

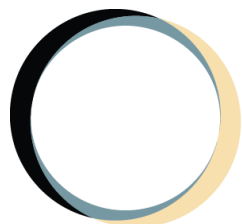
# THE NCS<sup>TM</sup>

The National Citizen Survey<sup>TM</sup>

## Oak Park, IL

Technical Appendices

2017



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## 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

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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

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**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

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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

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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

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**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



## The National Citizen Survey™

**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

# The National Citizen Survey™

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

## The National Citizen Survey™

**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

## The National Citizen Survey™

**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

## The National Citizen Survey™

### 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

# The National Citizen Survey™

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

# The National Citizen Survey™

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



## The National Citizen Survey™

**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

# The National Citizen Survey™

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

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**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

# The National Citizen Survey™

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

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**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

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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

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."

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

## National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Oak Park	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
	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
Recreation and Wellness	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



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		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
	Neighborhoodness 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
Natural Environment	Bus or transit services	73%	26	222	Higher
	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

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		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
Built Environment	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
	Code enforcement (weeds, abandoned buildings, etc.)	56%	148	385	Similar
	Cable television	64%	38	198	Similar
	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

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		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

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Bloomfield Hills city, MI .....	3,869	Columbia Falls city, MT .....	4,688
Bloomington city, IN .....	80,405	Commerce City city, CO .....	45,913
Bloomington city, MN .....	82,893	Concord city, CA .....	122,067
Blue Springs city, MO .....	52,575	Concord town, MA .....	17,668
Boise City city, ID .....	205,671	Conshohocken borough, PA .....	7,833
Bonner Springs city, KS .....	7,314	Coon Rapids city, MN .....	61,476
Boone County, KY .....	118,811	Copperas Cove city, TX .....	32,032
Boulder city, CO .....	97,385	Coral Springs city, FL .....	121,096
Bowling Green city, KY .....	58,067	Coronado city, CA .....	18,912
Bozeman city, MT .....	37,280	Corvallis city, OR .....	54,462
Brentwood city, MO .....	8,055	Cottonwood Heights city, UT .....	33,433
