



THE NCSTM
The National Citizen SurveyTM

Homer Glen, IL

Comparisons by Geographic Subgroups

2017



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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 Northwest, Northeast, Southwest and Southeast geographic areas.

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 area 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 all respondents (501 completed surveys) is generally no greater than plus or minus four percentage points around any given percent. The margin of error for subgroups is less precise. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points. Four geographic subareas were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 1: Geographic Areas

Area	Number of Completed Surveys
Northwest	214
Northeast	106
Southwest	117
Southeast	64

- Residents living in the Northwest geographic area tended to rate aspects of Community Characteristics higher than elsewhere. This was particularly noticeable with regard to ease of travel by bicycle and walking. Residents living in the Southeast geographic area tended to rate aspects of Community Characteristics lower.
- Within the pillar of Governance, residents living in the Northwest geographic area again tended to rate services higher than their counterparts. There were a few notable exceptions including recycling and yard waste pick-up which were both rated higher by residents living in the Northeast geographic area.
- Survey participants living in the Northwest area tended to report higher levels of participation than residents in other parts of Homer Glen. Within the facet of Community Engagement however residents in the Southeast geographic area reported they had volunteered, participated in a club and have watched a local public meeting at rates higher than in other areas.

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
The overall quality of life in Homer Glen	87%	84%	78%	72%	82%
Overall image or reputation of Homer Glen	78%	83%	77%	72%	78%
Homer Glen as a place to live	92%	93%	87%	88%	91%
Your neighborhood as a place to live	92%	88%	89%	91%	90%
Homer Glen as a place to raise children	91%	87%	85%	87%	88%
Homer Glen as a place to retire	47%	43%	43%	38%	44%
Overall appearance of Homer Glen	82%	76%	81%	68%	79%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Overall feeling of safety in Homer Glen	94%	94%	94%	92%	94%
In your neighborhood during the day	97%	95%	97%	94%	96%
In Homer Glen's commercial area during the day	97%	95%	95%	95%	96%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Overall ease of getting to the places you usually have to visit	90%	92%	75%	64%	84%
Traffic flow on major streets	83%	82%	54%	59%	73%
Ease of travel by car in Homer Glen	88%	90%	75%	70%	83%
Ease of travel by bicycle in Homer Glen	41%	27%	20%	15%	29%
Ease of walking in Homer Glen	41%	23%	32%	20%	32%
Availability of paths and walking trails	52%	44%	47%	42%	48%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Quality of overall natural environment in Homer Glen	88%	86%	88%	82%	87%
Air quality	88%	89%	91%	72%	87%
Cleanliness of Homer Glen	84%	83%	88%	75%	84%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Overall "built environment" of Homer Glen (including overall design, buildings, parks and transportation systems)	49%	47%	40%	42%	45%
Public places where people want to spend time	41%	46%	43%	42%	43%
Variety of housing options	65%	66%	71%	51%	65%
Availability of affordable quality housing	54%	49%	60%	39%	53%
Overall quality of new development in Homer Glen	48%	46%	47%	45%	47%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Overall economic health of Homer Glen	69%	67%	60%	59%	65%
Homer Glen as a place to work	49%	36%	46%	25%	43%
Homer Glen as a place to visit	55%	55%	57%	36%	54%
Employment opportunities	20%	20%	28%	6%	20%
Shopping opportunities	41%	31%	38%	22%	36%
Cost of living in Homer Glen	24%	31%	28%	22%	27%
Overall quality of business and service establishments in Homer Glen	54%	48%	45%	46%	49%
Vibrant commercial area	35%	26%	29%	25%	30%

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Health and wellness opportunities in Homer Glen	55%	54%	58%	55%	56%
Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	35%	51%	48%	48%
Recreational opportunities	36%	28%	31%	39%	33%
Availability of affordable quality food	67%	64%	51%	56%	61%
Availability of affordable quality health care	61%	64%	70%	55%	63%
Availability of preventive health services	59%	50%	66%	60%	59%
Availability of affordable quality mental health care	42%	25%	57%	24%	38%

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Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Overall opportunities for education and enrichment	61%	62%	66%	55%	62%
Availability of affordable quality child care/preschool	67%	61%	72%	70%	67%
K-12 education	84%	84%	87%	85%	85%
Adult educational opportunities	34%	14%	35%	26%	28%
Opportunities to attend cultural/arts/music activities	21%	12%	21%	17%	18%
Opportunities to participate in religious or spiritual events and activities	74%	65%	66%	76%	70%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Opportunities to participate in social events and activities	32%	38%	42%	27%	35%
Opportunities to volunteer	45%	41%	57%	37%	46%
Opportunities to participate in community matters	50%	41%	52%	35%	46%
Openness and acceptance of the community toward people of diverse backgrounds	64%	51%	59%	45%	57%
Neighborliness of residents in Homer Glen	64%	72%	67%	61%	67%

Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
The Village of Homer Glen	72%	77%	77%	61%	73%
The overall direction that Homer Glen is taking	64%	63%	57%	49%	60%
The job Homer Glen government does at welcoming citizen involvement	56%	47%	42%	36%	48%
Overall confidence in Homer Glen government	58%	53%	49%	40%	52%
Generally acting in the best interest of the community	59%	54%	47%	44%	53%
Being honest	63%	56%	45%	44%	54%
Treating all residents fairly	65%	64%	55%	48%	60%
Overall customer service by Homer Glen employees (Administration, Finance, Economic Development, Planning & Zoning, Building and Development Services, Facilities Management)	69%	71%	63%	51%	66%
The Federal Government	35%	32%	36%	20%	33%

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Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Will County Sheriff services	88%	90%	90%	83%	88%
Fire services	95%	98%	97%	95%	96%
Ambulance or emergency medical services	94%	98%	96%	99%	96%
Crime prevention	78%	86%	86%	75%	82%
Fire prevention and education	85%	84%	86%	75%	84%
Animal control	75%	39%	76%	53%	64%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	62%	50%	69%	57%	60%

Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Traffic enforcement	77%	73%	74%	55%	72%
Street repair	65%	56%	53%	34%	56%
Street cleaning	66%	61%	57%	39%	59%
Street lighting	51%	55%	54%	47%	52%
Snow removal	67%	71%	66%	64%	67%
Sidewalk maintenance	58%	46%	60%	32%	53%
Traffic signal timing	71%	52%	51%	38%	57%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Garbage collection	95%	94%	90%	79%	92%
Recycling	88%	94%	90%	77%	89%
Yard waste pick-up	88%	97%	88%	68%	89%
Drinking water	58%	64%	70%	59%	62%
Preservation of natural areas such as open space, farmlands and greenbelts	71%	71%	76%	63%	71%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Storm drainage	61%	50%	54%	47%	55%
Sewer services	71%	63%	67%	56%	67%
Power (electric and/or gas) utility	82%	76%	82%	63%	78%
Land use, planning and zoning	60%	48%	45%	25%	49%
Code enforcement (weeds, abandoned buildings, etc.)	57%	54%	50%	26%	51%
Cable television	58%	50%	55%	50%	54%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Economic development	54%	38%	49%	40%	47%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Village parks (Kingston Hills Park, Stonebridge Park and Erin Hills Park)	72%	75%	67%	55%	70%
Health services	67%	61%	63%	65%	64%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Public library services	90%	86%	85%	81%	86%
Village-sponsored special events (Earth Day ~ Arbor Day, Homer Fest, Homer Harvest Days, Annual Tree Lighting Ceremony)	75%	77%	77%	57%	74%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Public information services	59%	66%	65%	52%	61%

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Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Sense of community	56%	59%	66%	49%	58%
Recommend living in Homer Glen to someone who asks	85%	90%	81%	79%	85%
Remain in Homer Glen for the next five years	82%	87%	83%	87%	84%
Contacted the Village of Homer Glen (in-person, phone, email or web) for help or information	42%	52%	43%	45%	45%

Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Was NOT the victim of a crime	96%	95%	86%	88%	92%
Did NOT report a crime	88%	84%	85%	83%	86%
Stocked supplies in preparation for an emergency	29%	29%	22%	13%	26%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Walked or biked instead of driving	48%	43%	34%	31%	41%
Carpooled with other adults or children instead of driving alone	32%	31%	31%	34%	32%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Recycle at home	95%	92%	89%	93%	92%
Made efforts to make your home more energy efficient	85%	94%	83%	76%	85%
Made efforts to conserve water	93%	93%	91%	79%	91%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
NOT under housing cost stress	70%	71%	70%	65%	70%
Did NOT observe a code violation	62%	45%	56%	54%	55%

