



Village of Oak Park

2008 Community Survey *Summary of Findings*





Survey Background

- Conducted by the National Research Center (NRC) of Boulder, Colorado
 - Same firm used in prior surveys
 - Scientific methods produce reliable results
 - Database of national comparative data

Survey Purpose



- To help give a voice to village residents
- To inquire of resident satisfaction with:
 - Quality of life in Oak Park
 - Local government services
 - Community amenities
- To help inform staff planning and budgeting activities, as well as village board decisions that affect the community

Study Methods



- Mailed survey rather than phone survey
 - Telephone response rates plummeting
 - Geographic considerations
 - More cost effective, more candid responses
- 1,200 surveys mailed in August 2008
- Overall response rate of 37%
- Margin of error is +/- 5%
- Confidence level is 95%
- Results varying from 2004 by less than 10% may be attributable to mode change

Study Methods



○ Subgroup Analysis

- Age
- Gender
- Geographic: Northwest, Northeast, Southwest, and Southeast
- Household Income
- Length of Residency
- Race
- Tenure (Own or Rent)

Respondent Demographics



Age

- 48% of were ages 35 to 54, and 7% were 65 or older

Gender

- 54% were female, 46% male

Income

- 74% reported household income of \$50,000 or more

Length of Residency

- 45% have lived in Oak Park for five years or less, and 21% for more than 20 years

Tenure (own or rent)

- 40% were renters, 60% owners or paying mortgage



Sustainable Communities



The need to balance social, cultural, economic, environmental, and governance issues in decision-making is crucial for local authorities in creating places where people want to live – in creating sustainable communities.

-- Municipal Sustainability Planning Initiative

- Cultural Dimension
- Economic Dimension
- Environmental Dimension
- Governance Dimension
- Social Dimension



Social Dimension

Overall Quality of Life



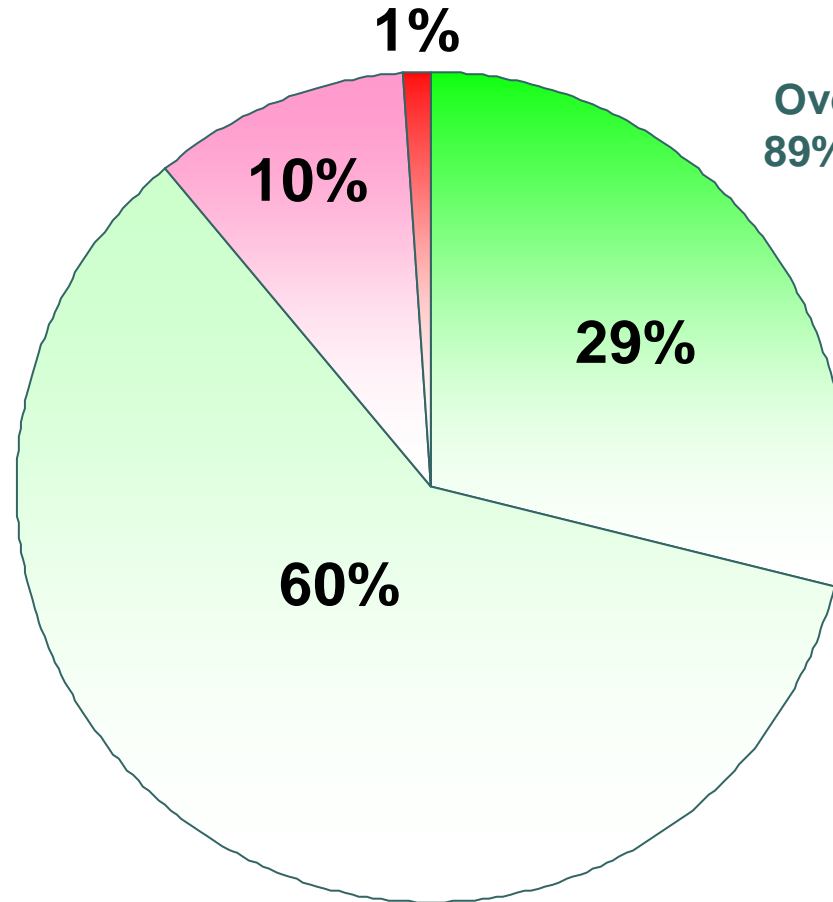
**Please rate the overall quality of life
in Oak Park**

Oak Park ranked 65th among 300 national comparisons

Above Benchmark – 78th Percentile

Social Dimension

Overall Quality of Life



Overall Quality of Life
89% Excellent or Good

 **Excellent**

 **Good**

 **Fair**

 **Poor**

Social Dimension

Notable Difference

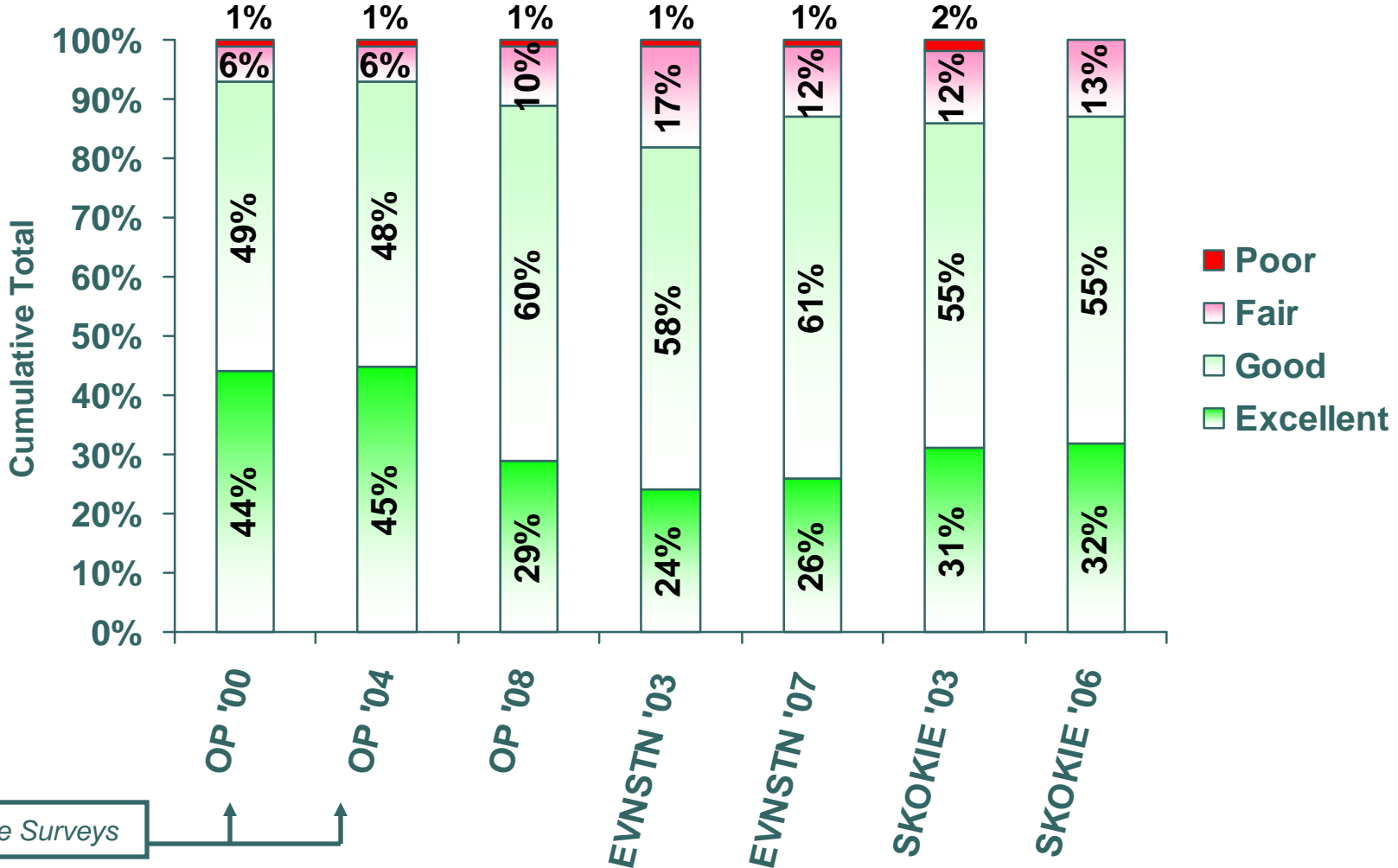


Overall Quality of Life

- Length of Residency (Longer term, lower rating)

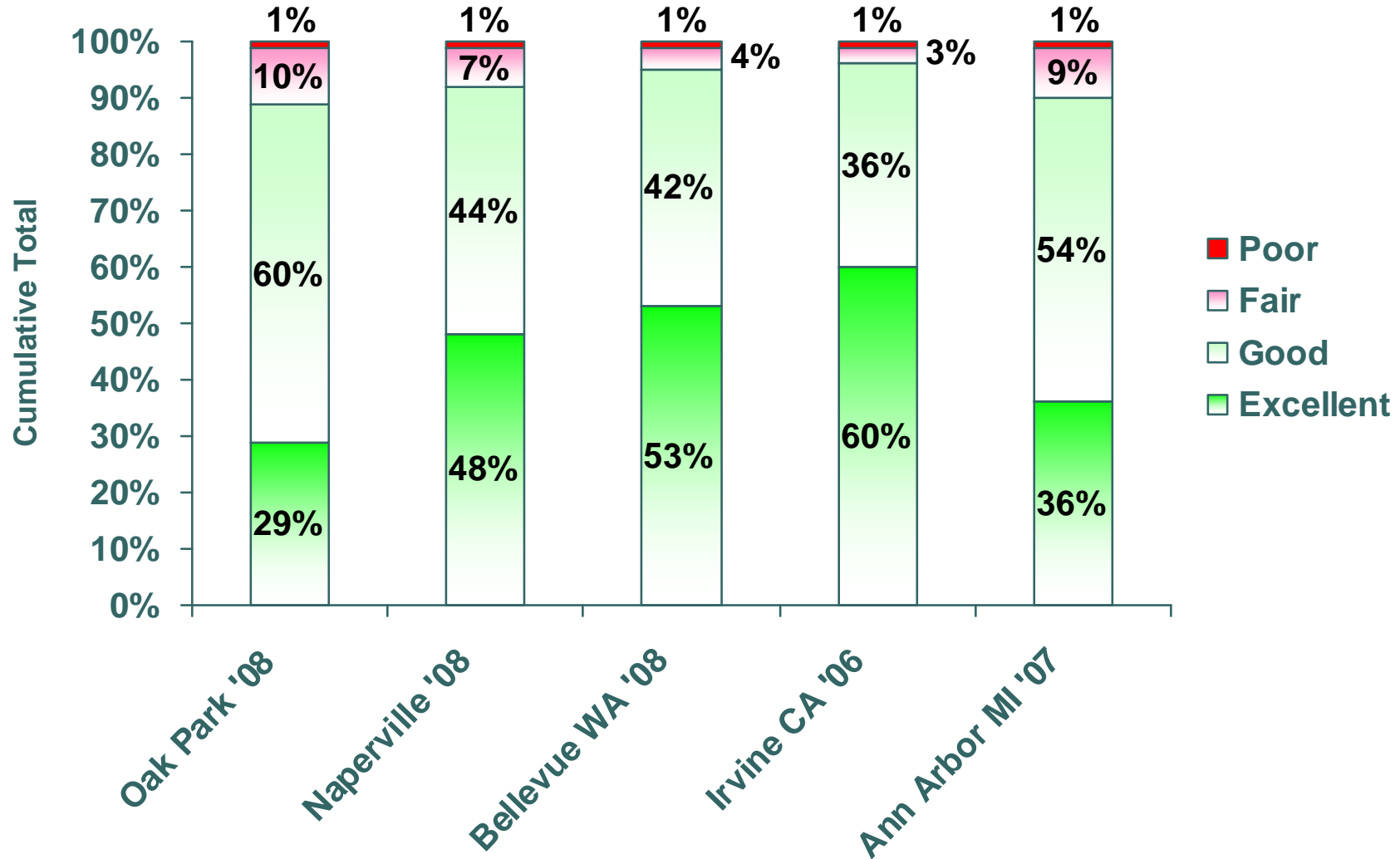
Social Dimension

Quality of Life Comps



Social Dimension

Quality of Life: Best Places





Social Dimension

Place to Raise Children



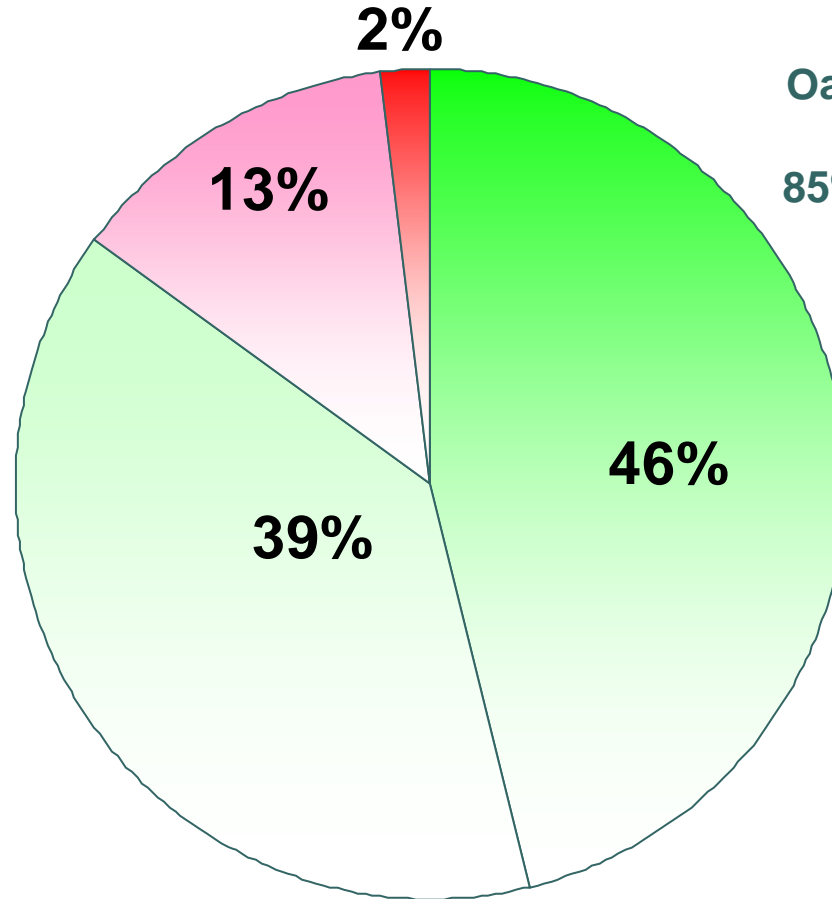
**Please rate Oak Park as a place to
raise children**

Oak Park ranked 44th among 248 national comparisons

Above Benchmark – 82nd Percentile

Social Dimension

Place to Raise Children



Oak Park as a Place to Raise Children
85% Excellent or Good

 **Excellent**

 **Good**

 **Fair**

 **Poor**



Social Dimension

Notable Difference

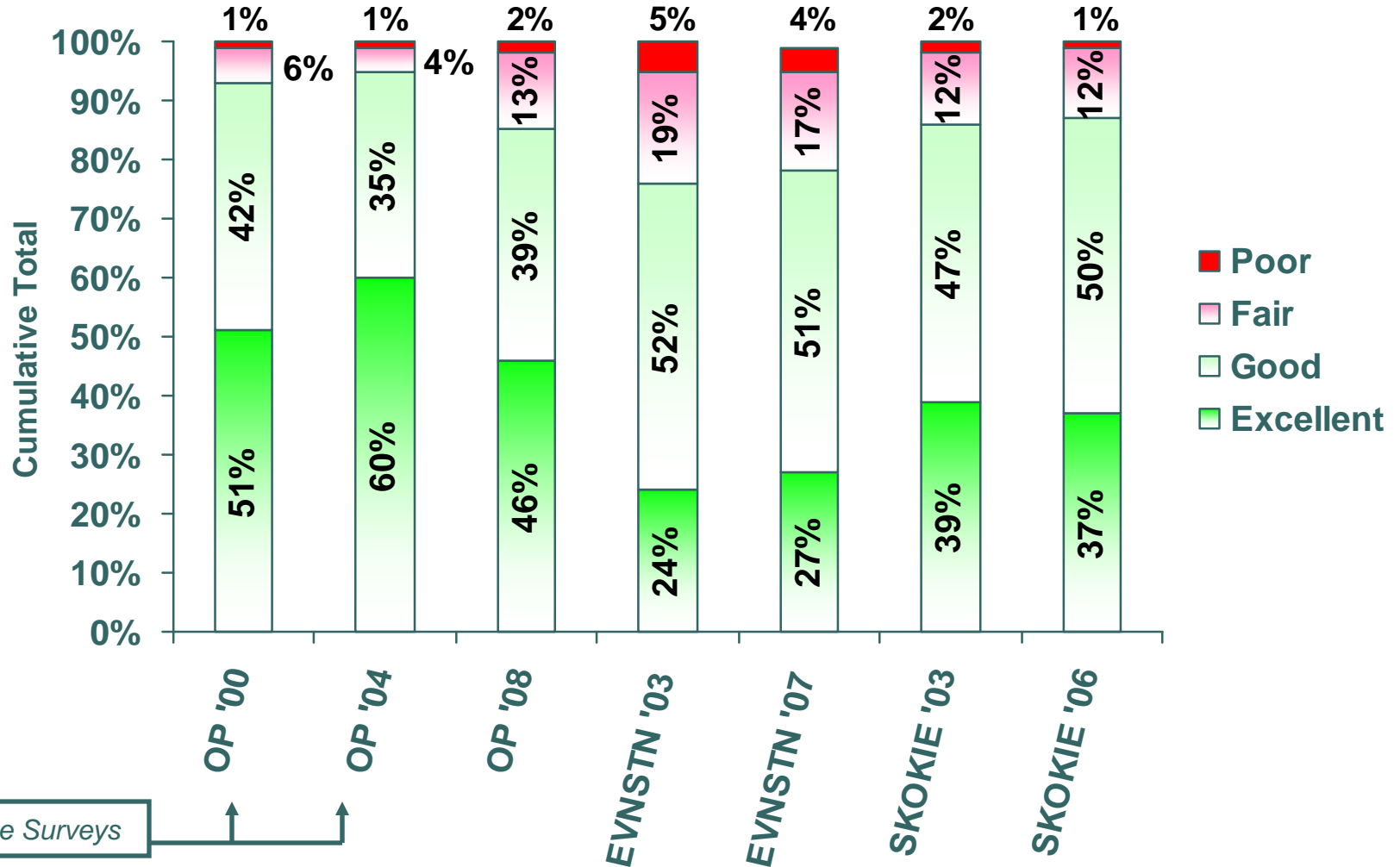


Oak Park as a Place to Raise Children

- Gender (Males provided lower ratings)

Social Dimension

Raising Children Comps





Social Dimension

Diverse Backgrounds



Please rate the openness and acceptance of the community towards people of diverse backgrounds

Oak Park ranked 2nd among 170 national comparisons

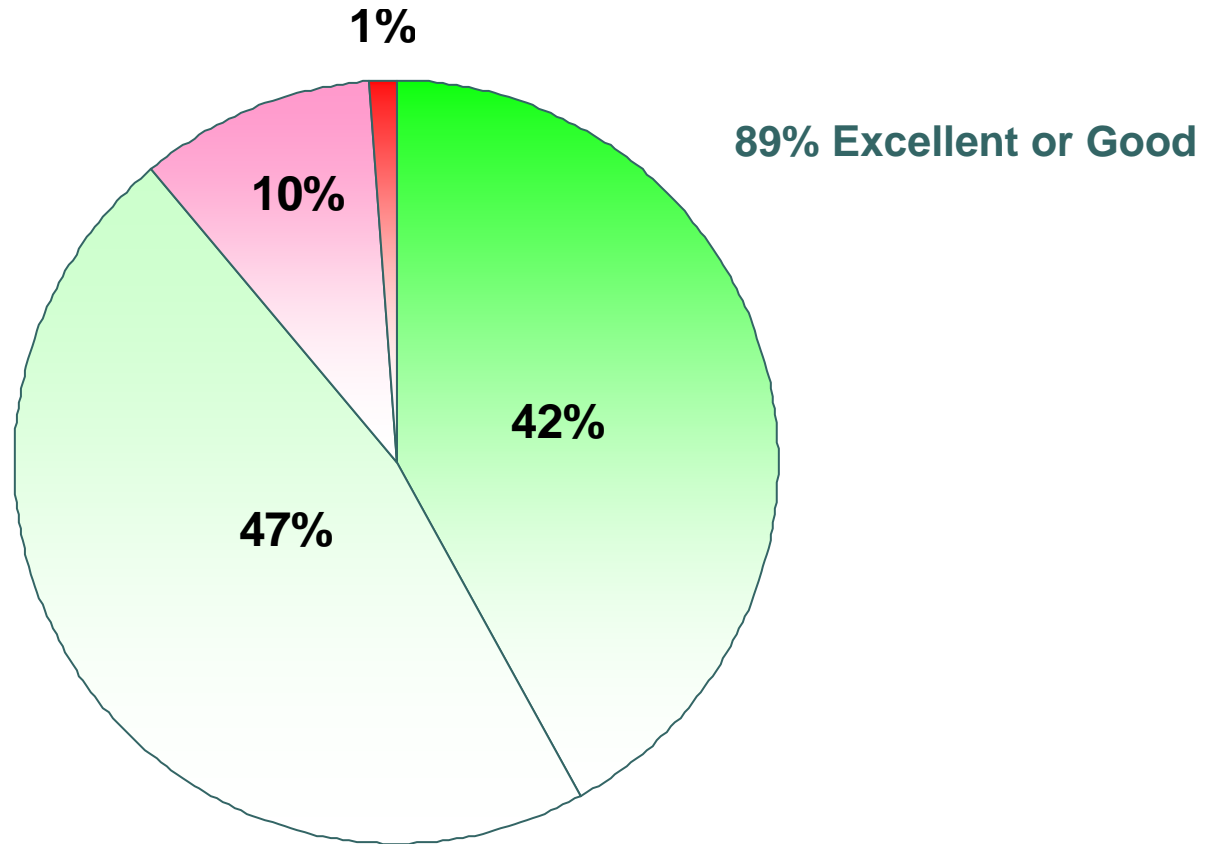
Above Benchmark – 99th Percentile

Social Dimension

Diverse Backgrounds



Openness and acceptance of the community towards people of diverse backgrounds



 Excellent

 Good

 Fair

 Poor

Social Dimension

Notable Differences

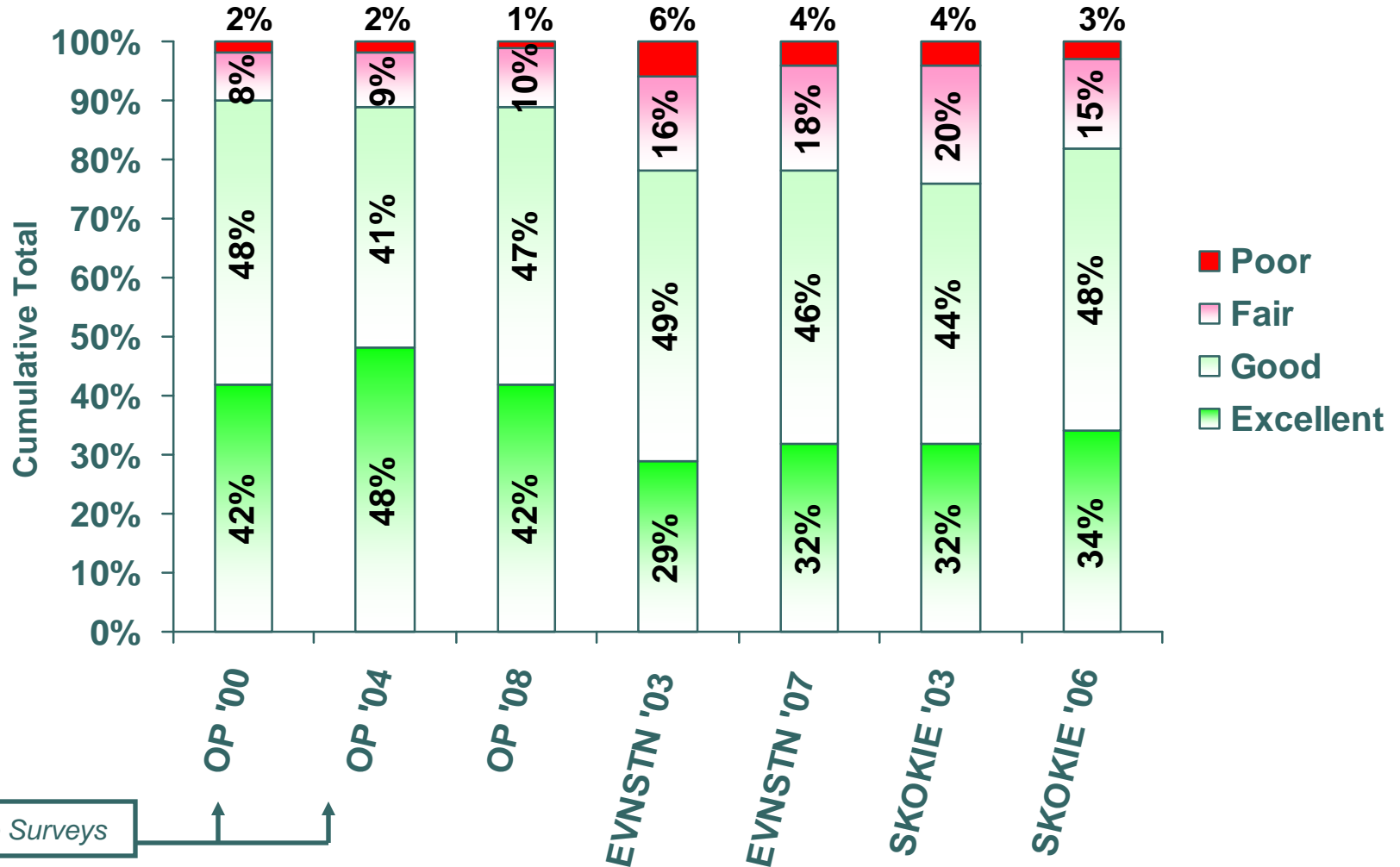


Openness and Acceptance of the Community Towards People of Diverse Backgrounds

- Race (Non-white, lower rating)
- Tenure (Renters rated lower)
- Income (Lower income, lower rating)
- Older (65+) Resident Present (Older resident in household, lower rating)

