

THE NCSTM
The National Citizen SurveyTM

Glen Ellyn, IL
Community Livability Report

2017



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About

The National Citizen Survey™ (The NCS) report is about the “livability” of Glen Ellyn. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

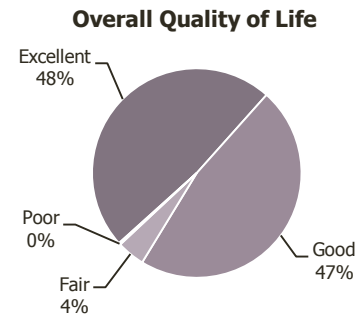
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 507 residents of the Village of Glen Ellyn. The margin of error around any reported percentage is 4% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Glen Ellyn

Almost all residents rated the quality of life in Glen Ellyn as excellent or good. Residents rated the overall quality of life higher than the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet 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.

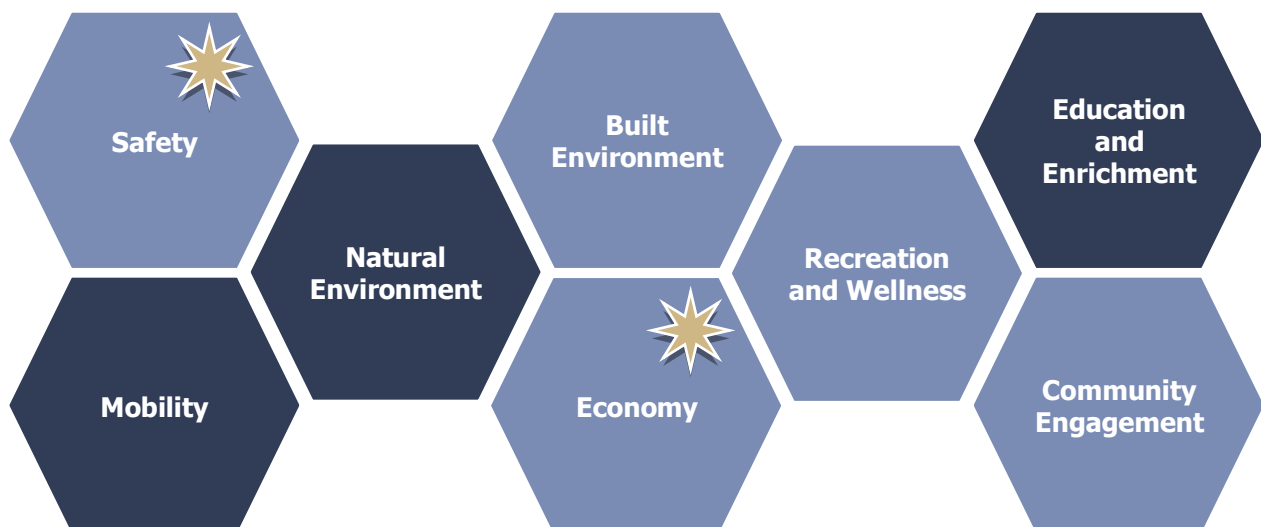
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Glen Ellyn community in the coming two years. It is noteworthy that Glen Ellyn residents gave strong ratings to Natural Environment as well as to Mobility and Education and Enrichment. Ratings for Safety, Economy, Built Environment, Recreation and Wellness and Community Engagement were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Glen Ellyn’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



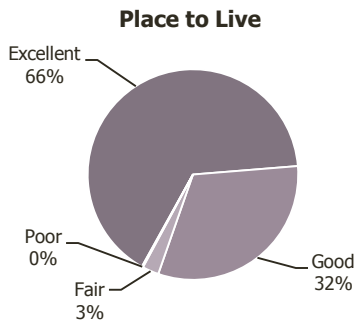
Community Characteristics

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Glen Ellyn, 98% rated the Village as an excellent or good place to live. Respondents' ratings of Glen Ellyn as a place to live were higher than ratings in other communities across the nation.

In addition to rating the Village as a place to live, respondents rated several aspects of community quality including Glen Ellyn as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Glen Ellyn and its overall appearance. Nearly all respondents gave positive ratings to Glen Ellyn's overall image, overall appearance, their neighborhoods as a place to live and Glen Ellyn as a place to raise children. These ratings were higher than the national benchmark.

