

THE NCSTM
The National Citizen SurveyTM

Homer Glen, IL
Community Livability Report

2017



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About

The National Citizen Survey™ (The NCS) report is about the “livability” of Homer Glen. 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 501 residents of the Village of Homer Glen. The margin of error around any reported percentage is 4% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

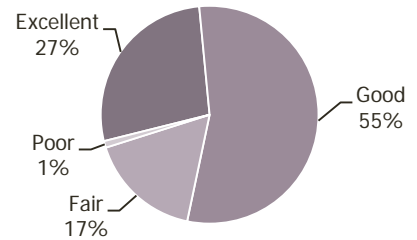


Quality of Life in Homer Glen

Most residents rated the quality of life in Homer Glen as excellent or good. This rating was similar to 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.

Overall Quality of Life



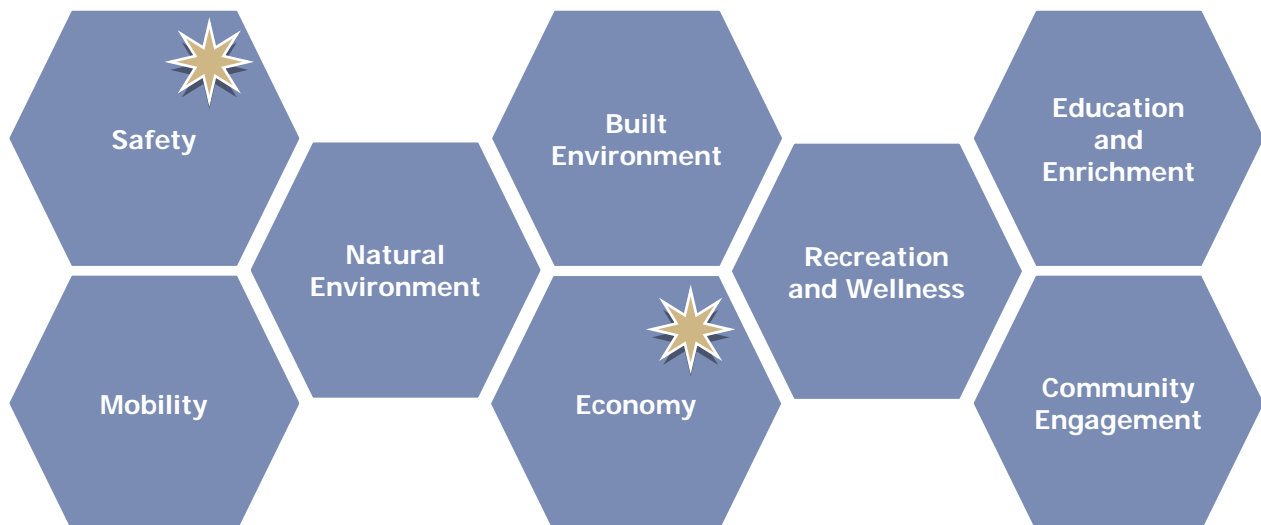
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Homer Glen community in the coming two years. Ratings for all facets of community livability 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 Homer Glen’s unique questions.

Legend

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

★ Most important



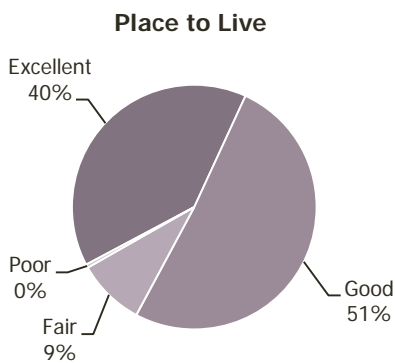
Community Characteristics

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

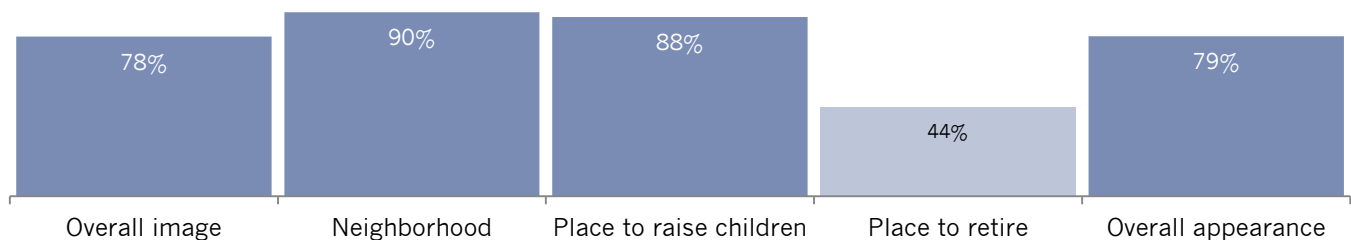
Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Homer Glen, 91% rated the Village as an excellent or good place to live. Respondents' ratings of Homer Glen as a place to live were similar to 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 Homer Glen as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Homer Glen and its overall appearance. Ratings for most of these aspects were similar to the national benchmark with positive ratings from at least three-quarters of residents. The only exception to this was Homer Glen as a place to retire which was rated positively by about two in five survey participants and was lower than in other communities.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, ratings for Community Characteristics were varied. Almost all residents rated each aspect of Safety as excellent or good. Notable differences can be observed within the facet of Mobility. Residents gave similar ratings for Natural and Built Environment to those seen in other communities. About two-thirds of respondents rated overall economic health in Homer Glen as excellent or good however other aspects were rated lower than the national benchmark. Ratings for Recreation and Wellness tended to be similar to those seen in other communities across the nation. Residents gave mixed ratings to Education and Enrichment as well as Community Engagement.



