



Community Survey: Report of Results

Submitted by:
NATIONAL RESEARCH CENTER, INC.

1503 Spruce Street
Boulder, Colorado 80302
Tel. (303) 444-7863
Fax. (303) 444-1145
e-mail: nrc@n-r-c.com
www.n-r-c.com

November 10, 2000

Prepared by:
Erin Caldwell
Tom Miller
Eric Merges

Table of Contents

	Page
Executive Summary	1
Report of Results	7
Survey Background	7
<i>Understanding the Results</i>	7
Quality of Community Life	9
<i>Ratings of Characteristics of Oak Park</i>	13
<i>Reasons for Choosing to Live in Oak Park</i>	16
<i>Perceptions of Safety</i>	18
<i>Potential Problems</i>	19
<i>Community Participation</i>	22
<i>Shopping in Oak Park</i>	23
<i>Public Information</i>	25
Ratings of Local Government	29
<i>Public Trust</i>	29
<i>Ratings of Village Services</i>	30
<i>Ratings of Village Employees</i>	40
<i>Ratings of Services from Other Local Jurisdictions</i>	42
Issues Facing Oak Park	44
<i>Overnight Parking Ban</i>	44
<i>Diversity</i>	46
<i>Economic Development</i>	51
Appendix I: Demographic Characteristics of the Survey Respondents	55
Appendix II: Survey Results By Demographic Subgroups	59
Appendix III: Survey Methodology	116
Sampling	116
Survey Administration	116
Response Rate and Confidence Intervals	116
Weighting the Data	117
Data Analysis	117
Jurisdictions included in the National Norms	119
Jurisdictions included in the Peer Community Norms	125
Appendix IV: Survey Instrument, with Percent of Responses	126

Executive Summary

Survey Background

The Village of Oak Park Community Survey was conducted by phone with a representative sample of residents of the Village of Oak Park. Interviews were performed from September 11, 2000 through September 27, 2000. A total of 802 completed surveys were obtained, providing a response rate of 27%. The 95 percent confidence level around 802 responses is plus or minus 3½ percentage points around any given proportion reported for the entire sample.

Survey participants were asked to rate their satisfaction with the quality of life in the Village, the community's amenities and with local government. The questionnaire also included items pertaining to issues facing the community.

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent", then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be 0 on the 100-point scale. If, for example, the average rating for quality of life was "good", then the result would be 67 on a 100-point scale.

Quality of Community Life

Residents of Oak Park interviewed for this study were very positive about the quality of life in the Village. Forty-four percent rated the overall quality of life in the community as "excellent"; 49% gave it a "good" rating. On a 100-point scale, the average rating was 79. Average ratings of the neighborhood were also fairly high, 76 on a 100-point scale.

Oak Park received favorable ratings as a place to raise children, 82 on a 100-point scale on average. This was significantly higher compared to norms taken from communities across the nation, and compared to Midwestern peer communities of a similar size to Oak Park.

However, Oak Park was not viewed as positively as a place to retire, receiving lower ratings on average (58 on a 100-point scale) compared to national and peer community norms. Within Oak Park, though, those 65 and older gave more positive ratings to Oak Park as a place to retire than did younger respondents.

When asked why they chose to live in Oak Park, nearly a quarter of respondents cited the quality of the schools. Other frequently mentioned motivations included the diversity of the people (22%), the proximity to Chicago (17%) and the attractiveness of the community (15%).

Favorable evaluations were given to the openness and acceptance of the community towards people of diverse backgrounds, the overall appearance of Oak Park, and the sense of community felt in the Village.

Public Safety

A variety of questions were asked related to public safety. Respondents were asked how they perceived their own personal safety. Over half of respondents felt “very safe” from fires, while only 5% felt unsafe. Almost a third felt very safe from violent crimes, and over half felt at least somewhat safe. About one in five respondents felt unsafe from property crimes, but two-thirds felt at least somewhat safe from property crimes.

Crime and use of tobacco by youth were judged “moderate” problems on average (average ratings of 53 and 52, respectively, on a 100-point scale). Crime was rated as somewhat more of a problem by Oak Park residents compared to communities across the nation.

The public safety services offered by the Village of Oak Park received favorable ratings on average. Fire services and emergency medical services received average ratings of 82 on a 100-point scale. Police services were also positively rated, with an average rating of 75 on a 100-point scale, significantly higher than the national norm.

Crime prevention services were given a somewhat lower rating than police services, 66 on a 100-point scale, but this was significantly higher compared to the national norm.

Local Government and City Services

Public safety services were not the only services addressed on the questionnaire. Respondents were also queried about their trust in local government.

During the course of the interview, respondents were read two statements about the Village of Oak Park, and asked whether they agreed or disagreed with these statements. The first item asked whether residents were pleased with the overall direction that the Village of Oak Park is taking. Three-quarters of respondents agreed with this statement, and it received an average rating of 70 on a 100-point scale. This is significantly higher than the national norm.

Respondents were also asked whether they thought the Village of Oak Park government welcomes citizen involvement. Three-quarters of respondents agreed with this statement as well, and it received an average rating of 70 on a 100-point scale.

Approximately two-thirds of survey respondents would rate the overall quality of services provided by the Village of Oak Park as “good”. Just over 20% would rate them as “excellent”. Only 1% would give a “poor” rating to the Village services.

A list of services was read to respondents, who then evaluated the quality of each. Several services were rated by Oak Park residents significantly more positively than the national norm. No service ratings were significantly lower than the national norms.

In addition to the public safety services previously mentioned, the services rated as significantly more positive than the national norms included:

- Street cleaning
- Public health services
- Water and sewer services
- Street lighting
- Animal control

Ratings of Village Employees

All respondents were asked whether they had had any contact, by phone or in-person, with a Village of Oak Park employee within the past year. About three-quarters said they had. This proportion is quite similar to that found in the 1988 Community Survey, when 70% of respondents reported having had contact with Village Hall. Further inquiries were made of these individuals about their impression of Village employees.

Most residents who had contact with a Village employee were favorably impressed. A third thought the employees were “excellent”, and 44% thought they were “good”.

Comparisons of the ratings given by Oak Park residents to local government employees compared to the national norms show that Oak Park employees are perceived as more courteous and more responsive than local government employees overall.

Traffic and Parking Issues

Several items on the survey dealt with travel and parking issues within Oak Park. Respondents were asked whether they thought these issues were an extreme, major, moderate or minor problem, or not a problem at all.

Sixty-one percent of survey participants considered traffic to be a moderate, major or extreme problem. Even more, over three-quarters, felt that parking was a moderate, major or extreme problem. Average ratings for these items was significantly lower compared to national norms.

Ease of travel in Oak Park by bicycle was considered “excellent” by about one in five of the survey participants. However, a third felt that bicycle travel was only “fair” or “poor”.

Survey participants were asked whether they thought the Village of Oak Park should eliminate the current ban on overnight parking. Almost twice as many people supported continuing the ban on overnight parking (60%) as favored eliminating it (35%).

There were large differences in opinions based on whether respondents owned or rented their residence. Two-thirds of renters supported elimination of the ban, while only a third of owners did so.

Economic Development

Economic development issues were addressed in several places on the questionnaire. Those interviewed were asked to rate the shopping opportunities in Oak Park. Shopping opportunities were rated as “excellent” by just over 10% of those completing interviews. Close to half thought the shopping was “good” in Oak Park. The average rating on a 100-point scale was 54, significantly lower than the national norm.

Forty percent of respondents had purchased items other than food or groceries within Oak Park about twice a month or more in the past year. This was a small decrease from 1988, when 47% of respondents reported shopping in Oak Park for non-food items at least twice a month.

Over half of the survey respondents had made two or more purchases over the Internet in the past 12 months.

When asked what they felt the effect of economic development has been on the overall quality of life in Oak Park, close to three-quarters of those interviewed responded that the effect has been a positive one. The effect was deemed negative by 7% of respondents, 13% thought their had been no impact, and 8% were unsure.

Survey participants were also asked what they felt the impact of economic development had been on residential property. A majority (55%) felt the impact was positive; 12% thought the effect was negative, and 20% thought there was no impact. Thirteen percent were unsure.

In general, residents were satisfied with the efforts of the Village of Oak Park to promote economic development: 60% were “somewhat satisfied”, and 21% were “very satisfied”. Twelve percent were dissatisfied, and 7% did not know enough to answer the question.

Ratings of shopping opportunities in Oak Park were correlated with opinions about economic development. Those who positively viewed the shopping available in Oak Park were also more likely to feel that economic development has a positive impact on quality of life, and to be satisfied with the Village’s economic development efforts.

Diversity

One of the distinctive features of Oak Park is its historic commitment to diversity. Resident viewpoints about the openness of the community towards people of diverse backgrounds, and their perceptions about interactions between people of different races were elicited. These aspects of community life were generally rated favorably (average ratings of 77 and 67, respectively, on a 100-point scale), and these ratings were significantly higher than the national norms.

Differences by respondents’ racial background were observed. African Americans gave lower ratings on average to these characteristics than did Non-Hispanic Whites or those of other racial backgrounds. However, there were no statistically significant differences in ratings of overall quality of life in Oak Park or in ratings of the “sense of community” in Oak Park.

Very few people considered the racial balance in the schools to be a “major” or “extreme” problem (9%); though just over a quarter of respondents thought it was a “moderate” problem.

Accessibility of buildings and services within Oak Park to people with disabilities was given an average rating between “good” and “fair”. However, individuals with a long-term disability, or who were living with someone who has a long-term disability, gave lower ratings to accessibility than those persons without disabilities.

Several questions directly addressed the issue of diversity in Oak Park. Overwhelmingly residents believe that an ethnically diverse community is very important (71%). This is an even greater proportion than in 1988, when 50% of respondents felt that it was “very important” to maintain an ethnically diverse community.

More than three-quarters of respondents consider it necessary to continue the promotion of racial and ethnic diversity in Oak Park. This, too, is a greater percentage than found in 1988, when 67% of respondents felt that promotion of diversity was still needed.

While people of all racial backgrounds believe it is important to maintain an ethnically diverse community, and to continue to promote diversity, this sentiment is even stronger among people of Non-White racial backgrounds.

Community Participation and Public Information

Three quarters of those interviewed had used the Oak Park public libraries more than once, and one in five respondents were frequent users, utilizing the public libraries more than 26 times in the past year.

Over half of those surveyed had taken advantage of the Park District Recreation Centers at least two times in the past 12 months.

Even though these services are not provided by the Village of Oak Park, survey participants were asked to assess the quality of these services. Library services and park and recreational programming were given favorable ratings, 80 and 78, respectively, on a 100-point scale. These represent significantly higher ratings than the national norms.

Those who had used the Oak Park public libraries 2 or more times in the past year gave higher ratings on average to Oak Park’s library services than did those who had used the libraries less than 2 times in the past year.

Similarly, survey respondents who had visited the Oak Park Park District recreation centers 2 or more times in the past year viewed park and recreational programs more favorably than did those who had visited less than twice.

Just over a quarter of respondents reported having watched a Board meeting, public meeting, or other cable-television programming related to Village matters two or more times in the past year.

When asked where they do get their information, the most common sources of information about the Village of Oak Park are *The Wednesday Journal* and *The Oak Leaves*. About 40% of those surveyed get “a lot” of their news from these sources. Approximately a third get their information from the OP-FYI Newsletter and other Village mailings.

The frequency of use of these sources has remained relatively unchanged since 1988, except that use of *The Oak Leaves* has decreased since 1988, while the utilization of Village mailings by residents has increased.

In addition to being questioned about their participation in various community activities, survey respondents were asked how informed they were about the community, and where they got their information.

When asked how informed they felt about what goes on in Oak Park, close to a quarter of respondents reported they felt they were “very informed”. Seventeen percent said they were not very informed.

The proportion of the population that feels informed about Oak Park has declined since 1988, when almost a third said they felt “very informed” about Oak Park matters.

Penetration of computers and Internet access into Oak Park’s households was assessed. Four of every five respondents had access to a computer in their home. Most of these also had Internet access at home, so that approximately three-quarters of respondents had access to the Internet from their home.

Regardless of whether or not they have Internet access at home, very few survey respondents got “a lot” of their information about Oak Park from the website (3%). However, a quarter of those with home Internet access get at least some of their information about the community from the website. Only 10% of those who do not have access to the Internet at home have gotten some of their information from the website.

Home Internet access was also correlated with shopping on-line. Two-thirds of those who can connect to the Internet at home had made two or more purchases from the Internet in the past year, compared to only 14% of those without Internet access at home.

Report of Results

Survey Background

The Village of Oak Park Community Survey provided an opportunity for a representative sample of residents to rate their satisfaction with the quality of life in the Village, the community's amenities and with local government. The survey also permitted residents an opportunity to provide feedback to government on a few issues facing the community.

Understanding the Results

Survey Method

Approximately 3,900 randomly selected phone numbers were purchased for the Oak Park area from a company specializing in phone survey services. Phone interviews were conducted from September 11, 2000 through September 27, 2000. A majority of the interviews were completed during the evening hours and on weekends. All phone numbers were dialed at least three times before being taken out of the sample, with at least one of the attempts on either a weekend or weekday evening. Of the 2,994 eligible households, 802 completed the interview providing a response rate of 27%.

Survey results were weighted so that unit type, age and gender were represented in the proportions reflective of the entire community. (For more information see Appendix III. A copy of the survey instrument, with percent responses displayed, is included in Appendix IV.)

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey of 802 residents is generally no greater than plus or minus 3½percentage points around any given percent reported for the entire sample.

Comparison Data

This report contains comparisons of the survey results to other sources of information. National Research Center, Inc. has collected citizen surveys conducted in over 300 jurisdictions in the United States. Responses to over 4,000 survey questions dealing with resident perceptions about the quality of community life and services provided by local government were recorded, analyzed and stored in an electronic database. This database has provided two sources of information: national norms and "peer community" norms. These peer communities were identified as places with populations between 30,000 and 75,000 in the states of Illinois, Iowa, Indiana, Ohio, Michigan, Minnesota and Wisconsin. Using these criteria, results of surveys from 25 communities were included. Of course, not every community asked the same questions as those included on the Oak Park survey, and for some questions no community, or very few, asked a similar question. The total number of communities included in each comparison, national and "peer", is shown in the tables that accompany the graphs.

Where appropriate, comparisons have also been made to other surveys conducted of Oak Park residents. Most significant is the 1988 Community Survey conducted by the Village of Oak Park. Comparisons to several other surveys have also been included.

Putting Evaluations Onto a 100-Point Scale

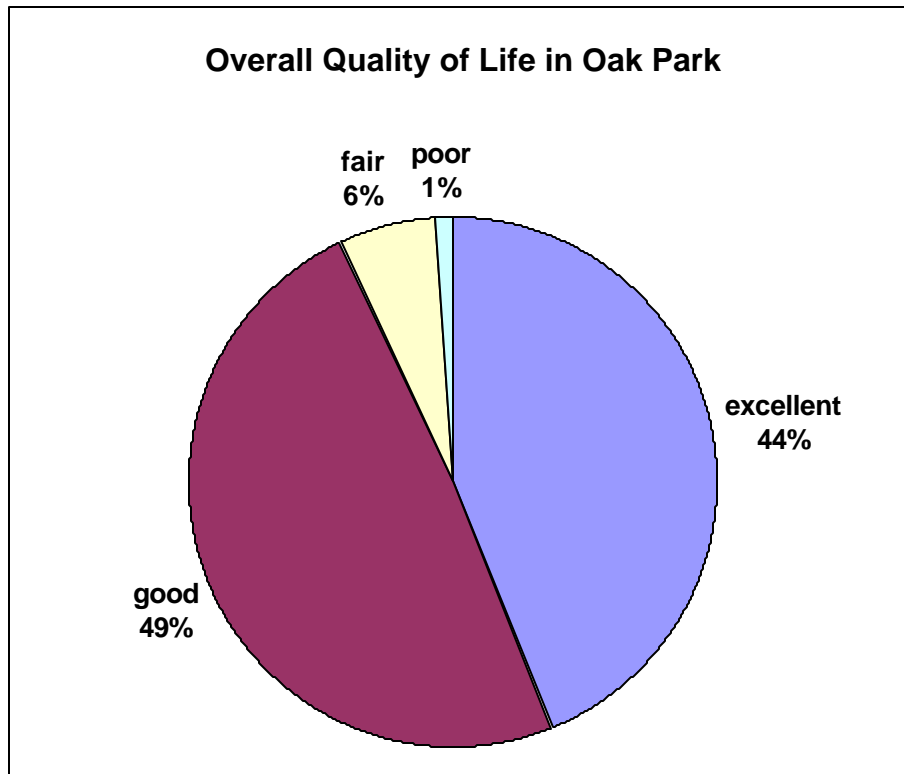
Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent”, then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If, for example, the average rating for quality of life was “good”, then the result would be 67 on a 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale will be no greater than plus or minus 2 points based on all respondents.

Interpreting Results

On a report card, an “A” mark is usually a 90 or above. Few services actually receive ratings as high as 90 on the 100-point scale, in part, because certain kinds of services tend to be thought less well of by residents in many communities across the country. Other services get better ratings. Police protection tends to be better received than street maintenance by residents of most American cities. Where possible, the better comparison is not from one service to another in Oak Park, but from Oak Park services to services like them provided by other jurisdictions. This way we can better understand if “good” is good enough for Oak Park service evaluations. For a complete listing of communities used in national and regional norms, please see Appendix III, pages 119-125.

Quality of Community Life

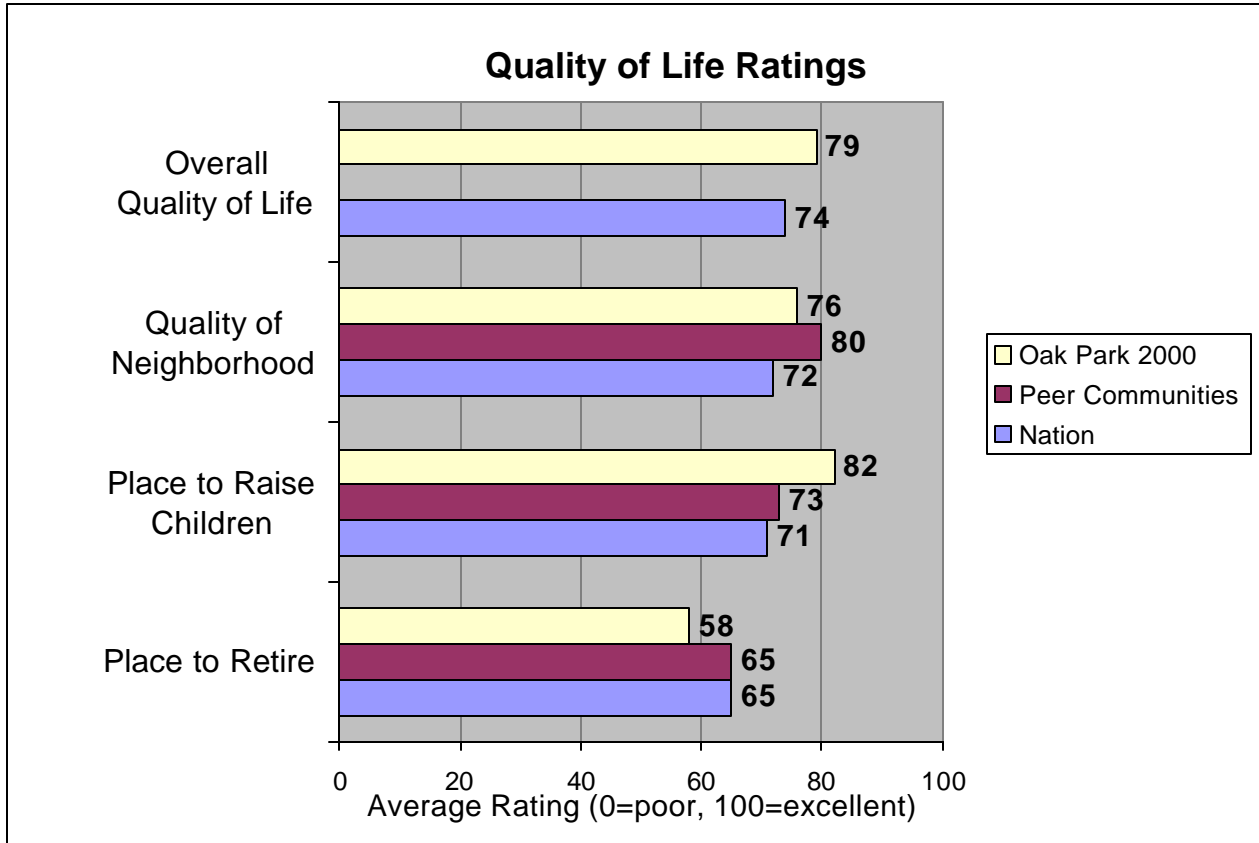
Residents of Oak Park interviewed for the community survey were asked to evaluate various aspects of their community. The first question posed asked how they would describe the overall quality of life in the Village of Oak Park. The response was very positive; 44% said the quality of life was “excellent”, and almost half said it was “good”. Only 7% rated the quality of life as “fair” or “poor”.



Survey participants were also asked to rate the quality of their neighborhood, and Oak Park as a place to raise children, and as a place to retire. Neighborhood ratings were also high, though not quite as high as for the community as a whole. Over half of respondents felt that Oak Park is an “excellent” place to raise children. Sentiment was less positive for Oak Park as a place to retire, with over a third considering Oak Park only a “fair” or even “poor” place to retire.

Quality of Life in Oak Park					
First I would like to ask you about the quality of life in Oak Park.	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
Overall, how would you describe the quality of life in the Village of Oak Park?	44%	49%	6%	1%	100%
How do you rate the overall quality of your neighborhood?	40%	49%	10%	1%	100%
How do you rate Oak Park as a place to raise children?	52%	42%	6%	1%	100%
How do you rate Oak Park as a place to retire?	22%	42%	24%	12%	100%

These ratings can be converted to a 100-point scale where 100 represents “excellent” and 0 represents “poor” to allow comparisons to national and peer community norms. Compared to the nation as a whole, and peer communities of similar size in Midwestern states, Oak Park’s quality of life ratings were similar. However, residents of Oak Park rated their community as a better place to raise children, but as a worse place to retire.

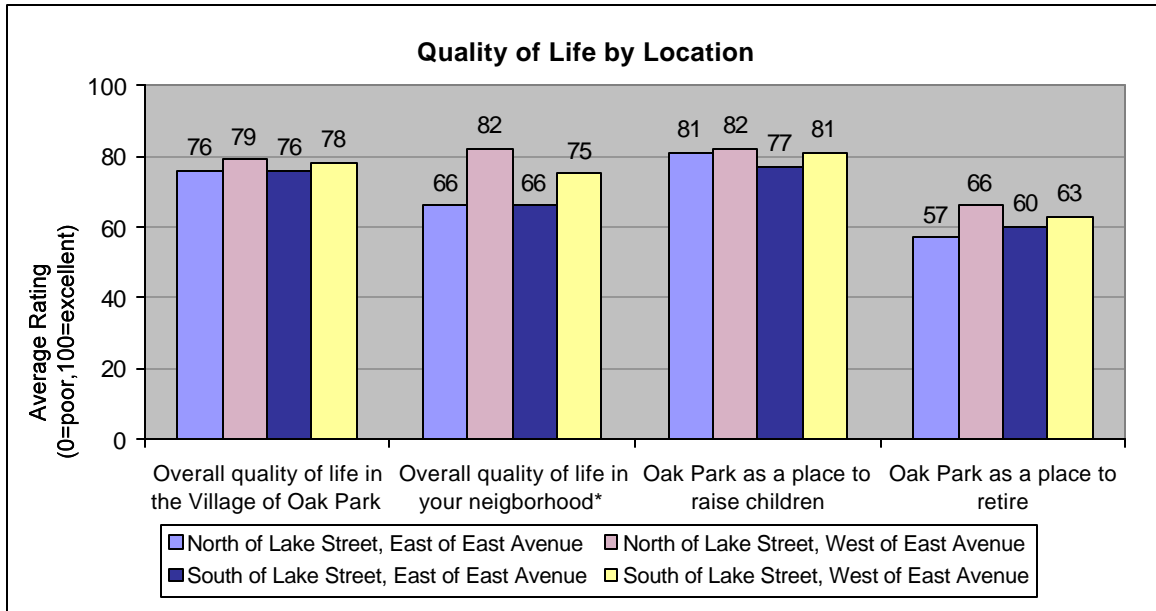


Quality of Life in Oak Park			
First I would like to ask you about the quality of life in Oak Park.	Average Rating on a 100-point scale (100=excellent, 0=poor)		
	Oak Park 2000	Regional Norms	National Norms
Overall, how would you describe the quality of life in the Village of Oak Park?†	79	---	74 (n=20)
How do you rate the overall quality of your neighborhood?†	76	80 (n=2)	72 (n=24)
How do you rate Oak Park as a place to raise children?†	82	73 (n=3)	71 (n=22)
How do you rate Oak Park as a place to retire?‡	58	65 (n=1)	65 (n=6)

†Indicates quality of life ratings are statistically significantly higher than the national norm.

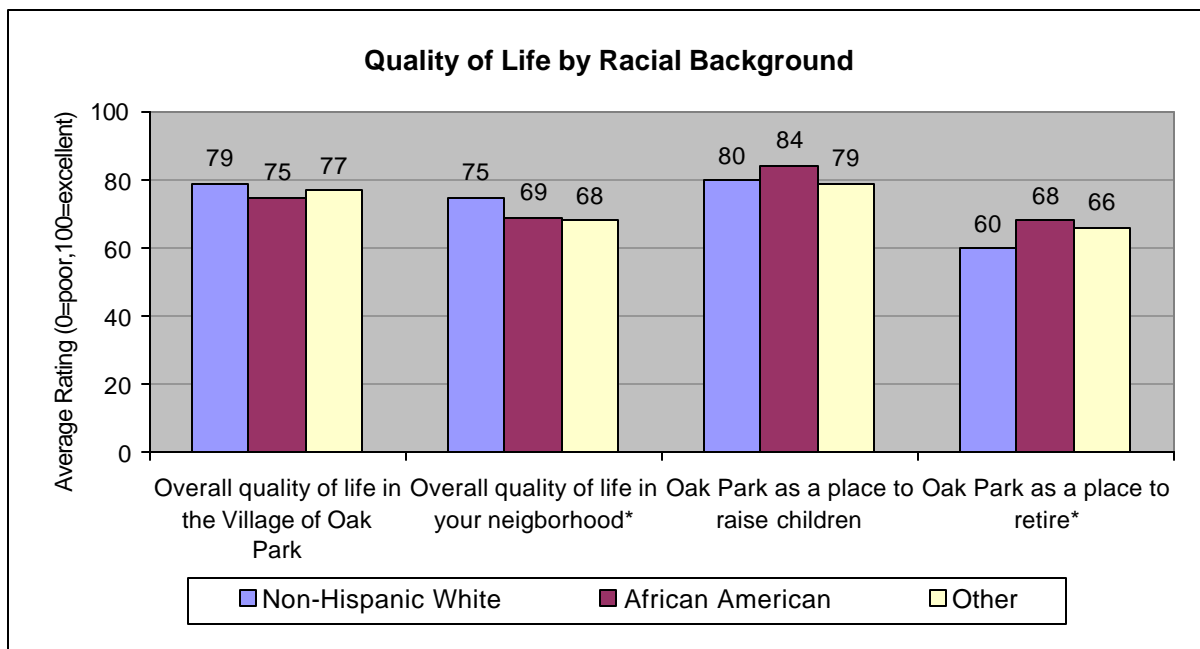
‡Indicates quality of life ratings are statistically significantly lower than the national norm.

For the purpose of examining survey results by geographic location within the Village of Oak Park, survey respondents were asked whether they lived east or west of East Avenue, and north or south of Lake Street. Quality of life ratings given by residents within these four quadrants were quite similar. However, differences were found in assessments of the quality of the neighborhood. Average ratings were higher among those who lived west of East Avenue than among those who lived east of East Avenue.



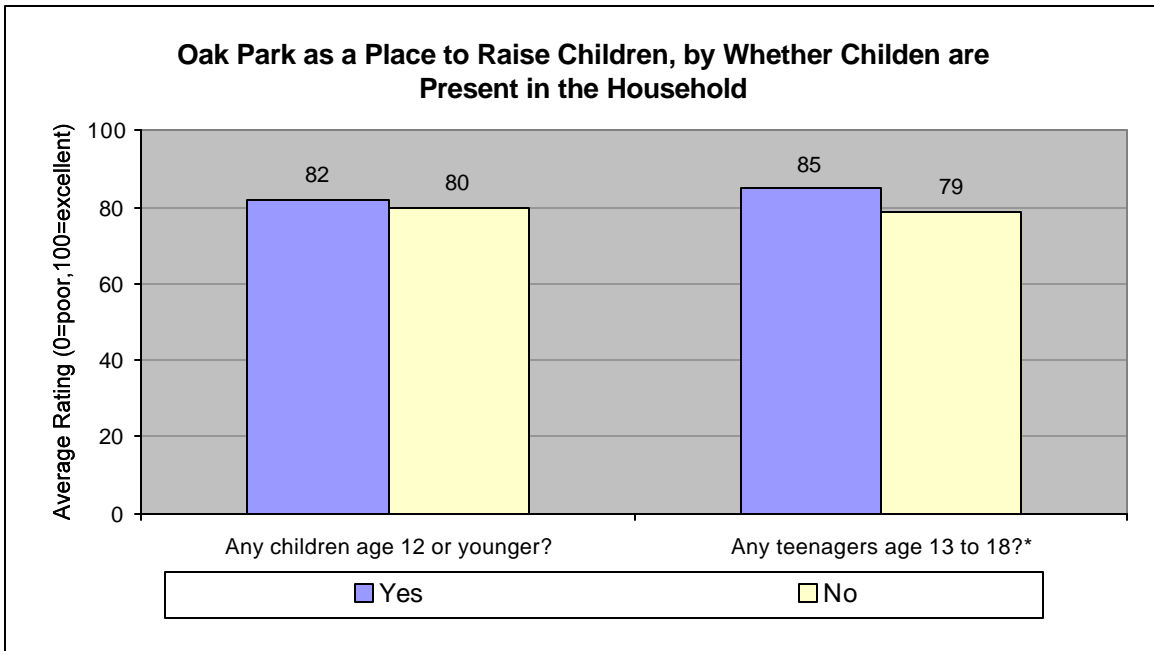
**Differences between subgroups are statistically significant.*

Some differences were also observed by the race of the respondent. Non-Hispanic Whites gave higher ratings to the quality of their neighborhood than did respondents of other racial backgrounds. However, African Americans and people of other racial backgrounds gave somewhat higher ratings of Oak Park as a place to retire. There were no statistically significant differences in ratings of the overall quality of life by race.



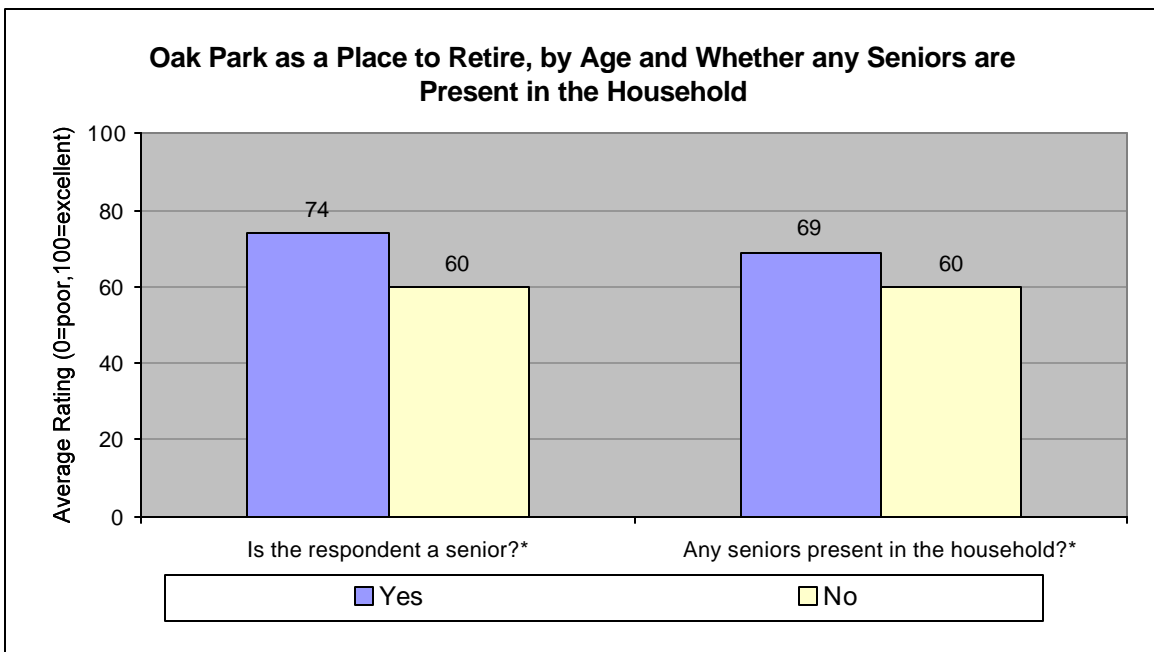
**Differences between subgroups are statistically significant.*

Individuals living with teenagers gave somewhat higher ratings on average to Oak Park as a place to raise children than did those who did not live with teenagers.



