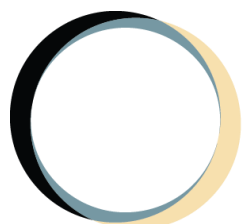




Oak Park, IL

Dashboard Summary of Findings

2017



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. 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

The National Citizen Survey™

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%								
Safety	Overall image	↔	↑	85%								
	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%				
Mobility					Emergency preparedness	↓	↔	58%				
					Animal control	↔	↔	72%				
	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%				
Natural Environment	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%				
	Overall natural environment	↔	↔	85%	Garbage collection	↔	↔	83%	Recycled at home	↔	↔	91%
	Air quality	↔	↔	73%	Recycling	↓	↔	81%	Conserved water	↔	↔	78%
Built Environment	Cleanliness	↔	↔	81%	Yard waste pick-up	↔	↔	77%	Made home more energy efficient	↔	↔	77%
					Drinking water	↔	↔	81%				
					Open space	↓	↔	60%				
					Natural areas preservation	↓	↔	53%				
	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

The National Citizen Survey™

	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%								
Recreation and Wellness	Business and services	↔	↔	67%								
	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%								
Education and Enrichment	Preventive health services	↔	↔	76%								
	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%								
Community Engagement	Overall education and enrichment	↔	↑	83%								
	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