

APPENDIX B – RESULTS OF VILLAGE OF SKOKIE 2003 CITIZEN SURVEY

National Research Center, Inc. (NRC) developed the Village of Skokie's 2003 Citizen Survey to provide an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, Skokie was also able to ask residents about key local services and important local issues.

The results offered insight into residents' perspectives about local government performance and provide important benchmarks. This citizen survey was designed to help with budget, land use, and strategic planning as well as to communicate with local residents. The survey also includes questions that speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Participating households were selected at random and the household member who responds is selected without bias. Multiple mailings gave each household more than one chance to participate with self-addressed and postage paid envelopes. Results were statistically reweighted to reflect the proper demographic composition of the entire community.

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 15 were undeliverable due to vacant or "not found" addresses. Completed surveys were received from 537 residents, for a response rate of 45%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

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 1,200 residents is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample.

For more information, please refer to "Village of Skokie 2003 Citizen Survey: Report of Results for the Village of Skokie, IL" date December 2003.

Table B.1 Quality of Life Ratings

	excellent	good	fair	poor	don't know	Total
How do you rate Skokie as a place to live?	42%	48%	9%	1%	0%	100%
How do you rate your neighborhood as a place to live?	35%	48%	15%	3%	0%	100%
How do you rate Skokie as a place to raise children?	35%	42%	10%	2%	11%	100%
How do you rate Skokie as a place to retire?	26%	33%	20%	8%	14%	100%
How do you rate the overall quality of life in Skokie?	31%	55%	12%	2%	0%	100%

Table B.2 Please rate each of the following characteristics as they relate to Skokie as a whole.

	excellent	good	fair	poor	don't know	Total
Sense of community	21%	49%	22%	6%	3%	100%
Openness and acceptance of the community towards people of diverse backgrounds	31%	44%	19%	4%	2%	100%
Overall appearance of Skokie	24%	51%	20%	4%	0%	100%
Opportunities to attend cultural activities	30%	46%	16%	4%	5%	100%
Recreational opportunities	22%	34%	10%	2%	32%	100%
Job opportunities	4%	18%	25%	13%	40%	100%
Access to affordable quality housing	6%	29%	31%	12%	21%	100%
Ease of rail/subway travel in Skokie	10%	27%	21%	15%	27%	100%
Ease of walking in Skokie	24%	46%	22%	4%	4%	100%

Table B.3 Please rate the speed of growth in the following categories in Skokie over the past two years.

	much too slow	somewhat too slow	right amount	somewhat too fast	much too fast	don't know	Total
Population growth	0%	2%	37%	19%	8%	34%	100%
Retail growth (stores, restaurants etc.)	6%	20%	42%	8%	4%	20%	100%
Jobs growth	10%	23%	13%	1%	0%	53%	100%

Table B.4 To what degree are the following problems in Skokie

	Not a problem	minor problem	moderate problem	major problem	don't know	Total
Crime	13%	35%	33%	4%	15%	100%
Drugs	11%	25%	24%	6%	35%	100%
Too much growth	24%	26%	15%	10%	25%	100%
Taxes	11%	19%	32%	18%	20%	100%
Traffic congestion	15%	31%	34%	15%	4%	100%
Unsupervised youth	13%	28%	21%	14%	24%	100%
Homelessness	36%	21%	6%	1%	36%	100%
Unmaintained properties (weeds, peeling paint, etc.)	22%	45%	17%	5%	11%	100%
Teardown of older single-family homes	29%	23%	14%	8%	27%	100%

Table B.5 Please rate how safe you feel from the following occurring to you in Skokie

	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
Violent crime (e.g., rape, assault, robbery)	30%	44%	14%	7%	1%	4%	100%
Property crimes (e.g., burglary, theft)	14%	46%	18%	14%	5%	3%	100%
Fire	36%	41%	13%	3%	1%	6%	100%

Table B.6 Please rate how safe you feel:

	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	don't know	Total
In your neighborhood during the day	68%	25%	4%	3%	0%	0%	100%
In your neighborhood after dark	27%	50%	11%	8%	3%	1%	100%
In Skokie's downtown area during the day	62%	22%	5%	1%	0%	9%	100%
In Skokie's downtown area after dark	20%	40%	14%	5%	3%	18%	100%
In Skokie's parks during the day	56%	26%	6%	3%	1%	7%	100%
In Skokie's parks after dark	11%	34%	16%	14%	6%	20%	100%
In Skokie in general	42%	43%	10%	3%	1%	1%	100%

Table B.7 During the past twelve months, were you or anyone in your household the victim of any crime?

		If yes, was this crime (these crimes reported?)	
Yes	11%	Yes	64%
No	87%	No	22%
Don't know	2%	Don't know	14%
Total	100%	Total	100%

Table B.8 In the last 12 months, about how many times, if ever, have you or other household members done the following things in the Village of Skokie?

