost of living — 16%
- Shopping opportunities — 67%
- Employment opportunities — 33%
- Place to visit — 83%
- Place to work — 57%

RECREATION AND WELLNESS
- Health and wellness — 83%
- Mental health care — 60%
- Preventive health services — 76%
- Health care — 73%
- Food — 75%
- Recreational opportunities — 71%
- Fitness opportunities — 66%

EDUCATION AND ENRICHMENT
- Education and enrichment opportunities — 83%
- Religious or spiritual events and activities — 88%
- Cultural/arts/music activities — 78%
- Adult education — 65%
- Child care/preschool — 54%

COMMUNITY ENGAGEMENT
- Social events and activities — 82%
- Neighborliness — 72%
- Openness and acceptance — 75%
- Opportunities to participate in community matters — 79%
- Opportunities to volunteer — 82%

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 is a key component of how residents rate their quality of life. Residents' ratings for Oak Park's quality of services were similar to the national benchmark with three-quarters of respondents rating them as excellent or good.

Survey respondents also rated various aspects of Oak Park's leadership and governance, which tended to be evaluated similar to the national benchmark. Roughly 7 in 10 residents gave excellent or good marks to the customer service provided by Village employees, while between 4 in 10 and 5 in 10 residents felt positively about each of the other aspects of leadership and governance included on the survey. For a number of the leadership questions there was a decline in resident ratings since the survey was last administered in 2015: overall direction, welcoming resident involvement, confidence in Village government, working in residents' best interest and being honest. While these may be one time 'blips' in the trend, they are worth watching.

Overall Quality of Village Services

Excellent 20%
Poor 5%
Fair 20%
Good 56%
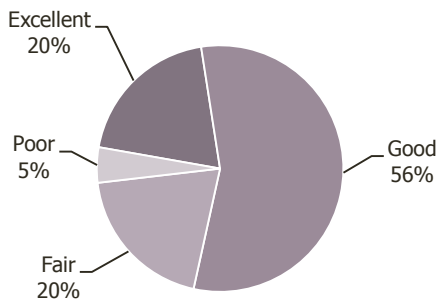
Respondents evaluated over 30 individual services and amenities available in Oak Park. Governance ratings were largely similar to the national comparisons but three services and amenities were rated higher than the national comparisons (bus or transit services, recreation centers and public libraries). While all seven Safety services were similar to the national averages, police services, fire services and EMS services topped the list with about 9 in 10 residents offering positive reviews and emergency preparedness was at the bottom of the list with 6 in 10 residents offering positive reviews. Ratings of Natural Environment services were generally strong with the highest ratings going to garbage collection, recycling, yard waste pick-up and drinking water and the lowest ratings going to natural areas preservation and open space. Land use, planning and zoning within Built Environment was the only service that received an excellent or good rating from fewer than half of residents. Nevertheless this rating was similar to those given across the U.S.

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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower

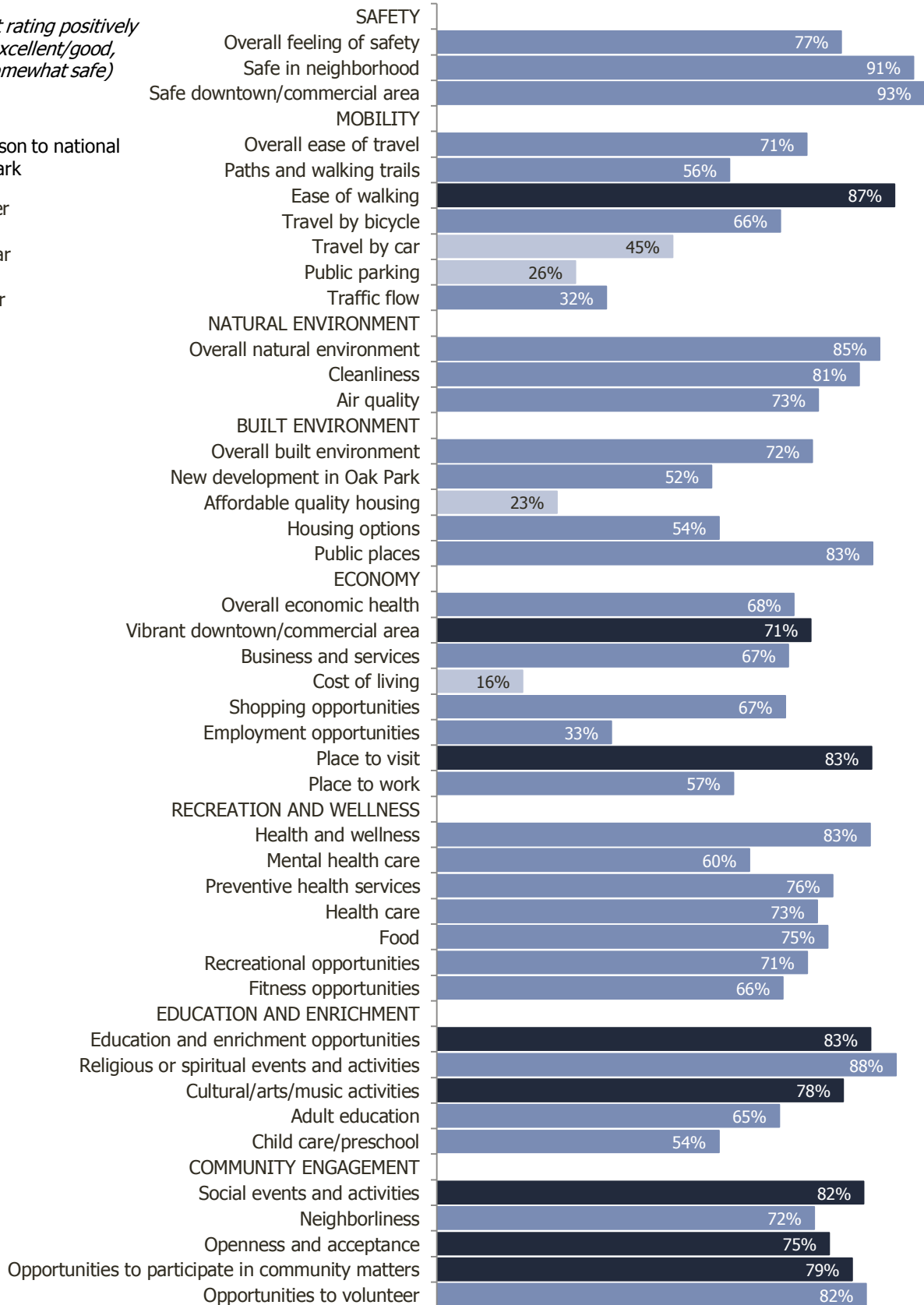| Value of services for taxes paid	Overall direction	Welcoming citizen involvement	Confidence in Village government	Acting in the best interest of Oak Park	Being honest	Treating all residents fairly	Customer service	Services provided by the Federal Government
43%	45%	54%	46%	50%	46%	56%	72%	29%
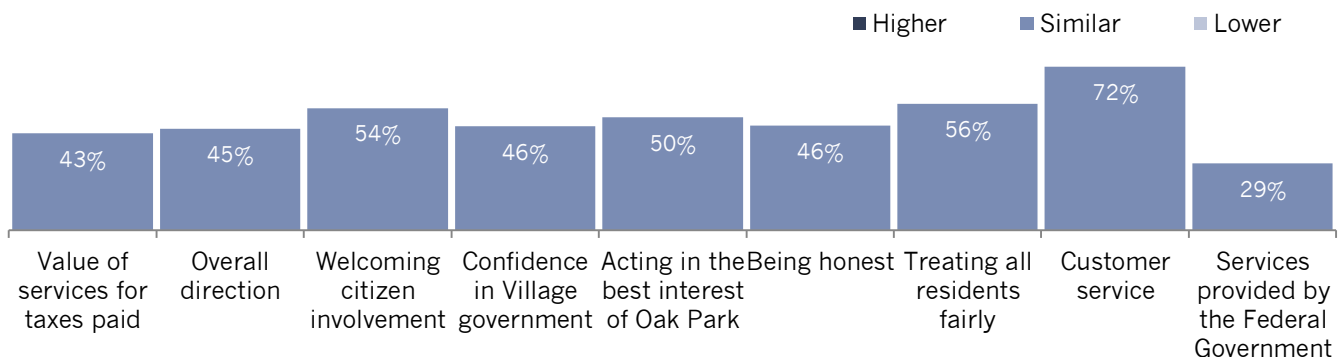
Figure 2: Aspects of Governance

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

Comparison to national benchmark

- ■ Higher
- ■ Similar
- ■ Lower

SAFETY
- Police — 87%
- Fire — 94%
- Ambulance/EMS — 93%
- Crime prevention — 68%
- Fire prevention — 80%
- Animal control — 72%
- Emergency preparedness — 58%

MOBILITY
- Traffic enforcement — 52%
- Street repair — 50%
- Street cleaning — 71%
- Street lighting — 69%
- Snow removal — 67%
- Sidewalk maintenance — 61%
- Traffic signal timing — 54%
- Bus or transit services — 73%

NATURAL ENVIRONMENT
- Garbage collection — 83%
- Recycling — 81%
- Yard waste pick-up — 77%
- Drinking water — 81%
- Natural areas preservation — 53%
- Open space — 60%

BUILT ENVIRONMENT
- Storm drainage — 54%
- Sewer services — 71%
- Power utility — 81%
- Utility billing — 74%
- Land use, planning and zoning — 46%
- Code enforcement — 56%
- Cable television — 64%

ECONOMY
- Economic development — 53%

RECREATION AND WELLNESS
- Village parks — 89%
- Recreation centers — 87%
- Health services — 80%

EDUCATION AND ENRICHMENT
- Public libraries — 93%
- Special events — 77%

COMMUNITY ENGAGEMENT
- Public information — 78%

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. A majority of respondents rated the sense of community in Oak Park as excellent or good, a rating higher than the benchmark comparison. About 9 in 10 residents recommended living in Oak Park and 8 in 10 residents reported they were somewhat or very likely to remain in the village. Recommending the community and the likelihood of remaining in the community were both similar to ratings given in communities across the nation.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. While various participation rates were higher than the national averages or lower than the national averages, those related to Natural Environment, Recreation and Wellness and Community Engagement were all similar. Within Mobility, more Oak Park residents than residents of other communities across the county used public transportation instead of driving and walked or biked instead of driving. Oak Park residents were also more likely to have used public libraries and indicated lower rates of observing code violations; however, lower rates of participation were seen for stocking supplies for an emergency and working in Oak Park compared to other communities across the nation. Community Engagement ratings varied with 2 in 10 respondents having contacted elected officials or watched a local public meeting while 9 in 10 had talked to or visited with neighbors, read or watched local news and voted in local elections. Within Natural Environment, about three-quarters of residents had conserved water or made their home more energy efficient while 9 in 10 residents had recycled at home (all rates of participation were similar to national averages).

Sense of Community

- Excellent 31%
- Poor 5%
- Fair 19%
- Good 45%
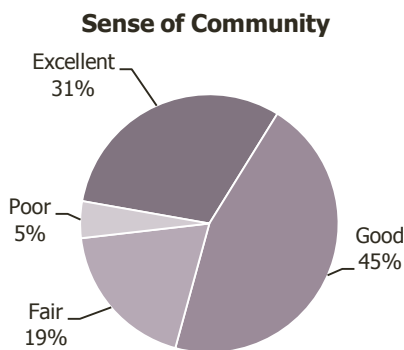
Percent rating positively (e.g., very/somewhat likely, yes)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower

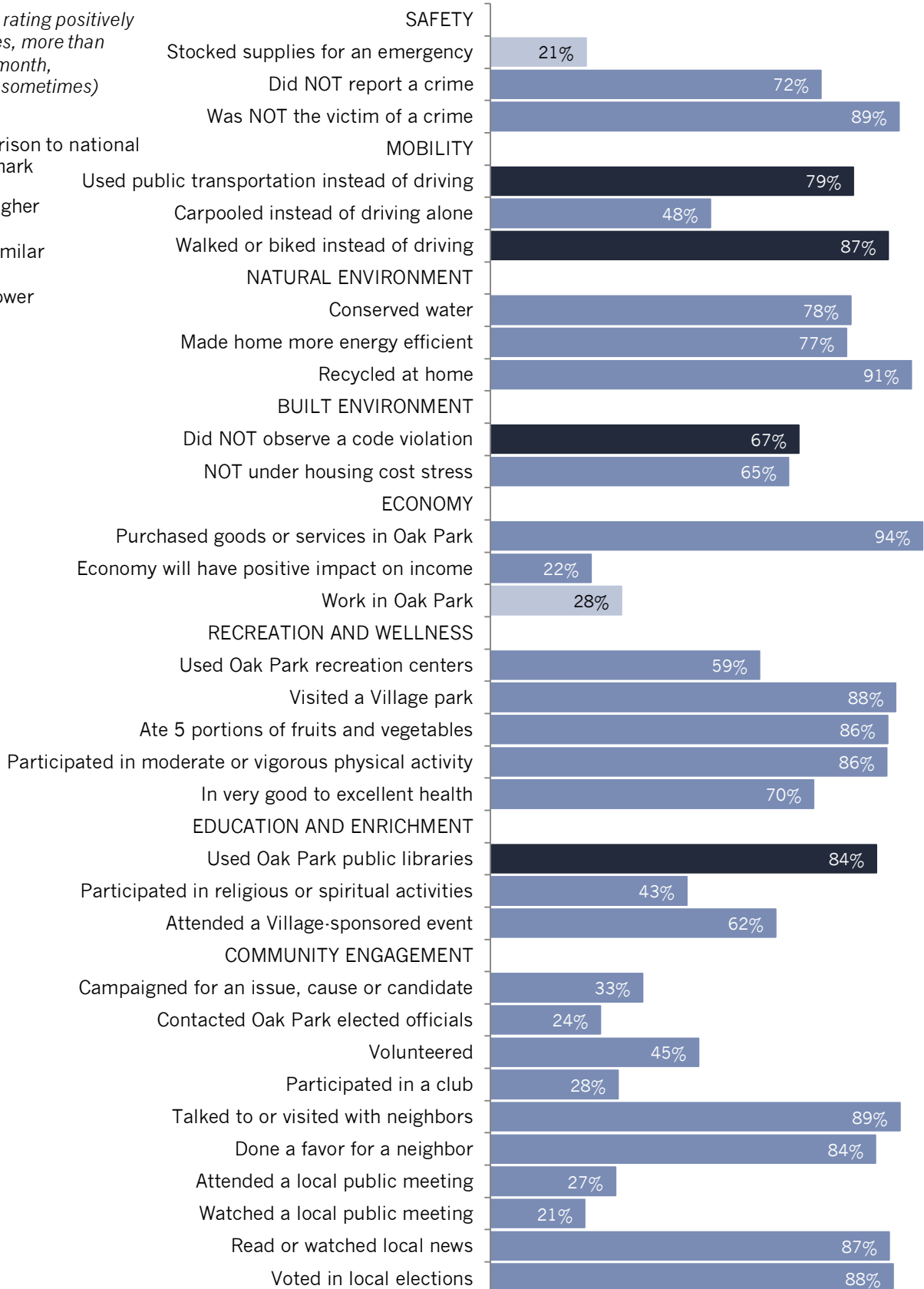| Recommend Oak Park	Remain in Oak Park	Contacted Oak Park employees
87%	80%	67%
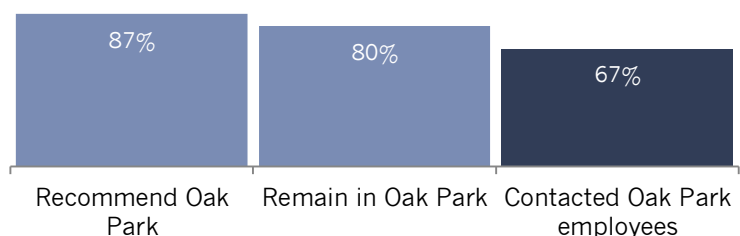
Figure 3: Aspects of Participation

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: 21%
- Did NOT report a crime: 72%
- Was NOT the victim of a crime: 89%

MOBILITY
- Used public transportation instead of driving: 79%
- Carpooled instead of driving alone: 48%
- Walked or biked instead of driving: 87%

NATURAL ENVIRONMENT
- Conserved water: 78%
- Made home more energy efficient: 77%
- Recycled at home: 91%

BUILT ENVIRONMENT
- Did NOT observe a code violation: 67%
- NOT under housing cost stress: 65%

ECONOMY
- Purchased goods or services in Oak Park: 94%
- Economy will have positive impact on income: 22%
- Work in Oak Park: 28%

RECREATION AND WELLNESS
- Used Oak Park recreation centers: 59%
- Visited a Village park: 88%
- Ate 5 portions of fruits and vegetables: 86%
- Participated in moderate or vigorous physical activity: 86%
- In very good to excellent health: 70%

EDUCATION AND ENRICHMENT
- Used Oak Park public libraries: 84%
- Participated in religious or spiritual activities: 43%
- Attended a Village-sponsored event: 62%

COMMUNITY ENGAGEMENT
- Campaigned for an issue, cause or candidate: 33%
- Contacted Oak Park elected officials: 24%
- Volunteered: 45%
- Participated in a club: 28%
- Talked to or visited with neighbors: 89%
- Done a favor for a neighbor: 84%
- Attended a local public meeting: 27%
- Watched a local public meeting: 21%
- Read or watched local news: 87%
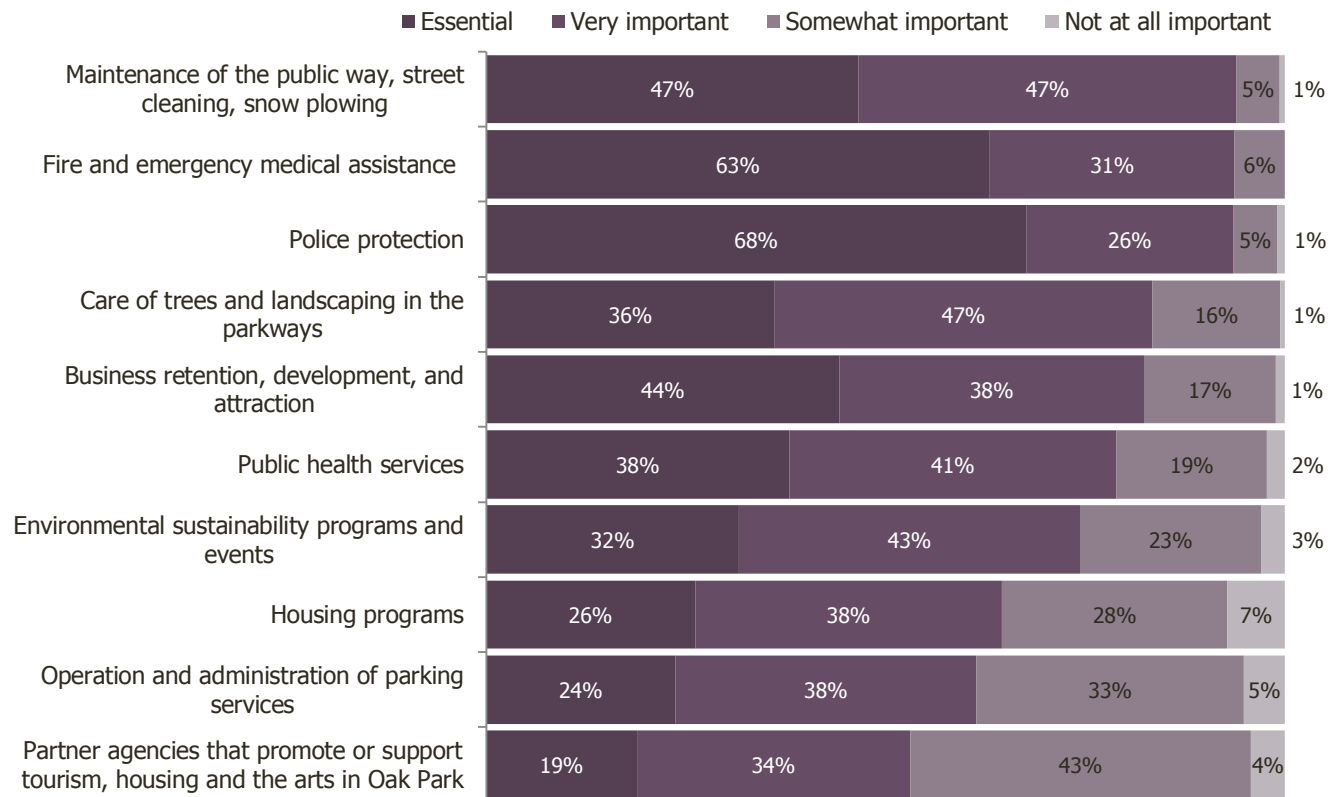- Voted in local elections: 88%

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 half of residents. At least 9 in 10 residents rated police protection, fire and emergency medical services and maintenance of the public way, street cleaning, and snow plowing as essential or very important.

In part, the data confirm the importance of core services – roads, fire/EMS and police - but they also give insight into priorities for the other (non- core) services which range in importance from landscaping and business support to parking service and partnerships.

