

Schaumburg, IL

The National Community Survey

Report of Results
2021

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Schaumburg. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 433 residents of the Village of Schaumburg collected from September 7, 2021 to October 26, 2021. The margin of error around any reported percentage is 4.7% for all respondents and the response rate for the 2021 survey was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Schaumburg.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Schaumburg’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 Schaumburg residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Schaumburg’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Schaumburg’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your Village’s 2021 ratings compare to other communities’ ratings from the past five years.



Trends over time

Trend data for Schaumburg represent important comparison data 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. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2018 and 2021 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Methods

Selecting survey recipients

All households within the Village of Schaumburg were eligible to participate in the survey. A list of all households within the zip codes serving Schaumburg was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Village of Schaumburg households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the Village of Schaumburg boundaries were removed from the list of potential households to survey. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2,700 randomly selected households received mailings beginning on September 7, 2021 and the survey remained open for seven weeks. For 1,200 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 3% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,607 households that received the invitations to participate, 433 completed the survey, providing an overall response rate of 17%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the Village of Schaumburg survey is no greater than plus or minus 4.7 percentage points around any given percent reported for all respondents (433 completed surveys).

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the Village of Schaumburg. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, and housing tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	6%	29%	30%
	35-54	33%	35%	35%
	55+	61%	35%	35%
Hispanic origin	No, not Spanish, Hispanic, or Latino	95%	93%	93%
	Spanish, Hispanic, or Latino	5%	7%	7%
Housing tenure	Own	83%	64%	64%
	Rent	17%	36%	36%
Housing type	Attached	46%	61%	61%
	Detached	54%	39%	39%
Race & Hispanic origin	Not white alone	29%	36%	36%
	White alone, not Hispanic or Latino	71%	64%	64%
Sex	Female	55%	52%	52%
	Male	45%	48%	48%
Sex/age	Female 18-34	3%	13%	15%
	Female 35-54	18%	18%	17%
	Female 55+	34%	20%	20%
	Male 18-34	3%	15%	15%
	Male 35-54	16%	18%	18%
	Male 55+	26%	16%	15%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The Village of Schaumburg funded this research. Please contact Clayton Black of the Village of Schaumburg at cblack@schaumburg.com if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Schaumburg remains an exceptional place to live and raise a family.

At least 9 in 10 Schaumburg residents gave excellent or good ratings to their overall quality of life in the village, Schaumburg as a place to live, and the overall image or reputation of the village; these ratings were higher than those given in other communities across the nation. About 9 in 10 residents favorably rated the village as a place to raise children and K-12 education, while three-quarters gave high marks for the availability of affordable quality childcare/preschool, and these assessments also surpassed national averages. Roughly 9 in 10 survey respondents would recommend living in Schaumburg to someone who asked and planned to remain in the community for the next five years.

Government performance ratings are strong and have improved since 2018.

About 9 in 10 respondents awarded positive scores to the overall quality of services provided by the village and to the customer service provided by Village employees. Further, about 7 in 10 residents or more gave excellent or good marks to all aspects of Schaumburg government performance, including the overall direction of the Village, overall confidence in Schaumburg government, being honest, informing residents about issues facing the community, and the value of services for taxes paid. Most of these ratings outperformed national averages and where comparisons over time were available, all government performance ratings improved from 2018 to 2021.

Schaumburg's economy is also highly rated by residents, with some scores improving over time.

At least 8 in 10 residents gave positive marks to Schaumburg as a place to work and to visit, the overall quality and variety of business and service establishments in the village, vibrant downtown/commercial area, employment opportunities, shopping opportunities, and economic development, and these ratings were all higher than those given in other communities nationwide. About half of residents positively rated the cost of living in the village, which represented a 17% increase since the previous survey administration in 2018. Other economy-related items for which ratings improved in 2021 were employment opportunities, the overall economic health of Schaumburg, and economic development.

Diversity and inclusion is a priority for residents.

About three-quarters of respondents gave excellent or good ratings to residents' connection and engagement with their community, which was higher than the national benchmark. At least 8 in 10 were pleased with the openness and acceptance of the community toward people of diverse backgrounds, as well as the job the community does at making all residents feel welcome, attracting people from diverse backgrounds, valuing/respecting residents from diverse backgrounds, and taking care of vulnerable residents. Most of these ratings were also above average. In a custom question unique to Schaumburg, at least half of residents indicated that each of the following was a high priority for the Village: ensuring that the makeup of local government officials and employees reflect the community's population; creating a diverse, inclusive, and fair community; and addressing social, economic, and racial equity differences in jobs and housing, health and education, and the criminal justice system.

Community Design is a feature of Schaumburg, but residents would like to increase focus on the Downtown area.

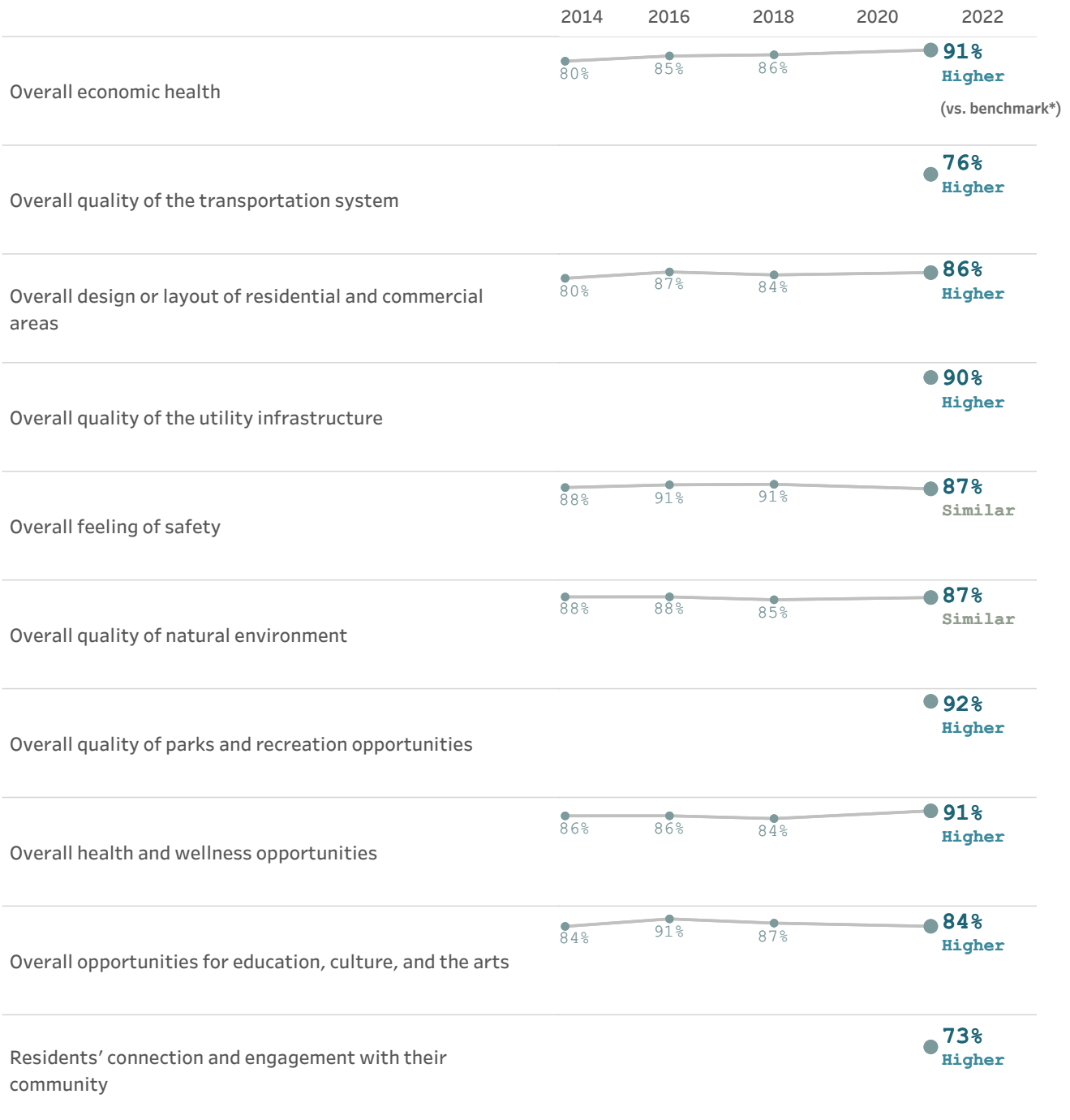
Schaumburg residents are generally pleased with the design of the community, with about 9 in 10 residents awarding positive marks to the overall design or layout of residential and commercial areas, their neighborhood as a place to live, and the overall appearance of Schaumburg. At least 7 in 10 residents gave favorable ratings to well-planned residential and commercial growth, well-designed neighborhoods, preservation of the historical or cultural character of the community, public places where people want to spend time, variety of housing options, overall quality of new development, land use, planning, and zoning, and code enforcement. All of these aspects were rated higher than those seen in other communities. However, in an open-ended question in which residents could write in a response regarding one thing they would change in Schaumburg, of those who wrote in a response, 20% commented on the quality and speed of new housing and commercial development in the village; many of the comments in this category pertained specifically to the development of Schaumburg's downtown area.

