

THE NCSTM
The National Citizen SurveyTM

Glen Ellyn, IL

Dashboard Summary of Findings

2017



NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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 Glen Ellyn’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 Glen Ellyn’s 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.

Among other facets, residents identified Mobility and Education and Enrichment as community facets that were strongest compared to other places but these two facets received exceptionally high ratings across each of the three pillars. Broadly, ratings about the community’s characteristics and governance across most of the facets were stronger than were ratings of citizen engagement. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	25	16	0	22	21	0	8	22	2
General	6	1	0	1	1	0	1	2	0
Safety	2	1	0	3	4	0	1	1	1
Mobility	6	2	0	6	2	0	2	1	0
Natural Environment	3	0	0	5	1	0	0	3	0
Built Environment	2	3	0	3	4	0	1	1	0
Economy	2	5	0	0	1	0	0	2	1
Recreation and Wellness	1	1	0	2	0	0	0	3	0
Education and Enrichment	2	0	0	2	0	0	2	0	0
Community Engagement	1	3	0	0	8	0	1	9	0

Legend	
	Higher
	Similar
	Lower

The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↑	95%	Customer service	↔	88%	Recommend Glen Ellyn	↑	97%
	Overall quality of life	↑	95%	Services provided by Glen Ellyn	↑	90%	Remain in Glen Ellyn	↔	85%
	Place to retire	↔	55%				Contacted Glen Ellyn employees	↔	55%
	Place to raise children	↑↑	99%						
	Place to live	↑	97%						
	Neighborhood	↑	95%						
Safety	Overall feeling of safety	↑	97%	Police	↑	91%	Was NOT the victim of a crime	↔	93%
	Safe in neighborhood	↔	99%	Crime prevention	↑	88%	Did NOT report a crime	↑	89%
	Safe downtown/commercial area	↑	99%	Fire	↔	93%	Stocked supplies for an emergency	↓	17%
				Fire prevention	↔	88%			
				Ambulance/EMS	↔	93%			
				Emergency preparedness	↔	72%			
Mobility	Traffic flow	↑	69%	Traffic enforcement	↔	81%	Carpooled instead of driving alone	↔	46%
	Travel by car	↔	77%	Street repair	↑	70%	Walked or biked instead of driving	↑↑	79%
	Travel by bicycle	↑	76%	Street cleaning	↑	83%	Used public transportation instead of driving	↑↑	57%
	Ease of walking	↑↑	89%	Street lighting	↔	72%			
	Travel by public transportation	↑	61%	Snow removal	↑	82%			
	Overall ease of travel	↑	90%	Sidewalk maintenance	↑	70%			
Natural Environment	Public parking	↔	49%	Traffic signal timing	↑	76%			
	Paths and walking trails	↑	86%	Bus or transit services	↑	72%			
	Overall natural environment	↑	93%	Garbage collection	↑	94%	Recycled at home	↔	92%
	Air quality	↑	93%	Recycling	↑	90%	Conserved water	↔	77%
	Cleanliness	↑	96%	Yard waste pick-up	↑	88%	Made home more energy efficient	↔	78%
				Drinking water	↑	92%			
Built Environment				Open space	↑	79%			
				Natural areas preservation	↔	74%			
	New development in Glen Ellyn	↔	52%	Sewer services	↔	89%	NOT experiencing housing cost stress	↔	68%
	Affordable quality housing	↔	36%	Storm drainage	↔	75%	Did NOT observe a code violation	↑	71%
	Housing options	↔	64%	Power utility	↔	82%			
	Overall built environment	↑	83%	Utility billing	↔	82%			
	Public places	↑	86%	Land use, planning and zoning	↑	69%			
				Code enforcement	↑	73%			
				Cable television	↑	71%			

Legend

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

The National Citizen Survey™

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↑	78%	Economic development	↔	54%	Economy will have positive impact on income	↔	34%
	Shopping opportunities	↔	61%				Purchased goods or services in Glen Ellyn	↔	93%
	Place to visit	↑	80%				Work in Glen Ellyn	↓	24%
	Cost of living	↔	30%						
	Vibrant downtown/commercial area	↔	53%						
	Place to work	↔	72%						
Recreation and Wellness	Business and services	↔	65%						
	Food	↔	74%	Village parks	↑	93%	In very good to excellent health	↔	74%
	Health and wellness	↑	87%	Health services	↑	86%	Ate 5 portions of fruits and vegetables	↔	85%
Education and Enrichment							Participated in moderate or vigorous physical activity	↔	92%
	Cultural/arts/music activities	↑	79%	Public libraries	↑	95%	Used Glen Ellyn public libraries	↑	78%
Community Engagement	Overall education and enrichment	↑	93%	Special events	↑	85%	Attended a Village-sponsored event	↑	70%
	Opportunities to participate in community matters	↔	78%	Public information	↔	82%	Sense of community	↑	83%
	Opportunities to volunteer	↔	84%	Overall direction	↔	67%	Voted in local elections	↔	85%
	Social events and activities	↔	77%	Value of services for taxes paid	↔	53%	Talked to or visited with neighbors	↔	98%
	Neighborliness	↑	79%	Welcoming citizen involvement	↔	67%	Attended a local public meeting	↔	28%
				Confidence in Village government	↔	64%	Watched a local public meeting	↔	20%
				Acting in the best interest of Glen Ellyn	↔	64%	Volunteered	↔	41%
				Being honest	↔	70%	Campaigned for an issue, cause or candidate	↔	28%
				Treating all residents fairly	↔	67%	Contacted Glen Ellyn elected officials	↔	16%
							Read or watched local news	↔	87%
						Done a favor for a neighbor	↔	85%	

Legend

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