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):

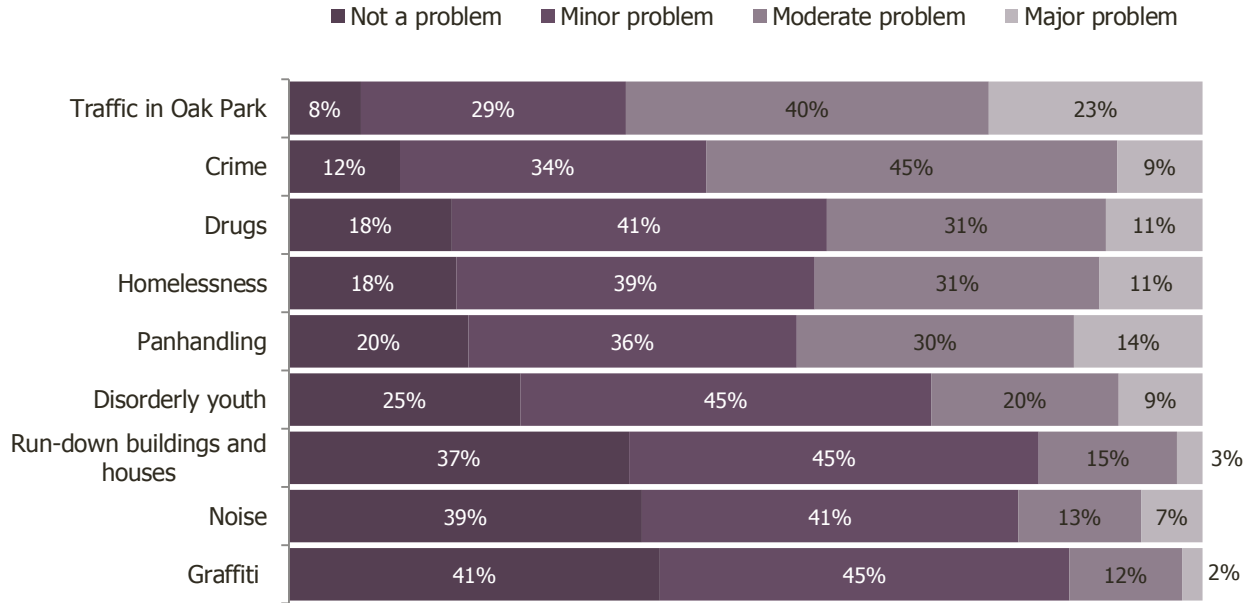| Service	Essential	Very important	Somewhat important	Not at all important
Maintenance of the public way, street cleaning, snow plowing	47%	47%	5%	1%
Fire and emergency medical assistance	63%	31%	6%	
Police protection	68%	26%	5%	1%
Care of trees and landscaping in the parkways	36%	47%	16%	1%
Business retention, development, and attraction	44%	38%	17%	1%
Public health services	38%	41%	19%	2%
Environmental sustainability programs and events	32%	43%	23%	3%
Housing programs	26%	38%	28%	7%
Operation and administration of parking services	24%	38%	33%	5%
Partner agencies that promote or support tourism, housing and the arts in Oak Park	19%	34%	43%	4%

The second question 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 but for none did even a quarter of residents conclude there was a major problem. About 9 in 10 residents indicated that traffic and crime were at least minor problems in Oak Park.
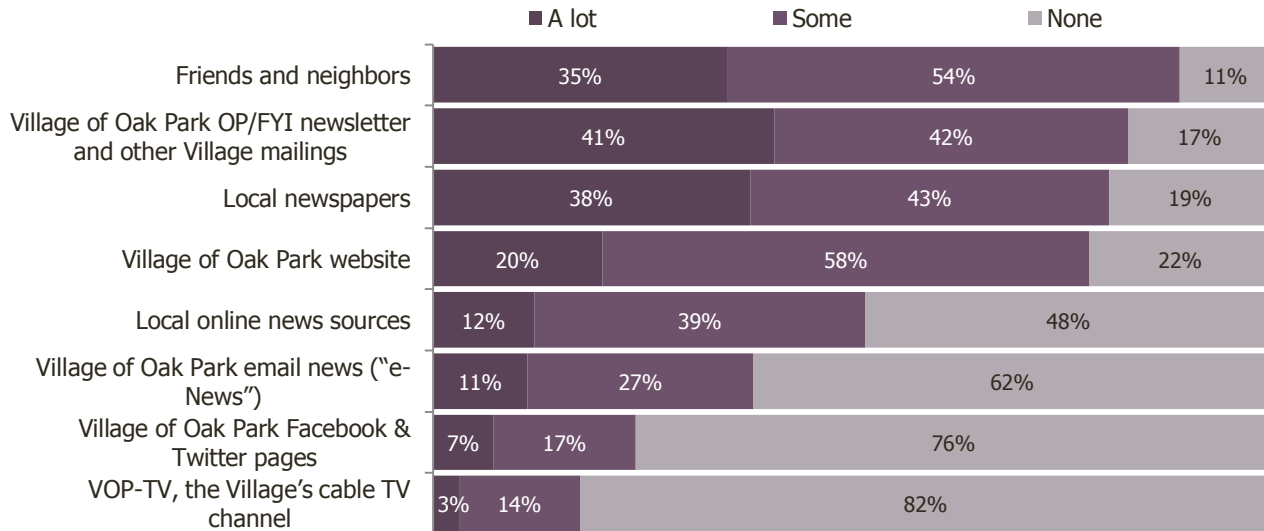
Figure 5: Problems in Oak Park
To what degree, if at all, is each of the following a problem in Oak Park?

| | Not a problem | Minor problem | Moderate problem | Major problem |

Traffic in Oak Park	8%	29%	40%	23%
Crime	12%	34%	45%	9%
Drugs	18%	41%	31%	11%
Homelessness	18%	39%	31%	11%
Panhandling	20%	36%	30%	14%
Disorderly youth	25%	45%	20%	9%
Run-down buildings and houses	37%	45%	15%	3%
Noise	39%	41%	13%	7%
Graffiti	41%	45%	12%	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 website, local newspapers, Village of Oak Park newsletter and other Village mailings and friends and neighbors. Fewer residents indicated that local online news sources, the Village of Oak Park email news, the Village's Facebook and Twitter pages and VOP-TV 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?
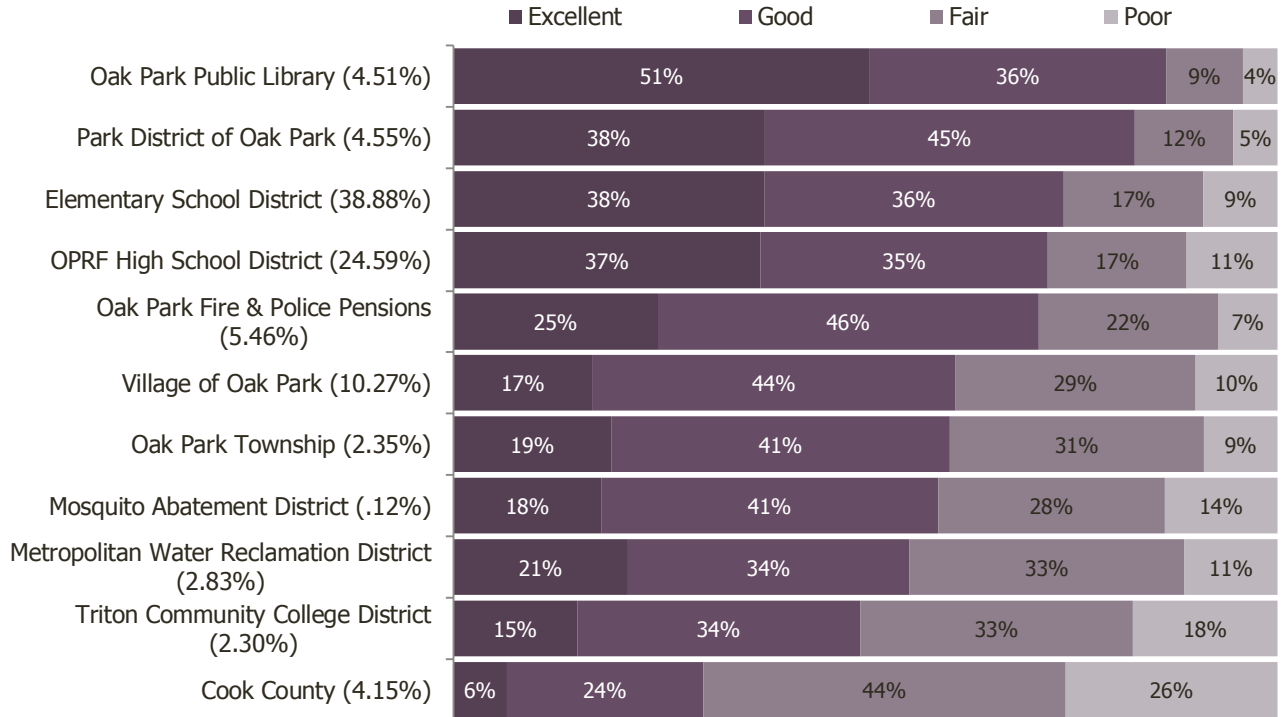
| | A lot | Some | None |

Friends and neighbors	35%	54%	11%
Village of Oak Park OP/FYI newsletter and other Village mailings	41%	42%	17%
Local newspapers	38%	43%	19%
Village of Oak Park website	20%	58%	22%
Local online news sources	12%	39%	48%
Village of Oak Park email news ("e-News")	11%	27%	62%
Village of Oak Park Facebook & Twitter pages	7%	17%	76%
VOP-TV, the Village's cable TV channel	3%	14%	82%

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 (percent of your property tax bill):

	Excellent	Good	Fair	Poor
Oak Park Public Library (4.51%)	51%	36%	9%	4%
Park District of Oak Park (4.55%)	38%	45%	12%	5%
Elementary School District (38.88%)	38%	36%	17%	9%
OPRF High School District (24.59%)	37%	35%	17%	11%
Oak Park Fire & Police Pensions (5.46%)	25%	46%	22%	7%
Village of Oak Park (10.27%)	17%	44%	29%	10%
Oak Park Township (2.35%)	19%	41%	31%	9%
Mosquito Abatement District (.12%)	18%	41%	28%	14%
Metropolitan Water Reclamation District (2.83%)	21%	34%	33%	11%
Triton Community College District (2.30%)	15%	34%	33%	18%
Cook County (4.15%)	6%	24%	44%	26%

Conclusions

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

Most Oak Park residents feel their overall quality of life was excellent or good and would be likely to remain in Oak Park for the next five years. Additionally, about 9 in 10 residents would be likely to recommend the community to others. About 9 in 10 residents rated Oak Park as an excellent or good place to live and at least three-quarters of respondents rated Oak Park as a place to raise children, their neighborhood as a place to live, the overall image or reputation of Oak Park and its overall appearance positively; all ratings that were similar to or higher than the national benchmarks.

Survey participants not only prioritized the facet of Safety for Oak Park to focus on in the coming years, but also rated aspects of this facet positively and similar to the national averages. Residents feel safe in general, as well as in their neighborhood and in the downtown/commercial area. Safety service ratings were strong and similar to the national averages and about 7 in 10 residents indicated they had not reported a crime and 9 in 10 had not been the victim of a crime.

Oak Park residents appreciate opportunities to participate in community matters but ratings for local leadership and governance are declining.

Oak Park residents continued to be active and engaged in their community. About 9 in 10 residents reported that they had talked to or visited with neighbors, read or watched local news and voted in local elections and more residents in 2017 compared to 2015 reported that they had campaigned for an issue, cause or candidate. At least three-quarters of residents offered positive evaluations of opportunities to participate in social events and activities, opportunities to participate in community matters and the openness and acceptance of the community toward people of diverse backgrounds; each of these aspects was rated higher than the national averages. Ratings were generally similar to the national averages for Oak Park's overall direction, welcoming citizen involvement, confidence in Village government, acting in the best interest of Oak Park, being honest, however, these ratings were lower in 2017 when compared to ratings given in 2015.

Oak Park's Economy continues to be a top priority.

As in 2015, 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 (83%) and Oak Park's vibrant downtown/commercial area (71%); these ratings were higher than the national benchmarks. Ratings for cost of living in Oak Park (16%) were lower than the national benchmark, meaning that costs were perceived to be high. Most Economy ratings remained stable from 2015 to 2017; however, ratings decreased for employment opportunities, cost of living, Oak Park as a place to work from 2015 to 2017.

Oak Park, IL

Dashboard Summary of Findings

2017

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). This information can be helpful in identifying the areas that merit more attention.

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.

Overall, ratings for each facet within each pillar tended to be similar to the benchmark. Community Engagement ratings within the pillar of Community Characteristics tended to be higher than the benchmark and ratings of Education and Enrichment within the pillar of Governance tended to be higher than the benchmark. For the facets of Mobility and the Built Environment, ratings in the pillar of participation tended to be higher than the benchmark.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	10	35	5	3	42	0	6	28	2
General	2	4	1	0	3	0	1	2	0
Safety	0	3	0	0	7	0	0	2	1
Mobility	1	4	2	1	7	0	2	1	0
Natural Environment	0	3	0	0	6	0	0	3	0
Built Environment	0	4	1	0	7	0	1	1	0
Economy	2	5	1	0	1	0	0	2	1
Recreation and Wellness	0	7	0	1	2	0	0	5	0
Education and Enrichment	2	3	0	1	1	0	1	2	0
Community Engagement	3	2	0	0	8	0	1	10	0

Legend	
	Higher
	Similar
	Lower

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	87%	Customer service	↔	↔	72%	Recommend Oak Park	↔	↔	87%
	Overall quality of life	↔	↔	84%	Services provided by Oak Park	↔	↔	76%	Remain in Oak Park	↔	↔	80%
	Place to retire	↓	↓	47%	Services provided by the Federal Government	↓	↔	29%	Contacted Oak Park employees	↔	↑↑	67%
	Place to raise children	↔	↑	90%								
	Place to live	↔	↔	90%								
	Neighborhood	↔	↔	87%								
	Overall image	↔	↑	85%								
Safety	Overall feeling of safety	↔	↔	77%	Police	↔	↔	87%	Was NOT the victim of a crime	↔	↔	89%
	Safe in neighborhood	↔	↔	91%	Crime prevention	↓	↔	68%	Did NOT report a crime	↔	↔	72%
	Safe downtown/commercial area	↔	↔	93%	Fire	↔	↔	94%	Stocked supplies for an emergency	↔	↓	21%
					Fire prevention	↔	↔	80%				
					Ambulance/EMS	↔	↔	93%				
					Emergency preparedness	↓	↔	58%				
					Animal control	↔	↔	72%				
Mobility	Traffic flow	↓	↔	32%	Traffic enforcement	↓	↔	52%	Carpooled instead of driving alone	↔	↔	48%
	Travel by car	↓	↓	45%	Street repair	↑	↔	50%	Walked or biked instead of driving	↔	↑↑	87%
	Travel by bicycle	↔	↔	66%	Street cleaning	↑	↔	71%	Used public transportation instead of driving	↔	↑↑	79%
	Ease of walking	↔	↑	87%	Street lighting	↔	↔	69%				
	Overall ease travel	↓	↔	71%	Snow removal	↑	↔	67%				
	Public parking	↔	↓	26%	Sidewalk maintenance	↔	↔	61%				
	Paths and walking trails	↔	↔	56%	Traffic signal timing	↔	↔	54%				
					Bus or transit services	↔	↑	73%				
Natural Environment	Overall natural environment	↔	↔	85%	Garbage collection	↔	↔	83%	Recycled at home	↔	↔	91%
	Air quality	↔	↔	73%	Recycling	↓	↔	81%	Conserved water	↔	↔	78%
	Cleanliness	↔	↔	81%	Yard waste pick-up	↔	↔	77%	Made home more energy efficient	↔	↔	77%
					Drinking water	↔	↔	81%				
					Open space	↓	↔	60%				
					Natural areas preservation	↓	↔	53%				
Built Environment	New development in Oak Park	↔	↔	52%	Sewer services	↔	↔	71%	NOT experiencing housing cost stress	↔	↔	65%
	Affordable quality housing	↓	↓	23%	Storm drainage	↔	↔	54%	Did NOT observe a code violation	↑	↑	67%
	Housing options	↓	↔	54%	Power utility	↔	↔	81%				
	Overall built environment	↓	↔	72%	Utility billing	↔	↔	74%				
	Public places	↔	↔	83%	Land use, planning and zoning	↓	↔	46%				
					Code enforcement	↓	↔	56%				
					Cable television	↑	↔	64%				

Legend

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

Category	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↔	68%	Economic development	↔	↔	53%	Economy will have positive impact on income	↔	↔	22%
	Shopping opportunities	↔	↔	67%					Purchased goods or services in Oak Park	↔	↔	94%
	Employment opportunities	↓	↔	33%					Work in Oak Park	↔	↓	28%
	Place to visit	↔	↑	83%								
	Cost of living	↓	↓	16%								
	Vibrant downtown/commercial area	↔	↑	71%								
	Place to work	↓	↔	57%								
	Business and services	↔	↔	67%								
Recreation and Wellness	Fitness opportunities	↔	↔	66%	Village parks	↔	↔	89%	In very good to excellent health	↔	↔	70%
	Recreational opportunities	↔	↔	71%	Recreation centers	↔	↑	87%	Used Oak Park recreation centers	↔	↔	59%
	Health care	↔	↔	73%	Health services	↔	↔	80%	Visited a Village park	↔	↔	88%
	Food	↔	↔	75%					Ate 5 portions of fruits and vegetables	↔	↔	86%
	Mental health care	↓	↔	60%					Participated in moderate or vigorous physical activity	↔	↔	86%
	Health and wellness	↔	↔	83%								
	Preventive health services	↔	↔	76%								
Education and Enrichment	Cultural/arts/music activities	↔	↑	78%	Public libraries	↔	↑	93%	Used Oak Park public libraries	↔	↑↑	84%
	Child care/preschool	↓	↔	54%	Special events	↔	↔	77%	Participated in religious or spiritual activities	↔	↔	43%
	Religious or spiritual events and activities	↔	↔	88%					Attended a Village-sponsored event	↔	↔	62%
	Adult education	↓	↔	65%								
	Overall education and enrichment	↔	↑	83%								
Community Engagement	Opportunities to participate in community matters	↔	↑	79%	Public information	↔	↔	78%	Sense of community	↔	↑	76%
	Opportunities to volunteer	↔	↔	82%	Overall direction	↓	↔	45%	Voted in local elections	↔	↔	88%
	Openness and acceptance	↔	↑	75%	Value of services for taxes paid	↔	↔	43%	Talked to or visited with neighbors	↔	↔	89%
	Social events and activities	↔	↑	82%	Welcoming citizen involvement	↓	↔	54%	Attended a local public meeting	↔	↔	27%
	Neighborliness	↔	↔	72%	Confidence in Village government	↓	↔	46%	Watched a local public meeting	↔	↔	21%
					Acting in the best interest of Oak Park	↓	↔	50%	Volunteered	↔	↔	45%
					Being honest	↓	↔	46%	Participated in a club	↔	↔	28%
					Treating all residents fairly	↔	↔	56%	Campaigned for an issue, cause or candidate	↑	↔	33%
									Contacted Oak Park elected officials	↔	↔	24%
									Read or watched local news	↔	↔	87%
									Done a favor for a neighbor	↔	↔	84%

Legend

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

THE NCS™
The National Citizen Survey™

Oak Park, IL
Trends over Time

2017

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 2017 ratings for the Village of Oak Park to its previous survey results in 2000, 2004, 2008, 2011, 2013 and 2015. Additional reports and technical appendices are available under separate cover.

Trend data for Oak Park represent important comparisons 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 that last two survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points, otherwise the comparisons between 2015 and 2017 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 2017 generally remained stable. Of the 131 items for which comparisons were available, 98 items were rated similarly in 2015 and 2017, 27 items showed a decrease in ratings and six showed an increase in ratings. Notable trends over time included the following:

- Ratings that increased were spread across each facet within the pillars of Community Characteristics and Governance. The facets of Built Environment and Community Engagement each accounted for 5 decreases from 2015 to 2017. Aspects of Built Environment that decreased include affordable quality housing, housing options, overall built environment, land use planning and zoning and code enforcement. Within Community Engagement, ratings decreased for Oak Park's overall direction, welcoming citizen involvement, confidence in Village government, acting in the best interest of Oak Park and being honest.
- Within Mobility, ratings for street repair, street leaning and snow removal increased in 2017 compared to 2015; however, the rating for traffic enforcement, traffic flow, ease of travel by car and overall ease of travel decreased.
- Fewer residents offered positive evaluations of cost of living, employment opportunities and Oak Park as a place to work in 2017 compared to 2015.

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)							2017 rating compared to 2015	Comparison to benchmark						
	2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
Overall quality of life	80%	93%	89%	90%	89%	90%	84%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar
Overall image	NA	NA	87%	89%	89%	89%	85%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher	Higher
Place to live	NA	NA	93%	91%	93%	94%	90%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar
Neighborhood	NA	93%	86%	88%	88%	88%	87%	Similar	NA	Much higher	Much higher	Much higher	Higher	Similar	Similar
Place to raise children	81%	96%	85%	93%	92%	91%	90%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher
Place to retire	58%	NA	55%	55%	57%	58%	47%	Lower	NA	NA	Lower	Lower	Lower	Similar	Lower
Overall appearance	81%	94%	89%	92%	89%	94%	87%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)							2017 rating compared to 2015	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017	2015	2000	2004	2008	2011	2013	2015	2017
Safety	Overall feeling of safety	NA	NA	NA	NA	NA	76%	77%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Safe in neighborhood	NA	NA	91%	92%	94%	94%	91%	Similar	NA	NA	Similar	Similar	Similar	Similar	Similar
	Safe downtown/commercial area	NA	NA	94%	93%	95%	97%	93%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar
Mobility	Overall ease of travel	NA	NA	NA	NA	NA	84%	71%	Lower	NA	NA	NA	NA	NA	Similar	Similar
	Paths and walking trails	NA	NA	NA	NA	NA	61%	56%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Ease of walking	NA	94%	88%	89%	92%	89%	87%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Much higher	Higher
	Travel by bicycle	55%	67%	64%	71%	74%	67%	66%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Similar
	Travel by car	NA	NA	NA	NA	NA	52%	45%	Lower	NA	NA	NA	NA	NA	Similar	Lower
	Public parking	NA	NA	NA	NA	NA	27%	26%	Similar	NA	NA	NA	NA	NA	Lower	Lower
	Traffic flow	NA	NA	41%	42%	46%	43%	32%	Lower	NA	NA	Similar	Similar	Similar	Similar	Similar
Natural Environment	Overall natural environment	NA	NA	NA	NA	NA	86%	85%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Cleanliness	NA	NA	87%	89%	87%	86%	81%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar
	Air quality	NA	NA	NA	NA	NA	78%	73%	Similar	NA	NA	NA	NA	NA	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)							2017 rating compared to	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017	2015	2000	2004	2008	2011	2013	2015	2017
Built Environment	Overall built environment	NA	NA	NA	NA	NA	81%	72%	Lower	NA	NA	NA	NA	NA	Higher	Similar
	New development in Oak Park	NA	NA	47%	51%	53%	56%	52%	Similar	NA	NA	Much lower	Similar	Similar	Similar	Similar
	Affordable quality housing	NA	NA	33%	35%	37%	38%	23%	Lower	NA	NA	Similar	Similar	Lower	Similar	Lower
	Housing options	NA	NA	NA	NA	NA	64%	54%	Lower	NA	NA	NA	NA	NA	Similar	Similar
	Public places	NA	NA	NA	NA	NA	86%	83%	Similar	NA	NA	NA	NA	NA	Higher	Similar
Economy	Overall economic health	NA	NA	NA	NA	NA	67%	68%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Vibrant downtown/commercial area	NA	NA	NA	NA	NA	69%	71%	Similar	NA	NA	NA	NA	NA	Higher	Higher
	Business and services	NA	NA	55%	67%	65%	64%	67%	Similar	NA	NA	Similar	Higher	Similar	Similar	Similar
	Cost of living	NA	NA	NA	NA	NA	24%	16%	Lower	NA	NA	NA	NA	NA	Lower	Lower
	Shopping opportunities	48%	71%	39%	51%	51%	61%	67%	Similar	NA	Much higher	Lower	Similar	Similar	Similar	Similar
	Employment opportunities	NA	NA	25%	28%	33%	41%	33%	Lower	NA	NA	Similar	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	NA	NA	NA	84%	83%	Similar	NA	NA	NA	NA	NA	Higher	Higher
	Place to work	NA	NA	56%	58%	68%	68%	57%	Lower	NA	NA	Similar	Higher	Much higher	Similar	Similar
Recreation and Wellness	Health and wellness	NA	NA	NA	NA	NA	78%	83%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Mental health care	NA	NA	NA	NA	NA	68%	60%	Lower	NA	NA	NA	NA	NA	Higher	Similar
	Preventive health services	NA	NA	NA	NA	NA	76%	76%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Health care	NA	NA	59%	68%	62%	74%	73%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar
	Food	NA	NA	NA	NA	NA	75%	75%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Recreational opportunities	NA	NA	75%	75%	79%	72%	71%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar
	Fitness opportunities	NA	NA	NA	NA	NA	69%	66%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Education and Enrichment	Education and enrichment opportunities	NA	NA	NA	NA	NA	84%	83%	Similar	NA	NA	NA	NA	NA	Higher	Higher
	Religious or spiritual events and activities	NA	NA	85%	86%	87%	89%	88%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher	Similar
	Cultural/arts/music activities	NA	86%	75%	72%	75%	83%	78%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher
	Adult education	NA	NA	NA	NA	NA	76%	65%	Lower	NA	NA	NA	NA	NA	Similar	Similar
	Child care/preschool	NA	NA	40%	49%	40%	68%	54%	Lower	NA	NA	Higher	Much higher	Similar	Higher	Similar
Community Engagement	Social events and activities	NA	NA	77%	77%	80%	78%	82%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher	Higher
	Neighborliness	NA	NA	NA	NA	NA	78%	72%	Similar	NA	NA	NA	NA	NA	Higher	Similar

	Percent rating positively (e.g., excellent/good, very/somewhat safe)							2017 rating compared to 2015	Comparison to benchmark						
	2000	2004	2008	2011	2013	2015	2017	2015	2000	2004	2008	2011	2013	2015	2017
Openness and acceptance	76%	89%	88%	86%	87%	77%	75%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher
Opportunities to participate in community matters	NA	NA	77%	76%	82%	77%	79%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher	Higher
Opportunities to volunteer	NA	NA	83%	80%	85%	81%	82%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)							2017 rating compared to 2015	Comparison to benchmark						
	2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
Services provided by Oak Park	77%	92%	72%	74%	82%	80%	76%	Similar	NA	Much higher	Similar	Higher	Higher	Similar	Similar
Customer service	64%	81%	70%	74%	81%	74%	72%	Similar	NA	Similar	Similar	Similar	Higher	Similar	Similar
Value of services for taxes paid	NA	NA	NA	NA	NA	47%	43%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Overall direction	65%	71%	53%	60%	66%	59%	45%	Lower	NA	Much higher	Lower	Higher	Higher	Similar	Similar
Welcoming citizen involvement	64%	73%	61%	65%	63%	65%	54%	Lower	NA	Much higher	Lower	Much higher	Much higher	Similar	Similar
Confidence in Village government	NA	NA	NA	NA	NA	54%	46%	Lower	NA	NA	NA	NA	NA	Similar	Similar
Acting in the best interest of Oak Park	NA	NA	NA	NA	NA	60%	50%	Lower	NA	NA	NA	NA	NA	Similar	Similar
Being honest	NA	NA	NA	NA	NA	63%	46%	Lower	NA	NA	NA	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	NA	NA	NA	61%	56%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Services provided by the Federal Government	NA	NA	31%	40%	38%	45%	29%	Lower	NA	NA	Lower	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)							2017 rating compared to 2015	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
	Police	76%	90%	87%	86%	92%	88%	87%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar
	Fire	85%	98%	96%	96%	98%	95%	94%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar
Safety	Ambulance/EMS	82%	97%	92%	93%	95%	93%	93%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar

		Percent rating positively (e.g., excellent/good)							2017 rating compared to 2015	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
	Crime prevention	67%	80%	58%	67%	74%	77%	68%	Lower	NA	Much higher	Similar	Similar	Higher	Similar	Similar
	Fire prevention	NA	NA	80%	84%	85%	85%	80%	Similar	NA	NA	Higher	Much higher	Higher	Similar	Similar
	Animal control	66%	83%	76%	75%	76%	74%	72%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar
	Emergency preparedness	NA	NA	72%	69%	61%	74%	58%	Lower	NA	NA	Higher	Similar	Similar	Similar	Similar
	Traffic enforcement	62%	76%	56%	54%	57%	61%	52%	Lower	NA	Much higher	Lower	Lower	Lower	Similar	Similar
	Street repair	56%	59%	35%	36%	48%	40%	50%	Higher	NA	Higher	Much lower	Lower	Similar	Similar	Similar
	Street cleaning	75%	89%	74%	70%	77%	63%	71%	Higher	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar
	Street lighting	68%	83%	70%	71%	72%	66%	69%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar
	Snow removal	58%	77%	58%	64%	77%	59%	67%	Higher	NA	Much higher	Similar	Higher	Much higher	Similar	Similar
	Sidewalk maintenance	48%	70%	54%	58%	65%	63%	61%	Similar	NA	Much higher	Higher	Higher	Much higher	Similar	Similar
	Traffic signal timing	NA	NA	NA	NA	NA	56%	54%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Mobility	Bus or transit services	NA	81%	69%	76%	69%	78%	73%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher
	Garbage collection	73%	89%	80%	86%	89%	88%	83%	Similar	NA	Higher	Similar	Similar	Similar	Similar	Similar
	Recycling	72%	87%	81%	83%	88%	89%	81%	Lower	NA	Much higher	Much higher	Much higher	Much higher	Similar	Similar
	Yard waste pick-up	NA	85%	75%	78%	77%	79%	77%	Similar	NA	Much higher	Higher	Higher	Higher	Similar	Similar
	Drinking water	NA	NA	NA	NA	NA	81%	81%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Natural Environment	Natural areas preservation	NA	NA	NA	NA	NA	63%	53%	Lower	NA	NA	NA	NA	NA	Similar	Similar
	Open space	NA	NA	NA	NA	NA	70%	60%	Lower	NA	NA	NA	NA	NA	Similar	Similar
	Storm drainage	NA	NA	NA	NA	NA	61%	54%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Sewer services	NA	NA	70%	64%	75%	75%	71%	Similar	NA	NA	Similar	Lower	Similar	Similar	Similar
	Power utility	NA	NA	NA	NA	NA	82%	81%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Utility billing	NA	NA	NA	NA	NA	72%	74%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Land use, planning and zoning	NA	NA	38%	43%	54%	61%	46%	Lower	NA	NA	Similar	Similar	Similar	Similar	Similar
Built Environment	Code enforcement	NA	NA	57%	48%	67%	64%	56%	Lower	NA	NA	Much higher	Higher	Much higher	Similar	Similar

		Percent rating positively (e.g., excellent/good)							2017 rating compared to 2015	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
	Cable television	46%	69%	62%	59%	62%	55%	64%	Higher	NA	Much higher	Much higher	Similar	Higher	Similar	Similar
Economy	Economic development	NA	77%	36%	33%	35%	51%	53%	Similar	NA	Much higher	Much lower	Lower	Much lower	Similar	Similar
	Village parks	NA	NA	NA	NA	NA	90%	89%	Similar	NA	NA	NA	NA	NA	Higher	Similar
	Recreation centers	NA	NA	76%	NA	NA	90%	87%	Similar	NA	NA	Higher	NA	NA	Higher	Higher
Recreation and Wellness	Health services	74%	89%	72%	68%	69%	77%	80%	Similar	NA	Much higher	Much higher	Higher	Similar	Similar	Similar
	Special events	NA	NA	NA	NA	NA	81%	77%	Similar	NA	NA	NA	NA	NA	Higher	Similar
Education and Enrichment	Public libraries	81%	NA	92%	96%	95%	93%	93%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher	Higher
Community Engagement	Public information	NA	NA	80%	80%	83%	81%	78%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2017 rating compared to 2015	Comparison to benchmark						
	2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
Sense of community	73%	88%	85%	82%	84%	79%	76%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher
Recommend Oak Park	NA	NA	89%	88%	91%	92%	87%	Similar	NA	NA	Higher	Higher	Higher	Similar	Similar
Remain in Oak Park	NA	NA	79%	82%	85%	83%	80%	Similar	NA	NA	Lower	Similar	Similar	Similar	Similar
Contacted Oak Park employees	71%	NA	74%	76%	69%	70%	67%	Similar	NA	NA	Much higher	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)							2017 rating compared to 2015	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
	Stocked supplies for an emergency	NA	NA	NA	NA	NA	24%	21%	Similar	NA	NA	NA	NA	NA	Lower	Lower
	Did NOT report a crime	NA	NA	NA	NA	NA	76%	72%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Safety	Was NOT the victim of a crime	NA	NA	77%	87%	86%	88%	89%	Similar	NA	NA	Much lower	Similar	Similar	Similar	Similar

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2017 rating compared to	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017	2015	2000	2004	2008	2011	2013	2015	2017
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	NA	81%	79%	Similar	NA	NA	NA	NA	NA	Much higher	Much higher
	Carpooled instead of driving alone	NA	NA	NA	NA	NA	44%	48%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	NA	88%	87%	Similar	NA	NA	NA	NA	NA	Much higher	Much higher
Natural Environment	Conserved water	NA	NA	NA	NA	NA	78%	78%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Made home more energy efficient	NA	NA	NA	NA	NA	74%	77%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Recycled at home	NA	NA	90%	92%	90%	89%	91%	Similar	NA	NA	Much higher	Much higher	Much higher	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	NA	56%	67%	Higher	NA	NA	NA	NA	NA	Similar	Higher
	NOT under housing cost stress	NA	NA	NA	64%	66%	67%	65%	Similar	NA	NA	NA	Similar	Similar	Similar	Similar
Economy	Purchased goods or services in Oak Park	NA	NA	NA	NA	NA	91%	94%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Economy will have positive impact on income	NA	NA	7%	11%	24%	29%	22%	Similar	NA	NA	Much lower	Much lower	Higher	Similar	Similar
	Work in Oak Park	NA	NA	NA	NA	NA	28%	28%	Similar	NA	NA	NA	NA	NA	Lower	Lower
Recreation and Wellness	Used Oak Park recreation centers	NA	NA	66%	NA	NA	62%	59%	Similar	NA	NA	Much higher	NA	NA	Similar	Similar
	Visited a Village park	NA	NA	94%	NA	NA	89%	88%	Similar	NA	NA	Much higher	NA	NA	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	NA	86%	86%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	NA	87%	86%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	NA	NA	71%	70%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Education and Enrichment	Used Oak Park public libraries	73%	NA	83%	86%	85%	80%	84%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher	Much higher
	Participated in religious or spiritual activities	NA	NA	53%	46%	48%	43%	43%	Similar	NA	NA	Similar	Much lower	Lower	Similar	Similar
	Attended a Village-sponsored event	NA	NA	NA	NA	NA	68%	62%	Similar	NA	NA	NA	NA	NA	Higher	Similar

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2017 rating compared to	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017	2015	2000	2004	2008	2011	2013	2015	2017
	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	NA	23%	33%	Higher	NA	NA	NA	NA	NA	Similar	Similar
	Contacted Oak Park elected officials	NA	NA	NA	NA	NA	18%	24%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Volunteered	NA	NA	45%	44%	50%	41%	45%	Similar	NA	NA	Higher	Similar	Higher	Similar	Similar
	Participated in a club	NA	NA	31%	30%	29%	24%	28%	Similar	NA	NA	Similar	Similar	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	NA	92%	89%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	NA	79%	84%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Attended a local public meeting	NA	NA	30%	28%	27%	23%	27%	Similar	NA	NA	Similar	Similar	Similar	Similar	Similar
	Watched a local public meeting	25%	NA	36%	34%	27%	20%	21%	Similar	NA	NA	Much lower	Much lower	Much lower	Similar	Similar
	Read or watched local news	NA	NA	NA	NA	NA	84%	87%	Similar	NA	NA	NA	NA	NA	Similar	Similar
Community Engagement	Voted in local elections	NA	NA	NA	82%	79%	88%	88%	Similar	NA	NA	NA	Much higher	Higher	Similar	Similar

THE NCS™

The National Citizen Survey™

Oak Park, IL
Comparisons by Demographic Subgroups

2017

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 all respondents (476 completed surveys) is generally no greater than plus or minus five percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Where differences emerged, residents who had lived in the community five years or less were more likely to favorably rate Community Characteristics than those who had lived in the community for more than five years (e.g. overall appearance of Oak Park, ease of travel by bus, overall quality of new development, etc.).
- Across most facets, residents who owned their home were more likely to report higher rates of participation compared to residents who rented their home (e.g. higher rates of voting in local elections, attending a Village-sponsored event, using the recreation centers, etc.).
- Where gender differences emerged, female respondents tended to give better evaluations to Community Characteristics and to aspects of Governance than did their male counterparts; however, male respondents were more likely to positively rate aspects of local governance and leadership than were females (Oak Park generally acting in the best interest of the community and treating all residents fairly).

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	88%	82%	83%	82%	86%	82%	76%	91%	84%
Overall image or reputation of Oak Park	86%	83%	85%	79%	88%	82%	78%	89%	85%
Oak Park as a place to live	94%	87%	88%	87%	91%	86%	87%	95%	90%
Your neighborhood as a place to live	89%	84%	87%	85%	88%	82%	88%	88%	87%
Oak Park as a place to raise children	96%	83%	91%	83%	93%	80%	85%	96%	90%
Oak Park as a place to retire	61%	39%	46%	64%	38%	59%	53%	41%	47%
Overall appearance of Oak Park	92%	85%	84%	89%	85%	85%	93%	88%	87%

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	85%	82%	90%	88%	70%	79%	90%	83%	86%	84%	84%
Overall image or reputation of Oak Park	85%	83%	90%	79%	73%	77%	91%	84%	84%	86%	85%
Oak Park as a place to live	90%	88%	94%	94%	76%	87%	93%	88%	89%	91%	90%
Your neighborhood as a place to live	87%	87%	92%	82%	76%	90%	86%	86%	89%	84%	87%
Oak Park as a place to raise children	90%	91%	95%	89%	77%	88%	90%	91%	91%	88%	90%
Oak Park as a place to retire	44%	53%	44%	75%	30%	52%	41%	52%	46%	48%	47%
Overall appearance of Oak Park	88%	83%	90%	97%	74%	90%	89%	83%	89%	85%	87%

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	82%	72%	76%	79%	76%	68%	84%	79%	77%
In your neighborhood during the day	93%	89%	91%	89%	92%	85%	94%	93%	91%
In Oak Park's downtown/commercial area during the day	96%	92%	91%	95%	92%	90%	99%	94%	93%
In your neighborhood after dark	66%	72%	67%	70%	68%	64%	73%	69%	69%
In Oak Park's downtown/commercial area after dark	86%	70%	71%	81%	72%	76%	82%	74%	75%

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	77%	78%	76%	92%	73%	77%	77%	77%	75%	80%	77%
In your neighborhood during the day	91%	90%	95%	95%	69%	85%	94%	92%	91%	92%	91%
In Oak Park's downtown/commercial area during the day	94%	88%	96%	97%	83%	94%	95%	90%	95%	90%	93%
In your neighborhood after dark	69%	66%	71%	85%	47%	64%	72%	70%	64%	75%	69%
In Oak Park's downtown/commercial area after dark	79%	65%	79%	82%	61%	87%	75%	69%	75%	76%	75%

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	73%	70%	69%	74%	69%	65%	74%	74%	71%
Traffic flow on major streets	30%	39%	29%	36%	30%	32%	38%	34%	32%
Ease of public parking	30%	29%	20%	26%	27%	18%	28%	32%	26%
Ease of travel by car in Oak Park	44%	47%	44%	51%	42%	46%	50%	45%	45%
Ease of travel by bicycle in Oak Park	62%	68%	66%	68%	64%	66%	50%	73%	66%
Ease of walking in Oak Park	91%	90%	80%	84%	89%	80%	86%	93%	87%
Availability of paths and walking trails	69%	53%	47%	70%	49%	62%	61%	53%	56%
Ease of travel by bus in Oak Park	68%	60%	50%	58%	60%	49%	57%	63%	59%
Ease of travel by rail in Oak Park	90%	87%	85%	86%	88%	78%	92%	90%	87%

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	70%	74%	72%	79%	69%	62%	74%	74%	75%	66%	71%
Traffic flow on major streets	34%	28%	31%	51%	28%	29%	36%	32%	36%	29%	32%
Ease of public parking	28%	21%	28%	30%	20%	23%	33%	21%	23%	31%	26%
Ease of travel by car in Oak Park	45%	46%	43%	59%	42%	38%	52%	42%	50%	39%	45%
Ease of travel by bicycle in Oak Park	67%	60%	63%	80%	65%	62%	71%	59%	63%	69%	66%
Ease of walking in Oak Park	90%	79%	91%	84%	79%	92%	93%	78%	86%	90%	87%
Availability of paths and walking trails	59%	46%	53%	60%	68%	73%	55%	47%	58%	54%	56%
Ease of travel by bus in Oak Park	61%	54%	61%	64%	49%	61%	62%	56%	65%	52%	59%
Ease of travel by rail in Oak Park	88%	85%	92%	93%	65%	90%	89%	83%	89%	86%	87%

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			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	
Quality of overall natural environment in Oak Park	88%	86%	79%	83%	85%	84%	86%	85%	85%
Air quality	75%	74%	69%	81%	68%	81%	68%	74%	73%
Cleanliness of Oak Park	85%	80%	76%	79%	81%	80%	77%	83%	81%

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	86%	78%	87%	93%	74%	93%	85%	79%	85%	86%	85%
Air quality	75%	67%	73%	84%	66%	76%	75%	69%	74%	71%	73%
Cleanliness of Oak Park	82%	74%	83%	94%	63%	82%	84%	75%	80%	81%	81%

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)	79%	67%	68%	78%	67%	71%	70%	74%	72%
Public places where people want to spend time	90%	82%	76%	84%	82%	77%	87%	85%	83%
Variety of housing options	58%	49%	53%	45%	59%	44%	57%	58%	54%
Availability of affordable quality housing	22%	24%	23%	22%	23%	26%	24%	22%	23%
Overall quality of new development in Oak Park	70%	48%	39%	57%	50%	54%	52%	52%	52%

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)	73%	66%	72%	84%	65%	75%	73%	68%	73%	71%	72%
Public places where people want to spend time	86%	73%	86%	85%	78%	89%	84%	78%	82%	85%	83%
Variety of housing options	52%	58%	59%	40%	48%	43%	56%	58%	56%	51%	54%
Availability of affordable quality housing	22%	25%	23%	26%	19%	21%	19%	30%	24%	21%	23%
Overall quality of new development in Oak Park	57%	36%	52%	65%	49%	71%	52%	41%	48%	58%	52%

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			
	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 economic health of Oak Park	84%	63%	60%	72%	66%	62%	65%	74%	68%
Oak Park as a place to work	60%	43%	65%	57%	55%	56%	65%	51%	57%
Oak Park as a place to visit	87%	78%	84%	83%	83%	76%	86%	85%	83%
Employment opportunities	40%	32%	30%	30%	36%	21%	46%	35%	33%
Shopping opportunities	77%	69%	52%	72%	64%	57%	77%	67%	67%
Cost of living in Oak Park	19%	16%	14%	18%	15%	17%	20%	15%	16%
Overall quality of business and service establishments in Oak Park	68%	71%	62%	63%	70%	64%	66%	71%	67%
Vibrant downtown/commercial area	83%	72%	56%	75%	69%	71%	72%	72%	71%

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	72%	57%	72%	71%	61%	78%	70%	63%	71%	66%	68%
Oak Park as a place to work	51%	72%	65%	49%	41%	50%	50%	70%	59%	54%	57%
Oak Park as a place to visit	82%	86%	89%	81%	63%	80%	83%	86%	82%	84%	83%
Employment opportunities	36%	26%	38%	32%	26%	33%	37%	32%	35%	34%	33%
Shopping opportunities	74%	41%	69%	60%	68%	85%	69%	50%	70%	63%	67%
Cost of living in Oak Park	17%	13%	16%	13%	20%	17%	17%	15%	20%	12%	16%
Overall quality of business and service establishments in Oak Park	69%	61%	75%	67%	39%	70%	70%	63%	66%	69%	67%
Vibrant downtown/commercial area	76%	56%	73%	67%	75%	86%	74%	58%	76%	66%	71%

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	83%	80%	85%	82%	82%	78%	82%	86%	83%
Fitness opportunities (including exercise classes and paths or trails, etc.)	62%	69%	68%	63%	68%	53%	67%	72%	66%
Recreational opportunities	72%	72%	68%	69%	72%	63%	69%	75%	71%
Availability of affordable quality food	80%	71%	73%	75%	75%	69%	80%	76%	75%
Availability of affordable quality health care	74%	70%	74%	66%	76%	67%	70%	80%	73%
Availability of preventive health services	81%	69%	79%	72%	78%	65%	76%	81%	76%
Availability of affordable quality mental health care	62%	56%	63%	55%	63%	43%	61%	66%	60%

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	81%	89%	84%	90%	78%	77%	83%	87%	83%	83%	83%
Fitness opportunities (including exercise classes and paths or trails, etc.)	66%	68%	69%	64%	59%	63%	68%	68%	67%	66%	66%
Recreational opportunities	71%	68%	75%	74%	53%	66%	76%	68%	73%	68%	71%
Availability of affordable quality food	75%	75%	82%	77%	51%	76%	75%	75%	74%	76%	75%
Availability of affordable quality health care	70%	80%	79%	69%	57%	76%	69%	76%	73%	73%	73%
Availability of preventive health services	74%	81%	81%	79%	61%	82%	74%	75%	73%	80%	76%
Availability of affordable quality mental health care	61%	55%	70%	59%	32%	61%	63%	57%	60%	60%	60%

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	84%	79%	86%	79%	85%	77%	74%	90%	83%
Availability of affordable quality child care/preschool	53%	53%	56%	57%	54%	76%	45%	54%	54%
Adult educational opportunities	73%	61%	64%	63%	67%	63%	58%	72%	65%
Opportunities to attend cultural/arts/music activities	79%	78%	76%	71%	81%	68%	75%	83%	78%
Opportunities to participate in religious or spiritual events and activities	84%	89%	90%	84%	90%	77%	91%	92%	88%

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	82%	88%	87%	82%	76%	78%	83%	87%	85%	81%	83%
Availability of affordable quality child care/preschool	54%	56%	60%	36%	59%	28%	59%	63%	57%	49%	54%
Adult educational opportunities	64%	69%	72%	42%	58%	60%	68%	67%	67%	64%	65%
Opportunities to attend cultural/arts/music activities	77%	79%	80%	85%	67%	71%	83%	76%	77%	79%	78%
Opportunities to participate in religious or spiritual events and activities	87%	90%	92%	90%	71%	81%	92%	88%	87%	89%	88%

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	88%	82%	75%	84%	81%	76%	86%	84%	82%
Opportunities to volunteer	79%	82%	85%	76%	85%	70%	83%	87%	82%
Opportunities to participate in community matters	83%	82%	75%	73%	83%	70%	68%	89%	79%
Openness and acceptance of the community toward people of diverse backgrounds	81%	71%	74%	70%	78%	66%	73%	80%	75%
Neighborliness of residents in Oak Park	71%	74%	71%	61%	79%	50%	64%	86%	72%

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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Opportunities to participate in social events and activities	84%	74%	84%	80%	78%	88%	85%	74%	82%	81%	82%
Opportunities to volunteer	84%	77%	84%	83%	75%	81%	85%	79%	82%	82%	82%
Opportunities to participate in community matters	82%	74%	82%	76%	78%	81%	84%	74%	84%	74%	79%
Openness and acceptance of the community toward people of diverse backgrounds	75%	74%	81%	66%	62%	83%	75%	71%	74%	77%	75%
Neighborliness of residents in Oak Park	73%	68%	76%	72%	61%	61%	82%	67%	76%	68%	72%

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	84%	73%	71%	71%	78%	70%	68%	83%	76%
The value of services for the taxes paid to Oak Park	52%	37%	40%	45%	41%	35%	41%	46%	43%
The overall direction that Oak Park is taking	61%	42%	33%	47%	43%	39%	39%	50%	45%
The job Oak Park government does at welcoming citizen involvement	56%	51%	55%	49%	56%	40%	47%	62%	54%
Overall confidence in Oak Park government	56%	42%	40%	48%	44%	36%	42%	52%	46%
Generally acting in the best interest of the community	59%	47%	44%	52%	48%	38%	55%	53%	50%
Being honest	52%	44%	43%	49%	45%	37%	48%	50%	46%
Treating all residents fairly	61%	53%	54%	61%	53%	50%	57%	58%	56%
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	77%	69%	71%	74%	70%	68%	73%	73%	72%
The Federal Government	23%	37%	28%	27%	31%	33%	20%	30%	29%

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	76%	75%	80%	75%	71%	74%	79%	73%	76%	77%	76%
The value of services for the taxes paid to Oak Park	42%	45%	43%	56%	37%	40%	45%	42%	42%	44%	43%
The overall direction that Oak Park is taking	49%	33%	48%	48%	34%	51%	50%	35%	42%	49%	45%
The job Oak Park government does at welcoming citizen involvement	53%	56%	58%	56%	39%	46%	58%	54%	53%	56%	54%
Overall confidence in Oak Park government	46%	45%	44%	62%	46%	46%	48%	44%	43%	50%	46%
Generally acting in the best interest of the community	51%	46%	50%	59%	46%	53%	51%	47%	45%	56%	50%
Being honest	47%	43%	49%	43%	42%	45%	48%	46%	44%	49%	46%
Treating all residents fairly	55%	58%	59%	57%	48%	49%	60%	56%	51%	62%	56%
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	71%	74%	74%	80%	62%	68%	73%	73%	69%	77%	72%
The Federal Government	28%	36%	27%	43%	26%	22%	30%	34%	28%	32%	29%

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	79%	91%	91%	81%	90%	66%	95%	92%	87%
Fire services	94%	93%	95%	94%	94%	88%	98%	96%	94%
Ambulance or emergency medical services	92%	92%	96%	94%	93%	89%	97%	95%	93%
Crime prevention	71%	63%	71%	68%	68%	58%	78%	68%	68%
Fire prevention and education	81%	76%	83%	77%	81%	64%	90%	83%	80%
Animal control	72%	76%	68%	74%	72%	74%	71%	73%	72%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58%	59%	59%	66%	54%	52%	81%	51%	58%

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	86%	89%	92%	94%	62%	71%	92%	91%	87%	86%	87%
Fire services	94%	94%	98%	95%	74%	92%	94%	95%	98%	89%	94%
Ambulance or emergency medical services	93%	94%	99%	95%	66%	91%	92%	95%	98%	88%	93%
Crime prevention	68%	68%	69%	83%	57%	55%	71%	74%	72%	64%	68%
Fire prevention and education	79%	83%	86%	76%	60%	63%	88%	80%	88%	70%	80%
Animal control	72%	74%	72%	80%	71%	71%	75%	70%	72%	72%	72%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	56%	68%	66%	45%	49%	67%	50%	62%	65%	51%	58%