Facets of livability

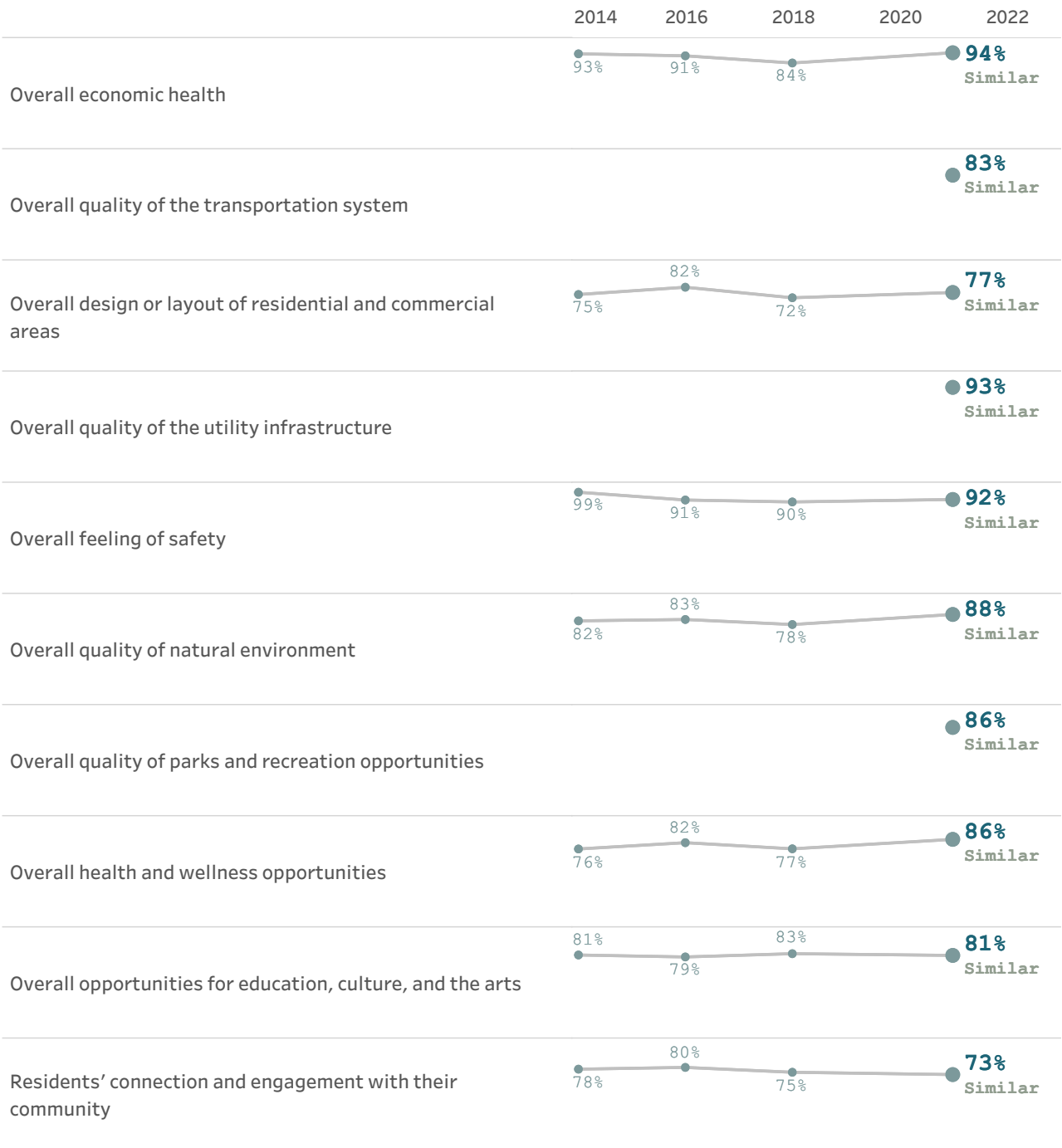
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Schaumburg as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Schaumburg community to focus on each of the following in the coming two years.
 (% essential or very important)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

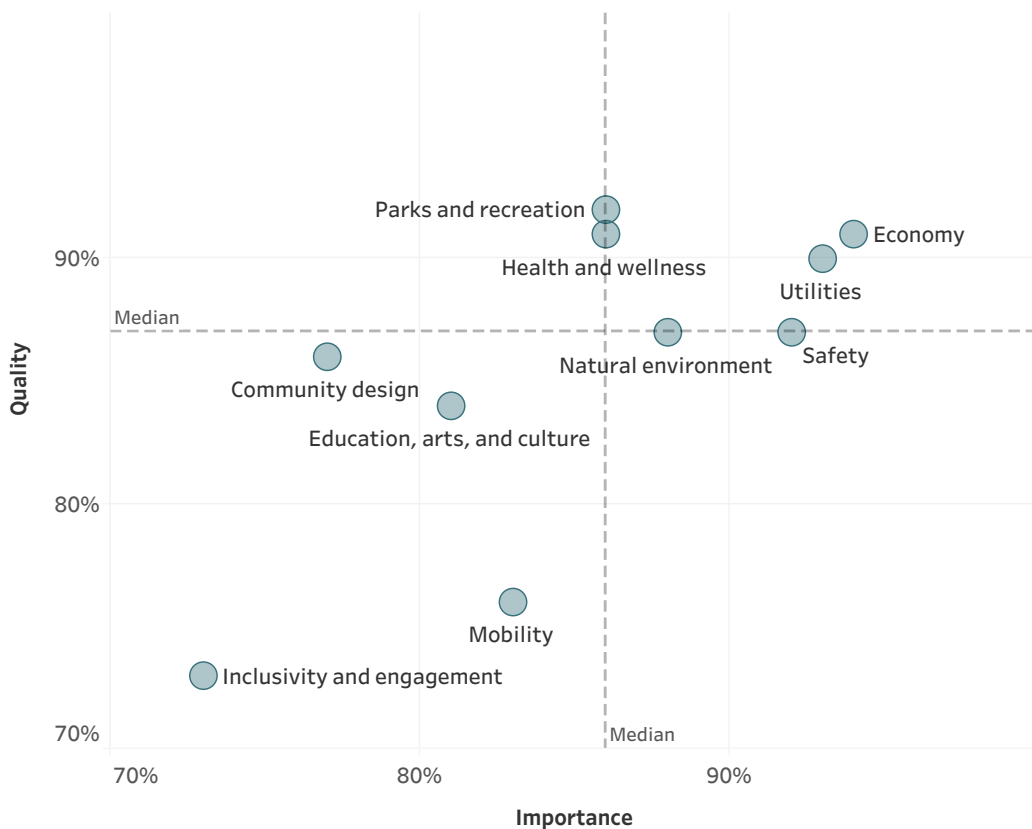
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide Village staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 87% or more of respondents were considered of “higher quality” and those with ratings lower than 87% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 86% or more of respondents. Services were rated as “less important” if they received a rating of less than 86%. This classification uses the median ratings for quality and importance to divide the services in half.

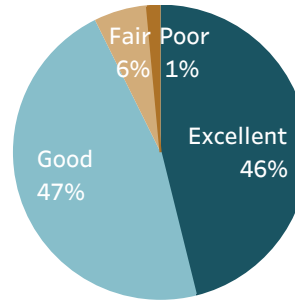
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



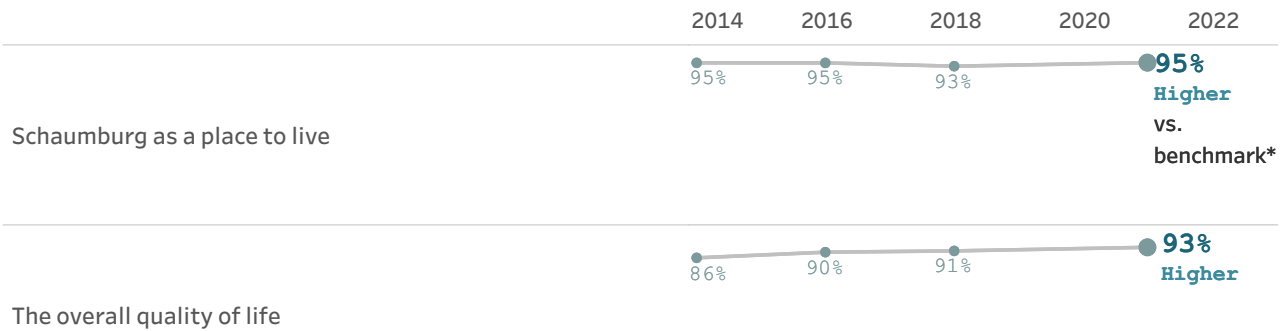
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

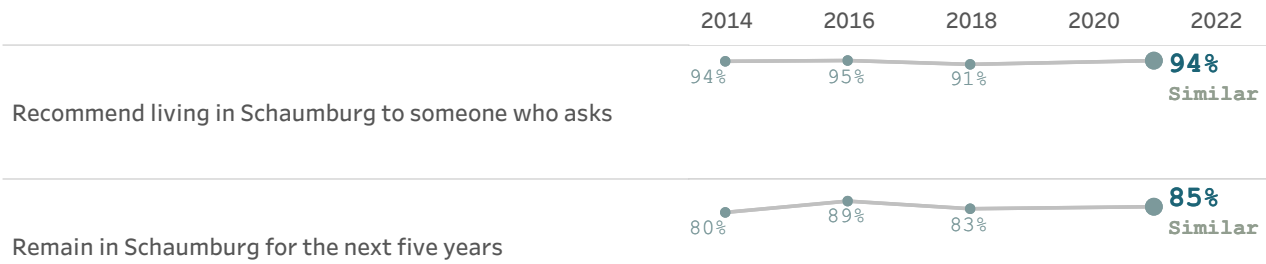
The overall quality of life in Schaumburg, 2021



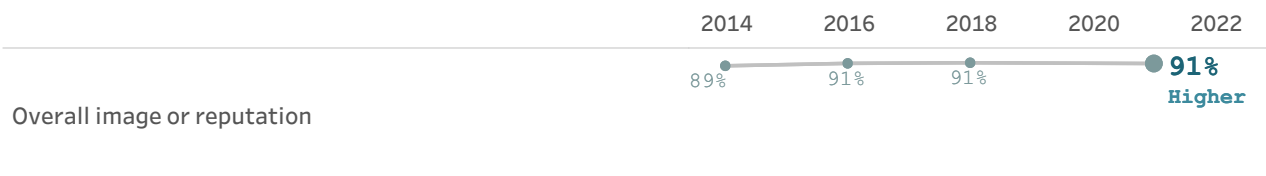
Please rate each of the following aspects of quality of life in Schaumburg.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the Schaumburg community.
(% excellent or good)

