



CITY OF LAKE FOREST RESIDENT SURVEY

Report of Results

NOVEMBER 2016



NRC
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Executive Summary

Survey Background

- In 2016 the City of Lake Forest contracted with National Research Center, Inc. (NRC) to administer a community survey to all residents of Lake Forest to provide the opportunity to rate quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery.
- The City of Lake Forest Resident Survey was administered to all 7,458 households. Of the 7,172 eligible households who received the survey, 2,133 responded to the mailed questionnaire, giving a total response rate of 30%.
- Survey results were weighted so that respondent age, gender and housing tenure (rent vs. own), and ward were represented in the proportions reflective of the entire city.
- The margin of error is plus or minus two percentage points around any given percentage point for the entire sample. Differences between survey years can be considered meaningfully different if they are greater than four percentage points.
- When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding values to the nearest whole number.

City of Lake Forest Resident Survey Highlights

Residents enjoy a high quality of life.

- In 2016, 93% of survey respondents rated their overall quality of life as excellent or good. Lake Forest residents gave higher ratings to the overall quality of life in comparison to communities across the nation, but gave similar ratings as respondents in select peer cities.
- Nearly all residents (98%) gave positive marks to Lake Forest as a place to live and only slightly fewer gave favorable ratings to Lake Forest as a place to raise children (96%). About 8 in 10 also awarded high scores to the city as a place to work and as a place to visit. Ratings for aspects of quality of life tended to be higher than national benchmarks and similar to peer communities.
- When asked what factors influenced residents' decisions to live in Lake Forest, close to half reported that the public school system, natural environment, public amenities such as parks, the library and recreation and the quietness of the community influenced their decision to live in the city.

Residents feel safe in their community.

- Almost all respondents (98%) reported that they felt very safe or somewhat safe overall in Lake Forest, a level that was much higher than communities across the nation and similar to peer communities.
- When asked what factors influenced residents' decisions to live in Lake Forest, about 7 in 10 indicated that the safety of the community played a role in their decision to live in the community.

Respondents appreciated dimensions of the community related to the environment.

- The overall natural environment of Lake Forest was rated as excellent or good by 98% of participants, which was higher than both national and peer comparisons communities.
- Additionally, about 9 in 10 or more also awarded high marks to public parks, the public beach, the amount of open space, bike paths and walking trails, cleanliness and overall appearance/attractiveness of Lake Forest. These ratings tended to be higher or much higher than national and peer benchmarks.
- Compared to 2011, evaluations for overall appearance/attractiveness, public parks, the public beach, amount of open space and bike paths and walking trails have remained stable over time.
- When asked about City budget priorities, about 6 in 10 indicated that environmental sustainability is essential or very important for the future of Lake Forest.

Survey respondents think highly of City services.

- Respondents continued to feel positively regarding the overall quality of services provided by the City of Lake Forest with 95% awarding excellent or good scores. This rating has remained stable 2011 and was similarly evaluated compared to residents in communities similar to Lake Forest, but higher than residents across the country.
- Of the 20 services rated by residents, 12 of them were rated as excellent or good by 9 in 10 or more, including police, fire, ambulance or emergency medical services, 911 dispatch, maintenance of parks and of the beach, garbage collection, recycling, library services and senior and youth services. Evaluations of garbage collection and recycling services were higher than both sets of comparisons, while most other services were rated higher than communities across the U.S. and similar to peer cities when comparisons could be made.
- When comparisons over time could be made, ratings for a few services remained consistent with levels seen in 2011, including police, fire and ambulance, library, senior and youth services, maintenance of parks and the beach and the Recreation Center. However, several decreases were seen within City services, such as drinking water, street repair, sewer services, snow and ice removal and building permit and inspection process services.
- Of the 18 possible budget priorities for the City, about 8 in 10 indicated that crime prevention and fire response were top priorities for the Lake Forest budget, while about 4 in 10 placed high importance on code enforcement, neighborhood revitalization and CROYA services and one-third thought that Dickinson Hall services were essential or very important.

The performance of the City of Lake Forest government is viewed favorably by residents.

- At least two-thirds or more of respondents gave high ratings to the City's response to citizen questions or concerns, the overall direction of Lake Forest government, the value of services for taxes paid, the job the City does at managing tax dollars and to the overall confidence in Lake Forest government.
- Ratings for government performance tended to be similar or higher than communities across the nation and in selected peer communities when comparisons could be made.

Lake Forest residents do a majority of their shopping in the city, but would increase their spending if apparel and casual dining were available.

- Less than 4 in 10 awarded high marks to the shopping opportunities provided by the City of Lake Forest and about one-quarter reported that shopping variety was excellent or good; both of these ratings decreased since 2011. Ratings for shopping opportunities were similar to those across the nation, but much lower when compared to peer cities.
- Almost all residents (98%) reported that they make a purchase at least once a month in Lake Forest, which was a higher rate than purchases made elsewhere. Additionally, close to 9 in 10 also indicated that they dined in the community at least once a month.
- About half of residents stated that they were more likely to spend a little more or a lot more in Lake Forest if apparel, home accessories or hardware stores were available. Less than 1 in 10 reported that the availability of fine jewelry or financial services would increase their spending in the community.
- Over half of residents indicated that they spend \$100 or more on dining out in an average week and over one-third spend between \$25 and \$100 on meals away from the home. Most residents (79%) reported that they eat out during the evening hours; while over half communicated that they typically choose to dine out on Saturday during a typical week.

Maintenance of infrastructure and parks are top priorities for residents.

- In addition to budget priorities, survey participants were also asked to rate the importance of a variety of aspects related to quality of life in Lake Forest. Residents indicated that maintenance of City infrastructure, such as streets, sidewalks and sewers, and the maintenance of City parks and facilities were essential or very important, with over 9 in 10 placing high importance on these aspects.
- Additionally, about 8 in 10 stated that management of traffic flow would be at least very important, while the lowest rated priorities included encouraging increased use of existing bus transportation for school children and increased variety of housing options, sizes and price points with 47% of respondents ratings these as essential or very important.

Tables of Results

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” and “refused” responses.

Responses for question excluding “don’t know”

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lake Forest:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Lake Forest as a place to live	76%	N=1597	22%	N=472	1%	N=31	0%	N=9	100%	N=2108
Lake Forest as a place to raise children	71%	N=1377	25%	N=492	4%	N=69	1%	N=14	100%	N=1952
Lake Forest as a place to work	44%	N=563	36%	N=465	16%	N=202	4%	N=51	100%	N=1281
Lake Forest as a place to visit	46%	N=904	37%	N=723	14%	N=275	2%	N=44	100%	N=1946
Lake Forest as a place to shop	16%	N=324	30%	N=632	40%	N=824	14%	N=297	100%	N=2076
Lake Forest as a place to dine	13%	N=271	30%	N=621	41%	N=853	16%	N=339	100%	N=2084
Lake Forest as a place to retire	30%	N=478	31%	N=491	24%	N=371	15%	N=239	100%	N=1579
Overall quality of life in Lake Forest	47%	N=954	46%	N=940	6%	N=132	1%	N=18	100%	N=2044

Table 2: Question 2

Please indicate which of the following influence your decision to live in Lake Forest (please select all that apply):	Percent	Number
Raised here/close to family	31%	N=656
Public school system	54%	N=1130
Natural environment	48%	N=1016
Public amenities (parks, library, recreation, etc.)	53%	N=1102
Open space preservation	38%	N=807
Safety of community	72%	N=1507
Property tax rates	36%	N=761
Culture and history	23%	N=476
Architecture	28%	N=594
Quiet community	59%	N=1228
Other	21%	N=437
Neighborhoods/housing	39%	N=817
Health care/community hospital	27%	N=566
Sense of community	31%	N=646
Total	100%	N=2097

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

Table 3: Question 3

Please rate the quality of each of the following characteristics of Lake Forest:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall appearance/attractiveness of Lake Forest	81%	N=1694	18%	N=379	1%	N=24	0%	N=0	100%	N=2097
Volume of traffic on local roads	21%	N=435	52%	N=1088	23%	N=472	5%	N=103	100%	N=2098
Availability of parking in business districts	21%	N=433	48%	N=997	25%	N=520	6%	N=118	100%	N=2067
Shopping opportunities	6%	N=133	32%	N=661	47%	N=977	15%	N=314	100%	N=2085
Shopping variety	6%	N=123	22%	N=457	48%	N=991	24%	N=488	100%	N=2060
Ease of bicycle travel in Lake Forest	33%	N=538	45%	N=747	19%	N=307	4%	N=62	100%	N=1654
Pedestrian safety	36%	N=735	49%	N=993	12%	N=237	4%	N=77	100%	N=2041
Public parks	64%	N=1334	31%	N=646	4%	N=88	0%	N=7	100%	N=2075
Public beach	83%	N=1720	14%	N=294	2%	N=45	0%	N=7	100%	N=2066
Recreational opportunities	45%	N=912	44%	N=889	10%	N=198	1%	N=18	100%	N=2016
Amount of open space	63%	N=1306	32%	N=669	5%	N=96	0%	N=5	100%	N=2077
Bike paths/walking trails	55%	N=1062	37%	N=725	7%	N=132	1%	N=24	100%	N=1943
Lake Forest-sponsored special events	29%	N=559	50%	N=959	18%	N=347	3%	N=48	100%	N=1914
Variety of housing options, sizes and price points	16%	N=311	38%	N=760	32%	N=634	15%	N=296	100%	N=2002
Sense of community	35%	N=699	44%	N=882	18%	N=367	4%	N=73	100%	N=2022
Openness and acceptance of the community towards people of diverse backgrounds	16%	N=286	35%	N=647	31%	N=572	18%	N=329	100%	N=1835
K-12 education	58%	N=1033	35%	N=626	6%	N=111	1%	N=14	100%	N=1784
Overall natural environment in Lake Forest	66%	N=1381	32%	N=657	2%	N=46	0%	N=0	100%	N=2084
Overall feeling of safety in Lake Forest	71%	N=1491	27%	N=564	2%	N=37	0%	N=6	100%	N=2098
Availability of quality health care	49%	N=996	41%	N=835	8%	N=162	1%	N=28	100%	N=2021
Overall design of Lake Forest buildings	50%	N=1038	43%	N=881	7%	N=138	1%	N=12	100%	N=2068
Neighborliness of residents in Lake Forest	30%	N=622	43%	N=898	21%	N=436	5%	N=110	100%	N=2066
Public places where people want to spend time	33%	N=672	47%	N=953	17%	N=347	3%	N=52	100%	N=2023
Opportunities to attend cultural/arts/music activities	28%	N=562	44%	N=889	25%	N=510	3%	N=64	100%	N=2025
Cleanliness of Lake Forest	71%	N=1492	27%	N=563	2%	N=41	0%	N=1	100%	N=2097
Availability of goods for sale	11%	N=215	41%	N=830	38%	N=779	10%	N=214	100%	N=2037
Downtown store hours	12%	N=246	47%	N=937	29%	N=577	12%	N=243	100%	N=2003
Friendliness of store employees in Lake Forest	32%	N=657	50%	N=1026	15%	N=315	2%	N=43	100%	N=2041
Knowledge of store employees in Lake Forest	27%	N=516	54%	N=1029	17%	N=333	2%	N=33	100%	N=1912

Table 4: Question 4

Please rate the quality of each of the following City of Lake Forest services:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	66%	N=1296	28%	N=546	5%	N=101	1%	N=14	100%	N=1957
Fire services	76%	N=1306	23%	N=388	1%	N=15	0%	N=5	100%	N=1714
911 dispatch services	70%	N=968	24%	N=337	4%	N=59	2%	N=21	100%	N=1384
Ambulance or emergency medical services	73%	N=980	25%	N=342	2%	N=23	0%	N=6	100%	N=1350
Street repair	26%	N=530	50%	N=1004	20%	N=407	4%	N=79	100%	N=2020
Sewer services	32%	N=548	52%	N=902	13%	N=228	3%	N=55	100%	N=1733
Sidewalk maintenance	28%	N=543	49%	N=955	17%	N=323	6%	N=109	100%	N=1930
Snow and ice removal	33%	N=675	44%	N=898	17%	N=346	5%	N=100	100%	N=2020
Maintenance of parks	56%	N=1143	40%	N=820	3%	N=62	0%	N=5	100%	N=2030
Maintenance of beach	67%	N=1339	31%	N=613	2%	N=34	0%	N=2	100%	N=1987
Deerpath Golf Course	44%	N=486	43%	N=480	10%	N=106	4%	N=41	100%	N=1113
Recreation Center	39%	N=613	49%	N=758	10%	N=151	2%	N=35	100%	N=1558
Stormwater management	28%	N=437	47%	N=729	17%	N=263	8%	N=125	100%	N=1554
Drinking water	51%	N=990	40%	N=774	8%	N=162	1%	N=21	100%	N=1948
Garbage collection	69%	N=1419	28%	N=562	3%	N=54	0%	N=7	100%	N=2043
Recycling	66%	N=1314	28%	N=549	5%	N=101	1%	N=27	100%	N=1991
Building permit and inspection process	22%	N=339	37%	N=558	26%	N=394	15%	N=236	100%	N=1527
Library services	64%	N=1198	31%	N=578	4%	N=84	1%	N=10	100%	N=1870
Senior services at Dickinson Hall	55%	N=369	39%	N=263	5%	N=34	1%	N=5	100%	N=671
Youth services at CROYA (Committee Representing Our Young Adults)	54%	N=430	39%	N=312	5%	N=38	1%	N=11	100%	N=791
Overall quality of Lake Forest City services	43%	N=855	52%	N=1028	5%	N=101	0%	N=6	100%	N=1990

Table 5: Question 5

Please rate the following categories of Lake Forest's Police Department performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledge	66%	N=1034	27%	N=426	5%	N=77	1%	N=21	100%	N=1558
Responsiveness/promptness	71%	N=1218	25%	N=425	4%	N=64	1%	N=11	100%	N=1718
Courtesy	66%	N=1211	26%	N=478	6%	N=118	2%	N=38	100%	N=1846
Overall impression	62%	N=1186	31%	N=593	6%	N=111	1%	N=28	100%	N=1918

Table 6: Question 6

Please rate the following categories of Lake Forest's Fire Department performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledge	80%	N=1029	19%	N=240	1%	N=6	0%	N=4	100%	N=1280
Responsiveness/promptness	81%	N=1092	17%	N=234	1%	N=7	1%	N=11	100%	N=1344
Courtesy	81%	N=1157	18%	N=263	1%	N=10	0%	N=5	100%	N=1435
Overall impression	75%	N=1171	23%	N=356	1%	N=20	0%	N=8	100%	N=1554

Table 7: Question 7

Please rate the following categories of Lake Forest's ambulance/emergency medical services performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledge	78%	N=797	21%	N=216	1%	N=11	0%	N=2	100%	N=1026
Responsiveness/promptness	78%	N=824	20%	N=212	1%	N=13	1%	N=9	100%	N=1059
Courtesy	79%	N=847	19%	N=207	1%	N=9	0%	N=5	100%	N=1068
Overall impression	74%	N=859	24%	N=274	2%	N=21	0%	N=3	100%	N=1157

Table 8: Question 8

Please rate the following categories of Lake Forest government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
City response to citizen questions or concerns	23%	N=366	49%	N=785	20%	N=323	9%	N=137	100%	N=1611
The job Lake Forest City Council does at listening to residents	19%	N=282	40%	N=596	28%	N=422	13%	N=190	100%	N=1491
City Council generally acting in the best interest of the community	22%	N=361	41%	N=681	26%	N=439	11%	N=189	100%	N=1671
The overall direction that Lake Forest is taking	19%	N=348	47%	N=865	23%	N=425	10%	N=186	100%	N=1824
The value of services for taxes paid	26%	N=507	42%	N=797	25%	N=481	7%	N=135	100%	N=1920
The job Lake Forest government does at managing tax dollars	25%	N=434	42%	N=712	24%	N=405	10%	N=163	100%	N=1715
Overall confidence in Lake Forest City government	21%	N=401	47%	N=903	24%	N=466	7%	N=140	100%	N=1909

Table 9: Question 9

Please rate how important, if at all, it is for the City to address each of the following to maintain the quality of life in Lake Forest for the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Manage traffic on local roads	37%	N=755	42%	N=852	19%	N=382	3%	N=51	100%	N=2041
Demolition of existing homes and replacing with the construction of new ones	14%	N=285	23%	N=473	34%	N=684	29%	N=585	100%	N=2027
Preservation of historic homes and landscapes	34%	N=694	35%	N=721	26%	N=525	5%	N=97	100%	N=2036
Repurpose historic homes and property for other purposes (inns, condos, etc.)	22%	N=450	29%	N=581	30%	N=605	19%	N=383	100%	N=2019
Maintenance of City infrastructure (streets, sidewalks, sewers, etc.)	70%	N=1426	28%	N=564	2%	N=41	0%	N=1	100%	N=2033
Maintenance of City parks and facilities	59%	N=1208	35%	N=725	5%	N=107	0%	N=4	100%	N=2044
Maintain Lake Forest as a triple-a bonded community (triple-a bonding secures the lowest borrowing rates for the City)	67%	N=1354	27%	N=539	6%	N=117	1%	N=18	100%	N=2028

Please rate how important, if at all, it is for the City to address each of the following to maintain the quality of life in Lake Forest for the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Openness and acceptance of the community towards people of diverse backgrounds	35%	N=703	34%	N=681	22%	N=444	10%	N=199	100%	N=2027
Economic development (more retail and restaurants)	43%	N=883	35%	N=705	19%	N=377	3%	N=70	100%	N=2035
Encourage increased use of existing bus transportation for school children	20%	N=399	28%	N=555	33%	N=667	20%	N=396	100%	N=2017
Increase the variety of housing options, sizes and price points	21%	N=418	27%	N=538	32%	N=644	21%	N=429	100%	N=2029
Availability of quality senior housing	20%	N=416	32%	N=643	35%	N=717	13%	N=263	100%	N=2040
Availability of quality housing for younger families	24%	N=494	38%	N=777	27%	N=556	11%	N=217	100%	N=2044

