



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Western Springs, IL

Comparisons by Demographic Subgroups  
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. This report discusses differences in opinion of survey respondents by length of residency, sex and age.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. 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 have been shaded grey.

The margin of error for this report is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,312 completed surveys). For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Notable differences between demographic subgroups included the following:

- Within the facet of Community Engagement, rates of participation for residents who had campaigned or advocated for an issue, cause or candidate, contacted Western Springs elected officials, attended a local public meeting and watched a local public meeting were the lowest among those aged 18-34 and residents who had lived in the Village for 5 years or less.
- The facet of Built Environment within the pillar of Governance saw differences in ratings among subgroups. Residents who had lived in Western Springs for 6 to 20 years and those age 35 and older tended to give lower ratings to storm drainage, sewer services, land use, planning and zoning and code enforcement. Those who had lived in the Village for 5 years or less tended to give the highest ratings for those aspects of Built Environment.
- Also within the pillar of Governance, residents aged 18-34 were more likely to positively rate the Village of Western Springs, the overall direction that Western Springs is taking, generally acting in the best interest of the community and overall customer service provided by Western Springs employees than residents aged 35 and older. Male residents and residents aged 35 and older gave lower ratings for services provided by the Federal Government than their counterparts.
- Female residents were more likely to suggest that the community should focus on the overall “built environment” of Western Springs, overall opportunities for education and enrichment, quality of overall natural environment and health and wellness opportunities in Western Springs than male residents. Male residents, however, were more likely to support a property tax increase for the roadway construction program than female residents.
- Residents who had lived in Western Springs for 5 years or less and residents aged 18-34 were the least likely to use Comcast cable channel 6 or AT&T U-verse channel 99 as a source for obtaining information about Western Springs. Tower Topics and the Village website were the sources used the most by these residents for obtaining information about the Village government, services, activities, events and local issues.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
The overall quality of life in Western Springs	99%	97%	96%	100%	97%	95%	97%	97%	97%
Overall image or reputation of Western Springs	99%	95%	96%	100%	96%	95%	97%	96%	96%
Western Springs as a place to live	100%	98%	98%	100%	99%	98%	99%	99%	99%
Your neighborhood as a place to live	99%	97%	96%	100%	98%	96%	98%	97%	97%
Western Springs as a place to raise children	100%	98%	98%	100%	99%	97%	99%	99%	99%
Western Springs as a place to retire	70%	56%	55%	87%	49%	60%	60%	56%	58%
Overall appearance of Western Springs	98%	92%	92%	98%	93%	93%	93%	94%	94%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Overall feeling of safety in Western Springs	99%	97%	98%	98%	98%	97%	98%	97%	98%
In your neighborhood during the day	99%	98%	98%	98%	99%	98%	98%	98%	98%
In Western Springs's downtown/commercial area during the day	99%	99%	99%	98%	99%	98%	99%	98%	99%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Overall ease of getting to the places you usually have to visit	98%	97%	94%	100%	96%	94%	95%	96%	96%
Traffic flow on major streets	73%	75%	80%	68%	77%	79%	78%	75%	77%
Ease of public parking	86%	81%	74%	82%	82%	74%	80%	79%	79%
Ease of travel by car in Western Springs	94%	90%	89%	94%	91%	88%	90%	91%	90%
Ease of travel by public transportation in Western Springs	85%	80%	73%	86%	79%	73%	77%	80%	78%
Ease of travel by bicycle in Western Springs	85%	85%	83%	83%	85%	83%	83%	86%	84%
Ease of walking in Western Springs	95%	90%	92%	93%	92%	91%	92%	92%	92%
Availability of paths and walking trails	67%	66%	66%	75%	66%	65%	68%	65%	66%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Quality of overall natural environment in Western Springs	95%	92%	92%	98%	92%	91%	93%	92%	93%
Air quality	95%	90%	89%	95%	91%	89%	92%	89%	91%
Cleanliness of Western Springs	97%	96%	96%	98%	95%	96%	96%	96%	96%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Overall "built environment" of Western Springs (including overall design, buildings, parks and transportation systems)	85%	79%	82%	87%	80%	82%	83%	80%	82%
Public places where people want to spend time	81%	73%	76%	85%	74%	76%	77%	75%	76%
Variety of housing options	62%	58%	53%	64%	57%	55%	60%	54%	57%
Availability of affordable quality housing	43%	31%	34%	39%	33%	36%	35%	35%	35%
Overall quality of new development in Western Springs	58%	43%	42%	69%	42%	43%	46%	46%	46%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Overall economic health of Western Springs	93%	81%	79%	100%	80%	81%	84%	83%	83%
Western Springs as a place to work	55%	54%	58%	65%	50%	59%	61%	49%	56%
Western Springs as a place to visit	72%	59%	71%	79%	60%	71%	70%	64%	67%
Employment opportunities	34%	29%	28%	49%	29%	26%	31%	27%	29%
Shopping opportunities	36%	37%	46%	39%	37%	45%	42%	39%	40%
Cost of living in Western Springs	40%	32%	42%	44%	31%	45%	41%	36%	38%
Overall quality of business and service establishments in Western Springs	67%	55%	66%	72%	56%	67%	66%	60%	62%
Vibrant downtown/commercial area	35%	31%	39%	39%	30%	40%	36%	34%	35%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Health and wellness opportunities in Western Springs	77%	74%	78%	90%	72%	78%	78%	75%	76%
Fitness opportunities (including exercise classes and paths or trails, etc.)	63%	63%	68%	69%	62%	66%	68%	61%	64%
Recreational opportunities	77%	74%	78%	83%	74%	75%	77%	75%	76%
Availability of affordable quality food	69%	65%	67%	73%	64%	67%	68%	65%	66%
Availability of affordable quality health care	80%	70%	73%	87%	68%	75%	75%	72%	73%
Availability of preventive health services	77%	67%	71%	84%	67%	72%	72%	71%	71%
Availability of affordable quality mental health care	71%	52%	56%	80%	51%	56%	55%	59%	57%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Overall opportunities for education and enrichment	94%	86%	90%	98%	90%	87%	91%	89%	90%
Availability of affordable quality child care/preschool	85%	80%	86%	83%	84%	83%	82%	85%	84%
K-12 education	99%	97%	98%	100%	98%	97%	98%	98%	98%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Adult educational opportunities	73%	72%	74%	76%	72%	73%	74%	71%	73%
Opportunities to attend cultural/arts/music activities	74%	61%	64%	74%	61%	66%	68%	62%	65%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Opportunities to participate in social events and activities	84%	67%	66%	85%	70%	66%	72%	69%	70%
Opportunities to volunteer	79%	73%	72%	83%	73%	71%	74%	73%	73%
Opportunities to participate in community matters	79%	68%	71%	79%	72%	69%	75%	69%	71%
Openness and acceptance of the community toward people of diverse backgrounds	64%	51%	57%	63%	53%	58%	54%	59%	57%
Neighborliness of residents in Western Springs	89%	84%	79%	89%	85%	78%	83%	83%	83%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
The Village of Western Springs	93%	85%	85%	93%	86%	86%	89%	85%	87%
The value of services for the taxes paid to Western Springs	65%	59%	64%	69%	57%	67%	66%	60%	62%
The overall direction that Western Springs is taking	85%	61%	64%	93%	63%	65%	71%	66%	68%
The job Western Springs government does at welcoming citizen involvement	73%	59%	62%	81%	58%	65%	68%	59%	63%
Overall confidence in Western Springs government	79%	58%	65%	86%	59%	67%	70%	61%	65%
Generally acting in the best interest of the community	81%	66%	70%	87%	66%	72%	76%	67%	71%
Being honest	77%	69%	73%	86%	67%	76%	76%	70%	73%
Treating all residents fairly	82%	69%	70%	86%	69%	73%	76%	69%	72%
Overall customer service by Western Springs employees (police, receptionists, planners, etc.)	91%	82%	84%	93%	83%	85%	87%	83%	85%
The Federal Government	42%	38%	38%	52%	36%	39%	42%	36%	39%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Police services	93%	87%	86%	91%	87%	89%	91%	85%	88%
Fire services	99%	96%	98%	100%	97%	98%	97%	98%	97%
Ambulance or emergency medical services	98%	97%	97%	100%	97%	98%	97%	98%	97%
Crime prevention	91%	86%	90%	87%	88%	91%	91%	88%	89%
Fire prevention and education	97%	95%	95%	97%	96%	95%	95%	96%	95%
Animal control	86%	72%	74%	86%	73%	75%	79%	72%	75%