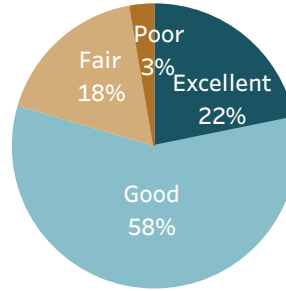


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

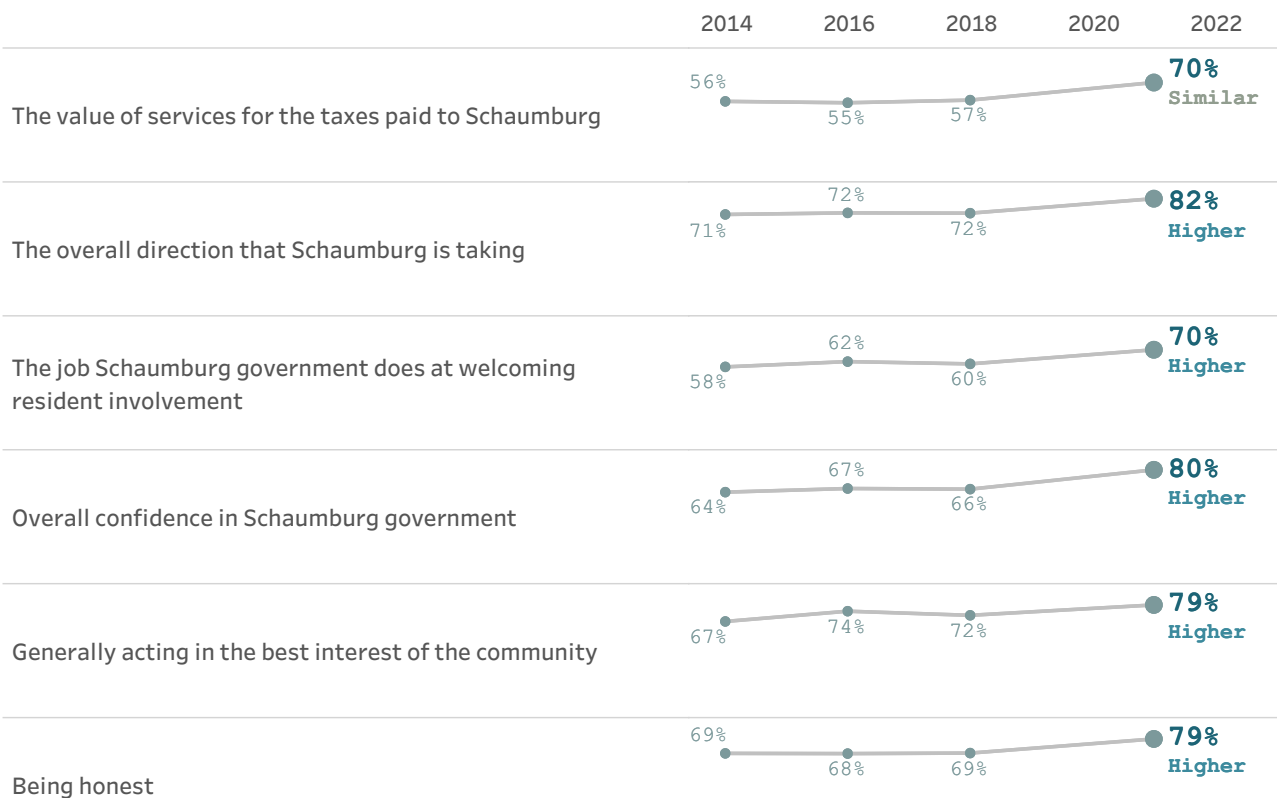
Overall confidence in Schaumburg government, 2021



Please rate the quality of each of the following services in Schaumburg. (% excellent or good)



Please rate the following categories of Schaumburg government performance. (% excellent or good)

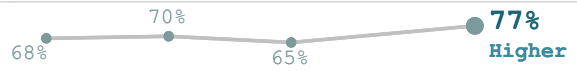


● **76%**
Higher

Being open and transparent to the public

● **68%**
Higher

Informing residents about issues facing the community

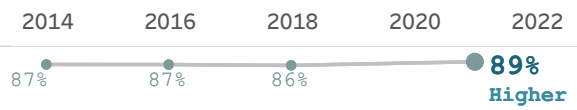


Treating all residents fairly

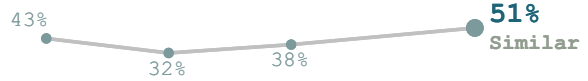
● **83%**
Similar

Treating residents with respect

Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)



The Village of Schaumburg



The Federal Government

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

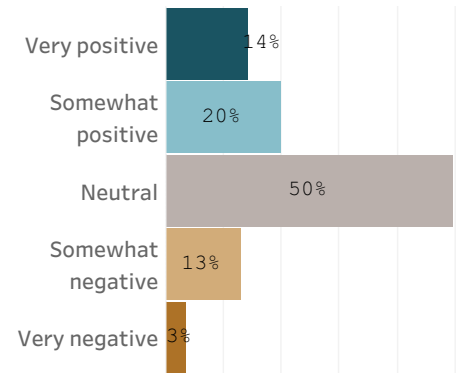
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

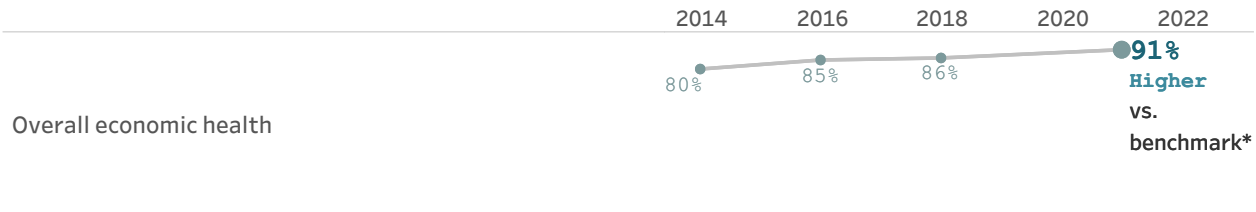
Overall economic health of Schaumburg, 2021



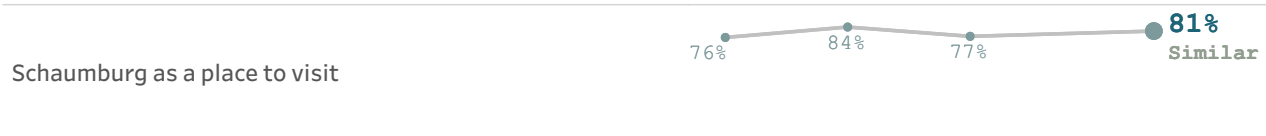
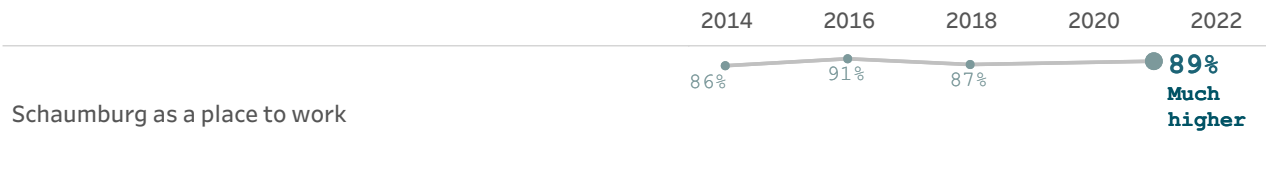
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



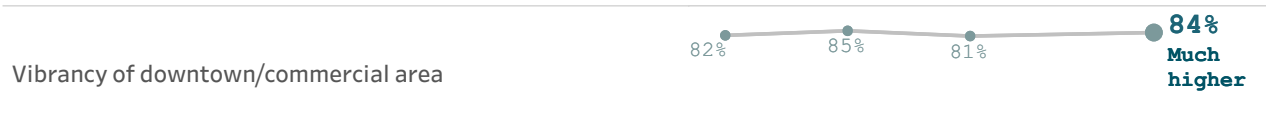
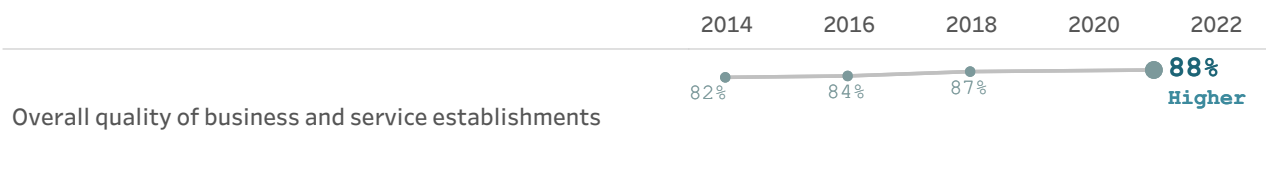
Please rate each of the following characteristics as they relate to Schaumburg as a whole. (% excellent or good)

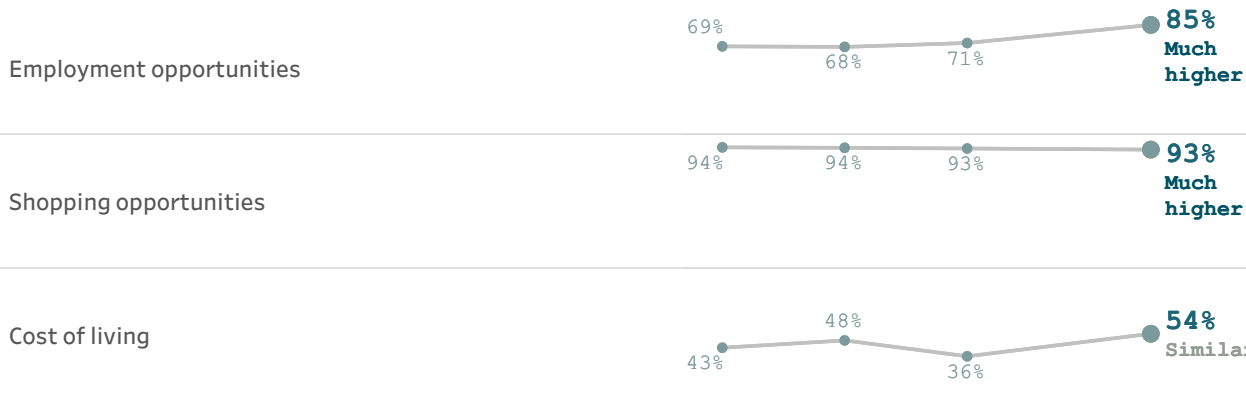


Please rate each of the following aspects of quality of life in Schaumburg. (% excellent or good)