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



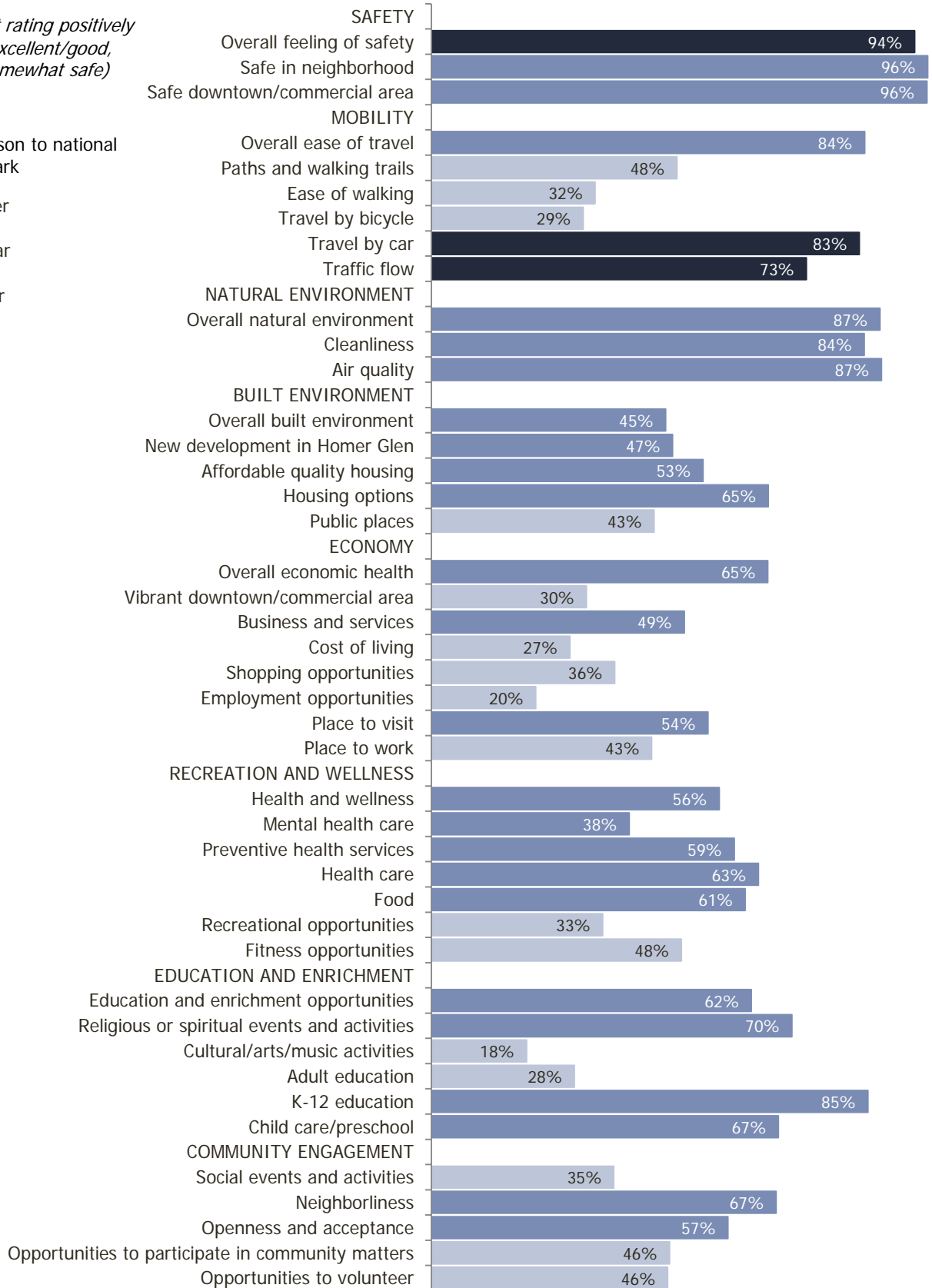
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Figure 1: Aspects of Community Characteristics