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Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	89%	79%	83%	89%	84%	80%	87%	77%	83%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Traffic enforcement	88%	73%	71%	85%	74%	75%	79%	72%	75%
Street repair	57%	44%	47%	61%	46%	47%	50%	47%	48%
Street cleaning	84%	73%	73%	87%	75%	72%	80%	71%	75%
Street lighting	59%	58%	66%	65%	59%	64%	63%	60%	61%
Snow removal	83%	83%	84%	80%	83%	85%	82%	85%	83%
Sidewalk maintenance	64%	60%	62%	70%	60%	62%	60%	65%	62%
Bus or transit services	78%	75%	67%	81%	73%	68%	75%	69%	72%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Garbage collection	88%	92%	94%	92%	91%	94%	92%	92%	92%
Recycling	88%	91%	93%	92%	89%	93%	92%	90%	91%
Yard waste pick-up	92%	90%	92%	98%	89%	91%	93%	89%	91%
Drinking water	71%	61%	74%	73%	61%	76%	65%	73%	69%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Storm drainage	62%	44%	53%	67%	45%	56%	51%	54%	52%
Sewer services	82%	63%	75%	91%	65%	74%	70%	75%	72%
Power (electric and/or gas) utility	90%	70%	77%	94%	72%	80%	78%	79%	78%
Utility billing	89%	76%	82%	89%	78%	85%	83%	81%	81%
Land use, planning and zoning	75%	53%	54%	82%	55%	55%	59%	58%	58%
Code enforcement (weeds, abandoned buildings, etc.)	75%	63%	61%	75%	63%	64%	67%	64%	65%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Economic development	53%	40%	38%	59%	38%	42%	45%	40%	42%

