

# THE NCS™

The National Citizen Survey™

## Oak Park, IL

Comparisons by Demographic Subgroups

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. 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).

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Table 1: Community Characteristics - General

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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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 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%

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Table 4: Community Characteristics - Safety

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 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			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 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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%

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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%

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Table 11: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Number of years in Oak Park			Rent or own		Annual household income			Overall
	5 years or less	6 to 20 years	More than 20 years	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Overall economic health of Oak Park	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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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%

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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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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 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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%

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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			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	
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			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	
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%



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Table 20: Governance - General

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	
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			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	
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%

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Table 22: Governance - Safety

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	
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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%

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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%

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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%

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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%

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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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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%

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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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%

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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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%



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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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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%

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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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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 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%

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Table 56: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Household members aged 65 or older		Race			Age			Gender		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%

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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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%

## The National Citizen Survey™

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			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	
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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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			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 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%

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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%

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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		Overall
	No	Yes	White	Black	Other	18-34	35-54	55+	Female	Male	
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%