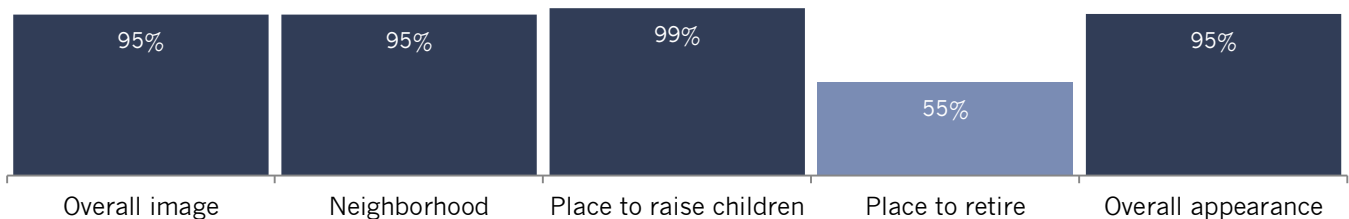
Delving deeper into Community Characteristics, survey respondents rated over 30 features of the community within the eight facets of Community Livability. Ratings were either higher than or similar to the national benchmark. Highest rated community characteristics tended to be related to Safety and Natural Environment. Mobility ratings were strong and generally higher than the national benchmark, with overall ease of travel and ease of walking receiving the highest ratings within the facet and public parking receiving the lowest rating. Built Environment and Economy each included strengths; the overall build environment, public places, Glen Ellyn as a place to visit and the overall economic health received above-average ratings. The theme of affordability connected two lower-rated aspects (affordable quality housing and cost of living), though both were similar to the benchmark.



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



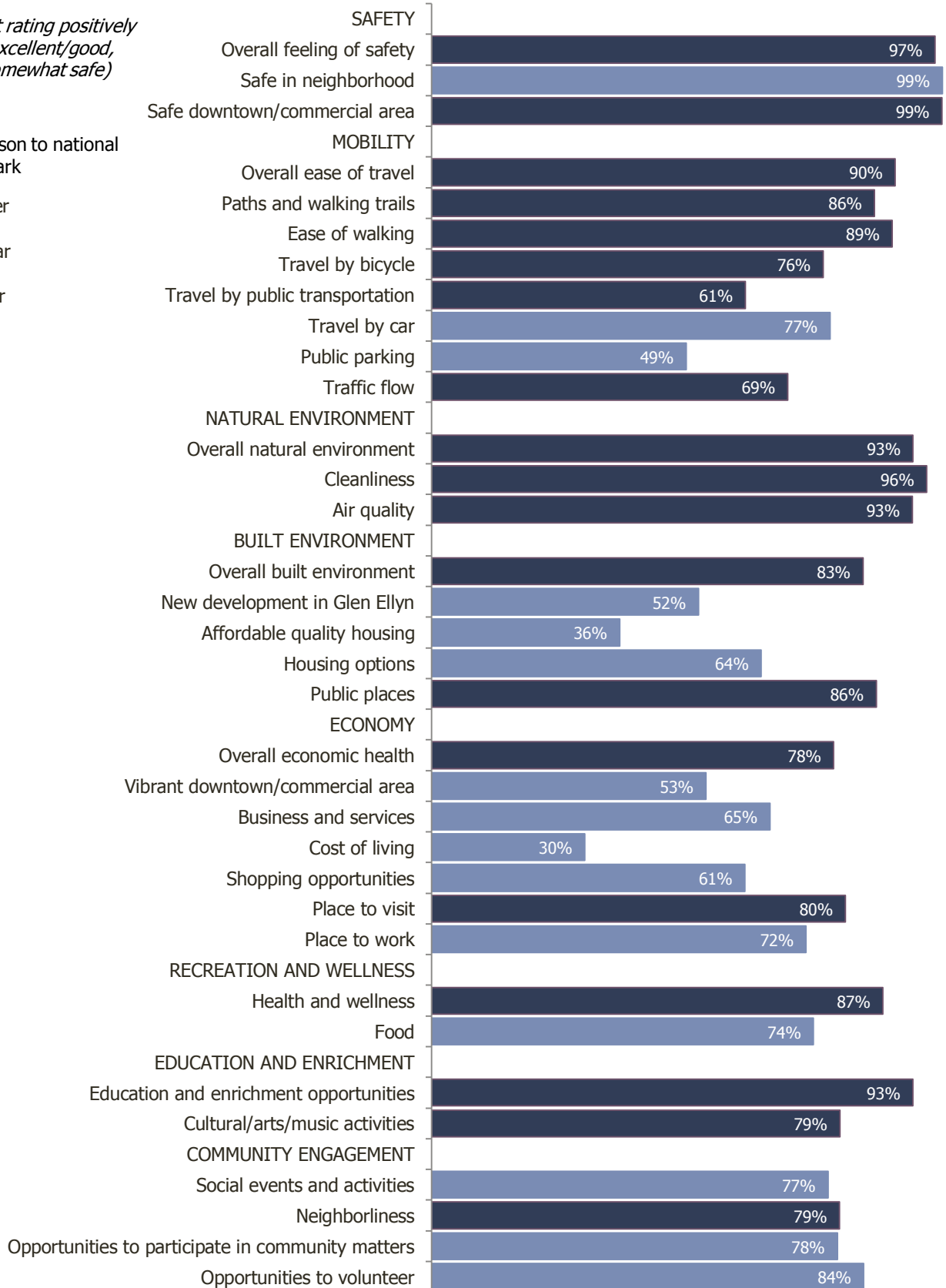
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Figure 1: Aspects of Community Characteristics