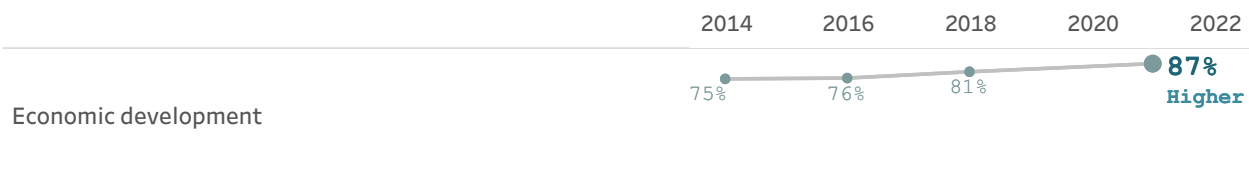


Please rate each of the following in the Schaumburg community. (% excellent or good)

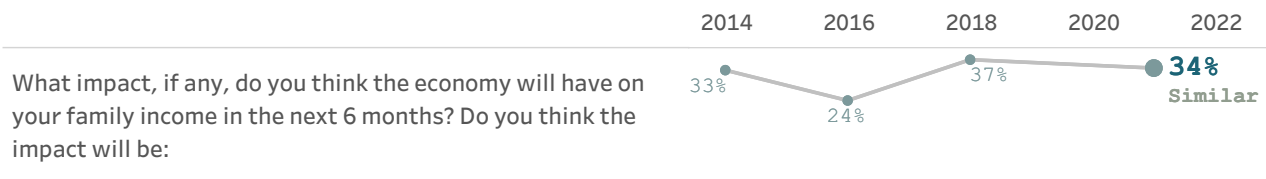




Please rate the quality of each of the following services in Schaumburg.
 (% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
 (% very or somewhat positive)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

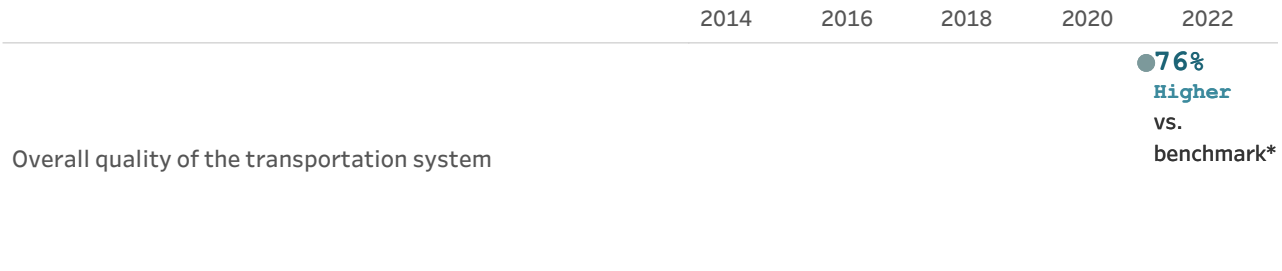
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

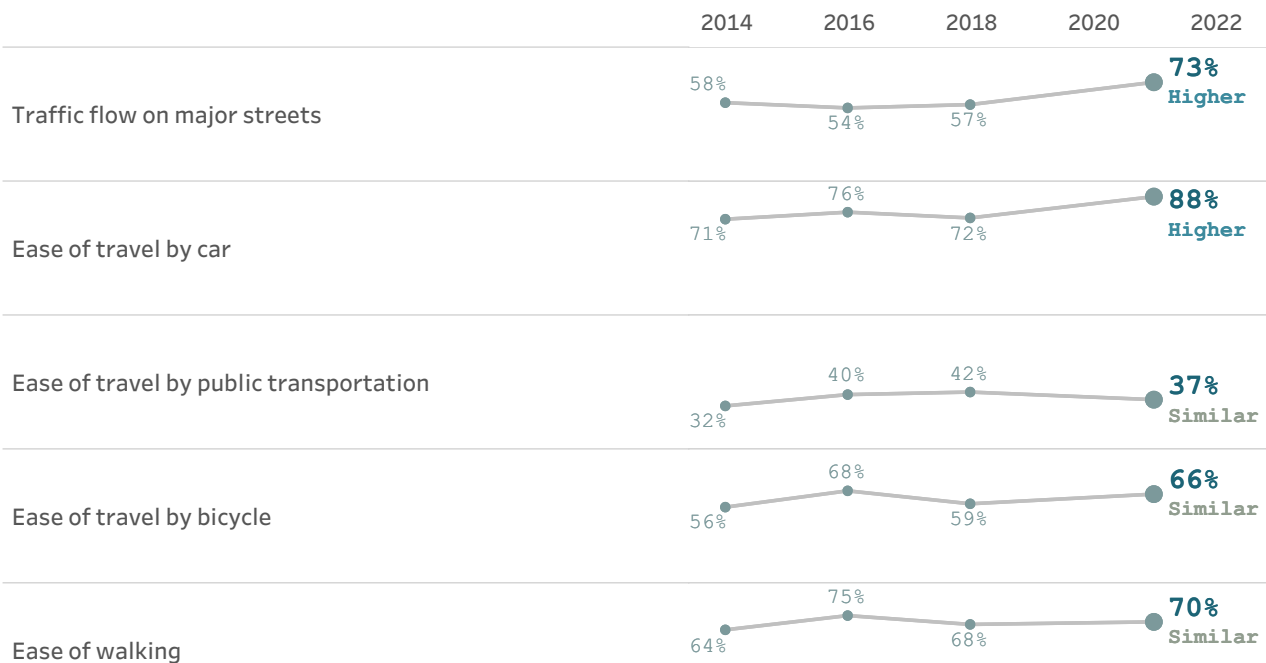
Overall quality of the transportation system in Schaumburg, 2021



Please rate each of the following characteristics as they relate to Schaumburg as a whole.
(% excellent or good)

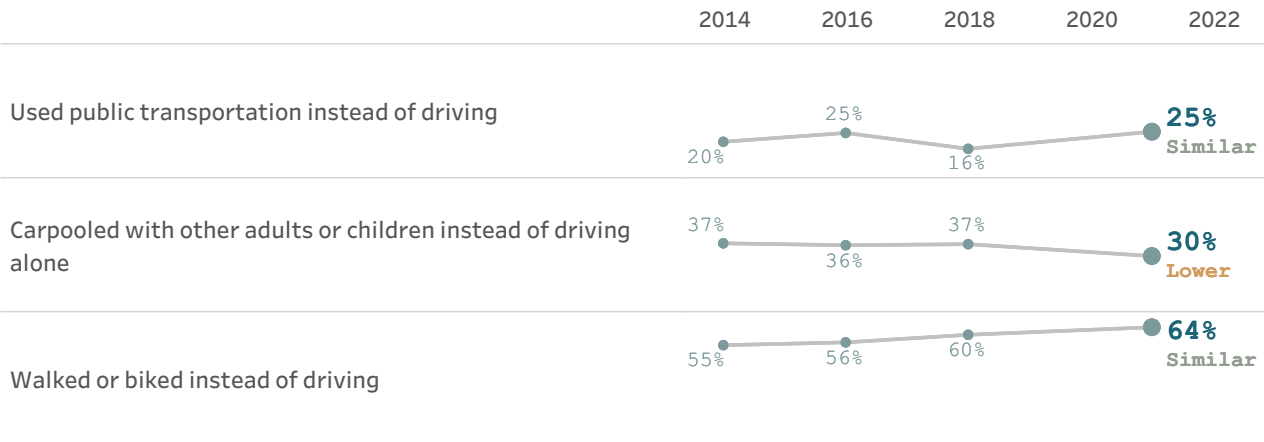


Please also rate each of the following in the Schaumburg community.
(% excellent or good)