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

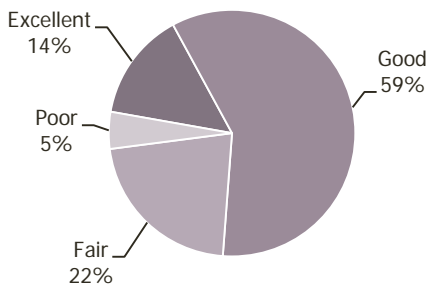
How well does the government of Homer Glen meet the needs and expectations of its residents?

The overall quality of the services provided by Homer Glen as well as the manner in which these services are provided are a key component of how residents rate their quality of life. Close to two-thirds of residents indicated the overall quality of Village services were excellent or good while about one-third rated the quality of services from the federal government positively.

Survey respondents also rated various aspects of Homer Glen’s leadership and governance. At least half of all respondents rated these aspects positively. Overall direction, treating all residents fairly and customer service emerged as the highest rated.

Respondents evaluated over 30 individual services and amenities available in Homer Glen. Ratings for Village government services were strong and similar to the national benchmark. The majority of services and amenities received excellent or good ratings from at least three in five respondents and only two services were rated positively by less than a majority of respondents. Services related to Safety, Natural Environment and Education and Enrichment were among the highest rated with positive marks from at least seven in ten residents. Ratings for yard waste pick up were higher than in other communities.