	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times	Total
Used Skokie public libraries or their services	70%	25%	3%	1%	0%	100%
Participated in a Smith Center Senior activity	92%	6%	2%	0%	1%	100%
Visited a Skokie park	50%	32%	13%	3%	3%	100%
Ridden a local bus within Skokie	57%	15%	11%	4%	13%	100%
Attended a meeting of local elected officials or other local public meeting	84%	14%	1%	0%	0%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	75%	18%	6%	0%	1%	100%
Recycled used paper, cans or bottles from your home	21%	5%	7%	8%	58%	100%
Volunteered your time to some non-profit group/activity in Skokie	79%	8%	6%	3%	4%	100%
Read Village of Skokie Newsletter	11%	15%	42%	13%	19%	100%
Used the Internet for anything	31%	4%	7%	4%	54%	100%
Used the Internet to conduct business with Skokie	76%	14%	6%	1%	2%	100%
Purchased an item over the Internet	50%	13%	21%	8%	7%	100%

Table B.9 How do you rate the quality of each of the following services in Skokie?

	excellent	good	fair	poor	don't know	Total
Police Department performance	48%	32%	8%	4%	8%	100%
Fire Department performance	58%	24%	2%	0%	16%	100%
Ambulance/emergency medical services	50%	21%	3%	1%	26%	100%
Crime prevention	26%	40%	9%	6%	20%	100%
Fire prevention and education	27%	34%	6%	1%	31%	100%
Traffic enforcement	24%	43%	18%	5%	10%	100%
Garbage collection	50%	35%	10%	2%	3%	100%
Recycling	45%	31%	10%	5%	9%	100%
Yard waste pick-up	32%	28%	13%	6%	21%	100%
Street repair	17%	39%	27%	14%	3%	100%
Street cleaning	31%	47%	15%	5%	3%	100%
Street lighting	24%	48%	20%	6%	2%	100%
Snow removal	30%	40%	17%	9%	4%	100%
Sidewalk maintenance	20%	45%	22%	9%	4%	100%
Amount of public parking	19%	43%	21%	8%	9%	100%
Bus/transit services	18%	36%	13%	5%	27%	100%
Storm drainage	13%	33%	26%	16%	11%	100%
Drinking water	34%	40%	15%	5%	5%	100%
Obtaining a building permit	9%	15%	11%	3%	62%	100%
Code enforcement (weeds, abandoned buildings, etc)	11%	27%	18%	4%	40%	100%
Animal control	17%	31%	14%	4%	34%	100%
Commercial/residential development	13%	33%	20%	6%	28%	100%
Health services	20%	33%	5%	1%	40%	100%
Services to seniors	20%	28%	5%	2%	45%	100%
Services to youth	15%	25%	9%	5%	46%	100%
Services to low-income people	10%	13%	9%	6%	63%	100%
Public information services-NewSkokie Municipal Newsletter	33%	43%	13%	3%	8%	100%
Public information-www.skokie.org municipal web site	16%	28%	10%	2%	44%	100%
Overall competence of Police Department employees	28%	41%	10%	5%	17%	100%
Police Officers' attitudes and behaviors towards citizens	29%	37%	13%	9%	12%	100%

Table B.10 Overall, how would you rate the quality of the services provided by...

	excellent	good	fair	poor	don't know	Total
Overall, how would you rate the quality of the services provided by the Village of Skokie?	37%	50%	9%	2%	2%	100%
Overall, how would you rate the quality of the services provided by the Federal Government?	8%	38%	29%	11%	14%	100%
Overall, how would you rate the quality of the services provided by the State Government?	7%	36%	32%	10%	13%	100%

Table B.11 Have you had any in-person or phone contact with an employee of the Village of Skokie within the last 12 months?

Yes	70%
No	30%
Total	100%

Table B.12 What was your impression of the employees of the Village of Skokie in your most recent contact?

	excellent	good	fair	poor	don't know	Total
Knowledge	40%	42%	12%	3%	3%	100%
Responsiveness	41%	36%	14%	6%	3%	100%
Courtesy	45%	32%	15%	5%	3%	100%
Overall Impression	40%	37%	13%	6%	4%	100%

Table B.13 Please rate your agreement or disagreement with the following statements.

	strongly agree	somewhat agree	neither agree nor disagree	somewhat disagree	strongly disagree	don't know	Total
I receive good value for the Village of Skokie taxes I pay	25%	37%	15%	6%	2%	14%	100%
I am pleased with the overall direction that the Village of Skokie is taking	24%	37%	19%	8%	4%	8%	100%
The Village of Skokie government welcomes citizen involvement	24%	33%	14%	4%	3%	22%	100%
The Village of Skokie government listens to citizens	20%	32%	14%	5%	5%	24%	100%