**Differences between subgroups are statistically significant.*

Survey participants who were aged 65 or older, or who were living with someone aged 65 or older gave higher ratings to Oak Park as a place to retire than did those who were younger than 65, or who did not live with seniors.



**Differences between subgroups are statistically significant.*

Ratings of Characteristics of Oak Park

Respondents were asked to evaluate a variety of aspects about the Village of Oak Park. Favorable evaluations were given to the openness and acceptance of the community towards people of diverse backgrounds, the overall appearance of Oak Park, and the sense of community felt in the Village.

Interactions between people of different races was rated positively, with about a quarter of respondents feeling these interactions were “excellent”, and over half considering them “good”.

Ease of travel in Oak Park by bicycle was considered “excellent” by about one in five of the survey participants. However, a third felt that bicycle travel was only “fair” or “poor”.

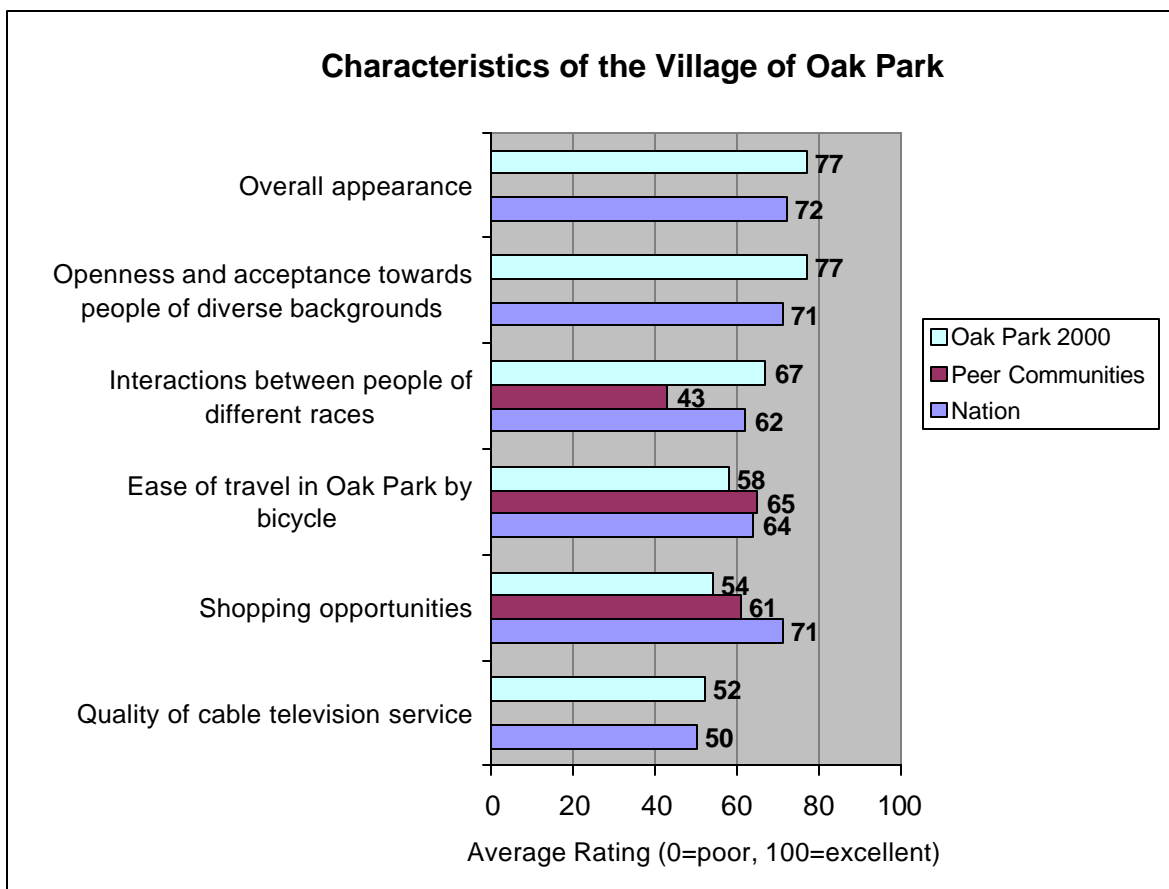
A significant majority of those interviewed thought that access to buildings and services to individuals with disabilities was “good” and 15% thought it was “excellent”, but a quarter rated access as only “fair” or “poor”.

About 60% of individuals surveyed judged the quality of cable television service in Oak Park as “good” or better.

Shopping opportunities were rated as “excellent” by just over 10% of those completing interviews. Close to half thought the shopping was “good” in Oak Park.

Characteristics of the Village of Oak Park					
Next I am going to ask you to rate several characteristics of the Village of Oak Park as a whole. Please tell me whether you think each is excellent, good, fair or poor.	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
Openness and acceptance of the community towards people of diverse backgrounds	42%	49%	8%	2%	100%
Overall appearance of Oak Park	39%	55%	6%	0%	100%
Sense of community	36%	52%	10%	3%	100%
Interactions between people of different races	23%	57%	17%	3%	100%
Ease of travel in Oak Park by bicycle	19%	45%	27%	9%	100%
Access to buildings and services to individuals with disabilities	15%	59%	21%	5%	100%
Quality of Cable television service	11%	49%	31%	13%	100%
Shopping opportunities in Oak Park	11%	46%	40%	8%	100%

Oak Park gave higher ratings to interactions between people of different races and to the openness of the community towards people of diverse backgrounds than did residents from other parts of the country. Ease of traveling by bicycle in the community was given slightly lower ratings on average. Residents of the Village of Oak Park gave quite significantly lower ratings of shopping opportunities, by about 13 points, compared to other communities across the nation.



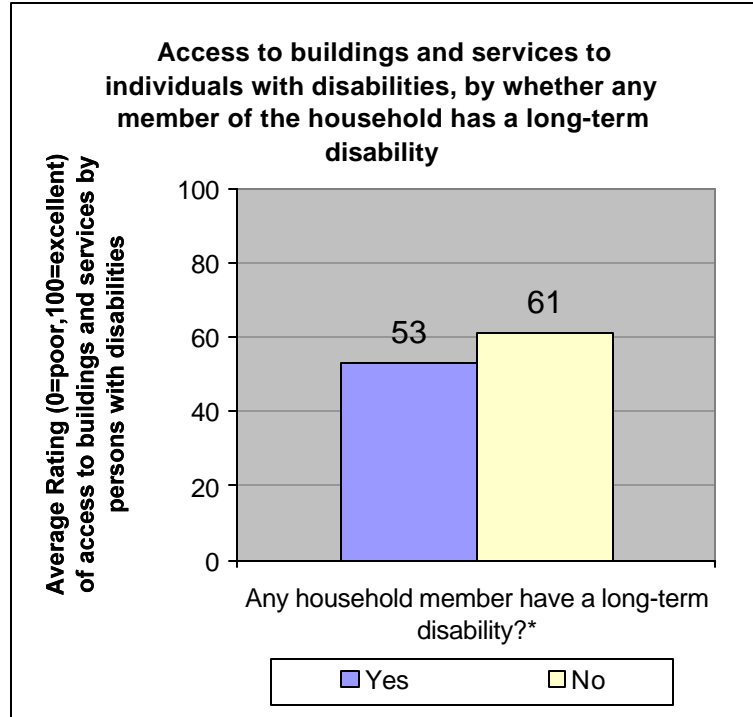
Characteristics of the Village of Oak Park			
Next I am going to ask you to rate several characteristics of the Village of Oak Park as a whole. Please tell me whether you think each is excellent, good, fair or poor.	Average Rating on a 100-point scale (100=excellent, 0=poor)		
	Oak Park 2000	Regional Norms	National Norms
Overall appearance of Oak Park†	77	---	72 (n=5)
Shopping opportunities in Oak Park‡	54	61 (n=1)	71 (n=26)
Quality of Cable television service	52	---	50 (n=1)
Interactions between people of different races †	67	43 (n=1)	62 (n=23)
Openness and acceptance of the community towards people of diverse backgrounds †	77	---	71 (n=2)
Ease of travel in Oak Park by bicycle‡	58	65 (n=2)	64 (n=13)

†Indicates quality of characteristic ratings that are statistically significantly higher than the national norm.

‡Indicates quality of characteristic ratings that are statistically significantly lower than the national norm.

No statistically significant differences in ratings given to these aspects of the community were seen when examined by location of the respondent within the Village of Oak Park. (See Appendix II.)

Accessibility of buildings and services within Oak Park to people with disabilities was given an average rating between “good” and “fair”. However, individuals with a long-term disability, or living with someone who has a long term disability, gave lower ratings to accessibility than those without disabilities.



**Differences between subgroups are statistically significant, $p < 0.05$.*

Reasons for Choosing to Live in Oak Park

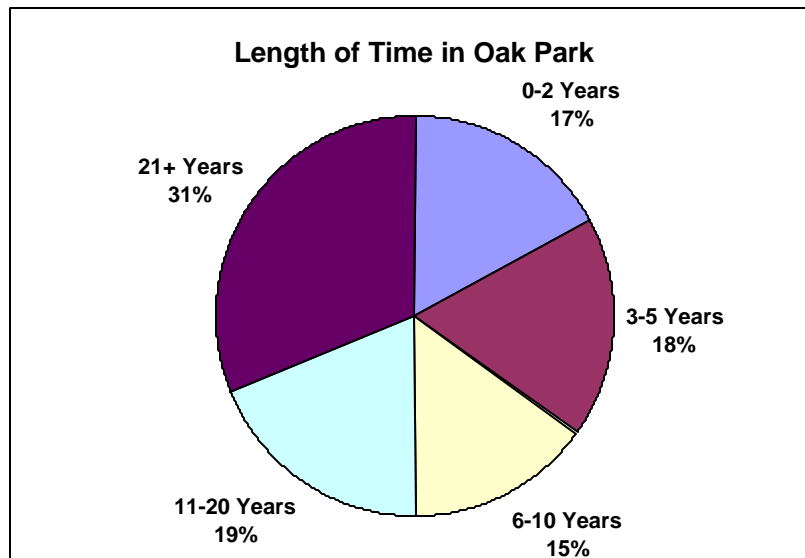
When asked why they chose to live in Oak Park, nearly a quarter of respondents cited the quality of the schools. Other frequently mentioned motivations included the diversity of the people (22%), the proximity to Chicago (17%) and the attractiveness of the community (15%).

Reasons for Choosing to Live in Oak Park	
Why did you choose to live in Oak Park?	Percent of Respondents*
good schools	23%
diversity of people	22%
close to Chicago	17%
attractive community	15%
my family lives here	9%
my job was here (or nearby)	9%
progressive community	4%
access to public transportation	4%
quiet area	3%
other	16%
don't know	1%

*Percents add to more than 100%, as respondents could give more than one answer.

A 1993 Village survey of all new residents to the Village asked respondents why they had chosen to move to the community. A large proportion mentioned the schools (36%) and “integration” (28%). The most frequently mentioned reason on the 1993 New Resident Survey, though, was “location” (59%), which may be similar to the categories “my family lives here”, “my job was here (or nearby)”, “close to Chicago” or “access to public transportation”. In 1993, 40% referred to the “style of the community”, which was cited by respondents to this 2000 survey as the attractiveness of the community, or the progressive spirit of the community.

Many of the survey respondents are long-time members of the community, with half having lived here more than 10 years and almost a third living here over 21 years. About a quarter of respondents have resided in Oak Park 5 years or less.



The table below shows the frequency of reasons given for choosing to live in Oak Park by the respondents' length of residency in Oak Park. Those who had lived in Oak Park longer were more likely to have chosen Oak Park because of the good schools. Those who moved here more recently were more likely to have chosen the community because of its proximity to Chicago and because their job was in Oak Park or close by. Those who moved to Oak Park between 6 to 10 years ago were more likely to have done so because of the diversity of people, compared to people who moved here less than 6 years ago, or more than 10 years ago.

Reasons for Choosing to Live in Oak Park By Length of Residency					
Why did you choose to live in Oak Park?	Percent of Respondents* Length of Residency				
	0-2 years	3-5 years	6-10 years	11-20 years	20+ years
good schools	15%	18%	21%	25%	26%
diversity of people	18%	23%	30%	21%	11%
close to Chicago	32%	33%	24%	19%	17%
attractive community	16%	18%	18%	18%	11%
my family lives here	8%	8%	6%	13%	26%
my job was here (or nearby)	21%	13%	12%	13%	12%
progressive community	4%	4%	6%	6%	5%
access to public transportation	6%	3%	3%	1%	3%
quiet area	3%	7%	7%	6%	1%
other	27%	26%	21%	25%	22%
don't know	1%	<1%	<1%	3%	3%

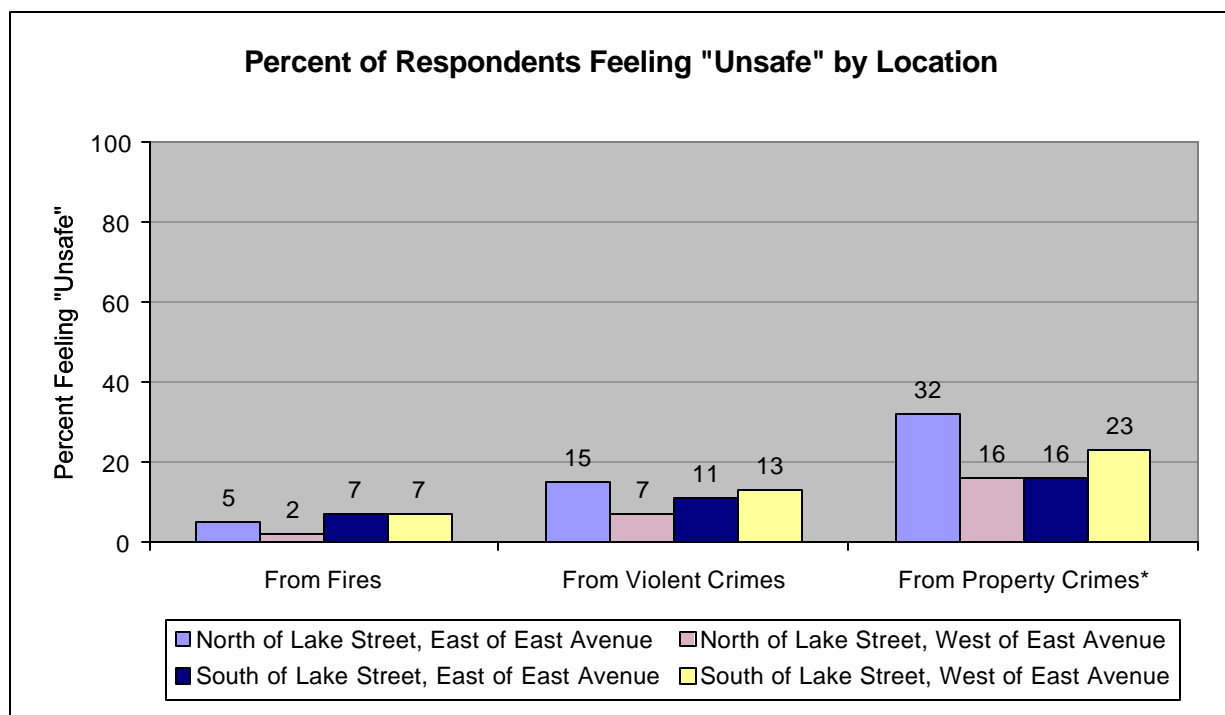
**Percents add to more than 100%, as respondents could give more than one answer.*

Perceptions of Safety

Resident perceptions about safety in Oak Park were assessed by the survey. Over half of respondents felt “very safe” from fires, while only 5% felt unsafe. Almost a third felt very safe from violent crimes, and over half felt at least somewhat safe. About one in five respondents felt unsafe from property crimes, but two-thirds felt at least somewhat safe from property crimes.

Safety in Oak Park						
Now I am going to ask you how safe you feel from the following occurring to you in Oak Park. What about from . . .	Percent of Respondents					Total
	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	
Fires	56%	34%	6%	4%	1%	100%
Violent crimes such as rape and robbery	29%	53%	8%	8%	2%	100%
Property crimes such as burglary and theft	17%	50%	13%	16%	5%	100%

Feelings of safety from fires and from violent crimes were similar by geographic location within the Village. However, those in the northwest and southeast quadrant were more likely to feel safe from property crime, while those in the other two quadrants, particularly the northeast, were somewhat more likely to feel unsafe.



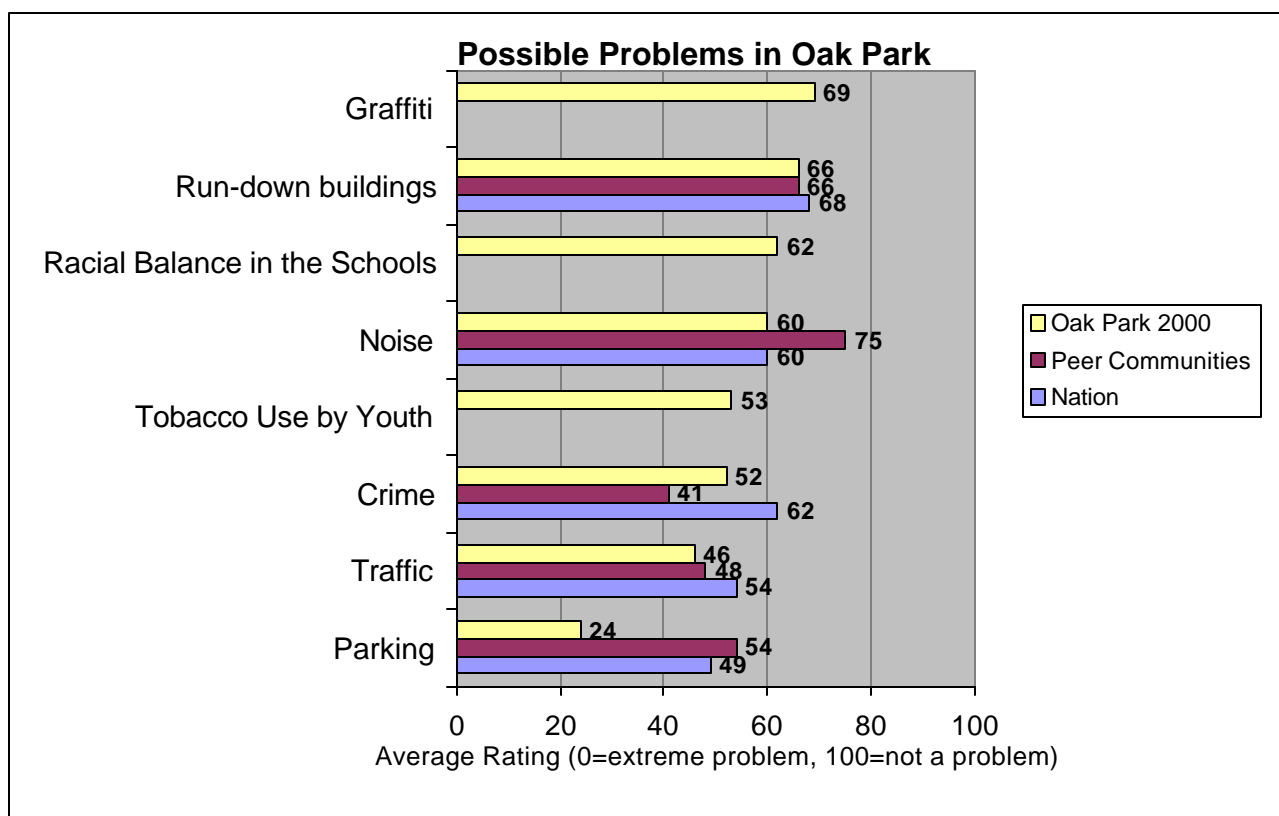
*Differences between subgroups are statistically significant.

Potential Problems

A list of potential problems in Oak Park was presented to survey participants, who were asked how much of a problem they believed each item to be. The items most frequently identified as problems were parking and traffic. These are often viewed as a problem in other communities, but Oak Park residents were significantly more likely to regard them as such compared to national norms, and to peer communities. Parking is considered a particularly bothersome feature of Oak Park life for residents.

Crime and use of tobacco by youth were judged “moderate” problems on average. Crime was rated as somewhat more of a problem by Oak Park residents (52 on a 100-point scale, where 0 corresponds to “extreme problem” and 100 corresponds to “not a problem”) compared to communities across the nation (62 on a 100-point scale).

Noise, racial balance in the schools, dilapidated buildings and graffiti were given average ratings between “moderate” and “minor” problems. These ratings were similar to the national norms.



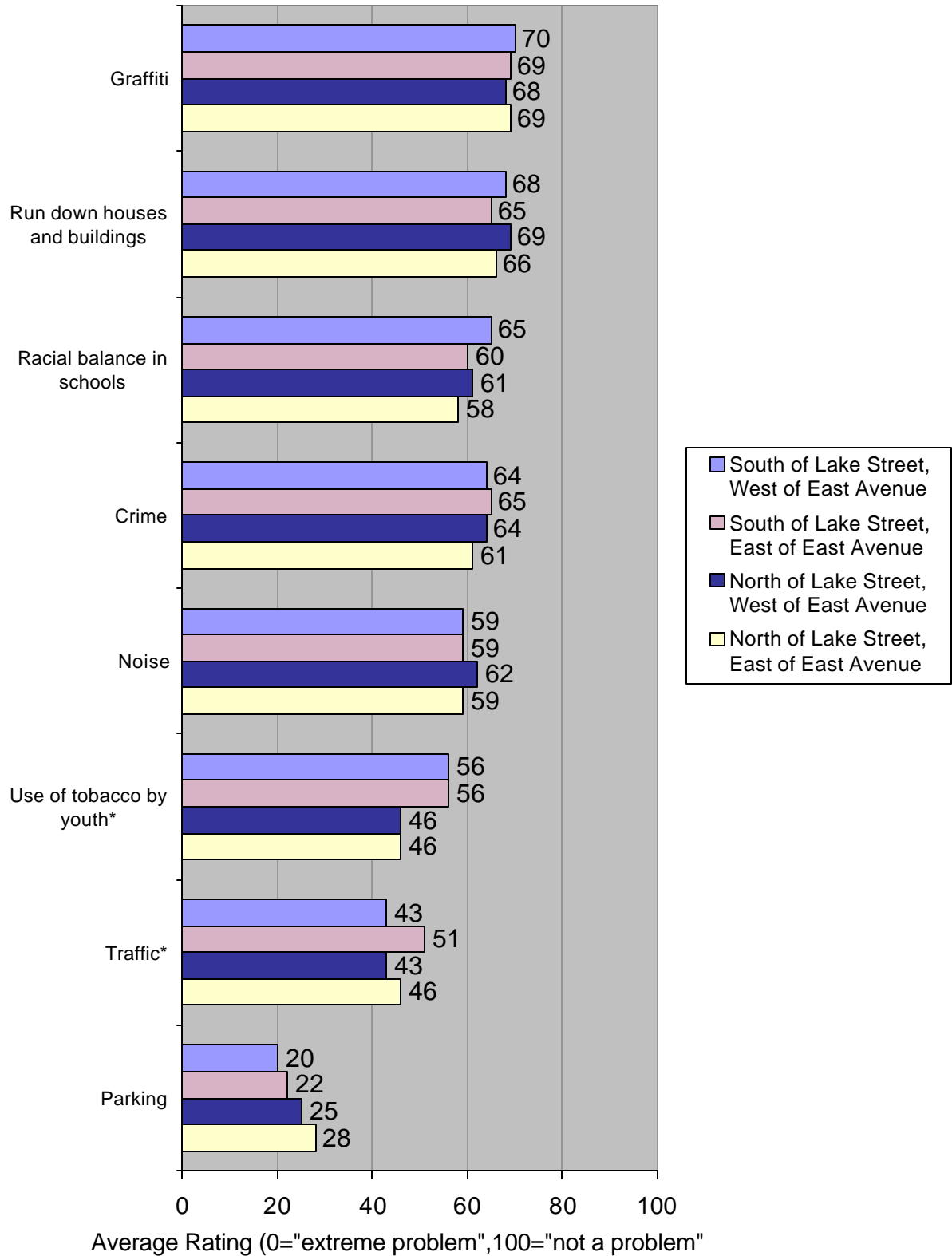
Possible Problems in Oak Park				
I am going to read a list of possible problems in Oak Park. I would like you to tell me whether you think each is not a problem, a minor problem, a moderate problem, a major problem or an extreme problem.	Average Rating on a 100-point scale (100=not a problem, 0=extreme problem)			
	Oak Park 2000	Regional Norms		National Norms
Traffic in Oak Park ‡	46	48	(n=3)	54 (n=21)
Crime ‡	52	41	(n=2)	62 (n=17)
Run down houses and buildings	68	66	(n=2)	66 (n=16)
Noise	60	75	(n=1)	62 (n=8)
Parking ‡	24	54	(n=7)	49 (n=17)

‡These items were significantly lower for Oak Park compared to the national norms.

Possible Problems in Oak Park						
I am going to read a list of possible problems in Oak Park. I would like you to tell me whether you think each is not a problem, a minor problem, a moderate problem, a major problem or an extreme problem.	Percent of Respondents					
	not a problem	minor problem	moderate problem	major problem	extreme problem	Total
Traffic in Oak Park	14%	65%	38%	16%	7%	100%
Crime	9%	36%	50%	5%	1%	100%
Graffiti	41%	44%	13%	2%	0%	100%
Run down houses and buildings	36%	47%	15%	2%	0%	100%
Noise	32%	34%	25%	7%	2%	100%
Parking	11%	13%	24%	29%	24%	100%
Use of tobacco by youth	23%	27%	31%	16%	3%	100%
Racial balance in the schools	28%	26%	26%	8%	1%	100%

When these problems are examined by geographic location within the Village, few differences were seen (see graph on next page). Use of tobacco by youth was more likely to be seen as a problem by those north of Lake Street. Those in the southeast quadrant believed traffic to be less of a problem than those in the other three quadrants.

Possible Problems in Oak Park by Location



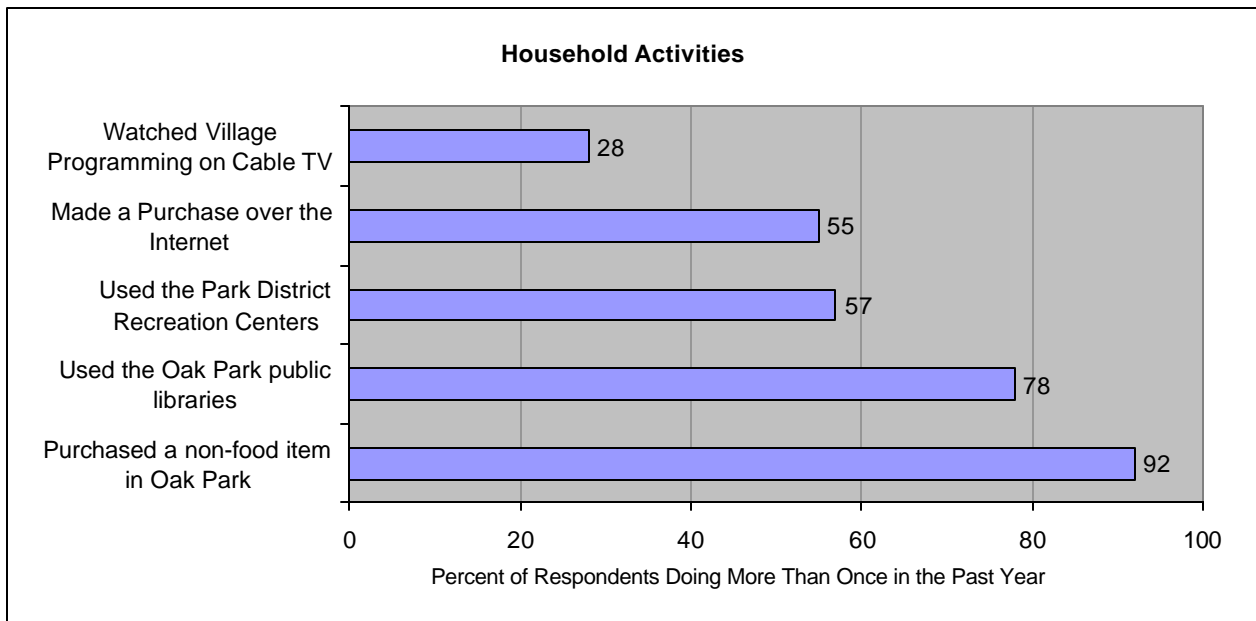
*Differences between subgroups are statistically significant.

Community Participation

Frequency of use of various community amenities or engagement in particular activities was assessed through the interview. Virtually all respondents had made some purchase of a non-food item in Oak Park within the past 12 months; 40% had done so at least twice a month. However, this represents a decrease from 1988, when 47% of respondents said they shopped in Oak Park for non-food items twice a month or more. Over half of the survey respondents had made two or more purchases over the Internet.

Three quarters had used the Oak Park public libraries more than once, and one in five respondents were frequent users, utilizing the public libraries more than 26 times in the past year. Over half of those surveyed had taken advantage of the Park District Recreation Centers at least two times.

Relatively few had watched Village programming on cable television; just over a quarter had watched a Board meeting, public meeting, or other programming related to Village matters two or more times in the past year.