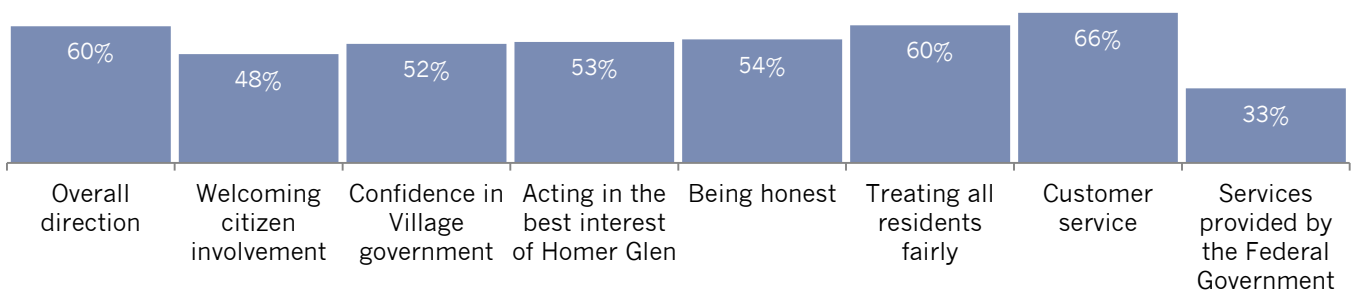
Overall Quality of Village Services



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

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



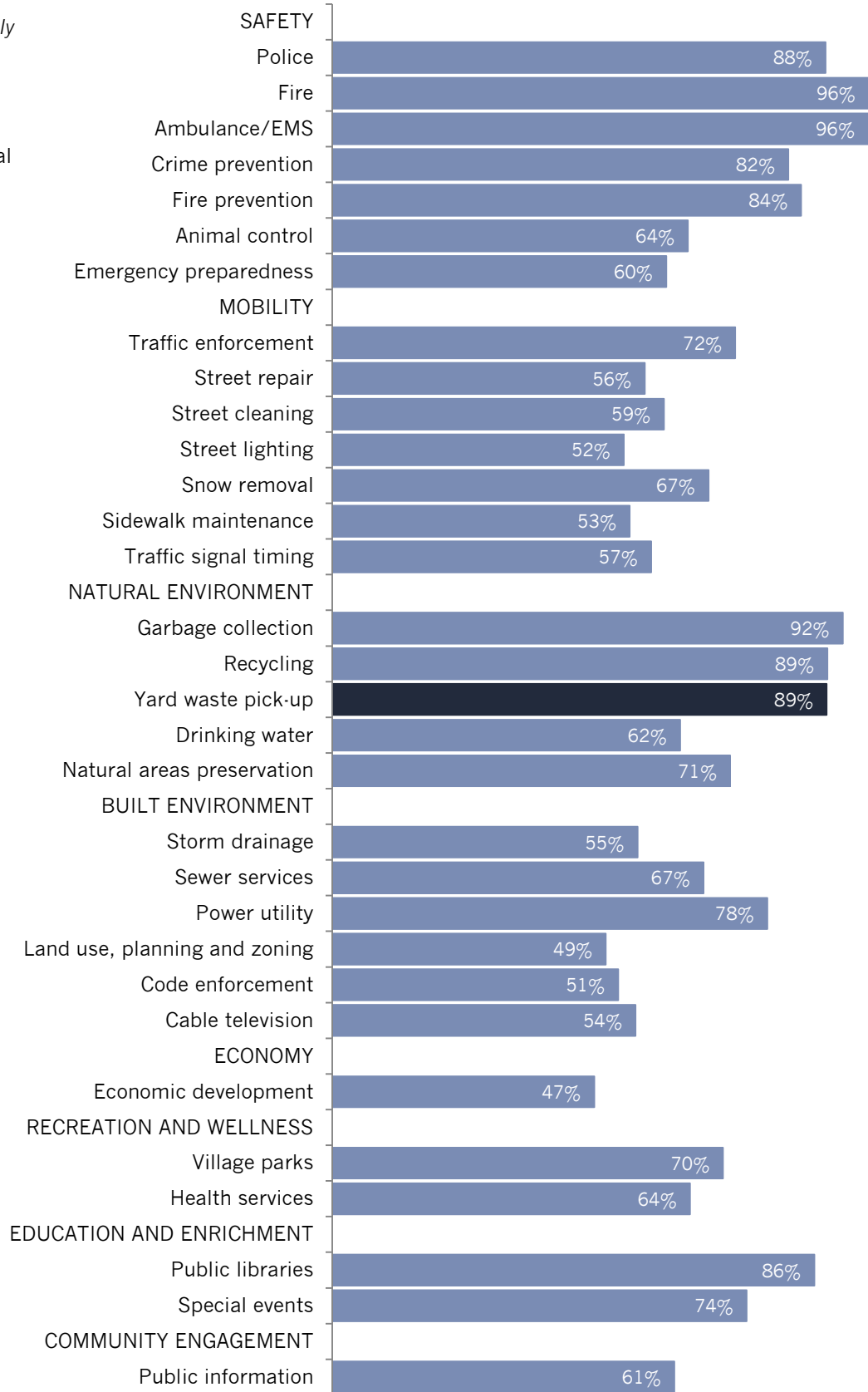
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Figure 2: Aspects of Governance

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

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

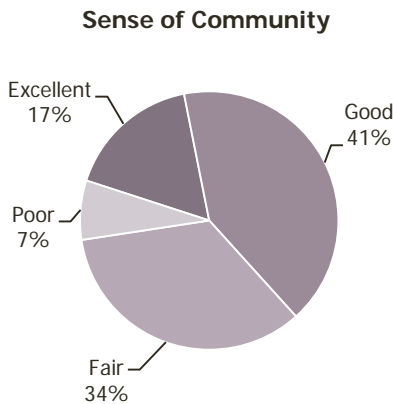
Are the residents of Homer Glen connected to the community and each other?

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. Sense of community in Homer Glen was rated excellent or good by nearly six in ten residents. At least four in five residents indicated they would recommend Homer Glen to someone who asks and plan on remaining in Homer Glen for the next five years. Close to half of residents reported having contacted a Homer Glen employee in the past 12 months. All of these levels of participation were similar to the national benchmark.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Rates of participation varied across the different facets but tended to be similar to the benchmark.

Residents reported high levels of participation within the facet of Safety with the exception of residents having stocked supplies for an emergency which saw rates lower than the national benchmark. Survey participants reported lower rates of engagement within the facet of Mobility than other parts of the country. Residents reported strong levels of participation within the facets of Natural and Built Environment. The facet of Economy saw rates of participation similar to other communities with the exception of survey respondents who worked in Homer Glen; one in five residents reported having worked in Homer Glen, a rating below the national benchmark.

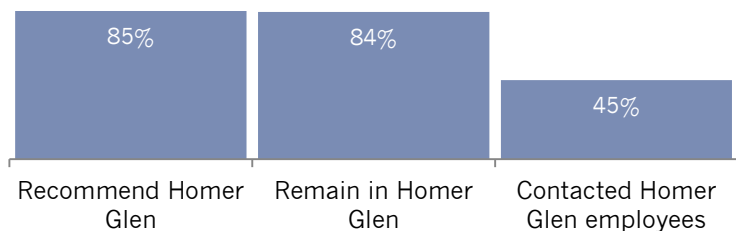
Rates of engagement were strong with regards to Recreation and Wellness; close to seven in ten residents reported having participated in each aspect. Levels of participation were varied for Education and Enrichment with two-thirds of residents reported having used public library services contrasted with about two in five residents having attended a Village-sponsored event. Notable differences can be observed among participation rates in Community Engagement. Nine in ten residents reported having talked to or visited a neighbor and having read or watched local news however about two in ten residents reported having volunteered or participated in a club in the past 12 months.