*Percent rating positively
(e.g., excellent/good,
very/somewhat safe)*

Comparison to national
benchmark

- Higher
- Similar
- Lower



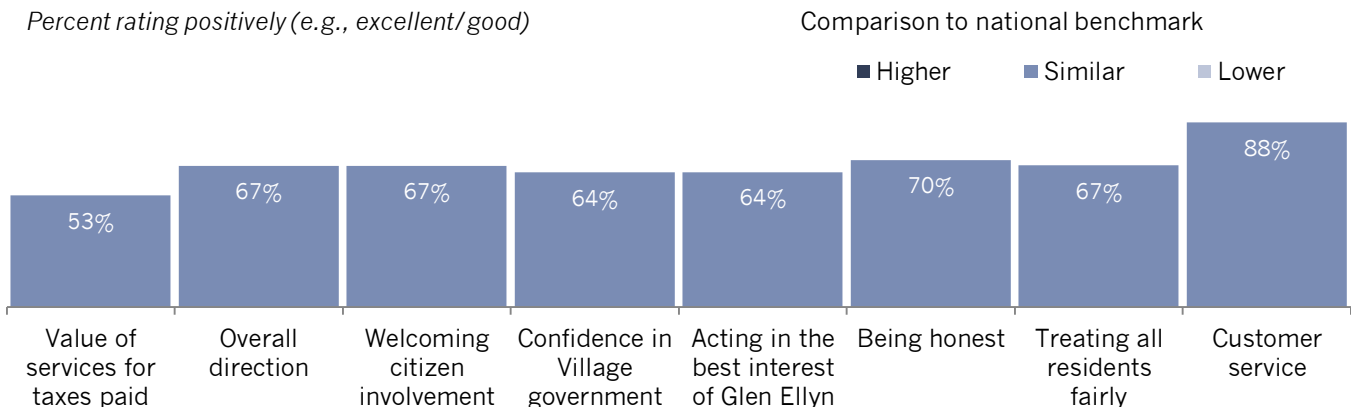
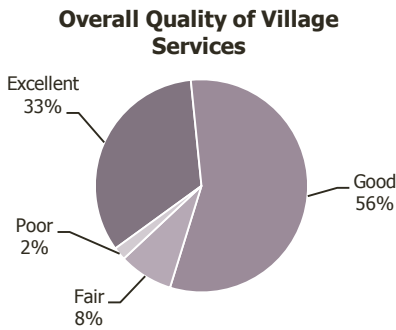
Governance

How well does the government of Glen Ellyn meet the needs and expectations of its residents?

The overall quality of the services provided by Glen Ellyn as well as the manner in which these services are provided are a key component of how residents rate their quality of life. Residents' ratings for Glen Ellyn's quality of services were higher than the national benchmark with 9 in 10 respondents rating them as excellent or good.

Survey respondents also rated various aspects of Glen Ellyn's leadership and governance. About two-thirds of residents gave high ratings to Glen Ellyn's overall direction, welcoming citizen involvement, confidence in Village government, acting in the best interest of Glen Ellyn, being honest and treating all residents fairly. Even more (88%) rated the customer service of Glen Ellyn employees as excellent or good. All of these ratings were similar to those seen in communities across the nation.

Respondents evaluated over 30 individual services and amenities available in Glen Ellyn. All listed services and amenities were rated positively by at least half of respondents and were similar to or higher than the national benchmark comparisons. Though still similar to the benchmark, just about half of residents gave positive ratings to economic development. Residents were most pleased with various Safety services (police, fire and ambulance/EMT), Natural Environment (garbage collection, recycling and drinking water), Recreation and Wellness (Village parks) and Education and Enrichment (public libraries) with each of the noted items receiving an excellent or good ratings of 90% or higher.