Brentwood city, TN .....	37,060	Creve Coeur city, MO .....	17,833
Brighton city, CO .....	33,352	Cross Roads town, TX .....	1,563
Brighton city, MI .....	7,444	Dacono city, CO .....	4,152
Bristol city, TN .....	26,702	Dade City city, FL .....	6,437
Broken Arrow city, OK .....	98,850	Dakota County, MN .....	398,552
Brookfield city, WI .....	37,920	Dallas city, OR .....	14,583
Brookline CDP, MA .....	58,732	Dallas city, TX .....	1,197,816
Brooklyn Center city, MN .....	30,104	Danville city, KY .....	16,218
Brooklyn city, OH .....	11,169	Dardenne Prairie city, MO .....	11,494
Broomfield city, CO .....	55,889	Darien city, IL .....	22,086
Brownsburg town, IN .....	21,285	Davenport city, FL .....	2,888
Buffalo Grove village, IL .....	41,496	Davenport city, IA .....	99,685
Burien city, WA .....	33,313	Davidson town, NC .....	10,944
Burleson city, TX .....	36,690	Dayton city, OH .....	141,527
Burlingame city, CA .....	28,806	Dayton town, WY .....	757
Cabarrus County, NC .....	178,011	Decatur city, GA .....	19,335
Cambridge city, MA .....	105,162	Del Mar city, CA .....	4,161
Cannon Beach city, OR .....	1,690	DeLand city, FL .....	27,031
Cañon City city, CO .....	16,400	Delaware city, OH .....	34,753
Canton city, SD .....	3,057	Delray Beach city, FL .....	60,522
Cape Coral city, FL .....	154,305	Denison city, TX .....	22,682
Cape Girardeau city, MO .....	37,941	Denton city, TX .....	113,383
Carlisle borough, PA .....	18,682	Denver city, CO .....	600,158
Carlsbad city, CA .....	105,328	Derby city, KS .....	22,158
Carroll city, IA .....	10,103	Des Moines city, IA .....	203,433
Cartersville city, GA .....	19,731	Des Peres city, MO .....	8,373
Cary town, NC .....	135,234	Destin city, FL .....	12,305
Castine town, ME .....	1,366	Dothan city, AL .....	65,496
Castle Pines North city, CO .....	10,360	Douglas County, CO .....	285,465
Castle Rock town, CO .....	48,231	Dover city, NH .....	29,987
Cedar Hill city, TX .....	45,028	Dublin city, CA .....	46,036
Cedar Rapids city, IA .....	126,326	Dublin city, OH .....	41,751
Celina city, TX .....	6,028	Duluth city, MN .....	86,265
Centennial city, CO .....	100,377	Durham city, NC .....	228,330
Chandler city, AZ .....	236,123	Durham County, NC .....	267,587
Chandler city, TX .....	2,734	Eagan city, MN .....	64,206
Chanhassen city, MN .....	22,952	Eagle Mountain city, UT .....	21,415
Chapel Hill town, NC .....	57,233	Eagle town, CO .....	6,508
Chardon city, OH .....	5,148	East Grand Forks city, MN .....	8,601
Charles County, MD .....	146,551	East Lansing city, MI .....	48,579
Charlotte city, NC .....	731,424	Eau Claire city, WI .....	65,883
Charlotte County, FL .....	159,978	Eden Prairie city, MN .....	60,797
Charlottesville city, VA .....	43,475	Edgerton city, KS .....	1,671
Chattanooga city, TN .....	167,674	Edgewater city, CO .....	5,170
Chautauqua town, NY .....	4,464	Edina city, MN .....	47,941
Chesterfield County, VA .....	316,236	Edmond city, OK .....	81,405
Citrus Heights city, CA .....	83,301	Edmonds city, WA .....	39,709
Clackamas County, OR .....	375,992	El Cerrito city, CA .....	23,549
Clarendon Hills village, IL .....	8,427	El Dorado County, CA .....	181,058
Clayton city, MO .....	15,939	El Paso de Robles (Paso Robles) city, CA .....	29,793
Clearwater city, FL .....	107,685	Elk Grove city, CA .....	153,015
Cleveland Heights city, OH .....	46,121	Elko New Market city, MN .....	4,110
Clinton city, SC .....	8,490	Elmhurst city, IL .....	44,121
Clive city, IA .....	15,447	Encinitas city, CA .....	59,518
Clovis city, CA .....	95,631	Englewood city, CO .....	30,255
College Park city, MD .....	30,413	Erie town, CO .....	18,135
College Station city, TX .....	93,857	Escambia County, FL .....	297,619
Columbia city, MO .....	108,500	Estes Park town, CO .....	5,858
Columbia city, SC .....	129,272	Euclid city, OH .....	48,920

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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