Percent rating positively
(e.g., very/somewhat likely,
yes)

Comparison to national
benchmark

■ Higher ■ Similar ■ Lower



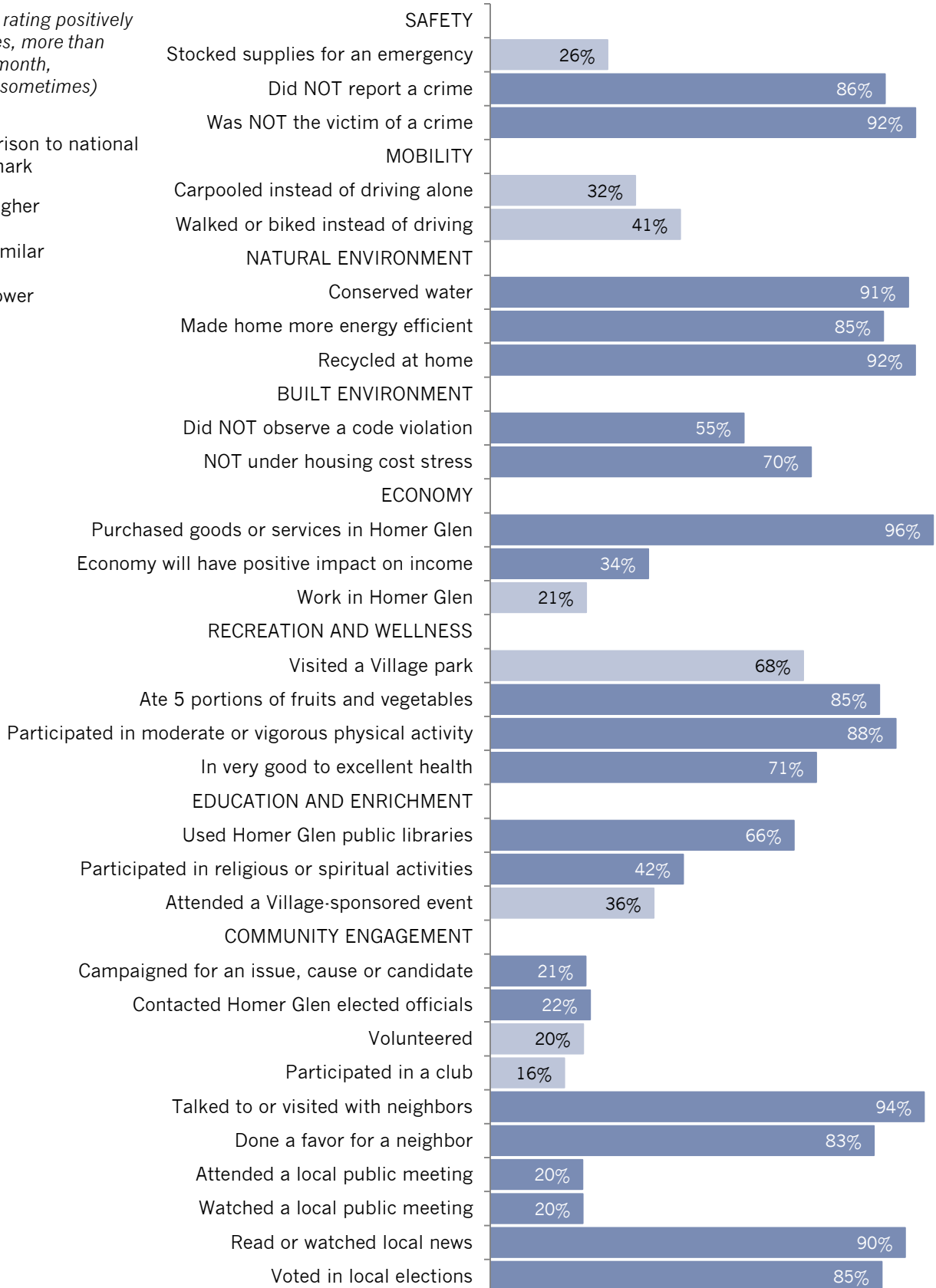
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Figure 3: Aspects of Participation