Social Dimension

Diverse Backgrounds Comps





Social Dimension

Race Interactions



Please rate interactions between people of different races in Oak Park, as a whole

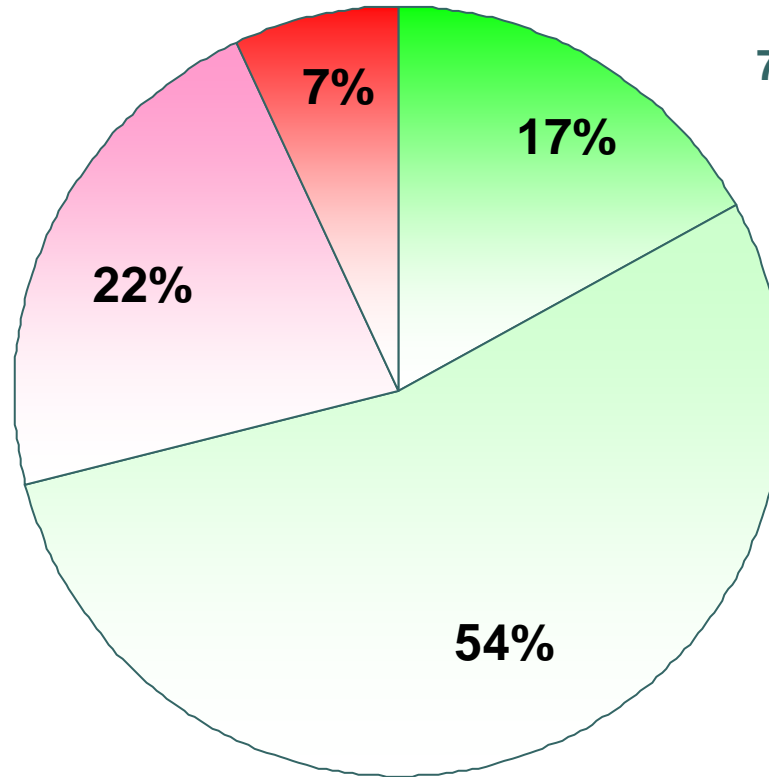
No national benchmark

Social Dimension

Race Interactions



Interactions between people of different races



71% Excellent or Good

 Excellent

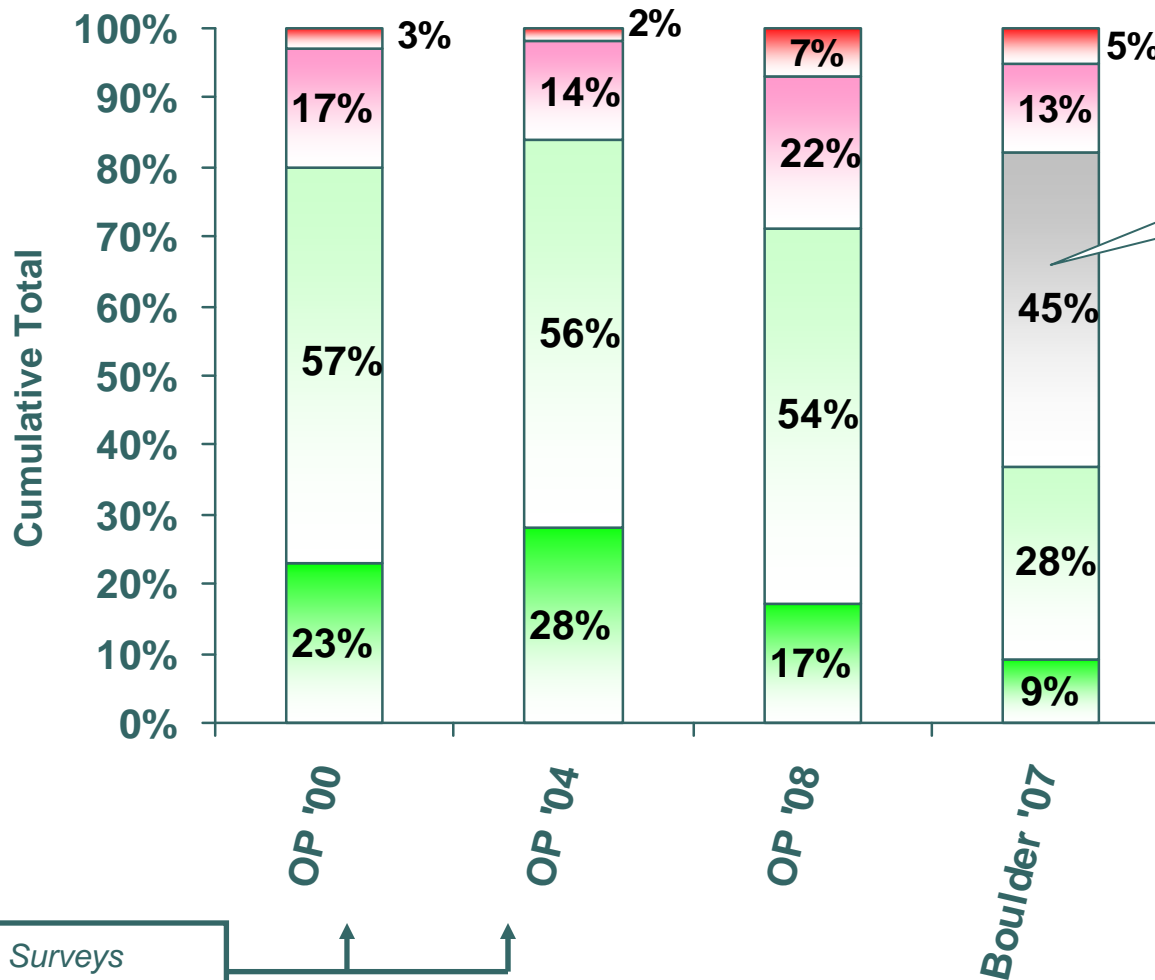
 Good

 Fair

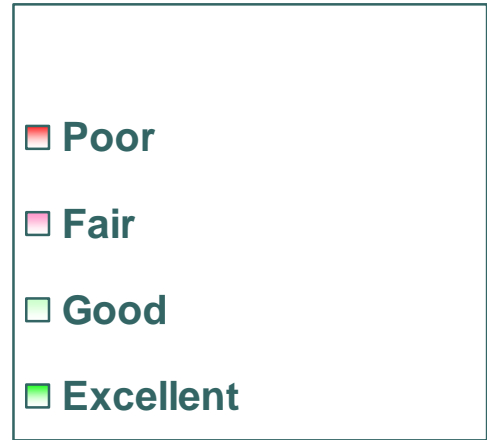
 Poor

Social Dimension

Race Interaction Comps



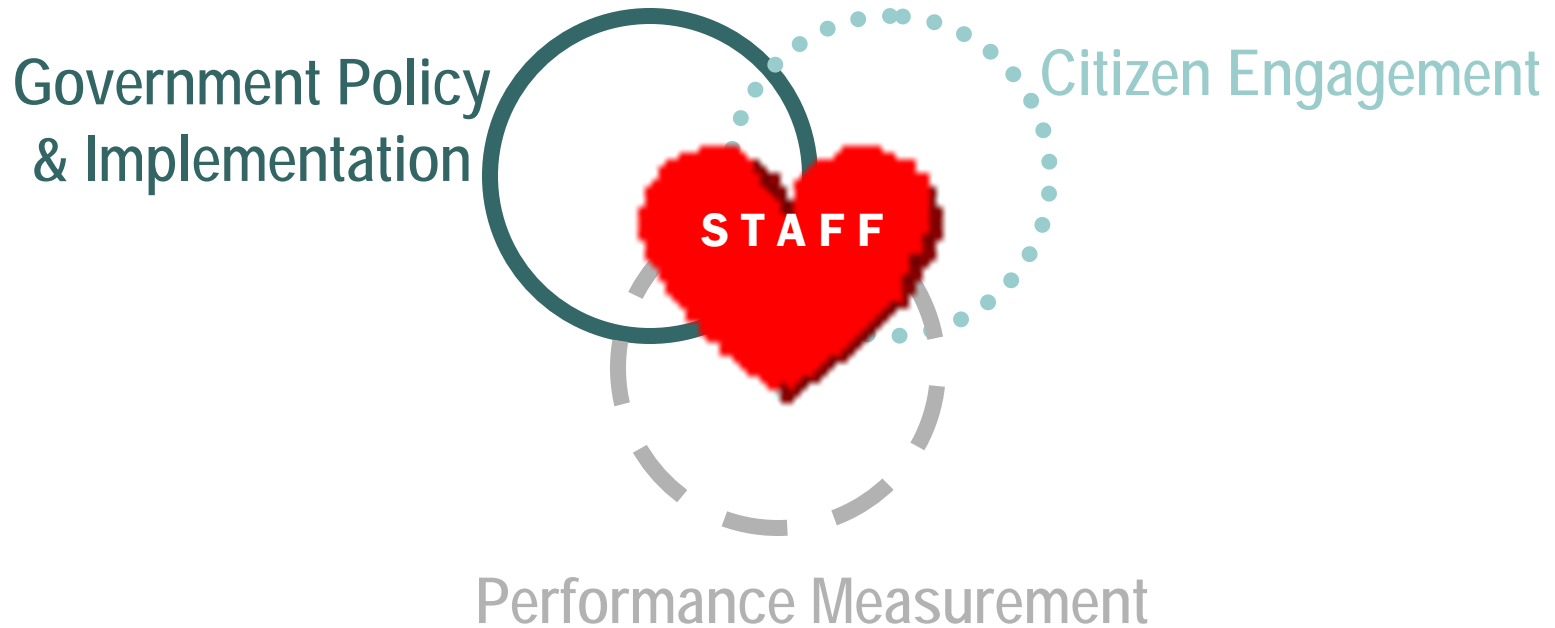
Boulder uses a 5-point scale ranging from "Very Good" to "Very Bad". Grey band is "Neither Good nor Bad"



Governance Dimension

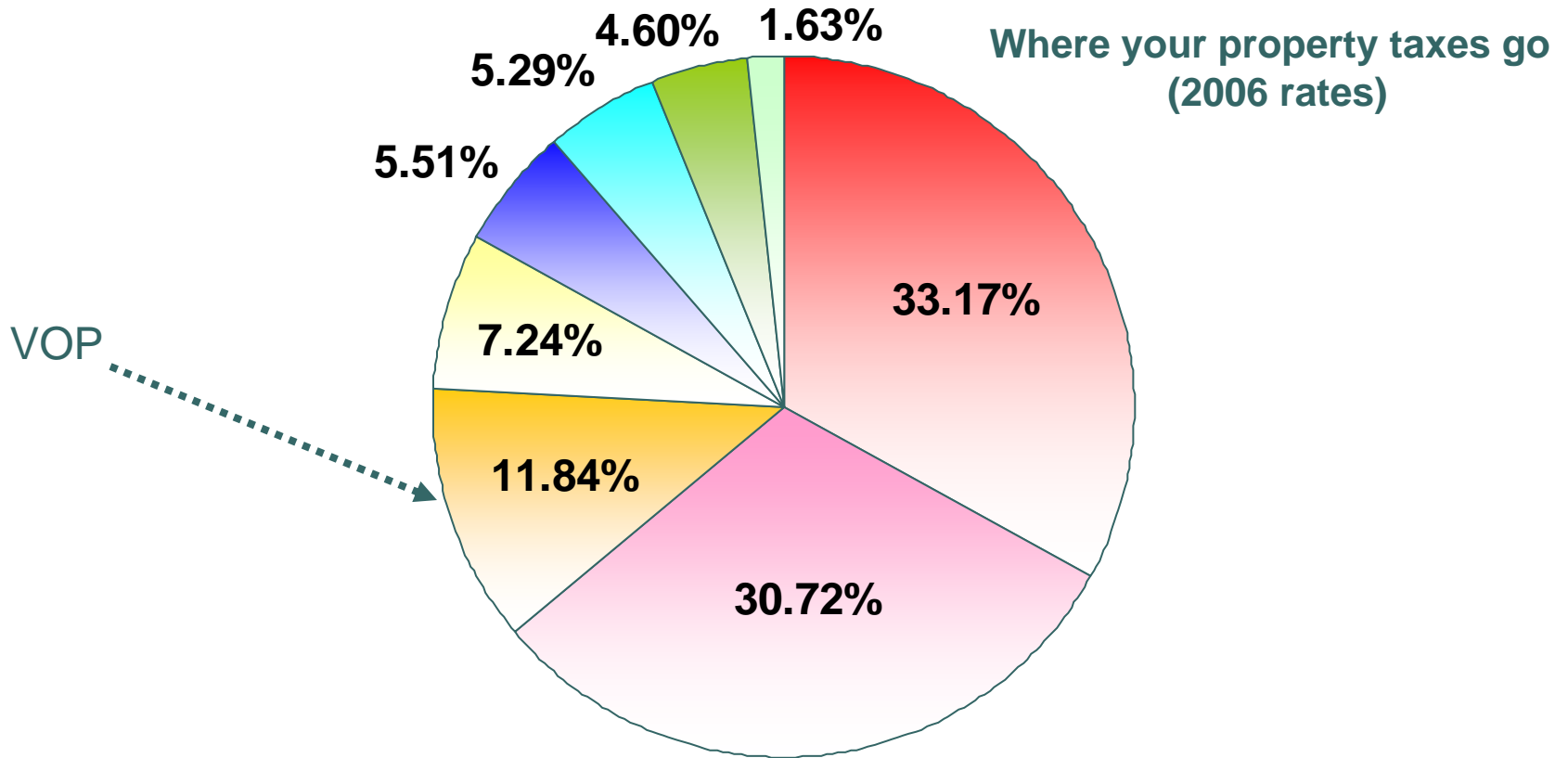


Service Excellence



Governance Dimension

Property Tax Distribution



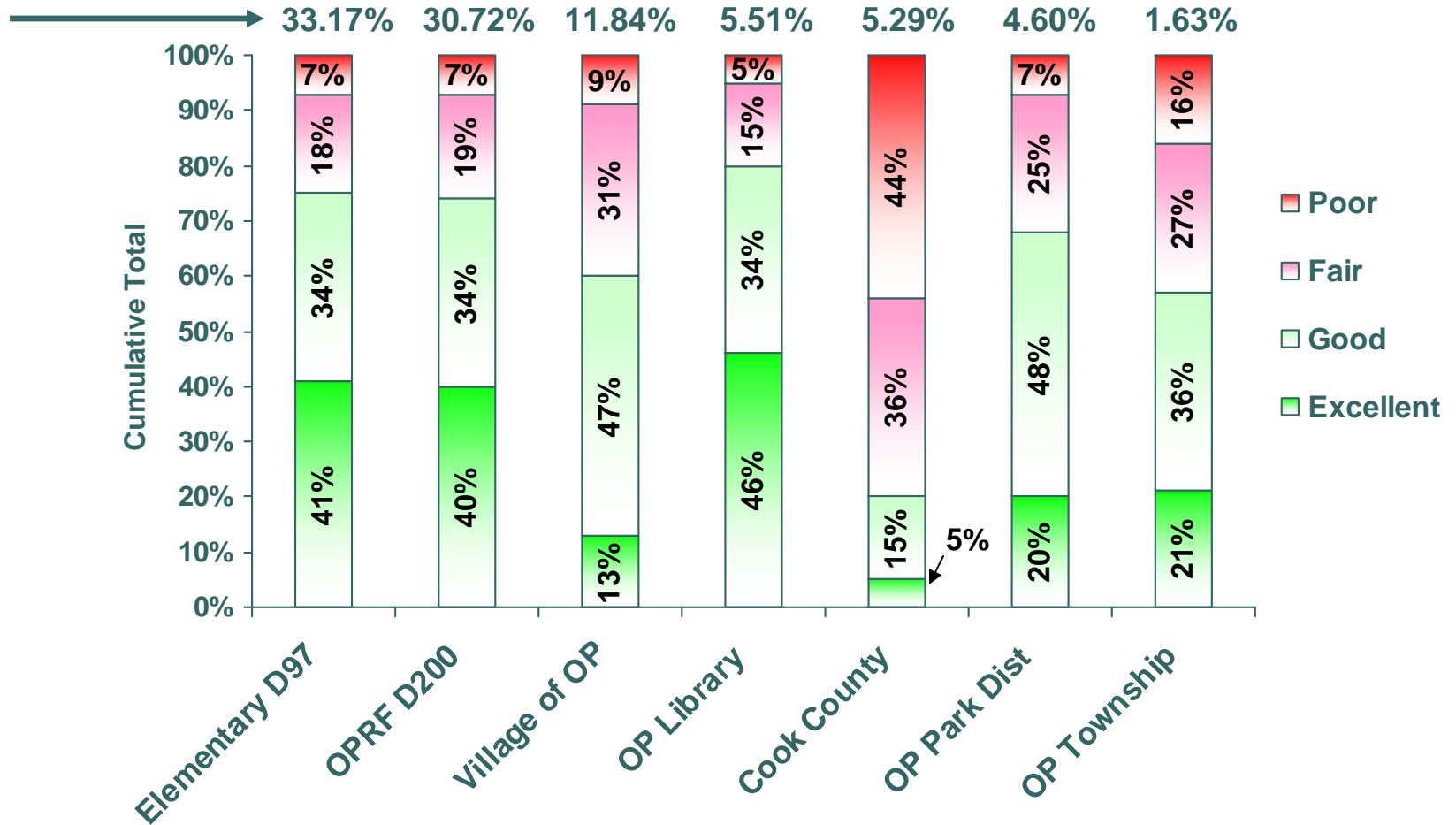
 Elementary D97	 OPRF D200	 Village of OP	 Other
 OP Library	 Cook County	 OP Park Dist	 OP Township