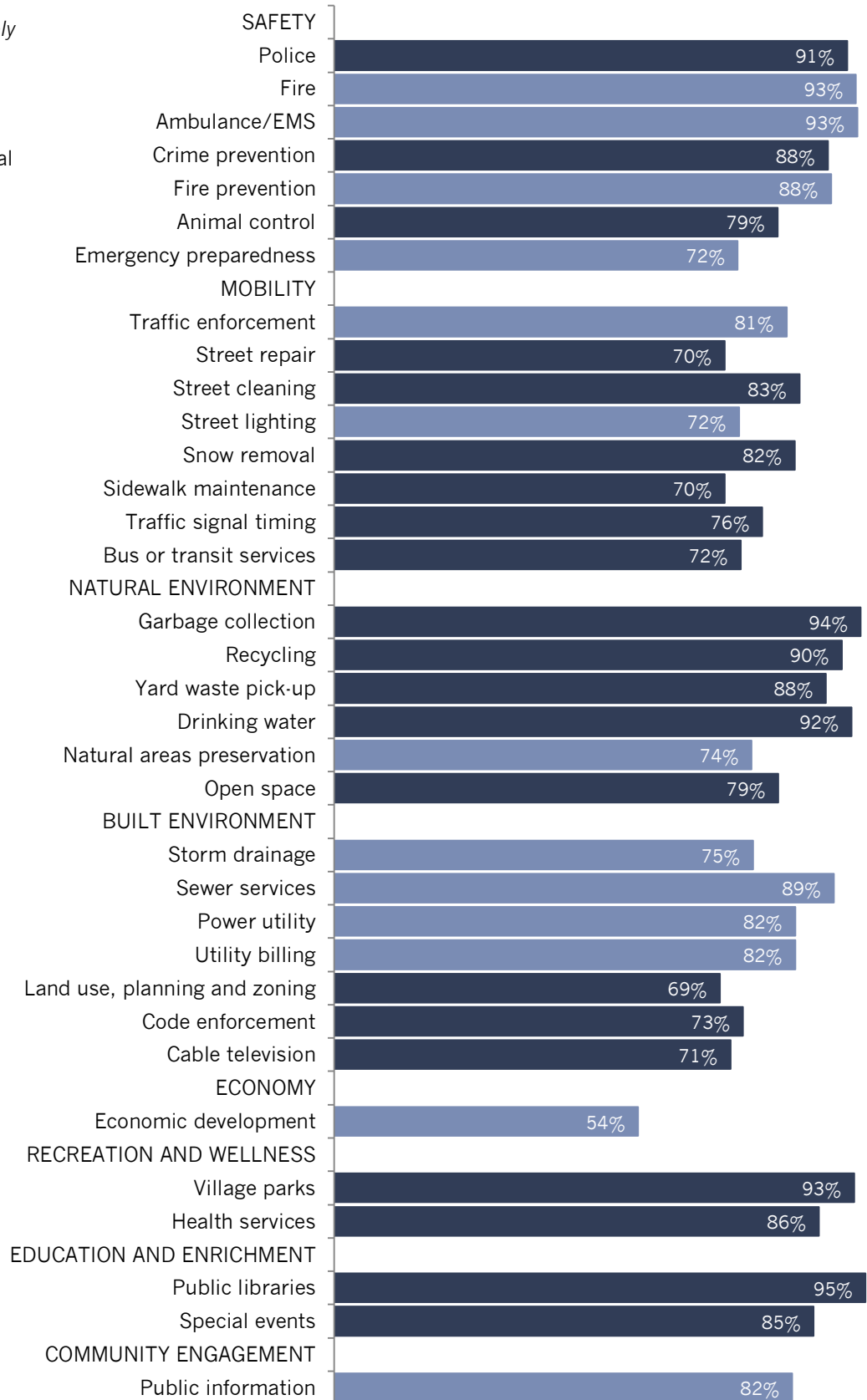
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower

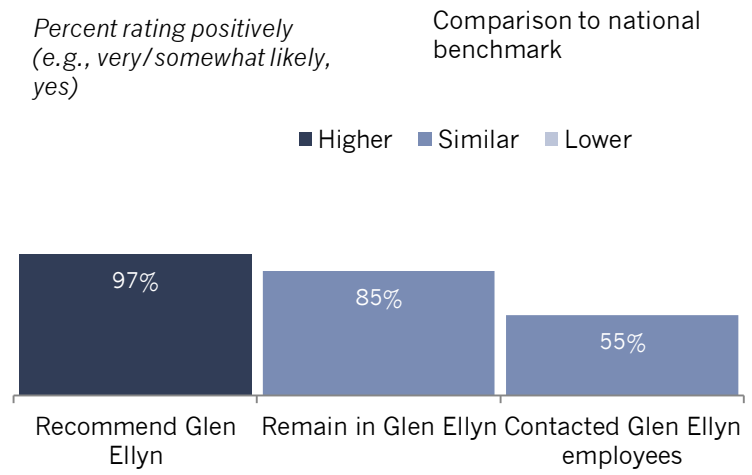
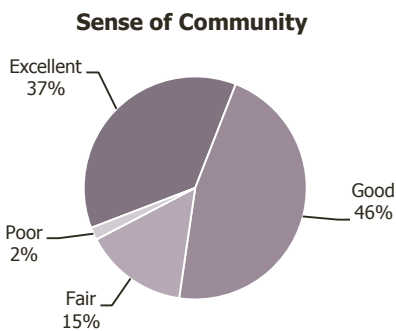


Participation

Are the residents of Glen Ellyn connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. A majority of respondents rated the sense of community in Glen Ellyn as excellent or good, a rating higher than benchmark comparisons. Nearly all residents recommended living in Glen Ellyn and 85% reported they were somewhat or very likely to remain in the village. Recommending the community was higher than the national benchmark while likelihood of remaining in the community was similar.

The survey included over 25 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Rates of Participation tended to be similar to rates reported in other communities across the country. A strong majority of residents indicated they had not reported a crime or been the victim of a crime. Neighborliness in Glen Ellyn was strong with nearly all residents reporting they had talked to or visited with neighbors and slightly fewer reporting they had done a favor for a neighbor. Residents were also involved in community events, with about 7 in 10 reporting they had attended a Village sponsored event, yielding a comparison above the national benchmark. One-quarter of residents reported working in Glen Ellyn (lower than the national comparison) and 9 in 10 residents reported having purchased goods or services in Glen Ellyn.