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

Comparison to national
benchmark

- Higher
- Similar
- Lower

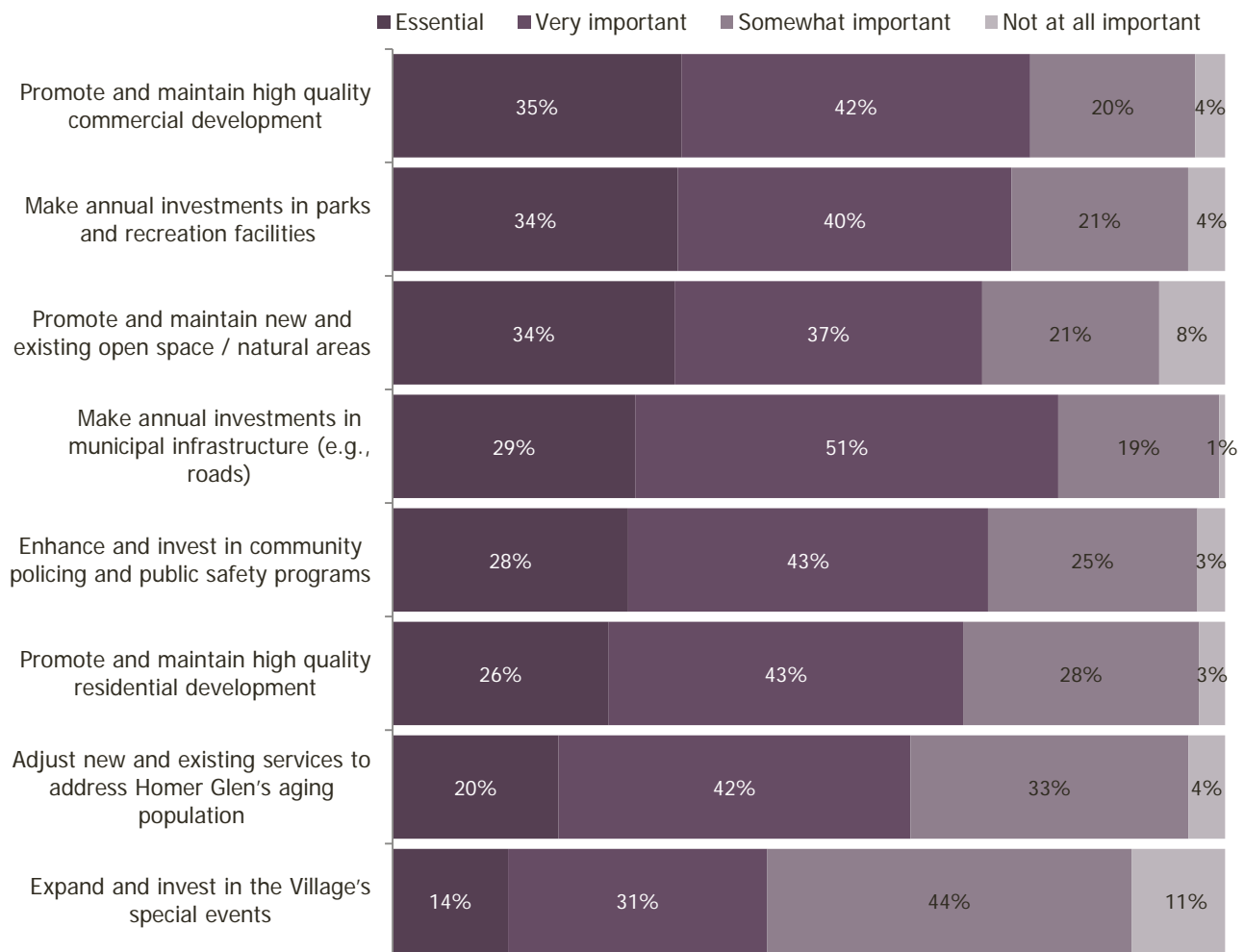


Special Topics

The Village of Homer Glen included four questions of special interest on The NCS ranging from potential priorities for the Village to sources of Village information. When asked how important eight different priorities were for the Village to focus on in the next five years, nearly three-quarters of residents indicated that promoting and maintaining high quality commercial development and making annual investments in parks and recreation facilities were essential or very important.