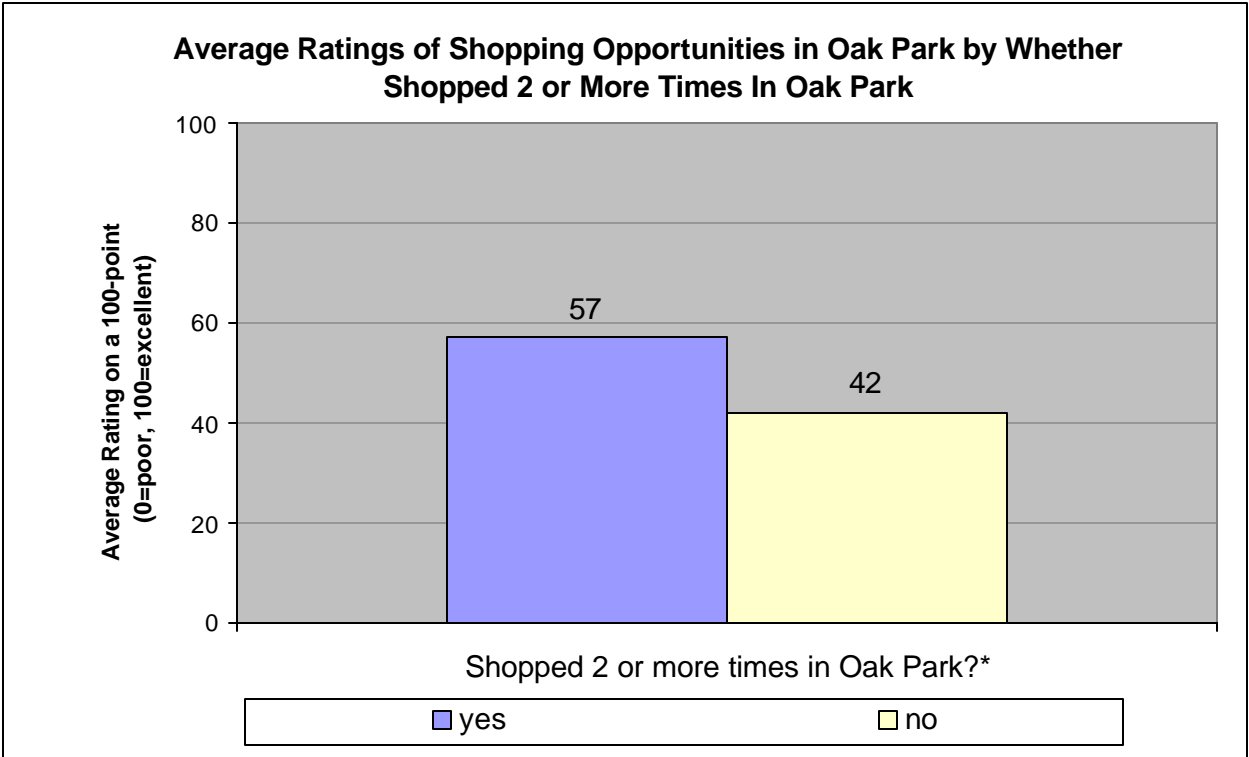
Household Activities						
In the last 12 months, about how many times, if ever, have you or other household members done the following things:	Percent of Respondents					Total
	once or never	twice	3 to 12 times	13 to 26 times	more than 26 times	
Watched a Village Board meeting, other public meeting or program about village matters on Cable television	72%	8%	15%	1%	2%	100%
Made a purchase over the Internet	45%	7%	27%	11%	9%	100%
Used the Oak Park Park District recreation centers	43%	5%	22%	11%	18%	100%
Used the Oak Park public libraries	22%	6%	34%	16%	22%	100%
Purchased an item other than food or groceries in Oak Park*	8%	4%	27%	19%	40%	100%
	<i>7%</i>	<i>12%</i>		<i>24%</i>	<i>47%</i>	<i>100%</i>

*Percents in italics and shading represent results from the 1988 Community Survey.

Shopping in Oak Park

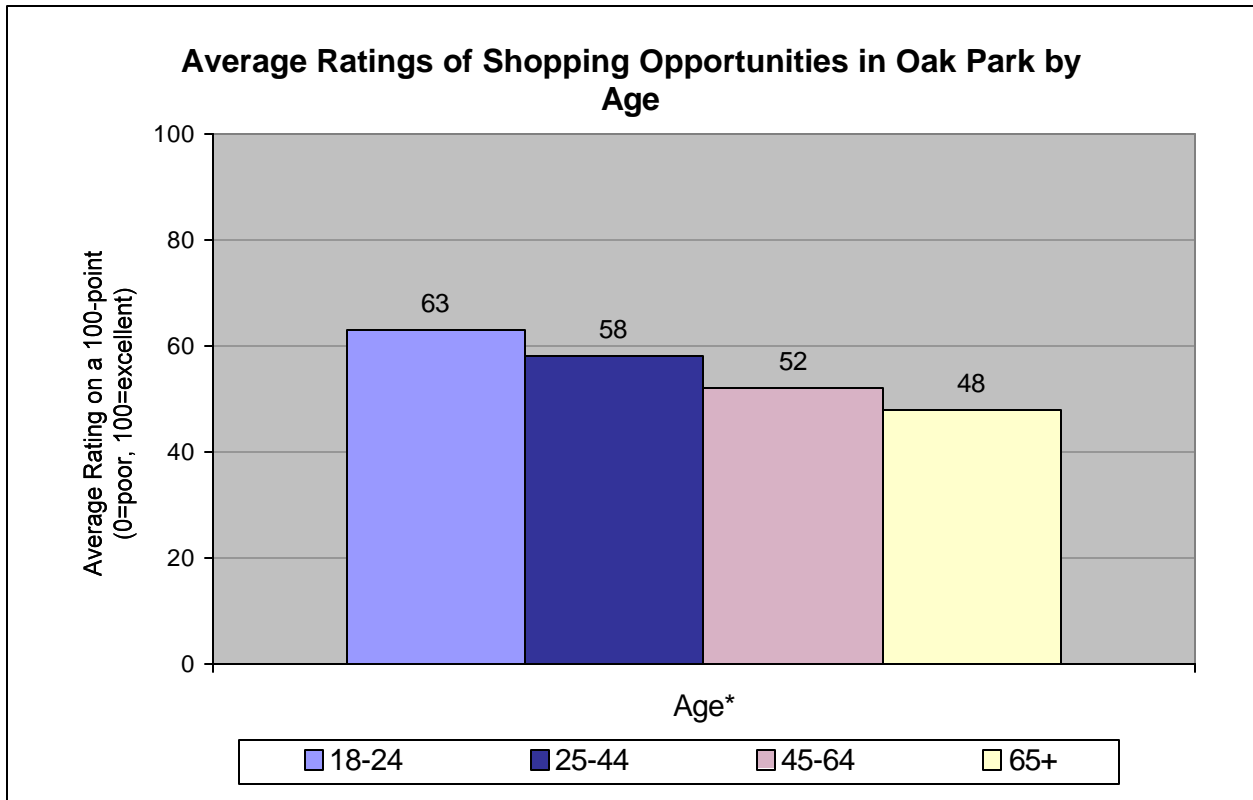
Information about shopping in Oak Park is important to the Village of Oak Park because it is a key factor in quality of life for residents, and commercial enterprises generate revenues for funding of critical public services. Greater detail about the shopping patterns of residents, and their opinion of the shopping experience in Oak Park is provided in this section.

Those who had purchased non-food items two or more times in Oak Park were more likely to give positive ratings to the shopping opportunities in Oak Park than those who had never purchased or only purchased one item in Oak Park. This may be because those who like the shopping available here shop here more often, or perhaps those who have shopped here have gotten to know the available stores, and thus rate the shopping opportunities higher.



*Differences between subgroups are statistically significant.

Some demographic subgroups rated shopping opportunities more positively than did others. There was a correlation between ratings of the shopping opportunities in Oak Park by age, with younger people giving higher average ratings than older people.



**Differences between subgroups are statistically significant.*

Other trends in ratings of shopping opportunities included:

- Respondents with annual household incomes of \$25,000 or more rated the shopping opportunities more positively than did those with annual household incomes less than \$25,000.
- Respondents who have lived in Oak Park for shorter durations rated the shopping opportunities more positively than did those who have lived in Oak Park for longer durations.
- Renters rated the shopping opportunities more positively (an average rating of 57 on a 100-point scale) than did renters (an average rating of 53 on a 100-point scale).

Among these subgroups, those that rated the shopping opportunities more positively were also more frequent shoppers in Oak Park. (More details can be found in Appendix II.)

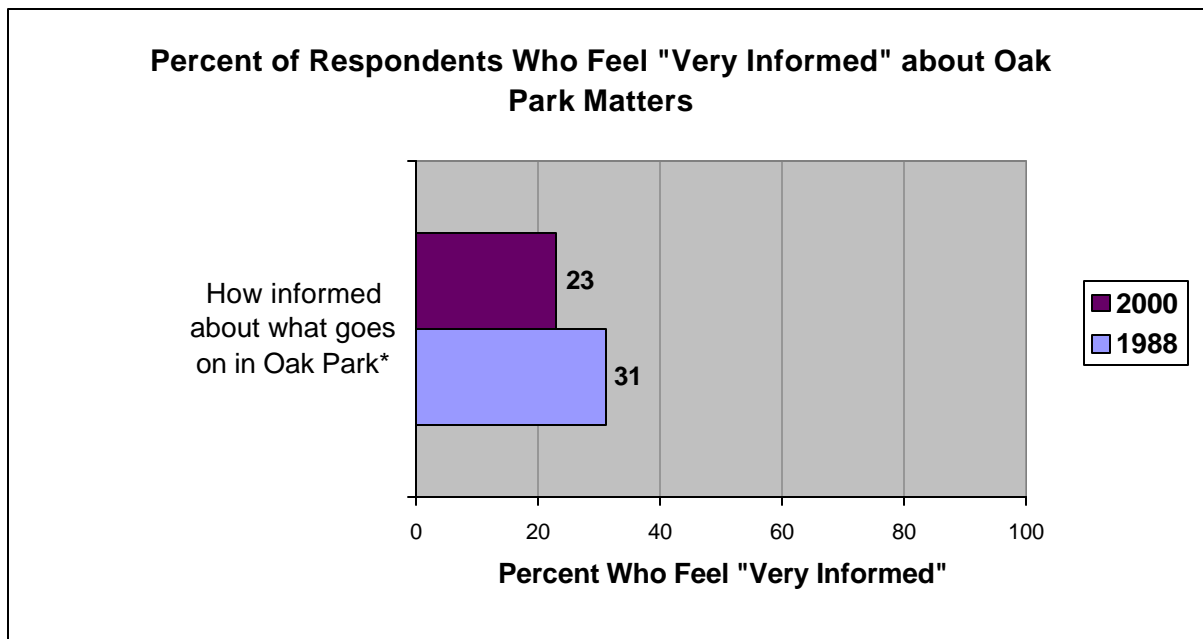
Public Information

In addition to being questioned about their participation in various community activities, survey respondents were asked how informed they were about the community, and where they got their information.

Close to a quarter of respondents felt they were very informed about what goes on in Oak Park. Only 17% said they were not very informed.



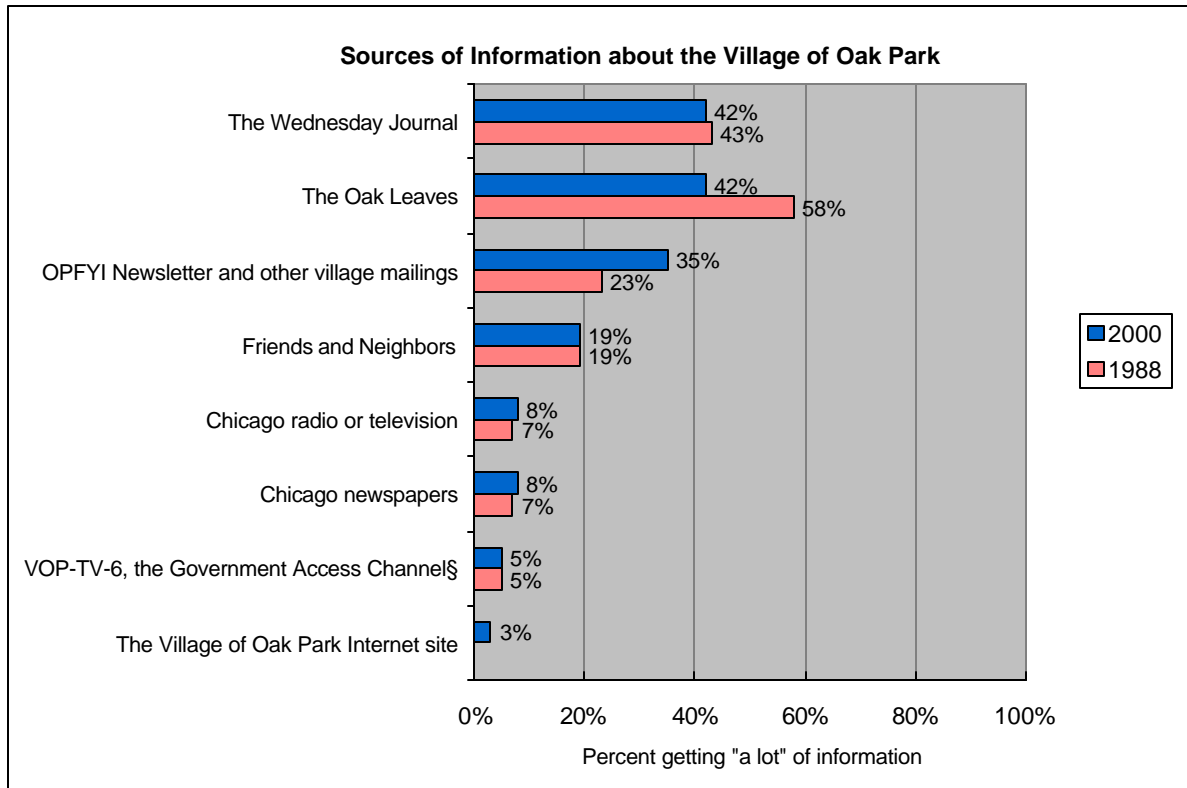
The proportion of the population that feels informed about Oak Park has declined since 1988, when almost a third said they felt “very informed” about Oak Park matters.



**Differences between subgroups are statistically significant.*

The most common sources of information about the Village of Oak Park are *The Wednesday Journal* and *The Oak Leaves*. About 40% of those surveyed get “a lot” of their news from these sources. Approximately a third get their information from the OP-FYI Newsletter and other Village mailings.

These sources are relatively unchanged since 1988, except that use of *The Oak Leaves* has decreased since 1988, while the utilization of Village mailings has increased.

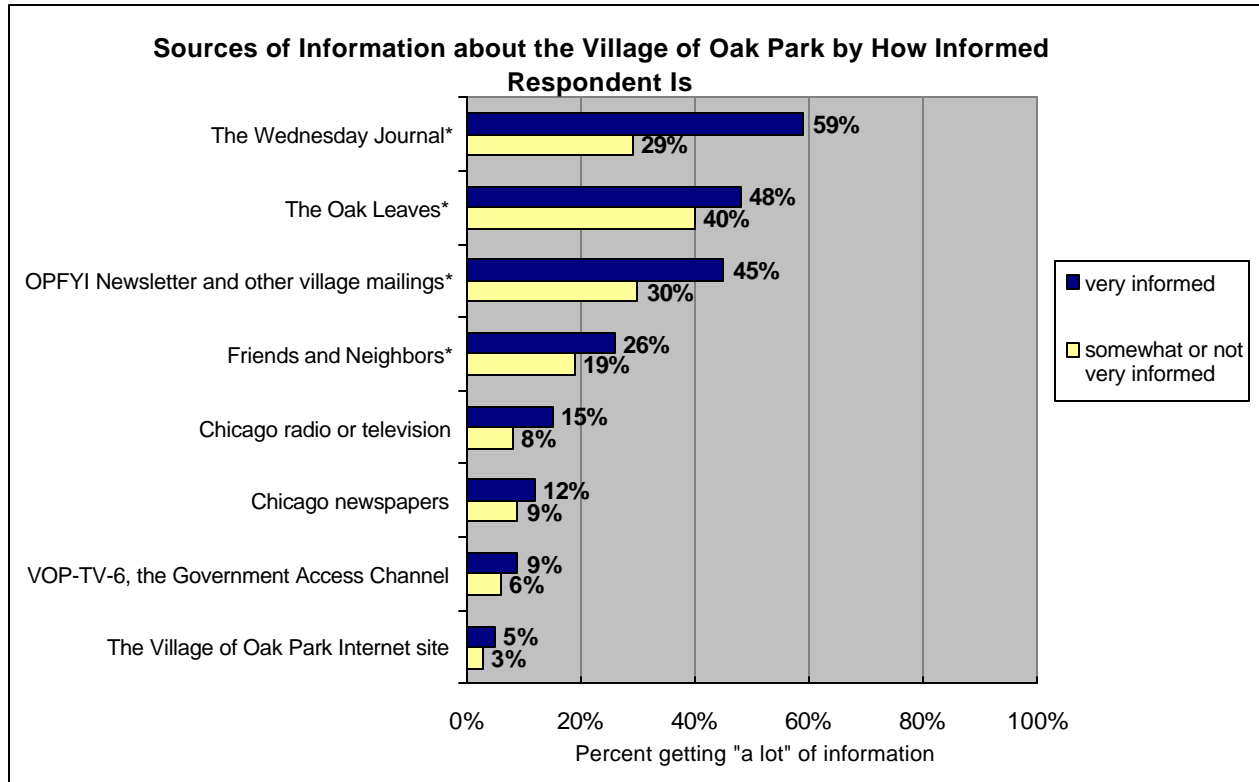


Sources of Information				
Please evaluate the following as sources of information about the Village of Oak Park. Do you get a lot, some, or none of your information about the Village of Oak Park from . . .	Percent of Respondents †			
	A lot	Some	None	Total
Friends and Neighbors	19%	55%	25%	100%
The Wednesday Journal	42%	32%	26%	100%
The Oak Leaves	42%	32%	24%	100%
The Village's OP/FYI newsletter and other village mailings	35%	47%	15%	100%
VOP-TV-6, the village access channel on cable television§	5%	19%	72%	100%
Chicago newspapers	8%	44%	47%	100%
The Village of Oak Park Internet Site	3%	15%	79%	100%
Chicago radio or television	8%	33%	59%	100%

† Percents in italics and gray shading are from the 1988 Community Survey.

§ In 1988, respondents were asked more generally about how much information they got from “cable television”.

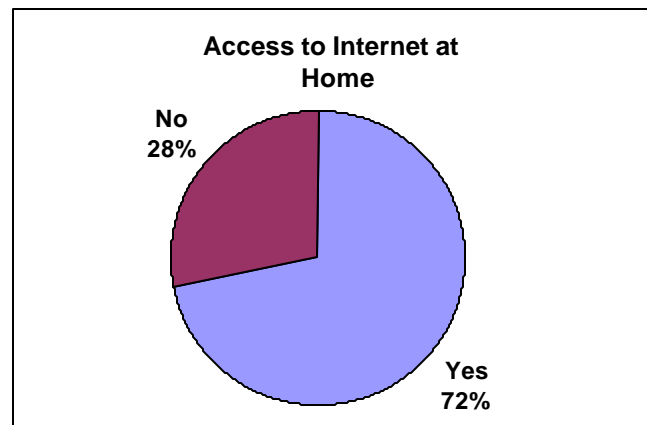
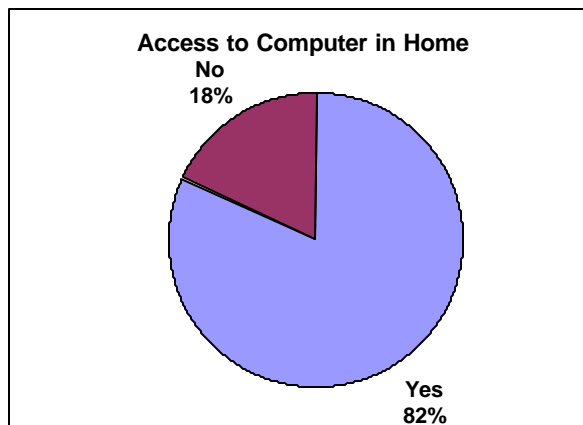
All the news sources provide more information to those who feel informed about what goes on in Oak Park, but *The Wednesday Journal* is used far more by those who are “very informed” than by those who are “somewhat” or “not very informed” about Oak Park issues.



*Differences between subgroups are statistically significant.

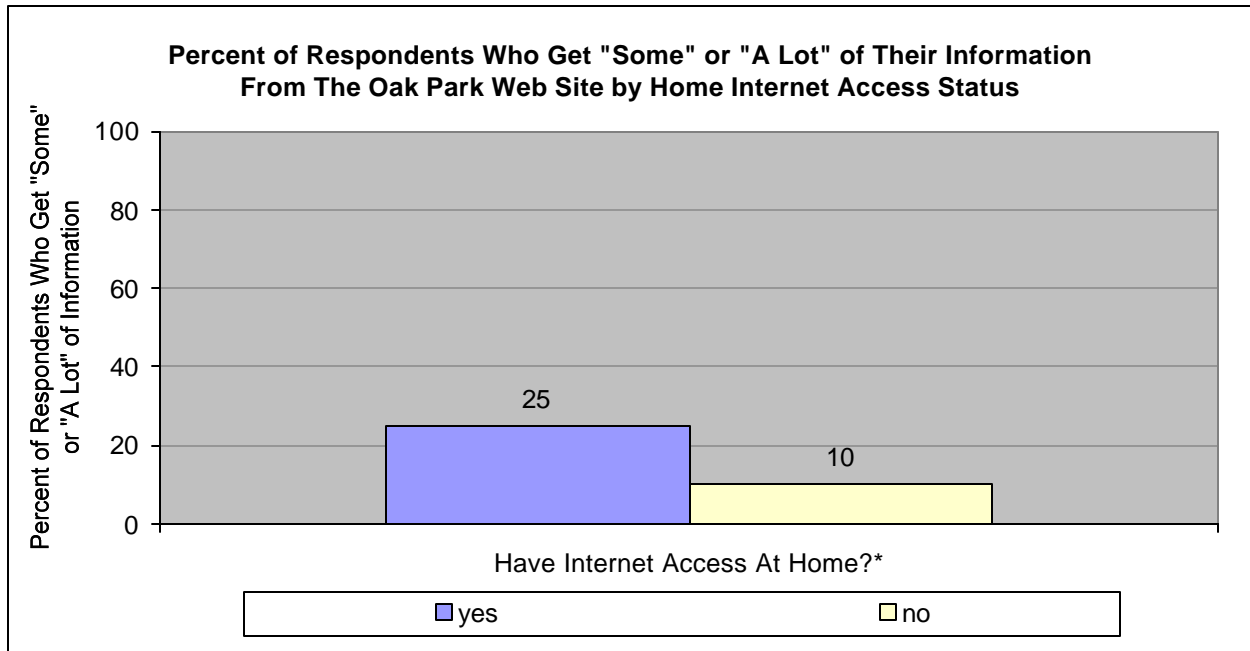
Four of every five respondents had access to a computer in their home. Most of these also had Internet access at home, so that approximately three-quarters of respondents had access to the Internet from their home.

Home computer usage and Internet access is higher in Oak Park compared to the nation. According the US Department of Commerce, half of US households have a computer, and 41.5% have Internet access.¹



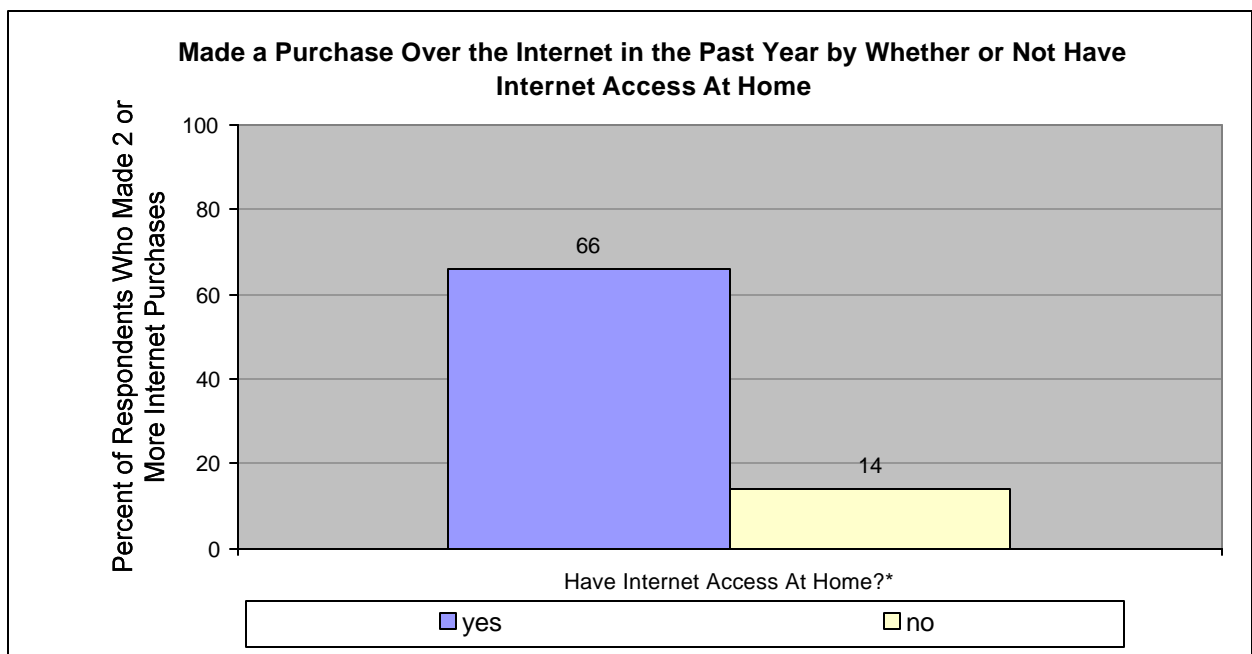
¹ Source: *Falling Through the Net: Toward Digital Inclusion*, U.S. Department of Commerce, 2000.
<http://osecnt13.osec.doc.gov/public.nsf/docs/fttn-tdi-executive-summary>

Regardless of whether or not they have Internet access at home, very few survey respondents got “a lot” of their information about Oak Park from the Village of Oak Park Web site. However, a quarter of those with home Internet access get at least some of their information about the community from the website. Only 10% of those who do not have access to the Internet at home have gotten some of their information from the Village Web site.



**Differences between subgroups are statistically significant.*

Home Internet access was also correlated with shopping on-line. Two-thirds of those who can connect to the Internet at home had made two or more purchases from the Internet in the past year, compared to only 14% of those without Internet access at home.



**Differences between subgroups are statistically significant.*

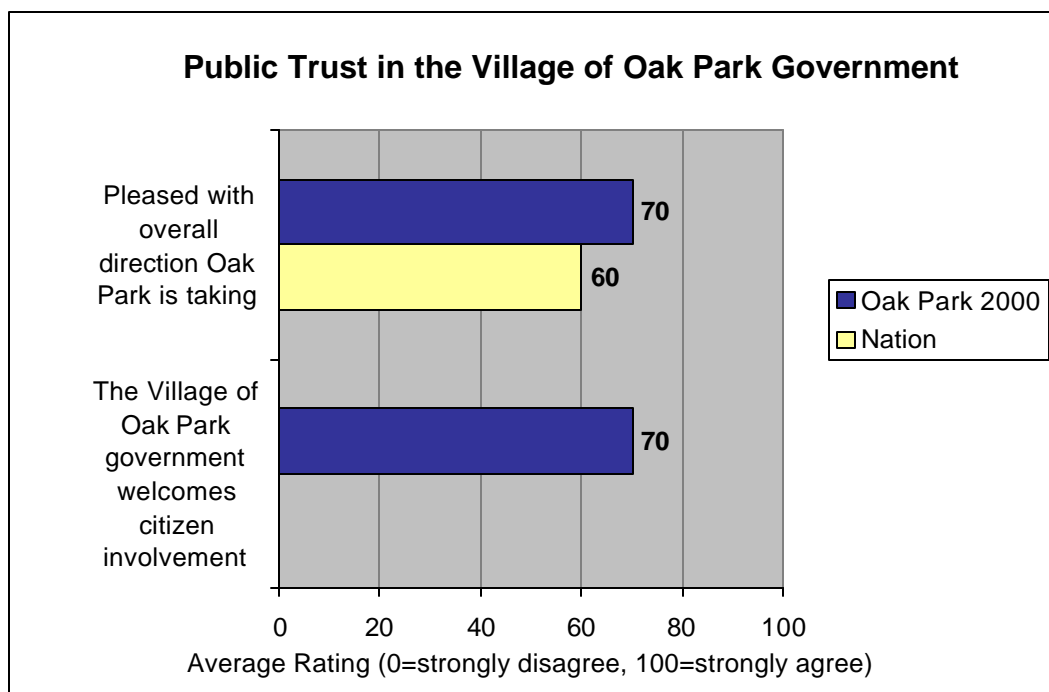
Ratings of Local Government

Much of the survey was devoted to resident perception of local government. Interviewers asked study respondents about their trust in local government and their evaluation of government services.

Public Trust

During the course of the interview, respondents were read two statements about the Village of Oak Park, and asked whether they agreed or disagreed with these statements. The first item asked whether residents were pleased with the overall direction that the Village of Oak Park is taking. Three-quarters of respondents agreed with this statement, and it received an average rating of 70 on a 100-point scale. This is significantly higher than the national norm.

Respondents were also asked whether they thought the Village of Oak Park government welcomes citizen involvement. Three-quarters of respondents agreed with this statement as well, and it also received an average rating of 70 on a 100-point scale.



In 1988, residents participating in the Community Survey were asked how well they felt that the Oak Park Village government represented their interests. While this question is not directly comparable to the questions asked in 2000, similar responses were given; 75% felt the Village government represented their interests “very” or “somewhat well”, while 18% thought their interests were “not very well” represented. Seven percent were unsure.

Local Government		
Next I am going to read you a series of statements. I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each one.	Average Rating on a 100-point scale (100=strongly agree, 0=strongly disagree)	
	Oak Park 2000	National Norms
I am pleased with the overall direction that the Village of Oak Park is taking	70	60 (n=12)

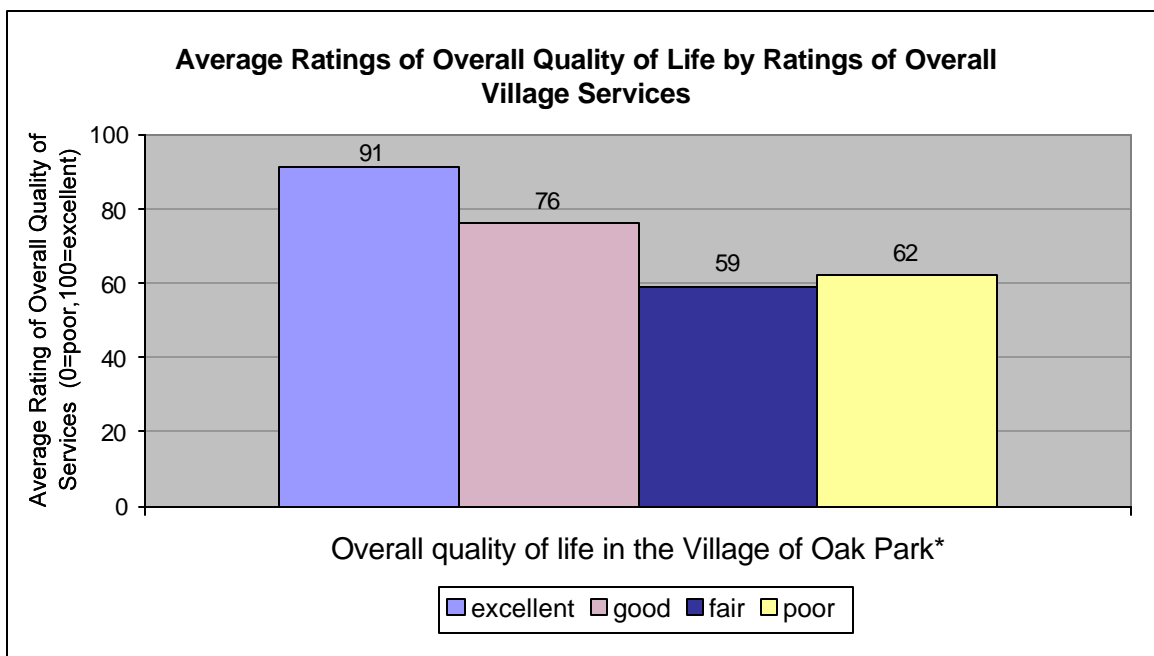
Local Government						
Next I am going to read you a series of statements. I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each one.	Percent of Respondents					
	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Total
I am pleased with the overall direction that the Village of Oak Park is taking	13%	62%	14%	9%	2%	100%
The Village of Oak Park government welcomes citizen involvement	18%	58%	12%	9%	3%	100%

Ratings of Village Services

Approximately two-thirds of survey respondents would rate the overall quality of services provided by the Village of Oak Park as “good”. Only 1% would give a “poor” rating to the Village services.



Ratings of overall quality of life in Oak Park were examined by ratings given to overall Village services. These ratings are highly correlated; those who give high ratings to the quality of life in Oak Park also rate the services provided by the Village very positively. A causal relationship cannot be inferred, that is, it cannot be determined from these data whether the provision of high quality services leads to favorable quality of life, but those satisfied with their life in Oak Park are also highly satisfied with the services they receive from their government, while those less happy with their quality of life are also less satisfied with Village service delivery.