Table 10: Question 10

Cities are faced with difficult choices. If you were a member of the City Council and had to consider budget changes, please rate the importance of increasing the budget for each of the following areas:	Essential		Very important		Somewhat important		Not at all important		Total	
Crime prevention	51%	N=1028	29%	N=576	14%	N=290	6%	N=121	100%	N=2015
Police response	54%	N=1080	26%	N=529	15%	N=292	6%	N=111	100%	N=2012
Fire prevention	44%	N=886	30%	N=595	19%	N=375	8%	N=153	100%	N=2009
Fire response	55%	N=1098	25%	N=494	14%	N=290	6%	N=128	100%	N=2009
Ambulance service	50%	N=1009	29%	N=574	16%	N=312	5%	N=107	100%	N=2002
Road maintenance	34%	N=679	50%	N=1006	14%	N=291	2%	N=40	100%	N=2017
Sidewalk services	23%	N=451	44%	N=888	29%	N=579	4%	N=82	100%	N=2000
Snow removal	35%	N=698	45%	N=915	16%	N=324	4%	N=75	100%	N=2011
Trash collection service	26%	N=528	41%	N=822	25%	N=497	8%	N=157	100%	N=2003
Code enforcement services	12%	N=225	29%	N=556	44%	N=861	15%	N=299	100%	N=1941
Neighborhood revitalization	13%	N=262	27%	N=540	43%	N=844	17%	N=329	100%	N=1975
Library services	17%	N=337	33%	N=665	38%	N=768	11%	N=227	100%	N=1996
Economic development services	20%	N=389	37%	N=720	35%	N=695	8%	N=167	100%	N=1971
Dickinson Hall services	8%	N=160	24%	N=463	49%	N=954	20%	N=384	100%	N=1961
Parks and Recreation services	23%	N=449	43%	N=864	28%	N=559	6%	N=123	100%	N=1995
CROYA services	11%	N=216	32%	N=627	41%	N=795	16%	N=315	100%	N=1953
Stormwater management	32%	N=645	41%	N=812	23%	N=450	5%	N=92	100%	N=1999
Environmental sustainability	25%	N=507	36%	N=713	28%	N=551	11%	N=225	100%	N=1995

Table 11: Question 11

How likely, if all, would you be to utilize a public transportation system (bus or trolley) in Lake Forest?	Percent	Number
Very likely	10%	N=200
Somewhat likely	17%	N=332
Somewhat unlikely	13%	N=250
Very unlikely	60%	N=1186
Total	100%	N=1968

Table 12: Question 12

Which of the following, if any, would make you more likely to use a bus or trolley in Lake Forest? (Please check all that apply.)	Percent	Number
Schedules that provide options to commute to work	25%	N=329
Affordable pricing	29%	N=385
Adequate stops in downtown	39%	N=518
Convenience/distance of stops from home	81%	N=1072
Total	100%	N=1320

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

Table 13: Question 13

Please indicate how much of a source, if at all, you consider each to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
City "Dialogue" quarterly newsletter	52%	N=1060	34%	N=699	13%	N=271	100%	N=2030
City's website (www.cityoflakeforest.com)	46%	N=918	38%	N=765	16%	N=325	100%	N=2008
Local newspapers	45%	N=917	40%	N=812	15%	N=302	100%	N=2031
Online media publications	21%	N=416	36%	N=705	43%	N=862	100%	N=1982
LFTV (channels 17 or 19) or U-Verse	5%	N=104	22%	N=444	72%	N=1435	100%	N=1983
Recreation Department Program Brochure	31%	N=618	40%	N=798	29%	N=591	100%	N=2006
Dickinson Hall "Newsbrief"	12%	N=233	26%	N=523	62%	N=1240	100%	N=1996
Council meetings	11%	N=218	35%	N=688	54%	N=1075	100%	N=1981
City staff	18%	N=347	37%	N=727	46%	N=901	100%	N=1975
Information provided in City buildings (library, CROYA, etc.)	13%	N=253	44%	N=871	43%	N=857	100%	N=1982
Ward or Town Hall Meetings	11%	N=219	34%	N=675	55%	N=1084	100%	N=1978
E-news (including emergency notifications)	31%	N=624	37%	N=735	31%	N=624	100%	N=1983

Table 14: Question 14

In an average month, how many times do you or members of your household make a purchase in these commercial areas?	Daily		3 to 4 times per week		Once a week		1 to 3 times a month		Never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Lake Forest (Central Business District)	17%	N=351	36%	N=732	25%	N=513	20%	N=415	2%	N=51	100%	N=2062
West Lake Forest	8%	N=154	22%	N=450	25%	N=502	35%	N=704	10%	N=205	100%	N=2014
Vernon Hills	2%	N=32	15%	N=315	26%	N=530	47%	N=960	10%	N=200	100%	N=2038
Lake Bluff	1%	N=14	6%	N=126	17%	N=339	46%	N=921	30%	N=612	100%	N=2012
Highwood	0%	N=9	7%	N=137	19%	N=382	51%	N=1036	23%	N=455	100%	N=2019
Highland Park	1%	N=12	5%	N=101	12%	N=247	52%	N=1048	30%	N=611	100%	N=2020
Libertyville	0%	N=6	2%	N=48	11%	N=215	38%	N=763	49%	N=993	100%	N=2025
Online	13%	N=271	25%	N=512	20%	N=402	26%	N=528	15%	N=295	100%	N=2008

Table 15: Question 15

In an average month, how many times do you or members of your household dine in these commercial areas?	Daily		3 to 4 times per week		Once a week		1 to 3 times a month		Never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Lake Forest (Central Business District)	2%	N=44	9%	N=187	23%	N=463	55%	N=1137	11%	N=226	100%	N=2056
West Lake Forest	0%	N=9	3%	N=51	10%	N=210	43%	N=869	43%	N=875	100%	N=2013
Vernon Hills	0%	N=2	3%	N=70	9%	N=179	44%	N=893	43%	N=866	100%	N=2009
Lake Bluff	0%	N=4	3%	N=58	10%	N=192	46%	N=917	42%	N=833	100%	N=2004
Highwood	0%	N=4	4%	N=74	16%	N=328	62%	N=1263	18%	N=369	100%	N=2037
Highland Park	0%	N=1	2%	N=31	7%	N=148	48%	N=957	43%	N=873	100%	N=2011
Libertyville	0%	N=1	2%	N=32	4%	N=85	35%	N=702	59%	N=1200	100%	N=2020

Table 16: Question 16

Please indicate how the addition of these stores and services would affect the amount that you or a member of your household would spend in Lake Forest?	I would spend a lot more		I would spend a little more		No change		Total	
	%	N	%	N	%	N	%	N
Apparel	17%	N=319	40%	N=740	43%	N=807	100%	N=1866
Home accessories	14%	N=268	36%	N=675	49%	N=908	100%	N=1851
Hardware	19%	N=371	36%	N=690	44%	N=848	100%	N=1910
Gardening supplies	10%	N=198	30%	N=557	60%	N=1133	100%	N=1889
Make-up cosmetics	4%	N=72	17%	N=305	79%	N=1406	100%	N=1783
Greeting cards/gifts	10%	N=195	31%	N=583	58%	N=1088	100%	N=1866
Craft supplies	8%	N=131	26%	N=449	67%	N=1157	100%	N=1737
Pet supplies	10%	N=180	27%	N=464	63%	N=1095	100%	N=1739
Spa services	7%	N=120	23%	N=399	70%	N=1224	100%	N=1743
Furniture	4%	N=78	19%	N=332	76%	N=1332	100%	N=1742

Please indicate how the addition of these stores and services would affect the amount that you or a member of your household would spend in Lake Forest?	I would spend a lot more		I would spend a little more		No change		Total	
	%	N	%	N	%	N	%	N
Costume jewelry	3%	N=54	15%	N=257	82%	N=1418	100%	N=1729
Fast print/photocopy	3%	N=50	18%	N=328	79%	N=1411	100%	N=1789
Florist	2%	N=29	14%	N=260	84%	N=1531	100%	N=1819
Video game store	2%	N=35	8%	N=138	90%	N=1498	100%	N=1671
Exercise/personal training	4%	N=77	13%	N=237	82%	N=1458	100%	N=1772
Art gallery	2%	N=38	15%	N=263	83%	N=1471	100%	N=1772
Fine jewelry	1%	N=17	8%	N=143	91%	N=1601	100%	N=1761
Financial services	1%	N=26	6%	N=108	92%	N=1626	100%	N=1761

Table 17: Question 17

In an average week, how much would you estimate that your household spends on meals away from home (full-service restaurants, take-out, drive-thru, etc.)	Percent	Number
Less than \$25	8%	N=170
\$25 to \$49.99	12%	N=248
\$50 to \$99.99	25%	N=505
\$100 to \$149.99	24%	N=493
Over \$150	31%	N=628
Total	100%	N=2044

Table 18: Question 18

Please indicate how the addition of these restaurants would affect the amount that you or a member of your household would spend in Lake Forest?	I would spend a lot more		I would spend a little more		No change		Total	
	%	N	%	N	%	N	%	N
Casual dining	41%	N=830	43%	N=872	15%	N=304	100%	N=2006
Counter service restaurant (i.e. LF Food and Wine)	17%	N=326	35%	N=670	48%	N=930	100%	N=1926
White tablecloth restaurant	18%	N=354	36%	N=699	46%	N=899	100%	N=1951
Sports bar	17%	N=324	26%	N=501	57%	N=1078	100%	N=1902
Quick service restaurant	18%	N=350	33%	N=638	48%	N=922	100%	N=1909

Table 19: Question 19

In an average week, when does your household buy meals away from home (full-service restaurants, take-out, drive-thru, etc.)	Percent	Number
Daytime (10am - 5pm)	30%	N=611
Evening (after 5 pm)	79%	N=1603
Saturday	56%	N=1125
Sunday	36%	N=719
Total	100%	N=2016

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

Table 20: Question 20

Are you or anyone in your household a member of Dickinson Hall Senior Center?	Percent	Number
Yes	10%	N=198
No	90%	N=1817
Total	100%	N=2015

Table 21: Question 21

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate whether or not they are available to you or members of your household:	Yes		No		Total	
Escorted transportation	46%	N=80	54%	N=94	100%	N=174
Help with daily errands (grocery shopping, etc.)	23%	N=37	77%	N=125	100%	N=162
Troubleshooting household problems (leaky faucets, etc.)	27%	N=44	73%	N=118	100%	N=162
Health insurance/medication help	34%	N=55	66%	N=108	100%	N=162
Help locating medical/mental health services	24%	N=38	76%	N=119	100%	N=156
Help locating a nursing home/housing	26%	N=42	74%	N=118	100%	N=161
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	27%	N=43	73%	N=118	100%	N=161
Provide home delivered meal programs	19%	N=31	81%	N=128	100%	N=159
Provide visitors	18%	N=28	82%	N=127	100%	N=155
Provide legal or financial help	22%	N=35	78%	N=126	100%	N=161
Respite care	18%	N=28	82%	N=128	100%	N=155

Table 22: Question 21a

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate how important each of these amenities is to you or members of your household.	Essential		Very important		Somewhat important		Not at all important		Total	
Escorted transportation	17%	N=27	23%	N=37	24%	N=39	37%	N=60	100%	N=163
Help with daily errands (grocery shopping, etc.)	7%	N=11	17%	N=25	19%	N=29	57%	N=87	100%	N=153
Troubleshooting household problems (leaky faucets, etc.)	9%	N=15	19%	N=29	20%	N=31	52%	N=80	100%	N=156
Health insurance/medication help	13%	N=20	19%	N=30	19%	N=29	49%	N=76	100%	N=156
Help locating medical/mental health services	11%	N=16	17%	N=26	22%	N=32	50%	N=75	100%	N=149
Help locating a nursing home/housing	12%	N=18	17%	N=25	18%	N=27	53%	N=80	100%	N=150
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	15%	N=23	21%	N=32	22%	N=34	43%	N=66	100%	N=156
Provide home delivered meal programs	11%	N=16	16%	N=24	23%	N=35	50%	N=76	100%	N=151
Provide visitors	6%	N=9	15%	N=21	20%	N=29	59%	N=85	100%	N=145
Provide legal or financial help	12%	N=17	16%	N=24	19%	N=28	54%	N=79	100%	N=148
Respite care	11%	N=17	15%	N=22	21%	N=30	53%	N=77	100%	N=147

Table 23: Question 22

What is the single most important priority for the City of Lake Forest to address in the next five years?	Percent of respondents	Number
Safety	6%	N=91
Affordability/Cost of living	24%	N=339
Parks/Natural environment	5%	N=65
Traffic/Transportation	11%	N=147
Commercial/Downtown development	14%	N=194
Growth Management	9%	N=126
Education/Schools	5%	N=73
Housing/Real estate	9%	N=121
City government/Services	7%	N=92
Marketability	3%	N=45
Other	7%	N=102
Total	100%	N=1394

Table 24: Question D1

How many years have you lived in Lake Forest?	Percent	Number
Less than 2 years	9%	N=190
2 to 5 years	12%	N=256
6 to 10 years	11%	N=236
11 to 20 years	25%	N=512
More than 20 years	43%	N=885
Total	100%	N=2079

Table 25: Question D2

Are you a part-time or full-time resident of Lake Forest?	Percent	Number
Part-time (less than 6 months/year)	4%	N=87
Full-time (6 or more months/year)	96%	N=1989
Total	100%	N=2076

Table 26: Question D3

Do you work inside the boundaries of Lake Forest?	Percent	Number
Yes, outside the home	19%	N=392
Yes, inside the home	16%	N=334
No	65%	N=1323
Total	100%	N=2049

Table 27: Question D4

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	83%	N=1713
House attached to one or more homes (e.g., a duplex, townhome, apartment or condominium)	16%	N=322
Other	2%	N=39
Total	100%	N=2074

Table 28: Question D5

Do you rent or own your home?	Percent	Number
Rent	10%	N=205
Own	90%	N=1860
Total	100%	N=2064

Table 29: Question D6

What is your gender?	Percent	Number
Female	53%	N=1097
Male	47%	N=955
Total	100%	N=2052

Table 30: Question D7

In which category is your age?	Percent	Number
18 to 24 years	1%	N=10
25 to 34 years	9%	N=174
35 to 44 years	13%	N=268
45 to 54 years	28%	N=567
55 to 64 years	19%	N=380
65 to 74 years	16%	N=332
75 years or older	15%	N=317
Total	100%	N=2049

Table 31: Question D8

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=15
Asian, Asian Indian or Pacific Islander	3%	N=67
Black or African American	1%	N=18
White	94%	N=1889
Other	1%	N=29

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

Table 32: Question D9

Number of children under 18	Percent	Number
1	67%	N=1140
2	26%	N=436
3	6%	N=99
4 or more	1%	N=18
Total	100%	N=1692

Responses for questions including “don’t know”

Table 33: Question 1

Please rate each of the following aspects of quality of life in Lake Forest:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Lake Forest as a place to live	76%	N=1597	22%	N=472	1%	N=31	0%	N=9	0%	N=4	100%	N=2112
Lake Forest as a place to raise children	66%	N=1377	23%	N=492	3%	N=69	1%	N=14	7%	N=148	100%	N=2100
Lake Forest as a place to work	27%	N=563	22%	N=465	10%	N=202	2%	N=51	39%	N=806	100%	N=2087
Lake Forest as a place to visit	44%	N=904	35%	N=723	13%	N=275	2%	N=44	6%	N=133	100%	N=2079
Lake Forest as a place to shop	15%	N=324	30%	N=632	39%	N=824	14%	N=297	1%	N=17	100%	N=2093
Lake Forest as a place to dine	13%	N=271	30%	N=621	41%	N=853	16%	N=339	1%	N=15	100%	N=2099
Lake Forest as a place to retire	24%	N=478	24%	N=491	18%	N=371	12%	N=239	22%	N=433	100%	N=2012
Overall quality of life in Lake Forest	46%	N=954	46%	N=940	6%	N=132	1%	N=18	1%	N=19	100%	N=2064

Table 34: Question 2

Please indicate which of the following influence your decision to live in Lake Forest (please select all that apply):	Percent	Number
Raised here/close to family	31%	N=656
Public school system	54%	N=1130
Natural environment	48%	N=1016
Public amenities (parks, library, recreation, etc.)	53%	N=1102
Open space preservation	38%	N=807
Safety of community	72%	N=1507
Property tax rates	36%	N=761
Culture and history	23%	N=476
Architecture	28%	N=594
Quiet community	59%	N=1228
Other	21%	N=437
Neighborhoods/housing	39%	N=817
Health care/community hospital	27%	N=566
Sense of community	31%	N=646
Total	100%	N=2097

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

Table 35: Question 3

Please rate the quality of each of the following characteristics of Lake Forest:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall appearance/attractiveness of Lake Forest	81%	N=1694	18%	N=379	1%	N=24	0%	N=0	0%	N=0	100%	N=2097
Volume of traffic on local roads	21%	N=435	52%	N=1088	23%	N=472	5%	N=103	0%	N=1	100%	N=2099
Availability of parking in business districts	21%	N=433	48%	N=997	25%	N=520	6%	N=118	1%	N=27	100%	N=2094
Shopping opportunities	6%	N=133	32%	N=661	47%	N=977	15%	N=314	1%	N=11	100%	N=2096
Shopping variety	6%	N=123	22%	N=457	48%	N=991	23%	N=488	1%	N=24	100%	N=2083
Ease of bicycle travel in Lake Forest	26%	N=538	36%	N=747	15%	N=307	3%	N=62	20%	N=422	100%	N=2076
Pedestrian safety	35%	N=735	47%	N=993	11%	N=237	4%	N=77	2%	N=49	100%	N=2090
Public parks	63%	N=1334	31%	N=646	4%	N=88	0%	N=7	1%	N=28	100%	N=2103
Public beach	82%	N=1720	14%	N=294	2%	N=45	0%	N=7	2%	N=33	100%	N=2098
Recreational opportunities	44%	N=912	42%	N=889	9%	N=198	1%	N=18	4%	N=79	100%	N=2095
Amount of open space	62%	N=1306	32%	N=669	5%	N=96	0%	N=5	1%	N=20	100%	N=2097
Bike paths/walking trails	51%	N=1062	35%	N=725	6%	N=132	1%	N=24	7%	N=146	100%	N=2089
Lake Forest-sponsored special events	27%	N=559	46%	N=959	17%	N=347	2%	N=48	8%	N=166	100%	N=2080
Variety of housing options, sizes and price points	15%	N=311	36%	N=760	30%	N=634	14%	N=296	4%	N=87	100%	N=2088
Sense of community	34%	N=699	43%	N=882	18%	N=367	4%	N=73	2%	N=45	100%	N=2067
Openness and acceptance of the community towards people of diverse backgrounds	14%	N=286	31%	N=647	28%	N=572	16%	N=329	12%	N=242	100%	N=2077
K-12 education	50%	N=1033	30%	N=626	5%	N=111	1%	N=14	14%	N=297	100%	N=2081
Overall natural environment in Lake Forest	66%	N=1381	31%	N=657	2%	N=46	0%	N=0	0%	N=6	100%	N=2090
Overall feeling of safety in Lake Forest	71%	N=1491	27%	N=564	2%	N=37	0%	N=6	0%	N=0	100%	N=2098
Availability of quality health care	48%	N=996	40%	N=835	8%	N=162	1%	N=28	4%	N=76	100%	N=2097
Overall design of Lake Forest buildings	50%	N=1038	42%	N=881	7%	N=138	1%	N=12	1%	N=18	100%	N=2087
Neighborliness of residents in Lake Forest	30%	N=622	43%	N=898	21%	N=436	5%	N=110	1%	N=17	100%	N=2082
Public places where people want to spend time	32%	N=672	46%	N=953	17%	N=347	3%	N=52	3%	N=60	100%	N=2084
Opportunities to attend cultural/arts/music activities	27%	N=562	43%	N=889	24%	N=510	3%	N=64	3%	N=60	100%	N=2085
Cleanliness of Lake Forest	71%	N=1492	27%	N=563	2%	N=41	0%	N=1	0%	N=1	100%	N=2098
Availability of goods for sale	10%	N=215	40%	N=830	37%	N=779	10%	N=214	2%	N=52	100%	N=2089
Downtown store hours	12%	N=246	45%	N=937	28%	N=577	12%	N=243	4%	N=89	100%	N=2092
Friendliness of store employees in Lake Forest	31%	N=657	49%	N=1026	15%	N=315	2%	N=43	3%	N=53	100%	N=2094
Knowledge of store employees in Lake Forest	25%	N=516	49%	N=1029	16%	N=333	2%	N=33	8%	N=177	100%	N=2089