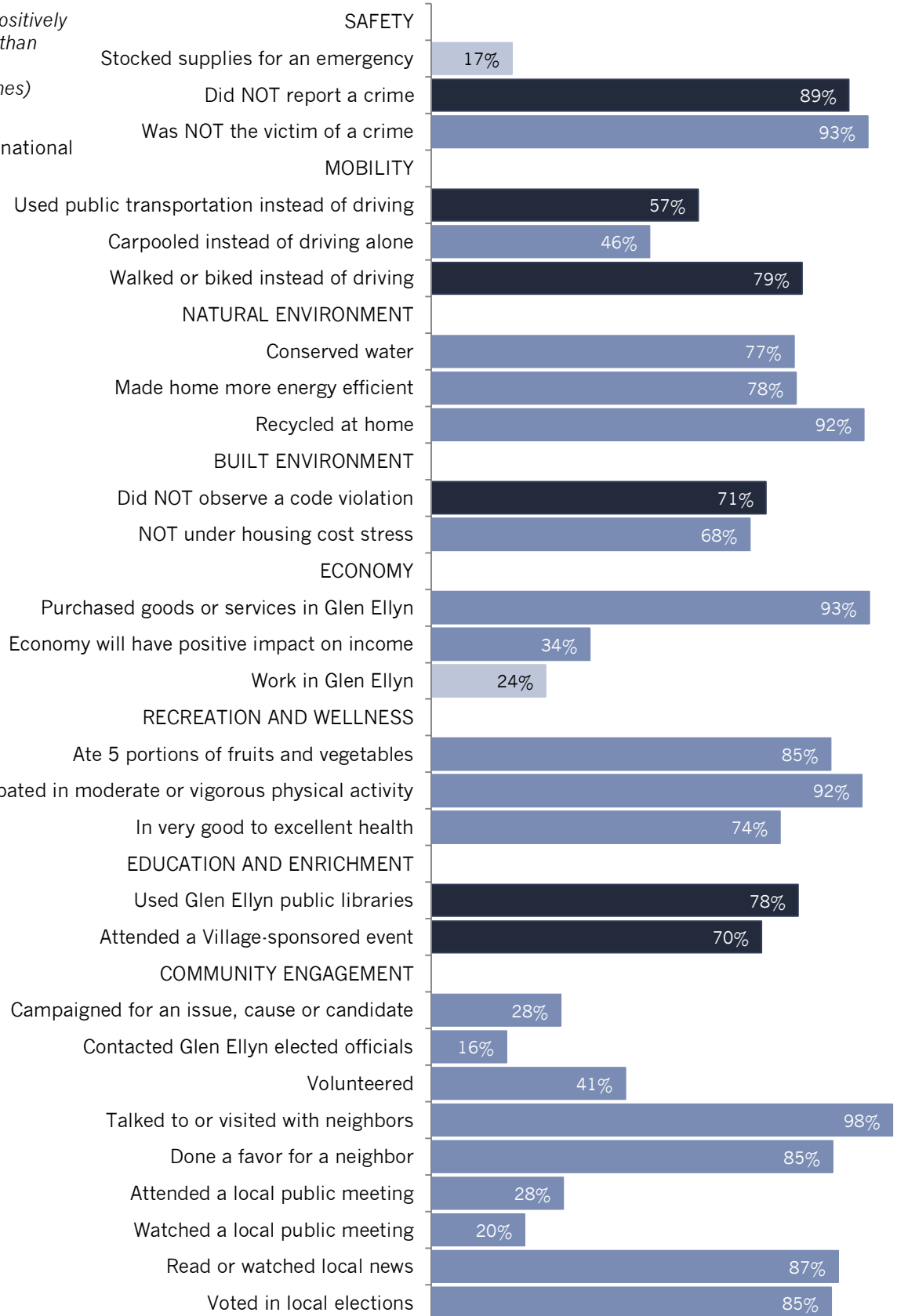
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