Figure 4: Potential Priorities for Next Five Years

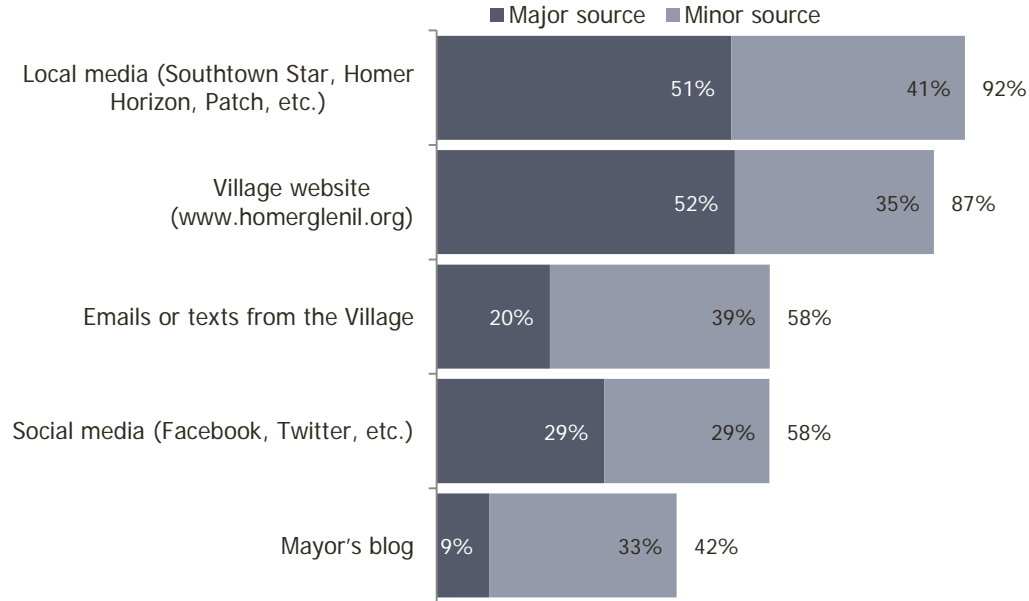
Please rate how important, if at all, you think each of the following priorities should be to the Village of Homer Glen over the next five years?



Residents were asked how much of a source they considered five different information outlets to be for Village news. Close to nine in ten residents reported that local media and the village website were a major or minor source of information.

Figure 5: Sources of Village Information

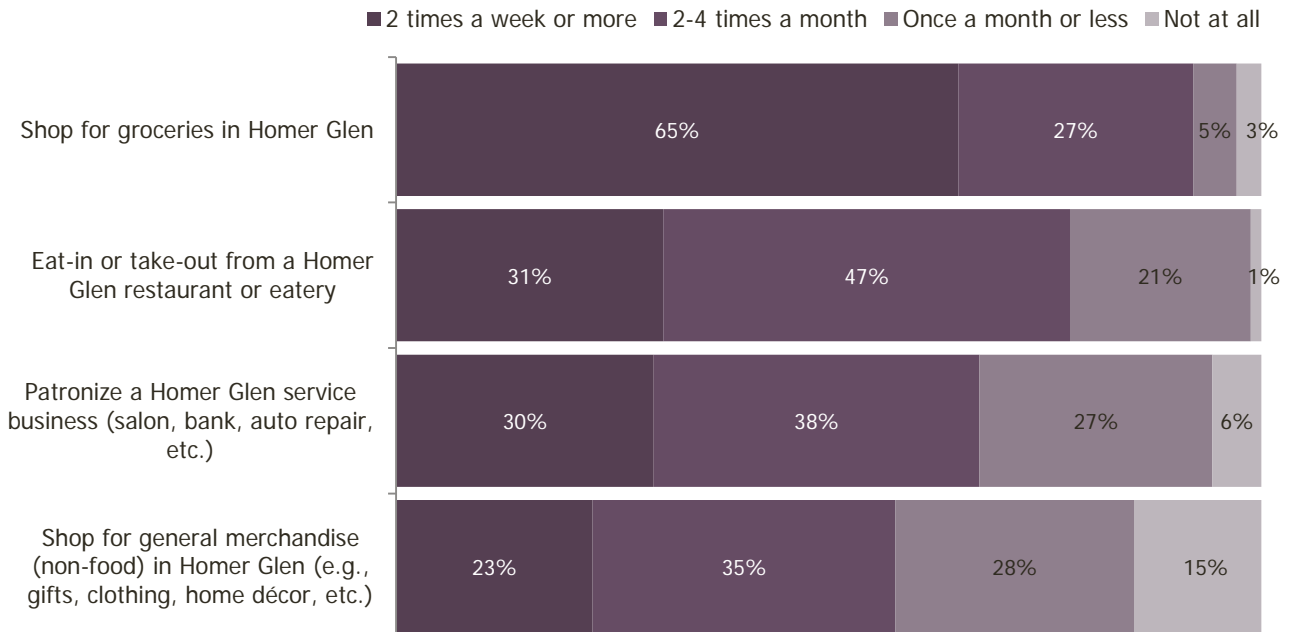
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village of Homer Glen?



When asked to indicate how often they frequented Homer Glen businesses, nine in ten residents reported shopping for groceries in Homer Glen at least two to four times a month. Close to eight in ten residents reported having eaten in or taken out from a Homer Glen restaurant at least two to four times a month.