Table 36: Question 4

Please rate the quality of each of the following City of Lake Forest services:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	62%	N=1296	26%	N=546	5%	N=101	1%	N=14	7%	N=137	100%	N=2094
Fire services	62%	N=1306	19%	N=388	1%	N=15	0%	N=5	18%	N=376	100%	N=2089
911 dispatch services	47%	N=968	16%	N=337	3%	N=59	1%	N=21	33%	N=692	100%	N=2077
Ambulance or emergency medical services	47%	N=980	16%	N=342	1%	N=23	0%	N=6	35%	N=722	100%	N=2072
Street repair	25%	N=530	48%	N=1004	20%	N=407	4%	N=79	3%	N=62	100%	N=2082
Sewer services	27%	N=548	44%	N=902	11%	N=228	3%	N=55	16%	N=334	100%	N=2067
Sidewalk maintenance	26%	N=543	46%	N=955	16%	N=323	5%	N=109	6%	N=134	100%	N=2063
Snow and ice removal	32%	N=675	43%	N=898	17%	N=346	5%	N=100	3%	N=62	100%	N=2082
Maintenance of parks	55%	N=1143	40%	N=820	3%	N=62	0%	N=5	2%	N=45	100%	N=2075
Maintenance of beach	65%	N=1339	30%	N=613	2%	N=34	0%	N=2	4%	N=86	100%	N=2073
Deerpath Golf Course	24%	N=486	23%	N=480	5%	N=106	2%	N=41	46%	N=948	100%	N=2061
Recreation Center	30%	N=613	37%	N=758	7%	N=151	2%	N=35	25%	N=510	100%	N=2067
Stormwater management	21%	N=437	36%	N=729	13%	N=263	6%	N=125	24%	N=494	100%	N=2048
Drinking water	48%	N=990	37%	N=774	8%	N=162	1%	N=21	6%	N=121	100%	N=2068
Garbage collection	68%	N=1419	27%	N=562	3%	N=54	0%	N=7	2%	N=38	100%	N=2080
Recycling	64%	N=1314	27%	N=549	5%	N=101	1%	N=27	4%	N=77	100%	N=2069
Building permit and inspection process	16%	N=339	27%	N=558	19%	N=394	11%	N=236	26%	N=531	100%	N=2058
Library services	58%	N=1198	28%	N=578	4%	N=84	1%	N=10	9%	N=189	100%	N=2059
Senior services at Dickinson Hall	18%	N=369	13%	N=263	2%	N=34	0%	N=5	67%	N=1382	100%	N=2053
Youth services at CROYA (Committee Representing Our Young Adults)	21%	N=430	15%	N=312	2%	N=38	1%	N=11	61%	N=1243	100%	N=2034
Overall quality of Lake Forest City services	42%	N=855	51%	N=1028	5%	N=101	0%	N=6	1%	N=29	100%	N=2019

Table 37: Question 5

Please rate the following categories of Lake Forest's Police Department performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	50%	N=1034	21%	N=426	4%	N=77	1%	N=21	25%	N=515	100%	N=2073
Responsiveness/promptness	59%	N=1218	20%	N=425	3%	N=64	1%	N=11	17%	N=358	100%	N=2076
Courtesy	58%	N=1211	23%	N=478	6%	N=118	2%	N=38	11%	N=229	100%	N=2074
Overall impression	57%	N=1186	29%	N=593	5%	N=111	1%	N=28	8%	N=163	100%	N=2081

Table 38: Question 6

Please rate the following categories of Lake Forest's Fire Department performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	50%	N=1029	12%	N=240	0%	N=6	0%	N=4	38%	N=790	100%	N=2070
Responsiveness/promptness	53%	N=1092	11%	N=234	0%	N=7	1%	N=11	35%	N=725	100%	N=2069
Courtesy	56%	N=1157	13%	N=263	0%	N=10	0%	N=5	31%	N=630	100%	N=2066
Overall impression	56%	N=1171	17%	N=356	1%	N=20	0%	N=8	25%	N=518	100%	N=2072

Table 39: Question 7

Please rate the following categories of Lake Forest's ambulance/emergency medical services performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	39%	N=797	10%	N=216	1%	N=11	0%	N=2	50%	N=1035	100%	N=2060
Responsiveness/promptness	40%	N=824	10%	N=212	1%	N=13	0%	N=9	49%	N=998	100%	N=2057
Courtesy	41%	N=847	10%	N=207	0%	N=9	0%	N=5	48%	N=986	100%	N=2053
Overall impression	42%	N=859	13%	N=274	1%	N=21	0%	N=3	44%	N=904	100%	N=2061

Table 40: Question 8

Please rate the following categories of Lake Forest government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
City response to citizen questions or concerns	18%	N=366	38%	N=785	16%	N=323	7%	N=137	22%	N=452	100%	N=2062
The job Lake Forest City Council does at listening to residents	14%	N=282	29%	N=596	20%	N=422	9%	N=190	28%	N=574	100%	N=2065
City Council generally acting in the best interest of the community	18%	N=361	33%	N=681	21%	N=439	9%	N=189	19%	N=386	100%	N=2057
The overall direction that Lake Forest is taking	17%	N=348	42%	N=865	21%	N=425	9%	N=186	12%	N=247	100%	N=2071
The value of services for taxes paid	25%	N=507	39%	N=797	23%	N=481	7%	N=135	7%	N=145	100%	N=2066
The job Lake Forest government does at managing tax dollars	21%	N=434	34%	N=712	20%	N=405	8%	N=163	17%	N=358	100%	N=2072
Overall confidence in Lake Forest City government	19%	N=401	44%	N=903	23%	N=466	7%	N=140	8%	N=157	100%	N=2067

Table 41: Question 9

Please rate how important, if at all, it is for the City to address each of the following to maintain the quality of life in Lake Forest for the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Manage traffic on local roads	37%	N=755	42%	N=852	19%	N=382	3%	N=51	100%	N=2041
Demolition of existing homes and replacing with the construction of new ones	14%	N=285	23%	N=473	34%	N=684	29%	N=585	100%	N=2027
Preservation of historic homes and landscapes	34%	N=694	35%	N=721	26%	N=525	5%	N=97	100%	N=2036
Repurpose historic homes and property for other purposes (inns, condos, etc.)	22%	N=450	29%	N=581	30%	N=605	19%	N=383	100%	N=2019
Maintenance of City infrastructure (streets, sidewalks, sewers, etc.)	70%	N=1426	28%	N=564	2%	N=41	0%	N=1	100%	N=2033
Maintenance of City parks and facilities	59%	N=1208	35%	N=725	5%	N=107	0%	N=4	100%	N=2044
Maintain Lake Forest as a triple-a bonded community (triple-a bonding secures the lowest borrowing rates for the City)	67%	N=1354	27%	N=539	6%	N=117	1%	N=18	100%	N=2028
Openness and acceptance of the community towards people of diverse backgrounds	35%	N=703	34%	N=681	22%	N=444	10%	N=199	100%	N=2027
Economic development (more retail and restaurants)	43%	N=883	35%	N=705	19%	N=377	3%	N=70	100%	N=2035
Encourage increased use of existing bus transportation for school children	20%	N=399	28%	N=555	33%	N=667	20%	N=396	100%	N=2017
Increase the variety of housing options, sizes and price points	21%	N=418	27%	N=538	32%	N=644	21%	N=429	100%	N=2029
Availability of quality senior housing	20%	N=416	32%	N=643	35%	N=717	13%	N=263	100%	N=2040
Availability of quality housing for younger families	24%	N=494	38%	N=777	27%	N=556	11%	N=217	100%	N=2044

Table 42: Question 10

Cities are faced with difficult choices. If you were a member of the City Council and had to consider budget changes, please rate the importance of increasing the budget for each of the following areas:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Crime prevention	51%	N=1028	29%	N=576	14%	N=290	6%	N=121	100%	N=2015
Police response	54%	N=1080	26%	N=529	15%	N=292	6%	N=111	100%	N=2012
Fire prevention	44%	N=886	30%	N=595	19%	N=375	8%	N=153	100%	N=2009
Fire response	55%	N=1098	25%	N=494	14%	N=290	6%	N=128	100%	N=2009
Ambulance service	50%	N=1009	29%	N=574	16%	N=312	5%	N=107	100%	N=2002
Road maintenance	34%	N=679	50%	N=1006	14%	N=291	2%	N=40	100%	N=2017
Sidewalk services	23%	N=451	44%	N=888	29%	N=579	4%	N=82	100%	N=2000
Snow removal	35%	N=698	45%	N=915	16%	N=324	4%	N=75	100%	N=2011
Trash collection service	26%	N=528	41%	N=822	25%	N=497	8%	N=157	100%	N=2003

Cities are faced with difficult choices. If you were a member of the City Council and had to consider budget changes, please rate the importance of increasing the budget for each of the following areas:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Code enforcement services	12%	N=225	29%	N=556	44%	N=861	15%	N=299	100%	N=1941
Neighborhood revitalization	13%	N=262	27%	N=540	43%	N=844	17%	N=329	100%	N=1975
Library services	17%	N=337	33%	N=665	38%	N=768	11%	N=227	100%	N=1996
Economic development services	20%	N=389	37%	N=720	35%	N=695	8%	N=167	100%	N=1971
Dickinson Hall services	8%	N=160	24%	N=463	49%	N=954	20%	N=384	100%	N=1961
Parks and Recreation services	23%	N=449	43%	N=864	28%	N=559	6%	N=123	100%	N=1995
CROYA services	11%	N=216	32%	N=627	41%	N=795	16%	N=315	100%	N=1953
Stormwater management	32%	N=645	41%	N=812	23%	N=450	5%	N=92	100%	N=1999
Environmental sustainability	25%	N=507	36%	N=713	28%	N=551	11%	N=225	100%	N=1995

Table 43: Question 11

How likely, if all, would you be to utilize a public transportation system (bus or trolley) in Lake Forest?	Percent	Number
Very likely	10%	N=200
Somewhat likely	16%	N=332
Somewhat unlikely	12%	N=250
Very unlikely	57%	N=1186
Don't know	5%	N=97
Total	100%	N=2065

Table 44: Question 12

Which of the following, if any, would make you more likely to use a bus or trolley in Lake Forest? (Please check all that apply.)	Percent	Number
Schedules that provide options to commute to work	25%	N=329
Affordable pricing	29%	N=385
Adequate stops in downtown	39%	N=518
Convenience/distance of stops from home	81%	N=1072
Total	100%	N=1320

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

Table 45: Question 13

Please indicate how much of a source, if at all, you consider each to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City "Dialogue" quarterly newsletter	52%	N=1060	34%	N=699	13%	N=271	100%	N=2030
City's website (www.cityoflakeforest.com)	46%	N=918	38%	N=765	16%	N=325	100%	N=2008
Local newspapers	45%	N=917	40%	N=812	15%	N=302	100%	N=2031
Online media publications	21%	N=416	36%	N=705	43%	N=862	100%	N=1982
LFTV (channels 17 or 19) or U-Verse	5%	N=104	22%	N=444	72%	N=1435	100%	N=1983
Recreation Department Program Brochure	31%	N=618	40%	N=798	29%	N=591	100%	N=2006
Dickinson Hall "Newsbrief"	12%	N=233	26%	N=523	62%	N=1240	100%	N=1996
Council meetings	11%	N=218	35%	N=688	54%	N=1075	100%	N=1981
City staff	18%	N=347	37%	N=727	46%	N=901	100%	N=1975
Information provided in City buildings (library, CROYA, etc.)	13%	N=253	44%	N=871	43%	N=857	100%	N=1982
Ward or Town Hall Meetings	11%	N=219	34%	N=675	55%	N=1084	100%	N=1978
E-news (including emergency notifications)	31%	N=624	37%	N=735	31%	N=624	100%	N=1983

Table 46: Question 14

In an average month, how many times do you or members of your household make a purchase in these commercial areas?	Daily		3 to 4 times per week		Once a week		1 to 3 times a month		Never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Lake Forest (Central Business District)	17%	N=351	36%	N=732	25%	N=513	20%	N=415	2%	N=51	100%	N=2062
West Lake Forest	8%	N=154	22%	N=450	25%	N=502	35%	N=704	10%	N=205	100%	N=2014
Vernon Hills	2%	N=32	15%	N=315	26%	N=530	47%	N=960	10%	N=200	100%	N=2038
Lake Bluff	1%	N=14	6%	N=126	17%	N=339	46%	N=921	30%	N=612	100%	N=2012
Highwood	0%	N=9	7%	N=137	19%	N=382	51%	N=1036	23%	N=455	100%	N=2019
Highland Park	1%	N=12	5%	N=101	12%	N=247	52%	N=1048	30%	N=611	100%	N=2020
Libertyville	0%	N=6	2%	N=48	11%	N=215	38%	N=763	49%	N=993	100%	N=2025
Online	13%	N=271	25%	N=512	20%	N=402	26%	N=528	15%	N=295	100%	N=2008

Table 47: Question 15

In an average month, how many times do you or members of your household dine in these commercial areas?	Daily		3 to 4 times per week		Once a week		1 to 3 times a month		Never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Lake Forest (Central Business District)	2%	N=44	9%	N=187	23%	N=463	55%	N=1137	11%	N=226	100%	N=2056
West Lake Forest	0%	N=9	3%	N=51	10%	N=210	43%	N=869	43%	N=875	100%	N=2013
Vernon Hills	0%	N=2	3%	N=70	9%	N=179	44%	N=893	43%	N=866	100%	N=2009
Lake Bluff	0%	N=4	3%	N=58	10%	N=192	46%	N=917	42%	N=833	100%	N=2004
Highwood	0%	N=4	4%	N=74	16%	N=328	62%	N=1263	18%	N=369	100%	N=2037
Highland Park	0%	N=1	2%	N=31	7%	N=148	48%	N=957	43%	N=873	100%	N=2011
Libertyville	0%	N=1	2%	N=32	4%	N=85	35%	N=702	59%	N=1200	100%	N=2020

Table 48: Question 16

Please indicate how the addition of these stores and services would affect the amount that you or a member of your household would spend in Lake Forest?	I would spend a lot more		I would spend a little more		No change		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Apparel	16%	N=319	37%	N=740	40%	N=807	7%	N=143	100%	N=2009
Home accessories	13%	N=268	34%	N=675	46%	N=908	7%	N=137	100%	N=1988
Hardware	18%	N=371	34%	N=690	42%	N=848	5%	N=109	100%	N=2019
Gardening supplies	10%	N=198	28%	N=557	56%	N=1133	6%	N=118	100%	N=2007
Make-up cosmetics	4%	N=72	15%	N=305	71%	N=1406	10%	N=206	100%	N=1989
Greeting cards/gifts	10%	N=195	29%	N=583	54%	N=1088	8%	N=153	100%	N=2018
Craft supplies	7%	N=131	23%	N=449	58%	N=1157	13%	N=254	100%	N=1991
Pet supplies	9%	N=180	23%	N=464	55%	N=1095	13%	N=262	100%	N=2002
Spa services	6%	N=120	20%	N=399	61%	N=1224	13%	N=252	100%	N=1995
Furniture	4%	N=78	17%	N=332	67%	N=1332	13%	N=256	100%	N=1998
Costume jewelry	3%	N=54	13%	N=257	71%	N=1418	13%	N=266	100%	N=1995
Fast print/photocopy	3%	N=50	16%	N=328	71%	N=1411	10%	N=208	100%	N=1997
Florist	1%	N=29	13%	N=260	77%	N=1531	9%	N=178	100%	N=1997
Video game store	2%	N=35	7%	N=138	75%	N=1498	16%	N=323	100%	N=1994
Exercise/personal training	4%	N=77	12%	N=237	73%	N=1458	11%	N=227	100%	N=2000
Art gallery	2%	N=38	13%	N=263	73%	N=1471	12%	N=234	100%	N=2006
Fine jewelry	1%	N=17	7%	N=143	80%	N=1601	12%	N=240	100%	N=2002
Financial services	1%	N=26	5%	N=108	82%	N=1626	12%	N=235	100%	N=1995

Table 49: Question 17

In an average week, how much would you estimate that your household spends on meals away from home (full-service restaurants, take-out, drive-thru, etc.)	Percent	Number
Less than \$25	8%	N=170
\$25 to \$49.99	12%	N=248
\$50 to \$99.99	25%	N=505
\$100 to \$149.99	24%	N=493
Over \$150	31%	N=628
Total	100%	N=2044

Table 50: Question 18

Please indicate how the addition of these restaurants would affect the amount that you or a member of your household would spend in Lake Forest?	I would spend a lot more		I would spend a little more		No change		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Casual dining	40%	N=830	42%	N=872	15%	N=304	3%	N=60	100%	N=2066
Counter service restaurant (i.e. LF Food and Wine)	16%	N=326	33%	N=670	46%	N=930	5%	N=99	100%	N=2025
White tablecloth restaurant	17%	N=354	34%	N=699	44%	N=899	4%	N=91	100%	N=2042
Sports bar	16%	N=324	25%	N=501	53%	N=1078	6%	N=121	100%	N=2023
Quick service restaurant	17%	N=350	31%	N=638	45%	N=922	6%	N=123	100%	N=2033

Table 51: Question 19

In an average week, when does your household buy meals away from home (full-service restaurants, take-out, drive-thru, etc.)	Percent	Number
Daytime (10am - 5pm)	30%	N=611
Evening (after 5 pm)	79%	N=1603
Saturday	56%	N=1125
Sunday	36%	N=719
Total	100%	N=2016