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Longmont city, CO .....	86,270	Newport News city, VA .....	180,719
Longview city, TX .....	80,455	Newton city, IA .....	15,254
Lonsdale city, MN .....	3,674	Noblesville city, IN .....	51,969
Los Alamos County, NM .....	17,950	Nogales city, AZ .....	20,837
Los Altos Hills town, CA .....	7,922	Norcross city, GA .....	9,116
Louisville city, CO .....	18,376	Norfolk city, VA .....	242,803
Lower Merion township, PA .....	57,825	North Mankato city, MN .....	13,394
Lynchburg city, VA .....	75,568	North Port city, FL .....	57,357
Lynnwood city, WA .....	35,836	North Richland Hills city, TX .....	63,343
Macomb County, MI .....	840,978	North Yarmouth town, ME .....	3,565
Manassas city, VA .....	37,821	Novato city, CA .....	51,904
Manhattan Beach city, CA .....	35,135	Novi city, MI .....	55,224
Manhattan city, KS .....	52,281	O'Fallon city, IL .....	28,281
Mankato city, MN .....	39,309	O'Fallon city, MO .....	79,329
Maple Grove city, MN .....	61,567	Oak Park village, IL .....	51,878
Maricopa County, AZ .....	3,817,117	Oakland city, CA .....	390,724
Marion city, IA .....	34,768	Oakley city, CA .....	35,432
Marshfield city, WI .....	19,118	Oklahoma City city, OK .....	579,999
Martinez city, CA .....	35,824	Olathe city, KS .....	125,872
Marysville city, WA .....	60,020	Old Town city, ME .....	7,840
Matthews town, NC .....	27,198	Olmsted County, MN .....	144,248
McAllen city, TX .....	129,877	Olympia city, WA .....	46,478
McKinney city, TX .....	131,117	Orange village, OH .....	3,323
McMinnville city, OR .....	32,187	Orland Park village, IL .....	56,767
Menlo Park city, CA .....	32,026	Oshkosh city, WI .....	66,083
Menomonee Falls village, WI .....	35,626	Oshemo charter township, MI .....	21,705
Mercer Island city, WA .....	22,699	Oswego village, IL .....	30,355
Meridian charter township, MI .....	39,688	Otsego County, MI .....	24,164
Meridian city, ID .....	75,092	Ottawa County, MI .....	263,801
Merriam city, KS .....	11,003	Paducah city, KY .....	25,024
Mesa city, AZ .....	439,041	Palm Beach Gardens city, FL .....	48,452
Mesa County, CO .....	146,723	Palm Coast city, FL .....	75,180
Miami Beach city, FL .....	87,779	Palo Alto city, CA .....	64,403
Miami city, FL .....	399,457	Palos Verdes Estates city, CA .....	13,438
Middleton city, WI .....	17,442	Papillion city, NE .....	18,894
Midland city, MI .....	41,863	Paradise Valley town, AZ .....	12,820
Milford city, DE .....	9,559	Park City city, UT .....	7,558
Milton city, GA .....	32,661	Parker town, CO .....	45,297
Minneapolis city, MN .....	382,578	Parkland city, FL .....	23,962
Missouri City city, TX .....	67,358	Pasco city, WA .....	59,781
Modesto city, CA .....	201,165	Pasco County, FL .....	464,697
Monterey city, CA .....	27,810	Payette city, ID .....	7,433
Montgomery city, MN .....	2,956	Pearland city, TX .....	91,252
Montgomery County, MD .....	971,777	Peoria city, AZ .....	154,065
Monticello city, UT .....	1,972	Peoria city, IL .....	115,007
Montrose city, CO .....	19,132	Pflugerville city, TX .....	46,936
Monument town, CO .....	5,530	Phoenix city, AZ .....	1,445,632
Moorestown town, NC .....	32,711	Pinehurst village, NC .....	13,124
Moraga town, CA .....	16,016	Piqua city, OH .....	20,522
Morristown city, TN .....	29,137	Pitkin County, CO .....	17,148
Morrisville town, NC .....	18,576	Plano city, TX .....	259,841
Morro Bay city, CA .....	10,234	Platte City city, MO .....	4,691
Mountain Village town, CO .....	1,320	Pleasant Hill city, IA .....	8,785
Mountlake Terrace city, WA .....	19,909	Pleasanton city, CA .....	70,285
Murphy city, TX .....	17,708	Plymouth city, MN .....	70,576
Naperville city, IL .....	141,853	Polk County, IA .....	430,640
Napoleon city, OH .....	8,749	Pompano Beach city, FL .....	99,845
Needham CDP, MA .....	28,886	Port Orange city, FL .....	56,048
Nevada City city, CA .....	3,068	Portland city, OR .....	583,776
Nevada County, CA .....	98,764	Post Falls city, ID .....	27,574
New Braunfels city, TX .....	57,740	Powell city, OH .....	11,500
New Brighton city, MN .....	21,456	Prince William County, VA .....	402,002
New Hanover County, NC .....	202,667	Prior Lake city, MN .....	22,796
New Hope city, MN .....	20,339	Pueblo city, CO .....	106,595
New Orleans city, LA .....	343,829	Purcellville town, VA .....	7,727
New Port Richey city, FL .....	14,911	Queen Creek town, AZ .....	26,361
New Smyrna Beach city, FL .....	22,464	Raleigh city, NC .....	403,892
New Ulm city, MN .....	13,522	Ramsey city, MN .....	23,668
Newberg city, OR .....	22,068	Raymond town, ME .....	4,436
Newport city, RI .....	24,672	Raymore city, MO .....	19,206