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	57%	52%	48%	52%	53%	44%	49%	54%	52%
Street repair	55%	54%	39%	48%	51%	40%	40%	58%	50%
Street cleaning	73%	75%	65%	64%	75%	64%	59%	79%	71%
Street lighting	70%	74%	62%	72%	67%	66%	74%	69%	69%
Snow removal	70%	72%	60%	68%	67%	57%	66%	72%	67%
Sidewalk maintenance	68%	65%	52%	62%	62%	54%	60%	66%	61%
Traffic signal timing	60%	58%	42%	58%	51%	56%	52%	54%	54%
Bus or transit services	73%	77%	69%	81%	70%	71%	77%	72%	73%

Table 24: Governance - Mobility

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
Traffic enforcement	53%	51%	52%	62%	48%	41%	60%	51%	55%	48%	52%
Street repair	54%	37%	50%	62%	45%	53%	56%	40%	50%	50%	50%
Street cleaning	73%	64%	73%	81%	60%	72%	76%	65%	70%	73%	71%
Street lighting	70%	64%	71%	73%	62%	69%	70%	68%	69%	69%	69%
Snow removal	67%	67%	69%	78%	56%	60%	72%	67%	68%	66%	67%
Sidewalk maintenance	65%	52%	63%	67%	55%	64%	68%	52%	60%	65%	61%
Traffic signal timing	56%	45%	54%	65%	50%	63%	53%	48%	58%	50%	54%
Bus or transit services	74%	72%	77%	71%	68%	82%	73%	70%	79%	66%	73%

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	79%	88%	82%	79%	85%	67%	86%	90%	83%
Recycling	78%	83%	83%	79%	83%	68%	83%	87%	81%
Yard waste pick-up	78%	77%	77%	68%	81%	65%	74%	83%	77%
Drinking water	81%	79%	84%	80%	81%	70%	87%	84%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	57%	54%	48%	60%	49%	52%	49%	54%	53%
Oak Park open space	64%	62%	54%	65%	57%	53%	63%	61%	60%

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	83%	84%	89%	74%	77%	83%	86%	80%	88%	78%	83%
Recycling	80%	85%	87%	74%	74%	78%	83%	82%	86%	75%	81%
Yard waste pick-up	76%	81%	86%	59%	73%	66%	83%	77%	83%	72%	77%
Drinking water	80%	83%	87%	76%	68%	80%	81%	83%	84%	78%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	56%	42%	54%	57%	50%	64%	50%	48%	54%	52%	53%
Oak Park open space	63%	50%	62%	58%	58%	70%	62%	51%	58%	64%	60%

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	59%	45%	60%	58%	52%	54%	47%	58%	54%
Sewer services	73%	68%	74%	69%	72%	68%	71%	76%	71%
Power (electric and/or gas) utility	75%	90%	79%	76%	84%	67%	83%	88%	81%
Utility billing	72%	75%	74%	76%	72%	66%	78%	76%	74%
Land use, planning and zoning	62%	42%	36%	55%	40%	53%	48%	42%	46%
Code enforcement (weeds, abandoned buildings, etc.)	61%	57%	51%	59%	54%	56%	62%	54%	56%
Cable television	70%	64%	59%	65%	64%	54%	60%	70%	64%

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	52%	62%	55%	58%	59%	53%	51%	59%	53%	56%	54%
Sewer services	71%	74%	74%	69%	73%	67%	76%	70%	72%	71%	71%
Power (electric and/or gas) utility	81%	82%	83%	82%	81%	76%	87%	80%	83%	80%	81%
Utility billing	73%	75%	75%	75%	74%	72%	76%	73%	77%	70%	74%
Land use, planning and zoning	48%	37%	43%	54%	57%	64%	42%	40%	42%	51%	46%
Code enforcement (weeds, abandoned buildings, etc.)	56%	54%	59%	50%	56%	63%	58%	49%	61%	51%	56%
Cable television	67%	57%	64%	67%	71%	76%	66%	56%	63%	66%	64%

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	68%	48%	46%	61%	49%	58%	60%	49%	53%

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	56%	44%	56%	54%	49%	68%	52%	48%	52%	55%	53%

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%	89%	87%	91%	89%	83%	94%	91%	89%
Recreation centers or facilities	93%	86%	83%	89%	86%	80%	95%	87%	87%
Health services	80%	84%	75%	83%	77%	71%	85%	82%	80%

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	90%	88%	93%	82%	83%	91%	91%	87%	91%	87%	89%
Recreation centers or facilities	87%	88%	90%	81%	85%	92%	87%	84%	90%	84%	87%
Health services	81%	75%	84%	67%	73%	78%	84%	76%	82%	77%	80%

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	96%	92%	92%	94%	93%	92%	93%	94%	93%
Village-sponsored special events	82%	78%	71%	78%	76%	79%	72%	80%	77%

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	94%	90%	97%	91%	83%	95%	94%	91%	96%	89%	93%
Village-sponsored special events	80%	68%	83%	71%	66%	87%	79%	68%	78%	76%	77%

Table 35: Governance - Community Engagement

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 information services	81%	80%	73%	80%	77%	76%	78%	78%	78%

Table 36: Governance - Community Engagement

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 information services	80%	73%	81%	77%	72%	88%	76%	74%	82%	72%	78%

Table 37: 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	79%	77%	73%	72%	79%	66%	70%	85%	76%
Recommend living in Oak Park to someone who asks	92%	85%	84%	84%	89%	81%	84%	93%	87%
Remain in Oak Park for the next five years	80%	83%	77%	78%	82%	76%	75%	86%	80%
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	65%	70%	67%	58%	73%	57%	66%	73%	67%

Table 38: 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	78%	71%	81%	75%	68%	72%	84%	70%	80%	73%	76%
Recommend living in Oak Park to someone who asks	88%	83%	90%	92%	79%	85%	92%	83%	86%	89%	87%
Remain in Oak Park for the next five years	80%	79%	79%	91%	81%	68%	91%	76%	80%	81%	80%
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	71%	56%	68%	75%	56%	68%	72%	61%	66%	69%	67%

Table 39: 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	96%	84%	88%	94%	86%	94%	89%	86%	89%
Did NOT report a crime	75%	69%	72%	73%	71%	76%	69%	74%	72%
Stocked supplies in preparation for an emergency	20%	20%	22%	17%	23%	21%	17%	23%	21%
Called for police service in Oak Park	31%	35%	33%	29%	36%	22%	44%	32%	34%
Called for Oak Park fire/EMS	8%	11%	12%	14%	8%	11%	17%	7%	10%

Table 40: 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%	91%	89%	93%	88%	93%	87%	89%	89%	89%	89%
Did NOT report a crime	71%	74%	74%	73%	70%	70%	73%	73%	71%	74%	72%
Stocked supplies in preparation for an emergency	20%	22%	20%	21%	20%	13%	22%	24%	19%	23%	21%
Called for police service in Oak Park	34%	32%	31%	32%	41%	31%	35%	32%	31%	35%	34%
Called for Oak Park fire/EMS	9%	14%	11%	13%	2%	6%	10%	14%	11%	10%	10%

Table 41: 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	85%	92%	81%	86%	87%	75%	92%	91%	87%
Carpooled with other adults or children instead of driving alone	51%	53%	39%	45%	50%	26%	51%	56%	48%
Used bus, rail, subway or other public transportation instead of driving	81%	80%	75%	77%	80%	67%	84%	83%	79%

Table 42: 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%	76%	91%	86%	70%	83%	94%	80%	85%	89%	87%
Carpooled with other adults or children instead of driving alone	51%	38%	51%	37%	44%	37%	63%	36%	52%	43%	48%
Used bus, rail, subway or other public transportation instead of driving	80%	73%	80%	81%	70%	67%	87%	77%	77%	83%	79%

Table 43: 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	88%	93%	94%	82%	97%	76%	91%	99%	91%
Made efforts to make your home more energy efficient	79%	79%	74%	74%	80%	77%	66%	82%	77%
Made efforts to conserve water	74%	78%	83%	73%	82%	77%	74%	79%	78%

Table 44: 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	91%	94%	96%	81%	79%	87%	94%	90%	89%	95%	91%
Made efforts to make your home more energy efficient	81%	66%	78%	80%	72%	85%	79%	70%	78%	77%	77%
Made efforts to conserve water	78%	81%	85%	69%	58%	77%	77%	81%	82%	75%	78%

Table 45: 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	65%	68%	60%	50%	74%	28%	54%	86%	65%
Did NOT observe a code violation	74%	70%	56%	73%	64%	74%	71%	65%	67%

Table 46: 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%	52%	69%	52%	64%	67%	73%	52%	61%	70%	65%
Did NOT observe a code violation	69%	59%	67%	67%	76%	74%	70%	60%	69%	65%	67%

Table 47: 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%	98%	92%	95%	93%	93%	95%	96%	94%
Economy will have positive impact on income	26%	18%	22%	17%	25%	14%	25%	24%	22%
Work in Oak Park	27%	27%	31%	25%	30%	25%	26%	29%	28%

Table 48: 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	94%	92%	96%	92%	93%	89%	97%	95%	95%	93%	94%
Economy will have positive impact on income	22%	23%	22%	23%	20%	22%	21%	23%	17%	27%	22%
Work in Oak Park	30%	23%	28%	35%	18%	31%	28%	27%	28%	28%	28%

Table 49: 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	56%	68%	51%	49%	65%	40%	59%	66%	59%
Visited a neighborhood park or Village park	87%	91%	85%	80%	93%	68%	94%	95%	88%
Eat at least 5 portions of fruits and vegetables a day	85%	90%	84%	87%	86%	82%	86%	88%	86%
Participate in moderate or vigorous physical activity	84%	89%	85%	85%	87%	87%	81%	88%	86%
Reported being in "very good" or "excellent" health	74%	73%	63%	64%	74%	56%	64%	79%	70%

Table 50: 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	64%	42%	60%	69%	45%	45%	76%	46%	59%	58%	59%
Visited a neighborhood park or Village park	90%	82%	90%	90%	77%	83%	96%	82%	88%	89%	88%
Eat at least 5 portions of fruits and vegetables a day	87%	85%	86%	88%	87%	85%	88%	86%	93%	78%	86%
Participate in moderate or vigorous physical activity	87%	83%	90%	73%	82%	84%	88%	84%	87%	86%	86%
Reported being in "very good" or "excellent" health	74%	57%	75%	59%	58%	76%	76%	59%	71%	69%	70%

Table 51: 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	83%	86%	83%	83%	85%	78%	81%	88%	84%
Participated in religious or spiritual activities in Oak Park	37%	42%	51%	36%	47%	35%	42%	46%	43%
Attended a Village-sponsored event	64%	67%	54%	51%	68%	46%	66%	71%	62%

Table 52: 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	85%	80%	86%	85%	75%	78%	93%	77%	86%	81%	84%
Participated in religious or spiritual activities in Oak Park	42%	47%	47%	45%	26%	36%	45%	45%	42%	44%	43%
Attended a Village-sponsored event	65%	52%	66%	58%	53%	55%	73%	52%	67%	56%	62%

Table 53: 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	24%	39%	36%	21%	41%	23%	26%	40%	33%
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	20%	23%	29%	21%	26%	18%	24%	25%	24%
Volunteered your time to some group/activity in Oak Park	39%	53%	44%	34%	53%	21%	41%	57%	45%
Participated in a club	23%	36%	23%	20%	33%	9%	34%	34%	28%
Talked to or visited with your immediate neighbors	81%	94%	93%	79%	95%	77%	86%	96%	89%
Done a favor for a neighbor	72%	94%	86%	74%	91%	71%	79%	93%	84%
Attended a local public meeting	19%	32%	30%	18%	33%	17%	24%	31%	27%
Watched (online or on television) a local public meeting	25%	17%	21%	19%	21%	23%	16%	21%	21%
Read or watch local news (via television, paper, computer, etc.)	80%	86%	94%	83%	89%	85%	90%	87%	87%
Vote in local elections	79%	90%	95%	81%	91%	81%	92%	88%	88%

Table 54: 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	31%	40%	36%	23%	30%	16%	41%	36%	37%	29%	33%
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	24%	23%	24%	18%	27%	25%	22%	23%	22%	27%	24%
Volunteered your time to some group/activity in Oak Park	47%	40%	47%	42%	40%	30%	62%	36%	52%	36%	45%
Participated in a club	29%	23%	28%	30%	25%	22%	37%	19%	29%	26%	28%
Talked to or visited with your immediate neighbors	88%	92%	92%	91%	74%	75%	96%	90%	89%	89%	89%
Done a favor for a neighbor	85%	83%	86%	82%	77%	69%	93%	85%	84%	84%	84%
Attended a local public meeting	27%	29%	25%	33%	28%	18%	33%	26%	28%	26%	27%
Watched (online or on television) a local public meeting	20%	21%	14%	24%	44%	18%	20%	22%	21%	19%	21%
Read or watch local news (via television, paper, computer, etc.)	84%	95%	85%	94%	86%	77%	85%	96%	89%	83%	87%
Vote in local elections	86%	92%	90%	85%	76%	74%	89%	95%	89%	86%	88%

Table 55: 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	88%	91%	92%	85%	94%	81%	91%	95%	90%
Overall ease of getting to the places you usually have to visit	78%	78%	82%	80%	79%	77%	85%	77%	79%
Quality of overall natural environment in Oak Park	82%	78%	80%	79%	81%	72%	88%	80%	80%
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	70%	80%	78%	67%	81%	67%	81%	78%	76%
Health and wellness opportunities in Oak Park	62%	56%	73%	68%	60%	69%	84%	51%	64%
Overall opportunities for education and enrichment	79%	72%	83%	85%	73%	79%	85%	73%	78%
Overall economic health of Oak Park	77%	88%	96%	80%	91%	80%	90%	88%	87%
Sense of community	81%	81%	82%	76%	84%	72%	92%	80%	81%

Table 56: 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	90%	93%	93%	96%	76%	83%	93%	93%	89%	93%	90%
Overall ease of getting to the places you usually have to visit	77%	87%	79%	91%	67%	79%	75%	85%	76%	83%	79%
Quality of overall natural environment in Oak Park	79%	84%	80%	89%	76%	78%	79%	82%	84%	75%	80%
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	73%	85%	77%	86%	64%	64%	78%	82%	79%	74%	76%
Health and wellness opportunities in Oak Park	59%	78%	64%	73%	54%	65%	52%	77%	64%	64%	64%
Overall opportunities for education and enrichment	76%	82%	77%	86%	72%	75%	76%	81%	78%	77%	78%
Overall economic health of Oak Park	84%	96%	89%	89%	71%	73%	88%	94%	88%	84%	87%
Sense of community	80%	85%	80%	84%	84%	79%	79%	84%	85%	77%	81%

Table 57: 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	40%	38%	43%	31%	47%	38%	23%	44%	40%
Leaf pick-up	61%	70%	71%	56%	73%	45%	60%	78%	67%
Care of trees along the parkway	80%	78%	65%	79%	72%	64%	70%	80%	74%
Alley maintenance	67%	50%	44%	67%	45%	63%	57%	47%	54%
Parking services	52%	38%	27%	39%	39%	28%	35%	44%	39%
Online Village services	66%	65%	60%	56%	68%	55%	51%	72%	64%
Building permit review	56%	31%	38%	46%	37%	49%	41%	34%	40%
Oak Park adjudication court	41%	43%	39%	46%	36%	58%	33%	34%	41%

Table 58: 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	39%	42%	41%	45%	29%	41%	37%	42%	38%	43%	40%
Leaf pick-up	66%	72%	73%	61%	56%	53%	76%	65%	71%	63%	67%
Care of trees along the parkway	78%	63%	76%	74%	71%	80%	80%	64%	79%	69%	74%
Alley maintenance	54%	52%	51%	63%	60%	65%	53%	48%	56%	51%	54%
Parking services	41%	31%	37%	44%	47%	45%	43%	30%	35%	44%	39%
Online Village services	63%	68%	64%	65%	69%	55%	72%	61%	64%	66%	64%
Building permit review	40%	40%	36%	49%	52%	59%	32%	42%	39%	41%	40%
Oak Park adjudication court	40%	48%	32%	60%	48%	33%	44%	45%	48%	32%	41%

Table 59: 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	79%	85%	84%	79%	84%	72%	90%	85%	82%
Care of trees and landscaping in the parkways	82%	82%	86%	81%	85%	80%	80%	85%	83%
Maintenance of the public way, street cleaning, snow plowing	91%	95%	97%	93%	94%	91%	94%	95%	94%
Fire and emergency medical assistance	90%	94%	97%	91%	95%	91%	100%	92%	94%
Housing programs	65%	67%	62%	73%	59%	73%	77%	56%	65%
Operation and administration of parking services	63%	58%	65%	65%	59%	68%	61%	57%	61%
Partner agencies that promote or support tourism, housing and the arts in Oak Park	50%	54%	55%	51%	55%	51%	50%	55%	53%
Police protection	91%	92%	98%	89%	96%	85%	96%	96%	94%
Public health services	81%	74%	83%	85%	75%	85%	90%	71%	79%
Environmental sustainability programs and events	84%	73%	66%	82%	70%	77%	79%	71%	74%

Table 60: 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	82%	85%	83%	89%	75%	78%	83%	85%	82%	83%	82%
Care of trees and landscaping in the parkways	82%	87%	85%	85%	76%	77%	83%	88%	82%	85%	83%
Maintenance of the public way, street cleaning, snow plowing	93%	97%	96%	98%	82%	89%	93%	98%	95%	92%	94%
Fire and emergency medical assistance	92%	100%	97%	91%	83%	93%	90%	99%	95%	93%	94%
Housing programs	62%	75%	64%	71%	67%	66%	60%	70%	73%	55%	65%
Operation and administration of parking services	59%	70%	62%	70%	50%	57%	56%	72%	63%	60%	61%
Partner agencies that promote or support tourism, housing and the arts in Oak Park	51%	61%	53%	67%	43%	36%	58%	60%	52%	55%	53%
Police protection	92%	99%	96%	95%	79%	85%	94%	99%	94%	93%	94%
Public health services	75%	90%	82%	85%	67%	88%	68%	88%	82%	75%	79%
Environmental sustainability programs and events	75%	74%	74%	83%	73%	80%	74%	72%	81%	66%	74%

Table 61: 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	74%	94%	96%	75%	96%	80%	85%	95%	88%
Disorderly youth	56%	78%	91%	60%	83%	66%	76%	80%	75%
Drugs	64%	89%	95%	71%	89%	70%	82%	90%	82%
Graffiti	33%	67%	79%	41%	70%	43%	56%	68%	59%
Homelessness	72%	83%	91%	74%	86%	80%	87%	81%	82%
Noise	47%	60%	79%	49%	69%	63%	57%	62%	61%
Panhandling	69%	81%	92%	74%	85%	73%	86%	83%	80%
Run-down buildings and houses	46%	65%	78%	44%	74%	54%	54%	71%	63%
Traffic in Oak Park	95%	86%	96%	90%	94%	94%	82%	95%	92%

Table 62: 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	85%	95%	89%	84%	85%	67%	95%	94%	86%	89%	88%
Disorderly youth	71%	87%	77%	71%	68%	54%	77%	86%	70%	81%	75%
Drugs	80%	90%	85%	79%	74%	58%	88%	92%	78%	87%	82%
Graffiti	52%	82%	61%	62%	47%	24%	62%	80%	57%	61%	59%
Homelessness	80%	89%	85%	68%	78%	72%	81%	90%	85%	78%	82%
Noise	56%	80%	63%	58%	52%	48%	55%	77%	57%	66%	61%
Panhandling	77%	91%	81%	75%	80%	63%	82%	91%	78%	83%	80%
Run-down buildings and houses	58%	78%	62%	59%	66%	43%	64%	74%	61%	64%	63%
Traffic in Oak Park	91%	94%	93%	87%	91%	90%	92%	94%	92%	92%	92%

Table 63: 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	79%	87%	68%	73%	81%	64%	74%	87%	78%
Village of Oak Park Facebook & Twitter pages	32%	23%	17%	23%	25%	23%	16%	29%	24%
Friends and neighbors	82%	93%	92%	77%	96%	87%	77%	95%	89%
Local newspapers	72%	81%	90%	74%	85%	66%	82%	86%	81%
Village of Oak Park email news ("e-News")	30%	44%	40%	26%	46%	25%	34%	47%	38%
Village of Oak Park OP/FYI newsletter and other Village mailings	68%	88%	93%	72%	90%	70%	84%	89%	83%
VOP-TV, the Village's cable TV channel	15%	15%	23%	24%	14%	28%	15%	14%	18%
Local online news sources	45%	60%	49%	45%	55%	44%	46%	57%	52%

Table 64: 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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
Village of Oak Park website	83%	64%	81%	80%	69%	82%	86%	66%	77%	80%	78%
Village of Oak Park Facebook & Twitter pages	29%	9%	20%	23%	46%	33%	28%	13%	23%	26%	24%
Friends and neighbors	88%	92%	91%	78%	89%	81%	92%	90%	88%	90%	89%
Local newspapers	78%	89%	79%	93%	78%	66%	82%	89%	81%	79%	81%
Village of Oak Park email news ("e-News")	38%	39%	35%	46%	47%	27%	40%	45%	40%	37%	38%
Village of Oak Park OP/FYI newsletter and other Village mailings	80%	92%	84%	90%	70%	61%	88%	91%	87%	78%	83%
VOP-TV, the Village's cable TV channel	16%	22%	10%	30%	38%	12%	12%	28%	21%	13%	18%
Local online news sources	53%	47%	53%	42%	48%	45%	56%	50%	49%	54%	52%

Table 65: 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			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	
Elementary School District (38.88%)	88%	69%	68%	83%	70%	82%	73%	75%	74%
OPRF High School District (24.59%)	81%	70%	68%	78%	70%	76%	65%	75%	72%
Village of Oak Park (10.27%)	65%	53%	66%	56%	63%	61%	52%	66%	61%
Oak Park Fire & Police Pensions (5.46%)	67%	72%	73%	73%	70%	68%	73%	72%	71%
Oak Park Public Library (4.51%)	92%	87%	80%	91%	85%	85%	88%	87%	86%
Park District of Oak Park (4.55%)	85%	85%	78%	85%	82%	80%	82%	84%	83%
Cook County (4.15%)	31%	28%	32%	36%	28%	39%	33%	26%	30%
Metropolitan Water Reclamation District (2.83%)	58%	55%	54%	61%	53%	59%	61%	54%	55%
Oak Park Township (2.35%)	59%	59%	62%	65%	58%	66%	54%	60%	60%
Triton Community College District (2.30%)	46%	40%	59%	55%	46%	52%	62%	43%	49%
Mosquito Abatement District (.12%)	62%	58%	58%	61%	58%	63%	55%	58%	59%

Table 66: 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 (38.88%)	74%	74%	76%	74%	73%	81%	77%	67%	77%	71%	74%
OPRF High School District (24.59%)	72%	73%	80%	59%	62%	80%	74%	67%	74%	69%	72%
Village of Oak Park (10.27%)	59%	69%	66%	62%	44%	44%	67%	64%	60%	62%	61%
Oak Park Fire & Police Pensions (5.46%)	70%	74%	75%	77%	51%	63%	77%	70%	70%	73%	71%
Oak Park Public Library (4.51%)	88%	80%	88%	88%	81%	91%	92%	78%	89%	83%	86%
Park District of Oak Park (4.55%)	84%	79%	86%	83%	72%	81%	90%	74%	82%	84%	83%
Cook County (4.15%)	27%	41%	28%	39%	30%	28%	28%	36%	37%	21%	30%
Metropolitan Water Reclamation District (2.83%)	55%	57%	58%	52%	51%	59%	56%	54%	61%	49%	55%
Oak Park Township (2.35%)	59%	64%	62%	68%	47%	59%	64%	58%	63%	58%	60%
Triton Community College District (2.30%)	47%	56%	45%	67%	48%	55%	42%	53%	60%	36%	49%
Mosquito Abatement District (.12%)	59%	57%	62%	59%	44%	60%	58%	59%	60%	56%	59%

THE NCS™
The National Citizen Survey™

Oak Park, IL
Comparisons by Geographic Subgroups

2017

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 geographic quadrant.