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

Table 52: Question 20

Are you or anyone in your household a member of Dickinson Hall Senior Center?	Percent	Number
Yes	10%	N=198
No	89%	N=1817
Don't know	1%	N=22
Total	100%	N=2037

Table 53: Question 21

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate whether or not they are available to you or members of your household:	Yes		No		Total	
Escorted transportation	46%	N=80	54%	N=94	100%	N=174
Help with daily errands (grocery shopping, etc.)	23%	N=37	77%	N=125	100%	N=162
Troubleshooting household problems (leaky faucets, etc.)	27%	N=44	73%	N=118	100%	N=162
Health insurance/medication help	34%	N=55	66%	N=108	100%	N=162
Help locating medical/mental health services	24%	N=38	76%	N=119	100%	N=156
Help locating a nursing home/housing	26%	N=42	74%	N=118	100%	N=161
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	27%	N=43	73%	N=118	100%	N=161
Provide home delivered meal programs	19%	N=31	81%	N=128	100%	N=159
Provide visitors	18%	N=28	82%	N=127	100%	N=155
Provide legal or financial help	22%	N=35	78%	N=126	100%	N=161
Respite care	18%	N=28	82%	N=128	100%	N=155

Table 54: Question 21a

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate how important each of these amenities is to you or members of your household.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Escorted transportation	17%	N=27	23%	N=37	24%	N=39	37%	N=60	100%	N=163
Help with daily errands (grocery shopping, etc.)	7%	N=11	17%	N=25	19%	N=29	57%	N=87	100%	N=153
Troubleshooting household problems (leaky faucets, etc.)	9%	N=15	19%	N=29	20%	N=31	52%	N=80	100%	N=156
Health insurance/medication help	13%	N=20	19%	N=30	19%	N=29	49%	N=76	100%	N=156
Help locating medical/mental health services	11%	N=16	17%	N=26	22%	N=32	50%	N=75	100%	N=149
Help locating a nursing home/housing	12%	N=18	17%	N=25	18%	N=27	53%	N=80	100%	N=150
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	15%	N=23	21%	N=32	22%	N=34	43%	N=66	100%	N=156
Provide home delivered meal programs	11%	N=16	16%	N=24	23%	N=35	50%	N=76	100%	N=151
Provide visitors	6%	N=9	15%	N=21	20%	N=29	59%	N=85	100%	N=145
Provide legal or financial help	12%	N=17	16%	N=24	19%	N=28	54%	N=79	100%	N=148
Respite care	11%	N=17	15%	N=22	21%	N=30	53%	N=77	100%	N=147

Table 55: Question 22

What is the single most important priority for the City of Lake Forest to address in the next five years?	Percent of respondents	Number
Safety	6%	N=91
Affordability/Cost of living	24%	N=339
Parks/Natural environment	5%	N=65
Traffic/Transportation	11%	N=147
Commercial/Downtown development	14%	N=194
Growth Management	9%	N=126
Education/Schools	5%	N=73
Housing/Real estate	9%	N=121
City government/Services	7%	N=92
Marketability	3%	N=45
Other	7%	N=102
Total	100%	N=1394

Table 56: Question D1

How many years have you lived in Lake Forest?	Percent	Number
Less than 2 years	9%	N=190
2 to 5 years	12%	N=256
6 to 10 years	11%	N=236
11 to 20 years	25%	N=512
More than 20 years	43%	N=885
Total	100%	N=2079

Table 57: Question D2

Are you a part-time or full-time resident of Lake Forest?	Percent	Number
Part-time (less than 6 months/year)	4%	N=87
Full-time (6 or more months/year)	96%	N=1989
Total	100%	N=2076

Table 58: Question D3

Do you work inside the boundaries of Lake Forest?	Percent	Number
Yes, outside the home	19%	N=392
Yes, inside the home	16%	N=334
No	65%	N=1323
Total	100%	N=2049

Table 59: Question D4

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	83%	N=1713
House attached to one or more homes (e.g., a duplex, townhome, apartment or condominium)	16%	N=322
Other	2%	N=39
Total	100%	N=2074

Table 60: Question D5

Do you rent or own your home?	Percent	Number
Rent	10%	N=205
Own	90%	N=1860
Total	100%	N=2064

Table 61: Question D6

What is your gender?	Percent	Number
Female	53%	N=1097
Male	47%	N=955
Total	100%	N=2052

Table 62: Question D7

In which category is your age?	Percent	Number
18 to 24 years	1%	N=10
25 to 34 years	9%	N=174
35 to 44 years	13%	N=268
45 to 54 years	28%	N=567
55 to 64 years	19%	N=380
65 to 74 years	16%	N=332
75 years or older	15%	N=317
Total	100%	N=2049

Table 63: Question D8

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=15
Asian, Asian Indian or Pacific Islander	3%	N=67
Black or African American	1%	N=18
White	94%	N=1889
Other	1%	N=29

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

Table 64: Question Dg

Number of children under 18	Percent	Number
1	67%	N=1140
2	26%	N=436
3	6%	N=99
4 or more	1%	N=18
Total	100%	N=1692

Appendix A: Verbatim Responses to Open-ended Questions

Appendix A: Verbatim Responses to Open-ended Questions can be found under a separate report cover.

Appendix B: Comparisons of Ratings by Ward

Appendix B: Comparisons of Ratings by Ward

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 were “very likely” or “somewhat likely” to utilize a public transportation system. 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 two percentage points around any given percent reported for the entire sample (2,133 completed surveys). For comparisons by Ward, the margin of error rises to approximately plus or minus five percentage points.

Table 65: Question 1 by Ward

Please rate each of the following aspects of quality of life in Lake Forest: (Percent rating as excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Lake Forest as a place to live	97%	99%	98%	99%	98%
Lake Forest as a place to raise children	95%	98%	94%	97%	96%
Lake Forest as a place to work	80%	76%	83%	78%	80%
Lake Forest as a place to visit	83%	85%	86%	79%	84%
Lake Forest as a place to shop	48%	42%	49%	41%	46%
Lake Forest as a place to dine	40%	39%	49%	38%	43%
Lake Forest as a place to retire	61%	55%	67%	55%	61%
Overall quality of life in Lake Forest	91%	94%	92%	94%	93%

Table 66: Question 3 by Ward

Please rate the quality of each of the following characteristics of Lake Forest: (Percent rating as excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Overall appearance/attractiveness of Lake Forest	99%	100%	98%	98%	99%
Volume of traffic on local roads	76%	80%	65%	80%	73%
Availability of parking in business districts	71%	73%	65%	77%	69%
Shopping opportunities	40%	35%	40%	36%	38%
Shopping variety	27%	27%	31%	27%	28%
Ease of bicycle travel in Lake Forest	84%	80%	76%	69%	78%
Pedestrian safety	86%	86%	83%	86%	85%
Public parks	96%	97%	93%	96%	95%
Public beach	97%	98%	98%	97%	97%
Recreational opportunities	90%	90%	89%	88%	89%
Amount of open space	95%	97%	95%	96%	95%
Bike paths/walking trails	94%	94%	92%	88%	92%
Lake Forest-sponsored special events	74%	80%	82%	76%	79%
Variety of housing options, sizes and price points	48%	52%	58%	53%	54%
Sense of community	76%	78%	80%	77%	78%
Openness and acceptance of the community towards people of diverse backgrounds	45%	49%	54%	61%	51%
K-12 education	93%	94%	92%	92%	93%
Overall natural environment in Lake Forest	99%	97%	98%	98%	98%
Overall feeling of safety in Lake Forest	97%	99%	98%	98%	98%
Availability of quality health care	87%	91%	91%	92%	91%
Overall design of Lake Forest buildings	94%	94%	91%	94%	93%
Neighborliness of residents in Lake Forest	74%	75%	73%	74%	74%
Public places where people want to spend time	80%	83%	79%	79%	80%
Opportunities to attend cultural/arts/music activities	66%	73%	75%	69%	72%
Cleanliness of Lake Forest	97%	98%	98%	98%	98%
Availability of goods for sale	49%	48%	54%	54%	51%
Downtown store hours	60%	58%	62%	57%	59%
Friendliness of store employees in Lake Forest	81%	83%	83%	83%	82%
Knowledge of store employees in Lake Forest	83%	81%	79%	80%	81%

Table 67: Question 4 by Ward

Please rate the quality of each of the following City of Lake Forest services: (Percent rating as excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Police services	92%	94%	95%	93%	94%
Fire services	99%	99%	99%	99%	99%
911 dispatch services	96%	95%	93%	93%	94%
Ambulance or emergency medical services	98%	98%	98%	98%	98%
Street repair	70%	80%	78%	70%	76%
Sewer services	81%	83%	87%	79%	84%
Sidewalk maintenance	75%	77%	79%	76%	78%
Snow and ice removal	77%	78%	79%	78%	78%
Maintenance of parks	96%	96%	98%	95%	97%
Maintenance of beach	98%	99%	99%	97%	98%
Deerpath Golf Course	84%	84%	89%	86%	87%
Recreation Center	85%	90%	87%	89%	88%
Stormwater management	74%	73%	79%	71%	75%
Drinking water	87%	93%	92%	90%	91%
Garbage collection	98%	97%	96%	98%	97%
Recycling	92%	95%	93%	94%	94%
Building permit and inspection process	50%	57%	64%	62%	59%
Library services	95%	96%	94%	94%	95%
Senior services at Dickinson Hall	95%	94%	94%	93%	94%
Youth services at CROYA (Committee Representing Our Young Adults)	95%	93%	93%	93%	94%
Overall quality of Lake Forest City services	96%	95%	94%	92%	95%

Table 68: Question 5 by Ward

Please rate the following categories of Lake Forest’s Police Department performance: (Percent rating as excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Knowledge	90%	95%	94%	95%	94%
Responsiveness/promptness	94%	94%	97%	95%	96%
Courtesy	90%	91%	93%	91%	92%
Overall impression	90%	93%	94%	92%	93%

Table 69: Question 6 by Ward

Please rate the following categories of Lake Forest’s Fire Department performance: (Percent rating as excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Knowledge	99%	99%	100%	99%	99%
Responsiveness/promptness	97%	99%	99%	99%	99%
Courtesy	99%	99%	99%	100%	99%
Overall impression	97%	99%	98%	100%	98%

Table 70: Question 7 by Ward

Please rate the following categories of Lake Forest’s ambulance/emergency medical services Department performance: (Percent rating as excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Knowledge	100%	98%	99%	99%	99%
Responsiveness/promptness	97%	99%	98%	95%	98%
Courtesy	98%	99%	99%	98%	99%
Overall impression	96%	99%	99%	96%	98%

Table 71: Question 8 by Ward

Please rate the following categories of Lake Forest government performance: (Percent rating as excellent/good)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
City response to citizen questions or concerns	70%	73%	70%	70%	71%
The job Lake Forest City Council does at listening to residents	56%	61%	57%	61%	59%
City Council generally acting in the best interest of the community	57%	66%	61%	62%	62%
The overall direction that Lake Forest is taking	62%	70%	66%	64%	66%
The value of services for taxes paid	62%	71%	69%	66%	68%
The job Lake Forest government does at managing tax dollars	61%	71%	66%	67%	67%
Overall confidence in Lake Forest City government	64%	68%	68%	69%	68%

Table 72: Question 9 by Ward

Please rate how important, if at all, it is for the City to address each of the following to maintain the quality of life in Lake Forest for the next five years: (Percent rating as essential/very important)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Manage traffic on local roads	74%	76%	83%	75%	79%
Demolition of existing homes and replacing with the construction of new ones	39%	37%	38%	34%	37%
Preservation of historic homes and landscapes	74%	65%	69%	70%	69%
Repurpose historic homes and property for other purposes (inns, condos, etc.)	57%	47%	53%	40%	51%
Maintenance of City infrastructure (streets, sidewalks, sewers, etc.)	97%	98%	98%	98%	98%
Maintenance of City parks and facilities	94%	94%	95%	95%	95%
Maintain Lake Forest as a triple-a bonded community (triple-a bonding secures the lowest borrowing rates for the City)	92%	94%	94%	94%	93%
Openness and acceptance of the community towards people of diverse backgrounds	73%	67%	67%	67%	68%
Economic development (more retail and restaurants)	81%	81%	74%	80%	78%
Encourage increased use of existing bus transportation for school children	49%	47%	47%	46%	47%
Increase the variety of housing options, sizes and price points	53%	43%	48%	43%	47%
Availability of quality senior housing	53%	50%	53%	49%	52%
Availability of quality housing for younger families	66%	63%	61%	60%	62%

Table 73: Question 10 by Ward

Cities are faced with difficult choices. If you were a member of the City Council and had to consider budget changes, please rate the importance of increasing the budget for each of the following areas: (Percent rating as essential/very important)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Crime prevention	75%	80%	81%	78%	80%
Police response	74%	80%	82%	79%	80%
Fire prevention	71%	73%	77%	72%	74%
Fire response	74%	79%	82%	80%	79%
Ambulance service	73%	78%	82%	80%	79%
Road maintenance	79%	82%	85%	86%	84%
Sidewalk services	67%	64%	67%	66%	67%
Snow removal	75%	81%	81%	81%	80%
Trash collection service	65%	65%	69%	65%	67%
Code enforcement services	40%	36%	45%	34%	40%
Neighborhood revitalization	38%	41%	41%	37%	41%
Library services	51%	48%	52%	48%	50%
Economic development services	56%	55%	58%	55%	56%
Dickinson Hall services	31%	29%	35%	28%	32%
Parks and Recreation services	65%	66%	66%	63%	66%
CROYA services	44%	39%	45%	38%	43%
Stormwater management	68%	76%	75%	70%	73%
Environmental sustainability	62%	58%	61%	61%	61%

Table 74: Question 11 by Ward

(Percent rating as very or somewhat likely)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
How likely, if all, would you be to utilize a public transportation system (bus or trolley) in Lake Forest?	30%	26%	26%	24%	27%

Table 75: Question 13 by Ward

Please indicate how much of a source, if at all, you consider each to be for obtaining information about the City government and its activities, events and services: (Percent rating as major source/minor source)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
City "Dialogue" quarterly newsletter	83%	91%	85%	85%	87%
City's website (www.cityoflakeforest.com)	83%	85%	81%	90%	84%
Local newspapers	86%	86%	85%	85%	85%
Online media publications	56%	61%	55%	60%	57%
LFTV (channels 17 or 19) or U-Verse	26%	24%	32%	26%	28%
Recreation Department Program Brochure	67%	71%	69%	75%	71%
Dickinson Hall "Newsbrief"	34%	36%	44%	33%	38%
Council meetings	47%	42%	48%	43%	46%
City staff	55%	54%	54%	53%	54%
Information provided in City buildings (library, CROYA, etc.)	61%	56%	55%	56%	57%
Ward or Town Hall Meetings	45%	42%	49%	41%	45%
E-news (including emergency notifications)	65%	71%	68%	75%	69%

Table 76: Question 14 by Ward

In an average month, how many times do you or members of your household make a purchase in these commercial areas? (Percent rating as at least once)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Lake Forest (Central Business District)	98%	99%	97%	94%	98%
West Lake Forest	82%	92%	89%	99%	90%
Vernon Hills	91%	90%	89%	94%	90%
Lake Bluff	79%	65%	72%	57%	70%
Highwood	81%	87%	72%	75%	77%
Highland Park	74%	74%	67%	69%	70%
Libertyville	49%	42%	56%	58%	51%
Online	90%	86%	82%	86%	85%

Table 77: Question 15 by Ward

In an average month, how many times do you or members of your household dine in these commercial areas? (Percent rating as at least once)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Lake Forest (Central Business District)	90%	89%	90%	84%	89%
West Lake Forest	45%	47%	61%	79%	57%
Vernon Hills	52%	54%	59%	66%	57%
Lake Bluff	69%	55%	59%	48%	58%
Highwood	85%	90%	78%	79%	82%
Highland Park	60%	65%	53%	51%	57%
Libertyville	37%	32%	45%	50%	41%

Table 78: Question 16 by Ward

Please indicate how the addition of these stores and services would affect the amount that you or a member of your household would spend in Lake Forest? (Percent rating as would spend a lot more/spend a little more)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Apparel	53%	61%	57%	55%	57%
Home accessories	48%	56%	48%	53%	51%
Hardware	72%	57%	49%	44%	56%
Gardening supplies	53%	46%	30%	37%	40%
Make-up cosmetics	20%	21%	21%	23%	21%
Greeting cards/gifts	42%	39%	42%	44%	42%
Craft supplies	40%	33%	31%	30%	33%
Pet supplies	41%	42%	31%	35%	37%
Spa services	27%	28%	31%	32%	30%
Furniture	22%	26%	23%	24%	24%
Costume jewelry	13%	19%	20%	19%	18%
Fast print/photocopy	24%	19%	18%	21%	21%
Florist	18%	13%	15%	17%	16%
Video game store	10%	11%	9%	9%	10%
Exercise/personal training	17%	16%	18%	21%	18%
Art gallery	16%	14%	18%	20%	17%
Fine jewelry	8%	8%	10%	12%	9%
Financial services	5%	8%	9%	11%	8%

Table 79: Question 18 by Ward

Please indicate how the addition of these restaurants would affect the amount that you or a member of your household would spend in Lake Forest? (Percent rating as would spend a lot more/spend a little more)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Casual dining	86%	88%	81%	89%	85%
Counter service restaurant (i.e. LF Food and Wine)	59%	54%	49%	45%	52%
White tablecloth restaurant	51%	52%	54%	62%	54%
Sports bar	45%	47%	39%	46%	43%
Quick service restaurant	57%	54%	48%	51%	52%

Table 80: Question 20 by Ward

(Percent answering "yes")	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Are you or anyone in your household a member of Dickinson Hall Senior Center?	30%	26%	26%	24%	27%

Table 81: Question 21 by Ward

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate whether or not they are available to you or members of your household (Percent rating as yes)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Escorted transportation	36%	49%	50%	41%	46%
Help with daily errands (grocery shopping, etc.)	22%	19%	25%	26%	23%
Troubleshooting household problems (leaky faucets, etc.)	29%	21%	25%	32%	27%
Health insurance/medication help	36%	28%	38%	27%	34%
Help locating medical/mental health services	26%	23%	25%	28%	24%
Help locating a nursing home/housing	29%	28%	27%	23%	26%
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	38%	23%	24%	36%	27%
Provide home delivered meal programs	32%	16%	17%	23%	19%
Provide visitors	28%	17%	16%	19%	18%
Provide legal or financial help	28%	24%	19%	24%	22%
Respite care	25%	16%	17%	19%	18%

Table 82: Question 21a by Ward

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate how important each of these amenities is to you or members of your household. (Percent rating as essential/very important)	Ward				Overall
	Ward 1	Ward 2	Ward 3	Ward 4	
Escorted transportation	35%	41%	41%	25%	40%
Help with daily errands (grocery shopping, etc.)	26%	17%	24%	18%	24%
Troubleshooting household problems (leaky faucets, etc.)	39%	26%	23%	31%	28%
Health insurance/medication help	36%	28%	32%	26%	32%
Help locating medical/mental health services	28%	30%	25%	25%	28%
Help locating a nursing home/housing	31%	27%	29%	19%	29%
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	29%	43%	32%	33%	36%
Provide home delivered meal programs	29%	22%	25%	28%	27%
Provide visitors	24%	15%	19%	21%	21%
Provide legal or financial help	27%	25%	26%	26%	28%
Respite care	24%	22%	26%	28%	27%

Appendix C: Subgroup Comparisons by Select Respondent Characteristics

Appendix C: Subgroup Comparisons by Select Respondent Characteristics

Select survey questions were compared by demographic characteristics (age, length of residency, etc.). It should be noted that the percentages in the tables represent the two most positive responses on any given scale. Each question received a scale from 1 to 5, where 1 represented “poor,” “not at all important,” “very unlikely,” or “never” and 5 indicated “excellent,” “essential,” “very likely,” or “daily” and 3 represented a “neither” response. The percent positive ratings shown in the tables that follow represent respondents who gave a rating of 4 or 5. Cells shaded grey indicate statistically significant differences ($p \leq .05$).