Governance Dimension

Value of Services for Taxes Paid

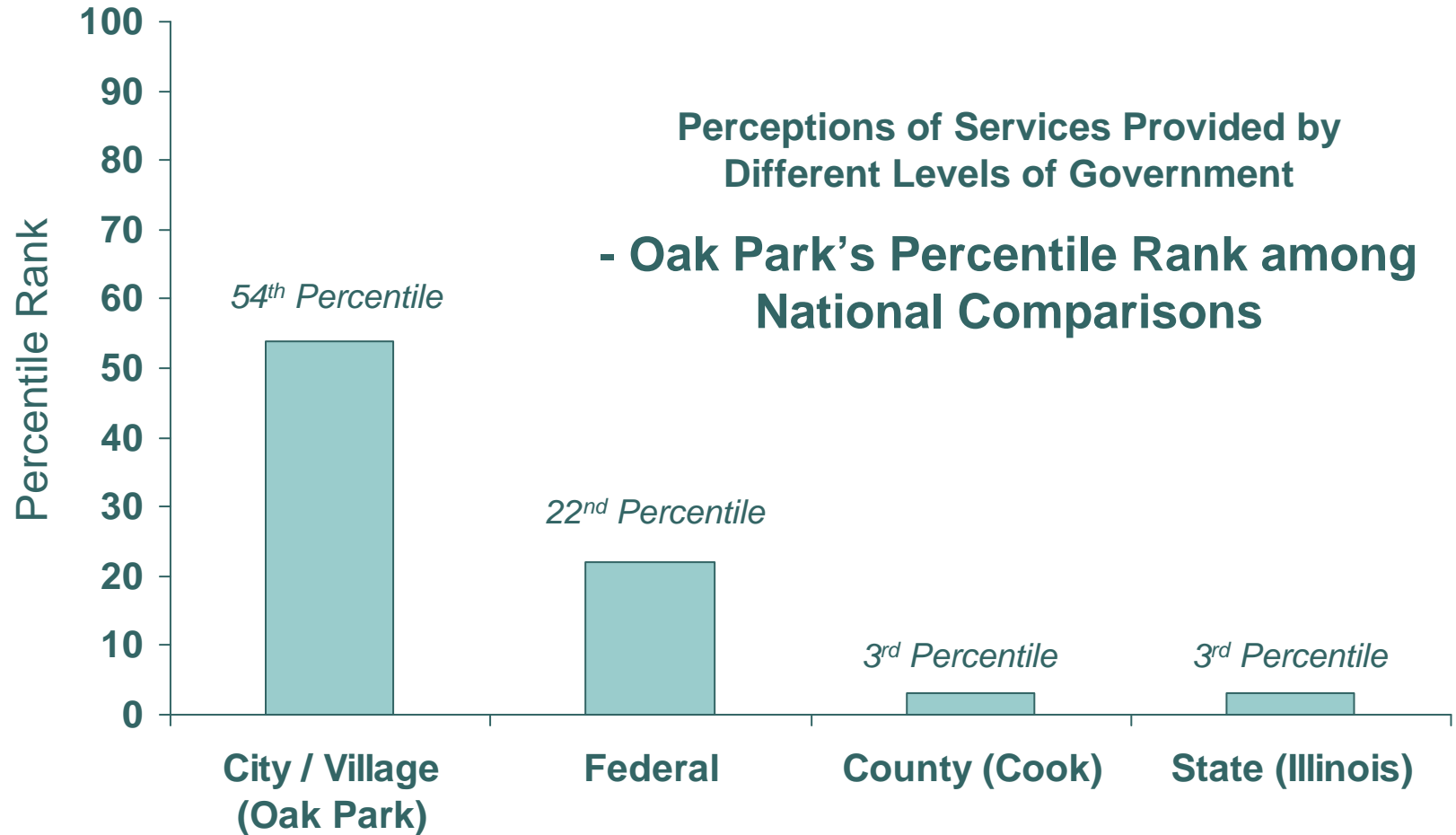


Percent of
your
property tax
bill



Governance Dimension

Different Levels of Government





Governance Dimension

Village Direction



**Please rate the overall direction that
Oak Park is taking**

Oak Park ranked 149th among 209 national comparisons

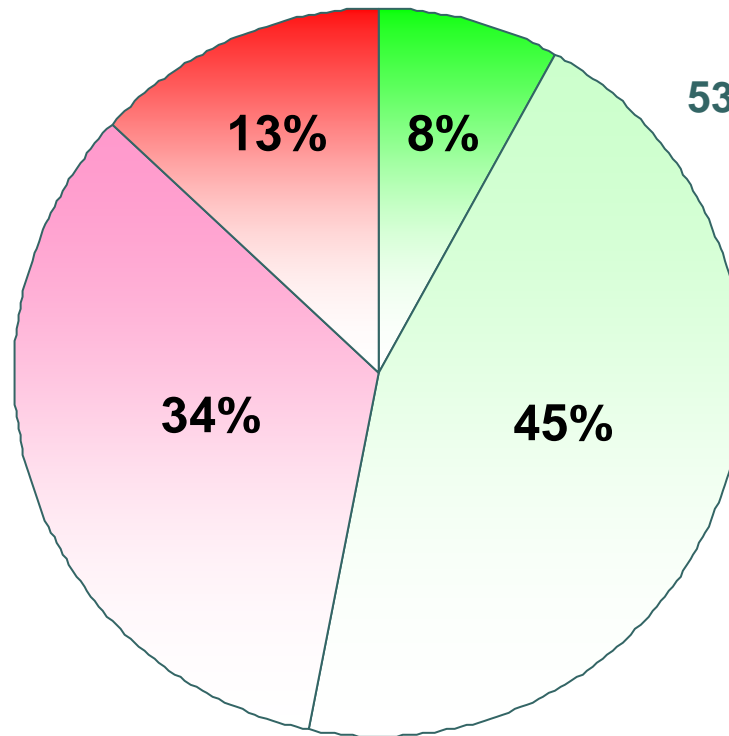
Below Benchmark – 29th Percentile

Governance Dimension

Village Direction



Please Rate the Overall Direction that Oak Park is Taking



53% Excellent or Good

 Excellent

 Good

 Fair

 Poor

Governance Dimension

Notable Differences

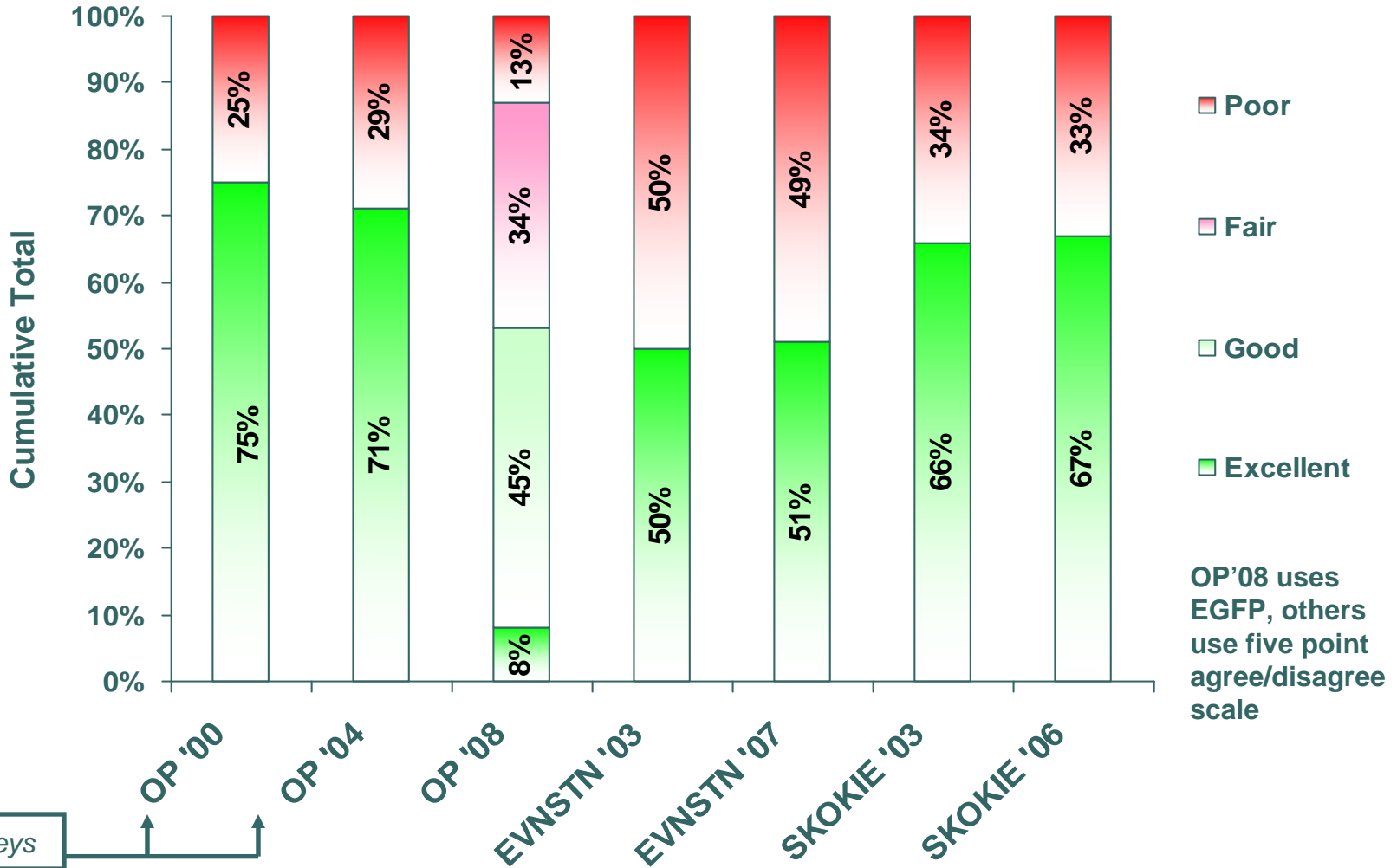


Direction Oak Park is Taking

- Length of Residency (Longer term, lower rating)
- Income (Higher income, lower rating)
- Tenure (Owners rated lower)
- Age (Middle-aged and older residents rated lower)
- Gender (Males rated lower)

Governance Dimension

Village Direction Comps





Governance Dimension

Listening



**Please rate the job Oak Park does at
listening to citizens**

Oak Park ranked 159th among 195 national comparisons

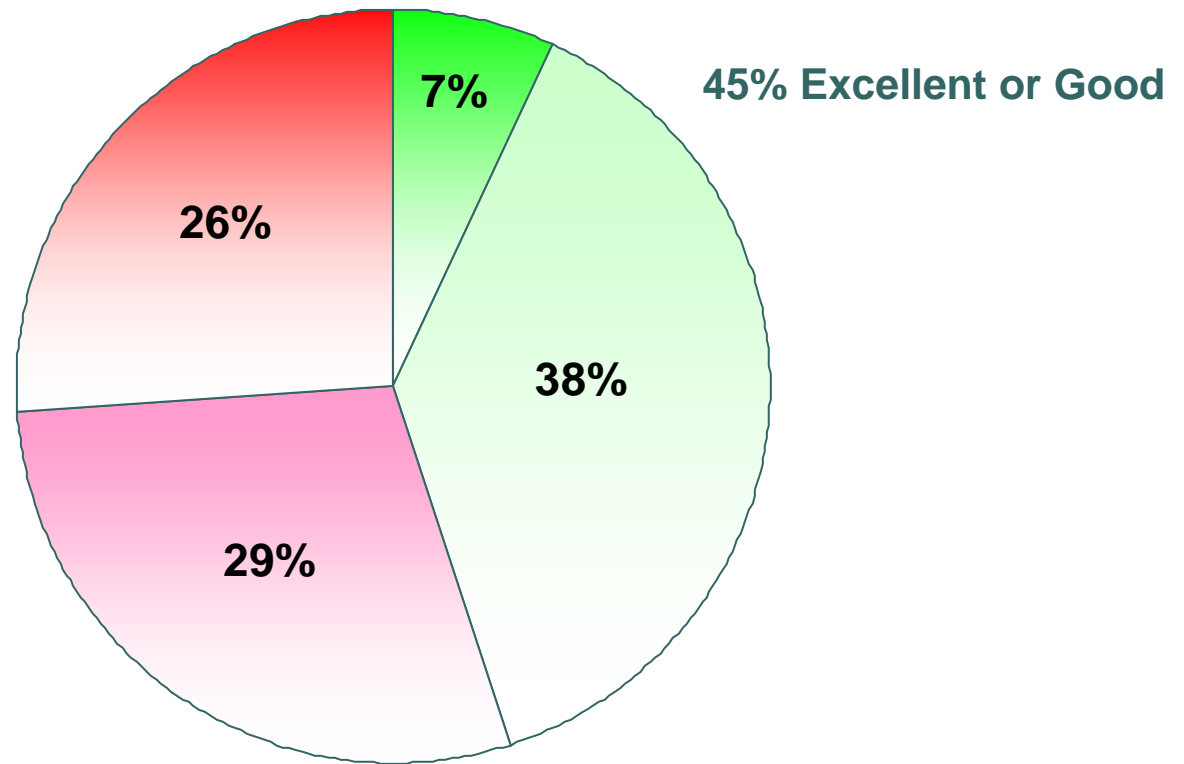
Below Benchmark – 18th Percentile

Governance Dimension

Listening



Please Rate the Job Oak Park Government does at Listening to Citizens



Governance Dimension

Notable Differences

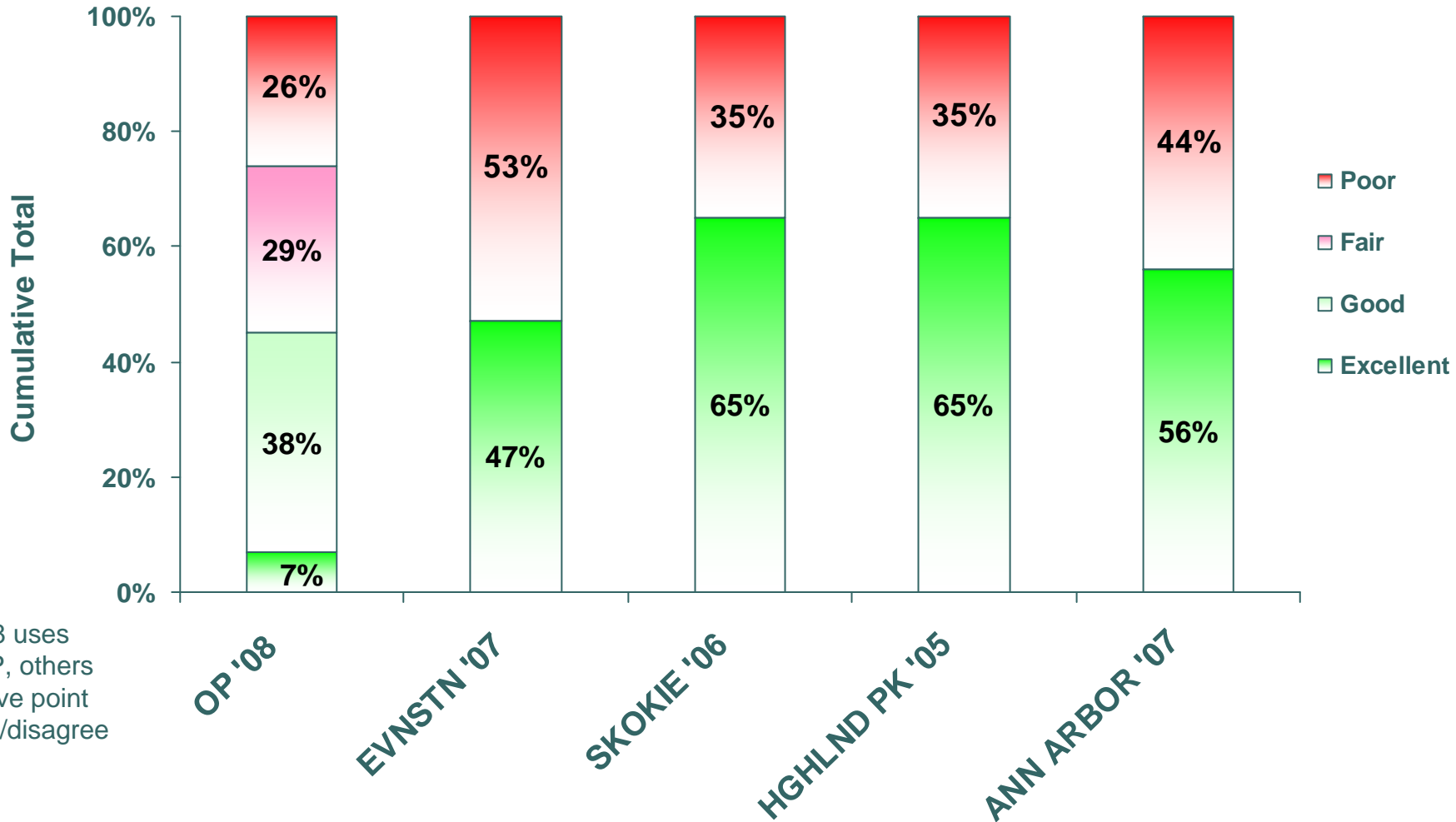


Listening to Citizens

- Geography (High to low: SE, SW, NW, NE)
- Length of Residency (Longer term, lower rating)
- Income (Higher income, lower rating)
- Tenure (Owners rated lower)
- Gender (Males rated lower)

Governance Dimension

Listening Comps





Governance Dimension

Overall Service Quality



**Please rate the overall quality of services
provided by the Village of Oak Park**

Oak Park ranked 131st among 286 comparisons

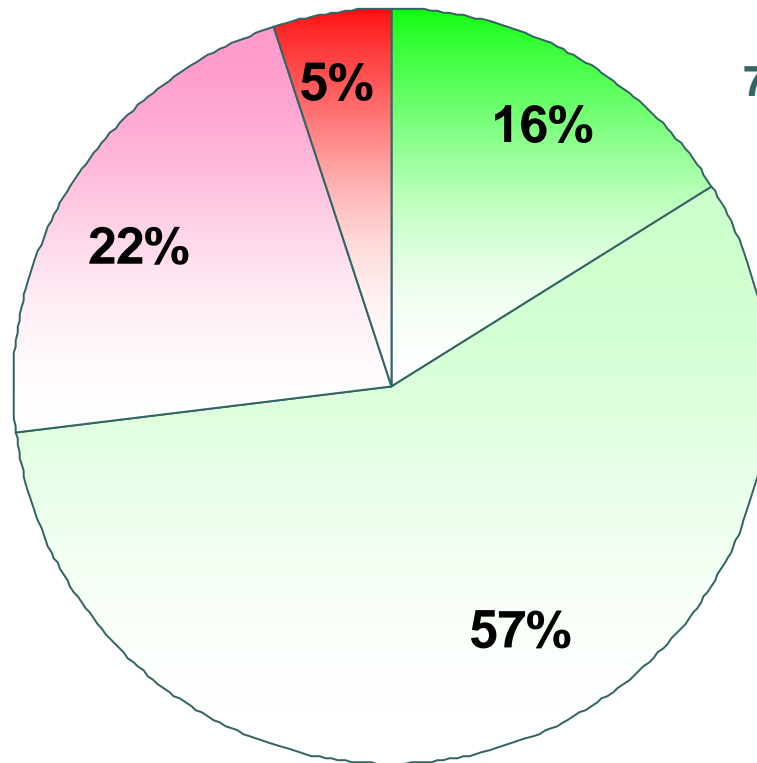
Similar to Benchmark – 54th Percentile

Governance Dimension

Overall Service Quality



Quality of Services Provided by the Village of Oak Park



73% Excellent or Good

 **Excellent**

 **Good**

 **Fair**

 **Poor**

Governance Dimension

Notable Difference

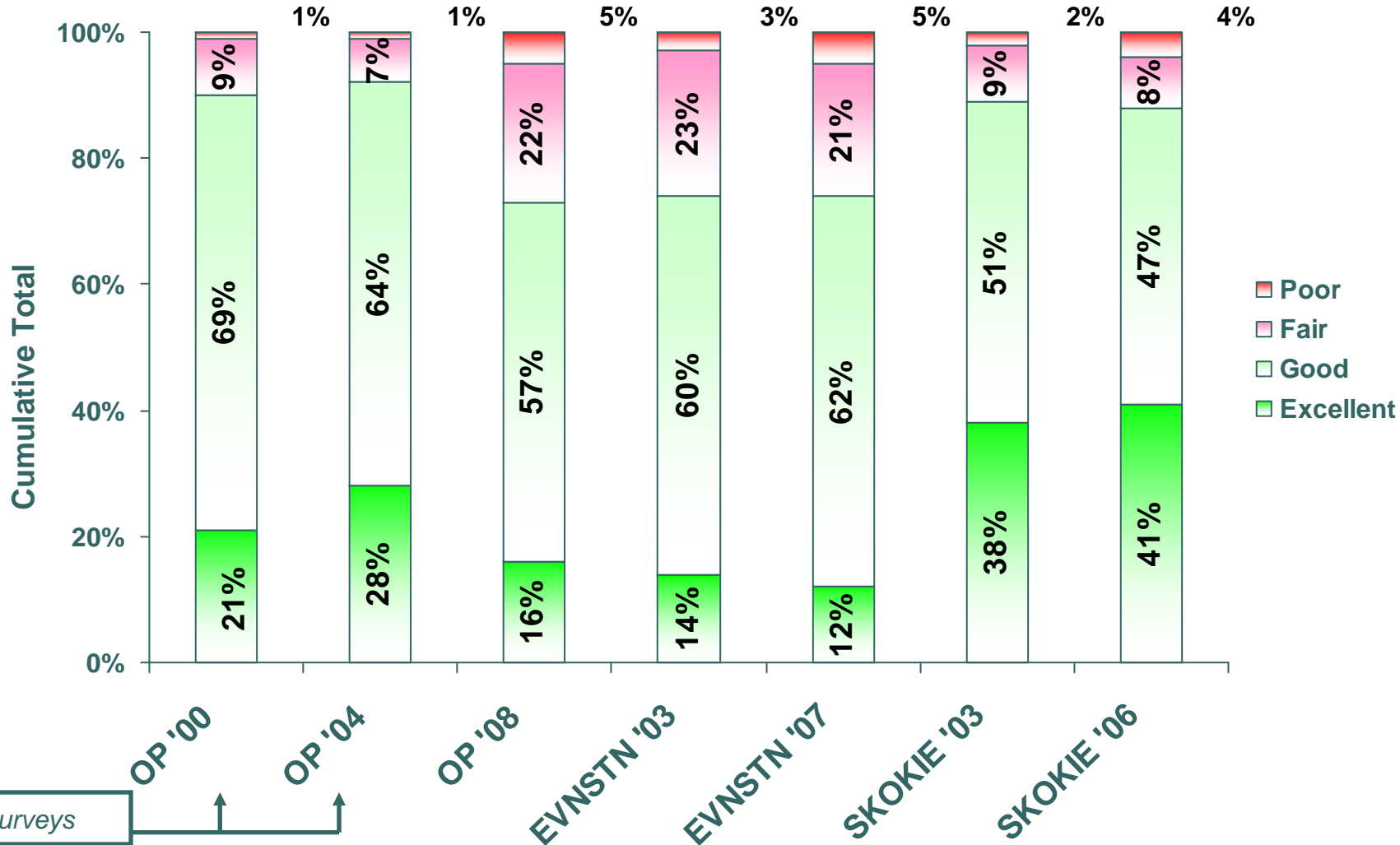


Overall Quality of Village Services

- Length of Residency (Longer term, lower rating)