Figure 6: Resident Engagement with Homer Glen Business

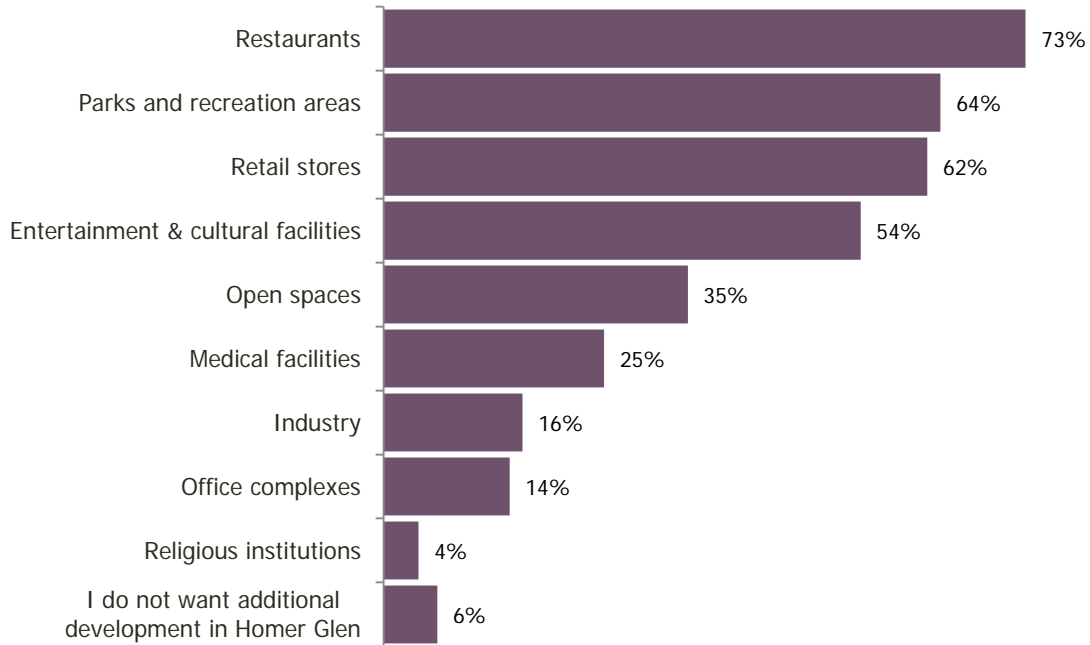
In the last 12 months, about how many times, if at all, have you or other household members frequented any of the following Homer Glen businesses?



The final special interest question asked residents what type of new development they would like to see in Homer Glen. Restaurants, parks and recreation areas, and retail stores were among the top rated developments residents would like to see. Office complexes, no additional development and religious institutions were the least cited desired developments.

Figure 7: Preferred Choices for New Development

What types of new development would you like to see in Homer Glen in the future? (Check all that apply)



Total may exceed 100% as respondents could select more than one option.

Conclusions

Residents in Homer Glen enjoy a high quality of life.

Nine in ten residents rated Homer Glen as an excellent or good place to live. Similar proportions of respondents rated their neighborhood as a place to live as well as Homer Glen as a place to raise children. Additionally, a strong majority of residents approved of the direction Homer Glen is taking. At least four in five residents indicated that they would be at least somewhat likely to recommend Homer Glen to someone who asks as well as plan on living in Homer Glen for the next five years.

Safety and Economy are priorities for the community.

Residents identified Safety as an important facet on which the Village should focus in the coming two years. Almost all residents positively rated the overall feeling of safety in Homer Glen as well as feeling safe in their neighborhoods and Homer Glen's commercial area. Services related to Safety were rated favorably by at least eight in ten residents, with fire and ambulance/EMS services emerging as standouts. Most residents were neither the victim of a crime nor reported a crime in the past 12 months however only about a quarter of residents indicated that they had stocked supplies for an emergency.

In addition, residents highlighted Economy as another focus area for the Village. Close to two-thirds of survey participants reported the overall economic health of Homer Glen was excellent or good. In contrast, only about three in ten residents positively rated other aspects of Community Characteristics such as cost of living and employment opportunities. About half of residents indicated that the economic development in Homer Glen was favorable and although survey participants reported having shopped in the Village frequently, few are able to work within Homer Glen. Furthermore, when asked about what they would like to see the Village focus on in the coming five years, nearly four in five residents indicated they would like the Village to promote and maintain high quality commercial development.

Residents value Recreation and Wellness and emphasize its importance.

Many Homer Glen residents rated aspects of Recreation and Wellness positively with the exception of recreational opportunities and fitness opportunities which received ratings lower than in other communities. At least three in five survey participants rated services related to Recreation and Wellness as excellent or good. In addition, seven in ten respondents reported engaging in activities related to Recreation and Wellness although residents having visited a Village park fell below the rate seen elsewhere. When asked to rate the importance of several priority areas for the village in the coming five years, three-quarters of residents indicated that making annual investments in parks and recreation facilities were essential or important. Furthermore, close to two-thirds of respondents selected parks and recreation areas as one of the types of new development they would like to see in Homer Glen.