Table 83: Question 1 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate each of the following aspects of quality of life in Lake Forest: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Lake Forest as a place to live	99%	97%	94%	99%	98%	99%	96%	94%	99%	98%	97%	98%
Lake Forest as a place to raise children	96%	95%	94%	96%	96%	97%	91%	92%	96%	96%	96%	96%
Lake Forest as a place to work	82%	79%	85%	79%	80%	79%	86%	86%	79%	81%	75%	80%
Lake Forest as a place to visit	87%	80%	77%	81%	87%	83%	84%	78%	84%	85%	72%	84%
Lake Forest as a place to shop	51%	40%	51%	45%	46%	45%	52%	48%	46%	46%	40%	46%
Lake Forest as a place to dine	47%	38%	35%	36%	50%	40%	57%	59%	41%	43%	33%	43%
Lake Forest as a place to retire	60%	63%	87%	57%	61%	59%	71%	72%	60%	61%	70%	61%
Overall quality of life in Lake Forest	93%	92%	92%	93%	92%	93%	91%	90%	93%	93%	89%	93%

Table 84: Question 3 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate the quality of each of the following characteristics of Lake Forest: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Overall appearance/attractiveness of Lake Forest	99%	99%	97%	99%	99%	99%	99%	100%	99%	99%	97%	99%
Volume of traffic on local roads	74%	70%	84%	74%	69%	74%	66%	74%	72%	73%	72%	73%
Availability of parking in business districts	70%	68%	81%	72%	65%	70%	66%	71%	69%	70%	67%	69%
Shopping opportunities	43%	32%	37%	38%	38%	37%	41%	44%	37%	38%	35%	38%
Shopping variety	32%	23%	31%	26%	28%	26%	34%	33%	27%	28%	24%	28%

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Please rate the quality of each of the following characteristics of Lake Forest: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Ease of bicycle travel in Lake Forest	77%	77%	85%	76%	77%	77%	79%	85%	77%	78%	69%	78%
Pedestrian safety	85%	84%	86%	82%	87%	85%	85%	87%	84%	85%	78%	85%
Public parks	97%	94%	94%	95%	96%	95%	95%	94%	95%	96%	90%	95%
Public beach	98%	97%	100%	97%	97%	98%	97%	94%	98%	98%	93%	97%
Recreational opportunities	91%	88%	84%	90%	90%	90%	87%	87%	89%	89%	88%	89%
Amount of open space	97%	93%	94%	95%	95%	95%	93%	92%	95%	96%	87%	95%
Bike paths/walking trails	94%	89%	92%	92%	91%	92%	91%	91%	92%	93%	81%	92%
Lake Forest-sponsored special events	84%	74%	75%	81%	79%	79%	81%	78%	79%	80%	70%	79%
Variety of housing options, sizes and price points	52%	55%	56%	56%	51%	54%	49%	41%	55%	53%	49%	54%
Sense of community	81%	75%	77%	79%	78%	79%	76%	77%	78%	79%	76%	78%
Openness and acceptance of the community towards people of diverse backgrounds	50%	51%	46%	47%	54%	51%	53%	47%	51%	51%	48%	51%
K-12 education	93%	94%	94%	92%	94%	93%	94%	96%	93%	94%	90%	93%
Overall natural environment in Lake Forest	98%	98%	97%	99%	97%	98%	97%	100%	98%	98%	98%	98%
Overall feeling of safety in Lake Forest	99%	97%	97%	98%	98%	98%	99%	99%	98%	98%	98%	98%
Availability of quality health care	91%	90%	91%	91%	91%	90%	93%	91%	91%	91%	89%	91%
Overall design of Lake Forest buildings	95%	90%	97%	92%	92%	93%	92%	93%	93%	94%	82%	93%
Neighborliness of residents in Lake Forest	76%	71%	79%	76%	71%	75%	67%	70%	74%	74%	68%	74%
Public places where people want to spend time	85%	75%	85%	83%	77%	81%	74%	75%	81%	81%	76%	80%
Opportunities to attend cultural/arts/music activities	78%	65%	59%	73%	72%	72%	71%	65%	72%	72%	63%	72%
Cleanliness of Lake Forest	98%	98%	97%	99%	98%	98%	98%	97%	98%	98%	99%	98%
Availability of goods for sale	57%	45%	60%	52%	49%	50%	55%	60%	50%	51%	43%	51%
Downtown store hours	61%	56%	57%	50%	67%	57%	68%	65%	58%	60%	37%	59%
Friendliness of store employees in Lake Forest	81%	84%	77%	79%	86%	81%	89%	82%	82%	83%	73%	82%
Knowledge of store employees in Lake Forest	83%	78%	76%	80%	82%	80%	83%	78%	81%	81%	71%	81%

Table 85: Question 4 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate the quality of each of the following City of Lake Forest services: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Police services	95%	93%	95%	94%	94%	94%	94%	91%	94%	94%	93%	94%
Fire services	99%	98%	96%	99%	99%	99%	99%	98%	99%	99%	99%	99%
911 dispatch services	94%	94%	94%	93%	95%	94%	98%	98%	94%	95%	92%	94%
Ambulance or emergency medical services	98%	98%	100%	98%	98%	98%	99%	100%	98%	98%	95%	98%
Street repair	76%	75%	80%	74%	77%	75%	82%	80%	75%	76%	63%	76%
Sewer services	83%	84%	79%	84%	84%	82%	95%	93%	83%	84%	73%	84%
Sidewalk maintenance	80%	75%	85%	76%	77%	77%	83%	85%	77%	78%	70%	78%
Snow and ice removal	77%	79%	67%	77%	80%	78%	79%	85%	77%	79%	70%	78%
Maintenance of parks	98%	96%	98%	96%	97%	96%	99%	99%	96%	97%	94%	97%
Maintenance of beach	98%	98%	98%	99%	98%	98%	99%	98%	98%	98%	98%	98%
Deerpath Golf Course	93%	82%	72%	88%	88%	86%	92%	93%	86%	87%	87%	87%
Recreation Center	91%	85%	71%	88%	91%	88%	89%	91%	88%	89%	81%	88%
Stormwater management	74%	76%	68%	73%	78%	73%	87%	91%	73%	76%	69%	75%
Drinking water	90%	91%	91%	87%	93%	90%	92%	85%	91%	91%	86%	91%
Garbage collection	97%	97%	100%	96%	98%	97%	98%	96%	97%	97%	95%	97%
Recycling	93%	94%	86%	92%	96%	94%	92%	89%	94%	94%	86%	94%
Building permit and inspection process	63%	55%	52%	56%	62%	58%	66%	74%	58%	59%	59%	59%
Library services	96%	93%	96%	94%	95%	95%	93%	91%	95%	95%	90%	95%
Senior services at Dickinson Hall	95%	93%	100%	95%	94%	94%	96%	98%	94%	94%	95%	94%
Youth services at CROYA (Committee Representing Our Young Adults)	96%	91%	85%	95%	93%	94%	96%	98%	93%	94%	87%	94%
Overall quality of Lake Forest City services	95%	94%	96%	93%	96%	94%	96%	95%	95%	95%	88%	95%

Table 86: Question 5 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate the following categories of Lake Forest's Police Department performance: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Knowledge	95%	93%	84%	95%	94%	94%	93%	92%	94%	93%	96%	94%
Responsiveness/promptness	96%	96%	86%	96%	96%	95%	99%	99%	95%	96%	96%	96%
Courtesy	92%	90%	93%	90%	92%	91%	96%	94%	91%	91%	92%	92%
Overall impression	94%	92%	92%	92%	93%	92%	95%	95%	93%	93%	93%	93%

Table 87: Question 6 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate the following categories of Lake Forest's Fire Department performance: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Knowledge	99%	99%	100%	99%	99%	99%	100%	100%	99%	99%	100%	99%
Responsiveness/promptness	99%	98%	96%	99%	99%	99%	99%	98%	99%	98%	100%	99%
Courtesy	100%	98%	96%	99%	99%	99%	100%	100%	99%	99%	100%	99%
Overall impression	99%	97%	93%	98%	99%	98%	99%	97%	98%	98%	99%	98%

Table 88: Question 7 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate the following categories of Lake Forest's ambulance/emergency medical services Department performance: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Knowledge	99%	99%	100%	99%	99%	99%	100%	100%	99%	99%	97%	99%
Responsiveness/promptness	99%	97%	89%	99%	99%	97%	100%	100%	98%	98%	99%	98%
Courtesy	99%	99%	100%	99%	98%	99%	99%	99%	99%	99%	97%	99%
Overall impression	99%	97%	91%	99%	99%	97%	100%	99%	98%	98%	99%	98%

Table 89: Question 8 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate the following categories of Lake Forest government performance: (Percent rating as excellent/good)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
City response to citizen questions or concerns	74%	69%	79%	73%	70%	72%	68%	87%	70%	72%	71%	71%
The job Lake Forest City Council does at listening to residents	61%	56%	51%	59%	59%	59%	55%	70%	58%	59%	59%	59%
City Council generally acting in the best interest of the community	63%	62%	55%	64%	63%	63%	58%	71%	61%	63%	56%	62%
The overall direction that Lake Forest is taking	68%	65%	68%	69%	65%	67%	67%	80%	65%	67%	63%	66%
The value of services for taxes paid	71%	65%	67%	65%	71%	66%	76%	84%	66%	69%	56%	68%
The job Lake Forest government does at managing tax dollars	68%	66%	67%	64%	69%	66%	70%	80%	66%	68%	65%	67%
Overall confidence in Lake Forest City government	71%	66%	70%	67%	70%	68%	71%	79%	67%	69%	63%	68%

Table 90: Question 9 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please rate how important, if at all, it is for the City to address each of the following to maintain the quality of life in Lake Forest for the next five years: (Percent rating as essential/very important)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Manage traffic on local roads	80%	78%	57%	76%	85%	78%	82%	74%	79%	78%	80%	79%
Demolition of existing homes and replacing with the construction of new ones	37%	38%	35%	34%	41%	38%	35%	31%	38%	37%	41%	37%
Preservation of historic homes and landscapes	73%	65%	70%	66%	72%	70%	65%	60%	70%	69%	71%	69%
Repurpose historic homes and property for other purposes (inns, condos, etc.)	55%	47%	52%	51%	51%	50%	53%	57%	50%	51%	54%	51%
Maintenance of City infrastructure (streets, sidewalks, sewers, etc.)	98%	98%	97%	98%	98%	98%	96%	94%	98%	98%	96%	98%
Maintenance of City parks and facilities	96%	93%	97%	95%	93%	94%	95%	93%	95%	94%	96%	95%
Maintain Lake Forest as a triple-a bonded community (triple-a bonding secures the lowest borrowing rates for the City)	93%	94%	85%	93%	95%	94%	91%	87%	94%	93%	94%	93%
Openness and acceptance of the community towards people of diverse backgrounds	73%	63%	60%	69%	69%	68%	70%	71%	67%	68%	78%	68%
Economic development (more retail and restaurants)	81%	75%	90%	81%	74%	80%	68%	68%	79%	79%	77%	78%

Please rate how important, if at all, it is for the City to address each of the following to maintain the quality of life in Lake Forest for the next five years: (Percent rating as essential/very important)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
	Encourage increased use of existing bus transportation for school children	50%	45%	44%	42%	53%	46%	52%	53%	46%	47%	
Increase the variety of housing options, sizes and price points	55%	38%	42%	42%	53%	44%	61%	75%	44%	48%	45%	47%
Availability of quality senior housing	60%	43%	41%	42%	63%	51%	58%	63%	51%	53%	50%	52%
Availability of quality housing for younger families	64%	60%	77%	59%	63%	61%	66%	77%	61%	62%	67%	62%

Table 91: Question 10 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Cities are faced with difficult choices. If you were a member of the City Council and had to consider budget changes, please rate the importance of increasing the budget for each of the following areas: (Percent rating as essential/very important)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
	Crime prevention	83%	76%	78%	79%	81%	79%	82%	82%	79%	79%	
Police response	84%	75%	75%	76%	84%	79%	82%	78%	80%	80%	81%	80%
Fire prevention	77%	69%	70%	66%	80%	73%	78%	75%	73%	74%	72%	74%
Fire response	84%	74%	69%	74%	85%	78%	82%	79%	79%	79%	79%	79%
Ambulance service	83%	74%	75%	73%	85%	79%	80%	77%	79%	79%	77%	79%
Road maintenance	84%	83%	83%	80%	87%	84%	82%	79%	84%	84%	81%	84%
Sidewalk services	70%	63%	68%	64%	69%	67%	67%	69%	66%	66%	72%	67%
Snow removal	84%	76%	83%	76%	82%	80%	80%	78%	80%	80%	81%	80%
Trash collection service	70%	64%	66%	62%	72%	66%	71%	77%	66%	67%	70%	67%
Code enforcement services	45%	35%	34%	30%	49%	38%	50%	55%	38%	40%	45%	40%
Neighborhood revitalization	42%	39%	57%	39%	39%	40%	44%	42%	40%	40%	53%	41%
Library services	55%	44%	49%	47%	52%	48%	60%	62%	48%	48%	67%	50%
Economic development services	61%	51%	67%	54%	56%	55%	62%	65%	55%	57%	55%	56%
Dickinson Hall services	37%	25%	25%	26%	38%	30%	39%	40%	31%	31%	37%	32%
Parks and Recreation services	66%	65%	62%	68%	65%	65%	68%	75%	65%	65%	75%	66%
CROYA services	46%	39%	26%	44%	46%	41%	53%	61%	41%	43%	44%	43%
Stormwater management	75%	71%	68%	69%	77%	73%	69%	64%	74%	73%	74%	73%
Environmental sustainability	66%	56%	63%	58%	64%	59%	70%	76%	59%	61%	74%	61%

Table 92: Question 11 by Gender, Age, Housing Unit Type, Housing Tenure and Race

(Percent rating as very or somewhat likely)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
How likely, if all, would you be to utilize a public transportation system (bus or trolley) in Lake Forest?	31%	22%	33%	28%	25%	25%	37%	42%	25%	26%	39%	27%

Table 93: Question 13 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please indicate how much of a source, if at all, you consider each to be for obtaining information about the City government and its activities, events and services: (Percent rating as major source/minor source)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
City "Dialogue" quarterly newsletter	89%	84%	79%	82%	91%	86%	88%	82%	87%	87%	83%	87%
City's website (www.cityoflakeforest.com)	86%	81%	94%	89%	78%	85%	76%	81%	85%	83%	88%	84%
Local newspapers	84%	86%	80%	86%	85%	85%	84%	85%	85%	86%	82%	85%
Online media publications	58%	55%	59%	63%	51%	58%	51%	61%	56%	57%	57%	57%
LFTV (channels 17 or 19) or U-Verse	28%	27%	12%	23%	34%	26%	32%	35%	27%	28%	28%	28%
Recreation Department Program Brochure	78%	62%	64%	74%	68%	71%	68%	72%	71%	70%	80%	71%
Dickinson Hall "Newsbrief"	44%	31%	21%	22%	54%	34%	57%	48%	36%	38%	38%	38%
Council meetings	45%	47%	38%	36%	55%	44%	52%	45%	46%	45%	43%	46%
City staff	53%	56%	36%	48%	63%	54%	54%	51%	55%	54%	54%	54%
Information provided in City buildings (library, CROYA, etc.)	61%	52%	50%	61%	54%	55%	63%	66%	56%	56%	61%	57%
Ward or Town Hall Meetings	46%	44%	28%	39%	53%	43%	55%	48%	45%	45%	43%	45%
E-news (including emergency notifications)	74%	62%	60%	72%	66%	70%	62%	61%	69%	68%	72%	69%

Table 94: Question 14 by Gender, Age, Housing Unit Type, Housing Tenure and Race

In an average month, how many times do you or members of your household make a purchase in these commercial areas? (Percent rating as at least once)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Lake Forest (Central Business District)	97%	98%	98%	98%	97%	98%	96%	97%	98%	98%	98%	98%
West Lake Forest	88%	92%	88%	94%	87%	91%	83%	75%	91%	90%	88%	90%
Vernon Hills	89%	92%	90%	96%	85%	92%	83%	87%	91%	90%	93%	90%
Lake Bluff	68%	72%	74%	80%	60%	70%	68%	77%	69%	69%	79%	70%
Highwood	73%	82%	90%	80%	74%	79%	71%	73%	78%	77%	77%	77%
Highland Park	68%	71%	69%	74%	66%	70%	69%	74%	69%	69%	74%	70%
Libertyville	45%	58%	34%	58%	49%	51%	49%	53%	51%	50%	60%	51%
Online	85%	86%	98%	95%	75%	88%	71%	79%	86%	85%	94%	85%

Table 95: Question 15 by Gender, Age, Housing Unit Type, Housing Tenure and Race

In an average month, how many times do you or members of your household dine in these commercial areas? (Percent rating as at least once)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Lake Forest (Central Business District)	91%	87%	95%	91%	87%	90%	84%	83%	90%	90%	82%	89%
West Lake Forest	55%	58%	50%	64%	51%	58%	48%	50%	57%	56%	67%	57%
Vernon Hills	54%	60%	59%	67%	48%	57%	54%	64%	56%	55%	79%	57%
Lake Bluff	59%	59%	70%	68%	49%	59%	56%	58%	58%	57%	76%	58%
Highwood	82%	82%	88%	84%	79%	84%	73%	72%	83%	82%	78%	82%
Highland Park	56%	57%	62%	61%	52%	57%	54%	61%	56%	56%	59%	57%
Libertyville	38%	44%	34%	48%	36%	40%	42%	45%	40%	40%	55%	41%