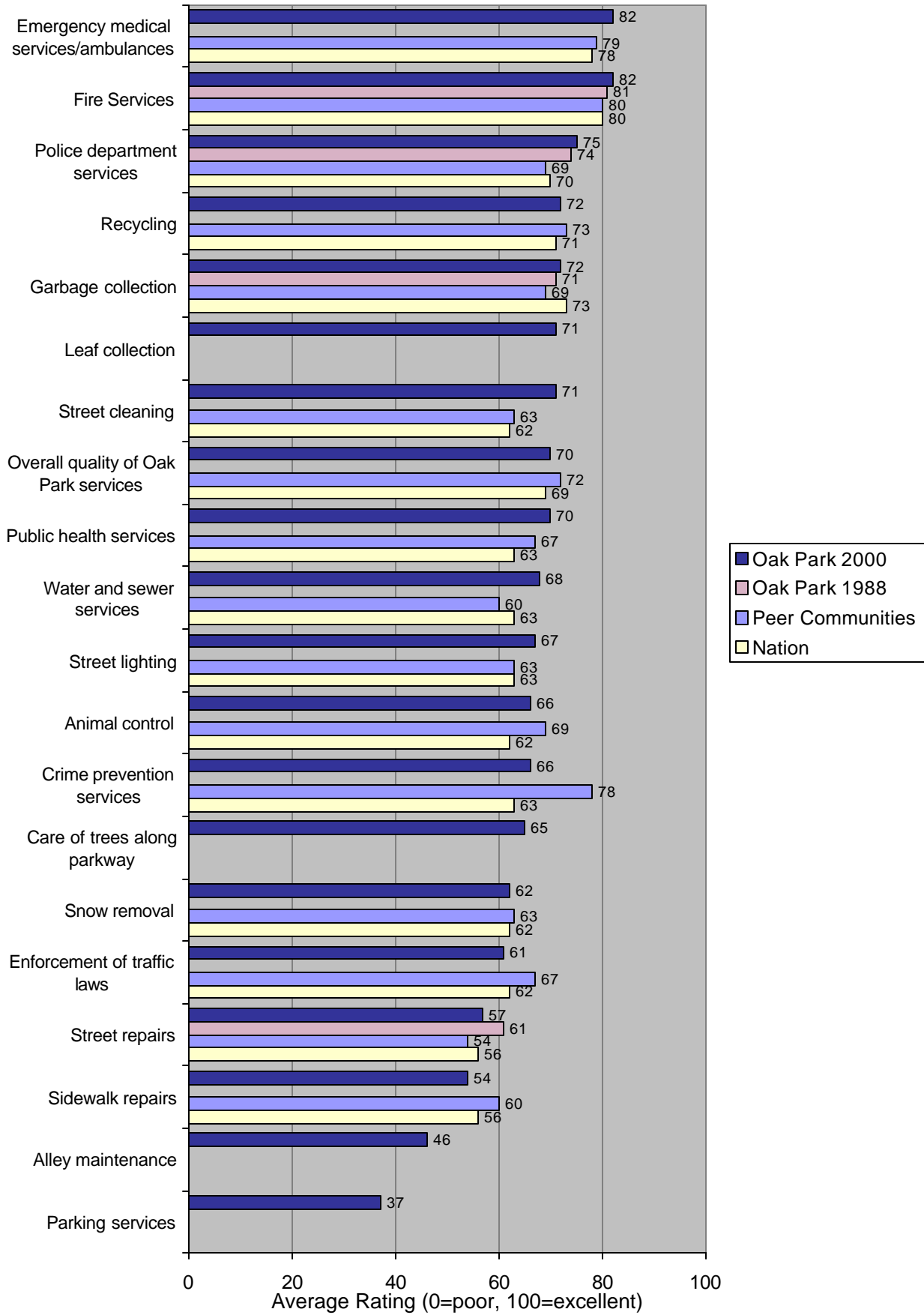
**Differences between subgroups are statistically significant.*

The graph on the next page displays the average ratings given to individual services. Where applicable, comparisons have been made to the 1988 Community Survey, and national and peer community norms. Several services were rated by Oak Park residents significantly more positively than the national norm. These services included:

- Emergency medical services/ambulances
- Police department services
- Street cleaning
- Public health services
- Water and sewer services
- Street lighting
- Crime prevention services
- Animal control

No service ratings were significantly lower than the national norms. Street repair received a lower rating in 2000 compared to 1988, dropping from an average rating of 61 to 57 on a 100-point scale.

Village of Oak Park Services



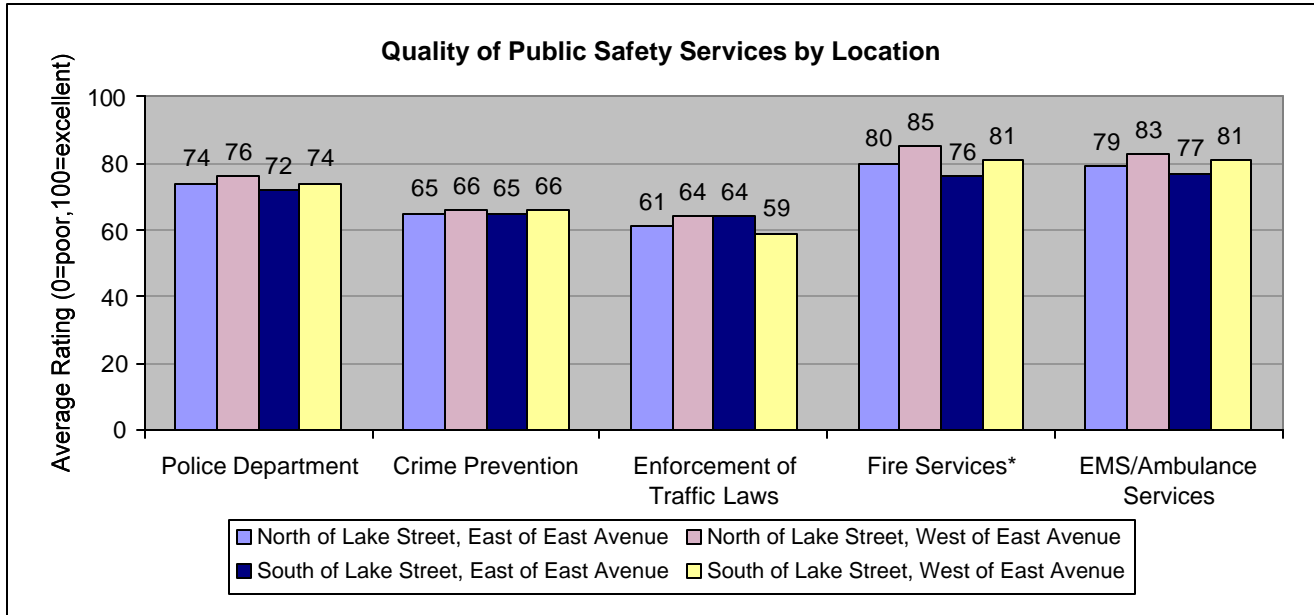
Village of Oak Park Services				
Residents of Oak Park receive a variety of services from the Village of Oak Park. I'm now going to list a number of services provided by the Village. Please rate each of the services...	Average Rating on a 100-point scale (100=excellent, 0=poor)			
	Oak Park 2000	Oak Park 1988	Regional Norms	National Norms
Fire services	82	81	80 (n=9)	80 (n=120)
Emergency medical services/ambulances†	82	---	79 (n=14)	78 (n=75)
Police department services†	75	74	69 (n=14)	70 (n=175)
Garbage collection	72	71	69 (n=10)	73 (n=115)
Recycling	72	---	73 (n=7)	71 (n=74)
Street cleaning†	71	---	63 (n=9)	62 (n=71)
Public health services†	69	68	67 (n=1)	63 (n=29)
Water and sewer services†	68	---	60 (n=2)	63 (n=22)
Street lighting†	67	---	63 (n=8)	63 (n=65)
Crime prevention services†	66	---	78 (n=1)	63 (n=24)
Animal control†	66	---	69 (n=4)	62 (n=56)
Snow removal	62	---	63 (n=15)	62 (n=63)
Enforcement of traffic laws	61	---	67 (n=4)	62 (n=45)
Street repairs	57	61	54 (n=8)	56 (n=136)
Sidewalk repairs	54	---	60 (n=4)	56 (n=25)
Overall quality of Village of Oak Park services	70	---	72 (n=5)	69 (n=24)

†Indicates service ratings that are statistically significantly higher than the national norm.

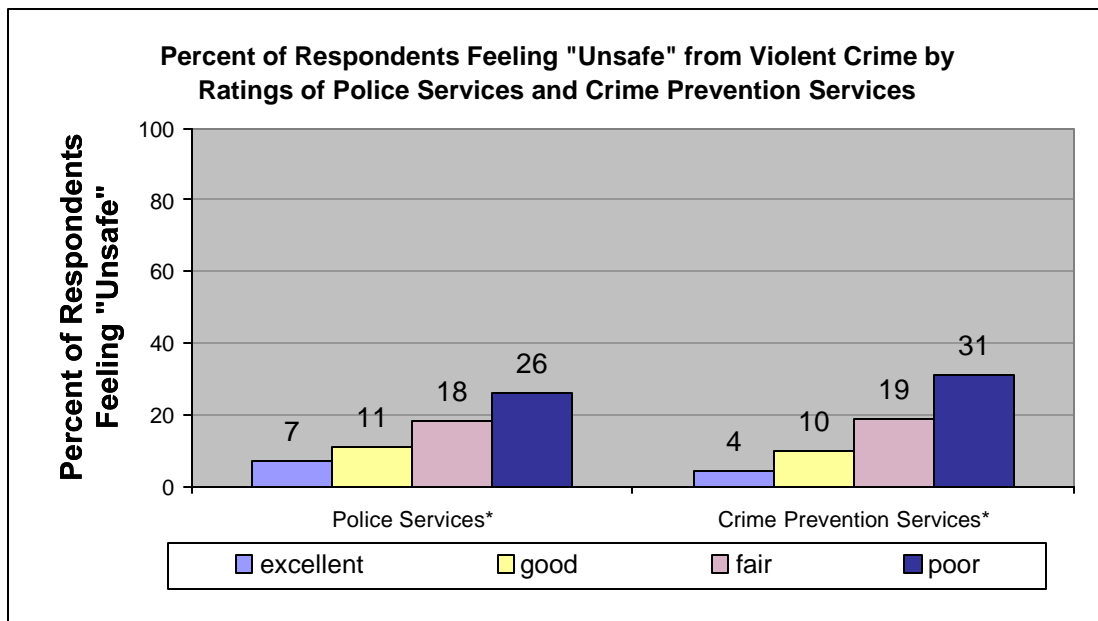
Village of Oak Park Services					
Residents of Oak Park receive a variety of services from the Village of Oak Park. I'm now going to list a number of services provided by the Village. Please rate each of the services...	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
Emergency medical services/ambulances	51%	45%	3%	1%	100%
Fire services	48%	49%	2%	0%	100%
Police department services	37%	52%	9%	2%	100%
Recycling	33%	52%	12%	3%	100%
Garbage collection	30%	56%	13%	1%	100%
Leaf collection	29%	58%	11%	2%	100%
Street cleaning	27%	60%	10%	3%	100%
Water and sewer services	26%	58%	13%	3%	100%
Care of trees along the parkways	26%	51%	15%	7%	100%
Animal control	24%	55%	16%	6%	100%
Public health services	24%	63%	11%	6%	100%
Snow removal	22%	50%	21%	8%	100%
Crime prevention services	21%	59%	17%	3%	100%
Street lighting	20%	61%	16%	2%	100%
Enforcement of traffic laws	18%	54%	20%	9%	100%
Street repairs	14%	50%	28%	8%	100%
Sidewalk repairs	12%	48%	31%	10%	100%
Alley maintenance	9%	40%	32%	19%	100%
Parking services	7%	31%	31%	32%	100%

Public Safety Services

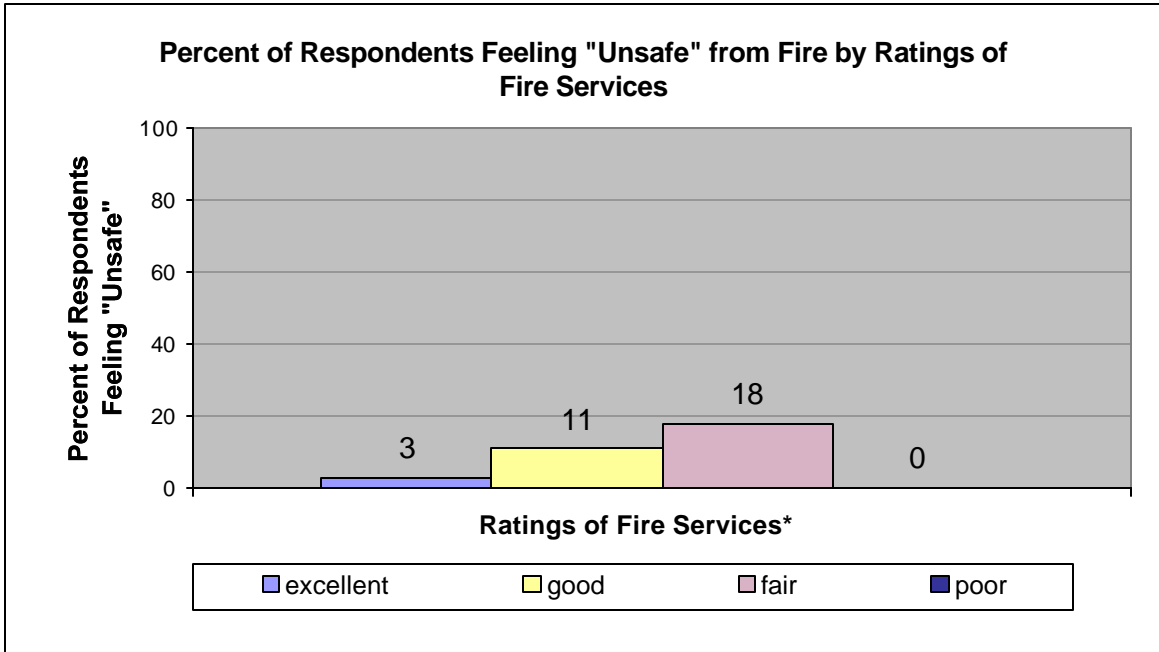
Perceptions of public safety services did not vary significantly by location within the Village of Oak Park, with the exception of fire services. Respondents residing the southeast quadrant gave a lower rating on average than those living in other parts of the Village, while those in the northwest quadrant gave higher ratings on average.



Those who rate the services provided by the police more positively are less likely to feel “unsafe” from crime. The graph below shows the proportions of those who feel “unsafe” from violent crime by ratings given to police services and crime prevention services. A similar pattern is observed when the feelings of safety from property crime are examined. Likewise, those who gave less favorable ratings to police services were more likely to view crime as an “extreme” or “major” problem in Oak Park.



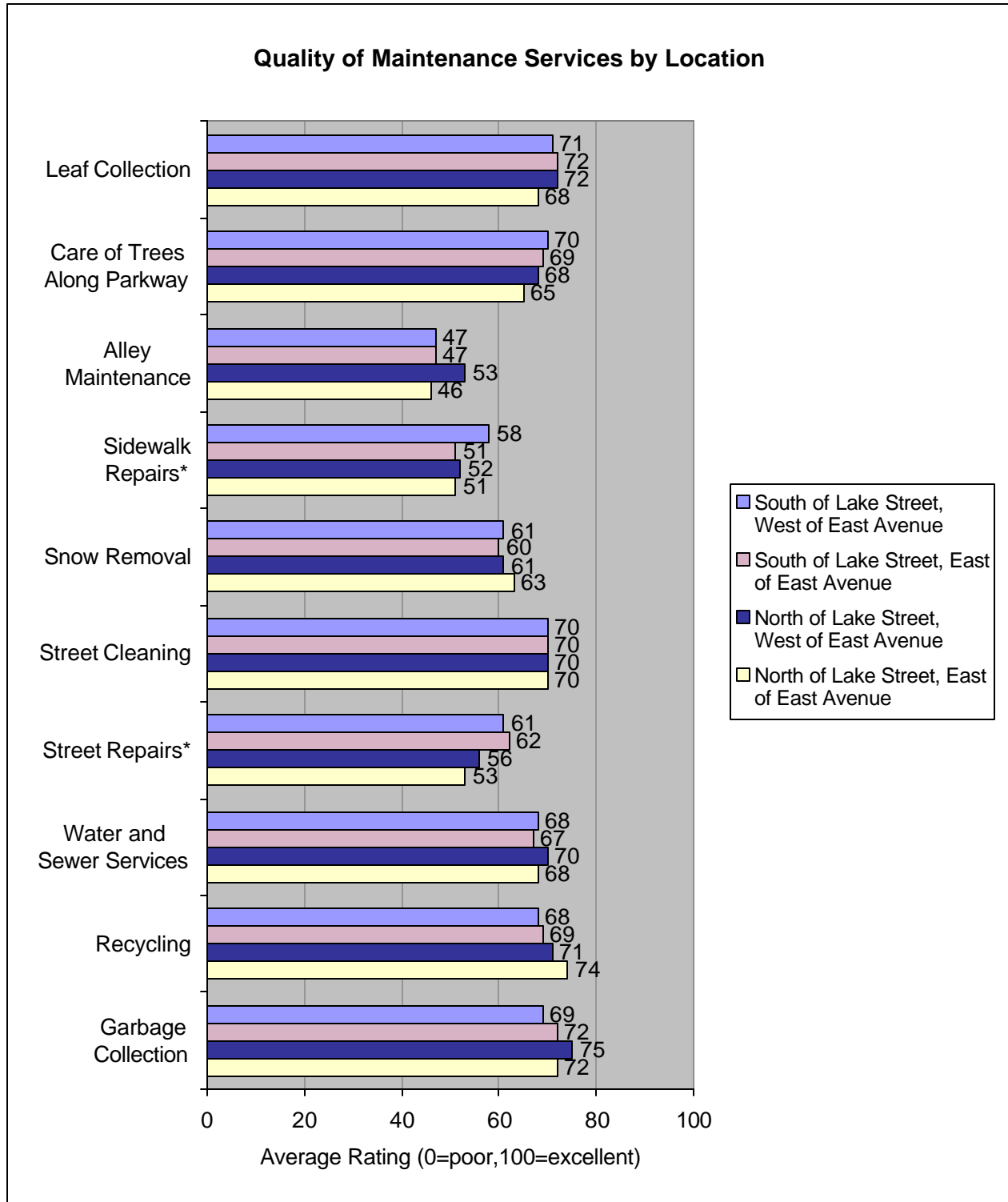
As with police services, those who gave more favorable ratings to fire services were also less likely to feel “unsafe” from fires.



**Differences between subgroups are statistically significant.*

Maintenance Services

There were several differences by location within the Village in perceptions of the quality of maintenance services. Street repair was given somewhat lower ratings by those who live north of Lake Street compared to those who live south of Lake Street. Sidewalk repairs were given more positive average ratings by those who live in the southwest quadrant.

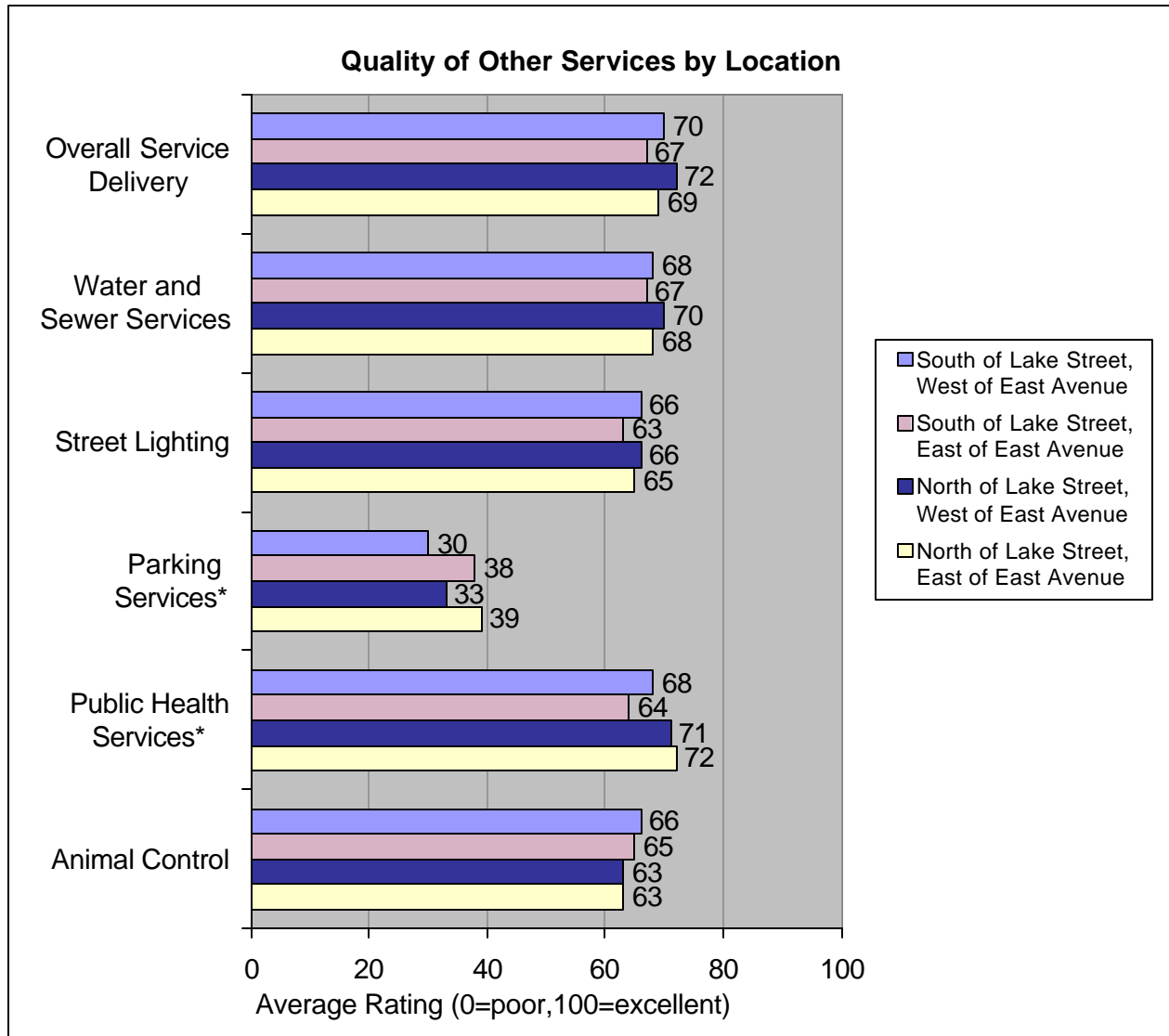


*Differences between subgroups are statistically significant.

Other Services

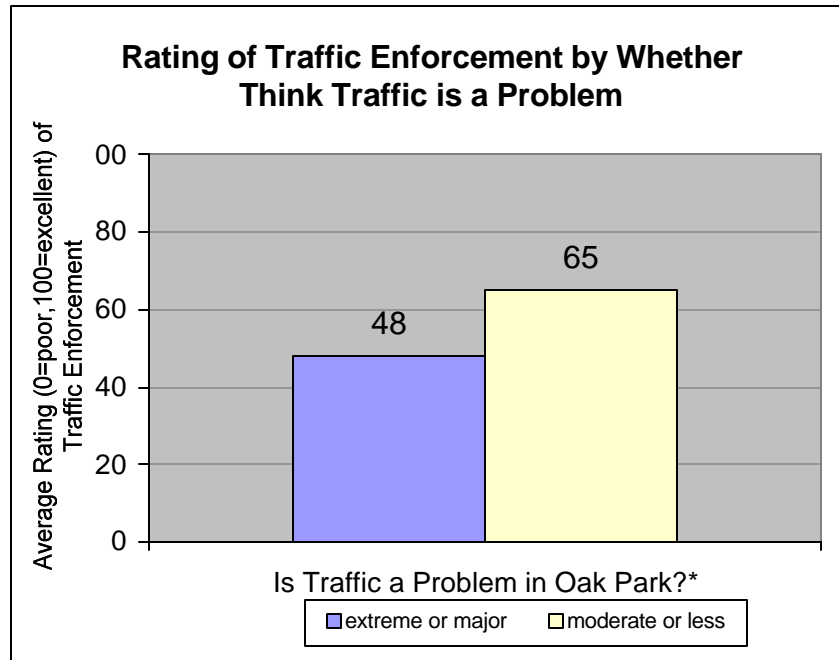
The remaining services were also examined by location. Public health services were rated higher by those who live north of Lake Street than by those who live south of Lake Street. Parking services were viewed more negatively by those who dwell east of East Avenue compared to those who reside west of East Avenue.

There were no statistically significant differences in ratings of overall service delivery by the Village of Oak Park by geographical area.



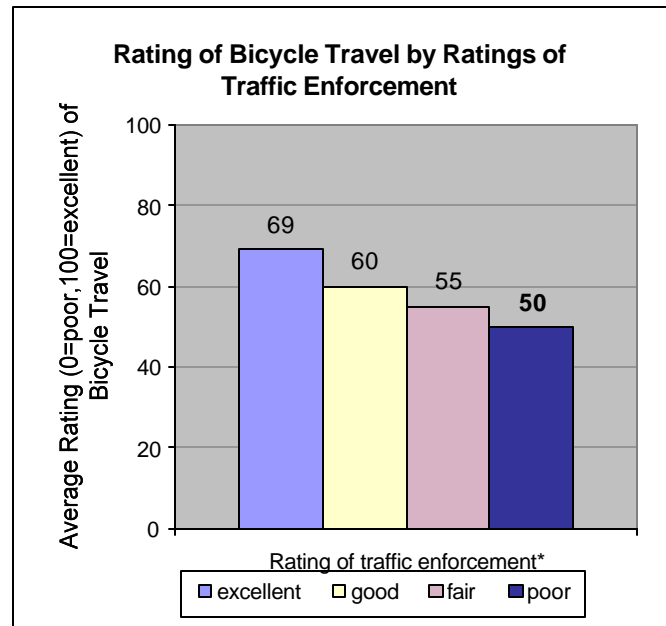
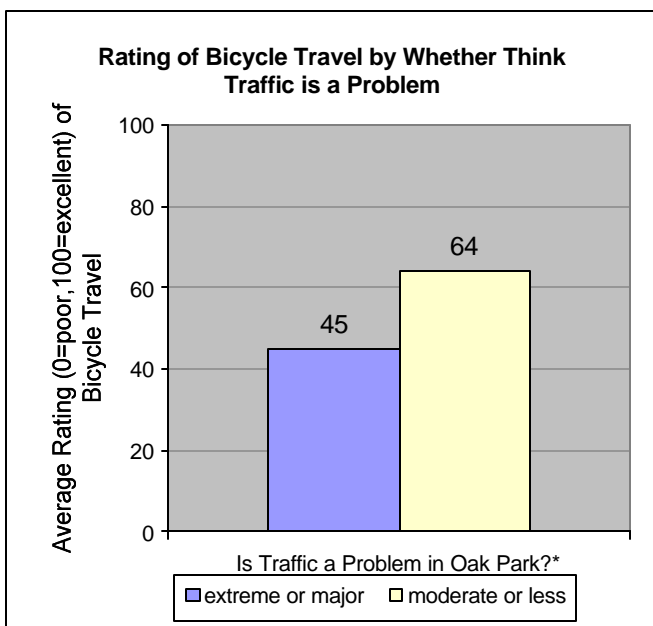
Traffic and Parking Issues

Several items on the survey dealt with travel and parking issues within Oak Park, and the results are often correlated. For example, those who think traffic is an extreme or major problem in Oak Park give much lower ratings to traffic enforcement than those who are not as concerned about the traffic in Oak Park.



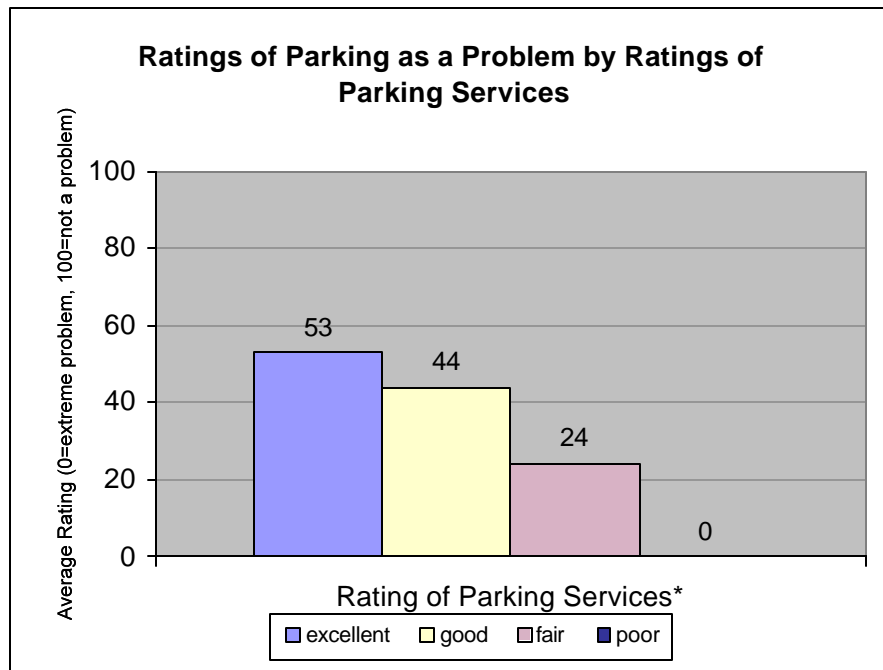
*Differences between subgroups are statistically significant.

Ratings of ease of bicycle travel in Oak Park were strongly correlated with opinions about traffic enforcement and traffic. Those who thought traffic was a problem, or who gave lower ratings to traffic enforcement were also inclined to regard bicycle travel less favorably.



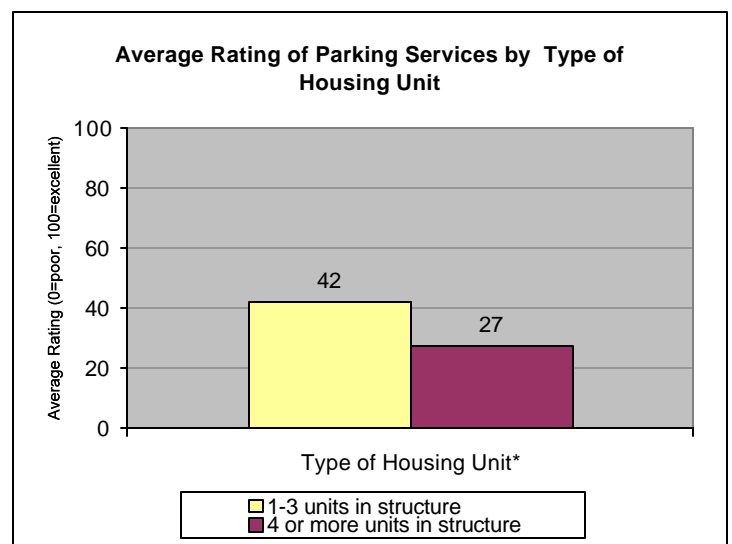
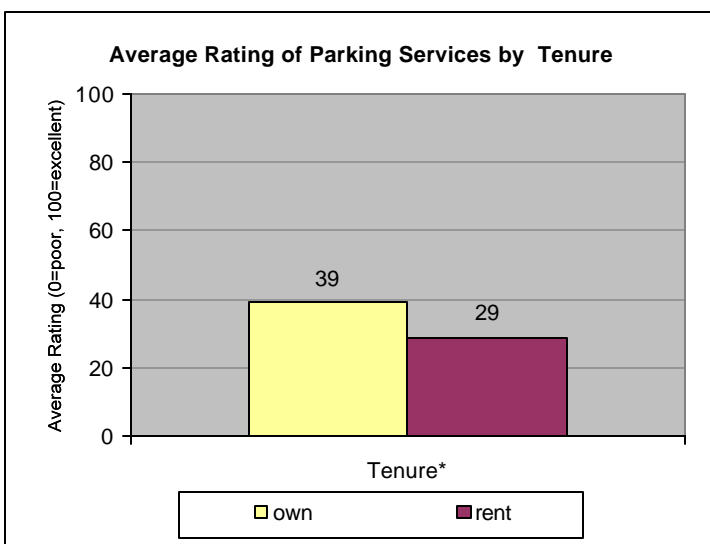
*Differences between subgroups are statistically significant.