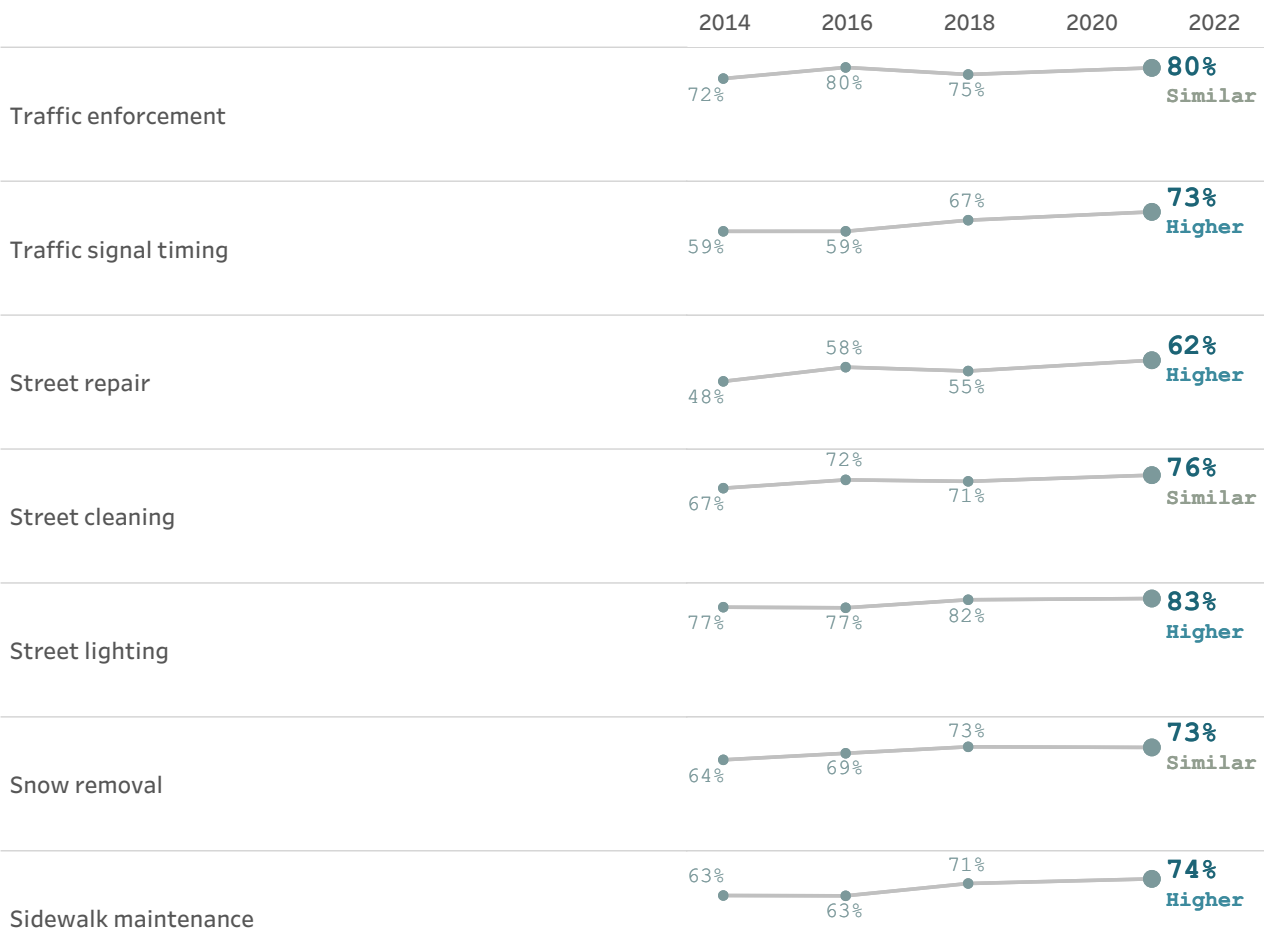
Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)

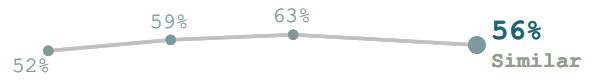


Please rate the quality of each of the following services in Schaumburg.

(% excellent or good)



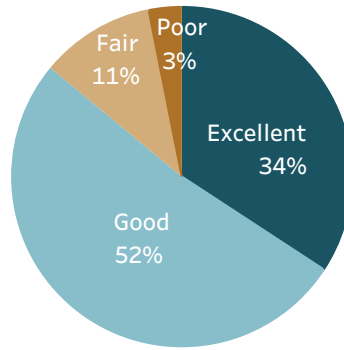
Bus or transit services



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

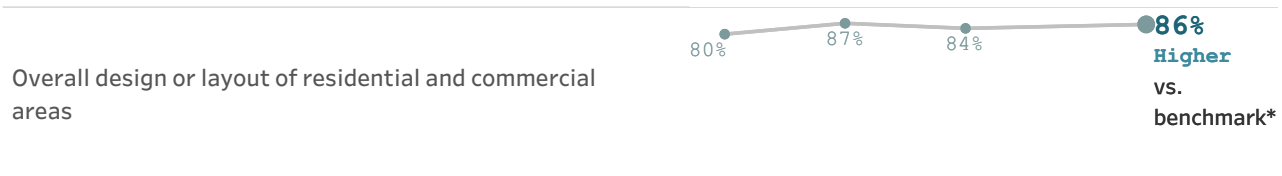
Overall design or layout of Schaumburg's residential and commercial areas, 2021



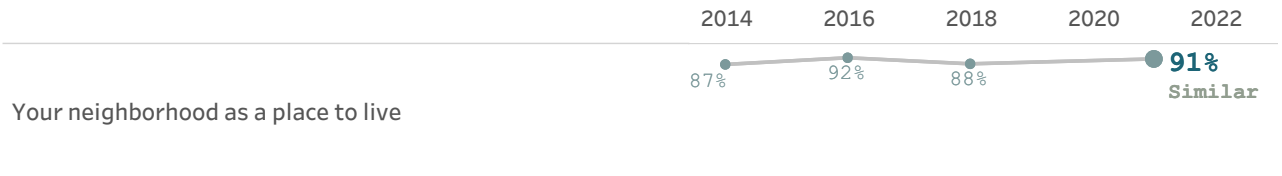
Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

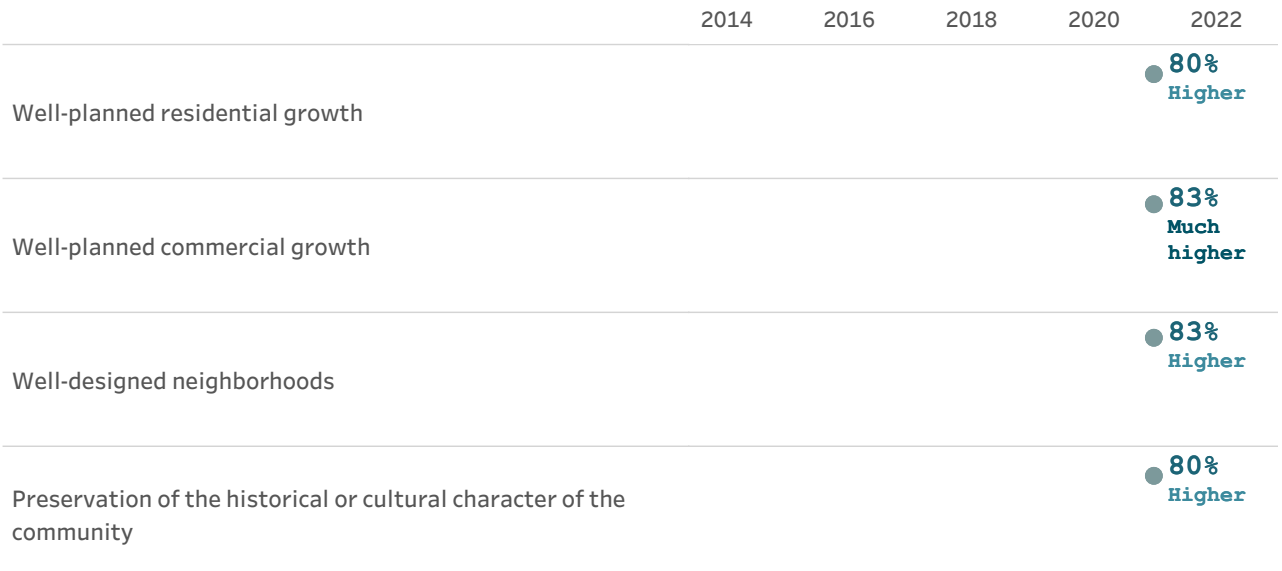
Please rate each of the following characteristics as they relate to Schaumburg as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Schaumburg.
(% excellent or good)

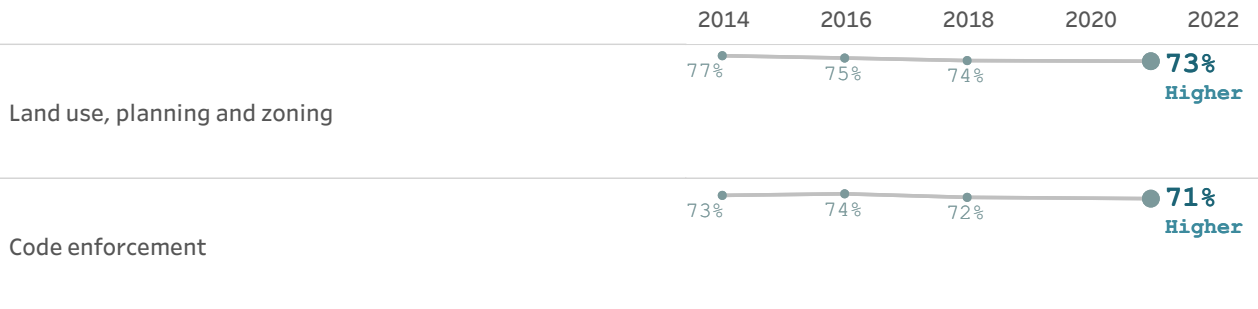


Please also rate each of the following in the Schaumburg community.
(% excellent or good)



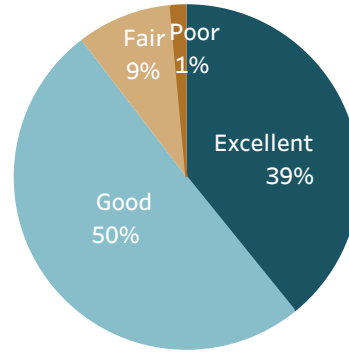


**Please rate the quality of each of the following services in Schaumburg.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the utility infrastructure in Schaumburg, 2021