Table g6: Question 16 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please indicate how the addition of these stores and services would affect the amount that you or a member of your household would spend in Lake Forest? (Percent rating as would spend a lot more/spend a little more)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Apparel	64%	49%	70%	59%	53%	58%	49%	51%	58%	57%	54%	57%
Home accessories	56%	44%	53%	57%	44%	54%	35%	36%	53%	50%	61%	51%
Hardware	52%	59%	54%	55%	56%	57%	51%	56%	56%	56%	52%	56%
Gardening supplies	34%	47%	29%	42%	40%	43%	21%	26%	42%	40%	33%	40%
Make-up cosmetics	27%	14%	24%	21%	20%	22%	18%	21%	21%	21%	28%	21%
Greeting cards/gifts	51%	30%	45%	40%	42%	43%	36%	30%	43%	41%	42%	42%
Craft supplies	40%	24%	49%	39%	25%	34%	31%	35%	33%	34%	30%	33%
Pet supplies	38%	35%	26%	46%	30%	39%	24%	35%	37%	37%	45%	37%
Spa services	35%	24%	39%	38%	19%	31%	21%	28%	30%	29%	41%	30%
Furniture	26%	21%	26%	30%	17%	26%	12%	14%	25%	22%	40%	24%
Costume jewelry	23%	12%	17%	21%	15%	19%	13%	12%	19%	17%	30%	18%
Fast print/photocopy	23%	19%	32%	23%	17%	22%	18%	19%	21%	21%	23%	21%
Florist	15%	17%	15%	17%	15%	17%	10%	9%	17%	15%	21%	16%
Video game store	8%	13%	9%	16%	5%	11%	8%	13%	10%	10%	21%	10%
Exercise/personal training	16%	20%	31%	19%	13%	17%	18%	20%	17%	17%	29%	18%
Art gallery	15%	18%	19%	18%	15%	18%	10%	6%	18%	16%	26%	17%
Fine jewelry	8%	11%	8%	9%	10%	10%	4%	2%	10%	8%	16%	9%
Financial services	5%	11%	11%	7%	8%	7%	8%	3%	8%	7%	13%	8%

Table 97: Question 18 by Gender, Age, Housing Unit Type, Housing Tenure and Race

Please indicate how the addition of these restaurants would affect the amount that you or a member of your household would spend in Lake Forest? (Percent rating as would spend a lot more/spend a little more)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
	Casual dining	86%	84%	94%	92%	77%	87%	75%	81%	85%	85%	
Counter service restaurant (i.e. LF Food and Wine)	53%	51%	73%	62%	38%	53%	43%	57%	51%	52%	59%	52%
White tablecloth restaurant	51%	58%	44%	56%	54%	56%	44%	37%	56%	53%	61%	54%
Sports bar	40%	48%	67%	55%	28%	47%	25%	38%	44%	43%	56%	43%
Quick service restaurant	52%	51%	68%	65%	37%	53%	43%	53%	52%	51%	63%	52%

Table 98: Question 20 by Gender, Age, Housing Unit Type, Housing Tenure and Race

(Percent answering "yes")	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
	Are you or anyone in your household a member of Dickinson Hall Senior Center?	12%	7%	0%	1%	19%	8%	19%	7%	10%	10%	

Table 99: Question 21 by Gender, Age, Housing Unit Type, Housing Tenure and Race

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate whether or not they are available to you or members of your household (Percent rating as yes)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Escorted transportation	50%	36%	N/A	12%	48%	43%	51%	43%	46%	46%	44%	46%
Help with daily errands (grocery shopping, etc.)	26%	16%	N/A	12%	24%	23%	22%	11%	25%	23%	0%	23%
Troubleshooting household problems (leaky faucets, etc.)	29%	23%	N/A	0%	30%	28%	25%	0%	31%	27%	14%	27%
Health insurance/medication help	38%	24%	N/A	12%	36%	35%	31%	22%	36%	34%	14%	34%
Help locating medical/mental health services	25%	20%	N/A	12%	25%	27%	18%	11%	26%	25%	14%	24%
Help locating a nursing home/housing	27%	23%	N/A	12%	28%	28%	22%	11%	29%	27%	14%	26%
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	29%	21%	N/A	0%	29%	25%	28%	11%	28%	26%	14%	27%
Provide home delivered meal programs	20%	17%	N/A	0%	21%	21%	12%	0%	21%	19%	14%	19%
Provide visitors	18%	18%	N/A	10%	19%	20%	12%	11%	19%	18%	14%	18%
Provide legal or financial help	22%	18%	N/A	0%	23%	21%	21%	11%	23%	21%	14%	22%
Respite care	20%	14%	N/A	22%	18%	20%	10%	0%	20%	17%	14%	18%

Table 100: Question 21a by Gender, Age, Housing Unit Type, Housing Tenure and Race

For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, please rate how important each of these amenities is to you or members of your household. (Percent rating as essential/very important)	Sex		Age			Detached or attached		Rent or own		Race		Overall
	Female	Male	18-34	35-54	55+	Detached	Attached	Rent	Own	White	Not white	
Escorted transportation	48%	27%	N/A	39%	40%	40%	38%	54%	39%	39%	81%	40%
Help with daily errands (grocery shopping, etc.)	28%	18%	N/A	39%	23%	27%	15%	14%	25%	25%	19%	24%
Troubleshooting household problems (leaky faucets, etc.)	36%	17%	N/A	0%	30%	33%	16%	14%	30%	28%	25%	28%
Health insurance/medication help	36%	27%	N/A	15%	33%	32%	33%	27%	33%	32%	19%	32%
Help locating medical/mental health services	33%	22%	N/A	15%	29%	31%	21%	17%	29%	28%	42%	28%
Help locating a nursing home/housing	35%	21%	N/A	15%	30%	31%	24%	14%	31%	29%	42%	29%
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	40%	27%	N/A	0%	37%	35%	33%	14%	37%	36%	42%	36%
Provide home delivered meal programs	32%	20%	N/A	0%	28%	28%	23%	14%	28%	27%	42%	27%
Provide visitors	25%	15%	N/A	15%	22%	24%	14%	14%	22%	21%	19%	21%
Provide legal or financial help	30%	24%	N/A	28%	28%	29%	23%	14%	29%	28%	19%	28%
Respite care	32%	19%	N/A	15%	27%	26%	26%	14%	27%	27%	19%	27%

Appendix D: Detailed Benchmark Comparisons

Appendix D: Detailed Benchmark Comparisons

Comparison Data

National Research Center, Inc.’s (NRC) database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on the Lake Forest Resident Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. National and select peer community benchmark comparisons have been provided when similar questions on the Lake Forest Resident Survey are included in NRC’s database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, three columns are provided in the table. The first column is the rank assigned to Lake Forest’s rating among communities where a similar question was asked. The second column is the number of communities that asked a similar question. The final column shows the comparison of Lake Forest’s rating to the benchmark.

In that final column, Lake Forest’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by of City residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 101: Aspects of Quality of Life

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Lake Forest as a place to live	98%	4	373	Higher
Lake Forest as a place to raise children	96%	12	360	Higher
Lake Forest as a place to work	80%	24	336	Higher
Lake Forest as a place to visit	84%	34	190	Higher
Lake Forest as a place to retire	61%	196	341	Similar
Overall quality of life in Lake Forest	93%	60	439	Higher

Table 102: Community Characteristics

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall appearance/attractiveness of Lake Forest	99%	1	340	Much higher
Volume of traffic on local roads	73%	NA	NA	NA
Availability of parking in business districts	69%	3	78	Higher
Shopping opportunities	38%	205	275	Similar
Ease of bicycle travel in Lake Forest	78%	21	278	Higher
Public parks	95%	4	314	Higher
Public beach	97%	NA	NA	NA
Recreational opportunities	89%	12	285	Higher
Amount of open space	95%	NA	NA	NA
Bike paths/walking trails	92%	7	288	Much higher
Lake Forest-sponsored special events	79%	32	191	Similar
Variety of housing options, sizes and price points	54%	146	256	Similar
Sense of community	78%	30	291	Higher
Openness and acceptance of the community towards people of diverse backgrounds	51%	205	269	Similar
K-12 education	93%	14	248	Much higher
Overall natural environment in Lake Forest	98%	1	260	Much higher
Overall feeling of safety in Lake Forest	98%	8	274	Much higher
Availability of quality health care	91%	1	241	Much higher
Overall design of Lake Forest buildings	93%	1	175	Much higher
Neighborliness of residents in Lake Forest	74%	12	170	Higher
Public places where people want to spend time	80%	34	169	Higher
Opportunities to attend cultural/arts/music activities	72%	61	275	Higher
Cleanliness of Lake Forest	98%	1	254	Much higher

Table 103: Quality of City Services

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	94%	3	431	Higher
Fire services	99%	1	349	Higher
Ambulance or emergency medical services	98%	4	329	Higher
Street repair	76%	16	396	Higher
Sewer services	84%	76	308	Similar
Sidewalk maintenance	78%	9	305	Higher
Snow and ice removal	78%	37	281	Higher
Recreation Center	88%	22	265	Higher
Stormwater management	75%	59	336	Similar
Drinking water	91%	11	322	Higher
Garbage collection	97%	1	337	Higher
Recycling	94%	2	344	Higher
Building permit and inspection process	59%	3	16	Similar
Library services	95%	6	333	Higher
Senior services at Dickinson Hall	94%	1	108	Much higher
Youth services at CROYA (Committee Representing Our Young Adults)	94%	1	94	Much higher

Table 104: Overall Quality of City Services

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of Lake Forest City services	95%	6	422	Higher

Table 105: City Government Performance

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
City response to citizen questions or concerns	71%	21	297	Higher
The job Lake Forest City Council does at listening to residents	59%	5	24	Similar
City Council generally acting in the best interest of the community	62%	46	177	Similar
The overall direction that Lake Forest is taking	66%	90	303	Similar
The value of services for taxes paid	68%	33	386	Higher
The job Lake Forest government does at managing tax dollars	67%	2	19	Higher
Overall confidence in Lake Forest City government	68%	18	177	Higher

Communities included in national comparisons

The communities included in Lake Forest’s national comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Blue Springs city, MO.....	52,575
Airway Heights city, WA.....	6,114	Boise City city, ID.....	205,671
Albany city, OR.....	50,158	Boone County, KY.....	118,811
Albemarle County, VA.....	98,970	Boulder city, CO.....	97,385
Albert Lea city, MN.....	18,016	Bowling Green city, KY.....	58,067
Alexandria city, VA.....	139,966	Bozeman city, MT.....	37,280
Algonquin village, IL.....	30,046	Brentwood city, MO.....	8,055
Aliso Viejo city, CA.....	47,823	Brentwood city, TN.....	37,060
Altoona city, IA.....	14,541	Brighton city, CO.....	33,352
American Canyon city, CA.....	19,454	Brighton city, MI.....	7,444
Ames city, IA.....	58,965	Bristol city, TN.....	26,702
Andover CDP, MA.....	8,762	Broken Arrow city, OK.....	98,850
Ankeny city, IA.....	45,582	Brookfield city, WI.....	37,920
Ann Arbor city, MI.....	113,934	Brookline CDP, MA.....	58,732
Annapolis city, MD.....	38,394	Broomfield city, CO.....	55,889
Apache Junction city, AZ.....	35,840	Brownsburg town, IN.....	21,285
Apple Valley town, CA.....	69,135	Bryan city, TX.....	76,201
Arapahoe County, CO.....	572,003	Burien city, WA.....	33,313
Arkansas City city, AR.....	366	Burleson city, TX.....	36,690
Arlington County, VA.....	207,627	Cabarrus County, NC.....	178,011
Arvada city, CO.....	106,433	Cambridge city, MA.....	105,162
Asheville city, NC.....	83,393	Cannon Beach city, OR.....	1,690
Ashland city, OR.....	20,078	Cañon City city, CO.....	16,400
Ashland town, MA.....	16,593	Canton city, SD.....	3,057
Ashland town, VA.....	7,225	Cape Coral city, FL.....	154,305
Aspen city, CO.....	6,658	Cape Girardeau city, MO.....	37,941
Athens-Clarke County, GA.....	115,452	Carlisle borough, PA.....	18,682
Auburn city, AL.....	53,380	Carlsbad city, CA.....	105,328
Auburn city, WA.....	70,180	Carroll city, IA.....	10,103
Augusta CCD, GA.....	134,777	Cartersville city, GA.....	19,731
Aurora city, CO.....	325,078	Cary town, NC.....	135,234
Austin city, TX.....	790,390	Casa Grande city, AZ.....	48,571
Avon town, CO.....	6,447	Casper city, WY.....	55,316
Bainbridge Island city, WA.....	23,025	Castine town, ME.....	1,366
Baltimore city, MD.....	620,961	Castle Pines North city, CO.....	10,360
Bartonville town, TX.....	1,469	Castle Rock town, CO.....	48,231
Battle Creek city, MI.....	52,347	Cedar Hill city, TX.....	45,028
Bay City city, MI.....	34,932	Cedar Rapids city, IA.....	126,326
Baytown city, TX.....	71,802	Celina city, TX.....	6,028
Bedford city, TX.....	46,979	Centennial city, CO.....	100,377
Bedford town, MA.....	13,320	Centralia city, IL.....	13,032
Bellevue city, WA.....	122,363	Chambersburg borough, PA.....	20,268
Bellingham city, WA.....	80,885	Chandler city, AZ.....	236,123
Beltrami County, MN.....	44,442	Chandler city, TX.....	2,734
Benbrook city, TX.....	21,234	Chanhassen city, MN.....	22,952
Bend city, OR.....	76,639	Chapel Hill town, NC.....	57,233
Benicia city, CA.....	26,997	Charles County, MD.....	146,551
Bettendorf city, IA.....	33,217	Charlotte city, NC.....	731,424
Billings city, MT.....	104,170	Charlotte County, FL.....	159,978
Blaine city, MN.....	57,186	Charlottesville city, VA.....	43,475
Bloomfield Hills city, MI.....	3,869	Chattanooga city, TN.....	167,674
Bloomington city, MN.....	82,893	Chesterfield County, VA.....	316,236

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Chippewa Falls city, WI	13,661	Durham County, NC	267,587
Citrus Heights city, CA	83,301	Eagle town, CO	6,508
Clackamas County, OR	375,992	East Baton Rouge Parish, LA	440,171
Clarendon Hills village, IL	8,427	East Grand Forks city, MN	8,601
Clayton city, MO	15,939	East Lansing city, MI	48,579
Clearwater city, FL	107,685	Eau Claire city, WI	65,883
Cleveland Heights city, OH	46,121	Eden Prairie city, MN	60,797
Clinton city, SC	8,490	Edgerton city, KS	1,671
Clive city, IA	15,447	Edgewater city, CO	5,170
Clovis city, CA	95,631	Edina city, MN	47,941
College Park city, MD	30,413	Edmond city, OK	81,405
College Station city, TX	93,857	Edmonds city, WA	39,709
Colleyville city, TX	22,807	El Cerrito city, CA	23,549
Collinsville city, IL	25,579	El Dorado County, CA	181,058
Columbia city, SC	129,272	El Paso city, TX	649,121
Columbia Falls city, MT	4,688	Elk Grove city, CA	153,015
Columbus city, WI	4,991	Elk River city, MN	22,974
Commerce City city, CO	45,913	Elko New Market city, MN	4,110
Concord city, CA	122,067	Elmhurst city, IL	44,121
Concord town, MA	17,668	Encinitas city, CA	59,518
Cookeville city, TN	30,435	Englewood city, CO	30,255
Coon Rapids city, MN	61,476	Erie town, CO	18,135
Copperas Cove city, TX	32,032	Escambia County, FL	297,619
Coronado city, CA	18,912	Estes Park town, CO	5,858
Corvallis city, OR	54,462	Fairview town, TX	7,248
Creve Coeur city, MO	17,833	Farmersville city, TX	3,301
Cross Roads town, TX	1,563	Farmington Hills city, MI	79,740
Crystal Lake city, IL	40,743	Fayetteville city, NC	200,564
Dacono city, CO	4,152	Fishers town, IN	76,794
Dade City city, FL	6,437	Flower Mound town, TX	64,669
Dakota County, MN	398,552	Forest Grove city, OR	21,083
Dallas city, OR	14,583	Fort Collins city, CO	143,986
Dallas city, TX	1,197,816	Fort Lauderdale city, FL	165,521
Danville city, KY	16,218	Fort Smith city, AR	86,209
Dardenne Prairie city, MO	11,494	Fort Worth city, TX	741,206
Davenport city, IA	99,685	Fountain Hills town, AZ	22,489
Davidson town, NC	10,944	Franklin city, TN	62,487
Decatur city, GA	19,335	Fredericksburg city, VA	24,286
Del Mar city, CA	4,161	Fremont city, CA	214,089
Delaware city, OH	34,753	Friendswood city, TX	35,805
Delray Beach city, FL	60,522	Fruita city, CO	12,646
Denison city, TX	22,682	Gahanna city, OH	33,248
Denton city, TX	113,383	Gaithersburg city, MD	59,933
Denver city, CO	600,158	Galveston city, TX	47,743
Derby city, KS	22,158	Gardner city, KS	19,123
Des Moines city, IA	203,433	Geneva city, NY	13,261
Des Peres city, MO	8,373	Georgetown city, TX	47,400
Destin city, FL	12,305	Germantown city, TN	38,844
Dorchester County, MD	32,618	Gilbert town, AZ	208,453
Dothan city, AL	65,496	Gillette city, WY	29,087
Douglas County, CO	285,465	Glendora city, CA	50,073
Dover city, NH	29,987	Glenview village, IL	44,692
Dublin city, CA	46,036	Globe city, AZ	7,532
Dublin city, OH	41,751	Golden city, CO	18,867
Duluth city, MN	86,265	Golden Valley city, MN	20,371
Duncanville city, TX	38,524	Goodyear city, AZ	65,275
Durham city, NC	228,330	Grafton village, WI	11,459

