

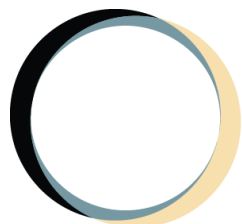
THE NCS™

The National Citizen Survey™

Oak Park, IL

Trends over Time

2017



NRC

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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2017 ratings for the Village of Oak Park to its previous survey results in 2000, 2004, 2008, 2011, 2013 and 2015. Additional reports and technical appendices are available under separate cover.

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

Meaningful differences between that last two survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points, otherwise the comparisons between 2015 and 2017 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Oak Park for 2017 generally remained stable. Of the 131 items for which comparisons were available, 98 items were rated similarly in 2015 and 2017, 27 items showed a decrease in ratings and six showed an increase in ratings. Notable trends over time included the following:

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

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Table 1: Community Characteristics General

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

Table 2: Community Characteristics by Facet

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

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

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

Table 3: Governance General

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

Table 4: Governance by Facet

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

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

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

Table 5: Participation General

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2017 rating compared to 2015	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
	Sense of community	73%	88%	85%	82%	84%	79%	76%	Similar	NA	Much higher	Much higher	Much higher	Much higher	Higher	Higher
	Recommend Oak Park	NA	NA	89%	88%	91%	92%	87%	Similar	NA	NA	Higher	Higher	Higher	Similar	Similar
	Remain in Oak Park	NA	NA	79%	82%	85%	83%	80%	Similar	NA	NA	Lower	Similar	Similar	Similar	Similar
	Contacted Oak Park employees	71%	NA	74%	76%	69%	70%	67%	Similar	NA	NA	Much higher	Much higher	Much higher	Much higher	Much higher

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)							2017 rating compared to 2015	Comparison to benchmark						
		2000	2004	2008	2011	2013	2015	2017		2000	2004	2008	2011	2013	2015	2017
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	NA	24%	21%	Similar	NA	NA	NA	NA	NA	Lower	Lower
	Did NOT report a crime	NA	NA	NA	NA	NA	76%	72%	Similar	NA	NA	NA	NA	NA	Similar	Similar
	Was NOT the victim of a crime	NA	NA	77%	87%	86%	88%	89%	Similar	NA	NA	Much lower	Similar	Similar	Similar	Similar

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

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