Governance Dimension

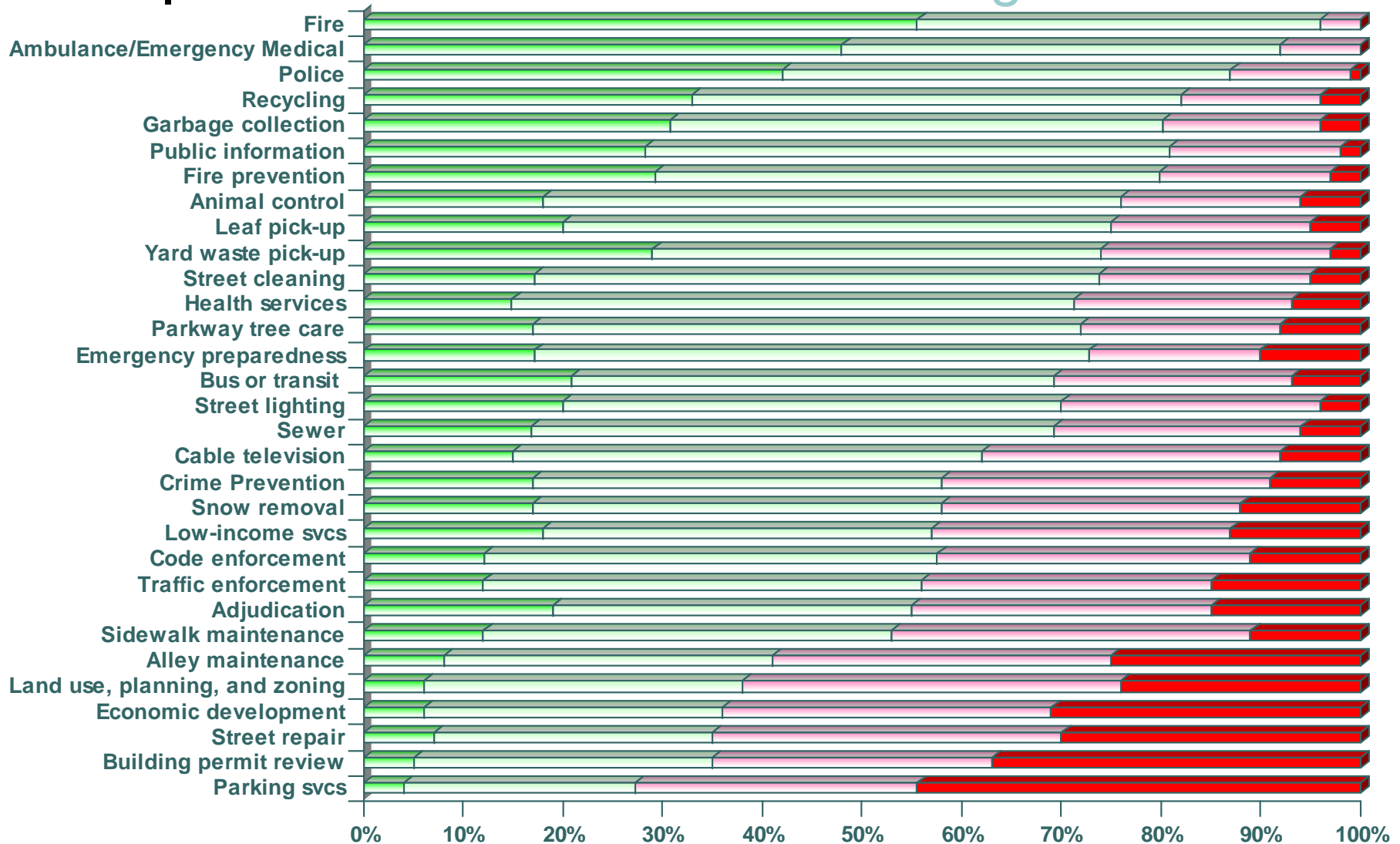
Overall Service Quality Comps





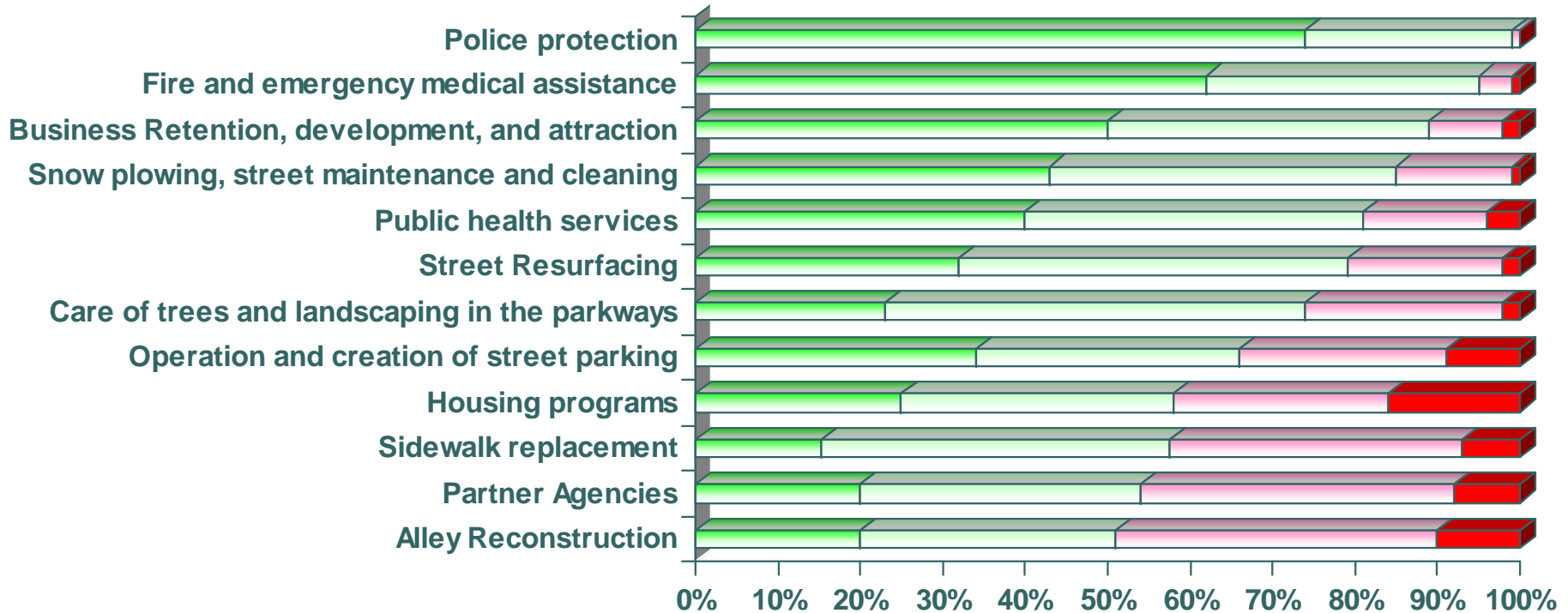
Governance Dimension

Citizen Service Ratings



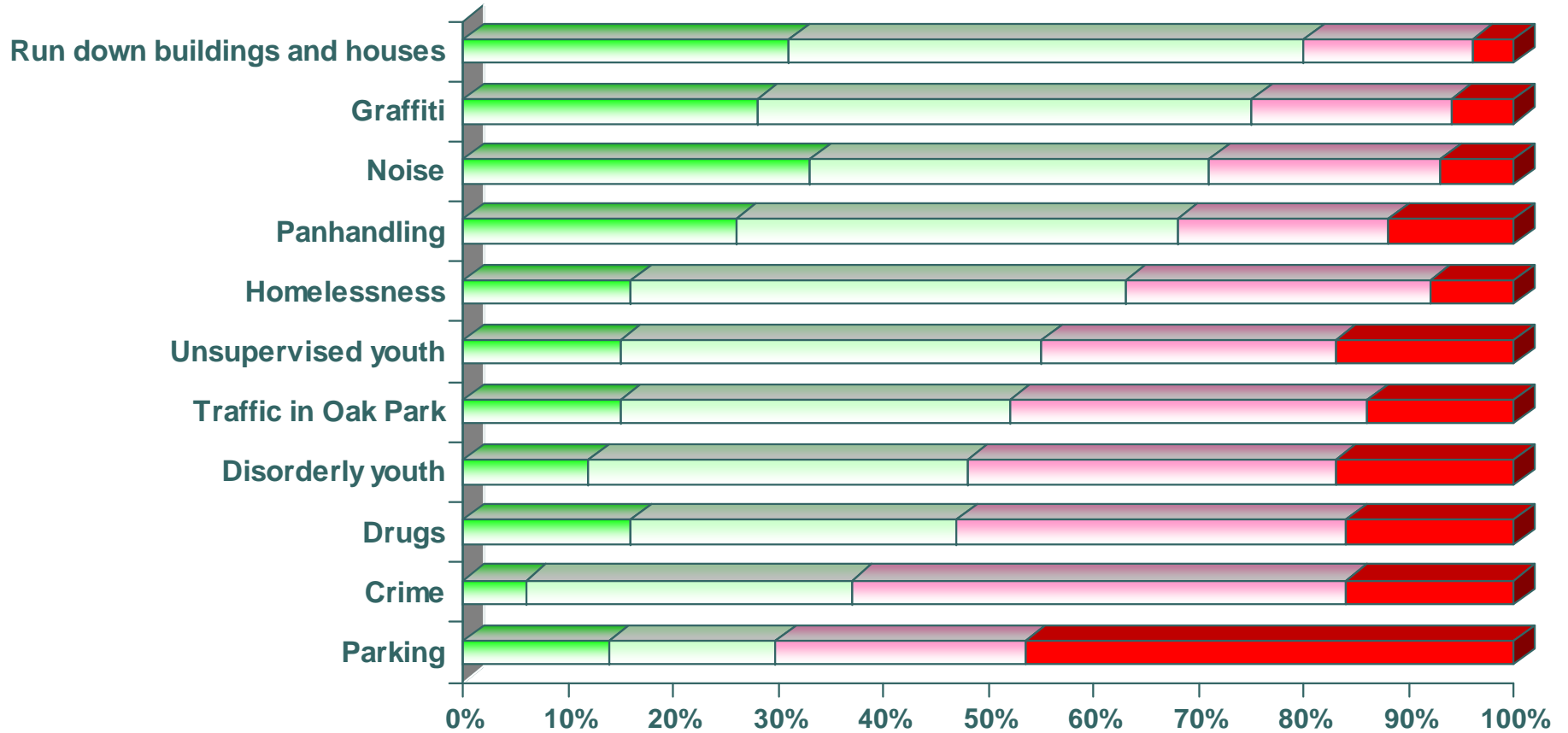
Governance Dimension

Citizen Priorities



Governance Dimension

Community Concerns





Governance Dimension

Public Safety Services



**Please rate the overall quality of
fire [police] services**

Oak Park ranked 21st among 241 national fire comparisons

Above Benchmark – 91st Percentile

Oak Park ranked 30th among 298 national police comparisons

Above Benchmark – 90th Percentile

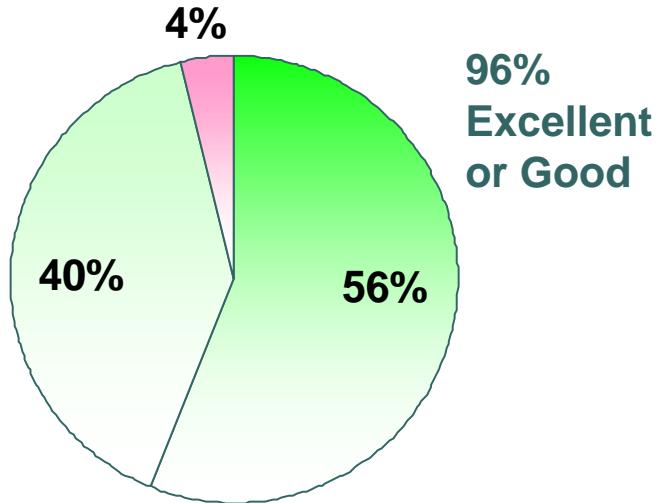
Note: Of eight public safety oriented services inquired of, only one (Traffic Enforcement) was rated “Below Benchmark”

Governance Dimension

Public Safety Services

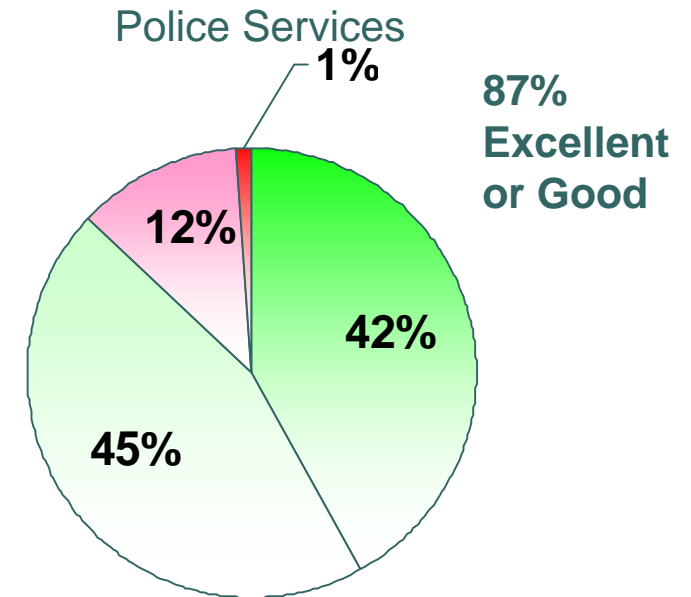


Fire Services



Excellent Good Fair Poor

Overall Quality of Police and Fire Services



Excellent Good Fair Poor



Governance Dimension

Notable Difference



Overall Quality of both Fire and Police Services

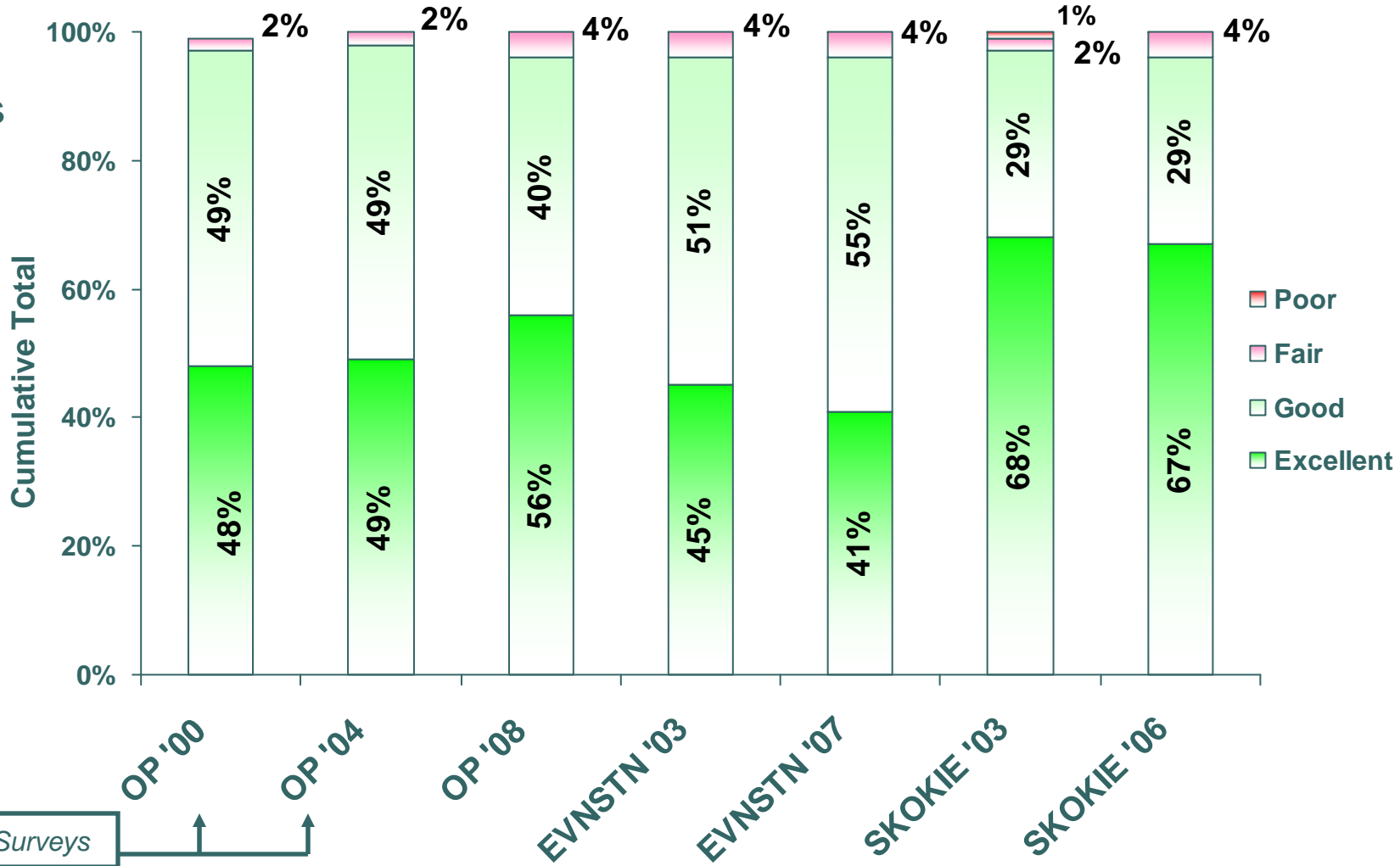
- Race (Non-whites provided lower ratings)

Governance Dimension

Public Safety Services Comps



Fire Services

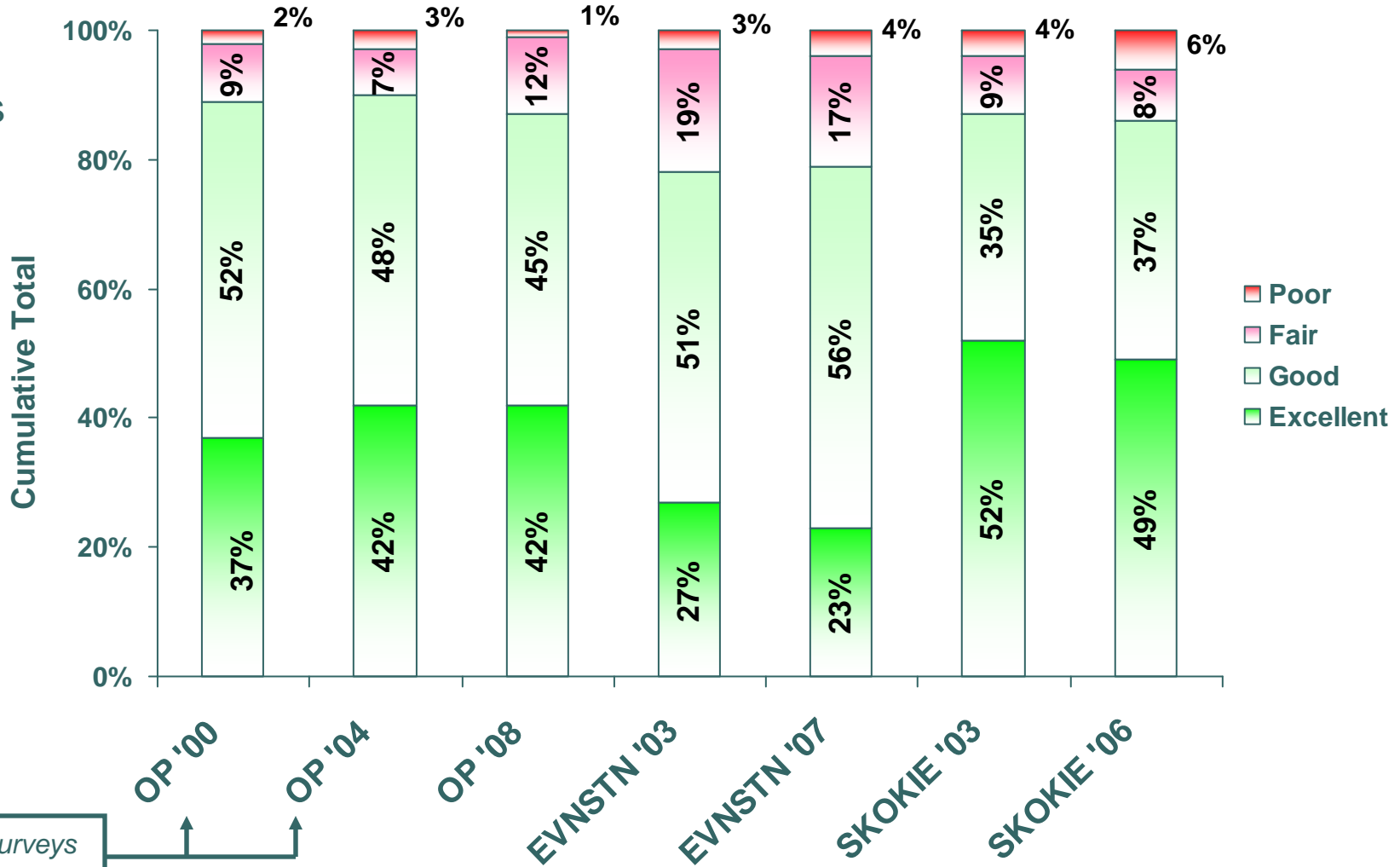


Governance Dimension

Public Safety Services Comps



Police Services





Governance Dimension

Perceptions of Safety



**Please rate how safe or unsafe you feel in
from [violent crime, property crime, fire]**

Oak Park ranked 111th among 188 national violent crime comparisons

Similar to Benchmark – 41st Percentile

Oak Park ranked 135th among 186 national property crime comparisons

Below Benchmark – 27th Percentile

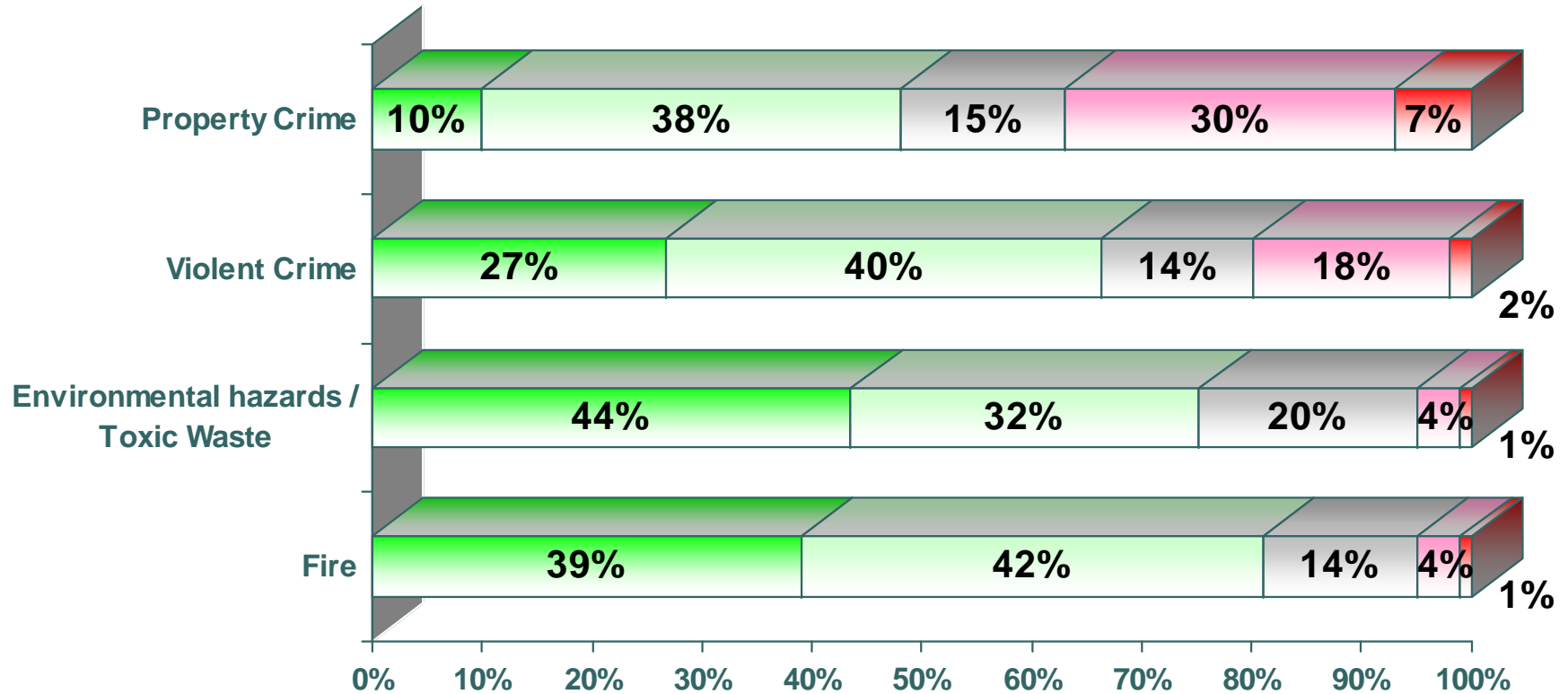
No national comparison for perceived safety from fire

Governance Dimension

Perceptions of Safety



Please rate how safe or unsafe you feel from the following in Oak Park



■ Very safe
 ■ Somewhat safe
 ■ Neither safe nor unsafe
 ■ Somewhat unsafe
 ■ Very Unsafe

Governance Dimension

Notable Differences



Safety from Property Crime

- Tenure (Owners provided lower ratings)
- Income (Higher income, lower rating)
- Race (Whites provided lower ratings)
- Age (Middle-aged provided lower ratings)
- Gender (Males provided lower ratings)
- 65+ Person Present (No, lower rating)

Governance Dimension

Notable Differences



Safety from Violent Crime

- Geography (High to low: SW, NW, NE, SE)
- Length of Residency (Longer term, lower rating)
- Tenure (Owners provided lower ratings)
- Age (Middle-aged and older provided lower ratings)