Those who give negative ratings to Oak Park’s parking services were also much more likely to view parking in Oak Park as a problem.



**Differences between subgroups are statistically significant.*

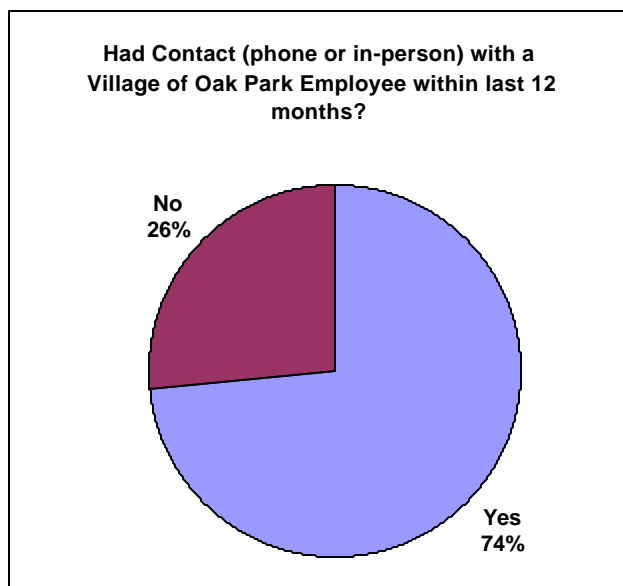
While all respondents felt that, on average, parking was a “moderate” to “major” problem, those who rented their housing unit, or who lived in a structure with 4 or more housing units gave even lower ratings to “parking” as a problem, considering it a “major” or “extreme” problem (see Appendix II) compared to those who own their home, or live in structures with 3 or fewer housing units. Likewise, these same groups, renters and those in multi-family housing, gave lower average ratings to parking services than did those who own their homes, or live in structures with 3 or fewer housing units.



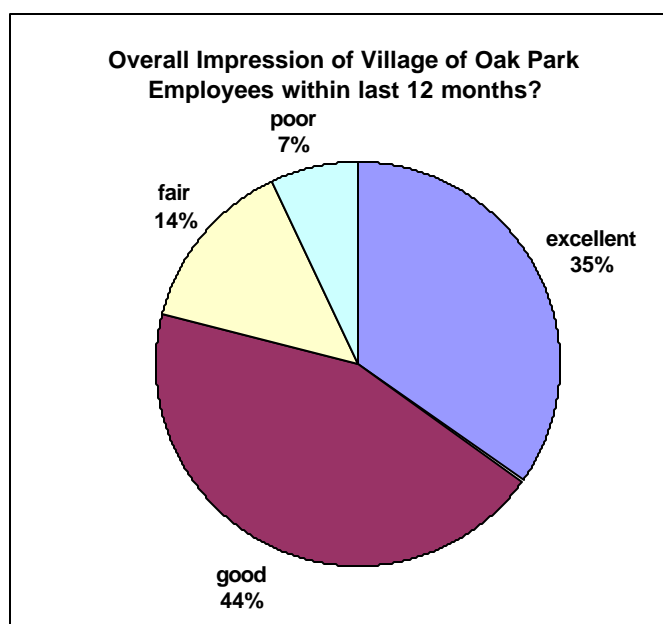
**Differences between subgroups are statistically significant.*

Ratings of Village Employees

All respondents were asked whether they had had any contact, by phone or in-person, with a Village of Oak Park employee within the past year. About three-quarters said they had. This proportion is quite similar to that found in the 1988 Community Survey, when 70% of respondents reported having had contact with Village Hall. Further inquiries were made of these individuals about their impression of Village employees.



Most residents who had contact with a Village employee were favorably impressed. A third thought the employees were “excellent”, and 44% thought they were “good”.



Impression of Village Employees					
What was your impression of Village employees in your most recent contact? What about their . . .	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
Knowledge	37%	44%	12%	7%	100%
Responsiveness	36%	41%	13%	11%	100%
Courtesy	42%	41%	12%	5%	100%
Overall impression	35%	45%	14%	7%	100%

Comparisons of the ratings given by Oak Park residents to local government employees compared to the national norms show that Oak Park employees are perceived as more courteous and more responsive than local government employees overall.



Impression of Village Employees		
What was your impression of Village employees in your most recent contact? What about their . . .	Average Rating on a 100-point scale (100=excellent, 0=poor)	
	Oak Park 2000	National Norms
Knowledge	70	68 (n=9)
Responsiveness†	67	63 (n=20)
Courtesy†	73	67 (n=6)

†Indicates quality of life ratings are statistically significantly higher than the national norm.

There were some differences among various demographic subgroups on their average ratings of Village employees. Younger respondents were less positive than were older respondents, renters were less positive than owners, and new residents (residing in Oak Park 2 years or less) were less positive than longer-term residents. (See Appendix II for more information.)

Ratings of Services from Other Local Jurisdictions

Residents of Oak Park are served by several governmental jurisdictions other than the Village of Oak Park. Some of the services provided by these other entities were evaluated as a part of the Community Survey. All of these services received average ratings significantly higher than the national norms. However, library services and public school ratings have fallen since 1988.

Services from Local Jurisdictions				
Residents of Oak Park also receive governmental services from several local jurisdictions other than the Village of Oak Park. They are the Township of Oak Park, the Park District, the Oak Park Library and the public elementary and high school districts. I'm now going to list a number of services provided by these entities. What about their . . .	Average Rating on a 100-point scale (100=excellent, 0=poor)			
	Oak Park 2000	Oak Park 1988	Regional Norms	National Norms
library services†	80	86	80 (n=3)	73(n=101)
parks and recreational programs†	78	79¥	62 (n=6)	67 (n=44)
services to seniors†	74		77 (n=1)	67 (n=39)
services to youth†	69		77 (n=1)	59 (n=27)
public schools†	74	83§	49 (n=2)	59 (n=82)

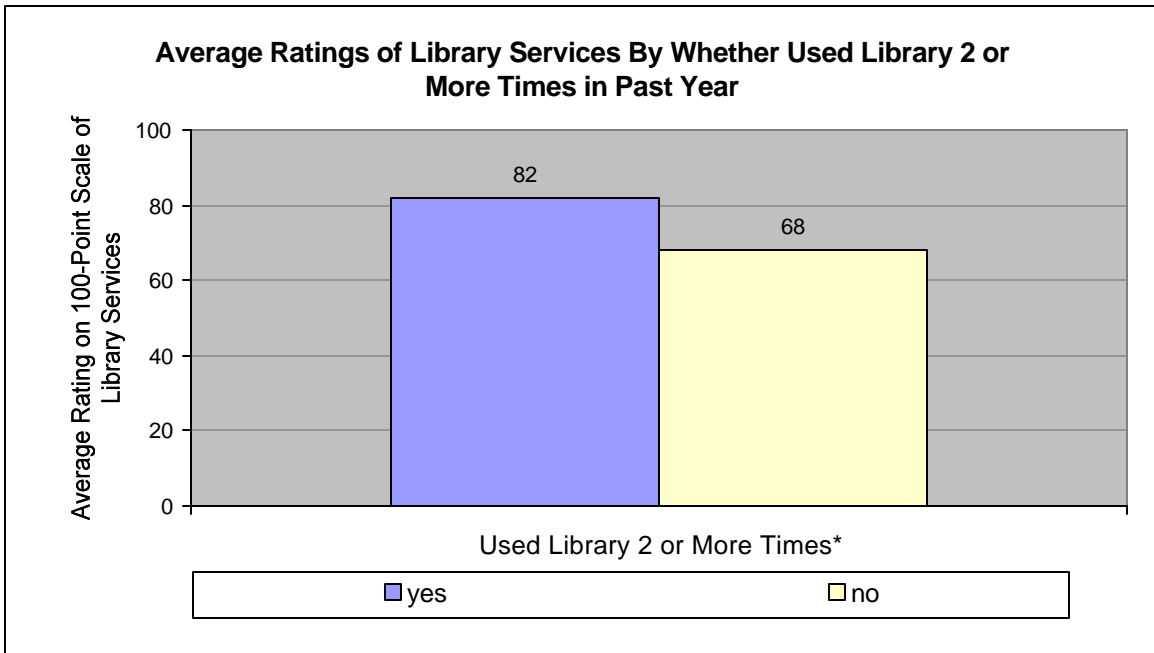
¥This comparison is from the 1997 Park District Survey. The question asked about "the job the Park District was doing", not specifically about parks and recreation programs.

§This is an average of the ratings given to elementary schools and the high school.

†Indicates service ratings that are statistically significantly higher than the national norm.

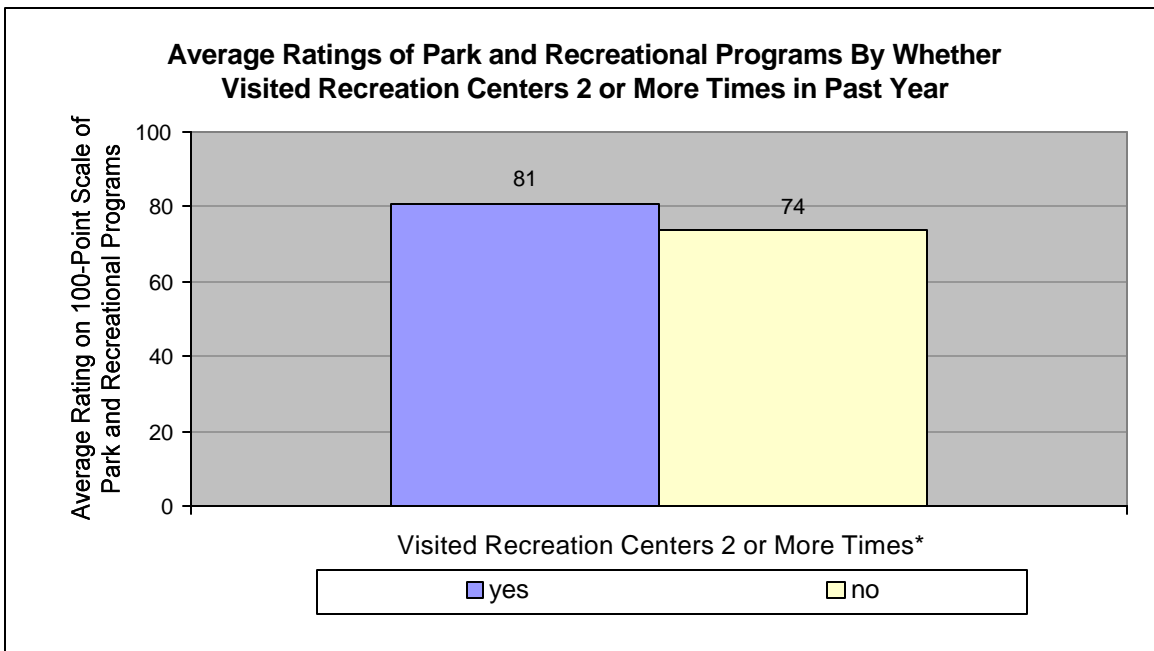
Services from Local Jurisdictions					
Residents of Oak Park also receive governmental services from several local jurisdictions other than the Village of Oak Park. They are the Township of Oak Park, the Park District, the Oak Park Library and the public elementary and high school districts. I'm now going to list a number of services provided by these entities. What about their . . .	Percent of Respondents				
	Excellent	Good	Fair	Poor	Total
library services	47%	47%	5%	1%	100%
parks and recreational programs	43%	50%	6%	1%	100%
public schools	36%	53%	8%	3%	100%
services to seniors	33%	58%	8%	1%	100%
services to youth	27%	57%	14%	2%	100%
mental health services	21%	62%	14%	3%	100%

Those who had used the Oak Park public libraries 2 or more times in the past year gave higher ratings on average to Oak Park’s library services than did those who had used the libraries less than 2 times in the past year.



**Differences between subgroups are statistically significant.*

Similarly, survey respondents who had visited the Oak Park Park District recreation centers 2 or more times in the past year viewed park and recreational programs more favorably than did those who had visited less than twice.



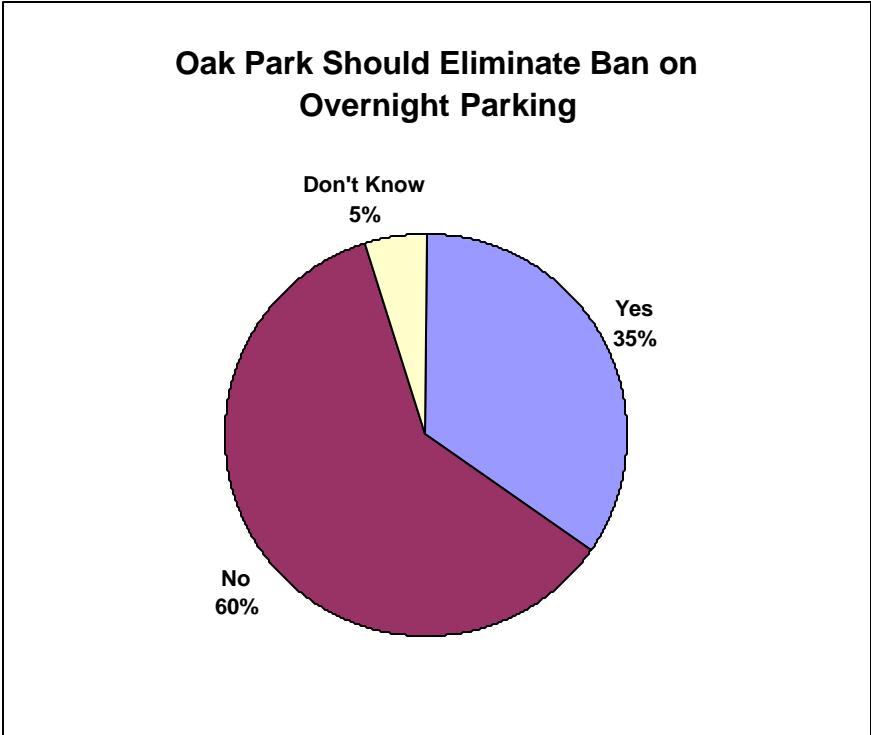
**Differences between subgroups are statistically significant.*

Issues Facing Oak Park

Several questions were included on the questionnaire that are of current, topical interest within the Village of Oak Park. These included items designed to elicit opinions about the overnight parking ban, diversity, and economic development.

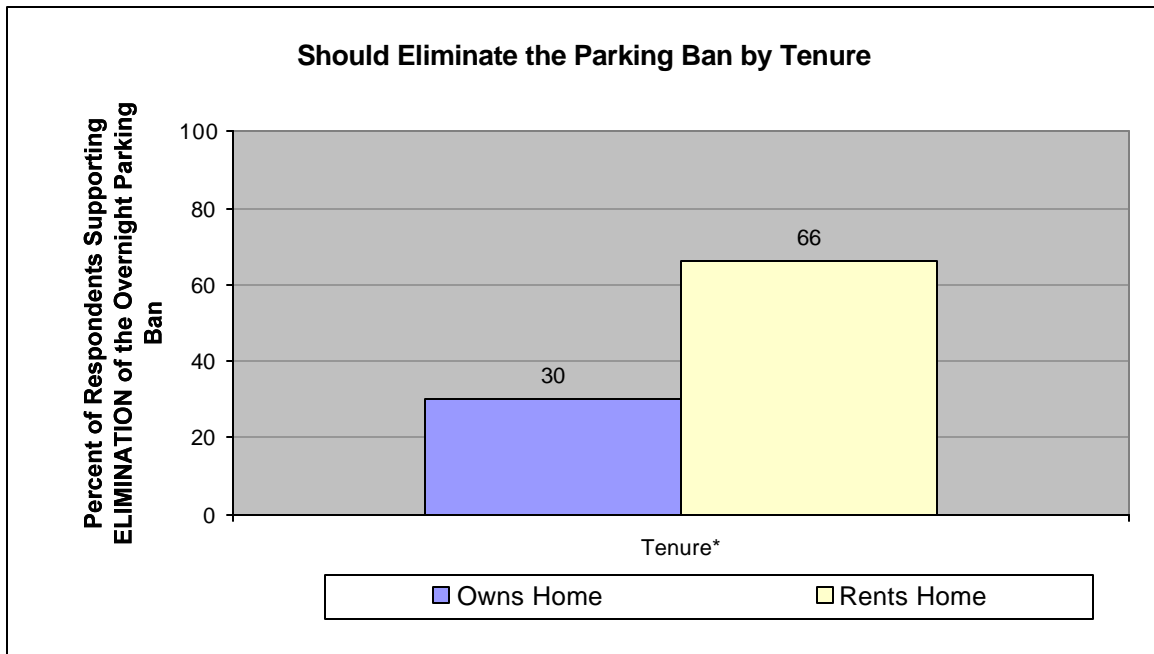
Overnight Parking Ban

Survey participants were asked whether they thought the Village of Oak Park should eliminate the current ban on overnight parking. Almost twice as many people supported continuing the ban on overnight parking as favored eliminating it. In 1988, 20% of respondents to the Community Survey favored eliminating the ban, 10% wanted to retain the ban, and 50% preferred to “modify” the ban.



Overnight Parking		
Currently vehicles cannot park on the streets in Oak Park between 2:30 am and 6:00 am except by permit in designated apartment areas or with a temporary pass. Do you think the Village of Oak Park should eliminate this ban on overnight parking?	Percent of Respondents	
	1988	2000
Yes, the ban should be eliminated	20%	35%
No, the ban should NOT be eliminated	30%	60%
Modify the ban	50%	---
Don't know / no preference	---	5%
TOTAL	100%	100%

There were large differences in opinions based on whether respondents owned or rented their residence. As shown in the graph below, two-thirds of renters supported elimination of the ban, while only a third of owners did so.



**Differences between subgroups are statistically significant.*

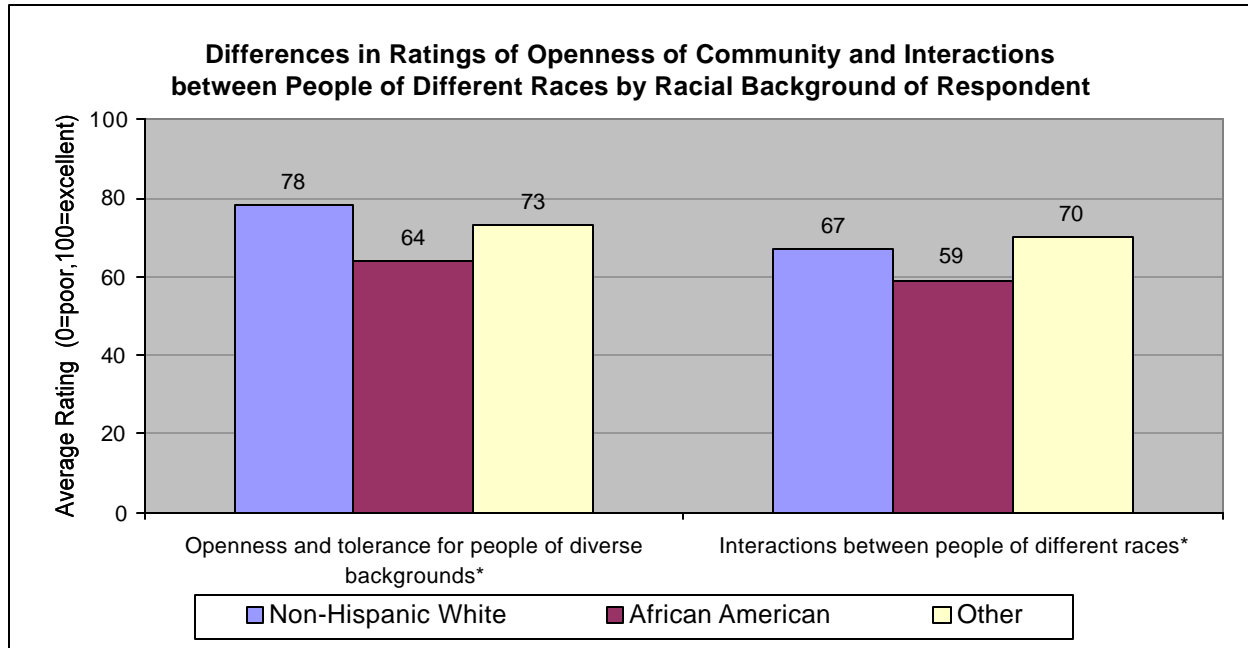
Other differences between demographic subgroups were also observed. These included:

- More than half of younger people (aged 44 or younger) supported elimination of the parking ban, while fewer than half of older people (aged 45 or older) supported elimination of the parking ban.
- A majority of African Americans supported elimination of the parking ban (59%) while less than half of Whites (40%) or people of “Other” races (44%) supported elimination of the parking ban.
- People who live in structures with 1 to 3 housing units were much less likely to support elimination of the parking ban (31%) compared to those who lived in structures with 4 or more housing units (61%).
- A majority of those who have lived in Oak Park for 5 years or less supported elimination of the ban, while a majority of those who have lived in Oak Park 6 or more years opposed elimination of the parking ban.

Additional information can be found in Appendix II.

Diversity

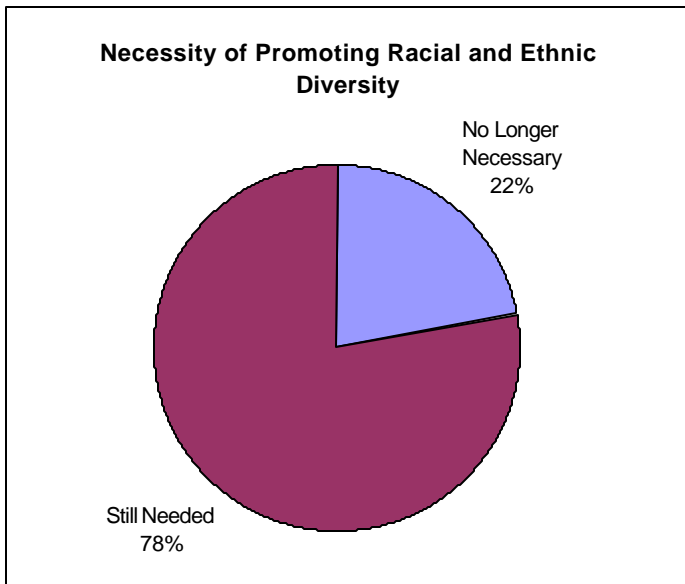
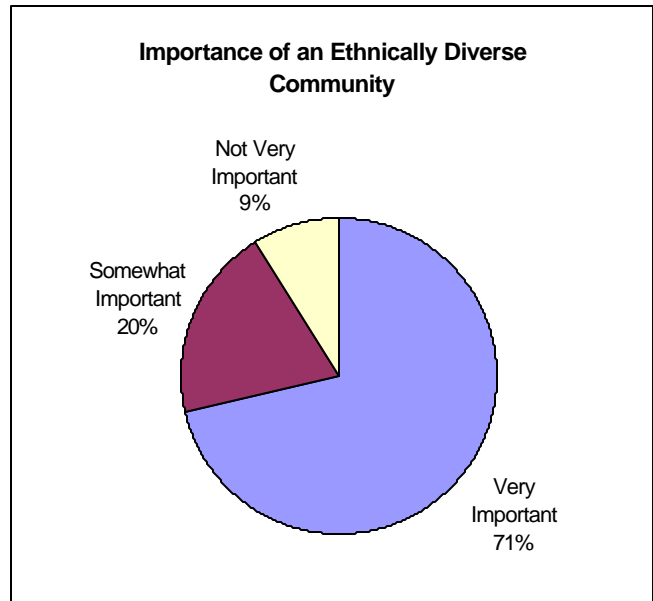
One of the distinctive features of Oak Park is its historic commitment to diversity. Resident viewpoints about the openness of the community towards people of diverse backgrounds, and their perceptions about interactions between people of different races were sought through the questionnaire. While these aspects of community life were generally rated favorably (see pages 13 and 14), differences by respondents' racial background were observed. African Americans gave lower ratings on average to these characteristics than did Non-Hispanic Whites or those of other racial backgrounds.



**Differences between subgroups are statistically significant.*

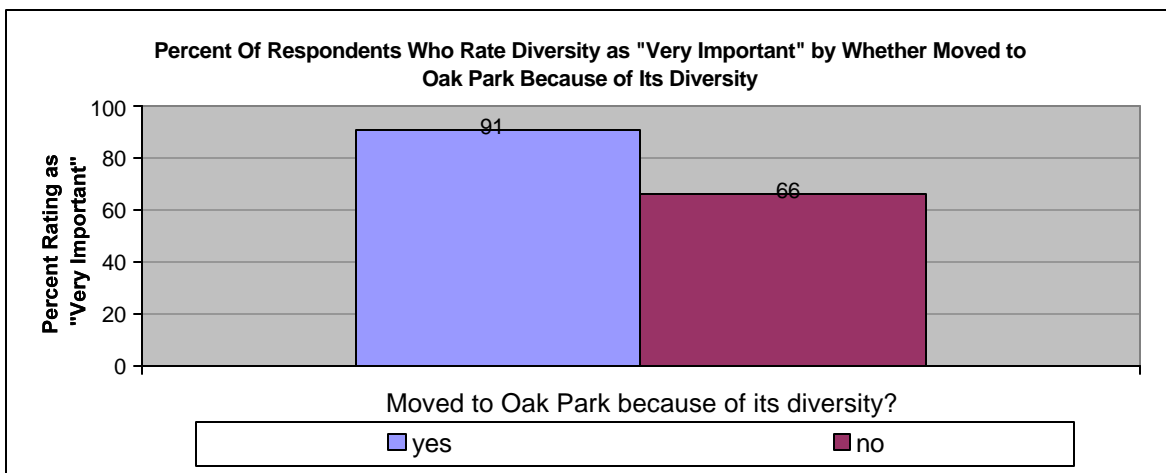
People of different racial and ethnic backgrounds give similar ratings, however, to the overall quality of life in the Village of Oak Park, and to the “sense of community” in Oak Park. (See Appendix II.)

Several questions addressed the issue of diversity in Oak Park. Overwhelmingly residents believe that an ethnically diverse community is very important (71%). This is an even greater proportion than in 1988, when 50% of respondents felt that it was “very important” to maintain an ethnically diverse community.



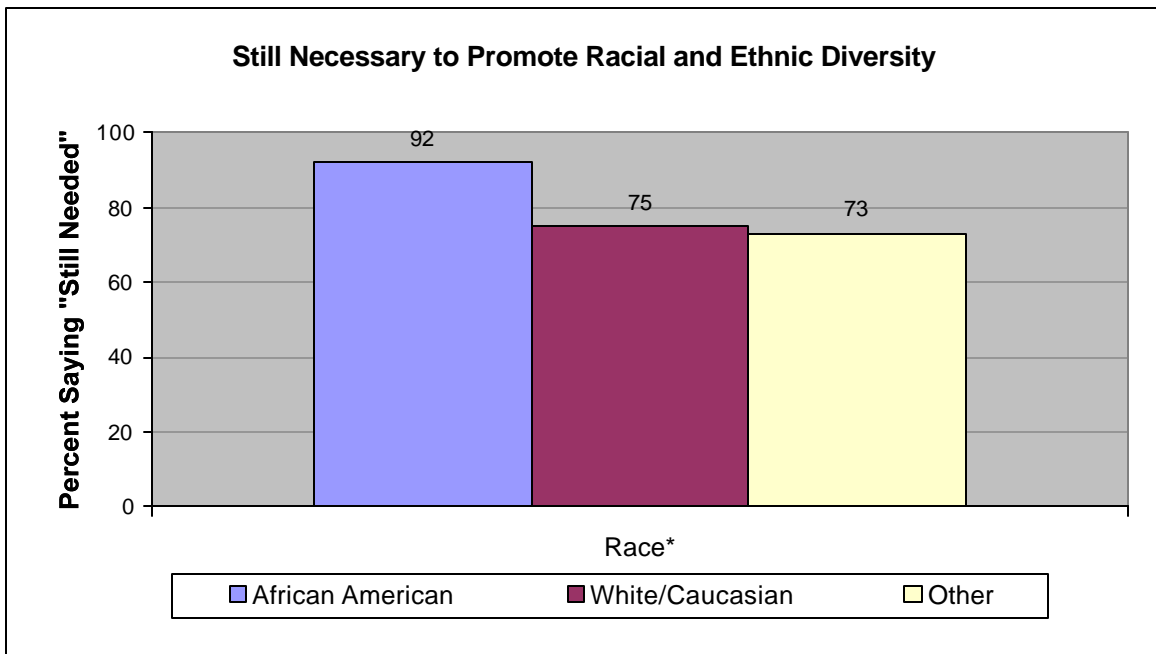
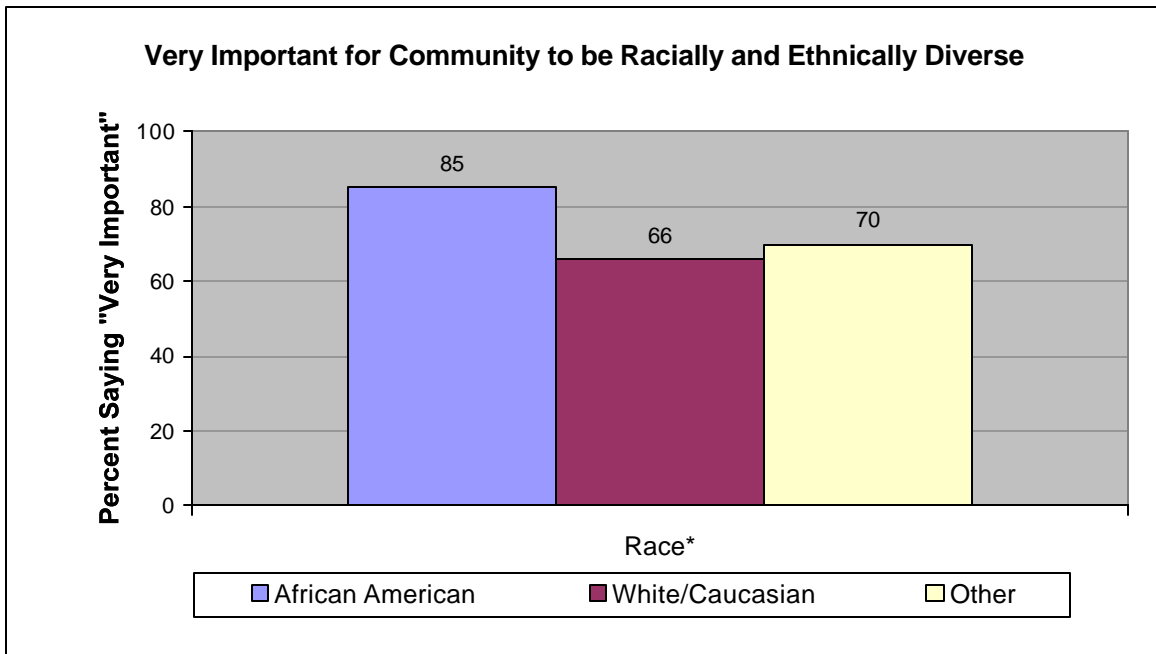
More than three-quarters of respondents consider it necessary to continue the promotion of racial and ethnic diversity in Oak Park. This, too, is a greater percentage than found in 1988, when 67% of respondents felt that promotion of diversity was still needed.

Almost all of those who had moved to Oak Park because of its diversity rated having a community that is racially and ethnically diverse as “very important”.