Table B.14 What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

very positive	3%
somewhat positive	19%
neutral	44%
somewhat negative	28%
very negative	6%
Total	100%

Table B.15 Likelihood of using potential services on the Village's Web site

	very likely	somewhat likely	not likely or unlikely	somewhat unlikely	very unlikely	don't know	Total
Online payment of water bills	15%	14%	12%	6%	35%	17%	100%
Online payment of vehicle stickers	19%	19%	10%	7%	32%	12%	100%
Online application for building permit	10%	13%	11%	6%	35%	25%	100%
Online request for service to report a problem	18%	19%	12%	7%	31%	14%	100%
Online payment of parking tickets	15%	15%	13%	6%	37%	14%	100%

Table B.16 Importance of Community Issues Initiatives for the Village of Skokie

	essential	very important	important	somewhat important	not very important	don't know	Total
Domestic violence	29%	27%	19%	6%	3%	15%	100%
Affordable housing	30%	29%	19%	7%	6%	9%	100%
Elderly Care Services	37%	34%	17%	4%	2%	7%	100%
At-Risk Youth	38%	31%	17%	4%	1%	10%	100%
Traffic/Transportation	34%	33%	17%	6%	3%	7%	100%

Table B.17 Ratings for Success of Redevelopment Projects

	very successful	somewhat successful	neither successful nor unsuccessful	somewhat unsuccessful	not very successful	don't know	Total
Old Orchard Shopping Center	73%	20%	1%	2%	1%	4%	100%
Downtown Skokie	13%	36%	20%	11%	14%	6%	100%
West Dempster Street	9%	31%	23%	11%	8%	18%	100%
Village Crossing Shopping Center	32%	41%	9%	4%	1%	12%	100%
Industrial Areas	8%	27%	16%	5%	4%	41%	100%
Condominiums/Townhomes	20%	34%	15%	7%	4%	20%	100%

Table B.19 Do you live within the Village of Skokie?

Yes	95%
No	5%
Total	100%

Table B.20 Are you currently employed?

Yes	66%
No	34%
Total	100%

Table B.21 Usual mode of transportation to work

	Percent of Employed Respondents
Motorized vehicle, no others	73%
Motorized vehicle, with others	10%
Bus, rail, subway, or other public transportation	11%
Walk	3%
Work at home	2%
Other	1%
Total	100%

Table B.22 How Many years have you lived in Skokie?

	Percent of Respondents
Less than 2 years	12%
2-5 years	19%
6-10 years	13%
11-20 years	22%
More than 20 years	34%
Total	100%

Table B.23 Which best described the building you live in?

	Percent of Respondents
One family house detached from any other houses	54%
House attached to one or more houses	3%
Building with two or more apartments or condominiums	39%
Other	4%
Total	100%

Table B.24 Is this house or apartment ...

	Percent of Respondents
Rented for cash or occupied without cash payment?	31%
Owned by you or someone in this house	69%
Total	100%

Table B.25 Household Characteristics

	Yes	No	Total
Do any children age 12 or under live in your household?	27%	73%	100%
Do any teenagers ages 13 through 17 live in your household?	15%	85%	100%
Are you or any other members of your household aged 65 or older?	39%	61%	100%
Does any member of your household have a disability?	21%	79%	100%

Table B.26 What is the highest degree or level of school you have completed?

	Percent of Respondents
12th Grade or less, no diploma	3%
High school diploma	11%
Some college, no degree	23%
Associate's degree (e.g. AA, AS)	5%
Bachelor's degree (e.g. BA, AB, BS)	25%
Graduate degree or professional degree	33%
Total	100%

Table B.27 How much do you anticipate your household's total income before taxes will be for the current year?

	Percent of Respondents
Less than \$24,999	15%
\$25,000 to \$49,999	27%
\$50,000 to \$99,999	39%
\$100,000 or more	20%
Total	100%

Table B.28 Are you Spanish/Hispanic/Latino?

Yes	5%
No	95%
Total	100%

Table B.29 What is your race?

	Percent of Respondents
Asian or Pacific Islander	16%
Black, African American	2%
White/Caucasian	73%
Other	6%
Multi-Racial	3%
Total	100%

Table B.30 In which category is your age?

	Percent of Respondents
18-24 years	3%
25-34 years	18%
35-44 years	16%
45-54 years	23%
55-64 years	9%
65-74 years	13%
75 years or older	17%
Total	100%

Table B.31 What is your gender?

Female	53%
Male	47%
Total	100%

Table B.32 Are you registered to vote in your jurisdiction?

Yes	80%
No	14%
Don't know	6%
Total	100%