Governance Dimension

Notable Differences



Safety from Fire

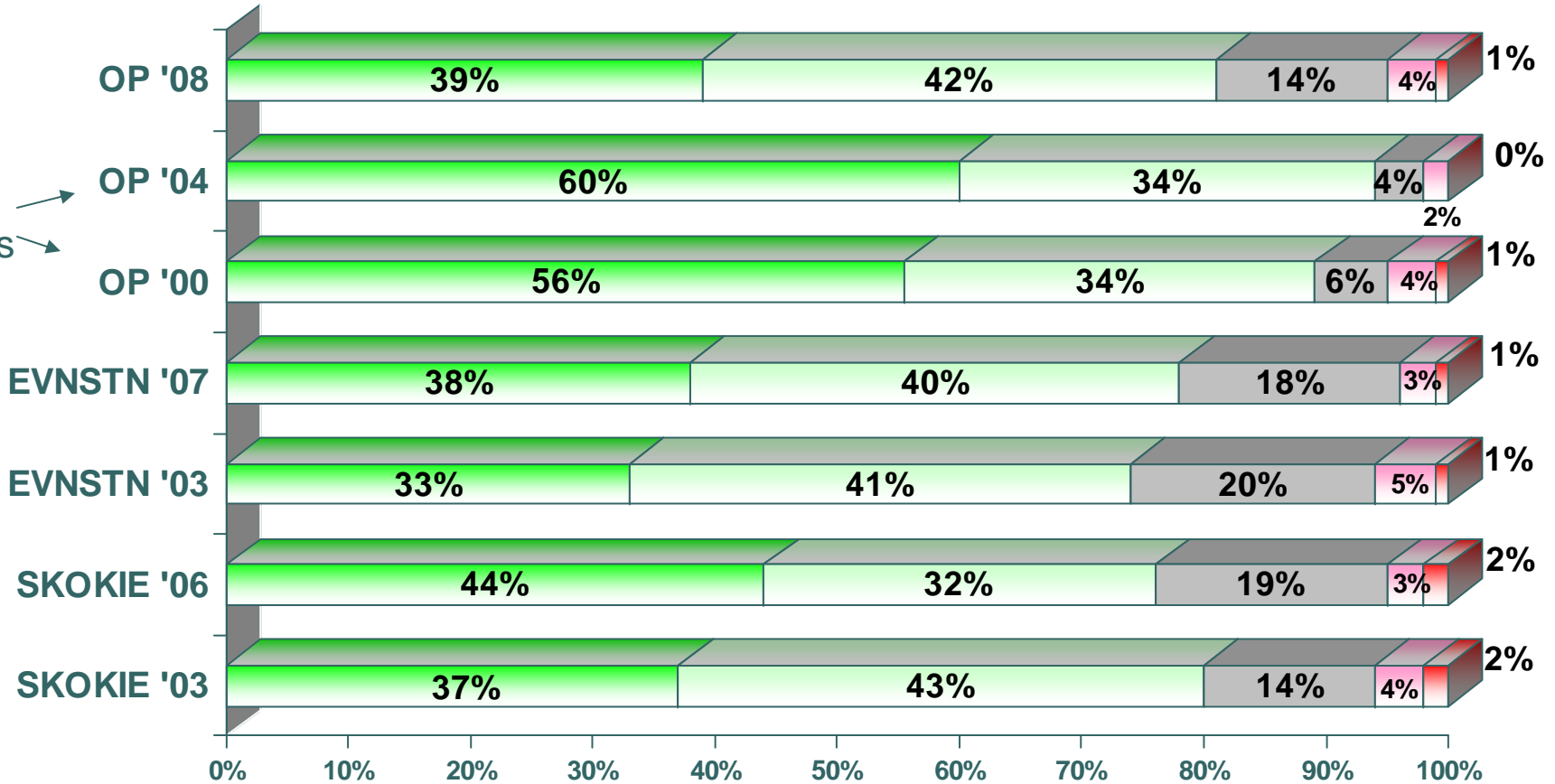
- Geography (High to low: NE, SW, NW, SE)
- Gender (Females provide lower ratings)

Governance Dimension

Safety from Fire Comps



Phone Surveys →

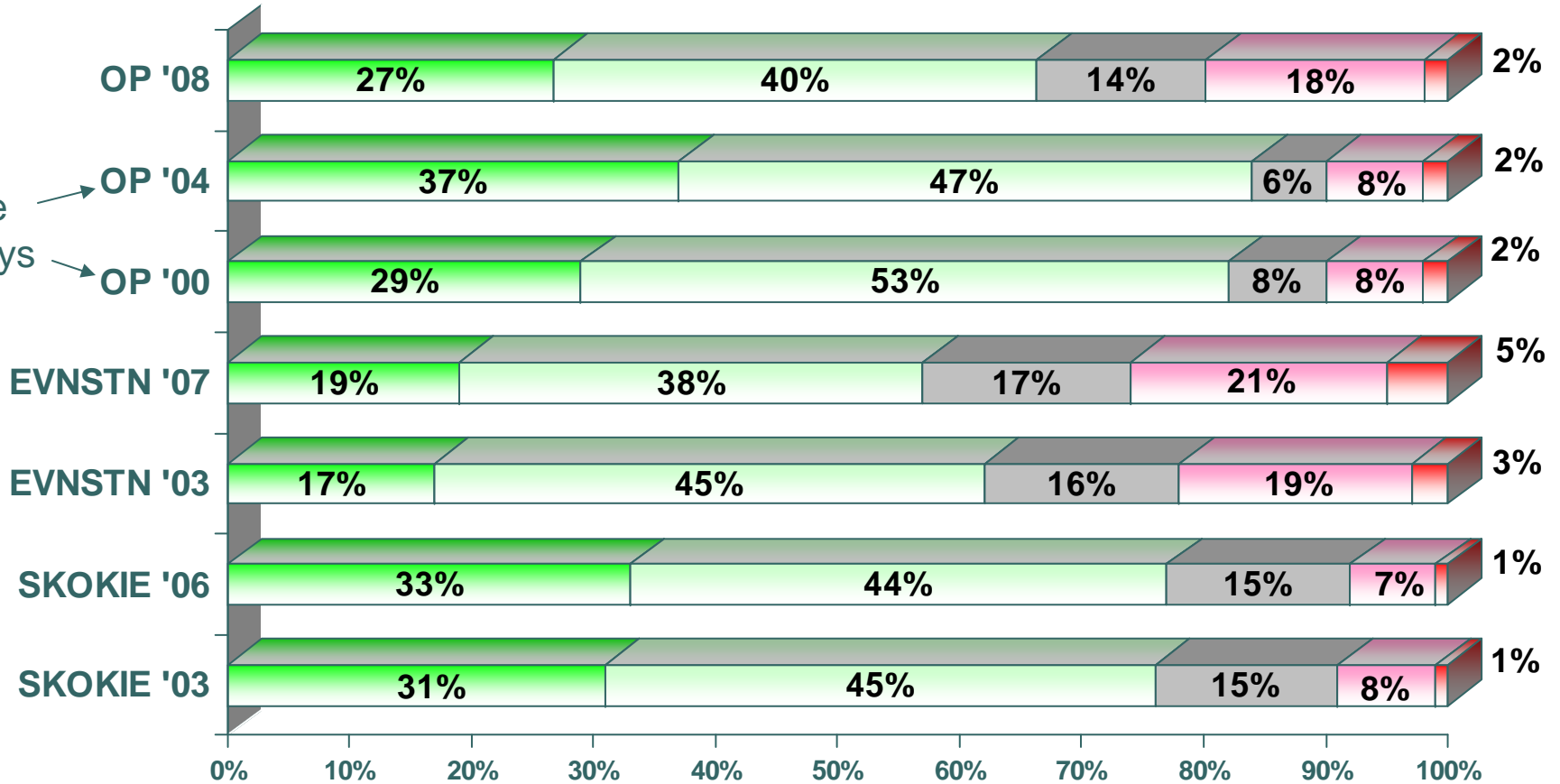


Governance Dimension

Safety from Violent Crime Comps



Phone
Surveys

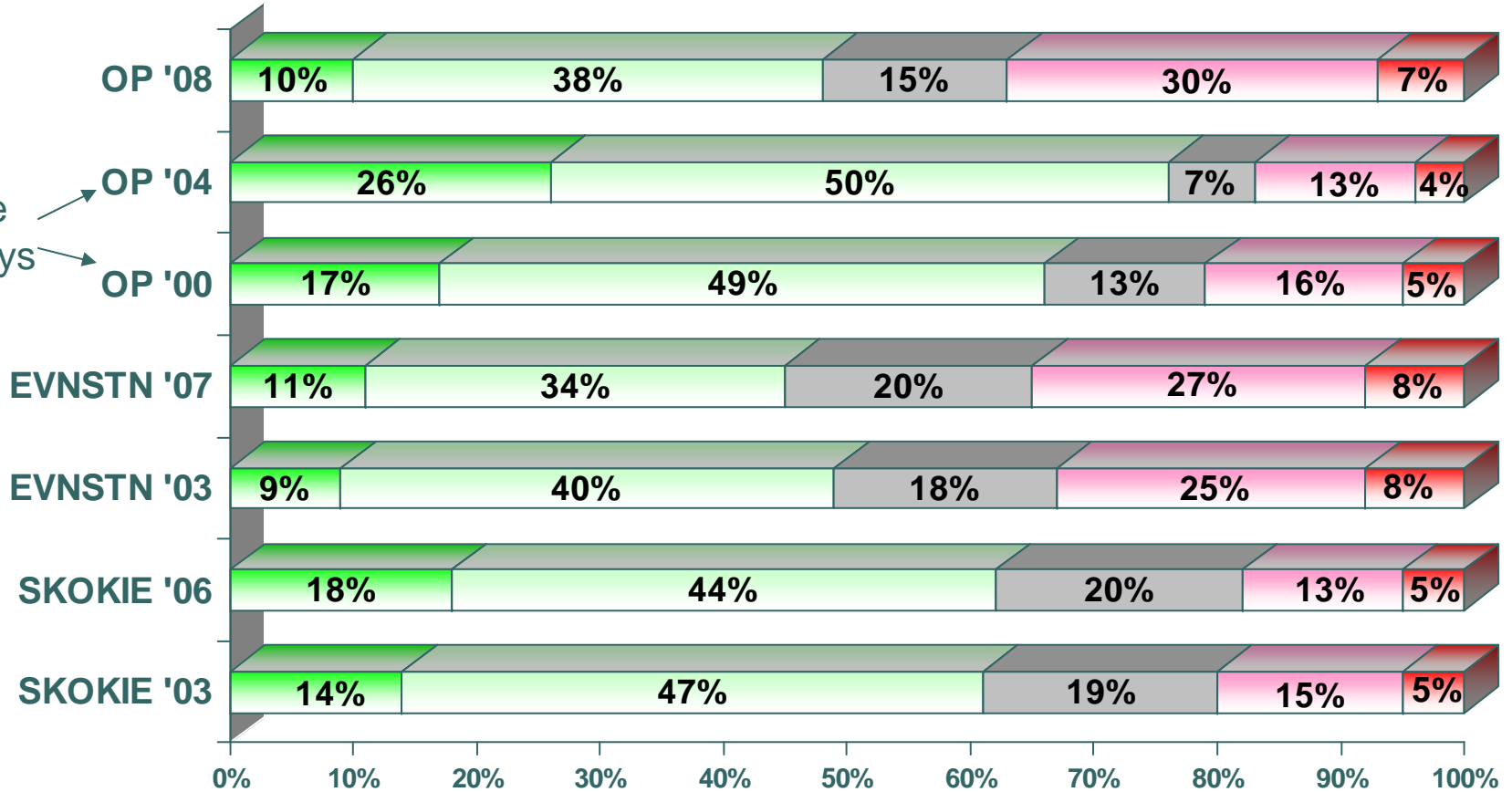


Governance Dimension

Safety from Prop Crime Comps



Phone
Surveys



■ Very Safe
 ■ Somewhat Safe
 ■ Neither Safe nor Unsafe
 ■ Somewhat Unsafe
 ■ Very Unsafe



Governance Dimension

Perceptions of Safety



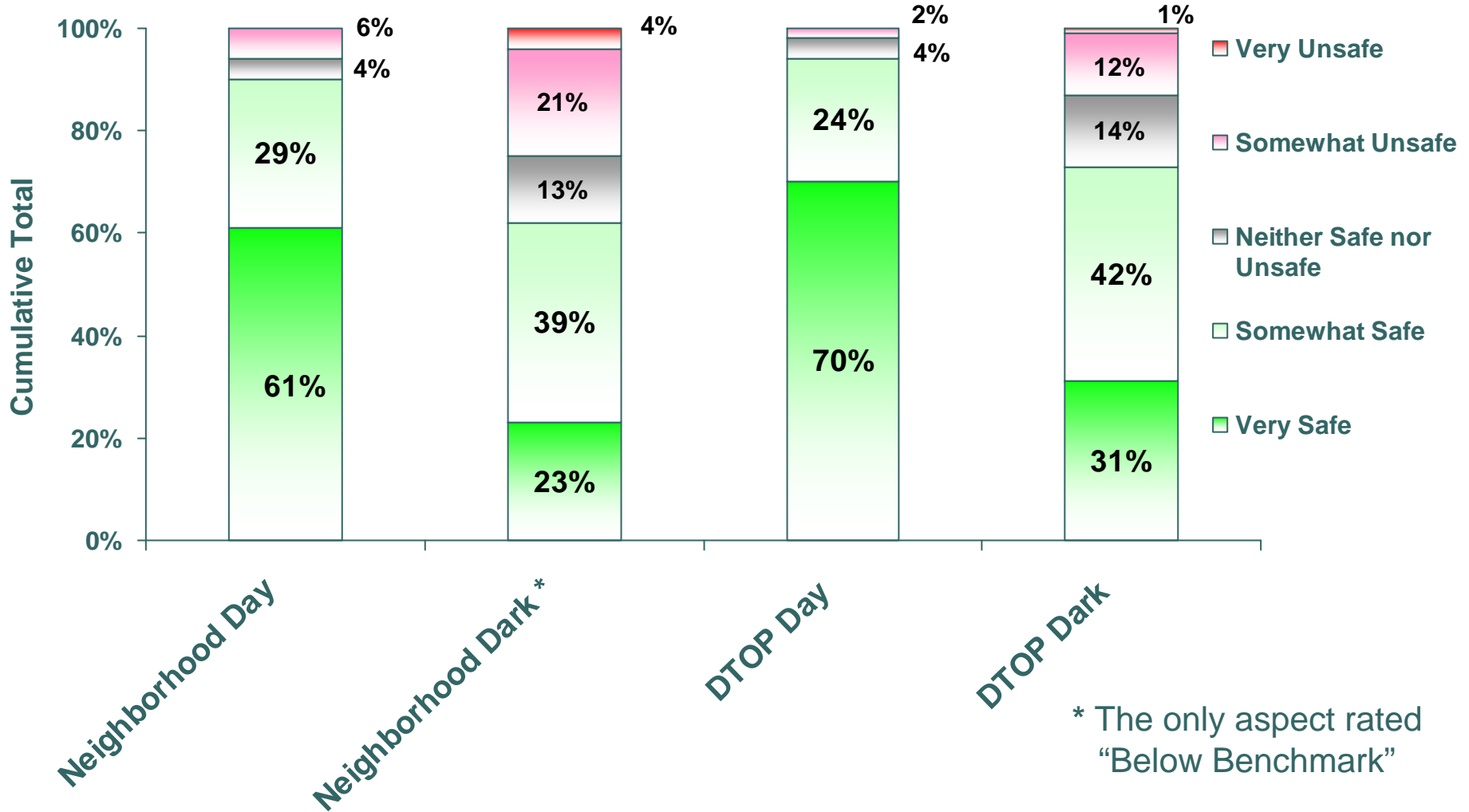
**Please rate how safe or unsafe you feel in
your neighborhood after dark**

Oak Park ranked 158th among 216 national comparisons

Below Benchmark – 27th Percentile

Governance Dimension

Perceptions of Safety



Governance Dimension

Notable Differences



Daytime Neighborhood Safety

- Geography (High to low: SW, NW, NE, SE)
- Tenure (Owners provided lower ratings)
- Age (Middle-aged and older provided lower ratings)

Governance Dimension

Notable Differences



Downtown Oak Park Safety after Dark

- Length of Residency (Mid and longer term, lower rating)
- Age (Middle-aged and older provided lower ratings)
- Geography (High to low: NE, SW, SE, NW)



Governance Dimension

New Development



Please rate the overall quality of new development in Oak Park

Oak Park ranked 111th among 140 national comparisons

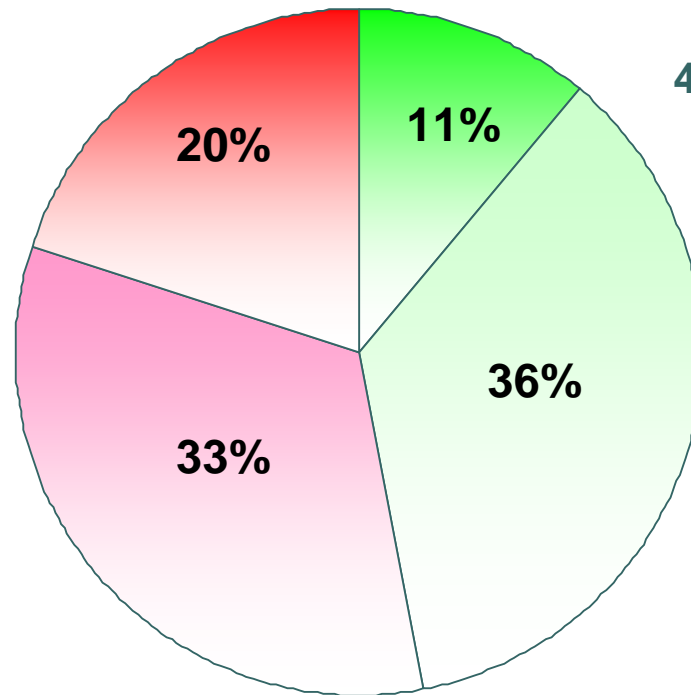
Below Benchmark – 21st Percentile

Governance Dimension

New Development



Please Rate the Overall Quality of New Development in Oak Park



47% Excellent or Good

 Excellent

 Good

 Fair

 Poor

Governance Dimension

Notable Differences

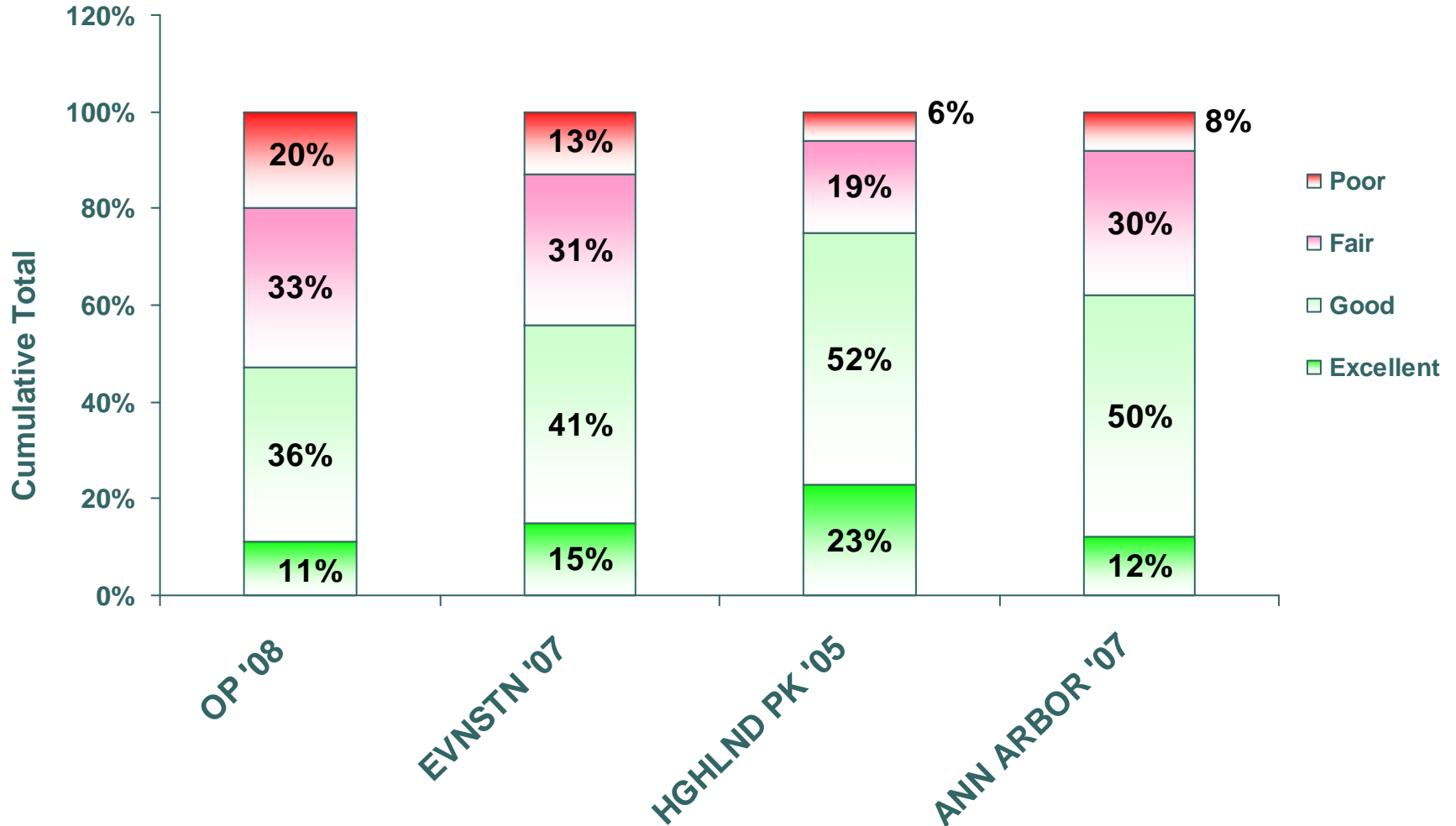


Quality of New Development

- Tenure (Owners provided lower ratings)
- Income (Higher income, lower rating)
- Race (Whites provided lower ratings)
- Age (Middle-aged and older provided lower ratings)
- Length of Residency (Mid and longer term, lower rating)