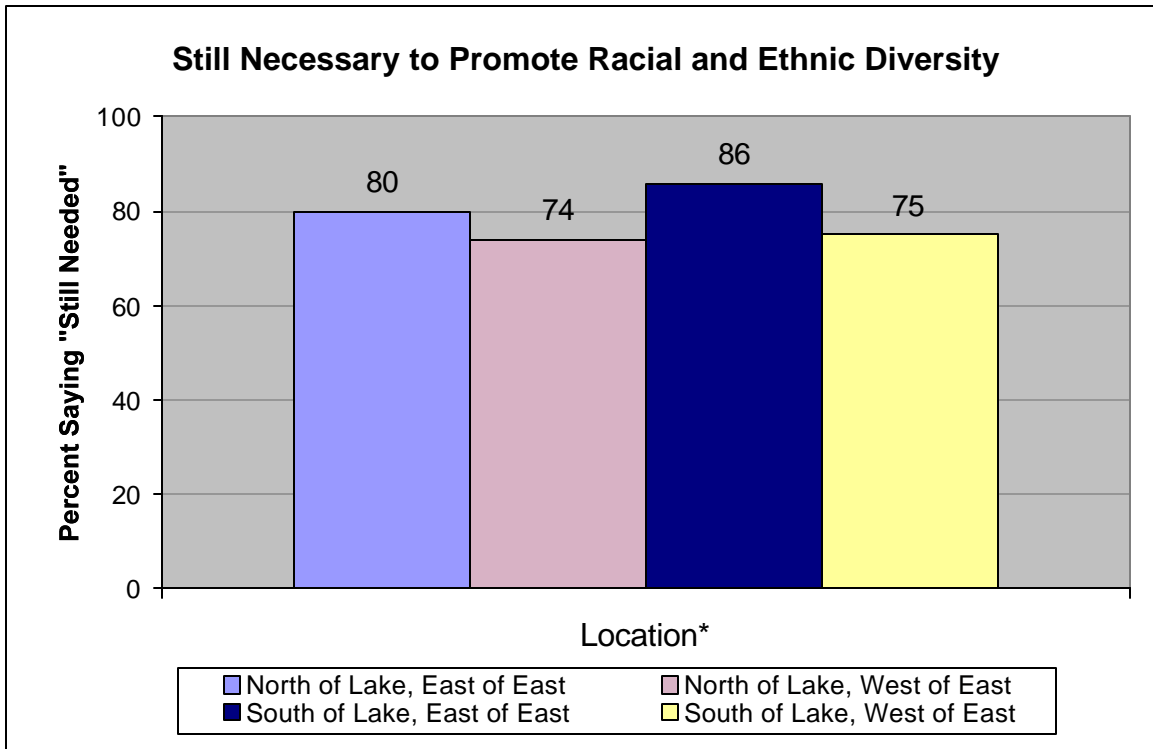
*Differences between subgroups are statistically significant.

While people of all racial backgrounds believe it is important to maintain an ethnically diverse community, and to continue to promote diversity, this sentiment is even stronger among people of Non-White racial backgrounds.



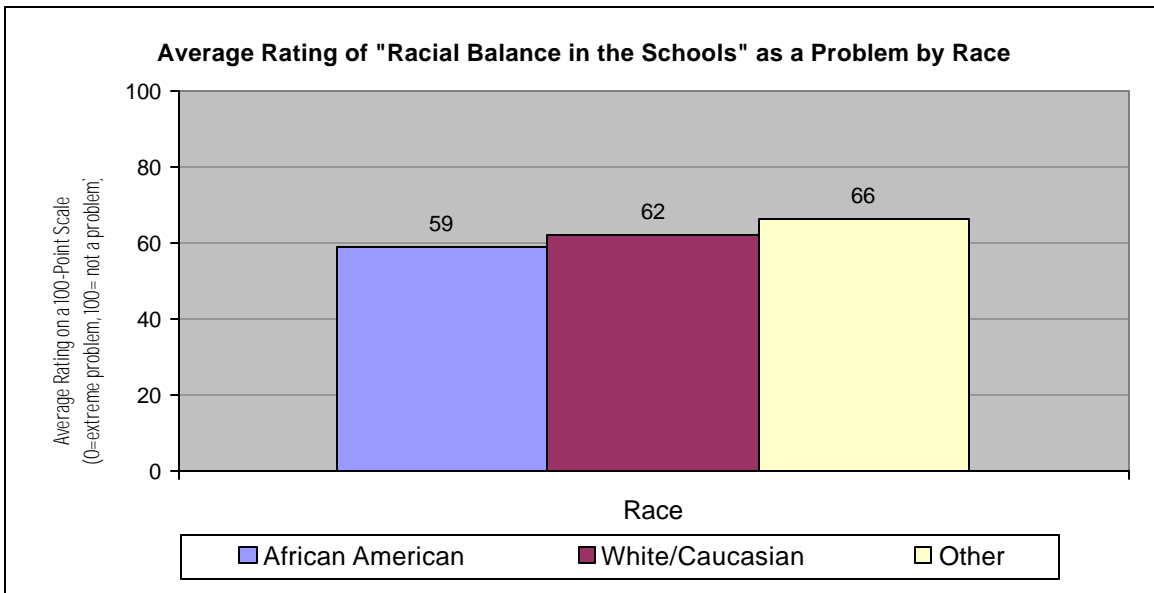
**Differences between subgroups are statistically significant.*

Those who live east of East Avenue were even more likely (80% or more) to say promoting racial and ethnic diversity was still needed than were those who lived west of East Avenue.



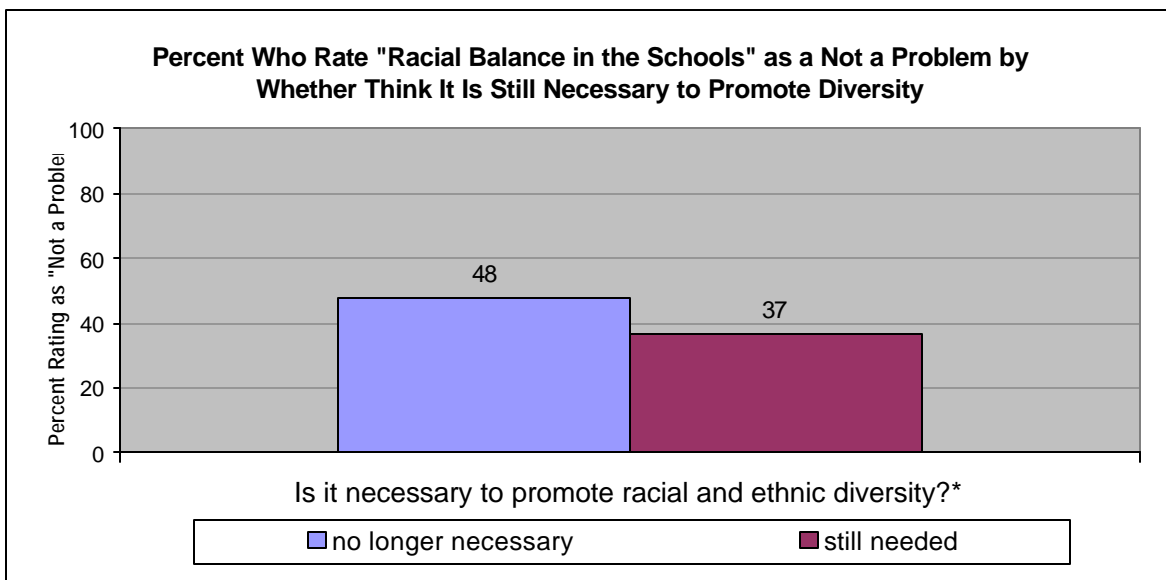
**Differences between subgroups are statistically significant.*

While African Americans were more likely to be in favor of continued promotion of diversity in Oak Park, and to rate it as very important, there were no statistically significant differences in the average ratings given to “racial balance in the schools” as a problem among people of different racial backgrounds.



Appendix II shows additional information on the average ratings given to “racial balance in the schools” as a problem by other demographic subgroups. Households with children age 12 or younger gave similar ratings as did households without children age 12 or younger. However, households with teenagers were slightly more likely to rate the racial balance in schools as a problem (56 on a 100-point scale) compared to households without teenagers (62 on a 100-point scale). Households with children or with teenagers were also more likely to feel that it is important to have a racially and ethnically diverse community.

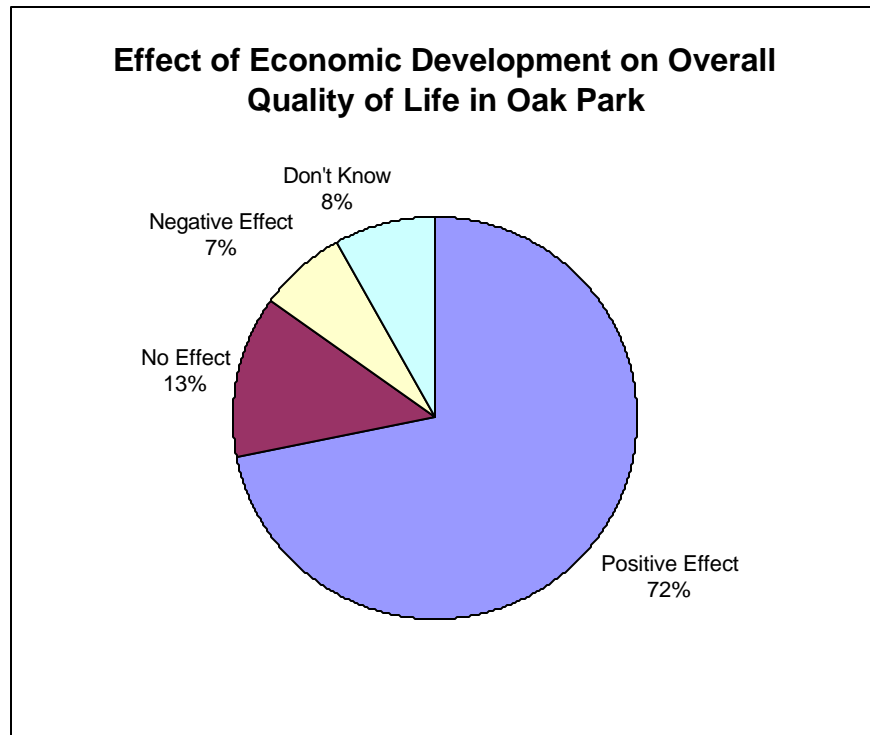
Those who think it is no longer necessary to promote racial and ethnic diversity in Oak Park were more likely to view racial balance in the schools as “not a problem”, compared to those who thought it was promoting diversity is still needed.



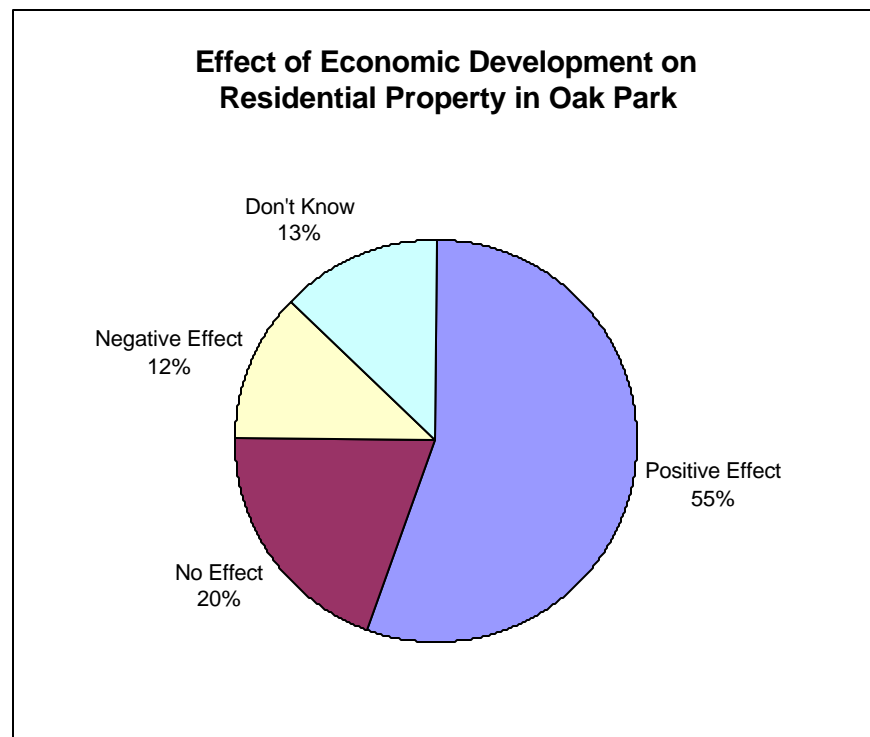
*Differences between subgroups are statistically significant.

Economic Development

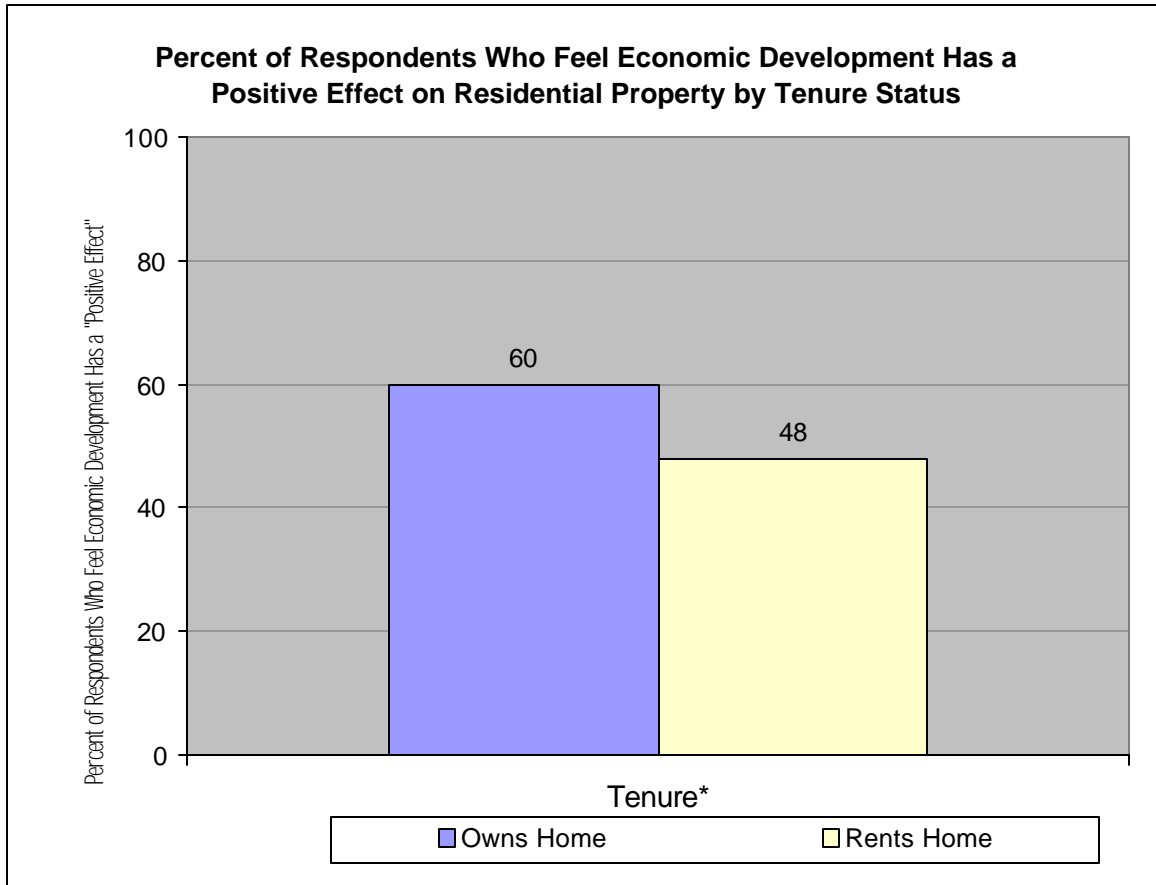
When asked what they felt the effect of economic development has been on the overall quality of life in Oak Park, close to three-quarters responded that the effect has been a positive one.



When asked about the effect of economic development on residential property, a majority felt positively about the impact.

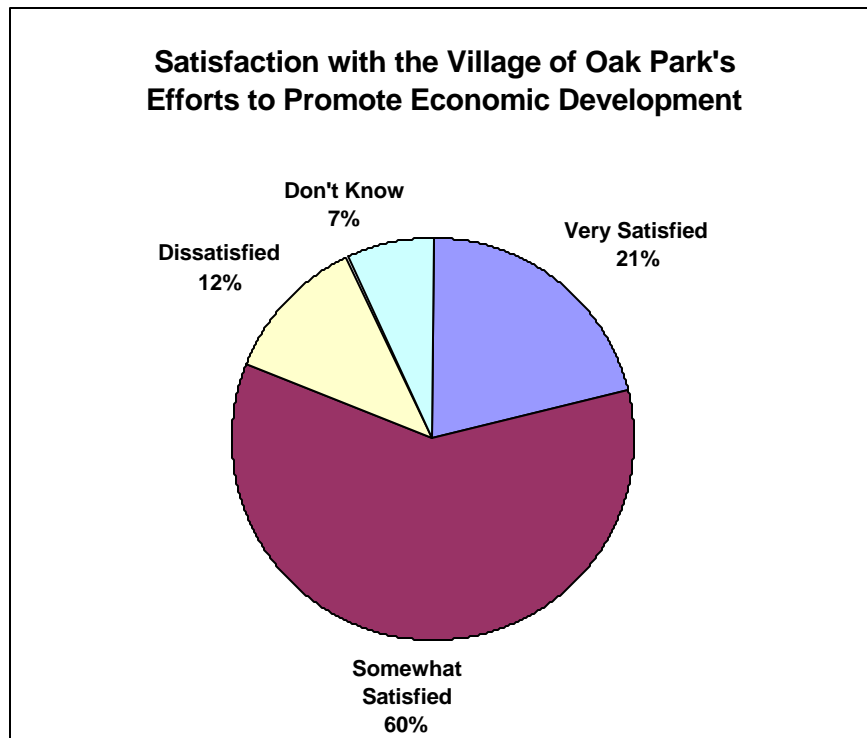


A majority of survey respondents who own their home consider the effect of economic development on residential property to be “positive”, compared to just under half of those who rent their home.

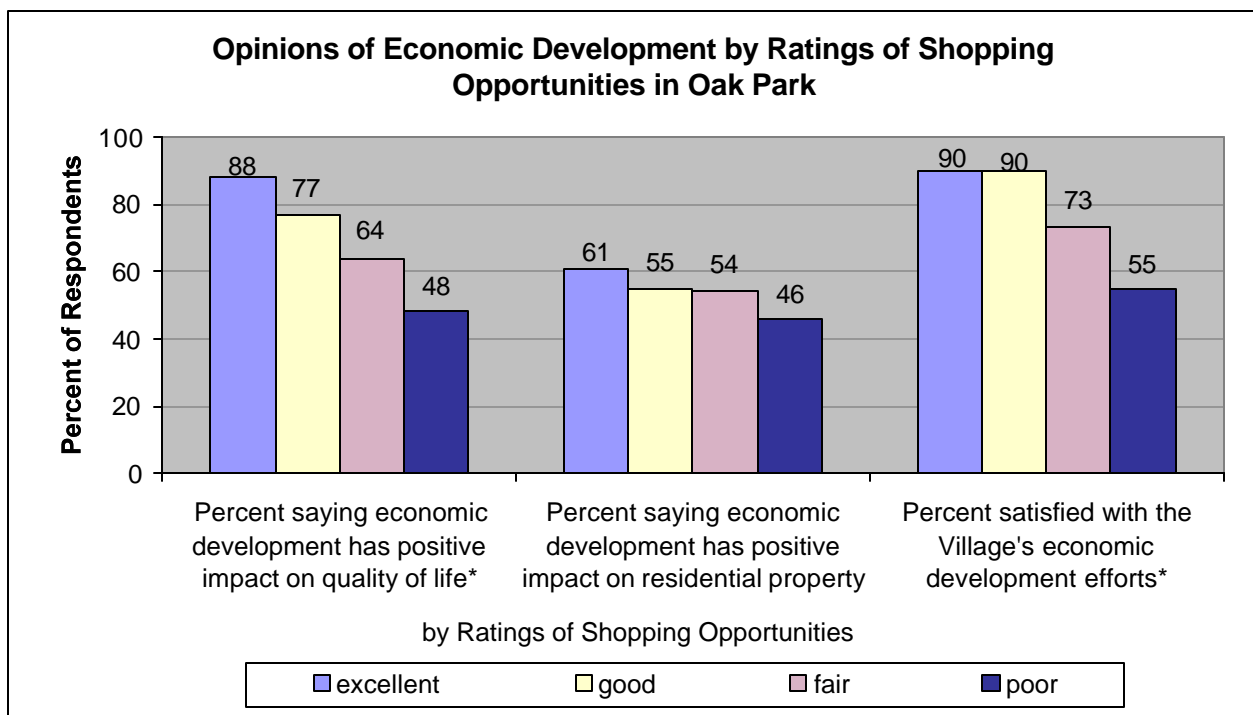


**Differences between subgroups are statistically significant.*

In general, residents are satisfied with the efforts of the Village of Oak Park to promote economic development.

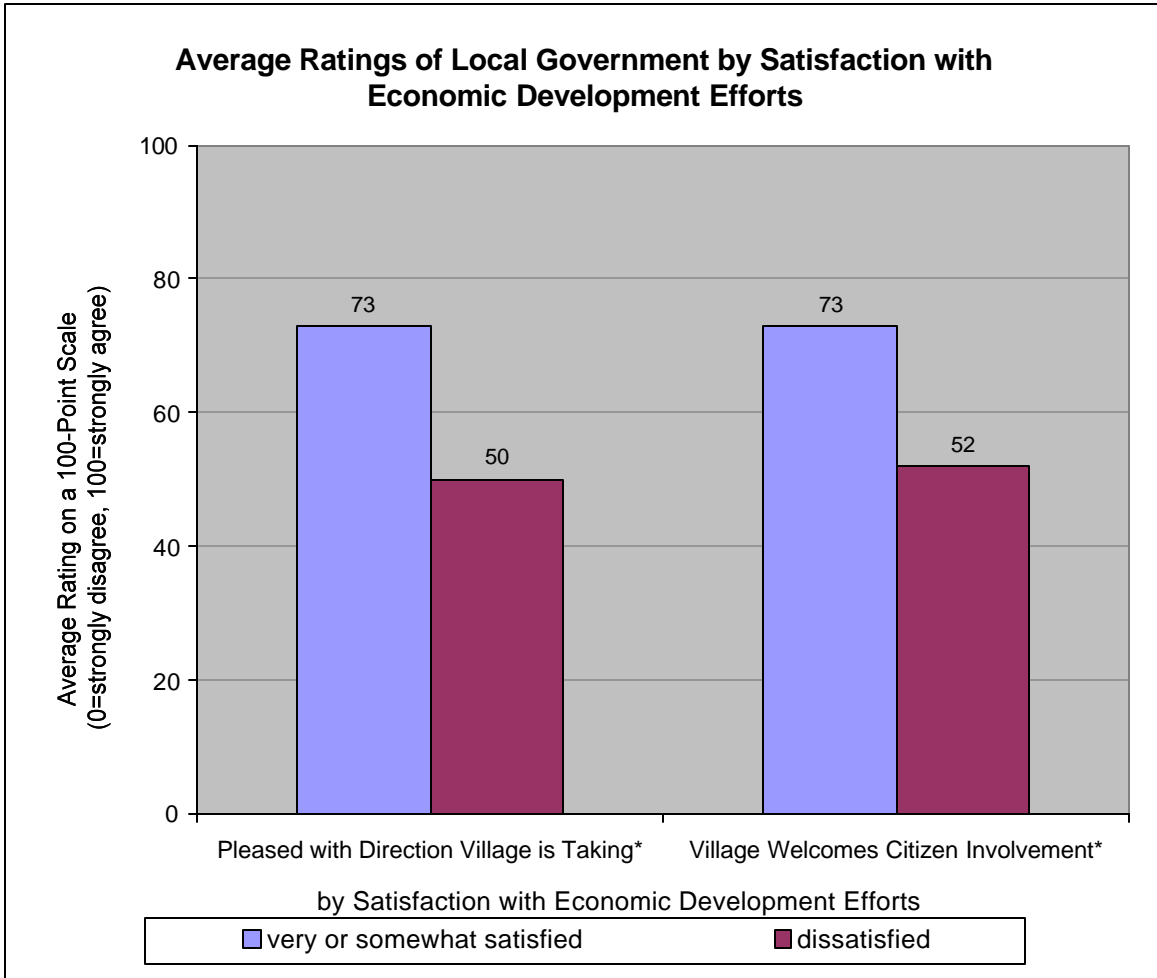


Ratings of shopping opportunities in Oak Park are correlated with opinions about economic development. Those who view positively the shopping available in Oak Park are also more likely to feel that economic development has a positive impact on quality of life, and to be satisfied with the Village's economic development efforts.



*Differences between subgroups are statistically significant.

Respondents who were “very” or “somewhat satisfied” with the Village’s economic development efforts were more likely to be pleased with the direction that the Village of Oak Park is taking, and to feel that the Village welcomes citizen involvement. Likewise, those “dissatisfied” with the Village’s economic development efforts were less likely to be pleased with the direction that the Village is taking, or to feel that the Village welcomes citizen involvement.



*Differences between subgroups are statistically significant.

Appendix I: Demographic Characteristics of the Survey Respondents

The tables in this section display the demographic characteristics of the survey respondents.

Location			
Do you live north or south of Lake Street?		Do you live east or west of East Avenue?	
Percent of respondents		Percent of respondents	
North	42%	East	45%
South	57%	West	52%

Type of Housing Unit	
What best describes your home? Is it a . . .	Percent of Respondents
one family house detached from any other houses	61%
a duplex or townhouse	6%
a building with two or three apartments	8%
a building with four or more apartments	23%
Other	2%
TOTAL	100%

Tenure	
Do you rent or own your home?	Percent of Respondents
Own	74%
Rent	25%
TOTAL	100%

Condominium		
Is this a condominium?	Percent of Respondents Who Live in a Structure with More Than One Housing Unit	Percent of All Respondents
Yes	28%	16%
No	71%	84%
TOTAL	100%	100 5

Children Under 12	
Do any children age 12 or younger live in your household?	Percent of Respondents...
Yes	42%
No	58%
TOTAL	100%

Teenagers	
Do any teenagers aged 13 to 18 live in your household?	Percent of Respondents...
Yes	26%
No	74%
TOTAL	100%

Seniors	
Are you or any members of your household aged 65 or older?	Percent of Respondents...
Yes	14%
No	86%
TOTAL	100%

Disability	
Does any member of your household have a long-term disability?	Percent of Respondents
Yes	7%
No	92%
TOTAL	100%

Education	
What is the highest degree or level of school you have completed?	Percent of Respondents
12th grade or less, no diploma	2%
high school graduate	6%
some college, no degree	14%
associate degree (AA, AS)	8%
bachelor's degree (BA, AB, BS)	29%
graduate or professional degree	40%
TOTAL	100%

Household Income	
How much do you anticipate your household's total income before taxes will be for 2000?	Percent of Respondents
less than \$14,999	4%
\$15,000 to less than \$25,000	3%
\$25,000 to less than \$35,000	5%
\$35,000 to less than \$50,000	9%
\$50,000 to less than \$75,000	15%
\$75,000 to less than \$100,000	14%
\$100,000 or more	28%
TOTAL	100%

Race	
What is your race?	Percent of Respondents*
American Indian or Alaskan native	1%
Asian or Pacific Islander	3%
Black or African American	16%
White/Caucasian	75%
Other	3%

**Percents add to more than 100%, as respondents could give more than one answer.*

Hispanic Origin	
Are you Spanish/Hispanic/Latino?	Percent of Respondents...
Yes	3%
No	96%
TOTAL	100%

Age	
In which category is your age?	Percent of Respondents
18-24 years	3%
25-34 years	17%
35-44 years	28%
45-54 years	29%
55-64 years	11%
65 years or older	11%
TOTAL	100%

Gender	
Sex	Percent of Respondents...
Male	40%
Female	60%
TOTAL	100%

Appendix II: Survey Results By Demographic Subgroups

The following pages contain breakdowns of the survey results by demographic subgroups. Where differences between subgroups are statistically significant, they are shaded grey.