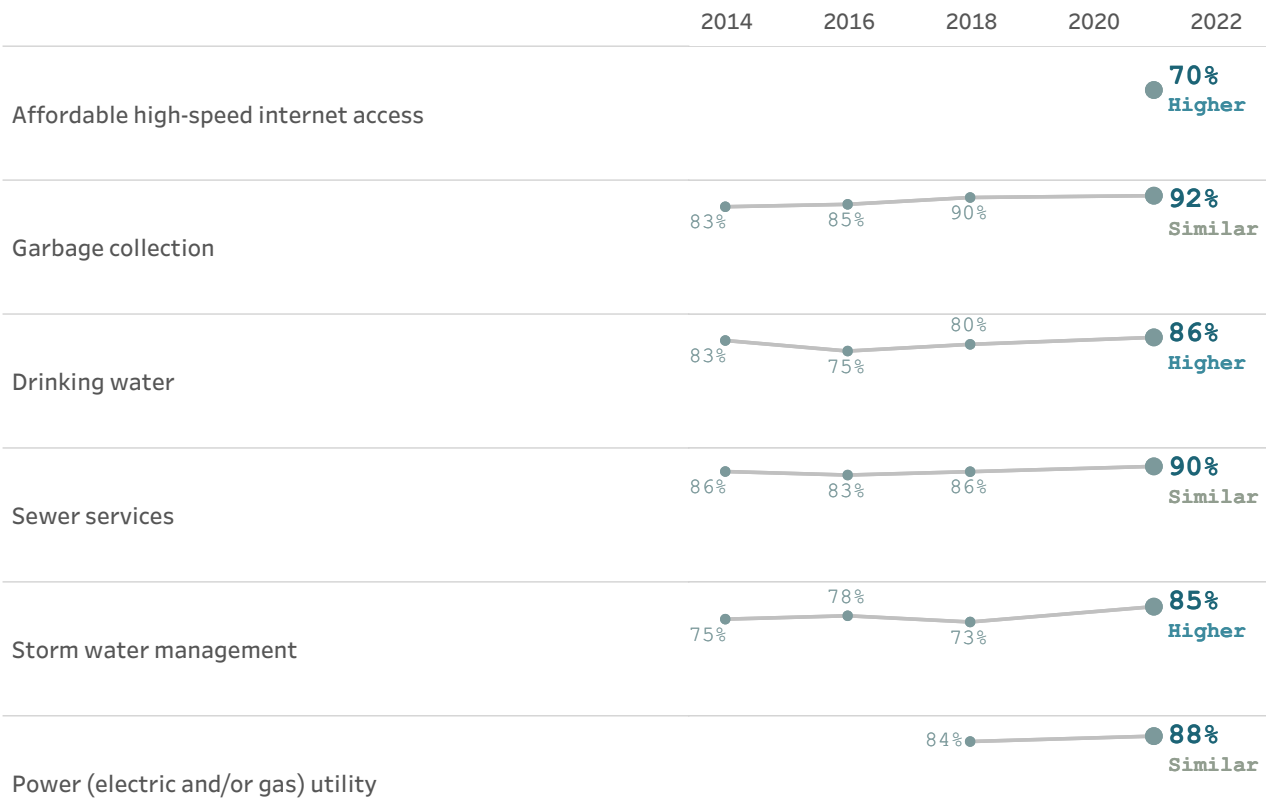
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

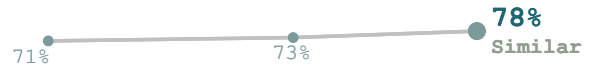
Please rate each of the following characteristics as they relate to Schaumburg as a whole. (% excellent or good)



Please rate the quality of each of the following services in Schaumburg. (% excellent or good)



Utility billing

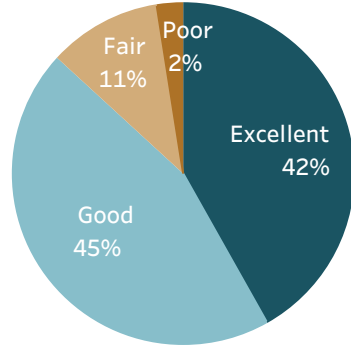


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

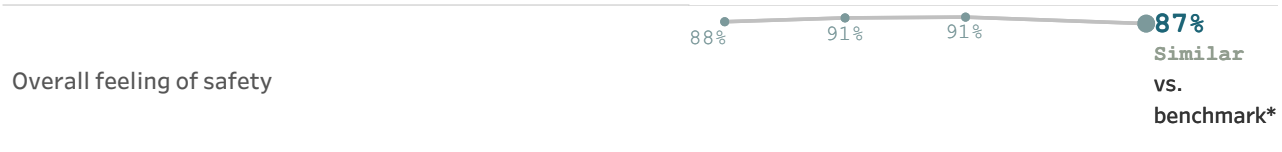
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

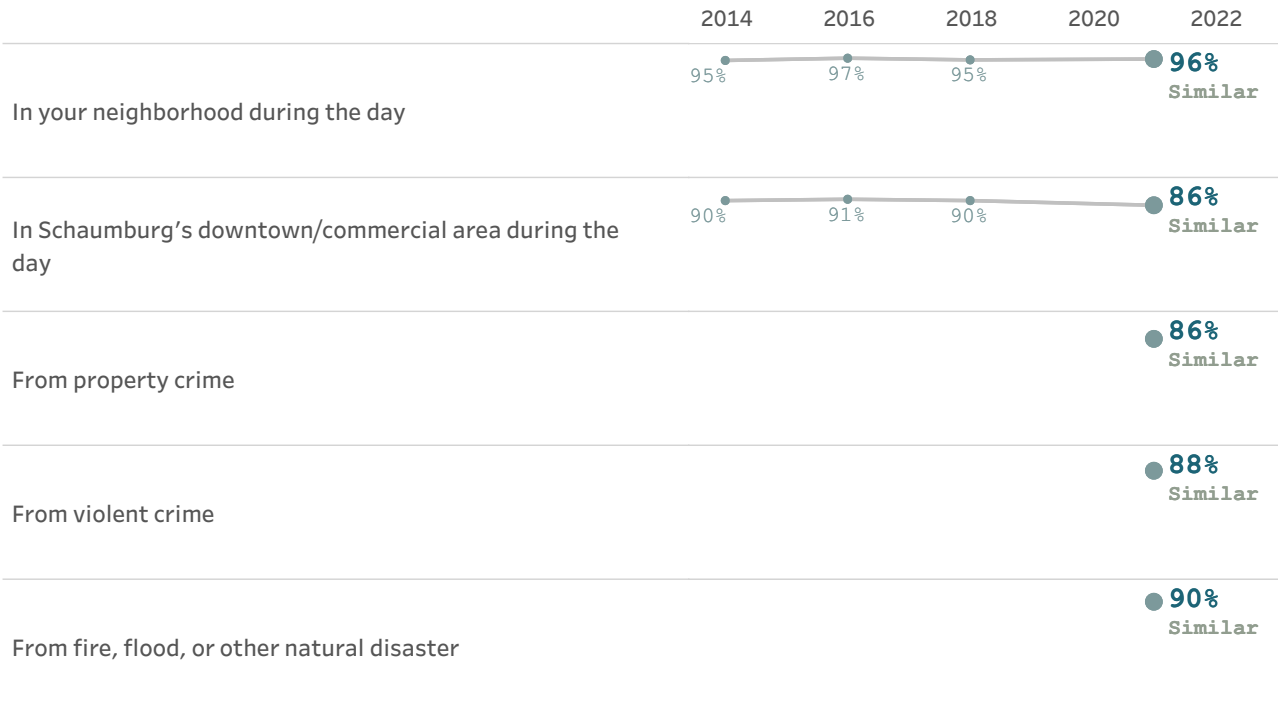
Overall feeling of safety in Schaumburg, 2021



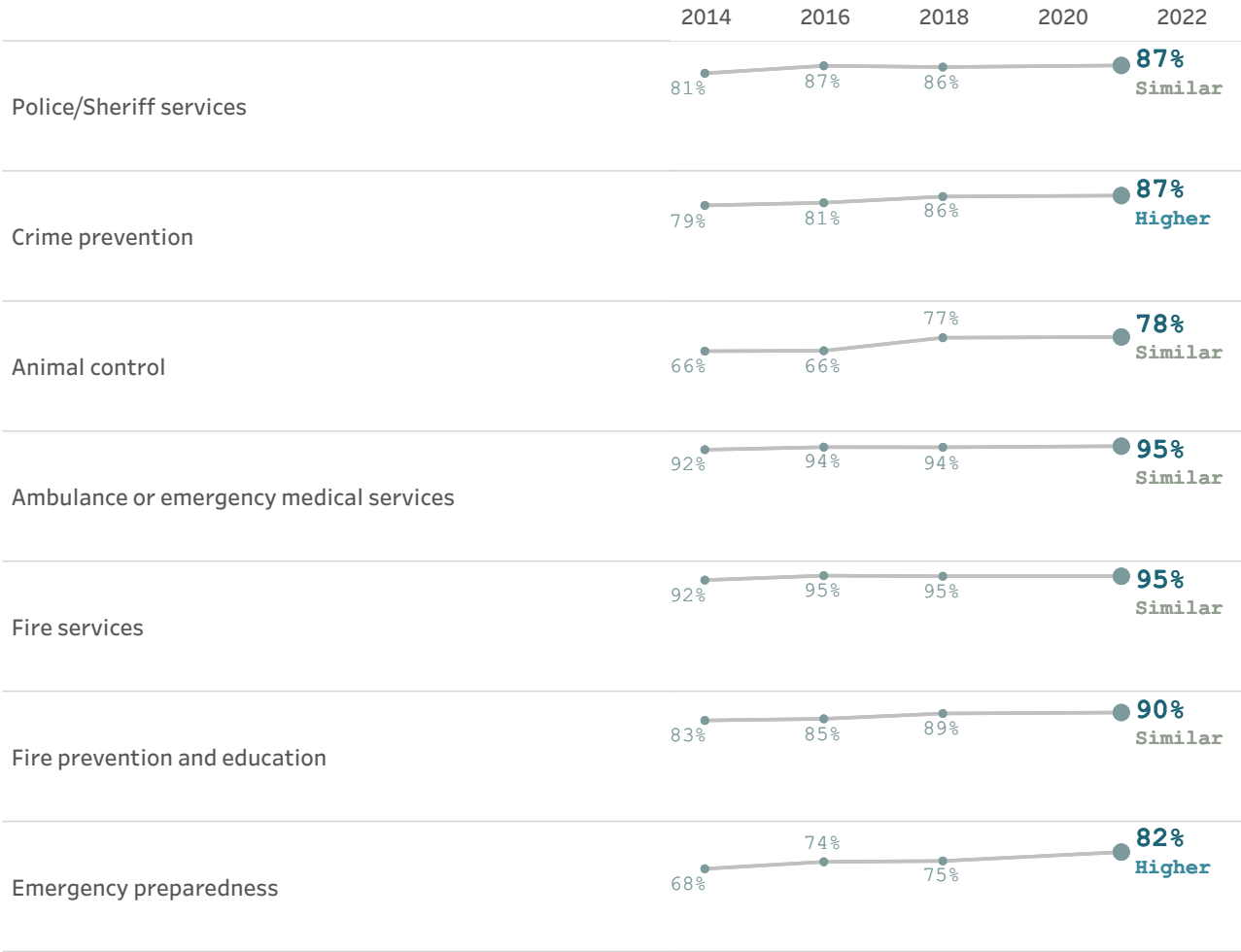
Please rate each of the following characteristics as they relate to Schaumburg as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)