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 all respondents (476 completed surveys) is generally no greater than plus or minus five percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. Four quadrants were tracked for comparison and the number of completed surveys for each are in the figure below. (Please see *Technical Appendices* provided under separate cover for a map of the four quadrants.)

Figure 1: Geographic Areas

Quadrant	Number of Completed Surveys
Northwest	116
Northeast	122
Southeast	122
Southwest	116

Notable differences between quadrants included the following:

- Residents living in the Southwest quadrant of Oak Park tended to give lower quality ratings than residents in other quadrants to various characteristics of the community such as overall quality of life, overall image or reputation of Oak Park, Oak Park as a place to raise children and as a place to retire.
- Few differences emerged related to aspects of local leadership and governance; however, those residing in the Northeast quadrant offered the strongest ratings for the value of services for the taxes paid to Oak Park and to the overall direction that Oak Park is taking.
- Participation ratings were mixed across geographic quadrants; residents living in the Southeast quadrant were least likely to have reported a crime or feel the economy would have a positive impact on their income but most likely to have participated in moderate or vigorous physical activity.

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
The overall quality of life in Oak Park	86%	89%	92%	74%	84%
Overall image or reputation of Oak Park	86%	93%	88%	77%	85%
Oak Park as a place to live	89%	94%	92%	85%	90%
Your neighborhood as a place to live	94%	86%	85%	82%	87%
Oak Park as a place to raise children	94%	93%	94%	82%	90%
Oak Park as a place to retire	54%	60%	44%	36%	47%
Overall appearance of Oak Park	90%	91%	89%	81%	87%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Overall feeling of safety in Oak Park	81%	76%	71%	80%	77%
In your neighborhood during the day	98%	91%	93%	84%	91%
In Oak Park's downtown/commercial area during the day	94%	95%	95%	90%	93%
In your neighborhood after dark	78%	56%	66%	71%	69%
In Oak Park's downtown/commercial area after dark	73%	78%	80%	72%	75%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Overall ease of getting to the places you usually have to visit	69%	70%	67%	75%	71%
Traffic flow on major streets	25%	30%	35%	37%	32%
Ease of public parking	30%	26%	23%	27%	26%
Ease of travel by car in Oak Park	40%	41%	50%	47%	45%
Ease of travel by bicycle in Oak Park	62%	64%	70%	65%	66%
Ease of walking in Oak Park	89%	87%	86%	88%	87%
Availability of paths and walking trails	54%	61%	50%	60%	56%
Ease of travel by bus in Oak Park	60%	74%	55%	52%	59%
Ease of travel by rail in Oak Park	92%	92%	82%	86%	87%

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	84%	90%	86%	81%	85%
Air quality	71%	83%	66%	73%	73%
Cleanliness of Oak Park	83%	91%	85%	70%	81%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	75%	76%	67%	71%	72%
Public places where people want to spend time	79%	87%	86%	82%	83%
Variety of housing options	51%	61%	43%	61%	54%
Availability of affordable quality housing	32%	22%	17%	22%	23%
Overall quality of new development in Oak Park	53%	63%	51%	48%	52%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Overall economic health of Oak Park	66%	78%	67%	66%	68%
Oak Park as a place to work	59%	62%	57%	51%	57%
Oak Park as a place to visit	93%	90%	76%	78%	83%
Employment opportunities	39%	36%	22%	39%	33%
Shopping opportunities	64%	69%	61%	72%	67%
Cost of living in Oak Park	16%	23%	11%	17%	16%
Overall quality of business and service establishments in Oak Park	70%	74%	67%	61%	67%
Vibrant downtown/commercial area	63%	77%	76%	70%	71%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	Overall
Health and wellness opportunities in Oak Park	83%	89%	81%	80%	83%
Fitness opportunities (including exercise classes and paths or trails, etc.)	67%	82%	59%	63%	66%
Recreational opportunities	69%	80%	72%	66%	71%
Availability of affordable quality food	79%	84%	73%	67%	75%
Availability of affordable quality health care	81%	77%	66%	69%	73%
Availability of preventive health services	79%	78%	70%	76%	76%
Availability of affordable quality mental health care	66%	65%	52%	58%	60%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	Overall
Overall opportunities for education and enrichment	86%	92%	80%	78%	83%
Availability of affordable quality child care/preschool	51%	64%	61%	47%	54%
Adult educational opportunities	69%	78%	61%	59%	65%
Opportunities to attend cultural/arts/music activities	77%	87%	73%	77%	78%
Opportunities to participate in religious or spiritual events and activities	91%	96%	83%	84%	88%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	Overall
Opportunities to participate in social events and activities	80%	84%	81%	82%	82%
Opportunities to volunteer	83%	88%	79%	80%	82%
Opportunities to participate in community matters	77%	89%	82%	74%	79%
Openness and acceptance of the community toward people of diverse backgrounds	85%	84%	72%	65%	75%
Neighborliness of residents in Oak Park	79%	80%	66%	67%	72%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
The Village of Oak Park	77%	76%	77%	73%	76%
The value of services for the taxes paid to Oak Park	44%	55%	42%	34%	43%
The overall direction that Oak Park is taking	44%	60%	47%	35%	45%
The job Oak Park government does at welcoming citizen involvement	58%	64%	47%	50%	54%
Overall confidence in Oak Park government	49%	56%	40%	42%	46%
Generally acting in the best interest of the community	52%	56%	44%	49%	50%
Being honest	45%	57%	44%	42%	46%
Treating all residents fairly	57%	61%	56%	50%	56%
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	71%	77%	66%	74%	72%
The Federal Government	25%	35%	34%	25%	29%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Police services	93%	87%	85%	83%	87%
Fire services	96%	96%	95%	88%	94%
Ambulance or emergency medical services	94%	96%	97%	87%	93%
Crime prevention	75%	72%	62%	64%	68%
Fire prevention and education	83%	87%	73%	78%	80%
Animal control	69%	87%	73%	67%	72%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	60%	59%	56%	58%	58%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Traffic enforcement	49%	60%	54%	48%	52%
Street repair	45%	61%	54%	43%	50%
Street cleaning	72%	76%	81%	58%	71%
Street lighting	69%	64%	74%	67%	69%
Snow removal	69%	64%	71%	64%	67%
Sidewalk maintenance	61%	63%	66%	57%	61%
Traffic signal timing	51%	58%	64%	44%	54%
Bus or transit services	69%	76%	73%	74%	73%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Garbage collection	88%	85%	79%	81%	83%
Recycling	83%	87%	78%	79%	81%
Yard waste pick-up	77%	81%	80%	73%	77%
Drinking water	79%	80%	84%	79%	81%
Preservation of natural areas such as open space, farmlands and greenbelts	55%	63%	50%	50%	53%
Oak Park open space	66%	72%	53%	53%	60%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Storm drainage	53%	51%	63%	50%	54%
Sewer services	78%	64%	74%	67%	71%
Power (electric and/or gas) utility	87%	85%	75%	79%	81%
Utility billing	84%	79%	69%	67%	74%
Land use, planning and zoning	43%	62%	48%	36%	46%
Code enforcement (weeds, abandoned buildings, etc.)	59%	56%	65%	42%	56%
Cable television	65%	66%	64%	62%	64%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Economic development	57%	56%	51%	50%	53%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Village parks	90%	93%	91%	84%	89%
Recreation centers or facilities	85%	91%	92%	82%	87%
Health services	76%	84%	83%	78%	80%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Public library services	94%	96%	95%	89%	93%
Village-sponsored special events	80%	83%	79%	70%	77%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Public information services	74%	83%	82%	74%	78%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				Overall
	Northwest	Northeast	Southeast	Southwest	
Sense of community	81%	80%	77%	70%	76%
Recommend living in Oak Park to someone who asks	85%	92%	89%	85%	87%
Remain in Oak Park for the next five years	78%	90%	71%	84%	80%
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	70%	73%	72%	58%	67%

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	92%	91%	86%	88%	89%
Did NOT report a crime	81%	71%	63%	74%	72%
Stocked supplies in preparation for an emergency	24%	20%	23%	17%	21%
Called for police service in Oak Park	29%	34%	40%	31%	34%
Called for Oak Park fire/EMS	12%	6%	8%	13%	10%

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	87%	87%	87%	85%	87%
Carpooled with other adults or children instead of driving alone	47%	46%	43%	54%	48%
Used bus, rail, subway or other public transportation instead of driving	75%	74%	88%	77%	79%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Recycle at home	92%	87%	90%	95%	91%
Made efforts to make your home more energy efficient	78%	76%	85%	71%	77%
Made efforts to conserve water	80%	79%	83%	73%	78%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
NOT under housing cost stress	69%	72%	54%	66%	65%
Did NOT observe a code violation	72%	66%	56%	73%	67%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Purchase goods or services from a business located in Oak Park	95%	93%	96%	91%	94%
Economy will have positive impact on income	26%	24%	13%	26%	22%
Work in Oak Park	37%	30%	30%	20%	28%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Used Oak Park recreation centers or their services	53%	64%	62%	56%	59%
Visited a neighborhood park or Village park	92%	89%	88%	85%	88%
Eat at least 5 portions of fruits and vegetables a day	90%	83%	85%	87%	86%
Participate in moderate or vigorous physical activity	88%	74%	92%	87%	86%
Reported being in "very good" or "excellent" health	79%	70%	70%	64%	70%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Quadrant				
	Northwest	Northeast	Southeast	Southwest	Overall
Used Oak Park public libraries or their services	83%	82%	86%	84%	84%
Participated in religious or spiritual activities in Oak Park	46%	40%	41%	44%	43%
Attended a Village-sponsored event	65%	69%	63%	55%	62%

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	33%	37%	38%	27%	33%
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	19%	30%	24%	24%	24%
Volunteered your time to some group/activity in Oak Park	43%	47%	46%	46%	45%
Participated in a club	33%	22%	20%	34%	28%
Talked to or visited with your immediate neighbors	92%	90%	89%	86%	89%
Done a favor for a neighbor	91%	79%	82%	83%	84%
Attended a local public meeting	31%	24%	32%	22%	27%
Watched (online or on television) a local public meeting	18%	22%	18%	23%	21%
Read or watch local news (via television, paper, computer, etc.)	88%	88%	84%	88%	87%
Vote in local elections	81%	87%	93%	88%	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	93%	93%	93%	86%	90%
Overall ease of getting to the places you usually have to visit	80%	73%	83%	79%	79%
Quality of overall natural environment in Oak Park	81%	84%	80%	78%	80%
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	85%	63%	81%	72%	76%
Health and wellness opportunities in Oak Park	55%	75%	64%	63%	64%
Overall opportunities for education and enrichment	66%	85%	84%	76%	78%
Overall economic health of Oak Park	86%	96%	91%	77%	87%
Sense of community	77%	85%	82%	82%	81%

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				Overall
	Northwest	Northeast	Southeast	Southwest	
Services to low-income people	45%	34%	40%	38%	40%
Leaf pick-up	72%	72%	69%	59%	67%
Care of trees along the parkway	76%	75%	79%	69%	74%
Alley maintenance	61%	56%	47%	52%	54%
Parking services	38%	44%	41%	35%	39%
Online Village services	68%	69%	66%	56%	64%
Building permit review	38%	43%	52%	23%	40%
Oak Park adjudication court	48%	38%	50%	28%	41%

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	84%	84%	83%	80%	82%
Care of trees and landscaping in the parkways	86%	80%	86%	81%	83%
Maintenance of the public way, street cleaning, snow plowing	86%	96%	97%	96%	94%
Fire and emergency medical assistance	89%	98%	95%	95%	94%
Housing programs	47%	76%	65%	71%	65%
Operation and administration of parking services	57%	62%	67%	60%	61%
Partner agencies that promote or support tourism, housing and the arts in Oak Park	47%	61%	57%	50%	53%
Police protection	95%	95%	93%	92%	94%
Public health services	72%	88%	77%	81%	79%
Environmental sustainability programs and events	69%	83%	75%	73%	74%

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	83%	90%	90%	88%	88%
Disorderly youth	78%	70%	72%	77%	75%
Drugs	84%	80%	84%	81%	82%
Graffiti	72%	51%	50%	62%	59%
Homelessness	87%	76%	79%	83%	82%
Noise	66%	49%	59%	67%	61%
Panhandling	91%	68%	72%	86%	80%
Run-down buildings and houses	63%	52%	68%	65%	63%
Traffic in Oak Park	99%	93%	94%	85%	92%

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	76%	81%	81%	77%	78%
Village of Oak Park Facebook & Twitter pages	27%	23%	26%	21%	24%
Friends and neighbors	91%	90%	90%	87%	89%
Local newspapers	84%	78%	83%	78%	81%
Village of Oak Park email news ("e-News")	47%	44%	34%	32%	38%
Village of Oak Park OP/FYI newsletter and other Village mailings	86%	85%	82%	81%	83%
VOP-TV, the Village's cable TV channel	17%	20%	16%	18%	18%
Local online news sources	59%	51%	54%	44%	52%

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 (38.88%)	76%	78%	69%	74%	74%
OPRF High School District (24.59%)	79%	82%	67%	64%	72%
Village of Oak Park (10.27%)	66%	67%	61%	53%	61%
Oak Park Fire & Police Pensions (5.46%)	81%	76%	60%	69%	71%
Oak Park Public Library (4.51%)	90%	88%	83%	85%	86%
Park District of Oak Park (4.55%)	89%	85%	84%	75%	83%
Cook County (4.15%)	26%	46%	30%	26%	30%
Metropolitan Water Reclamation District (2.83%)	55%	70%	51%	51%	55%
Oak Park Township (2.35%)	62%	69%	57%	56%	60%
Triton Community College District (2.30%)	51%	62%	48%	41%	49%
Mosquito Abatement District (.12%)	60%	69%	61%	50%	59%

The NCS™
The National Citizen Survey™

Oak Park, IL

Technical Appendices

2017

NRC
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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	46%	N=219	43%	N=203	9%	N=42	2%	N=8	100%	N=472
Your neighborhood as a place to live	45%	N=212	42%	N=197	12%	N=56	2%	N=8	100%	N=472
Oak Park as a place to raise children	54%	N=219	36%	N=148	7%	N=29	3%	N=13	100%	N=409
Oak Park as a place to work	19%	N=56	38%	N=110	29%	N=86	14%	N=41	100%	N=293
Oak Park as a place to visit	37%	N=166	46%	N=203	16%	N=70	1%	N=6	100%	N=444
Oak Park as a place to retire	19%	N=66	28%	N=95	27%	N=94	26%	N=88	100%	N=342
The overall quality of life in Oak Park	34%	N=160	50%	N=234	14%	N=65	2%	N=8	100%	N=467

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	21%	N=100	56%	N=265	20%	N=95	3%	N=13	100%	N=473
Overall ease of getting to the places you usually have to visit	23%	N=110	47%	N=223	24%	N=114	5%	N=24	100%	N=471
Quality of overall natural environment in Oak Park	32%	N=149	53%	N=249	12%	N=57	3%	N=15	100%	N=471
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	22%	N=106	49%	N=232	22%	N=106	6%	N=27	100%	N=471
Health and wellness opportunities in Oak Park	30%	N=128	53%	N=225	15%	N=64	2%	N=10	100%	N=427
Overall opportunities for education and enrichment	42%	N=184	41%	N=177	15%	N=66	2%	N=9	100%	N=436
Overall economic health of Oak Park	19%	N=77	49%	N=202	23%	N=94	9%	N=36	100%	N=409
Sense of community	31%	N=140	45%	N=205	19%	N=85	5%	N=21	100%	N=451
Overall image or reputation of Oak Park	44%	N=202	41%	N=191	12%	N=56	3%	N=14	100%	N=462

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	53%	N=249	34%	N=161	6%	N=30	7%	N=31	100%	N=470
Remain in Oak Park for the next five years	51%	N=230	30%	N=134	9%	N=41	11%	N=49	100%	N=455

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	61%	N=286	30%	N=143	6%	N=26	3%	N=14	0%	N=2	100%	N=471
In Oak Park's downtown/commercial area during the day	66%	N=312	27%	N=127	4%	N=18	2%	N=12	1%	N=3	100%	N=472
In your neighborhood after dark	23%	N=108	45%	N=211	13%	N=59	16%	N=73	3%	N=14	100%	N=465
In Oak Park's downtown/commercial area after dark	34%	N=157	41%	N=191	14%	N=63	10%	N=46	1%	N=5	100%	N=462

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=26	27%	N=126	43%	N=203	25%	N=115	100%	N=471
Ease of public parking	6%	N=30	20%	N=94	36%	N=169	37%	N=175	100%	N=469
Ease of travel by car in Oak Park	7%	N=31	38%	N=179	42%	N=198	13%	N=59	100%	N=466
Ease of travel by bicycle in Oak Park	18%	N=62	48%	N=162	25%	N=85	9%	N=32	100%	N=341
Ease of walking in Oak Park	43%	N=200	44%	N=205	11%	N=49	2%	N=9	100%	N=463
Availability of paths and walking trails	15%	N=59	41%	N=161	26%	N=103	18%	N=70	100%	N=393
Air quality	16%	N=71	57%	N=259	23%	N=102	5%	N=20	100%	N=452
Cleanliness of Oak Park	29%	N=139	51%	N=244	15%	N=71	4%	N=21	100%	N=475
Overall appearance of Oak Park	34%	N=160	53%	N=251	10%	N=46	3%	N=15	100%	N=471
Public places where people want to spend time	26%	N=123	57%	N=265	15%	N=69	2%	N=9	100%	N=465
Variety of housing options	15%	N=65	39%	N=172	34%	N=151	12%	N=52	100%	N=440
Availability of affordable quality housing	4%	N=16	19%	N=78	40%	N=163	37%	N=154	100%	N=411
Fitness opportunities (including exercise classes and paths or trails, etc.)	22%	N=99	44%	N=199	28%	N=126	6%	N=27	100%	N=451
Recreational opportunities	25%	N=114	46%	N=212	23%	N=106	6%	N=29	100%	N=460
Availability of affordable quality food	27%	N=128	48%	N=227	19%	N=90	6%	N=30	100%	N=475
Availability of affordable quality health care	18%	N=71	55%	N=218	23%	N=92	4%	N=17	100%	N=397
Availability of preventive health services	19%	N=70	57%	N=211	21%	N=77	4%	N=14	100%	N=371
Availability of affordable quality mental health care	15%	N=36	44%	N=103	30%	N=69	10%	N=24	100%	N=232
Ease of travel by bus in Oak Park	17%	N=47	42%	N=115	31%	N=84	10%	N=28	100%	N=274
Ease of travel by rail in Oak Park	40%	N=171	47%	N=204	11%	N=47	2%	N=8	100%	N=431

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	9%	N=21	45%	N=98	30%	N=66	16%	N=35	100%	N=220
Adult educational opportunities	13%	N=37	52%	N=143	26%	N=70	9%	N=25	100%	N=275
Opportunities to attend cultural/arts/music activities	28%	N=124	50%	N=222	20%	N=88	3%	N=11	100%	N=445
Opportunities to participate in religious or spiritual events and activities	42%	N=153	46%	N=166	10%	N=35	2%	N=9	100%	N=362
Employment opportunities	4%	N=9	29%	N=65	45%	N=101	21%	N=48	100%	N=224
Shopping opportunities	18%	N=84	48%	N=220	24%	N=111	9%	N=42	100%	N=457
Cost of living in Oak Park	1%	N=4	15%	N=72	48%	N=220	36%	N=166	100%	N=462
Overall quality of business and service establishments in Oak Park	13%	N=58	54%	N=245	27%	N=122	6%	N=26	100%	N=452
Vibrant downtown/commercial area	23%	N=104	49%	N=225	20%	N=93	8%	N=38	100%	N=461
Overall quality of new development in Oak Park	14%	N=60	39%	N=167	31%	N=133	17%	N=72	100%	N=432
Opportunities to participate in social events and activities	24%	N=107	57%	N=252	15%	N=64	4%	N=17	100%	N=440
Opportunities to volunteer	34%	N=123	48%	N=176	16%	N=57	2%	N=9	100%	N=364
Opportunities to participate in community matters	29%	N=113	50%	N=193	15%	N=59	5%	N=21	100%	N=387
Openness and acceptance of the community toward people of diverse backgrounds	35%	N=153	40%	N=171	15%	N=65	10%	N=43	100%	N=431
Neighborliness of residents in Oak Park	33%	N=150	39%	N=179	21%	N=94	7%	N=33	100%	N=457

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=101	78%	N=367	100%	N=469
Made efforts to make your home more energy efficient	23%	N=106	77%	N=363	100%	N=469
Observed a code violation or other hazard in Oak Park	67%	N=313	33%	N=154	100%	N=467
Household member was a victim of a crime in Oak Park	89%	N=416	11%	N=52	100%	N=468
Reported a crime to the police in Oak Park	72%	N=337	28%	N=132	100%	N=469
Stocked supplies in preparation for an emergency	79%	N=371	21%	N=97	100%	N=469
Campaigned or advocated for an issue, cause or candidate	67%	N=314	33%	N=155	100%	N=470
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	33%	N=154	67%	N=315	100%	N=469
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	76%	N=355	24%	N=111	100%	N=466
Called for police service in Oak Park	66%	N=312	34%	N=157	100%	N=469
Called for Oak Park fire/EMS	90%	N=421	10%	N=47	100%	N=468

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=67	18%	N=82	27%	N=123	41%	N=193	100%	N=465
Visited a neighborhood park or Village park	35%	N=164	28%	N=133	25%	N=115	12%	N=55	100%	N=467
Used Oak Park public libraries or their services	20%	N=96	32%	N=150	31%	N=148	16%	N=75	100%	N=470
Participated in religious or spiritual activities in Oak Park	10%	N=46	15%	N=72	18%	N=83	57%	N=269	100%	N=470
Attended a Village-sponsored event	2%	N=10	9%	N=40	51%	N=238	38%	N=176	100%	N=464
Used bus, rail, subway or other public transportation instead of driving	36%	N=167	18%	N=83	25%	N=118	21%	N=98	100%	N=465
Carpooled with other adults or children instead of driving alone	15%	N=72	13%	N=61	19%	N=91	52%	N=245	100%	N=469
Walked or biked instead of driving	44%	N=205	26%	N=122	17%	N=79	13%	N=63	100%	N=469
Volunteered your time to some group/activity in Oak Park	9%	N=42	15%	N=70	21%	N=100	55%	N=256	100%	N=469
Participated in a club	7%	N=31	6%	N=30	15%	N=68	72%	N=337	100%	N=467
Talked to or visited with your immediate neighbors	41%	N=192	29%	N=137	18%	N=86	11%	N=51	100%	N=466
Done a favor for a neighbor	19%	N=91	28%	N=129	37%	N=174	16%	N=76	100%	N=470

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	2%	N=11	3%	N=13	22%	N=102	73%	N=337	100%	N=463
Watched (online or on television) a local public meeting	2%	N=10	3%	N=13	16%	N=72	79%	N=368	100%	N=463