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Overall, how would you describe the quality of life in the Village of Oak Park?	73	78	77	80	78	78	80	76	79	76	76	79	76	78
How do you rate the overall quality of your neighborhood?	67	71	77	75	74	72	76	70	75	70	66	82	66	75
How do you rate Oak Park as a place to raise children?	81	79	82	84	78	82	82	78	82	78	81	82	77	81
How do you rate Oak Park as a place to retire?	70	62	54	74	59	64	59	66	60	64	57	66	60	63

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Overall, how would you describe the quality of life in the Village of Oak Park?	75	79	77	74	80
How do you rate the overall quality of your neighborhood?	69	75	68	69	75
How do you rate Oak Park as a place to raise children?	84	80	79	80	81
How do you rate Oak Park as a place to retire?	68	60	66	62	62

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Overall, how would you describe the quality of life in the Village of Oak Park?	78	78	74	78	78	78	74	78
How do you rate the overall quality of your neighborhood?	71	74	75	73	74	73	63	74
How do you rate Oak Park as a place to raise children?	82	80	85	79	81	80	78	81
How do you rate Oak Park as a place to retire?	60	63	52	63	69	60	63	62

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Overall, how would you describe the quality of life in the Village of Oak Park?	80	79	74	76	80	82	81	76	79	75	80	79
How do you rate the overall quality of your neighborhood?	75	66	68	72	70	77	78	69	72	73	76	76
How do you rate Oak Park as a place to raise children?	84	76	74	81	83	82	82	77	80	82	82	81
How do you rate Oak Park as a place to retire?	74	73	56	72	61	63	60	61	68	59	58	62

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Sense of community	70	70	71	73	69	72	73	69	74	67	72	73	68	72
Overall appearance	79	77	77	77	76	78	77	78	77	79	76	80	76	77
Shopping opportunities	63	58	51	48	55	55	52	59	53	59	51	58	55	56
Access to buildings and services to individuals with disabilities	54	59	61	66	62	60	64	56	61	60	60	62	57	62
Quality of Cable television service	67	51	48	58	49	55	52	53	51	54	48	48	54	53
Interactions between people of different races	63	64	67	68	66	65	67	64	68	62	65	66	63	67
Openness and acceptance of the community towards people of diverse backgrounds	64	75	77	72	76	73	77	71	77	69	73	74	73	75

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Sense of community	68	72	73	69	72
Overall appearance	77	78	77	76	78
Shopping opportunities	52	56	58	51	57
Access to buildings and services to individuals with disabilities	60	61	65	61	60
Quality of Cable television service	51	54	46	53	52
Interactions between people of different races	59	67	70	66	65
Openness and acceptance of the community towards people of diverse backgrounds	64	78	73	71	76

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Sense of community	72	71	72	71	72	71	66	71
Overall appearance	77	78	75	78	75	78	80	77
Shopping opportunities	56	55	45	57	49	57	42	56
Access to buildings and services to individuals with disabilities	63	60	59	60	64	59	53	61
Quality of Cable television service	53	52	53	52	54	52	43	53
Interactions between people of different races	67	65	61	66	67	65	66	65
Openness and acceptance of the community towards people of diverse backgrounds	77	73	71	75	72	74	74	74

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Sense of community	68	64	77	72	69	76	74	69	68	68	74	75
Overall appearance	82	74	83	78	78	76	80	78	79	76	80	75
Shopping opportunities	51	59	58	54	61	60	54	64	58	55	48	49
Access to buildings and services to individuals with disabilities	49	66	59	63	58	58	62	57	60	59	62	63
Quality of Cable television service	62	61	47	58	54	52	49	54	55	51	47	52
Interactions between people of different races	68	61	63	65	65	67	69	63	65	65	63	69
Openness and acceptance of the community towards people of diverse backgrounds	72	64	71	73	75	79	78	73	74	73	72	76

Percent Feeling Unsafe

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
how safe from - Violent crimes such as rape and robbery	0	13	9	11	8	13	9	13	9	13	15	7	11	13
how safe from - Property crimes such as burglary and theft	13	22	17	26	18	23	22	19	22	18	32	16	16	23
how safe from - Fires	0	7	4	6	5	6	6	5	4	7	5	2	7	7

Percent Feeling Unsafe

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
how safe from - Violent crimes such as rape and robbery	6	13	8	13	10
how safe from - Property crimes such as burglary and theft	17	22	18	25	19
how safe from - Fires	7	5	3	8	4

Percent Feeling Unsafe

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
how safe from - Violent crimes such as rape and robbery	11	11	11	11	12	11	16	11
how safe from - Property crimes such as burglary and theft	24	20	24	21	24	20	25	21
how safe from - Fires	6	5	8	5	7	5	8	5

Percent Feeling Unsafe

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
how safe from - Violent crimes such as rape and robbery	9	16	16	7	8	8	10	12	10	13	9	11
how safe from - Property crimes such as burglary and theft	27	14	19	22	20	20	18	17	22	21	27	20
how safe from - Fires	11	9	9	3	2	3	4	7	5	9	2	5

Average Rating on a 100-point scale (0=extreme problem, 100=not a problem)

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Traffic in Oak Park	52	47	42	49	47	46	44	49	42	52	46	43	51	43
Crime	74	65	61	65	66	63	62	67	62	69	61	64	65	64
Graffiti	79	69	70	66	69	70	69	70	67	74	69	68	69	70
Run down houses and buildings	76	66	68	68	67	68	66	69	64	72	66	69	65	68
Noise	59	59	58	65	59	60	60	60	58	63	59	62	59	59
Parking	12	21	25	37	25	23	32	16	28	18	28	25	22	20
Use of tobacco by youth	52	55	48	53	55	51	50	56	49	59	46	46	56	56
Racial balance in the schools	68	64	58	57	61	62	60	65	58	69	58	61	60	65

Average Rating on a 100-point scale (0=extreme problem, 100=not a problem)

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Traffic in Oak Park	54	43	50	51	44
Crime	72	61	70	66	64
Graffiti	74	67	75	72	68
Run down houses and buildings	71	66	70	70	66
Noise	65	58	66	62	59
Parking	24	24	25	25	23
Use of tobacco by youth	55	52	50	55	52
Racial balance in the schools	59	62	66	64	61

Average Rating on a 100-point scale (0=extreme problem, 100=not a problem)

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Traffic in Oak Park	49	45	44	46	48	45	43	46
Crime	64	65	63	64	64	65	60	65
Graffiti	69	70	67	70	68	70	70	70
Run down houses and buildings	66	68	67	68	68	68	72	67
Noise	60	60	60	60	64	59	59	60
Parking	29	22	22	24	33	22	21	24
Use of tobacco by youth	52	53	48	54	50	53	46	53
Racial balance in the schools	64	61	56	62	56	63	53	63

Average Rating on a 100-point scale (0=extreme problem, 100=not a problem)

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Traffic in Oak Park	48	57	45	48	47	42	43	48	52	41	44	43
Crime	68	66	66	67	67	68	61	66	69	62	63	61
Graffiti	79	72	69	69	68	72	68	71	72	66	69	68
Run down houses and buildings	81	63	73	66	68	65	65	69	68	65	68	66
Noise	60	55	58	60	63	57	59	58	63	52	64	61
Parking	23	16	7	22	21	29	30	20	23	23	26	29
Use of tobacco by youth	65	54	46	58	55	50	49	59	58	51	48	47
Racial balance in the schools	76	62	68	60	59	59	60	67	68	60	58	56

Frequency of Use

Frequency of Use	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Used the Oak Park public libraries														
once or never	62%	25%	18%	37%	30%	25%	22%	33%	21%	36%	16%	27%	28%	29%
Twice	8%	6%	7%	3%	4%	7%	6%	6%	5%	7%	3%	5%	10%	6%
3 to 12 times	25%	38%	35%	18%	29%	37%	32%	36%	33%	33%	37%	31%	32%	36%
13 to 26 times	0%	13%	17%	14%	13%	13%	17%	8%	17%	6%	19%	15%	12%	10%
more than 26 times	2%	18%	24%	27%	24%	17%	22%	18%	23%	17%	24%	22%	17%	20%
don't know	2%	0%	0%	2%	1%	0%	1%	0%	1%	0%	1%	1%	1%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Used the Oak Park Park District recreation centers														
once or never	52%	44%	48%	67%	43%	54%	41%	58%	45%	56%	38%	57%	44%	50%
Twice	10%	5%	6%	4%	7%	4%	5%	6%	6%	5%	4%	4%	9%	5%
3 to 12 times	21%	23%	20%	10%	25%	16%	22%	17%	21%	19%	26%	14%	21%	22%
13 to 26 times	0%	11%	9%	3%	8%	9%	11%	7%	10%	7%	10%	9%	10%	8%
more than 26 times	17%	17%	15%	14%	16%	16%	19%	12%	18%	12%	20%	16%	15%	14%
don't know	0%	1%	1%	2%	1%	0%	1%	1%	1%	1%	2%	1%	1%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Frequency of Use	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Watched a Village Board meeting, other public meeting or program about village matters on Cable television														
once or never	88%	77%	70%	63%	73%	74%	70%	78%	68%	82%	72%	65%	73%	80%
twice	0%	7%	7%	9%	6%	7%	9%	4%	8%	5%	6%	11%	7%	4%
3 to 12 times	6%	12%	17%	22%	14%	15%	15%	13%	17%	10%	13%	19%	13%	12%
13 to 26 times	0%	1%	1%	2%	2%	1%	2%	1%	2%	1%	4%	1%	2%	1%
more than 26 times	6%	1%	3%	1%	3%	1%	2%	3%	2%	2%	4%	3%	3%	1%
don't know	0%	1%	2%	4%	2%	2%	3%	1%	2%	1%	2%	1%	3%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Purchased an item other than food or groceries in Oak Park														
once or never	2%	8%	9%	20%	11%	9%	10%	9%	9%	10%	9%	10%	8%	11%
twice	0%	5%	3%	6%	5%	4%	4%	5%	3%	7%	8%	2%	3%	5%
3 to 12 times	19%	33%	24%	30%	26%	32%	28%	31%	29%	30%	24%	21%	34%	33%
13 to 26 times	25%	14%	22%	14%	18%	16%	17%	16%	18%	15%	14%	21%	14%	17%
more than 26 times	54%	38%	41%	26%	38%	38%	39%	36%	40%	35%	41%	45%	38%	31%
don't know	0%	2%	0%	5%	2%	2%	1%	2%	1%	3%	4%	1%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Frequency of Use	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Made a purchase over the Internet														
once or never	38%	41%	47%	82%	39%	57%	45%	53%	46%	54%	51%	42%	47%	49%
twice	6%	7%	8%	2%	7%	6%	6%	7%	7%	7%	3%	7%	8%	8%
3 to 12 times	11%	30%	27%	9%	27%	22%	28%	21%	28%	20%	27%	29%	26%	21%
13 to 26 times	24%	12%	10%	3%	16%	6%	10%	11%	10%	11%	10%	11%	12%	11%
more than 26 times	18%	9%	8%	0%	9%	7%	9%	7%	8%	7%	9%	12%	4%	8%
don't know	2%	2%	0%	4%	2%	1%	1%	2%	1%	2%	0%	0%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Frequency of Use

Frequency of Use	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Used the Oak Park public libraries					
once or never	26%	27%	34%	35%	24%
twice	5%	7%	2%	7%	6%
3 to 12 times	36%	33%	33%	33%	34%
13 to 26 times	16%	13%	5%	9%	15%
more than 26 times	17%	20%	26%	16%	22%
don't know	0%	1%	0%	1%	0%
Total	100%	100%	100%	100%	100%
Used the Oak Park Park District recreation centers					
once or never	48%	49%	54%	54%	47%
twice	5%	6%	5%	5%	5%
3 to 12 times	21%	20%	17%	15%	22%
13 to 26 times	12%	8%	7%	10%	8%
more than 26 times	15%	16%	16%	14%	16%
don't know	0%	1%	1%	1%	1%
Total	100%	100%	100%	100%	100%

Frequency of Use	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Watched a Village Board meeting, other public meeting or program about village matters on Cable television					
once or never	66%	76%	81%	68%	77%
twice	10%	5%	6%	7%	6%
3 to 12 times	15%	15%	10%	17%	13%
13 to 26 times	3%	1%	0%	2%	1%
more than 26 times	6%	1%	1%	3%	1%
don't know	0%	2%	2%	3%	1%
Total	100%	100%	100%	100%	100%
Purchased an item other than food or groceries in Oak Park					
once or never	12%	8%	12%	15%	7%
twice	5%	4%	8%	7%	3%
3 to 12 times	30%	30%	29%	25%	31%
13 to 26 times	9%	20%	15%	11%	19%
more than 26 times	41%	37%	33%	38%	38%
don't know	2%	1%	4%	3%	1%
Total	100%	100%	100%	100%	100%

Frequency of Use	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Made a purchase over the Internet					
once or never	66%	43%	48%	64%	41%
twice	4%	8%	6%	5%	7%
3 to 12 times	16%	28%	17%	12%	30%
13 to 26 times	5%	13%	6%	8%	12%
more than 26 times	8%	7%	18%	9%	7%
don't know	0%	1%	6%	2%	2%
Total	100%	100%	100%	100%	100%

Frequency of Use

Frequency of Use	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Used the Oak Park public libraries								
once or never	11%	33%	8%	31%	34%	25%	38%	26%
twice	5%	6%	4%	6%	4%	6%	12%	5%
3 to 12 times	37%	32%	31%	34%	22%	36%	15%	35%
13 to 26 times	26%	8%	24%	11%	15%	13%	7%	13%
more than 26 times	21%	20%	32%	18%	24%	19%	28%	20%
don't know	1%	1%	1%	0%	1%	0%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Used the Oak Park Park District recreation centers								
once or never	16%	62%	32%	53%	63%	46%	52%	49%
twice	3%	6%	5%	6%	4%	6%	8%	5%
3 to 12 times	28%	17%	21%	20%	14%	21%	21%	19%
13 to 26 times	17%	6%	20%	7%	6%	10%	14%	9%
more than 26 times	36%	8%	22%	14%	12%	17%	6%	17%
don't know	0%	1%	0%	1%	1%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Frequency of Use	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Watched a Village Board meeting, other public meeting or program about village matters on Cable television								
once or never	74%	73%	70%	74%	61%	76%	73%	74%
twice	5%	7%	8%	7%	10%	6%	7%	7%
3 to 12 times	13%	15%	16%	14%	21%	13%	10%	15%
13 to 26 times	3%	1%	2%	2%	3%	1%	2%	1%
more than 26 times	3%	2%	3%	2%	2%	2%	5%	2%
don't know	1%	2%	1%	2%	4%	1%	4%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Purchased an item other than food or groceries in Oak Park								
once or never	8%	10%	9%	10%	19%	7%	14%	9%
twice	6%	4%	2%	5%	6%	4%	8%	4%
3 to 12 times	24%	32%	29%	30%	30%	30%	33%	29%
13 to 26 times	16%	17%	14%	17%	13%	18%	9%	17%
more than 26 times	46%	35%	46%	36%	28%	40%	36%	38%
don't know	1%	2%	0%	2%	5%	1%	0%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Frequency of Use	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Made a purchase over the Internet								
once or never	38%	53%	47%	48%	74%	42%	68%	48%
twice	6%	7%	7%	7%	5%	7%	9%	6%
3 to 12 times	29%	23%	28%	24%	11%	28%	15%	25%
13 to 26 times	14%	9%	8%	11%	3%	12%	5%	11%
more than 26 times	12%	7%	8%	8%	3%	9%	3%	8%
don't know	0%	2%	2%	2%	3%	1%	0%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Frequency of Use

Frequency of Use	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Used the Oak Park public libraries												
once or never	43%	40%	35%	25%	23%	17%	27%	38%	24%	21%	19%	26%
twice	15%	7%	7%	2%	7%	8%	4%	8%	4%	10%	4%	5%
3 to 12 times	26%	29%	25%	40%	42%	27%	33%	27%	40%	39%	32%	32%
13 to 26 times	6%	5%	20%	9%	7%	23%	17%	10%	10%	15%	21%	13%
more than 26 times	11%	19%	13%	24%	22%	24%	19%	17%	22%	15%	24%	23%
don't know	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Used the Oak Park Park District recreation centers												
once or never	89%	46%	42%	59%	46%	35%	43%	55%	42%	42%	42%	57%
twice	0%	0%	14%	8%	4%	7%	4%	3%	4%	9%	8%	6%
3 to 12 times	5%	25%	11%	20%	22%	26%	22%	20%	25%	15%	23%	17%
13 to 26 times	2%	9%	16%	2%	9%	7%	11%	9%	9%	10%	12%	7%
more than 26 times	4%	15%	15%	9%	20%	24%	19%	13%	20%	22%	16%	12%
don't know	0%	5%	1%	2%	0%	0%	1%	1%	0%	2%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Watched a Village Board meeting, other public meeting or program about village matters on Cable television												
once or never	79%	73%	84%	75%	78%	69%	69%	84%	78%	72%	66%	65%
Twice	0%	13%	0%	6%	4%	6%	12%	4%	3%	11%	12%	8%
3 to 12 times	15%	6%	12%	13%	15%	17%	15%	9%	14%	8%	20%	19%
13 to 26 times	3%	0%	0%	0%	0%	7%	1%	1%	1%	1%	2%	2%
more than 26 times	0%	8%	2%	4%	2%	0%	1%	2%	4%	3%	1%	2%
don't know	3%	0%	1%	2%	0%	1%	2%	0%	1%	4%	1%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Frequency of Use	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Purchased an item other than food or groceries in Oak Park												
once or never	28%	15%	5%	12%	2%	3%	8%	9%	8%	6%	8%	13%
twice	3%	0%	10%	8%	3%	2%	2%	5%	2%	6%	6%	4%
3 to 12 times	29%	34%	35%	38%	38%	25%	23%	35%	36%	21%	23%	27%
13 to 26 times	12%	14%	12%	12%	23%	25%	17%	18%	15%	19%	18%	15%
more than 26 times	23%	38%	36%	27%	34%	45%	50%	32%	39%	44%	45%	36%
don't know	6%	0%	1%	3%	1%	0%	1%	0%	0%	4%	1%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Made a purchase over the Internet												
once or never	78%	76%	70%	58%	44%	28%	33%	43%	36%	44%	56%	63%
twice	0%	8%	6%	11%	8%	5%	8%	8%	5%	6%	6%	8%
3 to 12 times	6%	0%	13%	19%	29%	31%	32%	28%	27%	31%	22%	16%
13 to 26 times	2%	16%	8%	6%	12%	22%	12%	12%	15%	10%	8%	7%
more than 26 times	14%	0%	3%	3%	6%	11%	15%	8%	15%	8%	7%	3%
don't know	0%	0%	0%	3%	2%	3%	0%	0%	3%	2%	0%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Police department services	79	72	75	75	71	75	75	72	76	70	74	76	72	74
Crime prevention services	75	63	66	72	63	68	67	64	65	66	65	66	65	66
Enforcement of traffic laws	61	63	60	61	59	64	60	63	61	64	61	64	64	59
Fire services	83	78	82	83	80	80	81	79	82	77	80	85	76	81
Emergency medical services/ambulances	84	77	83	83	80	80	82	78	82	76	79	83	77	81
Garbage collection	69	70	71	76	70	72	73	70	72	71	72	75	72	69
Recycling	68	68	73	74	70	70	74	65	72	67	74	71	69	68
Water and sewer services	70	67	69	75	70	67	70	67	69	68	68	70	67	68
Street repairs	60	57	60	63	57	60	57	61	57	62	53	56	62	61
Street cleaning	75	68	72	72	70	70	72	68	71	69	70	70	70	70
Snow removal	62	61	60	65	62	61	63	59	61	62	63	61	60	61
Street lighting	65	63	68	69	65	65	69	62	66	65	65	66	63	66
Sidewalk repairs	62	52	56	55	52	56	53	56	51	59	51	52	51	58
Alley maintenance	52	46	49	57	45	52	46	52	44	55	46	53	47	47
Parking services	24	33	38	39	37	33	42	27	39	29	39	33	38	30
Care of trees along the parkways	75	69	67	68	68	69	66	72	65	74	65	68	69	70
Leaf collection	63	70	72	73	69	72	71	70	71	70	68	72	72	71
Animal control	68	64	66	63	65	65	65	65	63	68	63	63	65	66
Public health services	75	67	69	72	66	70	71	66	68	69	72	71	64	68
Overall, how would you rate the quality of services provided by the Village of Oak Park?	70	68	72	73	68	71	71	68	70	69	69	72	67	70

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Race			Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?		Education Level	
	African American	White/Caucasian	Other	yes	no	yes	no	yes	no	yes	no	less than a bachelor's	bachelor's or more
Police department services	73	74	71	77	72	77	73	74	73	67	74	74	73
Crime prevention services	67	65	70	65	66	63	66	71	65	60	66	68	65
Enforcement of traffic laws	71	59	57	64	61	58	62	61	62	61	62	65	60
Fire services	79	81	75	80	80	84	80	82	80	81	80	82	79
Emergency medical services/ambulances	78	81	84	79	80	86	79	82	80	75	81	81	79
Garbage collection	72	72	67	71	72	72	71	75	70	73	71	74	70
Recycling	71	70	67	71	69	75	69	73	69	68	70	73	69
Water and sewer services	70	69	66	68	69	67	69	74	67	65	69	70	68
Street repairs	66	57	57	58	59	57	59	61	58	54	59	63	57
Street cleaning	75	68	70	71	70	69	70	72	70	71	70	73	69
Snow removal	62	61	65	64	60	59	61	64	61	57	62	61	62
Street lighting	67	65	66	68	64	68	65	69	65	60	66	68	64
Sidewalk repairs	60	53	46	52	55	54	54	54	54	45	55	58	53
Alley maintenance	59	45	45	51	48	49	48	54	47	46	49	54	46
Parking services	36	33	40	37	33	33	34	39	34	33	35	34	34
Care of trees along the parkways	73	67	73	68	69	63	69	68	69	67	69	71	68
Leaf collection	73	70	73	72	70	73	71	72	70	72	71	73	69
Animal control	64	65	66	65	65	68	64	64	65	60	65	69	63
Public health services	70	68	71	71	68	71	68	71	68	57	69	71	67
Overall, how would you rate the quality of services provided by the Village of Oak Park?	72	69	68	70	69	69	70	72	69	65	70	71	69

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Police department services	69	65	77	71	75	75	75	72	71	73	74	77
Crime prevention services	67	65	73	62	66	68	64	65	64	64	65	68
Enforcement of traffic laws	59	58	56	67	64	58	64	62	65	61	61	59
Fire services	78	71	77	74	79	82	83	74	78	81	81	85
Emergency medical services/ambulances	73	72	73	80	78	85	82	77	78	79	79	84
Garbage collection	64	65	72	69	70	76	69	70	70	67	71	76
Recycling	63	71	69	70	67	73	71	65	68	71	70	75
Water and sewer services	69	74	67	65	70	74	68	68	65	65	68	73
Street repairs	63	63	62	60	59	59	56	60	57	55	62	59
Street cleaning	78	65	62	71	69	72	70	69	69	69	70	73
Snow removal	56	58	62	62	63	63	62	63	61	57	65	61
Street lighting	64	58	65	62	66	71	64	62	64	62	69	69
Sidewalk repairs	64	57	54	59	57	49	51	54	51	56	56	55
Alley maintenance	55	64	48	52	52	42	46	46	54	42	51	49
Parking services	30	32	21	39	34	38	41	32	34	31	35	39
Care of trees along the parkways	69	70	76	67	71	72	66	72	71	67	64	67
Leaf collection	64	64	76	70	70	72	74	69	71	69	71	72
Animal control	76	66	67	66	63	69	63	67	64	65	64	64
Public health services	69	72	65	65	72	70	68	66	69	65	69	72
Overall, how would you rate the quality of services provided by the Village of Oak Park?	71	69	72	68	71	70	70	67	70	68	72	71

Percent Who Have Had Contact

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Have you had phone or in-person contact with a Village of Oak Park employee within the last 12 months?'	66	73	74	57	74	68	73	68	75	66	80	76	68	68

Percent Who Have Had Contact

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Have you had phone or in-person contact with a Village of Oak Park employee within the last 12 months?'	62	74	71	57	78

Percent Who Have Had Contact

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Have you had phone or in-person contact with a Village of Oak Park employee within the last 12 months?'	76	69	72	71	60	73	65	71

Percent Who Have Had Contact

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Have you had phone or in-person contact with a Village of Oak Park employee within the last 12 months?'	32	62	80	65	73	85	79	77	71	57	73	70

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
What was your impression of Village employees in your most recent contact? Knowledge	59	64	75	75	67	69	70	66	71	62	66	73	70	63
What was your impression of Village employees in your most recent contact? Responsiveness	64	61	71	69	63	67	67	63	67	60	60	69	67	62
What was your impression of Village employees in your most recent contact? Courtesy	73	67	76	78	70	72	72	69	74	66	72	75	66	69
What was your impression of Village employees in your most recent contact? Overall impression	65	62	73	74	65	68	68	65	70	61	62	73	65	64

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
What was your impression of Village employees in your most recent contact? Knowledge	68	69	64	63	70
What was your impression of Village employees in your most recent contact? Responsiveness	67	65	63	61	66
What was your impression of Village employees in your most recent contact? Courtesy	71	72	67	68	72
What was your impression of Village employees in your most recent contact? Overall impression	67	67	66	61	68

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
What was your impression of Village employees in your most recent contact? Knowledge	67	68	70	67	74	67	66	68
What was your impression of Village employees in your most recent contact? Responsiveness	65	65	68	64	70	64	61	65
What was your impression of Village employees in your most recent contact? Courtesy	72	70	75	70	78	70	62	71
What was your impression of Village employees in your most recent contact? Overall impression	65	67	71	66	73	65	60	67

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
What was your impression of Village employees in your most recent contact? Knowledge	64	58	66	66	71	70	71	62	70	71	71	71
What was your impression of Village employees in your most recent contact? Responsiveness	73	62	67	68	65	62	68	60	67	63	69	67
What was your impression of Village employees in your most recent contact? Courtesy	83	62	66	65	72	76	73	66	72	69	73	75
What was your impression of Village employees in your most recent contact? Overall impression	65	60	61	65	68	68	70	61	68	65	68	71

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
rating- library services	81	79	80	78	78	80	81	77	81	76	83	80	77	79
rating- parks and recreational programs	83	79	78	77	78	79	79	78	79	78	77	82	77	79
rating- services to seniors	74	71	75	80	73	75	73	75	74	75	72	75	73	76
rating- services to youth	62	74	68	72	69	73	70	72	70	74	67	73	70	73
rating- public schools	81	75	75	70	75	74	74	75	73	77	73	75	73	76
rating- mental health services	65	70	67	66	67	69	67	68	66	70	68	68	66	69

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
rating- library services	81	79	73	79	79
rating- parks and recreational programs	78	79	76	77	79
rating- services to seniors	74	75	71	77	73
rating- services to youth	75	69	73	71	71
rating- public schools	77	74	72	74	75
rating- mental health services	67	69	59	68	68

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
rating- library services	84	77	82	79	78	79	78	79
rating- parks and recreational programs	82	77	77	78	77	79	69	79
rating- services to seniors	71	75	69	75	80	72	73	74
rating- services to youth	76	69	67	71	71	71	67	71
rating- public schools	77	73	76	74	69	76	65	75
rating- mental health services	68	68	66	68	67	68	63	68

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
rating- library services	81	80	80	78	80	82	78	75	81	79	77	82
rating- parks and recreational programs	72	78	78	77	81	81	79	81	78	77	77	77
rating- services to seniors	75	87	75	73	76	70	73	71	73	69	74	79
rating- services to youth	71	70	77	69	70	73	73	76	70	71	70	69
rating- public schools	71	71	83	70	75	78	74	82	74	76	74	70
rating- mental health services	65	62	68	66	69	70	65	73	67	63	64	69

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
I am pleased with the overall direction that the Village of Oak Park is taking	71	71	67	68	67	71	68	72	68	72	67	74	69	69
The Village of Oak Park government welcomes citizen involvement	75	71	69	67	68	72	71	70	71	69	69	73	67	71

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
I am pleased with the overall direction that the Village of Oak Park is taking	72	69	71	67	71
The Village of Oak Park government welcomes citizen involvement	72	69	73	70	70

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
I am pleased with the overall direction that the Village of Oak Park is taking	70	69	64	70	68	70	65	70
The Village of Oak Park government welcomes citizen involvement	71	70	69	70	67	71	66	70

Average Rating on a 100-point scale (0=poor, 100=excellent)

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
I am pleased with the overall direction that the Village of Oak Park is taking	70	71	72	70	71	70	69	73	74	66	71	64
The Village of Oak Park government welcomes citizen involvement	70	69	70	70	74	72	71	71	72	66	70	70

Percent Who Say "Eliminate the Ban"

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Do you think the Village of Oak Park should eliminate this ban on overnight parking?	79	56	28	23	41	48	31	61	30	66	42	39	47	49

Percent Who Say "Eliminate the Ban"

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Do you think the Village of Oak Park should eliminate this ban on overnight parking?	59	40	44	48	44

Percent Who Say "Eliminate the Ban"

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Do you think the Village of Oak Park should eliminate this ban on overnight parking?	40	47	39	45	25	50	38	45

Percent Who Say "Eliminate the Ban"

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Do you think the Village of Oak Park should eliminate this ban on overnight parking?	54	63	82	54	47	26	34	63	57	46	40	21

Percent Saying "Very Important"

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
How important to you is it that your community is racially and ethnically diverse?	58	74	69	66	67	74	72	69	71	69	69	65	77	71

Percent Saying "Very Important"

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
How important to you is it that your community is racially and ethnically diverse?	85	66	70	68	72

Percent Saying "Very Important"

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
How important to you is it that your community is racially and ethnically diverse?	77	68	80	68	67	71	63	71

Percent Saying "Very Important"

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
How important to you is it that your community is racially and ethnically diverse?	58	61	78	73	71	85	67	67	78	68	81	64

Percent Saying "Still Needed"

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Is it necessary to promote racial and ethnic diversity?	72	80	80	75	76	82	77	82	77	81	80	74	86	75

Percent Saying "Still Needed"

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Is it necessary to promote racial and ethnic diversity?	92	75	73	77	79

Percent Saying "Still Needed"

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Is it necessary to promote racial and ethnic diversity?	80	78	87	77	75	80	64	80

Percent Saying "Still Needed"

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Is it necessary to promote racial and ethnic diversity?	66	88	93	88	76	90	73	78	83	82	86	71

Percent Saying "Positive Effect"

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
What effect has economic development had on the overall quality of life in Oak Park?	74	78	70	58	70	74	73	71	73	70	69	81	70	73

Percent Saying "Positive Effect"

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
What effect has economic development had on the overall quality of life in Oak Park?	73	72	72	65	76

Percent Saying "Positive Effect"

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
What effect has economic development had on the overall quality of life in Oak Park?	74	72	67	74	58	75	61	73

Percent Saying "Positive Effect"

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
What effect has economic development had on the overall quality of life in Oak Park?	71	66	51	78	78	76	81	70	81	78	70	65

Percent Saying "Positive Effect"

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Overall, what effect would you say economic development has on residential property in Oak Park?	39	59	56	49	56	53	57	52	60	48	53	59	54	56

Percent Saying "Positive Effect"

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Overall, what effect would you say economic development has on residential property in Oak Park?	49	56	65	48	57

Percent Saying "Positive Effect"

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Overall, what effect would you say economic development has on residential property in Oak Park?	57	54	54	55	48	56	46	55

Percent Saying "Positive Effect"

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Overall, what effect would you say economic development has on residential property in Oak Park?	44	48	47	54	55	60	64	56	47	64	59	52

Percent Satisfied

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
In general, how satisfied are you with the Village of Oak Park's efforts to promote economic development within the Village?	79	84	80	78	78	85	80	85	81	84	76	88	80	84

Percent Satisfied

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
In general, how satisfied are you with the Village of Oak Park's efforts to promote economic development within the Village?	85	80	86	81	82

Percent Satisfied

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
In general, how satisfied are you with the Village of Oak Park's efforts to promote economic development within the Village?	84	81	78	82	76	83	73	82

Percent Satisfied

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
In general, how satisfied are you with the Village of Oak Park's efforts to promote economic development within the Village?	80	93	74	81	92	83	83	80	88	87	80	77

Percent Saying "A Lot"

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Information source- friends and neighbors	43	18	17	26	20	21	19	22	22	18	18	25	17	22
Information source- The Wednesday Journal	8	27	47	62	37	35	46	24	46	20	36	38	38	33
information source- The Oak Leaves	21	45	44	37	39	44	46	38	45	38	46	42	43	41
information source- The village OPFYI newsletter and other village mailings	3	33	35	42	29	37	37	29	41	22	33	42	32	30
information source- VOP-TV-6, the government access channel on cable television	7	4	8	11	7	6	6	7	6	6	10	5	5	6
information source- Chicago newspapers	18	8	7	16	9	10	10	9	10	9	7	9	11	8
information source- The Village of Oak Park Internet Site	7	4	3	3	4	3	3	5	4	4	5	2	7	1
information source- Chicago radio or television	7	6	6	24	7	11	8	10	10	8	5	14	8	9

Percent Saying "A Lot"

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
information source- friends and neighbors	21	20	25	23	20
information source- The Wednesday Journal	32	37	32	37	34
information source- The Oak Leaves	55	37	49	42	42
information source- The village OPFYI newsletter and other village mailings	37	31	38	32	34
information source- VOP-TV-6, the government access channel on cable television	13	5	4	12	4
information source- Chicago newspapers	13	7	17	11	8
information source- The Village of Oak Park Internet Site	5	3	4	5	3
information source- Chicago radio or television	14	7	15	15	6

Percent Saying "A Lot"

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
information source-friends and neighbors	25	19	24	20	26	19	17	21
information source-The Wednesday Journal	35	36	53	33	60	30	46	35
information source-The Oak Leaves	43	41	45	41	41	42	46	41
information source-The village OPFYI newsletter and other village mailings	34	33	33	34	42	32	31	33
information source-VOP-TV-6, the government access channel on cable television	6	7	4	6	13	5	14	5
information source-Chicago newspapers	6	11	5	10	15	8	16	9
information source-The Village of Oak Park Internet Site	4	4	3	4	4	4	6	4
information source-Chicago radio or television	7	10	10	9	23	6	20	8

Percent Saying "A Lot"

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
information source-friends and neighbors	8	16	28	11	24	26	21	18	15	25	18	27
information source-The Wednesday Journal	17	30	19	34	31	40	44	18	24	39	48	54
information source-The Oak Leaves	30	39	31	58	37	36	55	32	47	42	48	44
information source-The village OPFYI newsletter and other village mailings	11	42	20	38	29	33	37	23	32	45	30	41
information source-VOP-TV-6, the government access channel on cable television	13	19	5	5	2	8	6	6	9	1	1	10
information source-Chicago newspapers	25	22	8	6	5	5	9	9	9	9	6	12
information source-The Village of Oak Park Internet Site	9	11	3	5	0	6	4	6	3	3	2	3
information source-Chicago radio or television	12	11	6	5	9	7	10	5	6	9	6	18

Percent "Very Informed"

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
In general, how informed are you on what goes on in Oak Park?	10	16	28	43	22	24	29	16	30	13	29	26	22	19

Percent "Very Informed"

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
In general, how informed are you on what goes on in Oak Park?	28	22	23	28	21

Percent "Very Informed"

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
In general, how informed are you on what goes on in Oak Park?	26	22	32	21	42	18	26	23

Percent "Very Informed"

	Income							length of residence				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
In general, how informed are you on what goes on in Oak Park? informed are you on what goes on in Oak Park?	15	8	18	18	21	30	25	10	21	19	30	37

Percent with Internet Access At Home

	Age				Sex		Units in Structure		Tenure		Location			
	18-24	25-44	45-64	65+	male	female	1 to 3	4 or more	own	rent	North of Lake, East of East	North of Lake, West of East	South of Lake, East of East	South of Lake, West of East
Internet access at home	81	80	75	37	78	66	79	63	77	65	76	74	74	70

Percent with Internet Access At Home

	Race			Education Level	
	African American	White/ Caucasian	Other	less than a bachelor's	bachelor's or more
Internet access at home	66	74	71	53	81

Percent with Internet Access At Home

	Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?		Are you or any members of your household age 65 or older?		Does any member of your household have a long-term disability?	
	yes	no	yes	no	yes	no	yes	no
Internet access at home	84	67	86	70	44	79	43	74

Percent with Internet Access At Home

	Income							Length of residency				
	less than \$14,999 per year	\$15,000 to less than \$25,000	\$25,000 to less than \$35,000	\$35,000 to less than \$50,000	\$50,000 to less than \$75,000	\$75,000 to less than \$100,000	\$100,000 or more	0-2 years	3-5 years	6-10 years	11-20 years	more than 20 years
Internet access at home	41	50	71	55	73	95	87	77	80	81	71	56

Appendix III: Survey Methodology

Sampling

A telephone survey of a random sample of households in the Village of Oak Park was selected as the most efficient method to achieve a representative sample. As over 90% of households in the United States have telephones, phone surveying is an effective and efficient way to reach a population.

