



Village of Skokie

February 1, 2010
For Immediate Release

Citizens Reveal Positive View of Skokie Services

According to a fall, 2009 citizen survey administered by the National Research Center in Boulder, Colorado, Skokie residents enjoy life in the community and are generally pleased with Village services. When asked to rate their overall quality of life in Skokie and Skokie as a place to live, 93% of those surveyed gave ratings of either excellent or good in both categories.

Approximately 80% of the written survey instrument is standardized, with the remaining 20% customized, Skokie-specific questions. Skokie also participated in the National Citizen Survey program during 2003 and 2006, asking many of the same questions. In October 2009, 1,200 randomly selected single- and multi-family homes received a written survey questionnaire. The 2009 survey had a 39% response rate. It is customary to describe the precision of survey estimates by assigning a 'margin of error'. The margin for the Village's survey is 5%, meaning that any percentage reported in the survey is no greater than plus or minus five percentage points from the reported number.

Overall, Skokie's 2009 citizen survey results are very positive. In many categories, Skokie ranks in the upper echelon of comparable jurisdictions that posed the same questions. A few items are particularly noteworthy, including:

- Public safety – once again, Skokie's emergency services received tremendously high marks. The Fire Department's services are ranked 4th out of 285 comparable jurisdictions.
- Health Department – residents gave the Health Department an 81% excellent/good rating. The Health Department's services are ranked 3rd out of 153 comparable jurisdictions.
- Village employees – as with the 2003 and 2006 surveys, Village employees received exemplary ratings for their knowledge, courtesy and professionalism. For example, Village employees received a 91% excellent/good rating for knowledge, giving the Village a ranking of 10th out of 260 comparable jurisdictions in this category.
- Economic development – residents show strong support for the Village's economic development efforts and continued interest in Downtown Skokie.

A summary of the survey results will be published in the March 2010 edition of *NewSkokie* and the full survey report will soon be posted online at www.skokie.org.

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Council-Manager Government

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	Michael M. Lorge
	Donald P. Perille
	Randall E. Roberts
	Pramod C. Shah
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Manager	Albert J. Rigoni
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Awards and Distinctions

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American Public Works Association
(APWA) Accreditation

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Fitch IBCA AAA Financial
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Governor's Hometown Award

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Achievement for Excellence in
Financial Reporting

Insurance Services Office (ISO)
Class One Fire Department

State of Illinois Certified Health
Department

Tree City U.S.A. Distinction