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Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Village parks	95%	88%	94%	96%	91%	92%	93%	91%	92%
Recreation programs or classes	90%	83%	85%	93%	85%	83%	89%	82%	85%
Recreation center or facilities	87%	77%	84%	93%	80%	83%	84%	80%	82%
Health services	82%	67%	74%	85%	69%	75%	75%	72%	73%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Thomas Ford Memorial Library services	98%	92%	93%	100%	95%	91%	95%	94%	94%
Village-sponsored special events	91%	75%	77%	98%	78%	75%	83%	76%	79%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Public information services	94%	76%	83%	94%	81%	81%	87%	79%	83%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Sense of community	92%	91%	84%	93%	91%	83%	90%	86%	88%
Recommend living in Western Springs to someone who asks	99%	96%	97%	100%	97%	95%	97%	97%	97%
Remain in Western Springs for the next five years	97%	90%	87%	94%	92%	88%	90%	91%	91%
Contacted the Village of Western Springs (in-person, phone, email or web) for help or information	67%	65%	68%	59%	64%	72%	66%	67%	67%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Was NOT the victim of a crime	96%	93%	94%	96%	92%	95%	95%	93%	94%
Did NOT report a crime	95%	89%	87%	89%	90%	89%	91%	88%	89%
Stocked supplies in preparation for an emergency	10%	18%	23%	6%	18%	23%	18%	19%	18%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Walked or biked instead of driving	91%	89%	78%	94%	93%	72%	85%	84%	85%
Carpooled with other adults or children instead of driving alone	51%	61%	41%	53%	64%	32%	57%	42%	50%

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Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Used bus, rail, subway or other public transportation instead of driving	76%	75%	63%	81%	78%	57%	70%	70%	70%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Recycle at home	99%	99%	97%	100%	100%	96%	99%	97%	98%
Made efforts to make your home more energy efficient	61%	71%	68%	57%	70%	68%	67%	68%	67%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
NOT under housing cost stress	94%	89%	87%	97%	93%	84%	87%	93%	89%
Did NOT observe a code violation	73%	64%	62%	72%	64%	64%	66%	64%	65%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Purchase goods or services from a business located in Western Springs	96%	96%	96%	98%	97%	94%	98%	94%	96%
Economy will have positive impact on income	42%	34%	30%	32%	40%	27%	33%	36%	34%
Work in Western Springs	24%	26%	20%	27%	27%	16%	27%	19%	23%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Used Western Springs recreation centers or their services	62%	74%	41%	53%	74%	39%	58%	57%	57%
Visited a neighborhood park or Village park	95%	94%	79%	95%	95%	77%	86%	90%	88%
Eat at least 5 portions of fruits and vegetables a day	91%	90%	87%	94%	90%	87%	93%	85%	89%
Participate in moderate or vigorous physical activity	93%	95%	90%	98%	94%	89%	94%	91%	92%
Reported being in "very good" or "excellent" health	85%	84%	75%	89%	86%	71%	84%	76%	80%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Used the Thomas Ford Memorial Library or its services	81%	85%	80%	76%	85%	80%	84%	80%	82%
Attended a Village-sponsored event	71%	75%	59%	71%	78%	54%	68%	67%	67%

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Table 27: Participation - Community Engagement

	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)									
Campaigned or advocated for an issue, cause or candidate	12%	23%	28%	8%	24%	25%	21%	24%	22%
Contacted Western Springs elected officials (in-person, phone, email or web) to express your opinion	12%	21%	22%	9%	19%	22%	18%	20%	19%
Volunteered your time to some group/activity in Western Springs	36%	58%	42%	33%	58%	36%	49%	43%	46%
Participated in a club	40%	41%	32%	44%	43%	28%	41%	33%	37%
Talked to or visited with your immediate neighbors	99%	99%	98%	100%	99%	98%	99%	99%	99%
Done a favor for a neighbor	91%	97%	93%	91%	95%	93%	94%	94%	94%
Attended a local public meeting	10%	21%	21%	7%	20%	20%	18%	19%	18%
Watched (online or on television) a local public meeting	9%	23%	31%	11%	22%	29%	21%	26%	23%
Read or watch local news (via television, paper, computer, etc.)	85%	92%	93%	85%	91%	93%	93%	88%	91%
Vote in local elections	80%	95%	94%	78%	91%	95%	92%	90%	91%