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Grand Blanc city, MI	8,276	Kalamazoo city, MI	74,262
Grand Island city, NE	48,520	Kansas City city, KS	145,786
Grants Pass city, OR	34,533	Kansas City city, MO	459,787
Grass Valley city, CA	12,860	Keizer city, OR	36,478
Green Valley CDP, AZ	21,391	Kenmore city, WA	20,460
Greenville city, NC	84,554	Kennedale city, TX	6,763
Greenwich town, CT	61,171	Kennett Square borough, PA	6,072
Greenwood Village city, CO	13,925	Kettering city, OH	56,163
Greer city, SC	25,515	Key West city, FL	24,649
Guilford County, NC	488,406	King City city, CA	12,874
Gunnison County, CO	15,324	King County, WA	1,931,249
Gurnee village, IL	31,295	Kirkland city, WA	48,787
Hailey city, ID	7,960	Kirkwood city, MO	27,540
Haines Borough, AK	2,508	Knoxville city, IA	7,313
Hallandale Beach city, FL	37,113	La Mesa city, CA	57,065
Hamilton city, OH	62,477	La Plata town, MD	8,753
Hanover County, VA	99,863	La Porte city, TX	33,800
Harrisburg city, SD	4,089	La Vista city, NE	15,758
Harrisonburg city, VA	48,914	Lafayette city, CO	24,453
Harrisonville city, MO	10,019	Laguna Beach city, CA	22,723
Hayward city, CA	144,186	Laguna Hills city, CA	30,344
Henderson city, NV	257,729	Laguna Niguel city, CA	62,979
Herndon town, VA	23,292	Lake Forest city, IL	19,375
High Point city, NC	104,371	Lake Oswego city, OR	36,619
Highland Park city, IL	29,763	Lake Stevens city, WA	28,069
Highlands Ranch CDP, CO	96,713	Lake Worth city, FL	34,910
Hillsborough town, NC	6,087	Lake Zurich village, IL	19,631
Holland city, MI	33,051	Lakeville city, MN	55,954
Honolulu County, HI	953,207	Lakewood city, CO	142,980
Hooksett town, NH	13,451	Lakewood city, WA	58,163
Hopkins city, MN	17,591	Lane County, OR	351,715
Hopkinton town, MA	14,925	Lansing city, MI	114,297
Hoquiam city, WA	8,726	Laramie city, WY	30,816
Horry County, SC	269,291	Larimer County, CO	299,630
Hudson city, OH	22,262	Las Vegas city, NV	583,756
Hudson town, CO	2,356	Lawrence city, KS	87,643
Hudsonville city, MI	7,116	League City city, TX	83,560
Huntersville town, NC	46,773	Lee's Summit city, MO	91,364
Hurst city, TX	37,337	Lehi city, UT	47,407
Hutchinson city, MN	14,178	Lenexa city, KS	48,190
Hutto city, TX	14,698	Lewis County, NY	27,087
Hyattsville city, MD	17,557	Lewiston city, ID	31,894
Independence city, MO	116,830	Lewisville city, TX	95,290
Indian Trail town, NC	33,518	Libertyville village, IL	20,315
Indianola city, IA	14,782	Lincoln city, NE	258,379
Iowa City city, IA	67,862	Lindsborg city, KS	3,458
Irving city, TX	216,290	Little Chute village, WI	10,449
Issaquah city, WA	30,434	Littleton city, CO	41,737
Jackson County, MI	160,248	Livermore city, CA	80,968
James City County, VA	67,009	Lone Tree city, CO	10,218
Jefferson City city, MO	43,079	Long Grove village, IL	8,043
Jefferson County, CO	534,543	Longmont city, CO	86,270
Jefferson County, NY	116,229	Longview city, TX	80,455
Jerome city, ID	10,890	Lonsdale city, MN	3,674
Johnson City city, TN	63,152	Los Altos Hills town, CA	7,922
Johnston city, IA	17,278	Louisville city, CO	18,376
Jupiter town, FL	55,156	Lynchburg city, VA	75,568

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Lynnwood city, WA	35,836	Newport News city, VA	180,719
Macomb County, MI	840,978	Newton city, IA	15,254
Madison city, WI	233,209	Noblesville city, IN	51,969
Manhattan Beach city, CA	35,135	Nogales city, AZ	20,837
Manhattan city, KS	52,281	Norcross city, GA	9,116
Mankato city, MN	39,309	Norfolk city, VA	242,803
Maple Grove city, MN	61,567	North Port city, FL	57,357
Maple Valley city, WA	22,684	North Richland Hills city, TX	63,343
Maricopa County, AZ	3,817,117	Northglenn city, CO	35,789
Marshfield city, WI	19,118	Novato city, CA	51,904
Martinez city, CA	35,824	Novi city, MI	55,224
Marysville city, WA	60,020	O'Fallon city, IL	28,281
Matthews town, NC	27,198	O'Fallon city, MO	79,329
McAllen city, TX	129,877	Oak Park village, IL	51,878
McDonough city, GA	22,084	Oakland city, CA	390,724
McKinney city, TX	131,117	Oakland Park city, FL	41,363
McMinnville city, OR	32,187	Oakley city, CA	35,432
Medford city, OR	74,907	Ogdensburg city, NY	11,128
Menlo Park city, CA	32,026	Oklahoma City city, OK	579,999
Mercer Island city, WA	22,699	Olathe city, KS	125,872
Meridian charter township, MI	39,688	Old Town city, ME	7,840
Meridian city, ID	75,092	Olmsted County, MN	144,248
Merriam city, KS	11,003	Olympia city, WA	46,478
Mesa County, CO	146,723	Oregon town, WI	3,184
Miami Beach city, FL	87,779	Orland Park village, IL	56,767
Miami city, FL	399,457	Oshkosh city, WI	66,083
Middleton city, WI	17,442	Oshtemo charter township, MI	21,705
Midland city, MI	41,863	Otsego County, MI	24,164
Milford city, DE	9,559	Oviedo city, FL	33,342
Milton city, GA	32,661	Paducah city, KY	25,024
Minneapolis city, MN	382,578	Palm Beach Gardens city, FL	48,452
Mission Viejo city, CA	93,305	Palm Coast city, FL	75,180
Modesto city, CA	201,165	Palo Alto city, CA	64,403
Monterey city, CA	27,810	Papillion city, NE	18,894
Montgomery County, VA	94,392	Paradise Valley town, AZ	12,820
Monticello city, UT	1,972	Park City city, UT	7,558
Monument town, CO	5,530	Parker town, CO	45,297
Mooresville town, NC	32,711	Parkland city, FL	23,962
Morristown city, TN	29,137	Pasadena city, CA	137,122
Morrisville town, NC	18,576	Pasco city, WA	59,781
Morro Bay city, CA	10,234	Pasco County, FL	464,697
Mountain Village town, CO	1,320	Pearland city, TX	91,252
Mountlake Terrace city, WA	19,909	Peoria city, AZ	154,065
Murphy city, TX	17,708	Peoria city, IL	115,007
Muscatine city, IA	22,886	Peoria County, IL	186,494
Naperville city, IL	141,853	Petoskey city, MI	5,670
Napoleon city, OH	8,749	Pflugerville city, TX	46,936
Needham CDP, MA	28,886	Phoenix city, AZ	1,445,632
New Braunfels city, TX	57,740	Pinal County, AZ	375,770
New Brighton city, MN	21,456	Pinehurst village, NC	13,124
New Hanover County, NC	202,667	Piqua city, OH	20,522
New Orleans city, LA	343,829	Pitkin County, CO	17,148
New Smyrna Beach city, FL	22,464	Plano city, TX	259,841
New Ulm city, MN	13,522	Platte City city, MO	4,691
Newberg city, OR	22,068	Plymouth city, MN	70,576
Newport Beach city, CA	85,186	Pocatello city, ID	54,255
Newport city, RI	24,672	Polk County, IA	430,640

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Pompano Beach city, FL.....	99,845	Sanford city, FL.....	53,570
Port Huron city, MI.....	30,184	Sangamon County, IL.....	197,465
Port Orange city, FL.....	56,048	Santa Clarita city, CA.....	176,320
Portland city, OR.....	583,776	Santa Fe County, NM.....	144,170
Post Falls city, ID.....	27,574	Santa Monica city, CA.....	89,736
Powell city, OH.....	11,500	Sarasota County, FL.....	379,448
Prince William County, VA.....	402,002	Savage city, MN.....	26,911
Prior Lake city, MN.....	22,796	Scarborough CDP, ME.....	4,403
Provo city, UT.....	112,488	Schaumburg village, IL.....	74,227
Pueblo city, CO.....	106,595	Scott County, MN.....	129,928
Purcellville town, VA.....	7,727	Scottsdale city, AZ.....	217,385
Queen Creek town, AZ.....	26,361	Seaside city, CA.....	33,025
Radnor township, PA.....	31,531	Sevierville city, TN.....	14,807
Ramsey city, MN.....	23,668	Shawnee city, KS.....	62,209
Rapid City city, SD.....	67,956	Sheboygan city, WI.....	49,288
Raymond town, ME.....	4,436	Sherborn town, MA.....	4,119
Raymore city, MO.....	19,206	Shoreview city, MN.....	25,043
Redmond city, WA.....	54,144	Shorewood city, MN.....	7,307
Rehoboth Beach city, DE.....	1,327	Shorewood village, IL.....	15,615
Reno city, NV.....	225,221	Shorewood village, WI.....	13,162
Reston CDP, VA.....	58,404	Sierra Vista city, AZ.....	43,888
Richmond city, CA.....	103,701	Sioux Center city, IA.....	7,048
Richmond Heights city, MO.....	8,603	Sioux Falls city, SD.....	153,888
Rifle city, CO.....	9,172	Skokie village, IL.....	64,784
Rio Rancho city, NM.....	87,521	Snellville city, GA.....	18,242
River Falls city, WI.....	15,000	South Kingstown town, RI.....	30,639
Riverside city, CA.....	303,871	South Lake Tahoe city, CA.....	21,403
Riverside city, MO.....	2,937	South Portland city, ME.....	25,002
Roanoke County, VA.....	92,376	Southborough town, MA.....	9,767
Rochester Hills city, MI.....	70,995	Southlake city, TX.....	26,575
Rock Hill city, SC.....	66,154	Sparks city, NV.....	90,264
Rockford city, IL.....	152,871	Spokane Valley city, WA.....	89,755
Rockville city, MD.....	61,209	Spring Hill city, KS.....	5,437
Rogers city, MN.....	8,597	Springboro city, OH.....	17,409
Rolla city, MO.....	19,559	Springfield city, MO.....	159,498
Roselle village, IL.....	22,763	Springfield city, OR.....	59,403
Rosemount city, MN.....	21,874	Springville city, UT.....	29,466
Rosenberg city, TX.....	30,618	St. Augustine city, FL.....	12,975
Roseville city, MN.....	33,660	St. Charles city, IL.....	32,974
Roswell city, GA.....	88,346	St. Cloud city, FL.....	35,183
Round Rock city, TX.....	99,887	St. Cloud city, MN.....	65,842
Royal Oak city, MI.....	57,236	St. Joseph city, MO.....	76,780
Saco city, ME.....	18,482	St. Louis County, MN.....	200,226
Sahuarita town, AZ.....	25,259	St. Louis Park city, MN.....	45,250
Salida city, CO.....	5,236	Stallings town, NC.....	13,831
Sammamish city, WA.....	45,780	State College borough, PA.....	42,034
San Anselmo town, CA.....	12,336	Steamboat Springs city, CO.....	12,088
San Antonio city, TX.....	1,327,407	Sterling Heights city, MI.....	129,699
San Carlos city, CA.....	28,406	Sugar Grove village, IL.....	8,997
San Diego city, CA.....	1,307,402	Sugar Land city, TX.....	78,817
San Francisco city, CA.....	805,235	Suisun City city, CA.....	28,111
San Jose city, CA.....	945,942	Summit city, NJ.....	21,457
San Juan County, NM.....	130,044	Summit County, UT.....	36,324
San Marcos city, CA.....	83,781	Sunnyvale city, CA.....	140,081
San Marcos city, TX.....	44,894	Surprise city, AZ.....	117,517
San Rafael city, CA.....	57,713	Suwanee city, GA.....	15,355
Sandy Springs city, GA.....	93,853	Tacoma city, WA.....	198,397

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Takoma Park city, MD	16,715	Watauga city, TX	23,497
Tamarac city, FL	60,427	Wauwatosa city, WI	46,396
Temecula city, CA	100,097	Waverly city, IA	9,874
Tempe city, AZ	161,719	Weddington town, NC	9,459
Texarkana city, TX	36,411	Wentzville city, MO	29,070
The Woodlands CDP, TX	93,847	West Carrollton city, OH	13,143
Thornton city, CO	118,772	West Chester borough, PA	18,461
Thousand Oaks city, CA	126,683	West Des Moines city, IA	56,609
Tigard city, OR	48,035	West Richland city, WA	11,811
Tracy city, CA	82,922	Western Springs village, IL	12,975
Trinidad CCD, CO	12,017	Westerville city, OH	36,120
Tualatin city, OR	26,054	Westlake town, TX	992
Tulsa city, OK	391,906	Westminster city, CO	106,114
Twin Falls city, ID	44,125	Weston town, MA	11,261
Tyler city, TX	96,900	White House city, TN	10,255
Umatilla city, OR	6,906	Wichita city, KS	382,368
University Park city, TX	23,068	Williamsburg city, VA	14,068
Upper Arlington city, OH	33,771	Willowbrook village, IL	8,540
Urbandale city, IA	39,463	Wilmington city, NC	106,476
Vail town, CO	5,305	Wilsonville city, OR	19,509
Vancouver city, WA	161,791	Winchester city, VA	26,203
Ventura CCD, CA	111,889	Windsor town, CO	18,644
Vernon Hills village, IL	25,113	Windsor town, CT	29,044
Vestavia Hills city, AL	34,033	Winnetka village, IL	12,187
Victoria city, MN	7,345	Winston-Salem city, NC	229,617
Vienna town, VA	15,687	Winter Garden city, FL	34,568
Virginia Beach city, VA	437,994	Woodbury city, MN	61,961
Wake Forest town, NC	30,117	Woodland city, CA	55,468
Walnut Creek city, CA	64,173	Woodland city, WA	5,509
Washington County, MN	238,136	Wrentham town, MA	10,955
Washington town, NH	1,123	Wyandotte County, KS	157,505
Washoe County, NV	421,407	Yakima city, WA	91,067
Washougal city, WA	14,095	York County, VA	65,464
		Yorktown town, IN	9,405
		Yountville city, CA	2,933

Selected Peer Cities Benchmark Comparisons

Table 106: Aspects of Quality of Life

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Lake Forest as a place to live	98%	1	12	Similar
Lake Forest as a place to raise children	96%	3	11	Similar
Lake Forest as a place to work	80%	3	11	Similar
Lake Forest as a place to visit	84%	3	10	Similar
Lake Forest as a place to retire	61%	5	11	Similar
Overall quality of life in Lake Forest	93%	4	12	Similar

Table 107: Community Characteristics

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall appearance/attractiveness of Lake Forest	99%	1	8	Higher
Volume of traffic on local roads	73%	NA	NA	NA
Availability of parking in business districts	69%	NA	NA	NA
Shopping opportunities	38%	7	8	Much lower
Ease of bicycle travel in Lake Forest	78%	1	6	Higher
Public parks	95%	1	8	Similar
Public beach	97%	NA	NA	NA
Recreational opportunities	89%	1	6	Similar
Amount of open space	95%	NA	NA	NA
Bike paths/walking trails	92%	1	6	Higher
Lake Forest-sponsored special events	79%	3	8	Similar
Variety of housing options, sizes and price points	54%	5	6	Similar
Sense of community	78%	2	9	Similar
Openness and acceptance of the community towards people of diverse backgrounds	51%	6	6	Lower
K-12 education	93%	1	7	Higher
Overall natural environment in Lake Forest	98%	1	9	Higher
Overall feeling of safety in Lake Forest	98%	2	10	Similar
Availability of quality health care	91%	1	5	Higher
Overall design of Lake Forest buildings	93%	1	8	Higher
Neighborliness of residents in Lake Forest	74%	2	6	Similar
Public places where people want to spend time	80%	4	6	Similar
Opportunities to attend cultural/arts/music activities	72%	3	6	Similar
Cleanliness of Lake Forest	98%	1	7	Higher

Table 108: Quality of City Services

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	94%	1	10	Similar
Fire services	99%	1	9	Similar
Ambulance or emergency medical services	98%	2	9	Similar
Street repair	76%	2	11	Higher
Sewer services	84%	7	10	Similar
Sidewalk maintenance	78%	1	9	Similar
Snow and ice removal	78%	4	11	Similar
Recreation Center	88%	2	6	Similar
Stormwater management	75%	3	10	Similar
Drinking water	91%	2	10	Similar
Garbage collection	97%	1	11	Higher
Recycling	94%	1	9	Higher
Building permit and inspection process	59%	NA	NA	NA
Library services	95%	1	8	Similar
Senior services at Dickinson Hall	94%	NA	NA	NA
Youth services at CROYA (Committee Representing Our Young Adults)	94%	NA	NA	NA

Table 109: Overall Quality of City Services

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of Lake Forest City services	95%	1	12	Similar

Table 110: City Government Performance

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
City response to citizen questions or concerns	71%	1	7	Similar
The job Lake Forest City Council does at listening to residents	59%	NA	NA	NA
City Council generally acting in the best interest of the community	62%	5	8	Similar
The overall direction that Lake Forest is taking	66%	6	8	Similar
The value of services for taxes paid	68%	2	9	Similar
The job Lake Forest government does at managing tax dollars	67%	NA	NA	NA
Overall confidence in Lake Forest City government	68%	4	6	Similar

Communities Included in Selected Peer Cities Benchmark

The communities included in Lake Forest’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Alexandria city, VA.....	139,966	Lake Forest city, IL	19,375
Bloomfield Hills city, MI	3,869	Libertyville village, IL.....	20,315
Glenview village, IL	44,692	Long Grove village, IL.....	8,043
Greenwich town, CT.....	61,171	Naperville city, IL.....	141,853
Gurnee village, IL	31,295	Newport Beach city, CA	85,186
Highland Park city, IL.....	29,763	Orland Park village, IL	56,767
Highlands Ranch CDP, CO.....	96,713	Vernon Hills village, IL	25,113
		Winnetka village, IL	12,187

Appendix E: Comparisons Over Time

Appendix E: Comparisons Over Time

This appendix contains comparisons for questions that were asked in the 2011 and 2016 administrations of the Lake Forest Resident Survey. Differences between 2016 and 2011 can be considered “statistically significant” if they are four percentage points or more; however, some differences that surfaced may or may not be meaningful, as wording changed between survey versions.