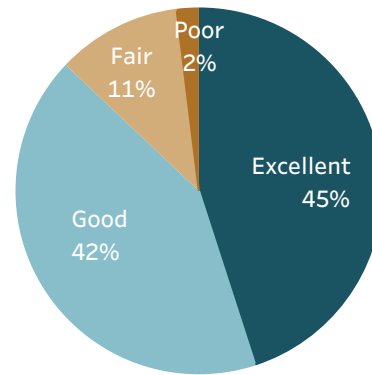


Please rate the quality of each of the following services in Schaumburg.
 (% excellent or good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

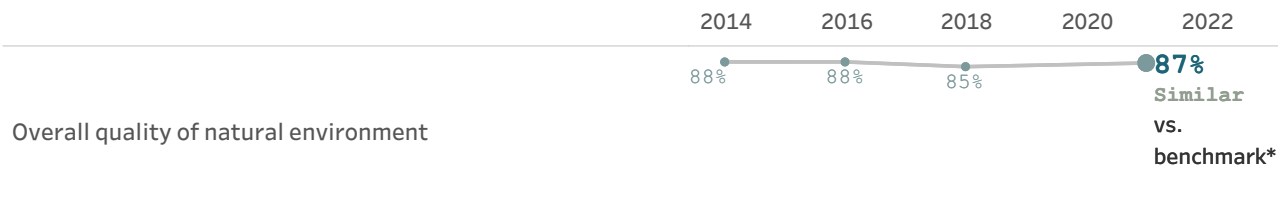
Overall quality of natural environment in Schaumburg, 2021



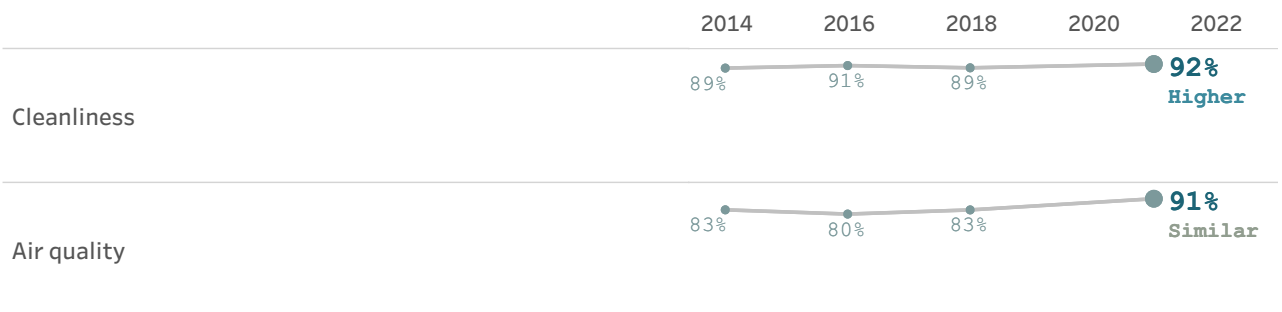
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

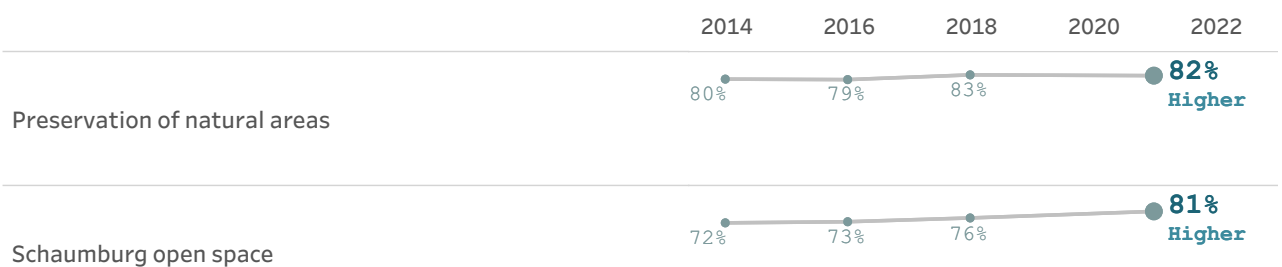
Please rate each of the following characteristics as they relate to Schaumburg as a whole.
(% excellent or good)

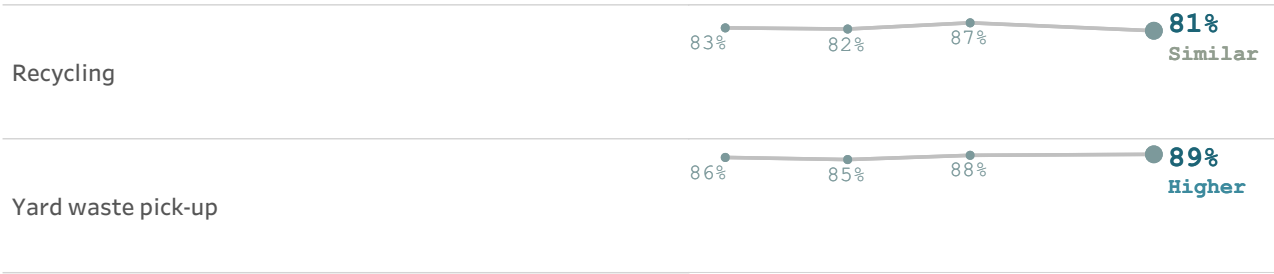


Please also rate each of the following in the Schaumburg community.
(% excellent or good)



Please rate the quality of each of the following services in Schaumburg.
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

Parks and recreation

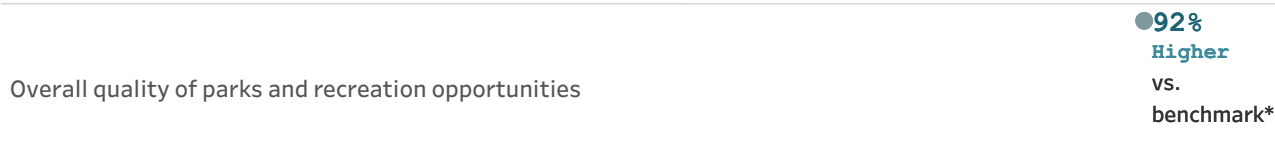
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



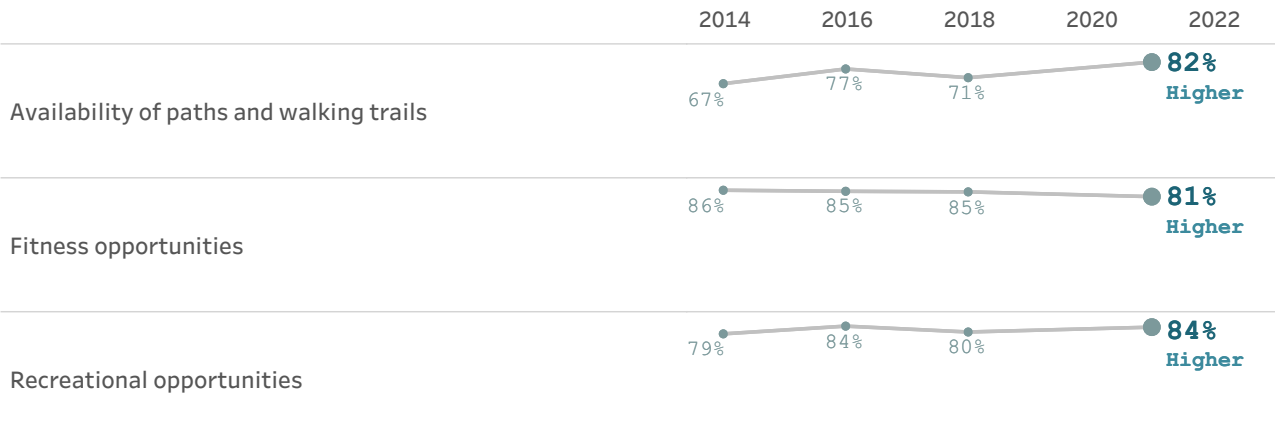
Please rate each of the following characteristics as they relate to Schaumburg as a whole.

(% excellent or good)



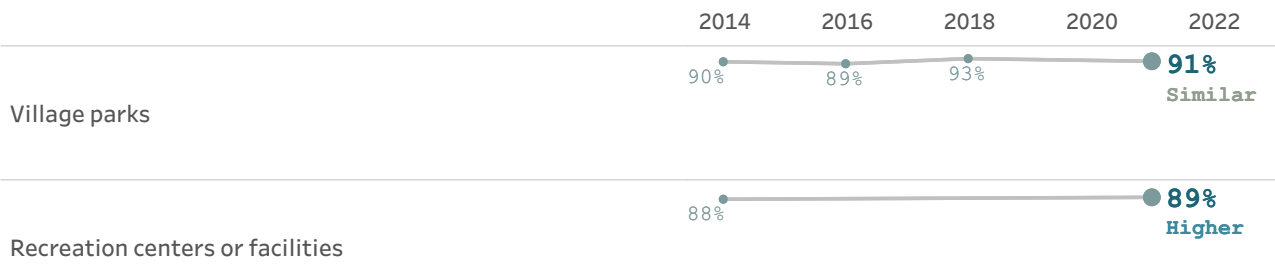
Please also rate each of the following in the Schaumburg community.