Table 10: Question 10

Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Total	
Police services	47%	N=192	40%	N=161	10%	N=42	3%	N=12	100%	N=407
Fire services	62%	N=187	31%	N=95	3%	N=11	3%	N=9	100%	N=301
Ambulance or emergency medical services	60%	N=153	33%	N=85	4%	N=11	3%	N=7	100%	N=257
Crime prevention	17%	N=62	51%	N=190	27%	N=101	5%	N=19	100%	N=372
Fire prevention and education	32%	N=82	48%	N=124	19%	N=49	1%	N=4	100%	N=258
Traffic enforcement	12%	N=48	40%	N=160	33%	N=130	15%	N=61	100%	N=398
Street repair	10%	N=44	40%	N=175	36%	N=157	15%	N=66	100%	N=443
Street cleaning	21%	N=92	51%	N=226	21%	N=95	8%	N=34	100%	N=446
Street lighting	20%	N=93	48%	N=224	24%	N=112	7%	N=32	100%	N=461
Snow removal	21%	N=85	46%	N=190	22%	N=90	11%	N=46	100%	N=411
Sidewalk maintenance	15%	N=67	47%	N=210	29%	N=132	9%	N=41	100%	N=450
Traffic signal timing	9%	N=38	45%	N=199	34%	N=148	13%	N=57	100%	N=441
Bus or transit services	22%	N=75	51%	N=171	20%	N=68	7%	N=23	100%	N=337
Garbage collection	30%	N=132	52%	N=226	14%	N=60	3%	N=15	100%	N=432
Recycling	32%	N=134	50%	N=211	15%	N=62	4%	N=19	100%	N=425
Yard waste pick-up	33%	N=109	45%	N=148	18%	N=61	4%	N=15	100%	N=333
Storm drainage	12%	N=46	42%	N=156	29%	N=109	17%	N=62	100%	N=373
Drinking water	29%	N=130	52%	N=232	13%	N=60	6%	N=27	100%	N=449
Sewer services	18%	N=68	53%	N=204	21%	N=79	8%	N=31	100%	N=382
Power (electric and/or gas) utility	21%	N=96	60%	N=268	16%	N=71	3%	N=14	100%	N=449
Utility billing	18%	N=79	55%	N=241	21%	N=91	6%	N=24	100%	N=434
Village parks	48%	N=214	41%	N=182	9%	N=40	2%	N=8	100%	N=444
Recreation centers or facilities	34%	N=127	53%	N=197	11%	N=40	2%	N=9	100%	N=373
Land use, planning and zoning	12%	N=43	34%	N=121	35%	N=125	19%	N=70	100%	N=359
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=31	45%	N=132	33%	N=97	11%	N=33	100%	N=294
Animal control	18%	N=49	55%	N=149	19%	N=51	9%	N=24	100%	N=274
Economic development	13%	N=46	40%	N=147	32%	N=116	15%	N=55	100%	N=364
Health services	19%	N=57	60%	N=178	17%	N=51	3%	N=9	100%	N=294
Public library services	64%	N=276	29%	N=126	5%	N=23	2%	N=7	100%	N=432
Public information services	25%	N=89	53%	N=186	20%	N=69	3%	N=9	100%	N=353
Cable television	14%	N=42	50%	N=148	28%	N=82	8%	N=25	100%	N=296
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=32	43%	N=87	30%	N=61	11%	N=23	100%	N=203
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=51	39%	N=142	30%	N=109	17%	N=60	100%	N=362
Oak Park open space	15%	N=62	45%	N=181	25%	N=102	15%	N=61	100%	N=405
Village-sponsored special events	25%	N=97	52%	N=206	20%	N=78	3%	N=12	100%	N=392
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	23%	N=93	49%	N=202	20%	N=83	8%	N=33	100%	N=411
Services to low-income people	14%	N=27	26%	N=50	36%	N=69	24%	N=47	100%	N=193
Leaf pick-up	24%	N=94	43%	N=170	27%	N=104	6%	N=25	100%	N=393
Care of trees along the parkway	22%	N=91	53%	N=220	20%	N=85	5%	N=23	100%	N=418
Alley maintenance	12%	N=51	41%	N=169	28%	N=114	19%	N=77	100%	N=411

Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Total	
Parking services	8%	N=33	31%	N=131	33%	N=138	29%	N=121	100%	N=423
Online Village services	17%	N=61	47%	N=173	28%	N=104	8%	N=28	100%	N=365
Building permit review	5%	N=10	34%	N=61	34%	N=61	26%	N=47	100%	N=179
Oak Park adjudication court	6%	N=6	35%	N=34	30%	N=30	29%	N=29	100%	N=99

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	20%	N=87	56%	N=247	20%	N=87	5%	N=20	100%	N=442
The Federal Government	3%	N=11	27%	N=103	48%	N=185	23%	N=89	100%	N=388

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	8%	N=34	34%	N=147	35%	N=148	23%	N=96	100%	N=426
The overall direction that Oak Park is taking	10%	N=43	34%	N=142	36%	N=148	20%	N=81	100%	N=415
The job Oak Park government does at welcoming citizen involvement	14%	N=51	40%	N=147	35%	N=130	11%	N=41	100%	N=369
Overall confidence in Oak Park government	9%	N=37	37%	N=159	37%	N=157	18%	N=76	100%	N=428
Generally acting in the best interest of the community	11%	N=47	39%	N=165	32%	N=138	18%	N=78	100%	N=428
Being honest	12%	N=44	34%	N=129	34%	N=128	20%	N=74	100%	N=374
Treating all residents fairly	13%	N=49	42%	N=157	25%	N=92	20%	N=74	100%	N=371

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	60%	N=282	30%	N=140	10%	N=45	0%	N=0	100%	N=467
Overall ease of getting to the places you usually have to visit	25%	N=116	55%	N=255	19%	N=88	2%	N=9	100%	N=467
Quality of overall natural environment in Oak Park	30%	N=140	50%	N=231	17%	N=80	3%	N=12	100%	N=462
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	36%	N=167	40%	N=187	21%	N=97	3%	N=15	100%	N=465
Health and wellness opportunities in Oak Park	23%	N=105	41%	N=190	33%	N=154	3%	N=16	100%	N=465
Overall opportunities for education and enrichment	37%	N=170	41%	N=190	21%	N=96	2%	N=8	100%	N=463
Overall economic health of Oak Park	45%	N=207	42%	N=196	13%	N=61	0%	N=1	100%	N=465
Sense of community	34%	N=158	47%	N=217	17%	N=77	2%	N=10	100%	N=462

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	44%	N=205	38%	N=177	17%	N=77	1%	N=5	100%	N=463
Care of trees and landscaping in the parkways	36%	N=168	47%	N=220	16%	N=75	1%	N=3	100%	N=466
Maintenance of the public way, street cleaning, snow plowing	47%	N=217	47%	N=220	5%	N=25	1%	N=3	100%	N=466
Fire and emergency medical assistance	63%	N=292	31%	N=142	6%	N=29	0%	N=0	100%	N=463
Housing programs	26%	N=122	38%	N=179	28%	N=131	7%	N=34	100%	N=466
Operation and administration of parking services	24%	N=109	38%	N=173	33%	N=154	5%	N=24	100%	N=459
Partner agencies that promote or support tourism, housing and the arts in Oak Park	19%	N=87	34%	N=159	43%	N=198	4%	N=20	100%	N=463
Police protection	68%	N=314	26%	N=121	5%	N=25	1%	N=5	100%	N=465
Public health services	38%	N=175	41%	N=189	19%	N=87	2%	N=10	100%	N=460
Environmental sustainability programs and events	32%	N=146	43%	N=197	23%	N=105	3%	N=14	100%	N=462

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	12%	N=56	34%	N=156	45%	N=209	9%	N=43	100%	N=465
Disorderly youth	25%	N=118	45%	N=210	20%	N=96	9%	N=43	100%	N=467
Drugs	18%	N=81	41%	N=187	31%	N=139	11%	N=48	100%	N=455
Graffiti	41%	N=189	45%	N=208	12%	N=57	2%	N=10	100%	N=464
Homelessness	18%	N=85	39%	N=182	31%	N=144	11%	N=52	100%	N=463
Noise	39%	N=178	41%	N=189	13%	N=62	7%	N=31	100%	N=460
Panhandling	20%	N=91	36%	N=167	30%	N=140	14%	N=65	100%	N=463
Run-down buildings and houses	37%	N=173	45%	N=208	15%	N=70	3%	N=13	100%	N=464
Traffic in Oak Park	8%	N=37	29%	N=135	40%	N=185	23%	N=109	100%	N=465

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	20%	N=94	58%	N=271	22%	N=101	100%	N=466
Village of Oak Park Facebook & Twitter pages	7%	N=33	17%	N=78	76%	N=349	100%	N=460
Friends and neighbors	35%	N=163	54%	N=249	11%	N=51	100%	N=463
Local newspapers	38%	N=176	43%	N=199	19%	N=90	100%	N=464
Village of Oak Park email news ("e-News")	11%	N=52	27%	N=124	62%	N=284	100%	N=459
Village of Oak Park OP/FYI newsletter and other Village mailings	41%	N=189	42%	N=196	17%	N=79	100%	N=465
VOP-TV, the Village's cable TV channel	3%	N=14	14%	N=67	82%	N=379	100%	N=460
Local online news sources	12%	N=56	39%	N=181	48%	N=222	100%	N=459

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 (38.88%)	38%	N=126	36%	N=122	17%	N=57	9%	N=30	100%	N=335
OPRF High School District (24.59%)	37%	N=112	35%	N=105	17%	N=51	11%	N=33	100%	N=302
Village of Oak Park (10.27%)	17%	N=65	44%	N=170	29%	N=112	10%	N=38	100%	N=385
Oak Park Fire & Police Pensions (5.46%)	25%	N=86	46%	N=160	22%	N=75	7%	N=25	100%	N=346
Oak Park Public Library (4.51%)	51%	N=206	36%	N=146	9%	N=38	4%	N=17	100%	N=407
Park District of Oak Park (4.55%)	38%	N=153	45%	N=183	12%	N=49	5%	N=22	100%	N=407
Cook County (4.15%)	6%	N=22	24%	N=82	44%	N=151	26%	N=89	100%	N=344
Metropolitan Water Reclamation District (2.83%)	21%	N=68	34%	N=109	33%	N=107	11%	N=36	100%	N=320
Oak Park Township (2.35%)	19%	N=65	41%	N=140	31%	N=105	9%	N=30	100%	N=340
Triton Community College District (2.30%)	15%	N=38	34%	N=87	33%	N=84	18%	N=45	100%	N=254
Mosquito Abatement District (.12%)	18%	N=53	41%	N=121	28%	N=81	14%	N=40	100%	N=296

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	3%	N=15	5%	N=25	8%	N=36	18%	N=82	66%	N=310	100%	N=468
Purchase goods or services from a business located in Oak Park	0%	N=2	6%	N=27	31%	N=146	47%	N=219	16%	N=73	100%	N=467
Eat at least 5 portions of fruits and vegetables a day	1%	N=6	12%	N=57	36%	N=169	33%	N=152	17%	N=79	100%	N=463
Participate in moderate or vigorous physical activity	2%	N=8	12%	N=57	27%	N=128	37%	N=174	21%	N=100	100%	N=467
Read or watch local news (via television, paper, computer, etc.)	1%	N=5	12%	N=58	19%	N=87	36%	N=170	32%	N=150	100%	N=468
Vote in local elections	11%	N=51	2%	N=7	10%	N=45	19%	N=86	59%	N=277	100%	N=466

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=127
Very good	43%	N=202
Good	23%	N=108
Fair	4%	N=19
Poor	3%	N=12
Total	100%	N=468

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	2%	N=12
Somewhat positive	19%	N=90
Neutral	55%	N=255
Somewhat negative	18%	N=82
Very negative	6%	N=26
Total	100%	N=466

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=281
Working part time for pay	13%	N=60
Unemployed, looking for paid work	4%	N=21
Unemployed, not looking for paid work	5%	N=22
Fully retired	18%	N=84
Total	100%	N=468

Table 22: Question D5

Do you work inside the boundaries of Oak Park?	Percent	Number
Yes, outside the home	18%	N=82
Yes, from home	10%	N=48
No	72%	N=327
Total	100%	N=457

Table 23: Question D6

How many years have you lived in Oak Park?	Percent	Number
Less than 2 years	16%	N=77
2 to 5 years	17%	N=80
6 to 10 years	17%	N=81
11 to 20 years	18%	N=85
More than 20 years	31%	N=146
Total	100%	N=468

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=206
Building with two or more homes (duplex, townhome, apartment or condominium)	50%	N=236
Other	6%	N=26
Total	100%	N=468

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	38%	N=177
Owned	62%	N=289
Total	100%	N=466

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	1%	N=6
$300 to $599 per month	4%	N=17
$600 to $999 per month	19%	N=88
$1,000 to $1,499 per month	21%	N=95
$1,500 to $2,499 per month	24%	N=111
$2,500 or more per month	31%	N=142
Total	100%	N=458

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=290
Yes	38%	N=177
Total	100%	N=468

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	76%	N=357
Yes	24%	N=111
Total	100%	N=468

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	10%	N=45
$25,000 to $49,999	15%	N=66
$50,000 to $99,999	22%	N=99
$100,000 to $149,999	23%	N=102
$150,000 or more	30%	N=131
Total	100%	N=444

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=433
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=24
Total	100%	N=458

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	1%	N=7
Asian, Asian Indian or Pacific Islander	9%	N=43
Black or African American	17%	N=76
White	73%	N=334
Other	5%	N=21

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	1%	N=6
25 to 34 years	22%	N=104
35 to 44 years	20%	N=93
45 to 54 years	23%	N=106
55 to 64 years	13%	N=62
65 to 74 years	14%	N=63
75 years or older	7%	N=31
Total	100%	N=465

Table 33: Question D16

What is your sex?	Percent	Number
Female	56%	N=261
Male	44%	N=202
Total	100%	N=463

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=318
Land line	15%	N=71
Both	17%	N=77
Total	100%	N=467

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	46%	N=219	43%	N=203	9%	N=42	2%	N=8	0%	N=1	100%	N=472
Your neighborhood as a place to live	45%	N=212	42%	N=197	12%	N=56	2%	N=8	0%	N=1	100%	N=473
Oak Park as a place to raise children	47%	N=219	32%	N=148	6%	N=29	3%	N=13	13%	N=60	100%	N=469
Oak Park as a place to work	12%	N=56	23%	N=110	18%	N=86	9%	N=41	38%	N=177	100%	N=470
Oak Park as a place to visit	35%	N=166	43%	N=203	15%	N=70	1%	N=6	6%	N=28	100%	N=473
Oak Park as a place to retire	14%	N=66	20%	N=95	20%	N=94	19%	N=88	27%	N=124	100%	N=466
The overall quality of life in Oak Park	34%	N=160	50%	N=234	14%	N=65	2%	N=8	0%	N=1	100%	N=469

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	21%	N=100	56%	N=265	20%	N=95	3%	N=13	0%	N=2	100%	N=474
Overall ease of getting to the places you usually have to visit	23%	N=110	47%	N=223	24%	N=114	5%	N=24	0%	N=2	100%	N=473
Quality of overall natural environment in Oak Park	32%	N=149	53%	N=249	12%	N=57	3%	N=15	0%	N=1	100%	N=472
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	22%	N=106	49%	N=232	22%	N=106	6%	N=27	1%	N=3	100%	N=474
Health and wellness opportunities in Oak Park	27%	N=128	48%	N=225	14%	N=64	2%	N=10	9%	N=44	100%	N=471
Overall opportunities for education and enrichment	39%	N=184	38%	N=177	14%	N=66	2%	N=9	8%	N=36	100%	N=472
Overall economic health of Oak Park	16%	N=77	43%	N=202	20%	N=94	8%	N=36	13%	N=62	100%	N=472
Sense of community	30%	N=140	44%	N=205	18%	N=85	4%	N=21	3%	N=15	100%	N=466
Overall image or reputation of Oak Park	43%	N=202	41%	N=191	12%	N=56	3%	N=14	1%	N=3	100%	N=465

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	53%	N=249	34%	N=161	6%	N=30	7%	N=31	0%	N=1	100%	N=471
Remain in Oak Park for the next five years	49%	N=230	29%	N=134	9%	N=41	10%	N=49	2%	N=11	100%	N=466

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	61%	N=286	30%	N=143	6%	N=26	3%	N=14	0%	N=2	0%	N=1	100%	N=472
In Oak Park's downtown/commercial area during the day	66%	N=312	27%	N=127	4%	N=18	2%	N=12	1%	N=3	1%	N=3	100%	N=475
In your neighborhood after dark	23%	N=108	45%	N=211	13%	N=59	16%	N=73	3%	N=14	0%	N=2	100%	N=468
In Oak Park's downtown/commercial area after dark	33%	N=157	40%	N=191	13%	N=63	10%	N=46	1%	N=5	3%	N=12	100%	N=474

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=26	27%	N=126	43%	N=203	24%	N=115	1%	N=4	100%	N=475
Ease of public parking	6%	N=30	20%	N=94	36%	N=169	37%	N=175	1%	N=5	100%	N=474
Ease of travel by car in Oak Park	6%	N=31	38%	N=179	42%	N=198	12%	N=59	1%	N=5	100%	N=471
Ease of travel by bicycle in Oak Park	13%	N=62	34%	N=162	18%	N=85	7%	N=32	28%	N=132	100%	N=473
Ease of walking in Oak Park	43%	N=200	44%	N=205	10%	N=49	2%	N=9	1%	N=6	100%	N=468
Availability of paths and walking trails	13%	N=59	34%	N=161	22%	N=103	15%	N=70	15%	N=72	100%	N=465
Air quality	15%	N=71	55%	N=259	22%	N=102	4%	N=20	3%	N=15	100%	N=467
Cleanliness of Oak Park	29%	N=139	51%	N=244	15%	N=71	4%	N=21	0%	N=0	100%	N=475
Overall appearance of Oak Park	34%	N=160	53%	N=251	10%	N=46	3%	N=15	0%	N=2	100%	N=473
Public places where people want to spend time	26%	N=123	56%	N=265	15%	N=69	2%	N=9	1%	N=7	100%	N=472
Variety of housing options	14%	N=65	36%	N=172	32%	N=151	11%	N=52	7%	N=33	100%	N=472
Availability of affordable quality housing	3%	N=16	17%	N=78	35%	N=163	33%	N=154	13%	N=60	100%	N=472
Fitness opportunities (including exercise classes and paths or trails, etc.)	21%	N=99	42%	N=199	27%	N=126	6%	N=27	5%	N=23	100%	N=474
Recreational opportunities	24%	N=114	45%	N=212	22%	N=106	6%	N=29	2%	N=11	100%	N=471
Availability of affordable quality food	27%	N=128	48%	N=227	19%	N=90	6%	N=30	0%	N=1	100%	N=475
Availability of affordable quality health care	15%	N=71	46%	N=218	19%	N=92	4%	N=17	16%	N=75	100%	N=472
Availability of preventive health services	15%	N=70	45%	N=211	16%	N=77	3%	N=14	22%	N=102	100%	N=472
Availability of affordable quality mental health care	8%	N=36	22%	N=103	15%	N=69	5%	N=24	51%	N=237	100%	N=469
Ease of travel by bus in Oak Park	10%	N=47	24%	N=115	18%	N=84	6%	N=28	42%	N=198	100%	N=471
Ease of travel by rail in Oak Park	36%	N=171	43%	N=204	10%	N=47	2%	N=8	9%	N=43	100%	N=473

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	4%	N=21	21%	N=98	14%	N=66	8%	N=35	53%	N=248	100%	N=468
Adult educational opportunities	8%	N=37	30%	N=143	15%	N=70	5%	N=25	42%	N=195	100%	N=470
Opportunities to attend cultural/arts/music activities	26%	N=124	47%	N=222	19%	N=88	2%	N=11	5%	N=23	100%	N=469
Opportunities to participate in religious or spiritual events and activities	33%	N=153	35%	N=166	8%	N=35	2%	N=9	23%	N=105	100%	N=468
Employment opportunities	2%	N=9	14%	N=65	22%	N=101	10%	N=48	51%	N=237	100%	N=461
Shopping opportunities	18%	N=84	47%	N=220	24%	N=111	9%	N=42	2%	N=7	100%	N=464
Cost of living in Oak Park	1%	N=4	15%	N=72	47%	N=220	36%	N=166	1%	N=5	100%	N=468
Overall quality of business and service establishments in Oak Park	13%	N=58	53%	N=245	26%	N=122	6%	N=26	2%	N=11	100%	N=463
Vibrant downtown/commercial area	22%	N=104	48%	N=225	20%	N=93	8%	N=38	1%	N=5	100%	N=466
Overall quality of new development in Oak Park	13%	N=60	36%	N=167	29%	N=133	16%	N=72	7%	N=33	100%	N=466
Opportunities to participate in social events and activities	23%	N=107	54%	N=252	14%	N=64	4%	N=17	6%	N=29	100%	N=469
Opportunities to volunteer	26%	N=123	38%	N=176	12%	N=57	2%	N=9	22%	N=104	100%	N=468
Opportunities to participate in community matters	24%	N=113	42%	N=193	13%	N=59	5%	N=21	17%	N=78	100%	N=465
Openness and acceptance of the community toward people of diverse backgrounds	33%	N=153	36%	N=171	14%	N=65	9%	N=43	8%	N=38	100%	N=470
Neighborliness of residents in Oak Park	32%	N=150	38%	N=179	20%	N=94	7%	N=33	3%	N=12	100%	N=469

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=101	78%	N=367	100%	N=469
Made efforts to make your home more energy efficient	23%	N=106	77%	N=363	100%	N=469
Observed a code violation or other hazard in Oak Park	67%	N=313	33%	N=154	100%	N=467
Household member was a victim of a crime in Oak Park	89%	N=416	11%	N=52	100%	N=468
Reported a crime to the police in Oak Park	72%	N=337	28%	N=132	100%	N=469
Stocked supplies in preparation for an emergency	79%	N=371	21%	N=97	100%	N=469
Campaigned or advocated for an issue, cause or candidate	67%	N=314	33%	N=155	100%	N=470
Contacted the Village of Oak Park (in-person, phone, email or web) for help or information	33%	N=154	67%	N=315	100%	N=469
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	76%	N=355	24%	N=111	100%	N=466
Called for police service in Oak Park	66%	N=312	34%	N=157	100%	N=469
Called for Oak Park fire/EMS	90%	N=421	10%	N=47	100%	N=468

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=67	18%	N=82	27%	N=123	41%	N=193	100%	N=465
Visited a neighborhood park or Village park	35%	N=164	28%	N=133	25%	N=115	12%	N=55	100%	N=467
Used Oak Park public libraries or their services	20%	N=96	32%	N=150	31%	N=148	16%	N=75	100%	N=470
Participated in religious or spiritual activities in Oak Park	10%	N=46	15%	N=72	18%	N=83	57%	N=269	100%	N=470
Attended a Village-sponsored event	2%	N=10	9%	N=40	51%	N=238	38%	N=176	100%	N=464
Used bus, rail, subway or other public transportation instead of driving	36%	N=167	18%	N=83	25%	N=118	21%	N=98	100%	N=465
Carpooled with other adults or children instead of driving alone	15%	N=72	13%	N=61	19%	N=91	52%	N=245	100%	N=469
Walked or biked instead of driving	44%	N=205	26%	N=122	17%	N=79	13%	N=63	100%	N=469
Volunteered your time to some group/activity in Oak Park	9%	N=42	15%	N=70	21%	N=100	55%	N=256	100%	N=469
Participated in a club	7%	N=31	6%	N=30	15%	N=68	72%	N=337	100%	N=467
Talked to or visited with your immediate neighbors	41%	N=192	29%	N=137	18%	N=86	11%	N=51	100%	N=466
Done a favor for a neighbor	19%	N=91	28%	N=129	37%	N=174	16%	N=76	100%	N=470

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	2%	N=11	3%	N=13	22%	N=102	73%	N=337	100%	N=463
Watched (online or on television) a local public meeting	2%	N=10	3%	N=13	16%	N=72	79%	N=368	100%	N=463

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	42%	N=192	35%	N=161	9%	N=42	3%	N=12	12%	N=54	100%	N=461
Fire services	40%	N=187	20%	N=95	2%	N=11	2%	N=9	35%	N=162	100%	N=463
Ambulance or emergency medical services	33%	N=153	18%	N=85	2%	N=11	2%	N=7	44%	N=204	100%	N=460
Crime prevention	14%	N=62	41%	N=190	22%	N=101	4%	N=19	19%	N=85	100%	N=457