Governance Dimension

New Development Comps





Economic Dimension

Shopping Opportunities



Please rate Oak Park shopping opportunities

Oak Park ranked 126th among 189 national comparisons

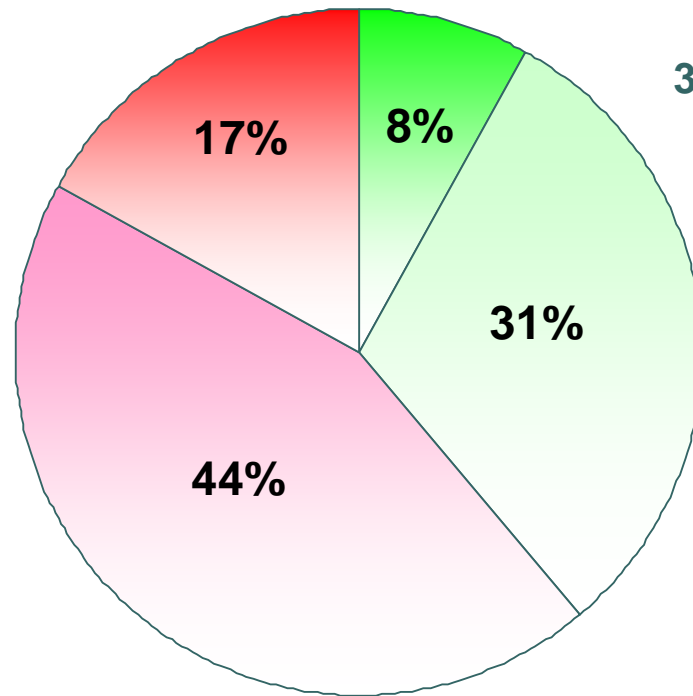
Below Benchmark – 33rd Percentile

Economic Dimension

Shopping Opportunities



Please Rate Oak Park Shopping Opportunities



39% Excellent or Good

 Excellent

 Good

 Fair

 Poor

Economic Dimension

Notable Differences

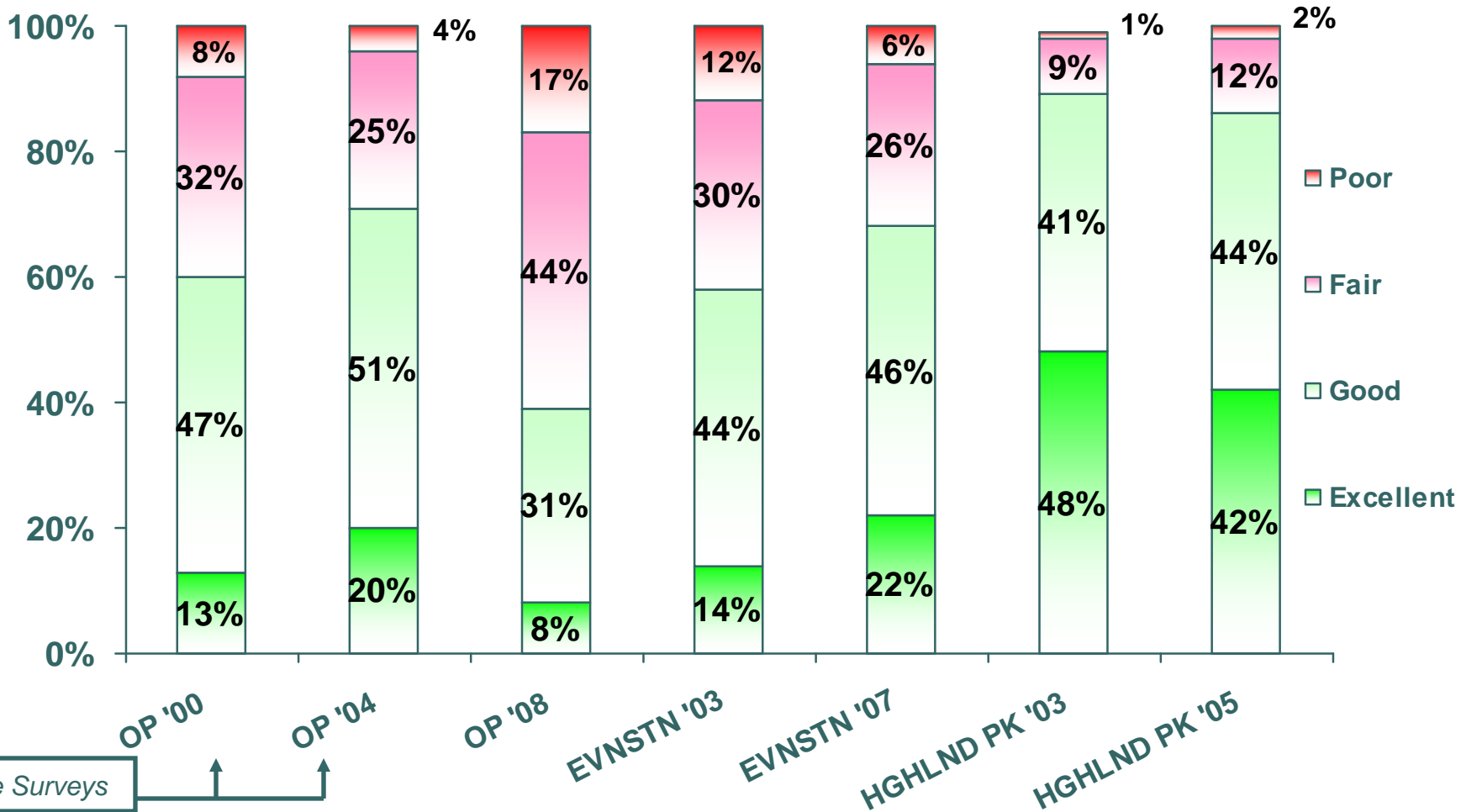


Oak Park Shopping Opportunities

- Geography (High to low: SW, SE, NE, NW)
- Tenure (Owners provided lower ratings)
- Income (Highest bracket, lower rating)
- Gender (Males provided lower ratings)
- Length of Residency (Mid-length, lower rating)

Economic Dimension

Shopping Opportunity Comps





Economic Dimension

Employment Opportunities



Please rate Oak Park employment opportunities

Oak Park ranked 128th among 204 national comparisons

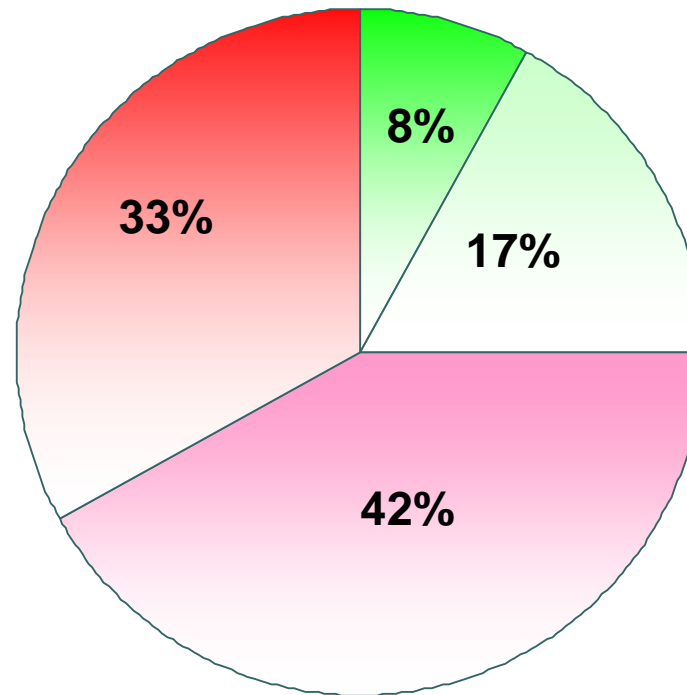
Similar to Benchmark – 37th Percentile

Economic Dimension

Employment Opportunities



Please Rate Oak Park Employment Opportunities



25% Excellent or Good

 Excellent

 Good

 Fair

 Poor



Economic Dimension

Notable Differences



Oak Park Employment Opportunities

- Age (Middle-aged provided lowest ratings)
- Tenure (Owners provided lower ratings)



Economic Dimension

Affordable Housing Availability



Please rate availability of affordable quality housing in Oak Park

Oak Park ranked 124th among 220 national comparisons

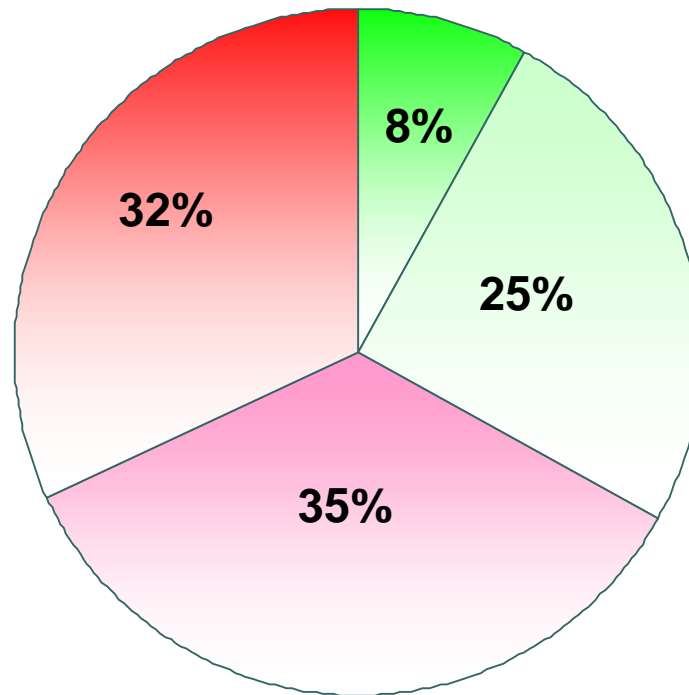
Similar to Benchmark – 44th Percentile

Economic Dimension

Affordable Housing Availability



Please Rate the Availability of Affordable Quality Housing



33% Excellent or Good

 Excellent

 Good

 Fair

 Poor

Economic Dimension

Notable Differences

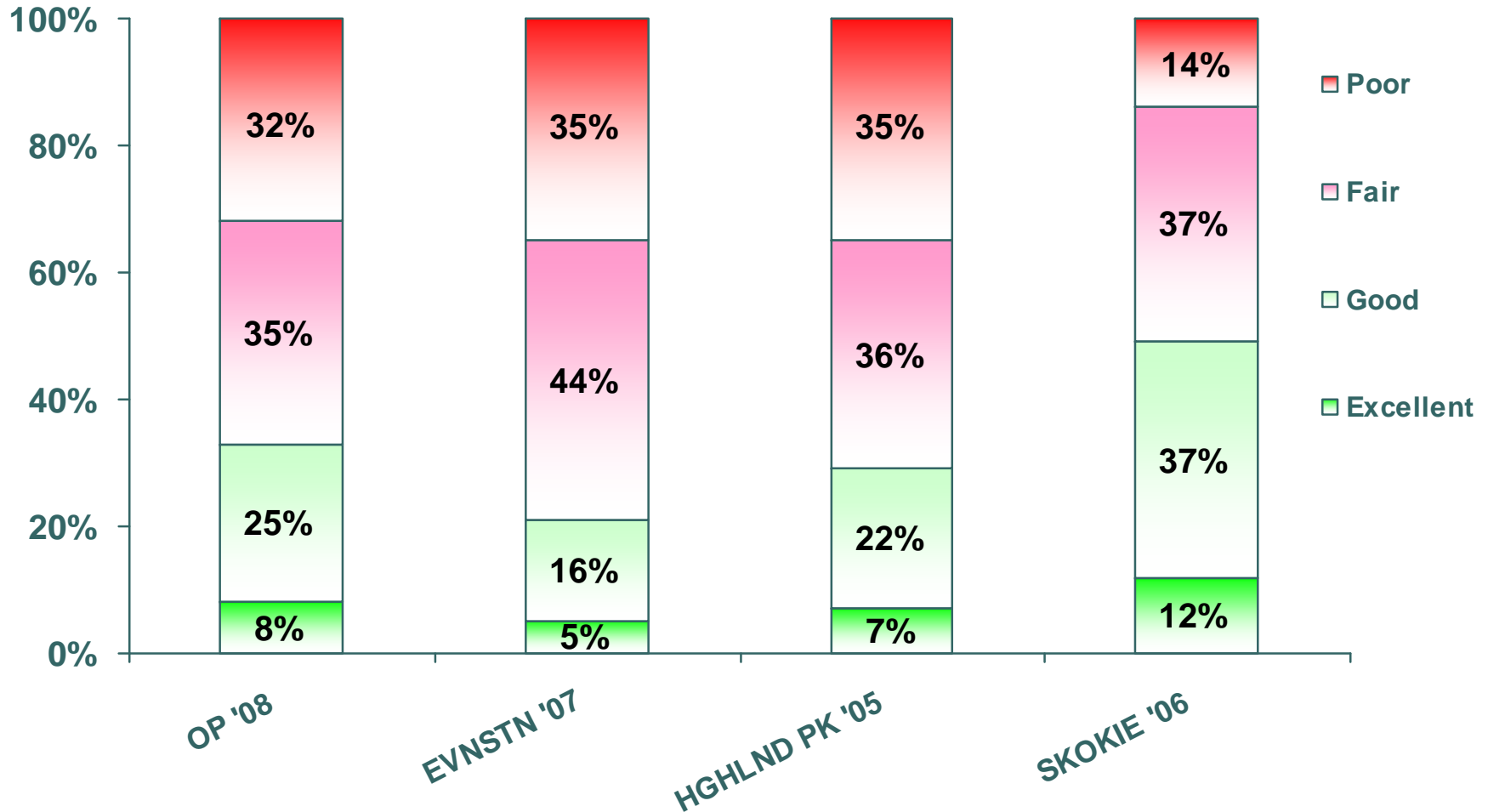


Availability of Affordable Housing

- Geography (High to low: SW, NE, SE, NW)
- Length of Residency (Mid and Long-term, lower rating)
- Age (Middle-aged and older provided lower rating)

Economic Dimension

Affordable Housing Comps





Economic Dimension

Affordable Child Care



**Please rate availability of affordable
quality child care in Oak Park**

Oak Park ranked 54th among 141 national comparisons

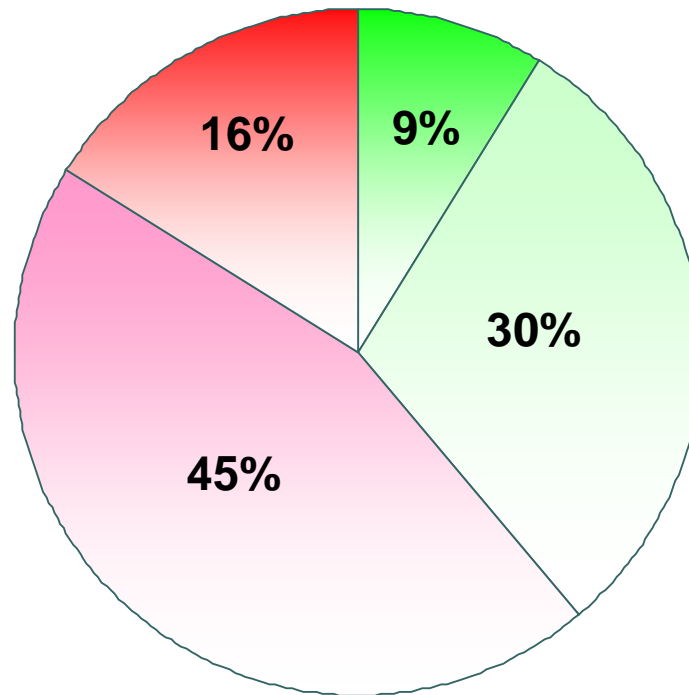
Above Benchmark – 62nd Percentile

Economic Dimension

Affordable Child Care



Please Rate the Availability of Affordable Quality Child Care



39% Excellent or Good

 Excellent

 Good

 Fair

 Poor

Economic Dimension

Notable Differences

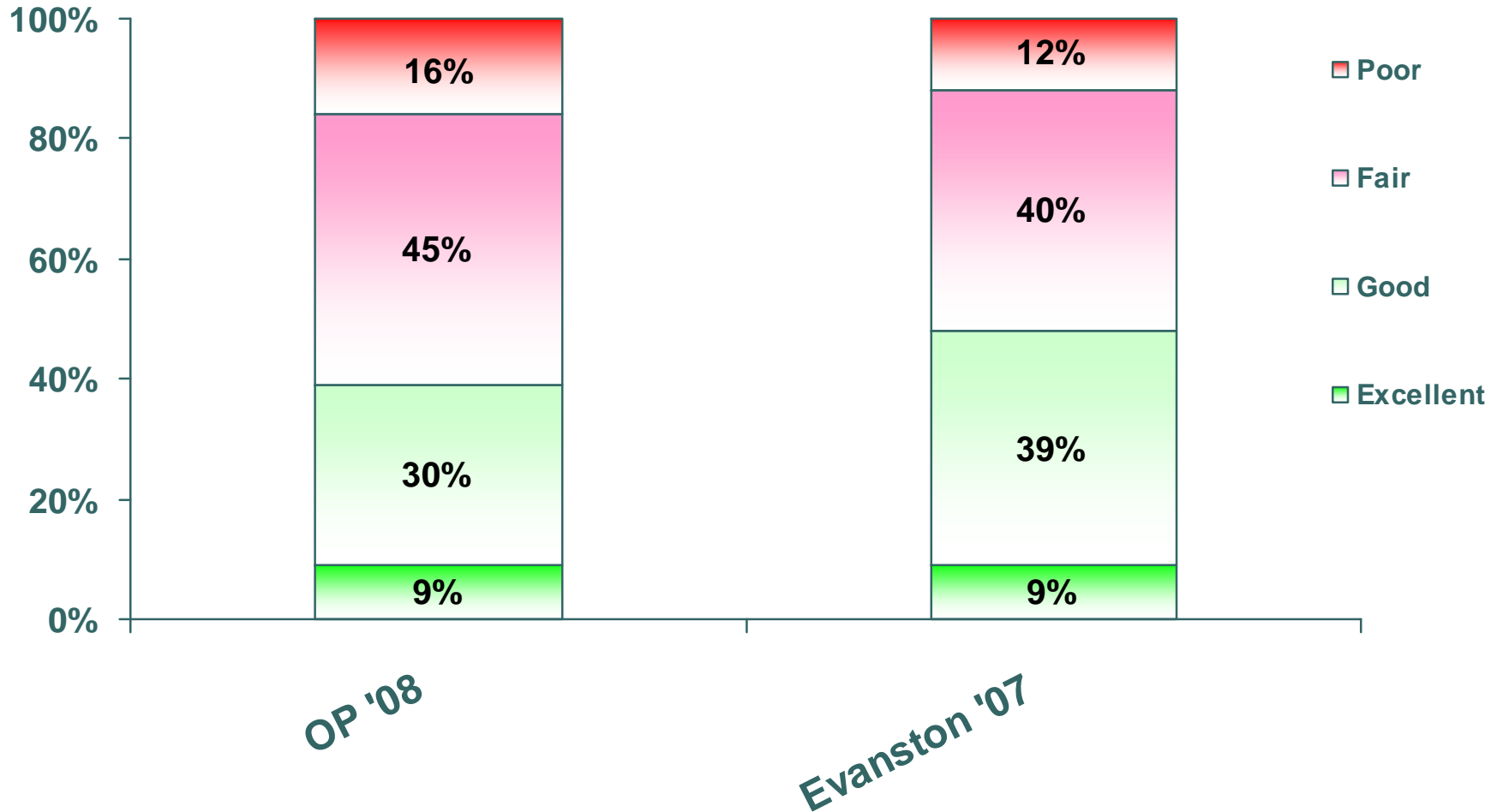


Availability of Affordable Child Care

- Age (Younger, lower rating)

Economic Dimension

Affordable Child Care Comps





Cultural Dimension

Sense of Community



Please rate sense of community in Oak Park

Oak Park ranked 6th among 204 national comparisons

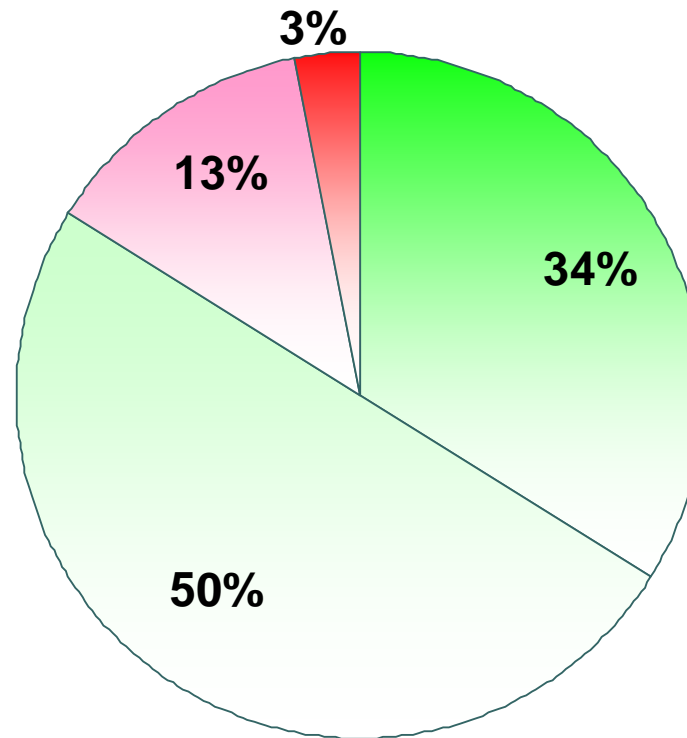
Above Benchmark – 97th Percentile

Cultural Dimension

Sense of Community



Please Rate Oak Park Sense of Community



84% Excellent or Good

 Excellent

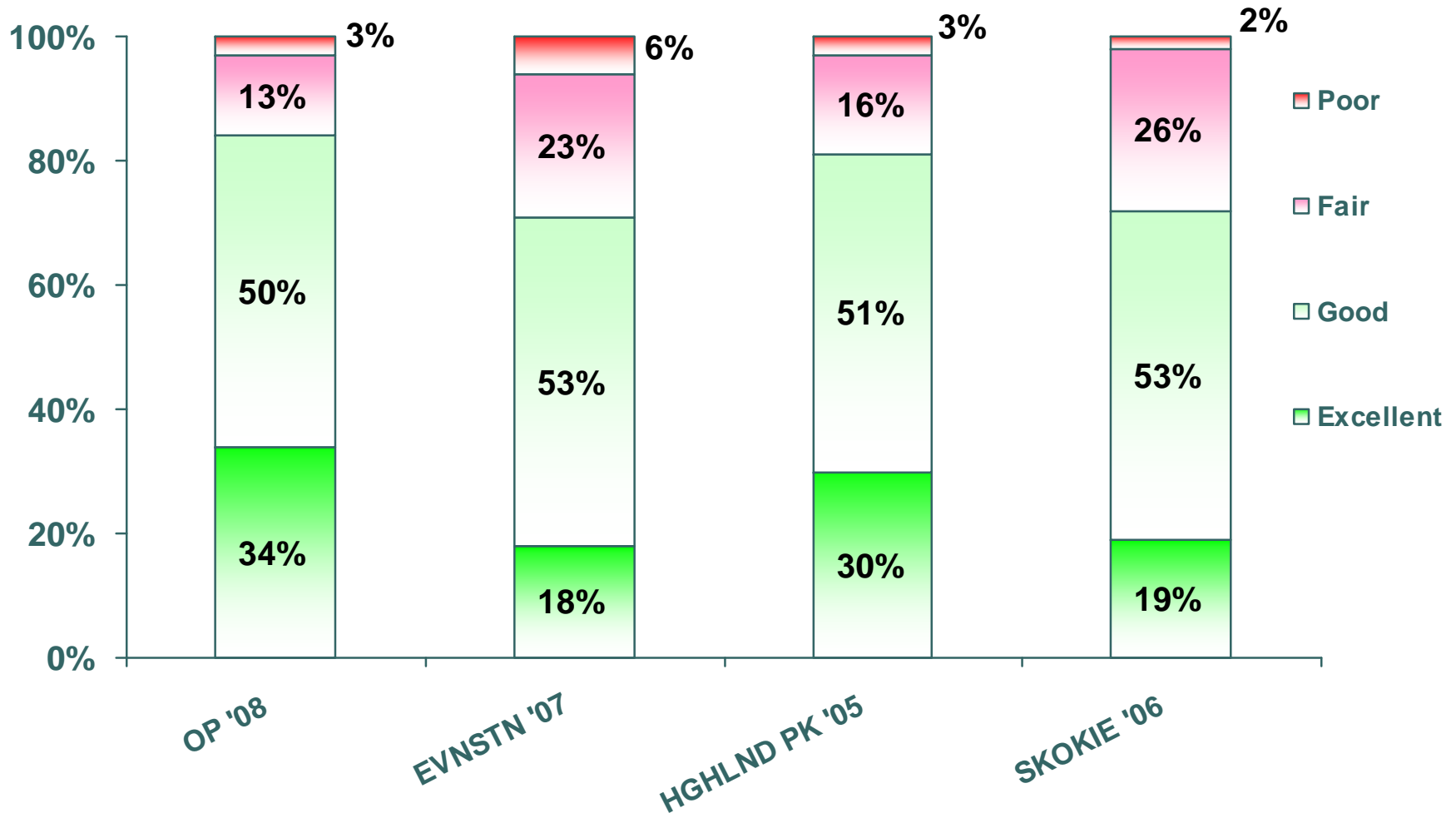
 Good

 Fair

 Poor

Cultural Dimension

Sense of Community Comps





Cultural Dimension

Recommending Oak Park



**How likely are you to recommend living in
Oak Park to someone who asks?**

Oak Park ranked 10th among 32 national comparisons

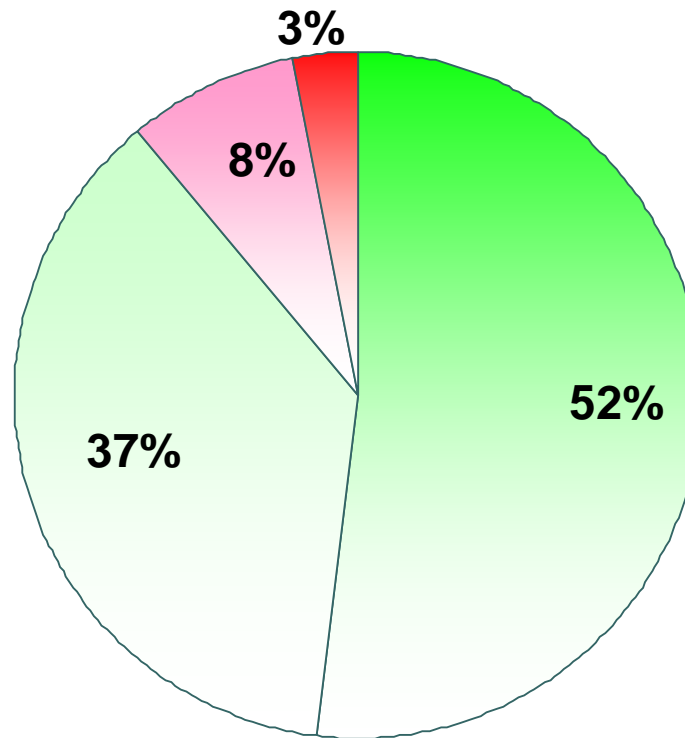
Above Benchmark – 69th Percentile

Cultural Dimension

Recommending Oak Park



Likelihood of Recommending Oak Park as a Place to Live



89% Excellent or Good

 Very Likely

 Somewhat Likely

 Somewhat Unlikely

 Very Unlikely

Cultural Dimension

Notable Differences



Recommending Oak Park as a Place to Live

- Length of Residency (Longer term, lower rating)
- Age (Middle-aged and older provided lower rating)