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Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Purchase goods or services from a business located in Homer Glen	99%	98%	95%	88%	96%
Economy will have positive impact on income	32%	28%	43%	38%	34%
Work in Homer Glen	18%	28%	21%	15%	21%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Visited a neighborhood park or Village park	67%	74%	62%	73%	68%
Eat at least 5 portions of fruits and vegetables a day	85%	86%	83%	85%	85%
Participate in moderate or vigorous physical activity	87%	86%	94%	84%	88%
Reported being in "very good" or "excellent" health	73%	64%	81%	58%	71%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Used Homer Glen public libraries or their services	65%	70%	61%	72%	66%
Participated in religious or spiritual activities in Homer Glen	44%	33%	41%	56%	42%
Attended a Village-sponsored event	36%	33%	38%	34%	36%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Campaigned or advocated for an issue, cause or candidate	15%	22%	25%	27%	21%
Contacted Homer Glen elected officials (in-person, phone, email or web) to express your opinion	18%	25%	22%	27%	22%
Volunteered your time to some group/activity in Homer Glen	19%	14%	19%	38%	20%
Participated in a club	13%	7%	23%	31%	16%
Talked to or visited with your immediate neighbors	94%	97%	95%	88%	94%
Done a favor for a neighbor	84%	90%	75%	85%	83%
Attended a local public meeting	16%	16%	25%	31%	20%
Watched a local public meeting online	22%	19%	20%	18%	20%
Read or watch local news (via television, paper, computer, etc.)	87%	94%	90%	93%	90%
Vote in local elections	84%	81%	87%	92%	85%

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Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Overall feeling of safety in Homer Glen	92%	96%	91%	92%	93%
Overall ease of getting to the places you usually have to visit	70%	73%	72%	88%	73%
Quality of overall natural environment in Homer Glen	79%	78%	71%	74%	76%
Overall "built environment" of Homer Glen (including overall design, buildings, parks and transportation systems)	83%	77%	82%	73%	80%
Health and wellness opportunities in Homer Glen	69%	63%	68%	72%	68%
Overall opportunities for education and enrichment	76%	76%	77%	75%	76%
Overall economic health of Homer Glen	87%	89%	92%	95%	90%
Sense of community	77%	81%	72%	79%	77%

Table 29: Question 11: Quality of Services

	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
State of Illinois	25%	22%	23%	3%	21%
Homer Township	69%	64%	69%	62%	67%
Will County	62%	54%	67%	41%	59%
Forest Preserve District of Will County	75%	80%	75%	56%	74%

Table 30: Question 12: Government Transparency

	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Transparency of Village of Homer Glen government	59%	50%	48%	45%	52%

Table 31: Question 14: Potential Village 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? (Percent rating as "Essential" or "Very important").	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Make annual investments in municipal infrastructure (e.g., roads)	80%	84%	77%	78%	80%
Adjust new and existing services to address Homer Glen's aging population	56%	68%	65%	61%	62%
Make annual investments in parks and recreation facilities	74%	73%	75%	79%	74%
Promote and maintain new and existing open space / natural areas	76%	73%	66%	62%	71%
Promote and maintain high quality residential development	74%	60%	68%	72%	69%
Promote and maintain high quality commercial development	80%	66%	83%	76%	77%
Enhance and invest in community policing and public safety programs	74%	77%	67%	63%	72%
Expand and invest in the Village's special events	44%	44%	48%	43%	45%

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Table 32: Question 15: 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? (Percent rating as "Major source" or "Minor source").	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Village website (www.homerglenil.org)	83%	89%	91%	84%	87%
Local media (<i>Southtown Star</i> , <i>Homer Horizon</i> , <i>Patch</i> , etc.)	93%	92%	91%	91%	92%
Emails or texts from the Village	58%	51%	63%	65%	58%
Mayor's blog	43%	35%	42%	58%	42%
Social media (Facebook, Twitter, etc.)	56%	56%	65%	56%	58%

Table 33: Question 16: Frequency of Shopping at Homer Glen Establishments

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? (Percent rating as "2 times a week or more" or "2-4 times a month")	Geographic Area				Overall
	Northwest	Northeast	Southwest	Southeast	
Eat-in or take-out from a Homer Glen restaurant or eatery	78%	83%	74%	79%	78%
Shop for groceries in Homer Glen	98%	93%	91%	77%	92%
Shop for general merchandise (non-food) in Homer Glen (e.g., gifts, clothing, home décor, etc.)	58%	68%	58%	43%	59%
Patronize a Homer Glen service business (salon, bank, auto repair, etc.)	70%	67%	70%	59%	68%

Table 34: Question 17: Preferred New Development

	Geographic Area				Overall	
	Northwest	Northeast	Southwest	Southeast		
Retail stores	37%	24%	27%	12%	100%	
Restaurants	37%	26%	25%	12%	100%	
Entertainment & cultural facilities	38%	22%	27%	13%	100%	
Office complexes	28%	23%	38%	10%	100%	
Medical facilities	42%	19%	26%	12%	100%	
Industry	29%	28%	35%	8%	100%	
Religious institutions	27%	12%	49%	12%	100%	
Open spaces	33%	33%	21%	13%	100%	
Parks and recreation areas	37%	27%	26%	10%	100%	
What types of new development would you like to see in Homer Glen in the future? (Check all that apply).	I do not want additional development in Homer Glen	31%	35%	17%	17%	100%

Significance not tested.