Approximately 3,900 randomly selected phone numbers were purchased for the Oak Park area from a company specializing in phone survey services. The numbers were generated using Oak Park prefixes and then adding the last four digits from a random number generator. If blocks of numbers were known to be unavailable, no numbers were generated from these blocks. The use of random numbers allowed for unlisted telephone numbers to be selected for the survey, thereby providing a more representative sample of the population. The numbers are also screened for known business numbers and some screening of disconnected numbers is completed before interviewing begins.

Survey Administration

Phone interviews were conducted from September 11, 2000 through September 27, 2000. A majority of the interviews were completed during the evening hours and on weekends. All phone numbers were dialed at least three times before being taken out of the sample, with at least one of the attempts on either a weekend or weekday evening. Final dispositions of all calls are displayed in the table in the next section. A copy of the survey instrument can be found in Appendix IV.

Response Rate and Confidence Intervals

Of the 2,994 eligible households², 802 completed the interview providing a response rate of 27%. Approximately 22% of eligible households refused the survey. The table on the next page displays the dispositions given to each phone number in the sample.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 3 1/2 percentage points around any given per cent reported³. The confidence intervals are larger around estimates for subgroups.

² "Eligible" households refer to phone numbers that belong to a residence within Oak Park that are not a fax, business or disconnected. Numbers never reached are assumed to be eligible residences in the same proportion as phone numbers that were contacted.

³ The margin of error was calculated using the following formula: $1.96 * \text{square root } (0.25/802)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

Disposition of All Phone Numbers		
Disposition	Number	Percent
no contact	1,138	29%
disconnect/business/government/computer/cell/pager	900	23%
Refuse	859	22%
blocked call	116	3%
not in Oak Park	2	0%
language problems	48	1%
Completes	802	20%
over quota	74	2%
TOTAL	3,939	100%
Response Rate (completed interviews as percent of eligible households)	27%	

Weighting the Data

The demographic characteristics of the sample were compared to those of the Village as reflected in the 1990 Census and Planning Division estimates. Survey results were statistically adjusted to reflect the larger population when necessary.

Generally, only two variables can be used in a weighting scheme, as the Census data are not broken down in sufficient detail. For this survey, three were chosen, resulting in an imperfect, although very close, correction for the weighting variables.

The two socioeconomic characteristics that showed the largest differences in opinion and behaviors between the groups were age and type of housing unit. There were statistically significant differences by race as well, thus, survey responses were weighted by these three variables. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not the same in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the next page.

Data Analysis

The surveys were analyzed using the SPSS statistical package. For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. Anova and chi-square tests of significance were applied to breakdowns of selected survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real”. Where differences were statistically significant, they are so noted.

Weighting Scheme for the 2000 Oak Park Community Survey

Characteristic	1990 Census	VOP Planning Div Estimates	Unweighted Survey Data	Weighted Survey Data
Age				
18-64	85%	84%	89%	85%
65+	15%	16%	11%	15%
Sex				
Male	47%	---	40%	45%
Female	53%	---	60%	55%
Race				
African American/Black	18%	24%	16%	24%
White/Caucasian	77%	68%	77%	68%
Other	5%	8%	7%	8%
Ethnicity				
Hispanic	4%	5%	3%	3%
Non-Hispanic	96%	95%	97%	97%
Tenure				
Own	53%	56%	75%	59%
Rent	47%	44%	25%	41%
Units in Structure				
1 to 3	52%	---	75%	53%
4 or more	48%	---	25%	47%
Educational Attainment				
less than a bachelor's	49%	---	30%	32%
bachelor's or higher	51%	---	70%	68%
Income				
under \$15,000	12%	8%	5%	5%
\$15,00 to \$25,000	13%	8%	3%	5%
\$25,000 to \$35,000	16%	9%	6%	10%
\$35,000 to \$45,000	14%	10%	12%	15%
\$45,000 to \$75,000	27%	28%	20%	22%
\$75,000 to \$100,000	9%	14%	18%	15%
\$100,000 +	8%	23%	37%	28%

Jurisdictions included in the National Norms

Place	State	Year of Survey
Auburn	AL	1998
Dothan	AL	
Huntsville	AL	
Little Rock	AR	1999
Chandler	AZ	1998
Gilbert	AZ	1997
Mesa	AZ	1996
Phoenix	AZ	1996
Scottsdale	AZ	1997
Tempe	AZ	1998
Yuma County	AZ	
Alhambra	CA	
Antioch	CA	1993
Arcadia	CA	1995
Bakersfield	CA	1998
Berkeley	CA	1997
Brea	CA	
Calgary	CA	1997
Chino	CA	
Claremont	CA	1997
Concord	CA	1998
Coronado	CA	1994
Cypress	CA	1998
Daly City	CA	
El Cajon	CA	
Encinitas†	CA	1997
Fremont	CA	1993
Garden Grove	CA	1998
Gilroy	CA	1998
Hercules	CA	1993
Highland†	CA	1995
Irvine	CA	
Laguna Niguel†	CA	
Lakewood	CA	1996
Lodi	CA	
Lompoc	CA	1997
Long Beach	CA	2000
Long Beach	CA	1997
Los Alamitos	CA	1997
Los Gatos	CA	
Madera	CA	
Manhattan	CA	
Menlo Park	CA	1999
Modesto	CA	
Monterey	CA	1997
Morro Bay	CA	
Mountain View	CA	1996
Novato	CA	1996
Pasadena	CA	1998
Pleasanton	CA	1995
Pomona	CA	1997
Poway†	CA	1995
Redding	CA	1998
Riverside	CA	1999
Rosemead	CA	1998
Sacramento	CA	

Place	State	Year of Survey
Sacramento County	CA	1999
San Clemente	CA	
San Diego	CA	1997
San Francisco	CA	1997
San Jose	CA	2000
San Mateo	CA	1997
San Rafael	CA	1998
Santa Clara	CA	1997
Santa Clarita	CA	1997
Santa Monica	CA	1999
Santa Rosa	CA	1997
Simi Valley	CA	1996
Solana Beach	CA	1997
South Gate	CA	1998
Sunnyvale	CA	1996
Temecula†	CA	1996
Thousand Oaks	CA	1994
Torrance	CA	1998
Visalia	CA	1998
Walnut Creek	CA	1997
Yuba City	CA	1997
Arvada	CO	1999
Boulder County	CO	1999
Boulder	CO	1999
Boulder	CO	2000
Colorado Springs	CO	1999
Douglas	CO	1997
Fort Collins	CO	
Greeley	CO	1994
Lafayette	CO	1997
Lakewood	CO	1996
Littleton	CO	1993
Louisville	CO	1999
Loveland	CO	1997
Northglenn	CO	1997
Parker	CO	1999
Thornton	CO	1998
Westminster	CO	1996
Hartford	CT	1999
Manchester	CT	1990
New London	CT	1993
Vernon	CT	1997
West Hartford(U)	CT	1996
Wethersfield(U)	CT	1994
Windsor	CT	
Newark	DE	1993
Altamonte Springs	FL	1995
Boca Raton	FL	2000
Boca Raton	FL	1998
Bradenton	FL	2000
Broward County	FL	2000
Cape Coral	FL	1997
Collier County	FL	1997
Cooper City	FL	1997
Coral Springs	FL	1998
Dade County	FL	1996
Dade County	FL	2000
Deerfield Beach	FL	1998
Delray Beach	FL	1997
Fort Lauderdale	FL	1997

Place	State	Year of Survey
Gainesville	FL	
Gulfport	FL	
Hollywood	FL	
Jacksonville	FL	1998
Kissimmee	FL	1997
Marion	FL	
Miramar	FL	
Orange	FL	1999
Orlando	FL	1998
Palm Beach	FL	1999
Pinellas Park	FL	1993
Port Orange	FL	1997
Port St. Lucie	FL	1997
St. Petersburg	FL	1993
Tallahassee	FL	1996
Tallahassee	FL	2000
Tamarac	FL	
Atlanta	GA	1995
Cherokee County	GA	
Columbus	GA	2000
Douglas County	GA	1997
Macon	GA	2000
Milledgeville	GA	1999
Milledgeville	GA	2000
Savannah	GA	1997
Ames	IA	1997
Cedar Rapids	IA	1998
Fort Dodge	IA	1990
Fort Madison	IA	1997
Marshalltown	IA	
Idaho Falls	ID	
Lewiston	ID	1998
Twin Falls	ID	1997
Addison	IL	1996
Bloomington	IL	1996
Decatur	IL	1997
Downers Grove	IL	1997
Elmhurst	IL	1998
Highland Park	IL	1997
Normal	IL	
Northbrook	IL	
Palatine	IL	
Park Ridge	IL	1994
Peoria	IL	
St. Charles	IL	1997
Streamwood	IL	1998
Urbana	IL	1998
Wilmette	IL	1998
Woodridge	IL	
Fort Wayne	IN	2000
Gary	IN	2000
Gary	IN	1999
Marion	IN	1999
Kansas City	KS	
Lawrence	KS	1996
Overland Park	KS	1997
Shawnee	KS	1998
Wichita	KS	1997
Wichita	KS	2000
Bowling Green	KY	1998

Place	State	Year of Survey
Lexington	KY	2000
Boston	MA	1998
Brookline(U)	MA	1998
Worcester	MA	1995
Baltimore	MD	
Greenbelt	MD	1995
Ann Arbor	MI	1998
Battle Creek	MI	1997
Canton(U)	MI	
Detroit	MI	2000
East Lansing	MI	1998
Farmington Hills	MI	
Grand Rapids	MI	1998
Kentwood	MI	1997
Lansing	MI	
Muskegon	MI	1998
Novi	MI	1998
Port Huron	MI	1995
Rochester Hills	MI	1997
Saint Clair Shores	MI	
Wyoming	MI	
Blaine	MN	1997
Dakota County	MN	1999
Duluth	MN	1996
Duluth	MN	2000
Eagan	MN	1996
Fridley	MN	
Mankato	MN	1999
Minnetonka	MN	1996
Plymouth	MN	1995
Richfield	MN	1997
Roseville	MN	1998
Scott	MN	1996
St. Paul	MN	2000
Ballwin	MO	1997
Kansas City	MO	1998
Kirkwood	MO	1996
Saint Joseph	MO	1994
Saint Peters	MO	1997
Springfield	MO	1997
Biloxi	MS	2000
Pascagoula	MS	1999
Great Falls	MT	1998
Yellowstone	MT	1994
Cary	NC	1998
Charlotte	NC	2000
Greensboro	NC	1996
Hickory	NC	1996
Iredell	NC	
Rocky Mount	NC	1998
Wilson	NC	1997
Fargo	ND	1998
Grand Forks	ND	2000
Grand Island	NE	
Merrimack	NH	1998
Salem	NH	1995
Hackensack	NJ	1997
Medford	NJ	1998
Teaneck Twp.(U)	NJ	
Rio Rancho†	NM	1998

Place	State	Year of Survey
Reno	NY	1994
Washoe County	NY	1997
Genesee County	NY	
Ontario County	NY	1997
Rochester	NY	1997
Akron	OH	2000
Auglaize County	OH	
Cincinnati	OH	1997
Colerain	OH	
Columbus	OH	1998
Dayton	OH	1997
Fairborn	OH	1997
Huber Heights	OH	1998
Kettering	OH	1996
Sandusky	OH	
Shaker Heights	OH	1994
Springfield	OH	1996
Westerville	OH	1995
Oklahoma City	OJ	1997
Albany	OR	1996
Corvallis	OR	1997
Eugene	OR	1997
Gresham	OR	1998
Jackson County	OR	1998
Lake Oswego	OR	1998
Multnomah County	OR	1999
Portland	OR	1998
Springfield	OR	1997
Tigard	OR	1996
Bethlehem	PA	
Lower Merion	PA	1996
Manheim	PA	1997
Philadelphia	PA	1998
Philadelphia	PA	2000
State College	PA	1995
State College	PA	2000
Newport	RI	1998
Columbia	SC	
Columbia	SC	2000
Myrtle Beach	SC	2000
Rock Hill	SC	1997
York County	SC	1997
Aberdeen	SD	2000
Franklin	TN	1996
Knoxville	TN	1999
Memphis	TN	1998
Oak Ridge	TN	1993
Austin	TX	1998
Bedford	TX	1997
Carrollton	TX	1998
College Station	TX	1998
Dallas	TX	1993
De Soto	TX	1998
Denton	TX	1996
Fort Worth	TX	1996

Place	State	Year of Survey
Garland	TX	1997
Grand Prairie	TX	1998
Grapevine	TX	
Irving	TX	1998
Lewisville	TX	1999
Lubbock	TX	1999
Lufkin	TX	1995
Mckinney	TX	1997
Missouri City	TX	
Mount Pleasant	TX	1995
Nacogdoches	TX	1995
Odessa	TX	1998
Plano	TX	1998
Round Rock	TX	1996
Sugar Land	TX	1998
Temple	TX	1996
Victoria	TX	1998
Bountiful	UT	1998
Ogden	UT	1996
West Valley City	UT	1998
Blacksburg	VA	1998
Chesapeake	VA	
Hampton	VA	1997
Norfolk	VA	1998
Portsmouth	VA	
Prince William County	VA	1997
Richmond	VA	
Spotsylvania County	VA	
Stafford County	VA	1994
Virginia Beach	VA	1996
Bellevue	WA	1998
Lynnwood	WA	1998
Olympia	WA	1997
Redmond	WA	1998
Renton	WA	1997
Richland	WA	1997
Seattle	WA	1997
Shoreline	WA	
Spokane	WA	
University Place	WA	1997
Vancouver	WA	1996
Walla Walla	WA	1996
Yakima	WA	
Appleton (Fox Cities)	WI	1996
Eau Claire	WI	1998
Janesville	WI	1997
Kenosha	WI	
Madison	WI	1996
Wausau	WI	1996
Winnebago Cty.	WI	
Morgantown	WY	1994
Casper	WY	
Laramie	WY	1997

Jurisdictions included in the Peer Community Norms

Place	State	Year of Survey
Ames	IA	1997
Addison	IL	1996
Bloomington	IL	1996
Downers Grove	IL	1997
Elmhurst	IL	1998
Highland Park	IL	1997
Park Ridge	IL	1994
Streamwood	IL	1998
Urbana	IL	1998
Battle Creek	MI	1997
East Lansing	MI	1998
Kentwood	MI	1997
Muskegon	MI	1998
Novi	MI	1998
Port Huron	MI	1995
Rochester Hills	MI	1997
Fairborn	OH	1997
Huber Heights	OH	1998
Kettering	OH	1996
Springfield	OH	1996
Westerville	OH	1995
Appleton (Fox Cities)	WI	1996
Eau Claire	WI	1998
Janesville	WI	1997
Wausau	WI	1996

Appendix IV: Survey Instrument, with Percent of Responses

Village of Oak Park Community Survey

ANNOTATED INSTRUMENT

TEXT IN CAPS IS USED AS INSTRUCTIONS OR CODES FOR THE INTERVIEWER. IT IS NOT READ ALOUD.

NOTE: Questions with an asterisk () indicate questions that are identical or similar to questions asked in 1988.*

Hello, my name is _____ and I am calling on behalf of the Village of Oak Park. We are conducting a survey about the quality of local government services and the quality of life in Oak Park. You may have read about this official survey of the Village in the Village newsletter or in the local newspaper.

In order to keep our survey representative of Oak Park's population, I would like to speak to the adult member in your household who most recently had a birthday. (Year of birth is not to be considered as long as the person is 18 years or older.) Is that you? May I speak with that person, please?

[REPEAT FIRST PARAGRAPH IF THE BIRTHDAY PERSON IS NOT THE PERSON WHO ANSWERED THE PHONE.]

Your answers to this survey will be kept confidential, and reported in group form only.

1. Do you live within the village limits of Oak Park?

1. yes
2. no [TERMINATE FROM SURVEY]
3. NOT SURE [TERMINATE FROM SURVEY]

IF TERMINATED: Thank you but we are only surveying Oak Park residents.

2. First I would like to ask you about the quality of life in Oak Park. [DON'T KNOW=5]

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. Overall, how would you describe the quality of life in the Village of Oak Park? Would you say it is	41%	51%	7%	1%	1%
b. How do you rate the overall quality of your neighborhood? ...	36%	50%	12%	2%	0%
c. How do you rate Oak Park as a place to raise children?.....	44%	42%	6%	0%	9%
d. How do you rate Oak Park as a place to retire?	22%	39%	18%	8%	11%

3. Next I am going to ask you to rate several characteristics of the Village of Oak Park as a whole. Please tell me whether you think each is excellent, good, fair or poor. What about . . . [READ ITEM] Would you say it is excellent, good, fair or poor? [ROTATE]

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. Sense of community.....	29%	55%	11%	2%	3%
b. Overall appearance of Oak Park.....	40%	53%	6%	1%	0%
c. Shopping opportunities in Oak Park.....	13%	48%	32%	8%	0%
d. Access to buildings and services to individuals with disabilities	10%	41%	15%	4%	30%
*e. Quality of Cable television service.....	7%	35%	22%	8%	27%
f. Interactions between people of different races.....	21%	54%	20%	2%	3%
g. Openness and acceptance of the community towards people of diverse backgrounds.....	35%	51%	9%	2%	2%
h. Ease of travel in Oak Park by bicycle.....	17%	39%	21%	6%	17%

4. Now I am going to ask you how safe you feel from the following occurring to you in Oak Park. What about from . . . [READ ITEM]? Would you say you feel very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, or very unsafe? [DON'T KNOW=6]

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
a. Violent crimes such as rape and robbery....	31%	49%	8%	9%	2%	1%
b. Property crimes such as burglary and theft.	20%	47%	11%	16%	5%	1%
c. Fires.....	53%	34%	5%	5%	1%	3%

5. I am going to read a list of possible problems in Oak Park. I would like you to tell me whether you think each is not a problem, a minor problem, a moderate problem, a major problem or an extreme problem. What about . . . [READ ITEM] [DON'T KNOW=6]

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>extreme problem</u>	<u>don't know</u>
a. Traffic in Oak Park.....	16%	27%	37%	13%	6%	2%
b. Crime.....	12%	37%	44%	3%	1%	3%
c. Graffiti.....	43%	40%	12%	1%	0%	3%
d. Run down houses and buildings.....	39%	42%	15%	2%	0%	2%
e. Noise.....	35%	31%	24%	8%	2%	0%
f. Parking.....	10%	11%	20%	27%	29%	2%
g. Use of tobacco by youth.....	19%	21%	21%	10%	3%	27%
h. Racial balance in the schools.....	29%	19%	17%	6%	1%	28%

6. In the last 12 months, about how many times, if ever, have you or other household members done the following things: [DON'T KNOW=6]

	<u>once or never</u>	<u>twice</u>	<u>3 to 12 times</u>	<u>13 to 26 times</u>	<u>more than 26 times</u>	<u>don't know</u>
a. Used the Oak Park public libraries	27%	6%	34%	13%	20%	1%
b. Used the Oak Park Park District recreation centers.....	49%	5%	20%	9%	16%	1%
c. Watched a Village Board meeting, other public meeting or program about village matters on Cable television	74%	7%	14%	2%	2%	2%
*d. Purchased an item other than food or groceries in Oak Park	10%	4%	30%	17%	38%	2%
e. Made a purchase over the Internet.....	49%	7%	24%	11%	8%	2%

7. Residents of Oak Park receive a variety of services from the Village of Oak Park. I'm now going to list a number of services provided by the Village. Please rate each of the services using the scale - [excellent, good, fair, poor, DON'T KNOW - Do Not Read)]. [ROTATE BLOCKS OF ITEMS: 1) A-C, 2) D-E, 3) F-G, 4) I-N, 5) O, 6) P-Q, 7) R-S, 8) H.]

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. police department services.....	32%	50%	9%	2%	7%
b. crime prevention services	18%	49%	14%	3%	16%
c. enforcement of traffic laws	18%	51%	16%	7%	8%
d. fire services	34%	42%	2%	0%	22%
e. emergency medical services/ambulances	32%	33%	3%	1%	31%
f. garbage collection	29%	54%	13%	1%	3%
g. recycling	29%	52%	11%	4%	4%
h. water and sewer services.....	23%	54%	13%	3%	8%
i. street repairs	14%	53%	24%	6%	3%
j. street cleaning	25%	60%	10%	2%	2%
k. snow removal	19%	47%	21%	6%	7%
l. street lighting	19%	61%	17%	3%	1%
m. sidewalk repairs	11%	48%	29%	9%	4%
n. alley maintenance.....	10%	37%	27%	16%	11%
o. parking services	6%	24%	29%	34%	7%
p. care of trees along the parkways.....	28%	53%	12%	5%	2%
q. leaf collection	24%	49%	10%	2%	16%
r. animal control.....	18%	47%	13%	4%	18%
s. public health services	14%	43%	7%	2%	33%

8. Overall, how would you rate the quality of services provided by the Village of Oak Park?

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
	21%	68%	9%	1%	1%

9. Have you had phone or in-person contact with a Village of Oak Park employee within the last 12 months (including receptionists, inspectors, police, planners or any others)?

2. no → GO TO QUESTION #11	71%
1. yes → GO TO QUESTION #10	29%
3. DON'T KNOW → GO TO QUESTION #11	0%

10. What was your impression of Village employees in your most recent contact? What about their [READ ITEM]? Would you say that was

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. Knowledge	33%	44%	14%	7%	1%
b. Responsiveness.....	32%	41%	15%	11%	1%
c. Courtesy.....	38%	41%	14%	6%	1%
d. Overall impression	30%	45%	17%	7%	1%

11. Residents of Oak Park also receive governmental services from several local jurisdictions other than the Village of Oak Park. They are the Township of Oak Park, the Park District, the Oak Park Library and the public elementary and high school districts. I'm now going to list a number of services provided by these entities. Please rate each of the services using the scale - [excellent, good, fair, poor, DON'T KNOW - Do Not Read)]. [ROTATE ITEMS.] [DON'T KNOW=6]

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>DON'T KNOW</u>
a. library services	41%	44%	5%	1%	9%
b. parks and recreational programs	38%	47%	4%	1%	9%
c. services to seniors	18%	34%	4%	1%	43%
d. services to youth.....	20%	42%	9%	1%	28%
e. public schools	26%	40%	6%	2%	26%
f. mental health services	10%	26%	6%	1%	58%

12. Next I am going to read you a series of statements. I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree with each one.

	<u>strongly agree</u>	<u>agree</u>	<u>neither agree nor disagree</u>	<u>disagree</u>	<u>strongly disagree</u>	<u>DON'T KNOW</u>
a. I am pleased with the overall direction that the Village of Oak Park is taking.....	12%	63%	12%	8%	2%	3%
b. The Village of Oak Park government welcomes citizen involvement.....	16%	56%	12%	8%	2%	6%

Next, I would like to get your opinion on some issues that are facing the Village of Oak Park.

*13. Currently vehicles cannot park on the streets in Oak Park between 2:30 am and 6:00 am except by permit in designated apartment areas or with a temporary pass. Do you think the Village of Oak Park should eliminate this ban on overnight parking?

1. YES, THE BAN SHOULD BE ELIMINATED	35%
2. NO, THE BAN SHOULD NOT BE ELIMINATED	60%
3. DON'T KNOW/NO PREFERENCE	5%

***14a. How important to you is it that your community is racially and ethnically diverse? Is it very, somewhat, or not very important to you?**

- | | |
|-----------------------|-----|
| 1. very important | 71% |
| 2. somewhat important | 19% |
| 3. not very important | 9% |
| 4. DON'T KNOW | 1% |

***14b. [ROTATE A&B]**

[A] Some say that Oak Park's efforts to promote racial and ethnic diversity have been largely achieved, and are no longer necessary.

[B] Some people say that it is vital for Oak Park to continue to work to promote racial and ethnic diversity in the village.

What do you think? Is it . . . [ROTATE A&B]

- | | |
|----------------------------|-----|
| 1. [A] no longer necessary | 20% |
| 2. [B] still needed | 75% |
| 3. DON'T KNOW | 5% |

15a. What effect has economic development had on the overall quality of life in Oak Park? Would you say . . .

- | | |
|--------------------|-----|
| 1. Positive effect | 72% |
| 2. No effect | 11% |
| 3. Negative effect | 7% |
| 4. DON'T KNOW | 10% |

15b. [ROTATE A & B]

[A] Some say economic development projects expand the tax base and minimize property taxes on residents.

[B] Some say that residential property values are driven down by economic development.

Overall, what effect would you say economic development has on residential property in Oak Park? Would you say . . .

- | | |
|--------------------|-----|
| 1. Positive effect | 54% |
| 2. No effect | 18% |
| 3. Negative effect | 12% |
| 4. DON'T KNOW | 15% |

15c. In general, how satisfied are you with the Village of Oak Park's efforts to promote economic development within the Village?

- | | |
|-----------------------|-----|
| 1. very satisfied | 22% |
| 2. somewhat satisfied | 60% |
| 3. dissatisfied | 11% |
| 4. DON'T KNOW | 8% |

***16. Please evaluate the following as sources of information about the Village of Oak Park. Do you get a lot, some, or none of your information about the Village of Oak Park from . . .**

	<u>a lot</u>	<u>some</u>	<u>none</u>	<u>don't know</u>
a. friends and neighbors	20%	50%	28%	2%
b. <i>The Wednesday Journal</i>	35%	30%	34%	1%
c. <i>The Oak Leaves</i>	41%	32%	24%	2%
d. The Village's OP/FYI newsletter and other village mailings	32%	45%	19%	4%
e. VOP-TV-6, the village access channel on cable television ...	6%	21%	69%	4%
f. Chicago newspapers.....	9%	44%	46%	2%
g. The Village of Oak Park Internet Site	4%	17%	76%	3%
h. Chicago radio or television	9%	31%	59%	1%

***16b. In general, how informed are you on what goes on in Oak Park? Do you feel very, somewhat, or not very informed?**

1. very informed	23%
2. somewhat informed	60%
3. not very informed	17%
4. DON'T KNOW/REFUSED	0%

17. Do you have access to a computer in your home?

1. YES (78%) → Does it have access to the internet? 1. YES (92%) 2. NO (8%) 3. DON'T KNOW (0%)
 2. NO (22%)
 3. REFUSED (0%)

DEMOGRAPHIC QUESTIONS

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.

18. How many years have you lived in Oak Park? [PLEASE MARK "0" IF LESS THAN 6 MONTHS.]
[REFUSED=99]

- 0 – 2 years..... 26%
- 3 – 5 years..... 20%
- 6 – 10 years..... 13%
- 11 – 20 years..... 15%
- more than 20 years..... 26%

***19. Why did you choose to live in Oak Park? [DO NOT READ; CHECK ALL THAT APPLY.]**

- 1. CLOSE TO CHICAGO..... 17%
- 2. MY FAMILY LIVES HERE..... 9%
- 3. MY JOB WAS HERE (OR NEARBY)..... 9%
- 4. PROGRESSIVE COMMUNITY 4%
- 5. ATTRACTIVE COMMUNITY..... 15%
- 6. GOOD SCHOOLS..... 23%
- 7. QUIET AREA..... 3%
- 8. DIVERSITY OF PEOPLE..... 22%
- 9. ACCESS TO PUBLIC TRANSPORTATION..... 3%
- 10. OTHER..... 16%
- 11. DON'T KNOW 1%

***20. Do you live north or south of Lake Street?**

- 1. NORTH 39%
- 2. SOUTH 60%
- 3. REFUSED 1%

***21. Do you live east or west of East Avenue?**

- 1. EAST 43%
- 2. WEST 54%
- 3. REFUSED 3%

22. What best describes your home? Is it a . . .

- 1. one family house detached from any other houses..... 41%
- 2. a duplex or townhouse..... 4%
- 3. a building with two or three apartments..... 7%
- 4. a building with four or more apartments 43%
- 5. other 4%
- 6. REFUSED..... 0%

23. Do you rent or own your home?

- 1. RENT 41%
- 2. OWN 59%
- 3. REFUSED 1%

24. Is this a condominium?

- 1. Yes 27%
- 2. No 72%
- 3. REFUSED ~0%

25a. Including yourself, how many people live in your household? (average = 2.37)
[99=REFUSED] [1 OR 99, SKIP TO QUESTION #26]

25b. Do any children age 12 or younger live in your household?

- 1. YES 28%
- 2. NO 72%
- 3. REFUSED 0%

25b. Do any teenagers aged 13 to 18 live in your household?

- 1. YES 14%
- 2. NO 86%
- 3. REFUSED 0%

25c. Are you or any members of your household aged 65 or older?

- 1. YES 19%
- 2. NO 80%
- 3. REFUSED 1%

26. Does any member of your household have a long-term disability?

- 1. YES 6%
- 2. NO 93%
- 3. REFUSED 1%

27. What is the highest degree or level of school you have completed?

- 1. 12th grade or less, no diploma 3%
- 2. high school graduate 7%
- 3. some college, no degree 13%
- 4. associate degree (AA, AS)..... 9%
- 5. bachelor's degree (BA, AB, BS)..... 32%
- 6. graduate or professional degree..... 35%
- 7. REFUSED..... 1%

28. How much do you anticipate your household's total income before taxes will be for 2000?

- 1. less than \$14,999 4%
- 2. \$15,000 to less than \$25,000..... 4%
- 3. \$25,000 to less than \$35,000..... 7%
- 4. \$35,000 to less than \$50,000..... 12%
- 5. \$50,000 to less than \$75,000..... 17%
- 6. \$75,000 to less than \$100,000 11%
- 7. \$100,000 or more..... 22%
- 8. REFUSED..... 23%

29. What is your race? [CHECK ALL THAT APPLY.]

- 1. American Indian or Alaskan native 1%
- 2. Asian or Pacific Islander..... 4%
- 3. Black or African American..... 24%
- 4. White/Caucasian..... 66%
- 5. Other..... 3%
- 6 REFUSED..... 2%

[HISPANIC/SPANISH/LATINO ORIGIN IS ASKED SEPARATELY FROM THE RACE QUESTION, AS THIS IS HOW THE US CENSUS BUREAU CLASSIFIES RACE AND ETHNICITY.]

30. Are you Spanish/Hispanic/Latino?

- 1. no 96%
- 2. yes 3%
- 3. REFUSED 1%

31. In which category is your age?

- 1. 18-24 years..... 6%
- 2. 25-34 years..... 33%
- 3. 35-44 years..... 19%
- 4. 45-54 years..... 18%
- 5. 55-64 years..... 7%
- 6. 65 years or older 15%
- 7. REFUSED..... 2%

32. Finally, I'd like to know if you would be interested in attending a discussion about the issues contained in this survey. Would you like to participate in such a discussion to further elaborate your opinions?

- 2. NO (END) 40%
- 1. YES-→GO TO 34A. 56%
- 3. NOT SURE/DON'T KNOW (END) 4%

32a. If you would please just give me your first name, we will ask for you when we call back.

Thank you very much for completing this survey. Your opinions and feedback are appreciated.

33. [DO NOT ASK, RECORD SEX HERE:]

- 1. MALE 45%
- 2. FEMALE 55%