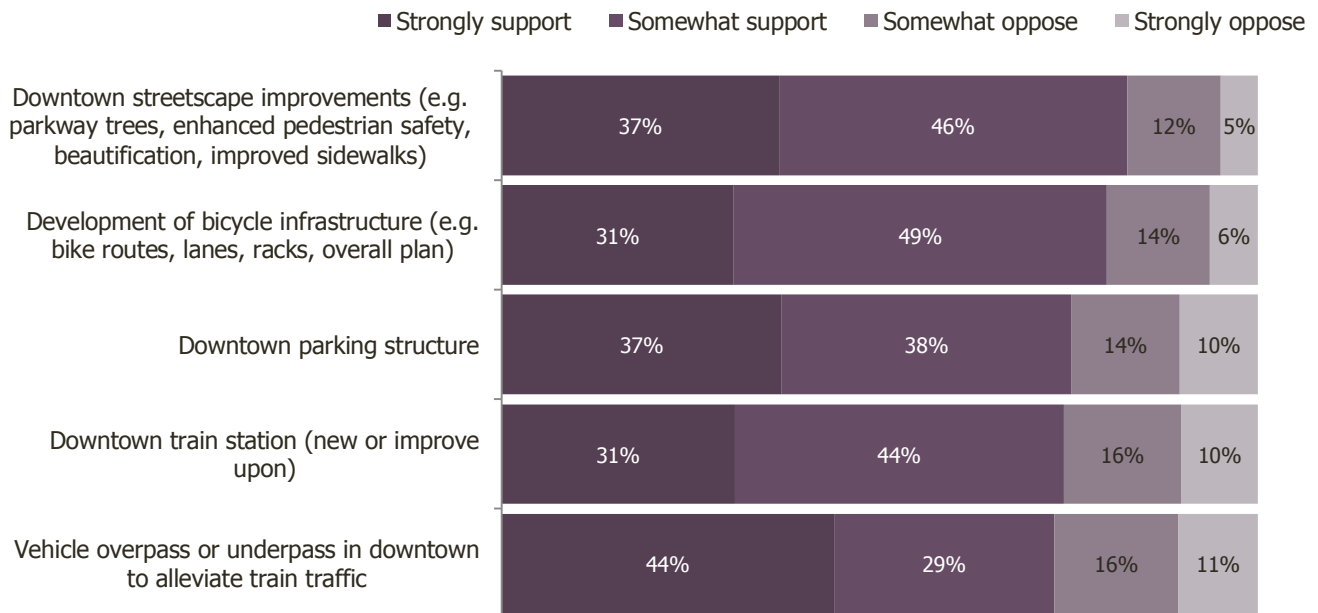


Special Topics

The Village of Glen Ellyn included four questions of special interest on The NCS. The first special topic question asked survey respondents to indicate their level of support or opposition for various projects/initiatives for the Village to pursue. Generally, residents supported each listed project/initiative, with downtown streetscape improvements and development of bicycle infrastructure at the top of the list. A vehicle overpass/underpass in downtown to alleviate train traffic received the lowest overall support rating (73% strongly or somewhat support) but the highest level of strong support (44% strongly support vs. 31% to 37% for each other option).

Figure 4: Level of Support for Potential Projects/Initiatives

Please rate to what extent you would support or oppose each of the following potential projects/initiatives:

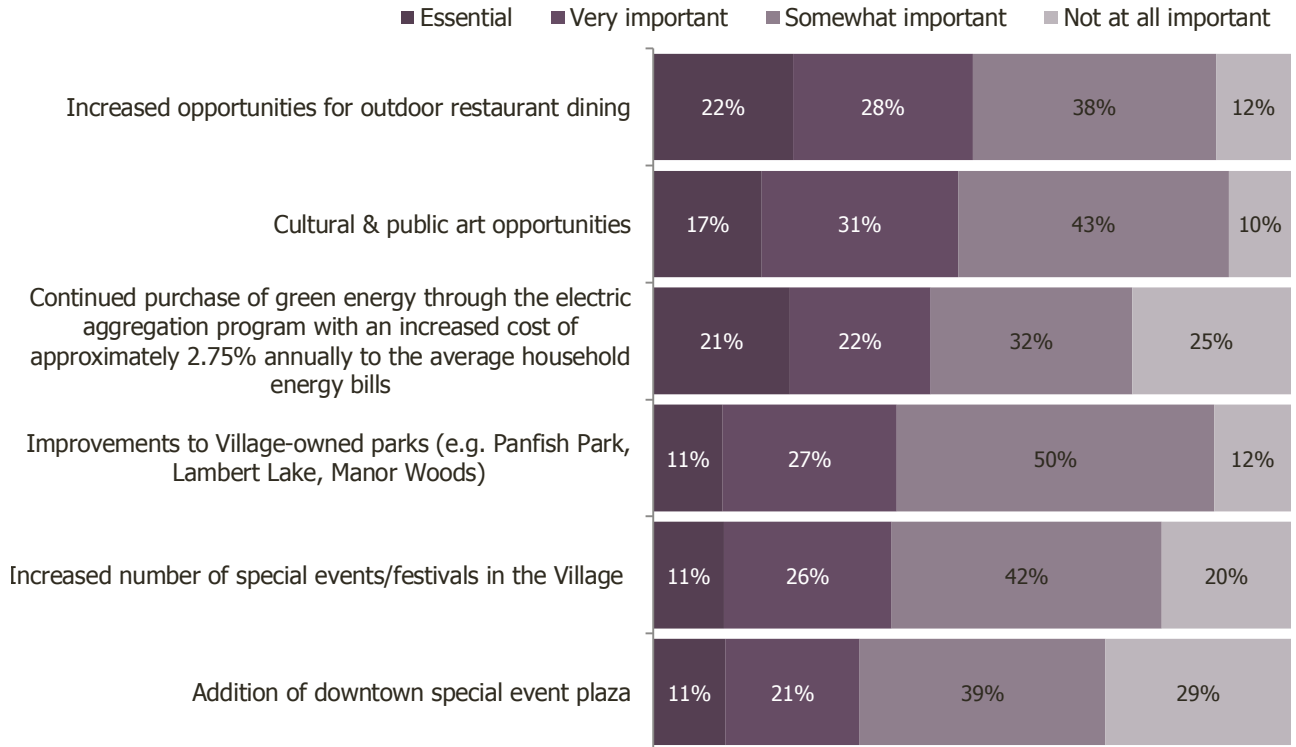


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Another unique question for the Glen Ellyn survey asked about the importance of a variety of community features to the enhancement of quality of life in the Village. A majority of residents felt each of the listed items were at least somewhat important to enhance the quality of life in the village. Increased opportunities for outdoor restaurant dining and cultural and public art opportunities were rated as essential or very important by about half of respondents. Residents felt that a downtown special event plaza was of least importance to quality of life enhancement.

Figure 5: Importance of Aspects to Overall Quality of Life

Please rate how important, if at all, each of the following are to enhance the overall quality of life in the Village:

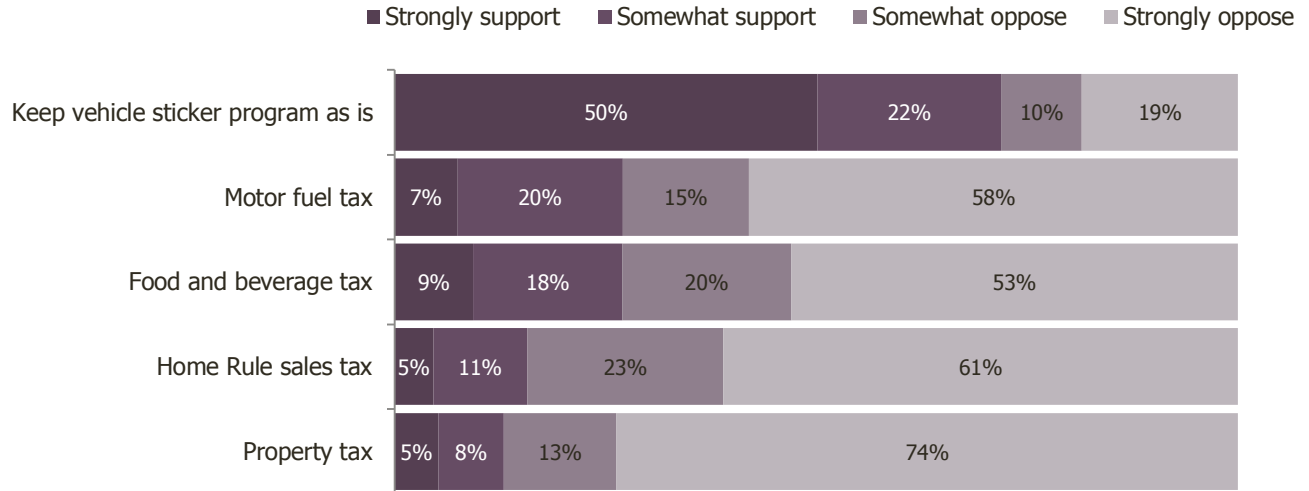


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Glen Ellyn sought to gauge residents' perspectives on a preferred method to make up revenue if the Village were to discontinue its vehicle sticker program. Residents strongly preferred keeping the vehicle sticker program as is, with half indicating they strongly supported this option and an additional one-fifth indicating they somewhat supported this option. If the Village were to opt to eliminate the program, respondents preferred increases for motor fuel tax or food and beverage tax over increases for home rule sales tax or property tax.

Figure 6: Support for Alternative Revenue to Vehicle Sticker Program

If the Village opted to eliminate the vehicle sticker program, please indicate to what extent you would support or oppose an increase in the following to make up that revenue shortfall:

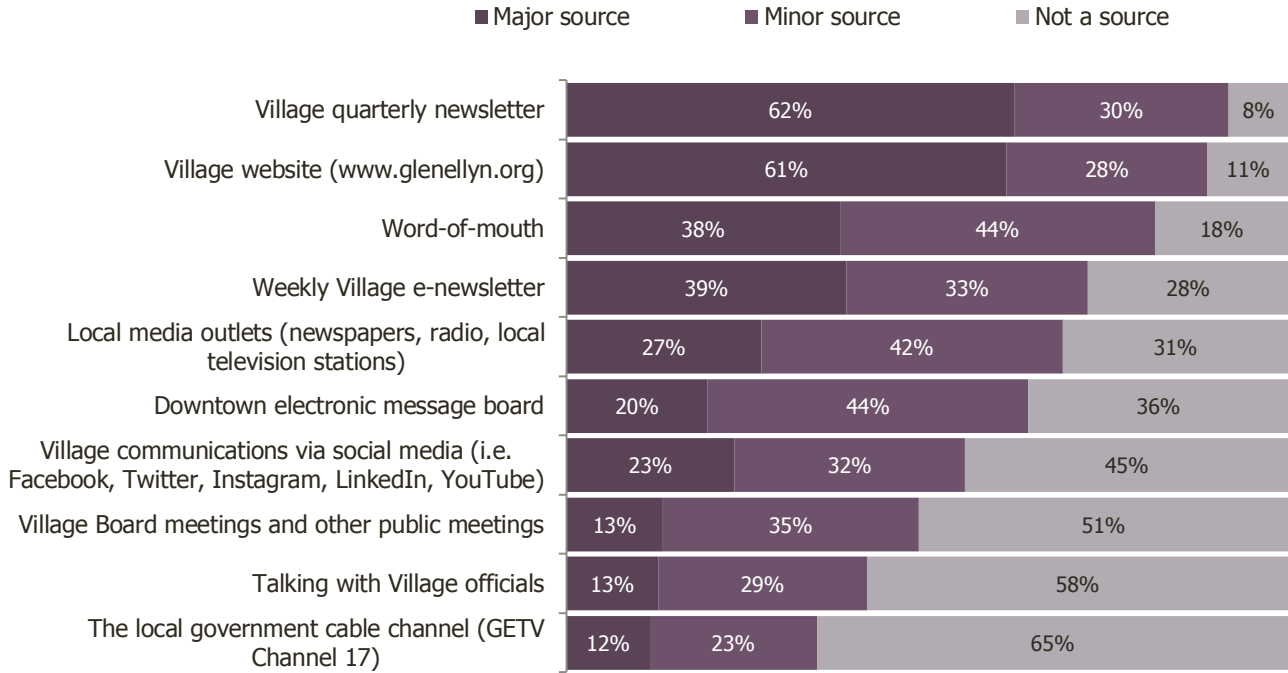


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The Village included a final unique question on its survey to understand where residents get information about Village government and its activities, events and services. At the top of the list was the Village quarterly newsletter, with 9 in10 residents considering this as a major or minor source of information, followed closely by the Village website. At the bottom of the list, with about one-third of residents indicting it as a source, was the local government cable channel.

Figure 7: Sources of Information

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village government and its activities, events and services:



Conclusions

Residents of Glen Ellyn enjoy a high quality of life and strong sense of safety.

Almost all residents rated their overall quality of life as excellent or good and would be likely to recommend Glen Ellyn as a place to live and slightly fewer were likely to remain in Glen Ellyn. Nearly all respondents gave positive ratings to Glen Ellyn's overall image, overall appearance, their neighborhoods as a place to live and Glen Ellyn as a place to raise children; ratings that were higher than the national benchmark. Most of the aspects that aid in community livability were rated positively and were at least similar to those seen in comparison communities.

Residents' overall feeling of safety as well as feelings of safety in their neighborhood and in downtown/commercial areas were strong with nearly all residents offering positive ratings. Safety service ratings were strong and 9 in 10 residents indicated they had not reported a crime or been the victim of a crime.

The Village's Economy is a priority for residents.

Survey participants prioritized the facet of Economy for Glen Ellyn to focus on in the coming years. A majority of residents rated Glen Ellyn's overall economic health as excellent or good and 80% of respondents identified the Village as an excellent or good place to visit, both higher ratings than elsewhere in the country. Residents noted that commerce, shopping and the Village as a place to work were similar to national averages, as was the cost of living in Glen Ellyn. Similar to the benchmark, most respondents purchased goods or services in Glen Ellyn and about 34% of respondents believed the economy would have a positive impact on their income. Also like the rest of the country, about half of residents positively rated Glen Ellyn's economic development. A smaller proportion of residents than average work in Glen Ellyn. Among potential future efforts by the Village to enhance the overall quality of life, residents felt most strongly about adding outdoor restaurant dining opportunities.

Mobility is a strength and residents support potential improvements.

Respondents gave strong ratings to Mobility characteristics that were generally higher than the national benchmark; overall ease of travel and ease of walking received the highest ratings. Travel by car and public parking were similar to the benchmark. Further, Mobility services were strong with six services receiving ratings higher than the national comparison (street repair, street cleaning, snow removal, sidewalk maintenance, traffic signal timing and bus/transit services), while two services (traffic enforcement and street lighting) were similar to the benchmark. More Glen Ellyn residents reported two alternative modes of transportation (public transportation and walking or biking) compared to residents in communities across the country, while residents carpooled at a rate similar to those in other communities. A special interest question asked survey respondents to indicate their level of support or opposition for various projects/initiatives for the Village to pursue related to transportation needs. Generally, residents supported each listed project/initiative with downtown streetscape improvements and development of bicycle infrastructure at the top of the list based on combined strong/somewhat support; however, though vehicle overpass or underpass in downtown to alleviate train traffic received the lowest general support, it yielded the highest amount of strong support.