Cultural Dimension

Meeting Attendance



In the last 12 months, about how many times, if ever, have you or other household members attended a meeting of local officials or other local public meeting?

Oak Park ranked 72nd among 209 national comparisons

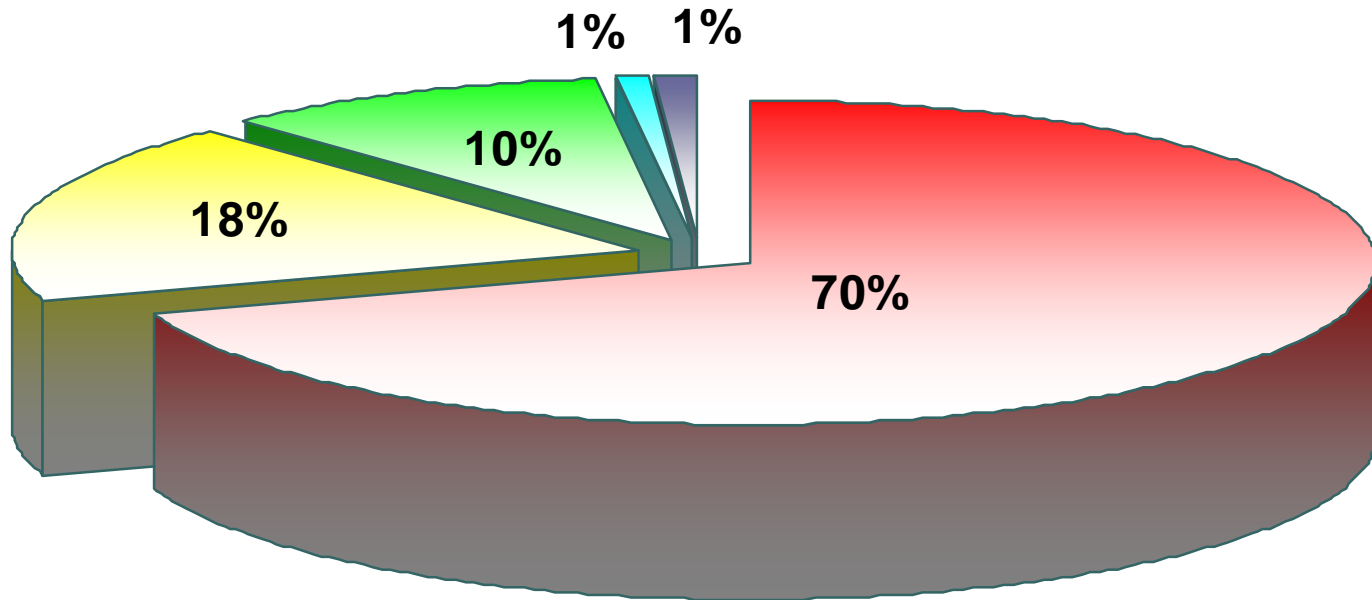
Similar to Benchmark – 66th Percentile

Cultural Dimension

Meeting Attendance



Meeting Attendance within Past 12 Months



 Never
 3 to 12 Times
 More than 26 Times

 Once or Twice
 13 to 26 Times

Cultural Dimension

Notable Differences

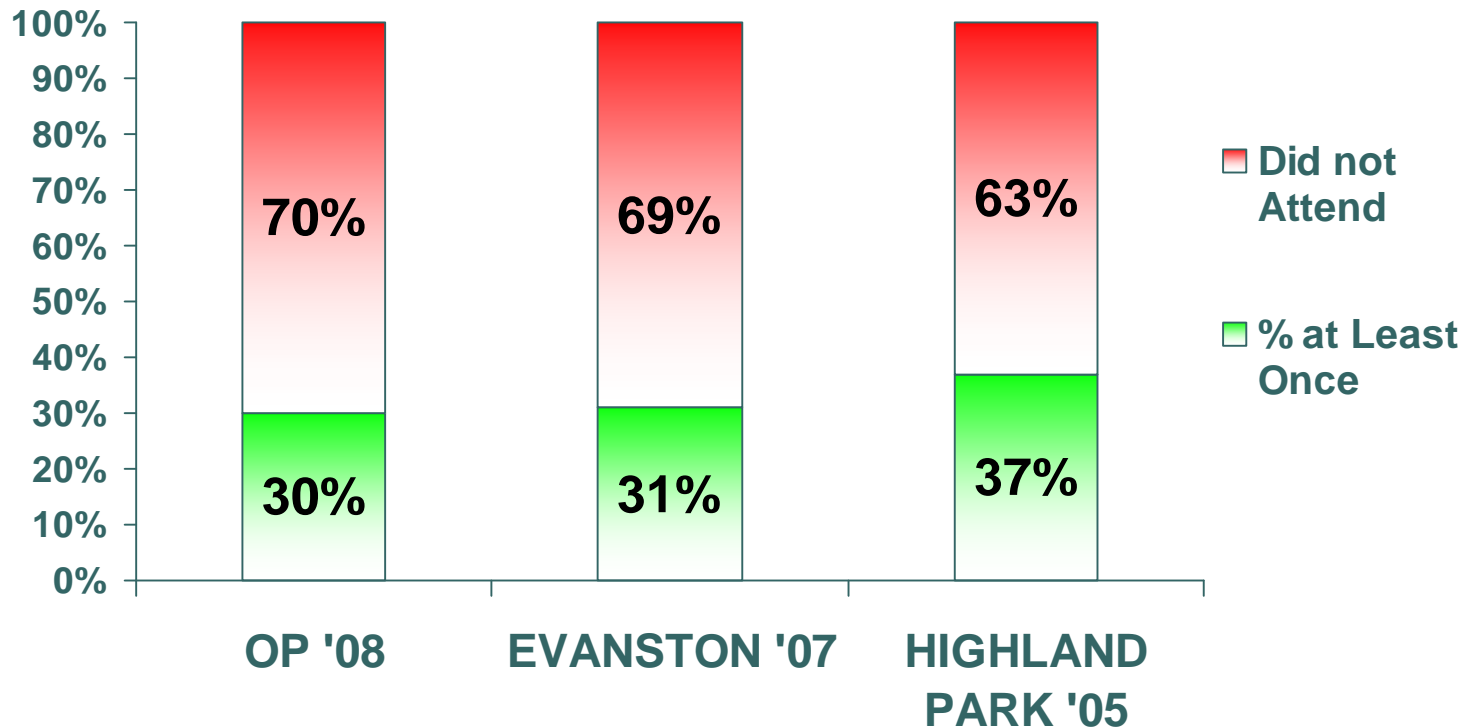


Public Meeting Participation

- Geography (NW, NE, SW, SE)
- Tenure (Renters less)
- Income (Lower income, less)
- Gender (Females less)
- Age (Youngest bracket less)
- Length of Residency (Shorter term less)

Cultural Dimension

Meeting Attendance Comps





Cultural Dimension

Volunteerism



In the last 12 months, about how many times, if ever, have you or other household members volunteered your time to some group or activity in Oak Park?

Oak Park ranked 87th among 217 national comparisons

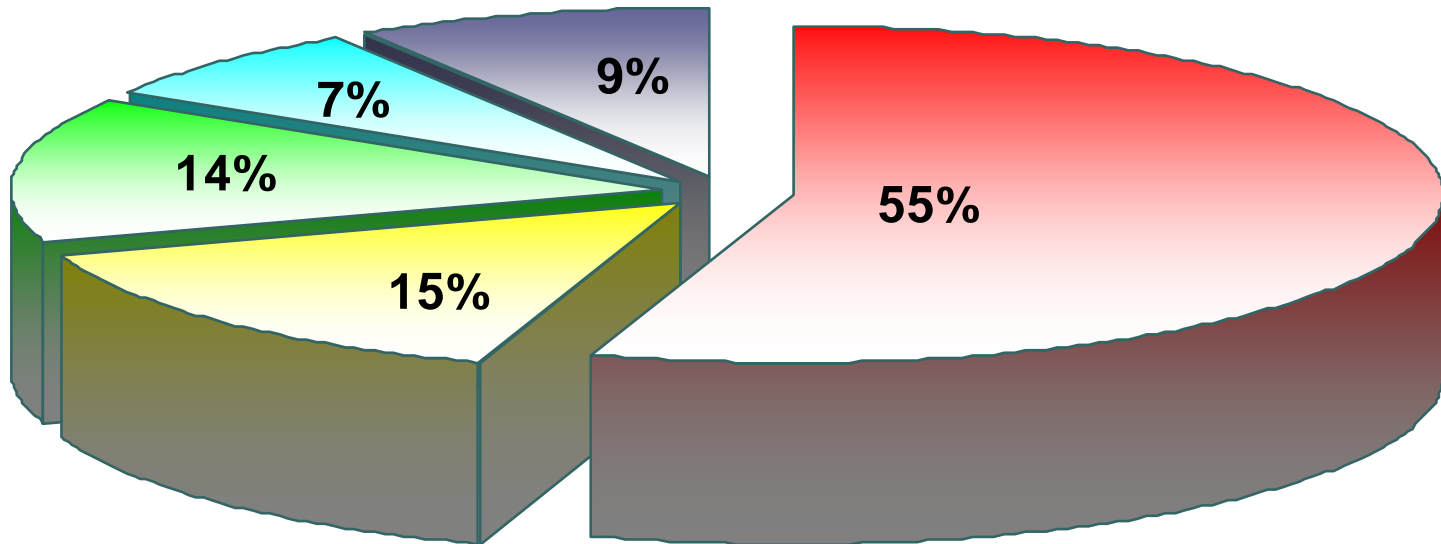
Above Benchmark – 60th Percentile

Cultural Dimension

Volunteerism



Volunteerism in Past 12 Months



 Never

 3 to 12 Times

 More than 26 Times

 Once or Twice

 13 to 26 Times

Cultural Dimension

Notable Differences

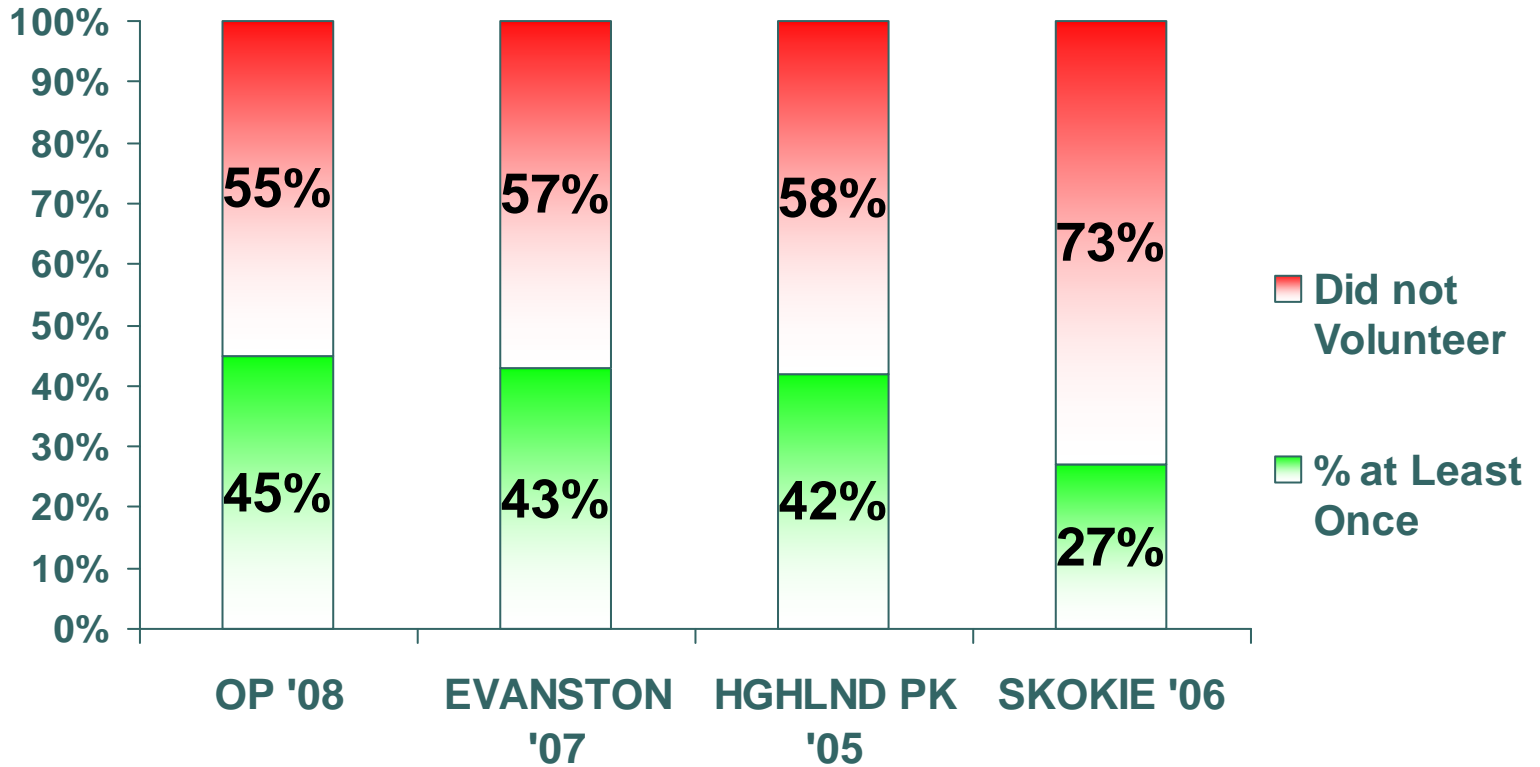


Volunteerism

- Geography (Highest to lowest: NE, NW, SE, SW)
- Length of Residency (Shorter term, less)
- Tenure (Renter, less)
- Income (Lower income, less)
- Age (Youngest and older brackets less)

Cultural Dimension

Volunteerism Comps





Environmental Dimension

Place to Live

green link

Please rate Oak Park as a place to live

Oak Park ranked 38th among 255 national comparisons

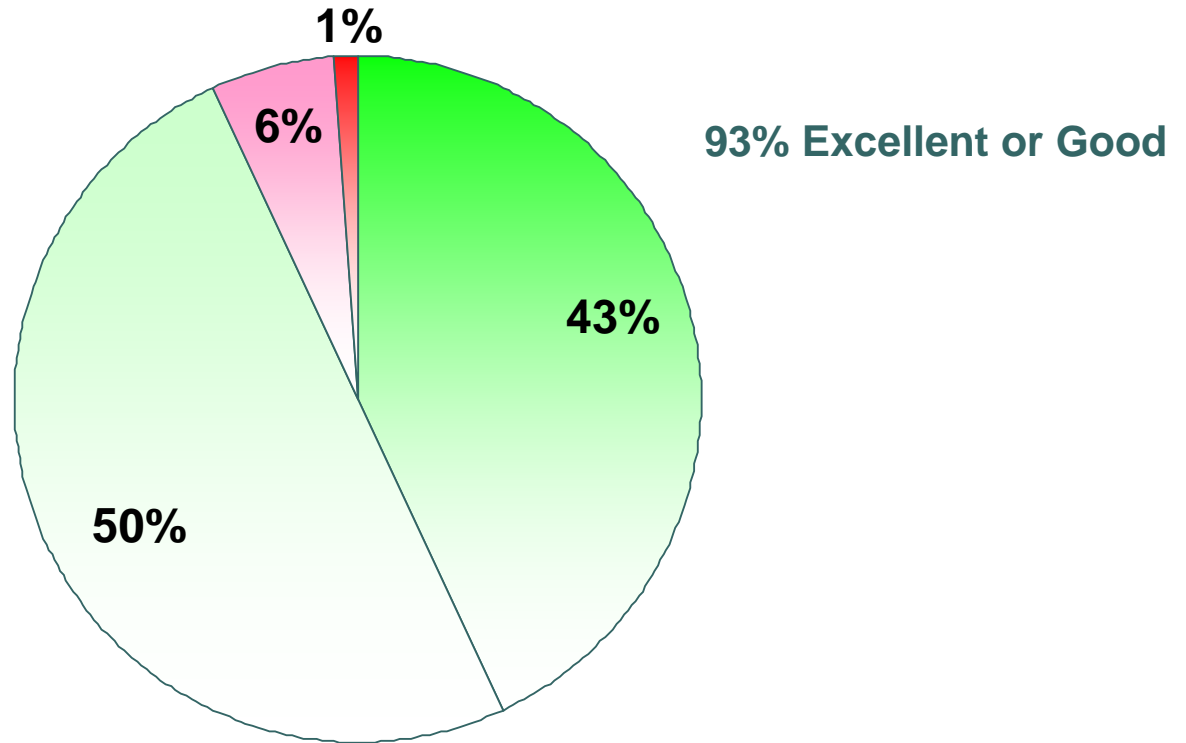
Above Benchmark – 85th Percentile



Environmental Dimension

Place to Live

Please rate Oak Park as a Place to Live



 Excellent

 Good

 Fair

 Poor



Environmental Dimension

Notable Difference

green link

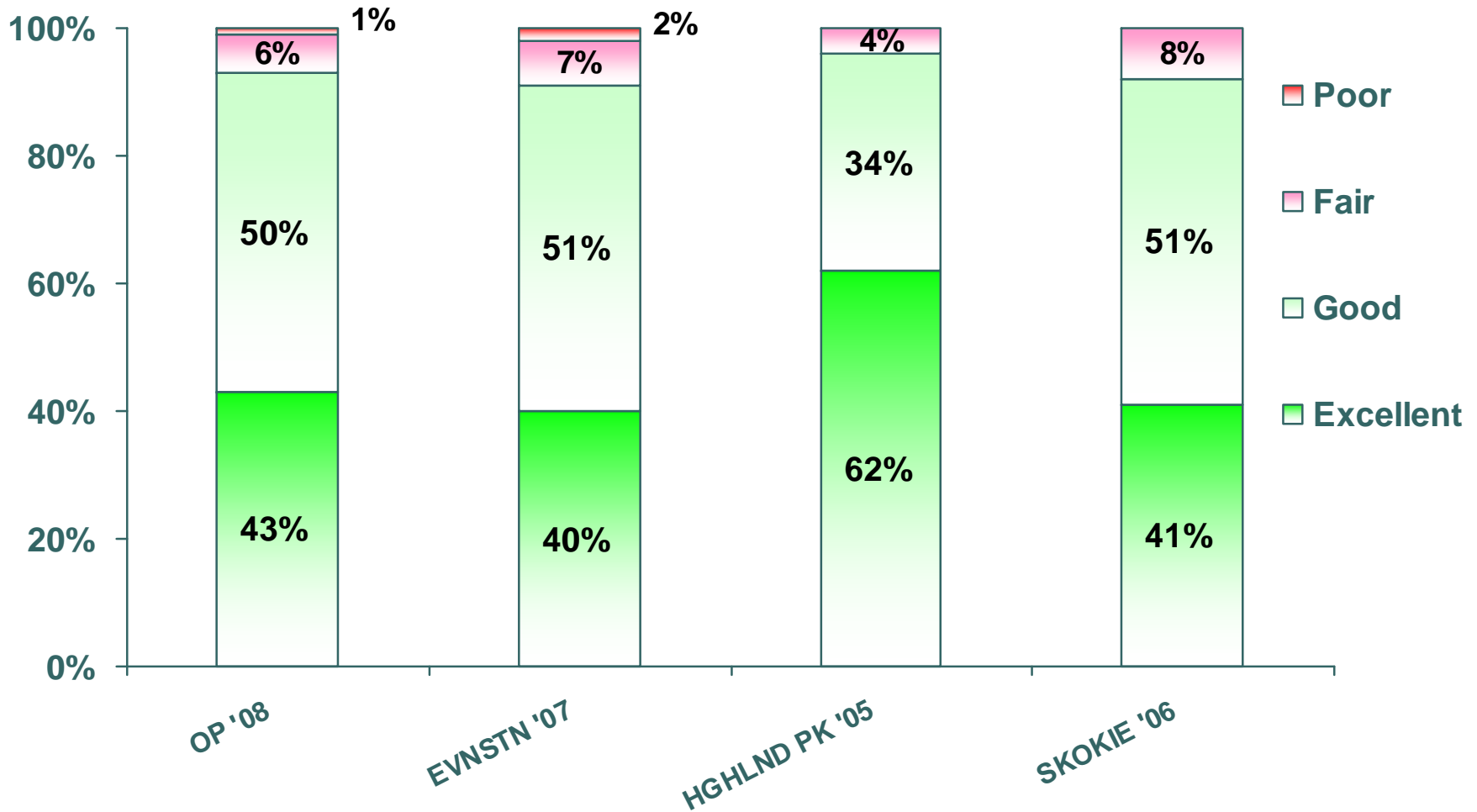
Oak Park as a Place to Live

- Length of Residency (Longer term, lower rating)