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Redmond city, OR.....	26,215	South Lake Tahoe city, CA.....	21,403
Redmond city, WA.....	54,144	Southlake city, TX.....	26,575
Reno city, NV.....	225,221	Spearfish city, SD.....	10,494
Reston CDP, VA.....	58,404	Spring Hill city, KS.....	5,437
Richland city, WA.....	48,058	Springboro city, OH.....	17,409
Richmond city, CA.....	103,701	Springfield city, MO.....	159,498
Richmond Heights city, MO.....	8,603	Springville city, UT.....	29,466
Rio Rancho city, NM.....	87,521	St. Augustine city, FL.....	12,975
River Falls city, WI.....	15,000	St. Charles city, IL.....	32,974
Riverside city, CA.....	303,871	St. Cloud city, FL.....	35,183
Riverside city, MO.....	2,937	St. Cloud city, MN.....	65,842
Roanoke city, VA.....	97,032	St. Joseph city, MO.....	76,780
Roanoke County, VA.....	92,376	St. Joseph town, WI.....	3,842
Rochester Hills city, MI.....	70,995	St. Louis County, MN.....	200,226
Rock Hill city, SC.....	66,154	State College borough, PA.....	42,034
Rockville city, MD.....	61,209	Steamboat Springs city, CO.....	12,088
Roeland Park city, KS.....	6,731	Sterling Heights city, MI.....	129,699
Rogers city, MN.....	8,597	Sugar Grove village, IL.....	8,997
Rohnert Park city, CA.....	40,971	Sugar Land city, TX.....	78,817
Rolla city, MO.....	19,559	Suisun City city, CA.....	28,111
Roselle village, IL.....	22,763	Summit city, NJ.....	21,457
Rosemount city, MN.....	21,874	Summit County, UT.....	36,324
Rosenberg city, TX.....	30,618	Summit village, IL.....	11,054
Roseville city, MN.....	33,660	Sunnyvale city, CA.....	140,081
Round Rock city, TX.....	99,887	Surprise city, AZ.....	117,517
Royal Oak city, MI.....	57,236	Suwanee city, GA.....	15,355
Saco city, ME.....	18,482	Tacoma city, WA.....	198,397
Sahuarita town, AZ.....	25,259	Takoma Park city, MD.....	16,715
Salida city, CO.....	5,236	Tamarac city, FL.....	60,427
Sammamish city, WA.....	45,780	Temecula city, CA.....	100,097
San Anselmo town, CA.....	12,336	Tempe city, AZ.....	161,719
San Diego city, CA.....	1,307,402	Temple city, TX.....	66,102
San Francisco city, CA.....	805,235	Texarkana city, TX.....	36,411
San Jose city, CA.....	945,942	The Woodlands CDP, TX.....	93,847
San Juan County, NM.....	130,044	Thousand Oaks city, CA.....	126,683
