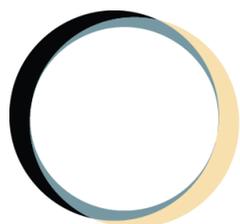


THE NCSTM
The National Citizen SurveyTM

Western Springs, IL

Dashboard Summary of Findings
2015



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Western Springs’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Western Springs’ community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Not only did residents identify Safety, Mobility, Natural Environment and Education and Enrichment as community facets that were strongest compared to other places, but for each of those, Community Characteristics were also seen to be especially good. Within Natural Environment and Education and Enrichment, Governance and Participation aspects also saw exceptionally high ratings. Generally, ratings about the community’s characteristics across most of the facets were higher than comparable communities.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	26	25	0	15	27	0	13	19	2
General	6	1	0	1	2	0	2	1	0
Safety	2	1	0	4	3	0	1	1	1
Mobility	7	1	0	2	5	0	2	1	0
Natural Environment	3	0	0	2	2	0	1	1	0
Built Environment	2	3	0	1	5	0	2	0	0
Economy	1	7	0	0	1	0	0	2	1
Recreation and Wellness	1	6	0	0	4	0	0	5	0
Education and Enrichment	3	2	0	1	1	0	2	0	0
Community Engagement	1	4	0	4	4	0	3	8	0

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↑	94%	Customer service	↔	85%	Recommend Western Springs	↑	97%
	Overall quality of life	↑	97%	Services provided by Western Springs	↑	87%	Remain in Western Springs	↔	91%
	Place to retire	↔	58%	Services provided by the Federal Government	↔	39%	Contacted Western Springs employees	↑↑	67%
	Place to raise children	↑↑	99%						
	Place to live	↑	99%						
	Neighborhood	↑	97%						
	Overall image	↑↑	96%						
Safety	Overall feeling of safety	↑	98%	Police	↔	88%	Was NOT the victim of a crime	↔	94%
	Safe in neighborhood	↔	98%	Crime prevention	↑	89%	Did NOT report a crime	↑	89%
	Safe downtown/commercial area	↑	99%	Fire	↔	97%	Stocked supplies for an emergency	↓	18%
				Fire prevention	↑	95%			
				Ambulance/EMS	↑	97%			
				Emergency preparedness	↑	83%			
Mobility	Traffic flow	↑	77%	Traffic enforcement	↔	75%	Carpooled instead of driving alone	↔	50%
	Travel by car	↑	90%	Street repair	↔	48%	Walked or biked instead of driving	↑↑	85%
	Travel by bicycle	↑↑	84%	Street cleaning	↔	75%	Used public transportation instead of driving	↑↑	70%
	Ease of walking	↑↑	92%	Street lighting	↔	61%			
	Travel by public transportation	↑↑	78%	Snow removal	↑	83%			
	Overall ease of travel	↑	96%	Sidewalk maintenance	↔	62%			
	Public parking	↑	79%	Bus or transit services	↑	72%			
	Paths and walking trails	↔	66%						
Natural Environment	Overall natural environment	↑	93%	Garbage collection	↔	92%	Recycled at home	↑	98%
	Air quality	↑	91%	Recycling	↑	91%	Made home more energy efficient	↔	67%
	Cleanliness	↑↑	96%	Yard waste pick-up	↑	91%			
				Drinking water	↔	69%			
Built Environment	New development in Western Springs	↔	46%	Sewer services	↔	72%	NOT experiencing housing cost stress	↑↑	89%
	Affordable quality housing	↔	35%	Storm drainage	↔	52%	Did NOT observe a code violation	↑	65%
	Housing options	↔	57%	Power utility	↔	78%			
	Overall built environment	↑	82%	Utility billing	↔	81%			
	Public places	↑	76%	Land use, planning and zoning	↔	58%			
				Code enforcement	↑	65%			

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↑	83%	Economic development	↔	42%	Economy will have positive impact on income	↔	34%
	Shopping opportunities	↔	40%				Purchased goods or services in Western Springs	↔	96%
	Employment opportunities	↔	29%				Work in Western Springs	↓↓	23%
	Place to visit	↔	67%						
	Cost of living	↔	38%						
	Vibrant downtown/commercial area	↔	35%						
	Place to work	↔	56%						
Recreation and Wellness	Business and services	↔	62%						
	Fitness opportunities	↔	64%	Village parks	↔	92%	In very good to excellent health	↔	80%
	Recreational opportunities	↔	76%	Recreation center	↔	82%	Used Western Springs recreation centers	↔	57%
	Health care	↑	73%	Recreation programs	↔	85%	Visited a Village park	↔	88%
	Food	↔	66%	Health services	↔	73%	Ate 5 portions of fruits and vegetables	↔	89%
	Mental health care	↔	57%				Participated in moderate or vigorous physical activity	↔	92%
	Health and wellness	↔	76%						
Education and Enrichment	Preventive health services	↔	71%						
	K-12 education	↑↑	98%	Thomas Ford Memorial Library	↑	94%	Used the Thomas Ford Memorial Library	↑	82%
	Cultural/arts/music activities	↔	65%	Special events	↔	79%	Attended a Village-sponsored event	↑	67%
	Child care/preschool	↑↑	84%						
	Adult education	↔	73%						
Community Engagement	Overall education and enrichment	↑	90%						
	Opportunities to participate in community matters	↔	71%	Public information	↑	83%	Sense of community	↑↑	88%
	Opportunities to volunteer	↔	73%	Overall direction	↔	68%	Voted in local elections	↑	91%
	Openness and acceptance	↔	57%	Value of services for taxes paid	↔	62%	Talked to or visited with neighbors	↔	99%
	Social events and activities	↔	70%	Welcoming citizen involvement	↔	63%	Attended a local public meeting	↔	18%
	Neighborliness	↑	83%	Confidence in Village government	↔	65%	Watched a local public meeting	↔	23%
				Acting in the best interest of Western Springs	↑	71%	Volunteered	↔	46%
				Being honest	↑	73%	Participated in a club	↔	37%
				Treating all residents fairly	↑	72%	Campaigned for an issue, cause or candidate	↔	22%
							Contacted Western Springs elected officials	↔	19%
						Read or watched local news	↔	91%	
						Done a favor for a neighbor	↑	94%	

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available