Table 111: Lake Forest as a Place to Live Compared by Year

Percent "excellent" or "good"	2011	2016
Lake Forest as a place to live	96%	98%

Table 112: Quality of Community Characteristics Compared by Year

Percent "excellent" or "good"	2011	2016
Overall appearance/attractiveness of Lake Forest	97%	99%
Volume of traffic on local roads	82%	73%
Availability of parking in business districts	84%	69%
Shopping opportunities	66%	38%
Shopping variety	61%	28%
Public parks	98%	95%
Public beach	98%	97%
Recreational opportunities	95%	89%
Amount of open space	96%	95%
Bike paths/walking trails	93%	92%
Lake Forest-sponsored special events	96%	79%
Variety of housing options, sizes and price points	85%	54%

Table 113: Quality of Lake Forest Services Compared by Year

Percent "excellent" or "good"	2011	2016
Police services	97%	94%
Fire services	100%	99%
Ambulance or emergency medical services	99%	98%
Street repair	83%	76%
Sewer services	95%	84%
Sidewalk maintenance	87%	78%
Snow and ice removal	89%	78%
Maintenance of parks	98%	97%
Maintenance of beach	99%	98%
Deerpath Golf Course	91%	87%
Recreation Center	89%	88%
Stormwater management	88%	75%
Drinking water	97%	91%
Building permit and inspection process	70%	59%
Library services	98%	95%
Senior services at Dickinson Hall	96%	94%
Youth services at CROYA (Committee Representing Our Young Adults)	97%	94%
Overall quality of Lake Forest City services	96%	95%

Table 114: City Response to Citizen Questions and Concerns Compared by Year

Percent "excellent" or "good"	2011	2016
City response to citizen questions or concerns	89%	71%

Appendix F: Survey Methodology

Appendix F: Survey Methodology

Developing the Questionnaire

The City of Lake Forest Resident Survey was first administered in 2011. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery. The citizen survey instrument for Lake Forest was developed by starting with the version from the previous implementation in 2011. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2016 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. Ideally, the chosen survey recipients should be representative of all eligible survey recipients. Randomly selecting survey recipients ensures that this will occur. Selecting survey recipients in this way is part of what makes this type of survey process a scientific one.

All households in Lake Forest were selected to receive the survey. A list of addresses based on the United States Postal Service (USPS) delivery sequence file was used for this selection. The addresses were geocoded (mapped to a specific latitude and longitude) and compared to the Lake Forest boundaries. Addresses identified as being outside Lake Forest were excluded. Those within the city were identified as being in one of the city’s four Wards or City P.O. boxes so that results could be broken down by Ward of residence. An individual within each household was selected using the birthday method. (The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

Administering the Survey

The database of selected household addresses was processed for certification and verification using CASS™/NCOA software that relies on the USPS National Directory information to verify and standardize the address elements and assign each a complete, nine-digit zip code where possible.

Each of the survey recipients were contacted by mail once in September 2016. The mailing included a packet with the questionnaire with a cover letter signed by the Mayor. Included in the packet was a self-addressed, postage-paid return envelope. The survey packet included a web address where the survey could be completed online, if preferred. A copy of the survey materials can be found in *Appendix G: Survey Materials*.

Of the 7,458 addresses to receive the survey, 286 were identified by the post office as vacant or undeliverable. A total of 2,133 completed surveys were returned, for a response rate of 30%. Of these 2,133 surveys, 383 were completed online and the remaining surveys were mailed hard copies. The number of surveys returned by Ward ranged from 432 in Ward 1 to 673 in Ward 3, providing response rates between 28% and 32%. Detailed return rates by Ward appear in the table below.

Table 115: Survey Response Rates by Ward

Ward	Number mailed	Undeliverable	Eligible	Number returned	Response rate
Ward 1	1,481	63	1,418	432	30%
Ward 2	1,563	39	1,524	483	32%
Ward 3	2,485	122	2,363	673	28%
Ward 4	1,706	49	1,657	518	31%
Overall	7,458	286	7,172	2,133	30%

Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within a certain range if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite the best efforts to boost participation and ensure inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). Coverage error is very low for this survey, as the USPS delivery sequence file is used to select addresses, which has nearly complete coverage of all households.

For this survey, with 2,133 responses, the 95% confidence interval is about plus or minus two percentage points. The precision is less when looking only at responses from within subgroups. For each of the four Wards, the margin of error rises to approximately plus or minus five percentage points based on the range of sample sizes (as noted above).

Survey Processing (Data Entry)

Mailed surveys were returned to NRC directly via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Analyzing the Results

One of the first steps in the data analysis was to statistically adjust the survey results so that the demographic profile of the respondents mirrors that of the population as a whole. This process is known as “weighting” the data. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent sources and 2) comparing the responses to different questions for demographic subgroups. The demographic

characteristics that are least similar to the known demographic profile and yield the most different results are the best candidates for data weighting.

The socioeconomic profile of survey respondents was compared to estimates provided by the 2010 U.S. Census for adults in Lake Forest. The variables used for weighting were respondent age, gender and housing tenure (rent versus own). This decision was based on the disparity between the survey respondent characteristics and the population norms for these variables and the saliency of these variables in differences of opinion among subgroups. A final weight was applied for the overall results so that the four Wards were represented in their correct proportions.

The results of the weighting scheme are presented in the following table.

Table 116: 2016 Lake Forest Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing¹			
Own home	88%	95%	90%
Rent home	12%	5%	10%
Detached unit	84%	85%	83%
Attached unit	16%	15%	17%
Race and Ethnicity			
White	93%	95%	94%
Not white	7%	5%	6%
Sex and Age			
Female	52%	59%	53%
Male	48%	41%	47%
18-34 years of age	12%	2%	9%
35-54 years of age	40%	31%	41%
55+ years of age	48%	67%	50%
Females 18-34	6%	1%	4%
Females 35-54	22%	20%	23%
Females 55+	25%	38%	26%
Males 18-34	7%	1%	5%
Males 35-54	18%	11%	18%
Males 55+	23%	29%	24%
Council Ward²			
Ward 1	20%	20%	22%
Ward 2	21%	23%	23%
Ward 3	33%	32%	37%
Ward 4	12%	24%	14%

¹ Source: City of Lake Forest, 2010 Census

² Source: City of Lake Forest, 2010 Census, Basic Housing Unit Count Estimates

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Tables of Results*. Also included are results by selected respondent characteristics, found in *Appendix C: Subgroup Comparisons by Select Respondent Characteristics*, and by ward, found in *Appendix B: Comparisons of Ratings by Ward*. Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading.

Comparing Survey Results Over Time

Differences between percentages between 2016 and 2011 can be considered “statistically significant” if they are four percentage points or more. Trend data for Lake Forest represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions. However, it should be noted that differences between results in the two years may or may not be meaningful due to the change in wording in the survey questions. The comparisons in questions over time can be found in *Appendix E: Comparisons Over Time*.

Benchmark comparisons

Where similar questions on the Lake Forest Resident Survey were included in NRC’s database and there were at least five jurisdictions in which the question was asked, a comparison was made. Lake Forest’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Lake Forest residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.” Two sets of benchmarks comparisons are included in *Appendix D: Detailed Benchmark Comparisons*. These include:

- National comparisons
- Selected peer cities comparisons

Appendix G: Survey Materials

Appendix G: Survey Materials

A copy of the survey materials appear on the following pages.



September, 2016

Dear Resident,

Please help us shape the future of Lake Forest! You have been selected to participate in the 2016 Lake Forest Resident Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important –your feedback will help Lake Forest make decisions that affect our community.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/lakeforest.htm

If you have any questions about the survey, please call City Hall at 847-810-3672.

Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Donald P. Schoenheider".

Donald P. Schoenheider
Mayor



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Donald P. Schoenheider
Mayor

City of Lake Forest 2016 Resident Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Lake Forest:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lake Forest as a place to live	1	2	3	4	5
Lake Forest as a place to raise children	1	2	3	4	5
Lake Forest as a place to work	1	2	3	4	5
Lake Forest as a place to visit.....	1	2	3	4	5
Lake Forest as a place to shop	1	2	3	4	5
Lake Forest as a place to dine	1	2	3	4	5
Lake Forest as a place to retire.....	1	2	3	4	5
The overall quality of life in Lake Forest	1	2	3	4	5

2. Please indicate which of the following influence your decision to live in Lake Forest (please select all that apply):

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> Raised here/close to family | <input type="checkbox"/> Open space preservation | <input type="checkbox"/> Culture and history | <input type="checkbox"/> Neighborhoods/housing |
| <input type="checkbox"/> Public school system | <input type="checkbox"/> Safety of community | <input type="checkbox"/> Architecture | <input type="checkbox"/> Health care/community hospital |
| <input type="checkbox"/> Natural environment | <input type="checkbox"/> Property tax rates | <input type="checkbox"/> Quiet community | <input type="checkbox"/> Sense of community |
| <input type="checkbox"/> Public amenities (parks, library, recreation, etc.) | <input type="checkbox"/> Other (please specify) _____ | | |

3. Please rate the quality of each of the following characteristics of Lake Forest:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall appearance/attractiveness of Lake Forest	1	2	3	4	5
Volume of traffic on local roads.....	1	2	3	4	5
Availability of parking in business districts	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Shopping variety	1	2	3	4	5
Ease of bicycle travel in Lake Forest	1	2	3	4	5
Pedestrian safety	1	2	3	4	5
Public parks.....	1	2	3	4	5
Public beach.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Amount of open space	1	2	3	4	5
Bike paths/walking trails.....	1	2	3	4	5
Lake Forest-sponsored special events	1	2	3	4	5
Variety of housing options, sizes and price points	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
K-12 education	1	2	3	4	5
Overall natural environment in Lake Forest	1	2	3	4	5
Overall feeling of safety in Lake Forest.....	1	2	3	4	5
Availability of quality health care	1	2	3	4	5
Overall design of Lake Forest buildings	1	2	3	4	5
Neighborliness of residents in Lake Forest.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Cleanliness of Lake Forest.....	1	2	3	4	5
Availability of goods for sale.....	1	2	3	4	5
Downtown store hours	1	2	3	4	5
Friendliness of store employees in Lake Forest	1	2	3	4	5
Knowledge of store employees in Lake Forest.....	1	2	3	4	5

4. Please rate the quality of each of the following City of Lake Forest services:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services	1	2	3	4	5
Fire services	1	2	3	4	5
911 dispatch services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Street repair.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Snow and ice removal.....	1	2	3	4	5
Maintenance of parks.....	1	2	3	4	5
Maintenance of beach.....	1	2	3	4	5
Deerpath Golf Course	1	2	3	4	5
Recreation Center	1	2	3	4	5
Stormwater management.....	1	2	3	4	5
Drinking water	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling.....	1	2	3	4	5
Building permit and inspection process	1	2	3	4	5
Library services	1	2	3	4	5
Senior services at Dickinson Hall.....	1	2	3	4	5
Youth services at CROYA (Committee Representing Our Young Adults).....	1	2	3	4	5
Overall quality of Lake Forest City services	1	2	3	4	5

5. Please rate the following categories of Lake Forest's Police Department performance:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness/promptness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

6. Please rate the following categories of Lake Forest's Fire Department performance:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness/promptness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

7. Please rate the following categories of Lake Forest's ambulance/emergency medical services performance:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness/promptness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

8. Please rate the following categories of Lake Forest government performance:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
City response to citizen questions or concerns.....	1	2	3	4	5
The job Lake Forest City Council does at listening to residents	1	2	3	4	5
City Council generally acting in the best interest of the community.....	1	2	3	4	5
The overall direction that Lake Forest is taking	1	2	3	4	5
The value of services for taxes paid	1	2	3	4	5
The job Lake Forest government does at managing tax dollars.....	1	2	3	4	5
Overall confidence in Lake Forest City government	1	2	3	4	5

9. Please rate how important, if at all, it is for the City to address each of the following to maintain the quality of life in Lake Forest for the next five years:

	Essential	Very important	Somewhat important	Not at all important
Manage traffic on local roads	1	2	3	4
Demolition of existing homes and replacing with the construction of new ones..	1	2	3	4
Preservation of historic homes and landscapes	1	2	3	4
Repurpose historic homes and property for other purposes (inns, condos, etc.)	1	2	3	4
Maintenance of City infrastructure (streets, sidewalks, sewers, etc.)	1	2	3	4
Maintenance of City parks and facilities.....	1	2	3	4
Maintain Lake Forest as a triple-a bonded community (triple-a bonding secures the lowest borrowing rates for the City)	1	2	3	4
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4
Economic development (more retail and restaurants)	1	2	3	4
Encourage increased use of existing bus transportation for school children.....	1	2	3	4
Increase the variety of housing options, sizes and price points.....	1	2	3	4
Availability of quality senior housing	1	2	3	4
Availability of quality housing for younger families.....	1	2	3	4

10. Cities are faced with difficult choices. If you were a member of the City Council and had to consider budget changes, please rate the importance of increasing the budget for each of the following areas:

	Essential	Very important	Somewhat important	Not at all important
Crime prevention	1	2	3	4
Police response.....	1	2	3	4
Fire prevention	1	2	3	4
Fire response	1	2	3	4
Ambulance service.....	1	2	3	4
Road maintenance	1	2	3	4
Sidewalk services.....	1	2	3	4
Snow removal.....	1	2	3	4
Trash collection service.....	1	2	3	4
Code enforcement services	1	2	3	4
Neighborhood revitalization	1	2	3	4
Library services	1	2	3	4
Economic development services.....	1	2	3	4
Dickinson Hall services	1	2	3	4
Parks and Recreation services	1	2	3	4
CROYA services	1	2	3	4
Stormwater management.....	1	2	3	4
Environmental sustainability.....	1	2	3	4

11. How likely, if all, would you be to utilize a public transportation system (bus or trolley) in Lake Forest?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely
- Don't know

12. Which of the following, if any, would make you more likely to use a bus or trolley in Lake Forest? (Please check all that apply.)

- Schedules that provide options to commute to work
- Affordable pricing
- Adequate stops in downtown
- Convenience/distance of stops from home

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

	Major source	Minor source	Not a source
City "Dialogue" quarterly newsletter	1	2	3
City's website (www.cityoflakeforest.com)	1	2	3
Local newspapers	1	2	3
Online media publications	1	2	3
LFTV (channels 17 or 19) or U-Verse	1	2	3
Recreation Department Program Brochure	1	2	3
Dickinson Hall "Newsbrief"	1	2	3
Council meetings	1	2	3
City staff	1	2	3
Information provided in City buildings (library, CROYA, etc.)	1	2	3
Ward or Town Hall Meetings	1	2	3
E-news (including emergency notifications)	1	2	3

14. In an average month, how many times do you or members of your household make a purchase in these commercial areas?

	Daily	3 to 4 times per week	Once a week	1 to 3 times a month	Never
Lake Forest (Central Business District)	1	2	3	4	5
West Lake Forest	1	2	3	4	5
Vernon Hills	1	2	3	4	5
Lake Bluff	1	2	3	4	5
Highwood	1	2	3	4	5
Highland Park	1	2	3	4	5
Libertyville	1	2	3	4	5
Online	1	2	3	4	5

15. In an average month, how many times do you or members of your household dine in these commercial areas?

	Daily	3 to 4 times per week	Once a week	1 to 3 times a month	Never
Lake Forest (Central Business District)	1	2	3	4	5
West Lake Forest	1	2	3	4	5
Vernon Hills	1	2	3	4	5
Lake Bluff	1	2	3	4	5
Highwood	1	2	3	4	5
Highland Park	1	2	3	4	5
Libertyville	1	2	3	4	5

16. Please indicate how the addition of these stores and services would affect the amount that you or a member of your household would spend in Lake Forest?

	I would spend a lot more	I would spend a little more	No change	Don't know
Apparel	1	2	3	4
Home accessories	1	2	3	4
Hardware	1	2	3	4
Gardening supplies	1	2	3	4
Make-up cosmetics	1	2	3	4
Greeting cards/gifts	1	2	3	4
Craft supplies	1	2	3	4
Pet supplies	1	2	3	4
Spa services	1	2	3	4
Furniture	1	2	3	4
Costume jewelry	1	2	3	4
Fast print/photocopy	1	2	3	4
Florist	1	2	3	4
Video game store	1	2	3	4
Exercise/personal training	1	2	3	4
Art gallery	1	2	3	4
Fine jewelry	1	2	3	4
Financial services	1	2	3	4

17. In an average week, how much would you estimate that your household spends on meals away from home (full-service restaurants, take-out, drive-thru, etc.)

- Less than \$25
 \$25 to \$49.99
 \$50 to \$99.99
 \$100 to \$149.99
 Over \$150

18. Please indicate how the addition of these restaurants would affect the amount that you or a member of your household would spend in Lake Forest?

	I would spend a lot more	I would spend a little more	No change	Don't know
Casual dining.....	1	2	3	4
Counter service restaurant (i.e. LF Food and Wine).....	1	2	3	4
White tablecloth restaurant	1	2	3	4
Sports bar.....	1	2	3	4
Quick service restaurant	1	2	3	4

19. In an average week, when does your household buy meals away from home (full-service restaurants, take-out, drive-thru, etc.)

- Daytime (10am - 5pm) Evening (after 5 pm) Saturday Sunday

20. Are you or anyone in your household a member of Dickinson Hall Senior Center?

- Yes (go to Question 21) No (go to Question 22) Don't know

21. For each of the following amenities provided by Dickinson Hall Senior Center in Lake Forest, first please rate whether or not they are available to you or members of your household and then rate how important each of these amenities is to you or members of your household.

	Yes	No	Essential	Very important	Somewhat important	Not at all important
Escorted transportation	1	2	1	2	3	4
Help with daily errands (grocery shopping, etc.).....	1	2	1	2	3	4
Troubleshooting household problems (leaky faucets, etc.).....	1	2	1	2	3	4
Health insurance/medication help	1	2	1	2	3	4
Help locating medical/mental health services	1	2	1	2	3	4
Help locating a nursing home/housing.....	1	2	1	2	3	4
Provide technology to allow seniors to stay in their own homes (stair lifts, reading magnifiers)	1	2	1	2	3	4
Provide home delivered meal programs	1	2	1	2	3	4
Provide visitors	1	2	1	2	3	4
Provide legal or financial help	1	2	1	2	3	4
Respite care	1	2	1	2	3	4

22. What is the single most important priority for the City of Lake Forest to address in the next five years?

23. Additional comments: _____

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How many years have you lived in Lake Forest?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D2. Are you a part-time or full-time resident of Lake Forest?

- Part-time (less than 6 months/year)
 Full-time (6 or more months/year)

D3. Do you work inside the boundaries of Lake Forest?

- Yes, outside the home
 Yes, inside the home
 No

D4. Which best describes the building you live in?

- One family house detached from any other houses
 House attached to one or more houses (e.g., a duplex, townhome, apartment or condominium)
 Other

D5. Do you rent or own your home?

- Rent Own

D6. What is your gender?

- Female Male

D7. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D8. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D9. How many children 17 or under live in your household? _____

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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