San Marcos city, CA.....	83,781	Tigard city, OR.....	48,035
San Marcos city, TX.....	44,894	Tracy city, CA.....	82,922
San Rafael city, CA.....	57,713	Trinidad CCD, CO.....	12,017
Sanford city, FL.....	53,570	Tualatin city, OR.....	26,054
Sangamon County, IL.....	197,465	Tulsa city, OK.....	391,906
Santa Clarita city, CA.....	176,320	Twin Falls city, ID.....	44,125
Santa Fe city, NM.....	67,947	Tyler city, TX.....	96,900
Santa Fe County, NM.....	144,170	Unalaska city, AK.....	4,376
Santa Monica city, CA.....	89,736	University Heights city, OH.....	13,539
Sarasota County, FL.....	379,448	University Park city, TX.....	23,068
Savage city, MN.....	26,911	Upper Arlington city, OH.....	33,771
Schaumburg village, IL.....	74,227	Urbandale city, IA.....	39,463
Schertz city, TX.....	31,465	Vail town, CO.....	5,305
Scott County, MN.....	129,928	Vancouver city, WA.....	161,791
Scottsdale city, AZ.....	217,385	Ventura CCD, CA.....	111,889
Seaside city, CA.....	33,025	Vernon Hills village, IL.....	25,113
Sedona city, AZ.....	10,031	Vestavia Hills city, AL.....	34,033
Sevierville city, TN.....	14,807	Victoria city, MN.....	7,345
Shakopee city, MN.....	37,076	Vienna town, VA.....	15,687
Sharonville city, OH.....	13,560	Virginia Beach city, VA.....	437,994
Shawnee city, KS.....	62,209	Walnut Creek city, CA.....	64,173
Shawnee city, OK.....	29,857	Washington County, MN.....	238,136
Sherborn town, MA.....	4,119	Washington town, NH.....	1,123
Shoreview city, MN.....	25,043	Washoe County, NV.....	421,407
Shorewood village, IL.....	15,615	Washougal city, WA.....	14,095
Shorewood village, WI.....	13,162	Wauwatosa city, WI.....	46,396
Sierra Vista city, AZ.....	43,888	Waverly city, IA.....	9,874
Silverton city, OR.....	9,222	Weddington town, NC.....	9,459
Sioux Center city, IA.....	7,048	Wentzville city, MO.....	29,070
Sioux Falls city, SD.....	153,888	West Carrollton city, OH.....	13,143
Skokie village, IL.....	64,784	West Chester borough, PA.....	18,461
Snellville city, GA.....	18,242	West Des Moines city, IA.....	56,609
Snouqualmie city, WA.....	10,670	Western Springs village, IL.....	12,975
Somerset town, MA.....	18,165	Westerville city, OH.....	36,120
South Jordan city, UT.....	50,418	Westlake town, TX.....	992