Environmental Dimension

Place to Live Comps





Environmental Dimension

Overall Appearance

green link

**Please rate the overall appearance
of Oak Park**

Oak Park ranked 19th among 232 national comparisons

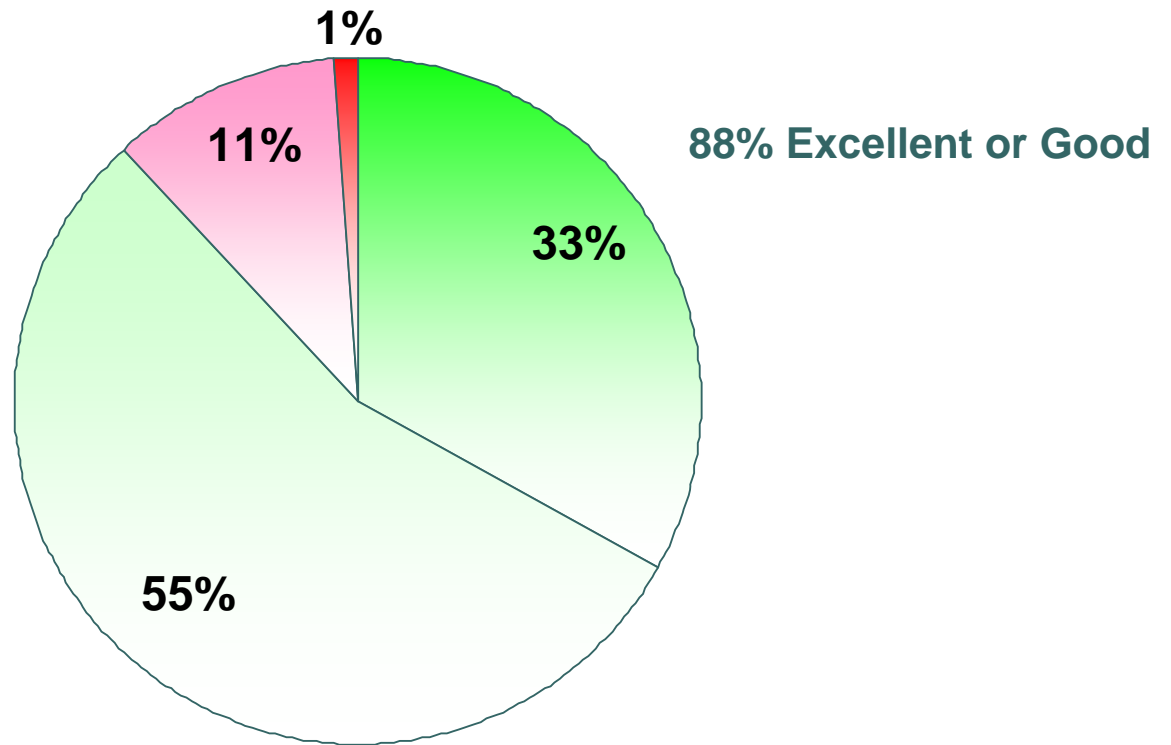
Above Benchmark – 92nd Percentile



Environmental Dimension

Overall Appearance

Please rate the overall appearance of Oak Park



 Excellent

 Good

 Fair

 Poor



Environmental Dimension

Notable Differences

green link

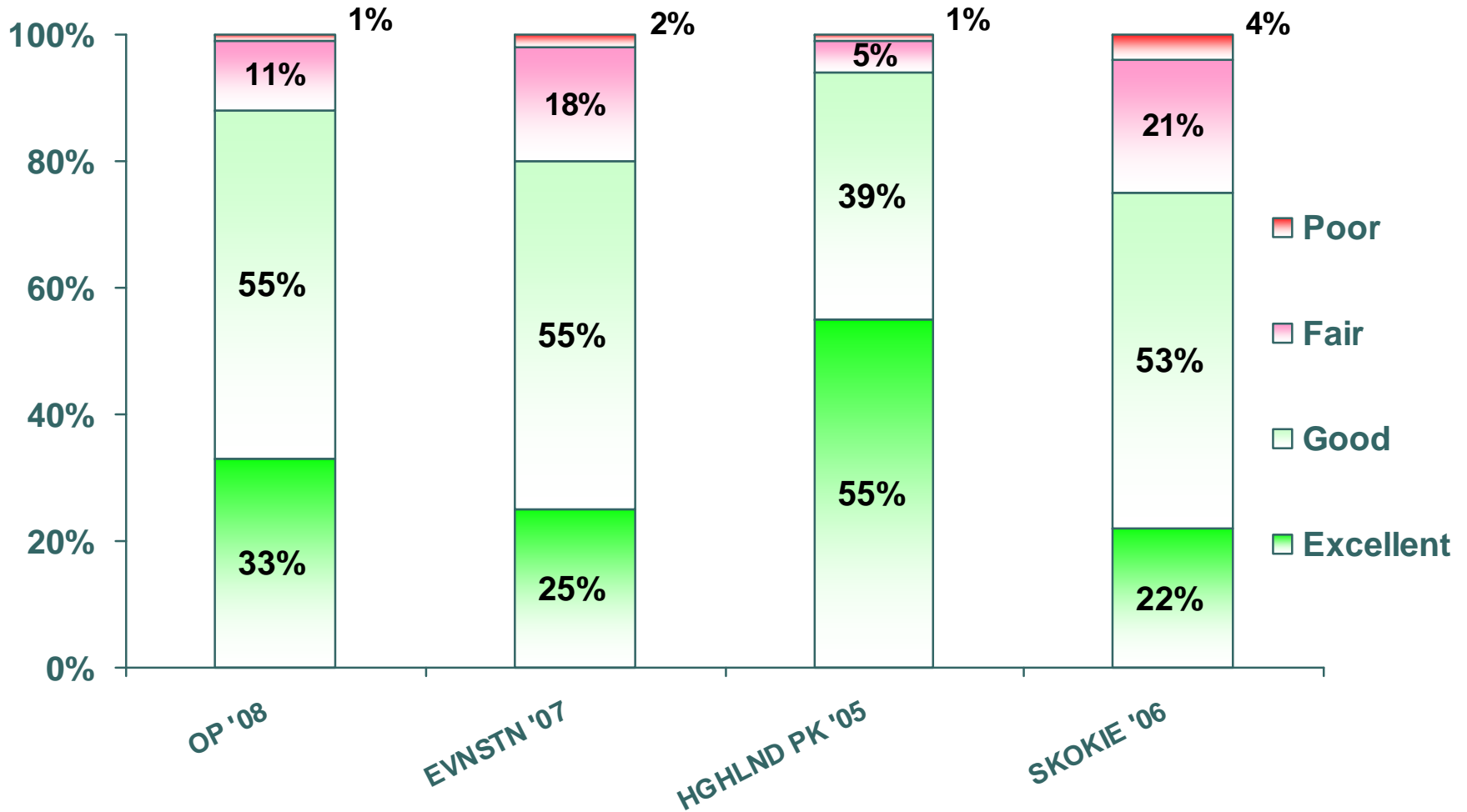
Overall Appearance of Oak Park

- Tenure (Owners provided lower ratings)
- Race (Whites provided lower ratings)
- Gender (Males rated lower)



Environmental Dimension

Overall Appearance Comps





Environmental Dimension

Commuting by SOV

green link

During a typical week, how many days do you commute to work by single occupant motor vehicle (SOV), i.e., drive alone?

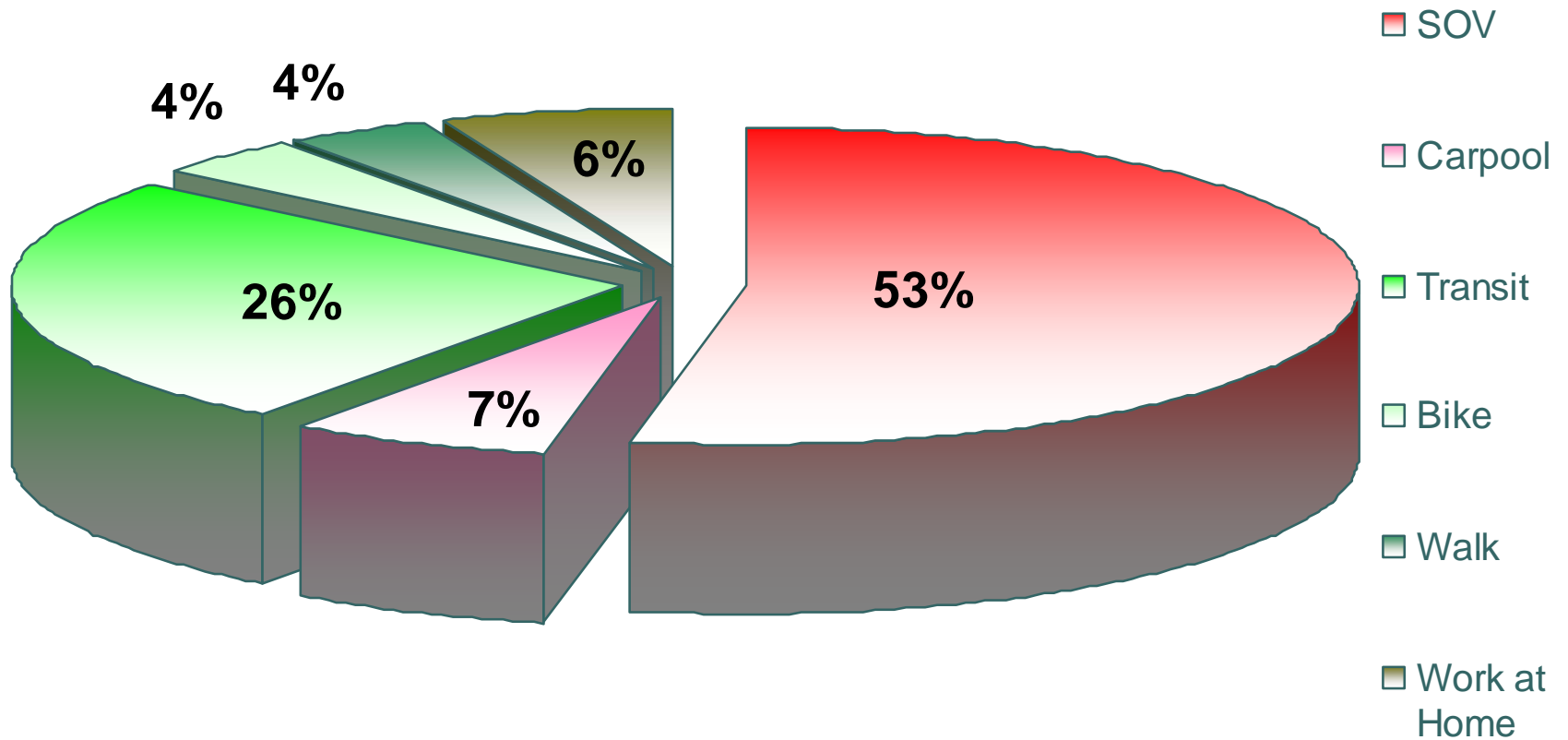
No NRC national benchmark



Environmental Dimension

Commuting by SOV

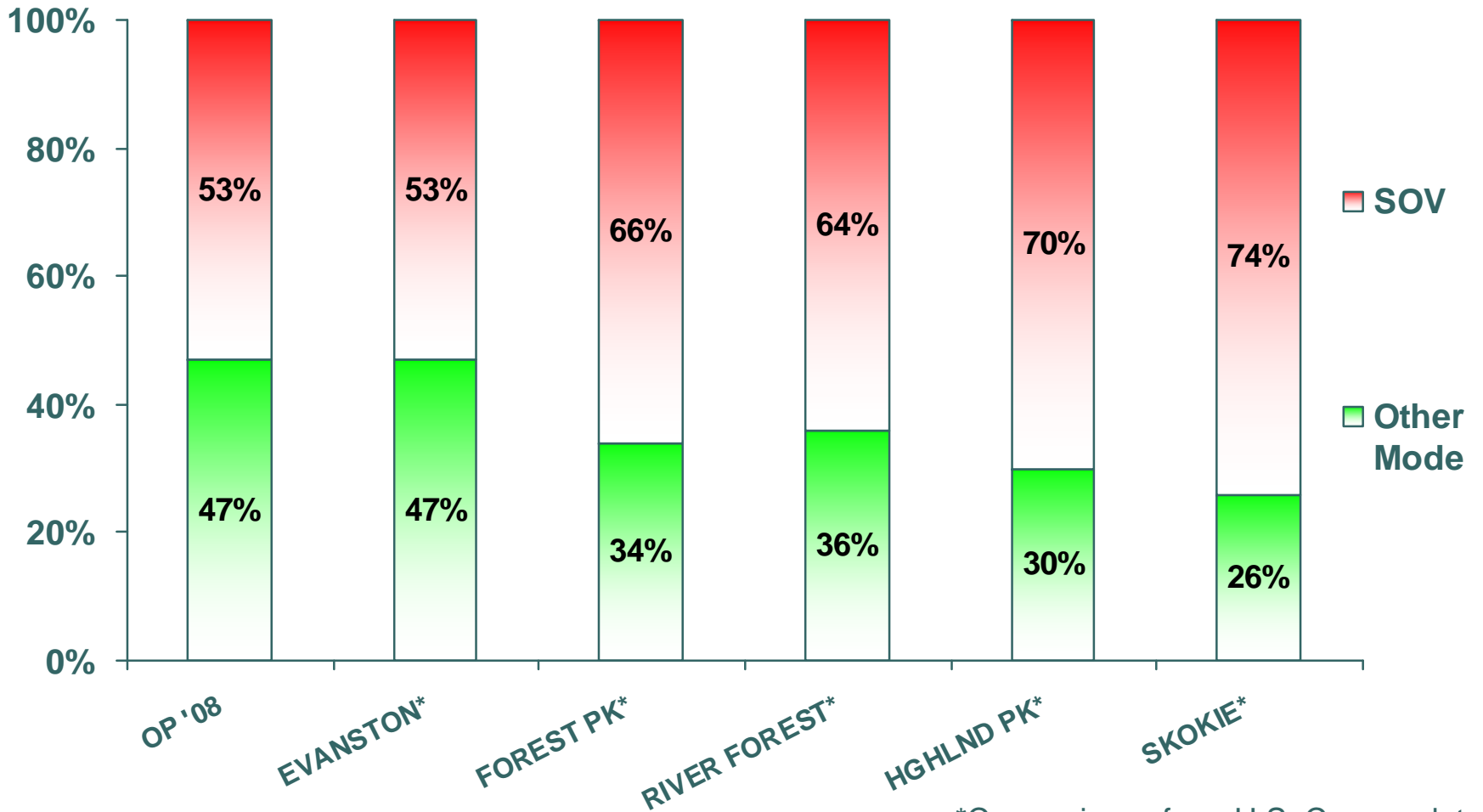
Single Occupant Vehicle Commuting





Environmental Dimension

Commuting by SOV Comps



*Comparisons from U.S. Census data



Environmental Dimension

Recycling Behavior

green link

In the last 12 months, about how many times, if ever, have you or other household members recycled used paper, cans or bottles from your home?

Oak Park ranked 51st among 211 national comparisons

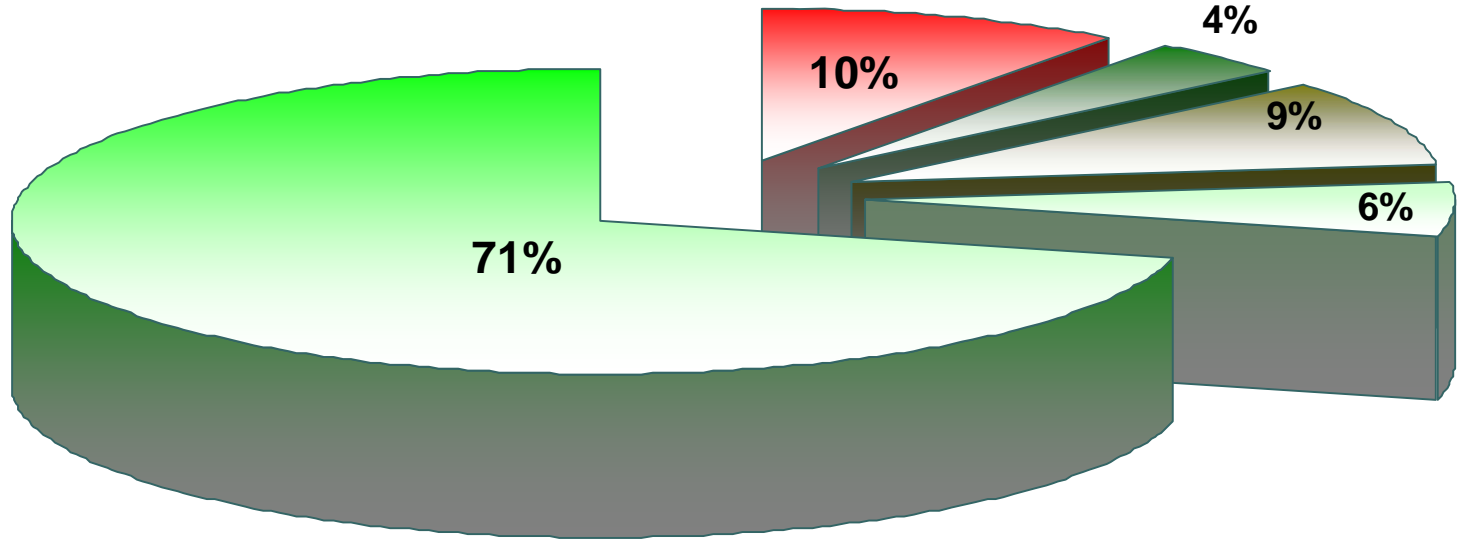
Above Benchmark – 76th Percentile



Environmental Dimension

Recycling Behavior

Recycling within Past 12 Months





Environmental Dimension

Notable Differences

green link

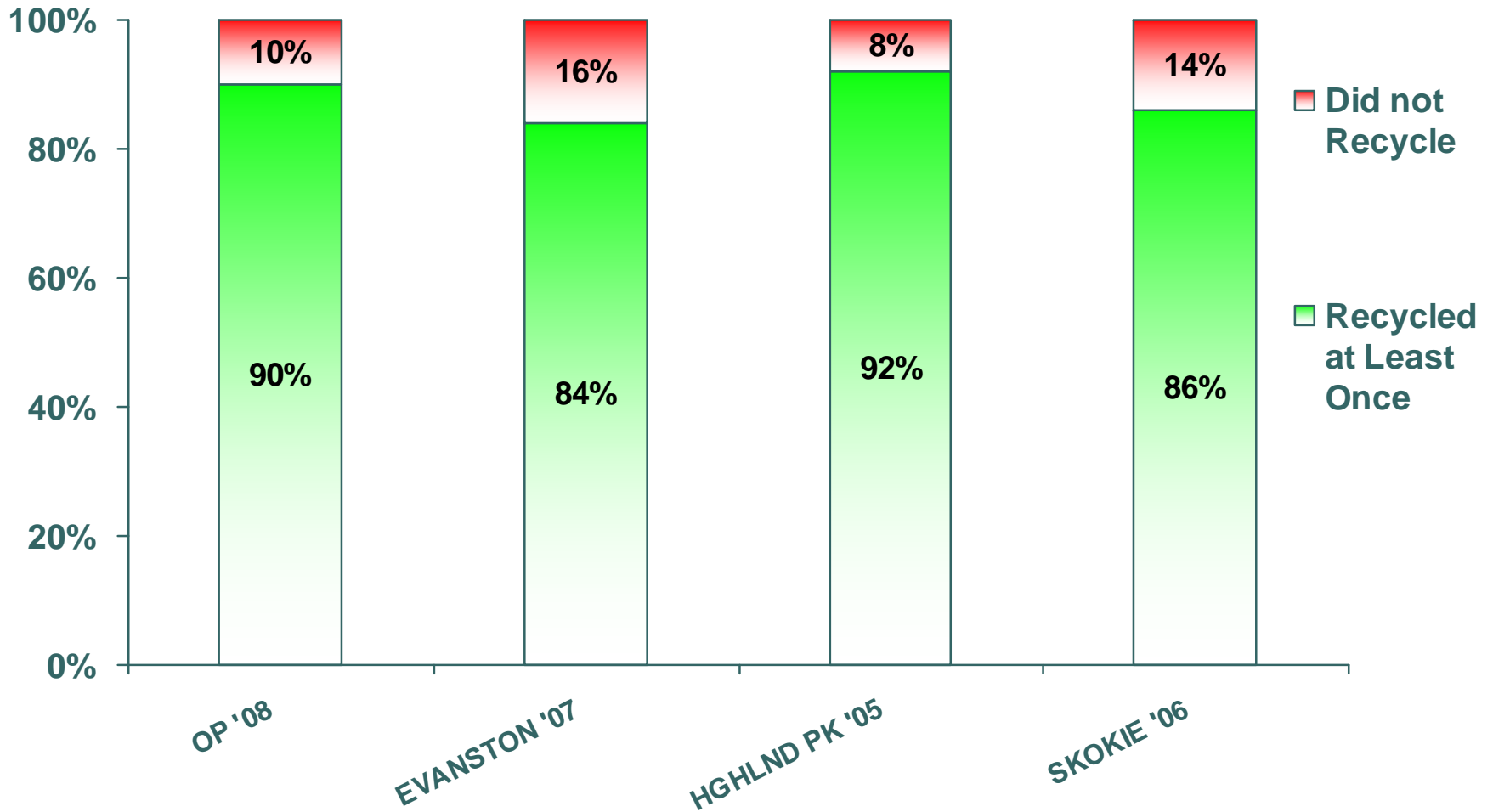
Recycling Behavior

- Tenure (Renter, less recycling)
- Income (Lower income, less recycling)
- Age (Lowest and highest brackets, less recycling)
- Race (Non-white, less recycling)
- Gender (Female, less recycling)



Environmental Dimension

Recycling Behavior





Wrap-Up

Accolades

- 99th percentile for openness and acceptance of the community toward people of diverse backgrounds
- 97th percentile for sense of community
- 92nd percentile for overall appearance of Oak Park
- Overall ratings of police and fire services were both in the top 10% of national comparisons
- 85th percentile for Oak Park as a place to live
- 82nd percentile for Oak Park as a place to raise children



Wrap-Up

Food for Thought

- 18th percentile for listening to citizens
- 21st percentile for quality of new development
- 27th percentile for perceived safety in one's neighborhood after dark
- 27th percentile for perceived safety from property crime
- 29th percentile for direction Village is taking
- Least favorably rated village services included: Parking, Building Permit Review, Street Repair, Economic Development, and Land Use, Planning, & Zoning