The National Citizen Survey™

Please rate the quality of each of the following services in Oak Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Fire prevention and education	18%	N=82	27%	N=124	11%	N=49	1%	N=4	44%	N=201	100%	N=459
Traffic enforcement	10%	N=48	35%	N=160	28%	N=130	13%	N=61	13%	N=59	100%	N=457
Street repair	10%	N=44	38%	N=175	34%	N=157	14%	N=66	4%	N=19	100%	N=462
Street cleaning	20%	N=92	49%	N=226	21%	N=95	7%	N=34	4%	N=17	100%	N=463
Street lighting	20%	N=93	48%	N=224	24%	N=112	7%	N=32	0%	N=1	100%	N=462
Snow removal	18%	N=85	41%	N=190	19%	N=90	10%	N=46	11%	N=51	100%	N=462
Sidewalk maintenance	15%	N=67	46%	N=210	29%	N=132	9%	N=41	2%	N=11	100%	N=461
Traffic signal timing	8%	N=38	43%	N=199	32%	N=148	12%	N=57	4%	N=18	100%	N=459
Bus or transit services	16%	N=75	37%	N=171	15%	N=68	5%	N=23	27%	N=124	100%	N=460
Garbage collection	28%	N=132	49%	N=226	13%	N=60	3%	N=15	7%	N=31	100%	N=463
Recycling	29%	N=134	46%	N=211	13%	N=62	4%	N=19	8%	N=38	100%	N=463
Yard waste pick-up	24%	N=109	32%	N=148	13%	N=61	3%	N=15	28%	N=127	100%	N=461
Storm drainage	10%	N=46	34%	N=156	24%	N=109	14%	N=62	19%	N=86	100%	N=458
Drinking water	28%	N=130	50%	N=232	13%	N=60	6%	N=27	3%	N=12	100%	N=461
Sewer services	15%	N=68	44%	N=204	17%	N=79	7%	N=31	17%	N=79	100%	N=461
Power (electric and/or gas) utility	21%	N=96	58%	N=268	15%	N=71	3%	N=14	3%	N=13	100%	N=462
Utility billing	17%	N=79	53%	N=241	20%	N=91	5%	N=24	5%	N=23	100%	N=457
Village parks	46%	N=214	39%	N=182	9%	N=40	2%	N=8	4%	N=17	100%	N=461
Recreation centers or facilities	28%	N=127	42%	N=197	9%	N=40	2%	N=9	19%	N=90	100%	N=463
Land use, planning and zoning	9%	N=43	26%	N=121	27%	N=125	15%	N=70	22%	N=99	100%	N=457
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=31	29%	N=132	21%	N=97	7%	N=33	36%	N=168	100%	N=461
Animal control	11%	N=49	33%	N=149	11%	N=51	5%	N=24	40%	N=185	100%	N=459
Economic development	10%	N=46	32%	N=147	25%	N=116	12%	N=55	20%	N=93	100%	N=457
Health services	12%	N=57	39%	N=178	11%	N=51	2%	N=9	36%	N=164	100%	N=457
Public library services	60%	N=276	27%	N=126	5%	N=23	1%	N=7	6%	N=28	100%	N=460
Public information services	19%	N=89	41%	N=186	15%	N=69	2%	N=9	23%	N=105	100%	N=458
Cable television	9%	N=42	32%	N=148	18%	N=82	5%	N=25	35%	N=161	100%	N=457
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	7%	N=32	19%	N=87	13%	N=61	5%	N=23	56%	N=256	100%	N=459
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=51	31%	N=142	24%	N=109	13%	N=60	21%	N=96	100%	N=458
Oak Park open space	14%	N=62	40%	N=181	22%	N=102	13%	N=61	11%	N=50	100%	N=455
Village-sponsored special events	21%	N=97	45%	N=206	17%	N=78	3%	N=12	14%	N=63	100%	N=456
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	20%	N=93	44%	N=202	18%	N=83	7%	N=33	11%	N=50	100%	N=460
Services to low-income people	6%	N=27	11%	N=50	15%	N=69	10%	N=47	58%	N=267	100%	N=460
Leaf pick-up	21%	N=94	37%	N=170	23%	N=104	5%	N=25	14%	N=63	100%	N=456
Care of trees along the parkway	20%	N=91	48%	N=220	18%	N=85	5%	N=23	9%	N=40	100%	N=459
Alley maintenance	11%	N=51	37%	N=169	25%	N=114	17%	N=77	11%	N=51	100%	N=462
Parking services	7%	N=33	29%	N=131	30%	N=138	26%	N=121	8%	N=36	100%	N=459
Online Village services	13%	N=61	37%	N=173	23%	N=104	6%	N=28	21%	N=96	100%	N=461
Building permit review	2%	N=10	13%	N=61	13%	N=61	10%	N=47	61%	N=283	100%	N=461
Oak Park adjudication court	1%	N=6	8%	N=34	7%	N=30	6%	N=29	78%	N=356	100%	N=456

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	19%	N=87	54%	N=247	19%	N=87	4%	N=20	3%	N=14	100%	N=456
The Federal Government	2%	N=11	23%	N=103	41%	N=185	20%	N=89	14%	N=62	100%	N=449

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	7%	N=34	32%	N=147	32%	N=148	21%	N=96	8%	N=36	100%	N=461
The overall direction that Oak Park is taking	9%	N=43	31%	N=142	32%	N=148	18%	N=81	10%	N=45	100%	N=460
The job Oak Park government does at welcoming citizen involvement	11%	N=51	32%	N=147	28%	N=130	9%	N=41	20%	N=91	100%	N=460
Overall confidence in Oak Park government	8%	N=37	35%	N=159	34%	N=157	17%	N=76	6%	N=28	100%	N=456
Generally acting in the best interest of the community	10%	N=47	36%	N=165	30%	N=138	17%	N=78	7%	N=32	100%	N=460
Being honest	9%	N=44	28%	N=129	28%	N=128	16%	N=74	19%	N=87	100%	N=461
Treating all residents fairly	11%	N=49	34%	N=157	20%	N=92	16%	N=74	19%	N=89	100%	N=460

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	60%	N=282	30%	N=140	10%	N=45	0%	N=0	100%	N=467
Overall ease of getting to the places you usually have to visit	25%	N=116	55%	N=255	19%	N=88	2%	N=9	100%	N=467
Quality of overall natural environment in Oak Park	30%	N=140	50%	N=231	17%	N=80	3%	N=12	100%	N=462
Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	36%	N=167	40%	N=187	21%	N=97	3%	N=15	100%	N=465
Health and wellness opportunities in Oak Park	23%	N=105	41%	N=190	33%	N=154	3%	N=16	100%	N=465
Overall opportunities for education and enrichment	37%	N=170	41%	N=190	21%	N=96	2%	N=8	100%	N=463
Overall economic health of Oak Park	45%	N=207	42%	N=196	13%	N=61	0%	N=1	100%	N=465
Sense of community	34%	N=158	47%	N=217	17%	N=77	2%	N=10	100%	N=462

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	44%	N=205	38%	N=177	17%	N=77	1%	N=5	100%	N=463
Care of trees and landscaping in the parkways	36%	N=168	47%	N=220	16%	N=75	1%	N=3	100%	N=466
Maintenance of the public way, street cleaning, snow plowing	47%	N=217	47%	N=220	5%	N=25	1%	N=3	100%	N=466
Fire and emergency medical assistance	63%	N=292	31%	N=142	6%	N=29	0%	N=0	100%	N=463
Housing programs	26%	N=122	38%	N=179	28%	N=131	7%	N=34	100%	N=466
Operation and administration of parking services	24%	N=109	38%	N=173	33%	N=154	5%	N=24	100%	N=459
Partner agencies that promote or support tourism, housing and the arts in Oak Park	19%	N=87	34%	N=159	43%	N=198	4%	N=20	100%	N=463
Police protection	68%	N=314	26%	N=121	5%	N=25	1%	N=5	100%	N=465
Public health services	38%	N=175	41%	N=189	19%	N=87	2%	N=10	100%	N=460
Environmental sustainability programs and events	32%	N=146	43%	N=197	23%	N=105	3%	N=14	100%	N=462

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	12%	N=56	34%	N=156	45%	N=209	9%	N=43	100%	N=465
Disorderly youth	25%	N=118	45%	N=210	20%	N=96	9%	N=43	100%	N=467
Drugs	18%	N=81	41%	N=187	31%	N=139	11%	N=48	100%	N=455
Graffiti	41%	N=189	45%	N=208	12%	N=57	2%	N=10	100%	N=464
Homelessness	18%	N=85	39%	N=182	31%	N=144	11%	N=52	100%	N=463
Noise	39%	N=178	41%	N=189	13%	N=62	7%	N=31	100%	N=460
Panhandling	20%	N=91	36%	N=167	30%	N=140	14%	N=65	100%	N=463
Run-down buildings and houses	37%	N=173	45%	N=208	15%	N=70	3%	N=13	100%	N=464
Traffic in Oak Park	8%	N=37	29%	N=135	40%	N=185	23%	N=109	100%	N=465

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	20%	N=94	58%	N=271	22%	N=101	100%	N=466
Village of Oak Park Facebook & Twitter pages	7%	N=33	17%	N=78	76%	N=349	100%	N=460
Friends and neighbors	35%	N=163	54%	N=249	11%	N=51	100%	N=463
Local newspapers	38%	N=176	43%	N=199	19%	N=90	100%	N=464
Village of Oak Park email news ("e-News")	11%	N=52	27%	N=124	62%	N=284	100%	N=459
Village of Oak Park OP/FYI newsletter and other Village mailings	41%	N=189	42%	N=196	17%	N=79	100%	N=465
VOP-TV, the Village's cable TV channel	3%	N=14	14%	N=67	82%	N=379	100%	N=460
Local online news sources	12%	N=56	39%	N=181	48%	N=222	100%	N=459

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 (38.88%)	28%	N=126	27%	N=122	12%	N=57	7%	N=30	27%	N=124	100%	N=459
OPRF High School District (24.59%)	25%	N=112	23%	N=105	11%	N=51	7%	N=33	34%	N=157	100%	N=458
Village of Oak Park (10.27%)	14%	N=65	37%	N=170	24%	N=112	8%	N=38	16%	N=73	100%	N=458
Oak Park Fire & Police Pensions (5.46%)	19%	N=86	35%	N=160	17%	N=75	5%	N=25	24%	N=110	100%	N=457
Oak Park Public Library (4.51%)	45%	N=206	32%	N=146	8%	N=38	4%	N=17	12%	N=53	100%	N=460
Park District of Oak Park (4.55%)	33%	N=153	40%	N=183	11%	N=49	5%	N=22	12%	N=53	100%	N=460
Cook County (4.15%)	5%	N=22	18%	N=82	33%	N=151	19%	N=89	25%	N=112	100%	N=457
Metropolitan Water Reclamation District (2.83%)	15%	N=68	24%	N=109	23%	N=107	8%	N=36	30%	N=136	100%	N=456
Oak Park Township (2.35%)	14%	N=65	30%	N=140	23%	N=105	7%	N=30	26%	N=120	100%	N=460
Triton Community College District (2.30%)	8%	N=38	19%	N=87	18%	N=84	10%	N=45	45%	N=204	100%	N=458
Mosquito Abatement District (.12%)	12%	N=53	27%	N=121	18%	N=81	9%	N=40	35%	N=158	100%	N=454

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	3%	N=15	5%	N=25	8%	N=36	18%	N=82	66%	N=310	100%	N=468
Purchase goods or services from a business located in Oak Park	0%	N=2	6%	N=27	31%	N=146	47%	N=219	16%	N=73	100%	N=467
Eat at least 5 portions of fruits and vegetables a day	1%	N=6	12%	N=57	36%	N=169	33%	N=152	17%	N=79	100%	N=463
Participate in moderate or vigorous physical activity	2%	N=8	12%	N=57	27%	N=128	37%	N=174	21%	N=100	100%	N=467
Read or watch local news (via television, paper, computer, etc.)	1%	N=5	12%	N=58	19%	N=87	36%	N=170	32%	N=150	100%	N=468
Vote in local elections	11%	N=51	2%	N=7	10%	N=45	19%	N=86	59%	N=277	100%	N=466

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=127
Very good	43%	N=202
Good	23%	N=108
Fair	4%	N=19
Poor	3%	N=12
Total	100%	N=468

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	2%	N=12
Somewhat positive	19%	N=90
Neutral	55%	N=255
Somewhat negative	18%	N=82
Very negative	6%	N=26
Total	100%	N=466

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=281
Working part time for pay	13%	N=60
Unemployed, looking for paid work	4%	N=21
Unemployed, not looking for paid work	5%	N=22
Fully retired	18%	N=84
Total	100%	N=468

Table 56: Question D5

Do you work inside the boundaries of Oak Park?	Percent	Number
Yes, outside the home	18%	N=82
Yes, from home	10%	N=48
No	72%	N=327
Total	100%	N=457

Table 57: Question D6

How many years have you lived in Oak Park?	Percent	Number
Less than 2 years	16%	N=77
2 to 5 years	17%	N=80
6 to 10 years	17%	N=81
11 to 20 years	18%	N=85
More than 20 years	31%	N=146
Total	100%	N=468

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	44%	N=206
Building with two or more homes (duplex, townhome, apartment or condominium)	50%	N=236
Other	6%	N=26
Total	100%	N=468

Table 59: Question D8

Is this house, apartment or mobile home…	Percent	Number
Rented	38%	N=177
Owned	62%	N=289
Total	100%	N=466

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	1%	N=6
$300 to $599 per month	4%	N=17
$600 to $999 per month	19%	N=88
$1,000 to $1,499 per month	21%	N=95
$1,500 to $2,499 per month	24%	N=111
$2,500 or more per month	31%	N=142
Total	100%	N=458

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	62%	N=290
Yes	38%	N=177
Total	100%	N=468

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	76%	N=357
Yes	24%	N=111
Total	100%	N=468

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	10%	N=45
$25,000 to $49,999	15%	N=66
$50,000 to $99,999	22%	N=99
$100,000 to $149,999	23%	N=102
$150,000 or more	30%	N=131
Total	100%	N=444

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=433
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=24
Total	100%	N=458

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	1%	N=7
Asian, Asian Indian or Pacific Islander	9%	N=43
Black or African American	17%	N=76
White	73%	N=334
Other	5%	N=21

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	1%	N=6
25 to 34 years	22%	N=104
35 to 44 years	20%	N=93
45 to 54 years	23%	N=106
55 to 64 years	13%	N=62
65 to 74 years	14%	N=63
75 years or older	7%	N=31
Total	100%	N=465

Table 67: Question D16

What is your sex?	Percent	Number
Female	56%	N=261
Male	44%	N=202
Total	100%	N=463

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=318
Land line	15%	N=71
Both	17%	N=77
Total	100%	N=467

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

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%

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," 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."

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	84%	169	452	Similar
Overall image or reputation of Oak Park	85%	68	344	Higher
Oak Park as a place to live	90%	151	389	Similar
Your neighborhood as a place to live	87%	104	309	Similar
Oak Park as a place to raise children	90%	95	380	Higher
Oak Park as a place to retire	47%	299	355	Lower
Overall appearance of Oak Park	87%	80	356	Similar

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	77%	221	329	Similar
	In your neighborhood during the day	91%	239	352	Similar
	In Oak Park's downtown/commercial area during the day	93%	127	309	Similar
Mobility	Overall ease of getting to the places you usually have to visit	71%	140	237	Similar
	Availability of paths and walking trails	56%	225	309	Similar
	Ease of walking in Oak Park	87%	17	297	Higher
	Ease of travel by bicycle in Oak Park	66%	80	300	Similar
	Ease of travel by car in Oak Park	45%	255	300	Lower
	Ease of public parking	26%	183	198	Lower
	Traffic flow on major streets	32%	257	341	Similar
Natural Environment	Quality of overall natural environment in Oak Park	85%	108	273	Similar
	Cleanliness of Oak Park	81%	119	280	Similar
	Air quality	73%	173	238	Similar
Built Environment	Overall "built environment" of Oak Park (including overall design, buildings, parks and transportation systems)	72%	52	226	Similar
	Overall quality of new development in Oak Park	52%	179	284	Similar
	Availability of affordable quality housing	23%	242	299	Lower
	Variety of housing options	54%	128	275	Similar
	Public places where people want to spend time	83%	45	218	Similar
Economy	Overall economic health of Oak Park	68%	115	232	Similar
	Vibrant downtown/commercial area	71%	45	209	Higher
	Overall quality of business and service establishments in Oak Park	67%	129	267	Similar
	Cost of living in Oak Park	16%	207	229	Lower
	Shopping opportunities	67%	108	290	Similar
	Employment opportunities	33%	176	308	Similar
	Oak Park as a place to visit	83%	51	246	Higher
	Oak Park as a place to work	57%	221	356	Similar
Recreation and Wellness	Health and wellness opportunities in Oak Park	83%	52	227	Similar
	Availability of affordable quality mental health care	60%	39	198	Similar
	Availability of preventive health services	76%	70	228	Similar
	Availability of affordable quality health care	73%	82	255	Similar
	Availability of affordable quality food	75%	62	231	Similar
	Recreational opportunities	71%	124	295	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	66%	130	217	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	83%	40	228	Higher
	Opportunities to participate in religious or spiritual events and activities	88%	16	197	Similar
	Opportunities to attend cultural/arts/music activities	78%	49	294	Higher
	Adult educational opportunities	65%	84	204	Similar
	Availability of affordable quality child care/preschool	54%	137	244	Similar
Community Engagement	Opportunities to participate in social events and activities	82%	34	256	Higher
	Neighborliness of Oak Park	72%	17	221	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	75%	19	288	Higher
	Opportunities to participate in community matters	79%	19	268	Higher
	Opportunities to volunteer	82%	32	260	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Village of Oak Park	76%	220	430	Similar
Overall customer service by Oak Park employees (police, receptionists, planners, etc.)	72%	231	374	Similar
Value of services for the taxes paid to Oak Park	43%	306	398	Similar
Overall direction that Oak Park is taking	45%	237	314	Similar
Job Oak Park government does at welcoming citizen involvement	54%	133	314	Similar
Overall confidence in Oak Park government	46%	156	230	Similar
Generally acting in the best interest of the community	50%	153	230	Similar
Being honest	46%	165	223	Similar
Treating all residents fairly	56%	137	228	Similar
Services provided by the Federal Government	29%	214	244	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	87%	84	456	Similar
	Fire services	94%	65	381	Similar
	Ambulance or emergency medical services	93%	62	349	Similar
	Crime prevention	68%	207	355	Similar
	Fire prevention and education	80%	124	281	Similar
	Animal control	72%	117	338	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58%	176	272	Similar
Mobility	Traffic enforcement	52%	305	370	Similar
	Street repair	50%	188	393	Similar
	Street cleaning	71%	103	319	Similar
	Street lighting	69%	70	324	Similar
	Snow removal	67%	130	293	Similar
	Sidewalk maintenance	61%	105	319	Similar
	Traffic signal timing	54%	118	257	Similar
	Bus or transit services	73%	26	222	Higher
Natural Environment	Garbage collection	83%	222	358	Similar
	Recycling	81%	184	359	Similar
	Yard waste pick-up	77%	120	273	Similar
	Drinking water	81%	99	320	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	53%	189	252	Similar
	Oak Park open space	60%	129	207	Similar
	Storm drainage	54%	269	350	Similar
	Sewer services	71%	241	322	Similar
	Power (electric and/or gas) utility	81%	100	171	Similar
	Utility billing	74%	95	200	Similar
	Land use, planning and zoning	46%	157	301	Similar
Built Environment	Code enforcement (weeds, abandoned buildings, etc.)	56%	148	385	Similar
	Cable television	64%	38	198	Similar
Economy	Economic development	53%	154	281	Similar
Recreation and Wellness	Village parks	89%	56	325	Similar
	Recreation centers or facilities	87%	36	272	Higher
	Health services	80%	57	210	Similar
Education and Enrichment	Village-sponsored special events	77%	56	248	Similar
	Public library services	93%	12	341	Higher
Community Engagement	Public information services	78%	52	279	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	76%	45	309	Higher
Recommend living in Oak Park to someone who asks	87%	157	281	Similar
Remain in Oak Park for the next five years	80%	200	272	Similar
Contacted Oak Park (in-person, phone, email or web) for help or information	67%	5	313	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	21%	188	201	Lower
	Did NOT report a crime to the police	72%	178	223	Similar
	Household member was NOT a victim of a crime	89%	146	269	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	79%	6	181	Much higher
	Carpooled with other adults or children instead of driving alone	48%	61	211	Similar
	Walked or biked instead of driving	87%	9	219	Much higher
Natural Environment	Made efforts to conserve water	78%	134	207	Similar
	Made efforts to make your home more energy efficient	77%	72	207	Similar
	Recycle at home	91%	116	253	Similar
Built Environment	Did NOT observe a code violation or other hazard in Oak Park	67%	34	213	Higher
	NOT experiencing housing costs stress	65%	171	250	Similar
Economy	Purchase goods or services from a business located in Oak Park	94%	186	217	Similar
	Economy will have positive impact on income	22%	220	251	Similar
	Work inside boundaries of Oak Park	28%	170	218	Lower

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness				
Used Oak Park recreation centers or their services	59%	106	230	Similar
Visited a neighborhood park or Village park	88%	81	264	Similar
Eat at least 5 portions of fruits and vegetables a day	86%	57	209	Similar
Participate in moderate or vigorous physical activity	86%	94	213	Similar
In very good to excellent health	70%	57	213	Similar
Education and Enrichment				
Used Oak Park public libraries or their services	84%	6	239	Much higher
Participated in religious or spiritual activities in Oak Park	43%	115	194	Similar
Attended Village-sponsored event	62%	56	219	Similar
Community Engagement				
Campaigned or advocated for an issue, cause or candidate	33%	23	200	Similar
Contacted Oak Park elected officials (in-person, phone, email or web) to express your opinion	24%	33	216	Similar
Volunteered your time to some group/activity in Oak Park	45%	83	259	Similar
Participated in a club	28%	103	233	Similar
Talked to or visited with your immediate neighbors	89%	151	214	Similar
Done a favor for a neighbor	84%	74	209	Similar
Attended a local public meeting	27%	56	258	Similar
Watched (online or on television) a local public meeting	21%	138	222	Similar
Read or watch local news (via television, paper, computer, etc.)	87%	89	218	Similar
Vote in local elections	88%	61	252	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
Alexandria city, VA 139,966
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
Arapahoe County, CO...572,003
Arkansas City city, AR.. 366
Arlington city, TX 365,438
Arvada city, CO 106,433
Asheville city, NC 83,393
Ashland city, OR 20,078
Ashland town, MA 16,593
Ashland town, VA.. 7,225
Aspen city, CO 6,658

Athens-Clarke County, GA.......................................115,452
Auburn city, AL 53,380
Augusta CCD, GA 134,777
Aurora city, CO 325,078
Austin city, TX 790,390
Avon town, CO... 6,447
Avon town, IN 12,446
Avondale city, AZ 76,238
Azusa city, CA 46,361
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
Bay Village city, OH 15,651
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
Benbrook city, TX.. 21,234
Bend city, OR.. 76,639
Bettendorf city, IA... 33,217
Billings city, MT..104,170
Blaine city, MN... 57,186