# The National Citizen Survey™

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](mailto: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."

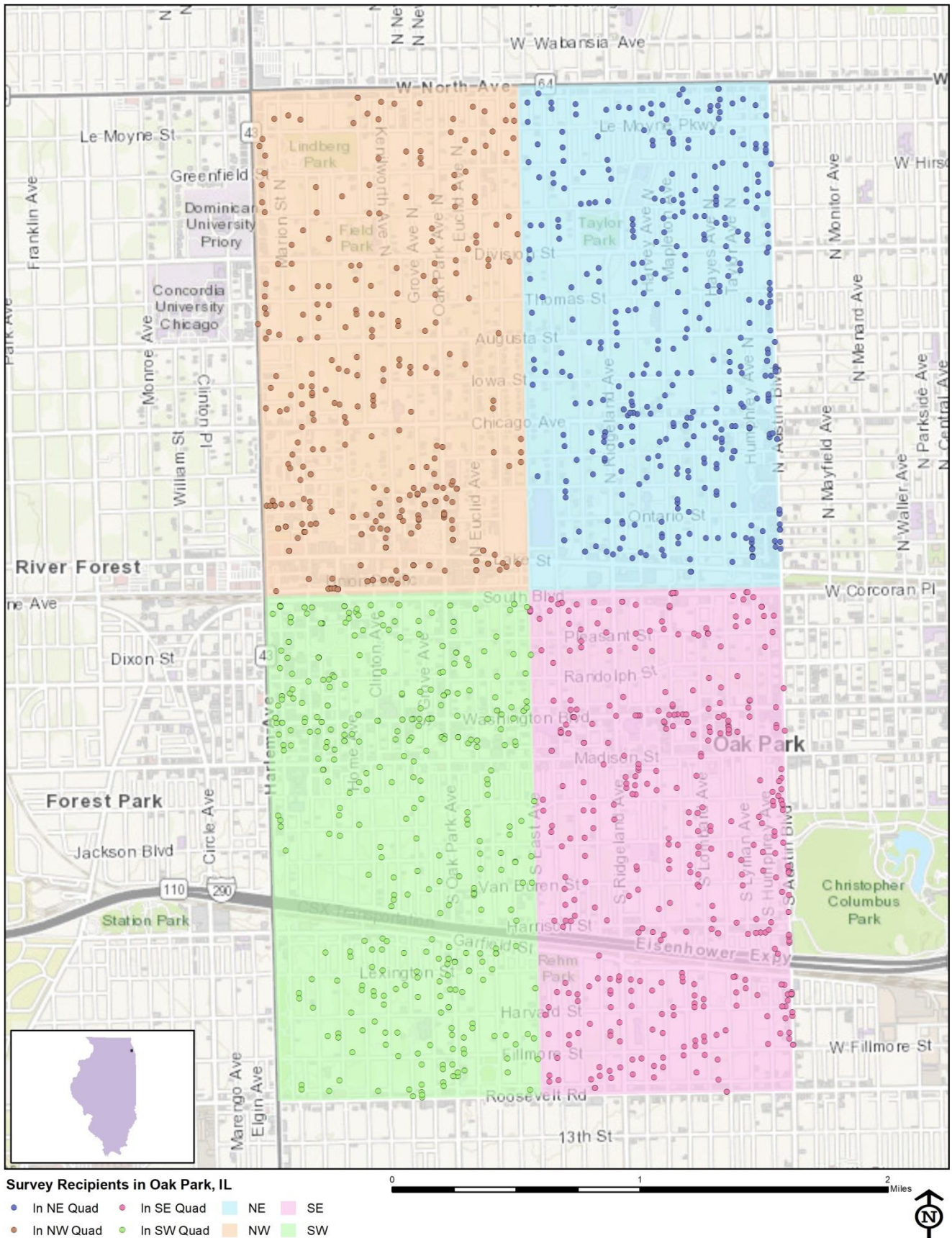
## Selecting Survey Recipients

"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 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<sup>1</sup> 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.<sup>2</sup>

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.

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

<sup>2</sup> 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.

## The National Citizen Survey™

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
<b>Housing</b>			
Rent home	40%	17%	38%
Own home	60%	83%	62%
Detached unit*	43%	63%	44%
Attached unit*	57%	37%	56%
<b>Race and Ethnicity</b>			
White	69%	81%	69%
Not white	31%	19%	31%
Not Hispanic	94%	96%	95%
Hispanic	6%	4%	5%
<b>Sex and Age</b>			
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%
<b>Quadrants</b>			
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

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,



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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

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



**Oak Park**

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

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



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

708.358.5770  
www.oak-park.us  
village@oak-park.us

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



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

708.358.5770  
www.oak-park.us  
village@oak-park.us

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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Oak Park as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
Oak Park as a place to raise children.....	1	2	3	4	5
Oak Park as a place to work .....	1	2	3	4	5
Oak Park as a place to 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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:

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

## 4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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.**

	<i>No</i>	<i>Yes</i>
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?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
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?**

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

# The Village of Oak Park 2017 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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?

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The 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:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
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):**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
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?**

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>
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?**

	<i>A lot</i>	<i>Some</i>	<i>None</i>
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):**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don’t know</i>
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?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
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  
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Oak Park, IL 60302

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