Table 28: Community Focus Areas

	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Percent rating positively (e.g., essential/very important)									
Overall feeling of safety in Western Springs	91%	89%	88%	90%	87%	91%	90%	88%	89%
Overall ease of getting to the places you usually have to visit	72%	72%	70%	72%	69%	74%	75%	67%	71%
Quality of overall natural environment in Western Springs	74%	80%	82%	76%	78%	83%	83%	76%	80%
Overall "built environment" of Western Springs (including overall design, buildings, parks and transportation systems)	89%	87%	84%	85%	88%	85%	90%	83%	86%
Health and wellness opportunities in Western Springs	51%	46%	58%	42%	45%	64%	57%	47%	52%
Overall opportunities for education and enrichment	78%	74%	76%	74%	75%	77%	79%	72%	76%
Overall economic health of Western Springs	91%	91%	93%	89%	91%	94%	93%	91%	92%
Sense of community	85%	81%	87%	89%	82%	86%	87%	82%	84%

Table 29: Sources of Information

	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village of Western Springs government, services, activities, events and local issues: (Percent rating as "major source" or "minor source").									
Local news outlets (Suburban Life and Doings)	69%	83%	78%	68%	80%	79%	79%	77%	78%
Tower Topics (Village bi-monthly newsletter)	92%	94%	97%	91%	93%	98%	97%	92%	95%
Village website (www.wsprings.com)	92%	84%	79%	90%	88%	77%	83%	84%	84%
Blogs or social media	49%	39%	35%	58%	44%	28%	46%	33%	40%
Comcast cable channel 6	15%	26%	39%	18%	25%	37%	28%	28%	29%
AT&T U-verse channel 99	10%	17%	23%	11%	15%	25%	21%	15%	18%

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Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village of Western Springs government, services, activities, events and local issues: (Percent rating as "major source" or "minor source").	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Phone call to Village Hall or specific Department	71%	79%	87%	60%	77%	91%	83%	77%	80%
Personal visit to Village Hall or a specific Department	62%	71%	79%	48%	71%	82%	76%	68%	72%
Talking with Village officials	45%	54%	66%	33%	54%	68%	60%	53%	56%

Table 30: Support for Roadway Construction Program

In 2008, the voters of the Village approved the issuance of bonds to fund the roadway reconstruction program over six years. The last of those funds was expended in 2014. While much has been accomplished there are still roadway needs. To what extent would you support a property tax increase of an average of \$70 per year to support the roadway construction program over the next ten years? (Percent rating as "strongly support" or "somewhat support").	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
	65%	67%	65%	65%	66%	66%	63%	70%	66%

Table 31: Drainage Problems

Please indicate how many times, if any, you have experienced any of the following drainage problems over the last 12 months: (Percent rating as "more than once").	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Street flooding on your block	47%	63%	51%	53%	59%	48%	55%	53%	54%
Basement flooding	29%	37%	36%	45%	34%	33%	39%	31%	35%
Yard flooding	54%	61%	58%	55%	60%	56%	59%	56%	58%

Table 32: Container Types for Recycling Collection

Please rate your preference for the following container types for recycling collection. (Percent rating as "strongly prefer" or "somewhat prefer").	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Blue bag (current service type)	51%	69%	85%	50%	66%	85%	71%	72%	71%
65 Gallon Cart	71%	52%	28%	70%	56%	27%	50%	44%	47%

Table 33: Service Types for Refuse Collection

Please rate your preference for the following service types for refuse collection. (Percent rating as "strongly prefer" or "somewhat prefer").	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
Backdoor service and curbside sticker (current service types)	57%	71%	81%	48%	72%	81%	72%	73%	72%
Backdoor service and cart at the curb	50%	38%	25%	48%	42%	24%	39%	34%	36%
Cart at the curb	50%	38%	23%	50%	37%	27%	36%	33%	35%

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Table 34: Primary Source of Drinking Water

	Length of residency			Age			Sex		Overall
	5 years or less	6 to 20 years	20 or more years	18-34	35-54	55+	Female	Male	
What is your primary source of drinking water? (Percent responding as “Western Springs tap water”).	70%	73%	82%	80%	70%	83%	78%	74%	76%