Bloomfield Hills city, MI	3,869
Bloomington city, IN	80,405
Bloomington city, MN	82,893
Blue Springs city, MO	52,575
Boise City city, ID	205,671
Bonner Springs city, KS	7,314
Boone County, KY	118,811
Boulder city, CO	97,385
Bowling Green city, KY	58,067
Bozeman city, MT	37,280
Brentwood city, MO	8,055
Brentwood city, TN	37,060
Brighton city, CO	33,352
Brighton city, MI	7,444
Bristol city, TN	26,702
Broken Arrow city, OK	98,850
Brookfield city, WI	37,920
Brookline CDP, MA	58,732
Brooklyn Center city, MN	30,104
Brooklyn city, OH	11,169
Broomfield city, CO	55,889
Brownsburg town, IN	21,285
Buffalo Grove village, IL	41,496
Burien city, WA	33,313
Burleson city, TX	36,690
Burlingame city, CA	28,806
Cabarrus County, NC	178,011
Cambridge city, MA	105,162
Cannon Beach city, OR	1,690
Cañon City city, CO	16,400
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
Castine town, ME	1,366
Castle Pines North city, CO	10,360
Castle Rock town, CO	48,231
Cedar Hill city, TX	45,028
Cedar Rapids city, IA	126,326
Celina city, TX	6,028
Centennial city, CO	100,377
Chandler city, AZ	236,123
Chandler city, TX	2,734
Chanhassen city, MN	22,952
Chapel Hill town, NC	57,233
Chardon city, OH	5,148
Charles County, MD	146,551
Charlotte city, NC	731,424
Charlotte County, FL	159,978
Charlottesville city, VA	43,475
Chattanooga city, TN	167,674
Chautauqua town, NY	4,464
Chesterfield County, VA	316,236
Citrus Heights city, CA	83,301
Clackamas County, OR	375,992
Clarendon Hills village, IL	8,427
Clayton city, MO	15,939
Clearwater city, FL	107,685
Cleveland Heights city, OH	46,121
Clinton city, SC	8,490
Clive city, IA	15,447
Clovis city, CA	95,631
College Park city, MD	30,413
College Station city, TX	93,857
Columbia city, MO	108,500
Columbia city, SC	129,272
Columbia Falls city, MT	4,688
Commerce City city, CO	45,913
Concord city, CA	122,067
Concord town, MA	17,668
Conshohocken borough, PA	7,833
Coon Rapids city, MN	61,476
Copperas Cove city, TX	32,032
Coral Springs city, FL	121,096
Coronado city, CA	18,912
Corvallis city, OR	54,462
Cottonwood Heights city, UT	33,433
Creve Coeur city, MO	17,833
Cross Roads town, TX	1,563
Dacono city, CO	4,152
Dade City city, FL	6,437
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX	1,197,816
Danville city, KY	16,218
Dardenne Prairie city, MO	11,494
Darien city, IL	22,086
Davenport city, FL	2,888
Davenport city, IA	99,685
Davidson town, NC	10,944
Dayton city, OH	141,527
Dayton town, WY	757
Decatur city, GA	19,335
Del Mar city, CA	4,161
DeLand city, FL	27,031
Delaware city, OH	34,753
Delray Beach city, FL	60,522
Denison city, TX	22,682
Denton city, TX	113,383
Denver city, CO	600,158
Derby city, KS	22,158
Des Moines city, IA	203,433
Des Peres city, MO	8,373
Destin city, FL	12,305
Dothan city, AL	65,496
Douglas County, CO	285,465
Dover city, NH	29,987
Dublin city, CA	46,036
Dublin city, OH	41,751
Duluth city, MN	86,265
Durham city, NC	228,330
Durham County, NC	267,587
Eagan city, MN	64,206
Eagle Mountain city, UT	21,415
Eagle town, CO	6,508
East Grand Forks city, MN	8,601
East Lansing city, MI	48,579
Eau Claire city, WI	65,883
Eden Prairie city, MN	60,797
Edgerton city, KS	1,671
Edgewater city, CO	5,170
Edina city, MN	47,941
Edmond city, OK	81,405
Edmonds city, WA	39,709
El Cerrito city, CA	23,549
El Dorado County, CA	181,058
El Paso de Robles (Paso Robles) city, CA	29,793
Elk Grove city, CA	153,015
Elko New Market city, MN	4,110
Elmhurst city, IL	44,121
Encinitas city, CA	59,518
Englewood city, CO	30,255
Erie town, CO	18,135
Escambia County, FL	297,619
Estes Park town, CO	5,858
Euclid city, OH	48,920

Fairview town, TX	7,248	Hutto city, TX	14,698
Farmersville city, TX	3,301	Independence city, MO	116,830
Farmington Hills city, MI	79,740	Indianola city, IA	14,782
Fayetteville city, NC	200,564	Indio city, CA	76,036
Fernandina Beach city, FL	11,487	Iowa City city, IA	67,862
Fishers town, IN	76,794	Irving city, TX	216,290
Flagstaff city, AZ	65,870	Issaquah city, WA	30,434
Flower Mound town, TX	64,669	Jackson County, MI	160,248
Forest Grove city, OR	21,083	James City County, VA	67,009
Fort Collins city, CO	143,986	Jefferson County, NY	116,229
Fort Lauderdale city, FL	165,521	Jefferson Parish, LA	432,552
Fort Smith city, AR	86,209	Johnson City city, TN	63,152
Franklin city, TN	62,487	Johnston city, IA	17,278
Fremont city, CA	214,089	Jupiter town, FL	55,156
Friendswood city, TX	35,805	Kalamazoo city, MI	74,262
Fruita city, CO	12,646	Kansas City city, KS	145,786
Gahanna city, OH	33,248	Kansas City city, MO	459,787
Gaithersburg city, MD	59,933	Keizer city, OR	36,478
Galveston city, TX	47,743	Kenmore city, WA	20,460
Gardner city, KS	19,123	Kennedale city, TX	6,763
Georgetown city, TX	47,400	Kennett Square borough, PA	6,072
Germantown city, TN	38,844	Kent city, WA	92,411
Gilbert town, AZ	208,453	Kerrville city, TX	22,347
Gillette city, WY	29,087	Kettering city, OH	56,163
Glen Ellyn village, IL	27,450	Key West city, FL	24,649
Glendora city, CA	50,073	King City city, CA	12,874
Glenview village, IL	44,692	King County, WA	1,931,249
Globe city, AZ	7,532	Kirkland city, WA	48,787
Golden city, CO	18,867	Kirkwood city, MO	27,540
Golden Valley city, MN	20,371	Knoxville city, IA	7,313
Goodyear city, AZ	65,275	La Plata town, MD	8,753
Grafton village, WI	11,459	La Porte city, TX	33,800
Grand Blanc city, MI	8,276	La Vista city, NE	15,758
Grants Pass city, OR	34,533	Lafayette city, CO	24,453
Grass Valley city, CA	12,860	Laguna Beach city, CA	22,723
Greeley city, CO	92,889	Laguna Niguel city, CA	62,979
Greenville city, NC	84,554	Lake Forest city, IL	19,375
Greenwich town, CT	61,171	Lake in the Hills village, IL	28,965
Greenwood Village city, CO	13,925	Lake Stevens city, WA	28,069
Greer city, SC	25,515	Lake Worth city, FL	34,910
Gunnison County, CO	15,324	Lake Zurich village, IL	19,631
Hailey city, ID	7,960	Lakeville city, MN	55,954
Haines Borough, AK	2,508	Lakewood city, CO	142,980
Haltom City city, TX	42,409	Lakewood city, WA	58,163
Hamilton city, OH	62,477	Lane County, OR	351,715
Hamilton town, MA	7,764	Lansing city, MI	114,297
Hanover County, VA	99,863	Laramie city, WY	30,816
Harrisburg city, SD	4,089	Larimer County, CO	299,630
Harrisonburg city, VA	48,914	Las Cruces city, NM	97,618
Harrisonville city, MO	10,019	Las Vegas city, NM	13,753
Hayward city, CA	144,186	Las Vegas city, NV	583,756
Henderson city, NV	257,729	Lawrence city, KS	87,643
Herndon town, VA	23,292	Lawrenceville city, GA	28,546
High Point city, NC	104,371	Lee's Summit city, MO	91,364
Highland Park city, IL	29,763	Lehi city, UT	47,407
Highlands Ranch CDP, CO	96,713	Lenexa city, KS	48,190
Holland city, MI	33,051	Lewis County, NY	27,087
Homer Glen village, IL	24,220	Lewiston city, ID	31,894
Honolulu County, HI	953,207	Lewisville city, TX	95,290
Hooksett town, NH	13,451	Lewisville town, NC	12,639
Hopkins city, MN	17,591	Libertyville village, IL	20,315
Hopkinton town, MA	14,925	Lincoln city, NE	258,379
Hoquiam city, WA	8,726	Lincolnwood village, IL	12,590
Horry County, SC	269,291	Lindsborg city, KS	3,458
Howard village, WI	17,399	Little Chute village, WI	10,449
Hudson city, OH	22,262	Littleton city, CO	41,737
Hudson town, CO	2,356	Livermore city, CA	80,968
Huntley village, IL	24,291	Lombard village, IL	43,165
Hurst city, TX	37,337	Lone Tree city, CO	10,218
Hutchinson city, MN	14,178	Long Grove village, IL	8,043

Longmont city, CO	86,270
Longview city, TX	80,455
Lonsdale city, MN	3,674
Los Alamos County, NM	17,950
Los Altos Hills town, CA	7,922
Louisville city, CO	18,376
Lower Merion township, PA	57,825
Lynchburg city, VA	75,568
Lynnwood city, WA	35,836
Macomb County, MI	840,978
Manassas city, VA	37,821
Manhattan Beach city, CA	35,135
Manhattan city, KS	52,281
Mankato city, MN	39,309
Maple Grove city, MN	61,567
Maricopa County, AZ	3,817,117
Marion city, IA	34,768
Marshfield city, WI	19,118
Martinez city, CA	35,824
Marysville city, WA	60,020
Matthews town, NC	27,198
McAllen city, TX	129,877
McKinney city, TX	131,117
McMinnville city, OR	32,187
Menlo Park city, CA	32,026
Menomonee Falls village, WI	35,626
Mercer Island city, WA	22,699
Meridian charter township, MI	39,688
Meridian city, ID	75,092
Merriam city, KS	11,003
Mesa city, AZ	439,041
Mesa County, CO	146,723
Miami Beach city, FL	87,779
Miami city, FL	399,457
Middleton city, WI	17,442
Midland city, MI	41,863
Milford city, DE	9,559
Milton city, GA	32,661
Minneapolis city, MN	382,578
Missouri City city, TX	67,358
Modesto city, CA	201,165
Monterey city, CA	27,810
Montgomery city, MN	2,956
Montgomery County, MD	971,777
Monticello city, UT	1,972
Montrose city, CO	19,132
Monument town, CO	5,530
Mooresville town, NC	32,711
Moraga town, CA	16,016
Morristown city, TN	29,137
Morrisville town, NC	18,576
Morro Bay city, CA	10,234
Mountain Village town, CO	1,320
Mountlake Terrace city, WA	19,909
Murphy city, TX	17,708
Naperville city, IL	141,853
Napoleon city, OH	8,749
Needham CDP, MA	28,886
Nevada City city, CA	3,068
Nevada County, CA	98,764
New Braunfels city, TX	57,740
New Brighton city, MN	21,456
New Hanover County, NC	202,667
New Hope city, MN	20,339
New Orleans city, LA	343,829
New Port Richey city, FL	14,911
New Smyrna Beach city, FL	22,464
New Ulm city, MN	13,522
Newberg city, OR	22,068
Newport city, RI	24,672
Newport News city, VA	180,719
Newton city, IA	15,254
Noblesville city, IN	51,969
Nogales city, AZ	20,837
Norcross city, GA	9,116
Norfolk city, VA	242,803
North Mankato city, MN	13,394
North Port city, FL	57,357
North Richland Hills city, TX	63,343
North Yarmouth town, ME	3,565
Novato city, CA	51,904
Novi city, MI	55,224
O'Fallon city, IL	28,281
O'Fallon city, MO	79,329
Oak Park village, IL	51,878
Oakland city, CA	390,724
Oakley city, CA	35,432
Oklahoma City city, OK	579,999
Olathe city, KS	125,872
Old Town city, ME	7,840
Olmsted County, MN	144,248
Olympia city, WA	46,478
Orange village, OH	3,323
Orland Park village, IL	56,767
Oshkosh city, WI	66,083
Oshtemo charter township, MI	21,705
Oswego village, IL	30,355
Otsego County, MI	24,164
Ottawa County, MI	263,801
Paducah city, KY	25,024
Palm Beach Gardens city, FL	48,452
Palm Coast city, FL	75,180
Palo Alto city, CA	64,403
Palos Verdes Estates city, CA	13,438
Papillion city, NE	18,894
Paradise Valley town, AZ	12,820
Park City city, UT	7,558
Parker town, CO	45,297
Parkland city, FL	23,962
Pasco city, WA	59,781
Pasco County, FL	464,697
Payette city, ID	7,433
Pearland city, TX	91,252
Peoria city, AZ	154,065
Peoria city, IL	115,007
Pflugerville city, TX	46,936
Phoenix city, AZ	1,445,632
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
Pleasant Hill city, IA	8,785
Pleasanton city, CA	70,285
Plymouth city, MN	70,576
Polk County, IA	430,640
Pompano Beach city, FL	99,845
Port Orange city, FL	56,048
Portland city, OR	583,776
Post Falls city, ID	27,574
Powell city, OH	11,500
Prince William County, VA	402,002
Prior Lake city, MN	22,796
Pueblo city, CO	106,595
Purcellville town, VA	7,727
Queen Creek town, AZ	26,361
Raleigh city, NC	403,892
Ramsey city, MN	23,668
Raymond town, ME	4,436
Raymore city, MO	19,206

Redmond city, OR	26,215
Redmond city, WA	54,144
Reno city, NV	225,221
Reston CDP, VA	58,404
Richland city, WA	48,058
Richmond city, CA	103,701
Richmond Heights city, MO	8,603
Rio Rancho city, NM	87,521
River Falls city, WI	15,000
Riverside city, CA	303,871
Riverside city, MO	2,937
Roanoke city, VA	97,032
Roanoke County, VA	92,376
Rochester Hills city, MI	70,995
Rock Hill city, SC	66,154
Rockville city, MD	61,209
Roeland Park city, KS	6,731
Rogers city, MN	8,597
Rohnert Park city, CA	40,971
Rolla city, MO	19,559
Roselle village, IL	22,763
Rosemount city, MN	21,874
Rosenberg city, TX	30,618
Roseville city, MN	33,660
Round Rock city, TX	99,887
Royal Oak city, MI	57,236
Saco city, ME	18,482
Sahuarita town, AZ	25,259
Salida city, CO	5,236
Sammamish city, WA	45,780
San Anselmo town, CA	12,336
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
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe city, NM	67,947
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Schaumburg village, IL	74,227
Schertz city, TX	31,465
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
Sedona city, AZ	10,031
Sevierville city, TN	14,807
Shakopee city, MN	37,076
Sharonville city, OH	13,560
Shawnee city, KS	62,209
Shawnee city, OK	29,857
Sherborn town, MA	4,119
Shoreview city, MN	25,043
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sierra Vista city, AZ	43,888
Silverton city, OR	9,222
Sioux Center city, IA	7,048
Sioux Falls city, SD	153,888
Skokie village, IL	64,784
Snellville city, GA	18,242
Snoqualmie city, WA	10,670
Somerset town, MA	18,165
South Jordan city, UT	50,418
South Lake Tahoe city, CA	21,403
Southlake city, TX	26,575
Spearfish city, SD	10,494
Spring Hill city, KS	5,437
Springboro city, OH	17,409
Springfield city, MO	159,498
Springville city, UT	29,466
St. Augustine city, FL	12,975
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. Joseph town, WI	3,842
St. Louis County, MN	200,226
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
Suisun City city, CA	28,111
Summit city, NJ	21,457
Summit County, UT	36,324
Summit village, IL	11,054
Sunnyvale city, CA	140,081
Surprise city, AZ	117,517
Suwanee city, GA	15,355
Tacoma city, WA	198,397
Takoma Park city, MD	16,715
Tamarac city, FL	60,427
Temecula city, CA	100,097
Tempe city, AZ	161,719
Temple city, TX	66,102
Texarkana city, TX	36,411
The Woodlands CDP, TX	93,847
Thousand Oaks city, CA	126,683
Tigard city, OR	48,035
Tracy city, CA	82,922
Trinidad CCD, CO	12,017
Tualatin city, OR	26,054
Tulsa city, OK	391,906
Twin Falls city, ID	44,125
Tyler city, TX	96,900
Unalaska city, AK	4,376
University Heights city, OH	13,539
University Park city, TX	23,068
Upper Arlington city, OH	33,771
Urbandale city, IA	39,463
Vail town, CO	5,305
Vancouver city, WA	161,791
Ventura CCD, CA	111,889
Vernon Hills village, IL	25,113
Vestavia Hills city, AL	34,033
Victoria city, MN	7,345
Vienna town, VA	15,687
Virginia Beach city, VA	437,994
Walnut Creek city, CA	64,173
Washington County, MN	238,136
Washington town, NH	1,123
Washoe County, NV	421,407
Washougal city, WA	14,095
Wauwatosa city, WI	46,396
Waverly city, IA	9,874
Weddington town, NC	9,459
Wentzville city, MO	29,070
West Carrollton city, OH	13,143
West Chester borough, PA	18,461
West Des Moines city, IA	56,609
Western Springs village, IL	12,975
Westerville city, OH	36,120
Westlake town, TX	992

Westminster city, CO..106,114
Weston town, MA.. 11,261
White House city, TN... 10,255
Wichita city, KS..382,368
Williamsburg city, VA... 14,068
Willowbrook village, IL 8,540
Wilmington city, NC..106,476
Wilsonville city, OR.. 19,509
Windsor town, CO.. 18,644
Windsor town, CT 29,044
Winnetka village, IL.. 12,187
Winter Garden city, FL.. 34,568

Woodbury city, MN... 61,961
Woodinville city, WA.. 10,938
Woodland city, CA.. 55,468
Wrentham town, MA 10,955
Wyandotte County, KS 157,505
Yakima city, WA... 91,067
York County, VA... 65,464
Yorktown town, IN 9,405
Yorkville city, IL 16,921
Yountville city, CA 2,933

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 Powers, David of the Village of Oak Park at dpowers@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."

Selecting Survey Recipients

"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 from Go-Dog Direct 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 of Oak Park.

To choose the 1,500 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 selected at a higher rate 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; this map also displays the four quadrants of the Village. 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 selected 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
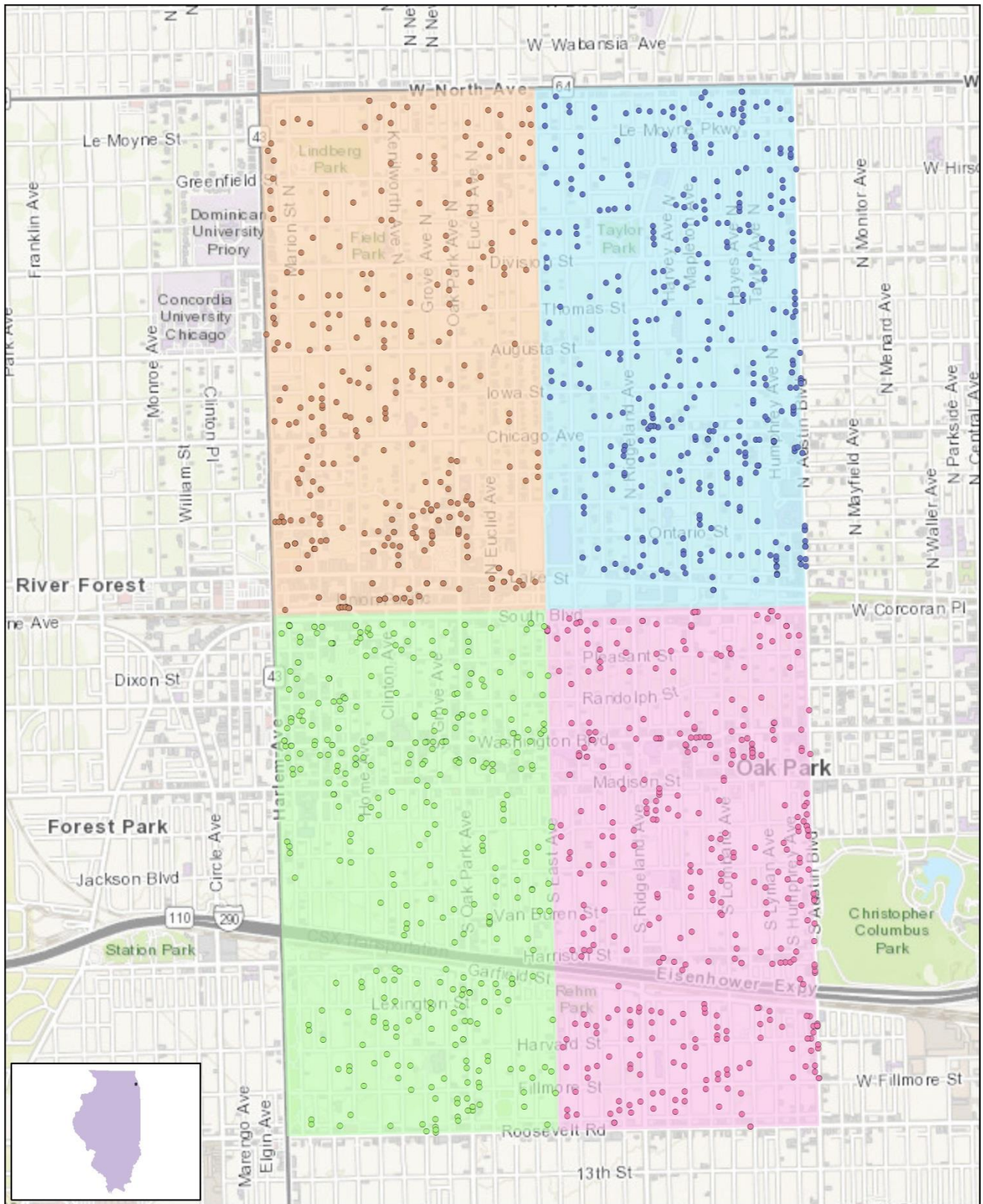
Survey Recipients in Oak Park, IL

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

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 16, 2017. 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. The survey was available in only English. The Village of Oak Park chose to augment its administration of The NCS with several services, including demographic subgroup comparisons and geographic subgroup comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks.

About 4% of the 1,500 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 1,442 households that received the survey, 476 completed the survey, providing an overall response rate of 33%. Of the 476 completed surveys, 80 were completed online. Additionally, responses were tracked by quadrant; response rates by quadrant ranged from 32% to 34%. The response rate(s) were/was calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons.

Table 75: Survey Response Rates by Quadrant

	Northwest	Northeast	Southeast	Southwest	Overall
Total sample used	375	375	375	375	1,500
I=Complete Interviews	115	120	120	115	470
P=Partial Interviews	1	2	2	1	6
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	236	243	242	245	966
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	33%	33%	34%	32%	33%

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.[2]

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 all respondents (476 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents 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.

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[1] See AAPOR's Standard Definitions here: http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx for more information
[2] 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.

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.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into the system so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks was also performed to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents 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 respondents reflective of the larger population of the community. The characteristics used for weighting were tenure, housing unit type, race, sex and age and quadrant. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 76: Oak Park, IL 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	40%	17%	38%
Own home	60%	83%	62%
Detached unit*	43%	63%	44%
Attached unit*	57%	37%	56%
Race and Ethnicity			
White	69%	81%	69%
Not white	31%	19%	31%
Not Hispanic	94%	96%	95%
Hispanic	6%	4%	5%
Sex and Age			
Female	55%	61%	56%
Male	45%	39%	44%
18-34 years of age	27%	8%	24%
35-54 years of age	42%	36%	43%
55+ years of age	32%	56%	34%
Females 18-34	14%	6%	14%
Females 35-54	23%	21%	23%
Females 55+	18%	35%	19%
Males 18-34	12%	3%	10%
Males 35-54	19%	15%	20%
Males 55+	14%	21%	14%
Quadrants			
Northwest	24%	24%	24%
Northeast	18%	26%	18%
Southeast	27%	26%	27%
Southwest	31%	24%	31%

* American Community Survey 2011 5-year estimates

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

Oak Park

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

Oak Park

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123 Madison St.
Oak Park, IL 60302

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

Dear Village of Oak Park Resident:

You have been selected at random to participate in the 2017 Oak Park Citizen Survey. By taking a few minutes to fill out the enclosed survey, you can help shape the future of Oak Park.

Your participation in this survey is very important - especially since your household is one of only a small number being surveyed. Your feedback will help Oak Park make decisions that affect our 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:**

  http://bit.ly/2xnd4Ex

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

Dear Village of Oak Park Resident:

If you haven't already responded to the 2017 Oak Park Citizen Survey, here's a second chance. **(If you completed the survey and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

You were selected at random to participate in the survey. Your participation is very important - especially since your household is one of only a small number being surveyed. Your feedback will help Oak Park make decisions that affect our 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:**

  http://bit.ly/2xnd4Ex

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 2017 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

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The Village of Oak Park 2017 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 Facebook & Twitter pages	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 (percent of your property tax bill):

	Excellent	Good	Fair	Poor	Don't know
Elementary School District (38.88%)	1	2	3	4	5
OPRF High School District (24.59%)	1	2	3	4	5
Village of Oak Park (10.27%)	1	2	3	4	5
Oak Park Fire & Police Pensions (5.46%)	1	2	3	4	5
Oak Park Public Library (4.51%)	1	2	3	4	5
Park District of Oak Park (4.55%)	1	2	3	4	5
Cook County (4.15%)	1	2	3	4	5
Metropolitan Water Reclamation District (2.83%)	1	2	3	4	5
Oak Park Township (2.35%)	1	2	3	4	5
Triton Community College District (2.30%)	1	2	3	4	5
Mosquito Abatement District (.12%)	1	2	3	4	5

The Village of Oak Park 2017 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

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