(% excellent or good)



Please rate the quality of each of the following services in Schaumburg.

(% excellent or good)



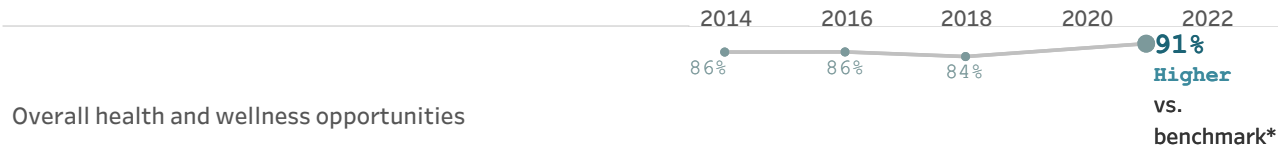
Overall health and wellness opportunities in Schaumburg, 2021



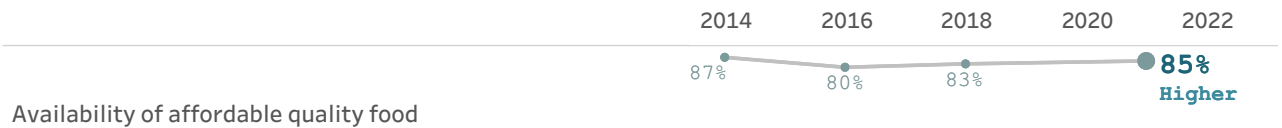
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

Please rate each of the following characteristics as they relate to Schaumburg as a whole.
(% excellent or good)



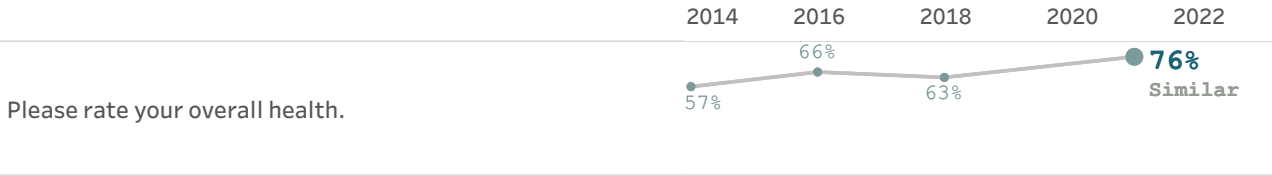
Please also rate each of the following in the Schaumburg community.
(% excellent or good)



Please rate the quality of each of the following services in Schaumburg.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)

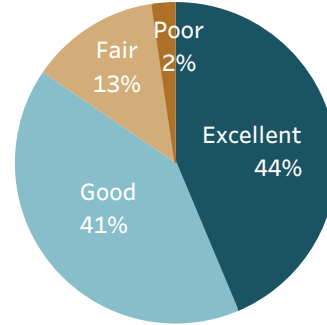


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

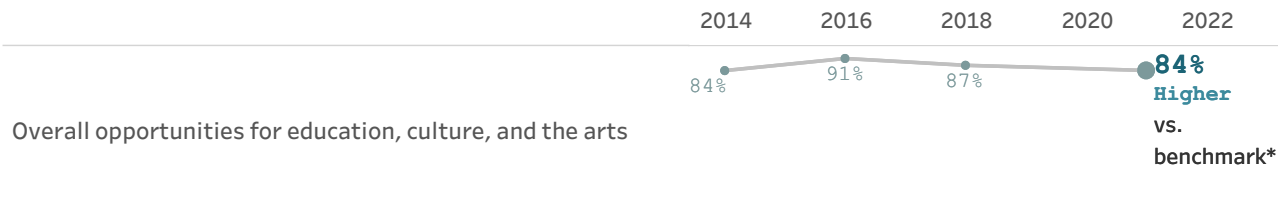
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

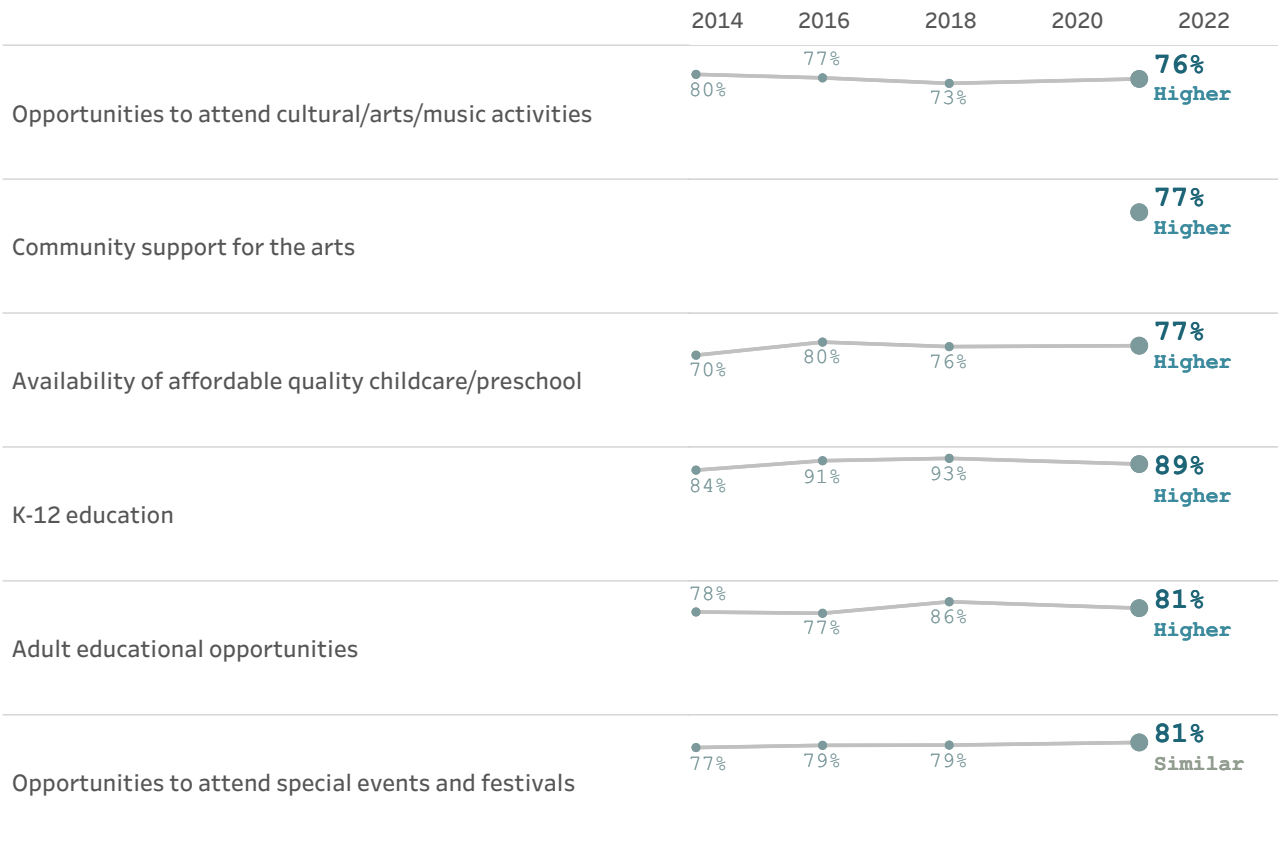
Overall opportunities for education, culture and the arts, 2021



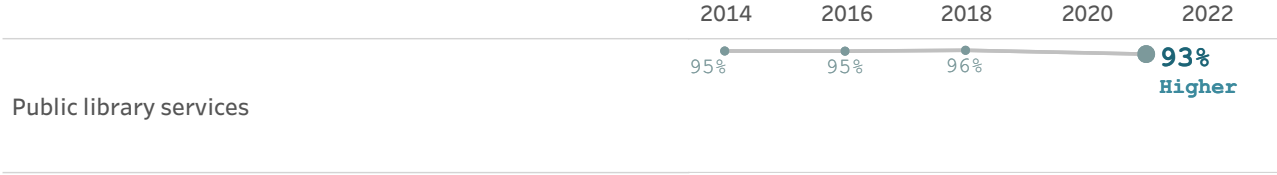
Please rate each of the following characteristics as they relate to Schaumburg as a whole. (% excellent or good)



Please also rate each of the following in the Schaumburg community. (% excellent or good)



Please rate the quality of each of the following services in Schaumburg.
(% excellent or good)

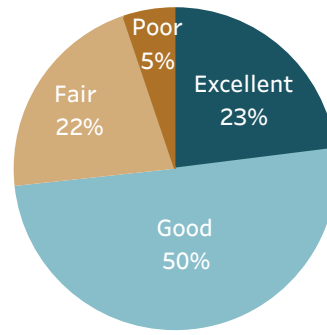


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

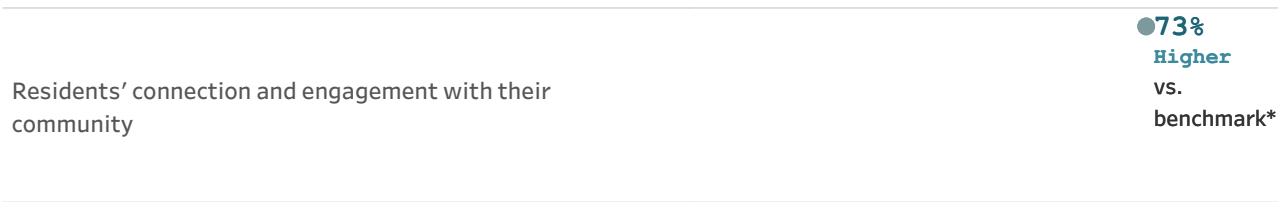
Residents' connection and engagement with their community, 2021

Inclusivity and engagement

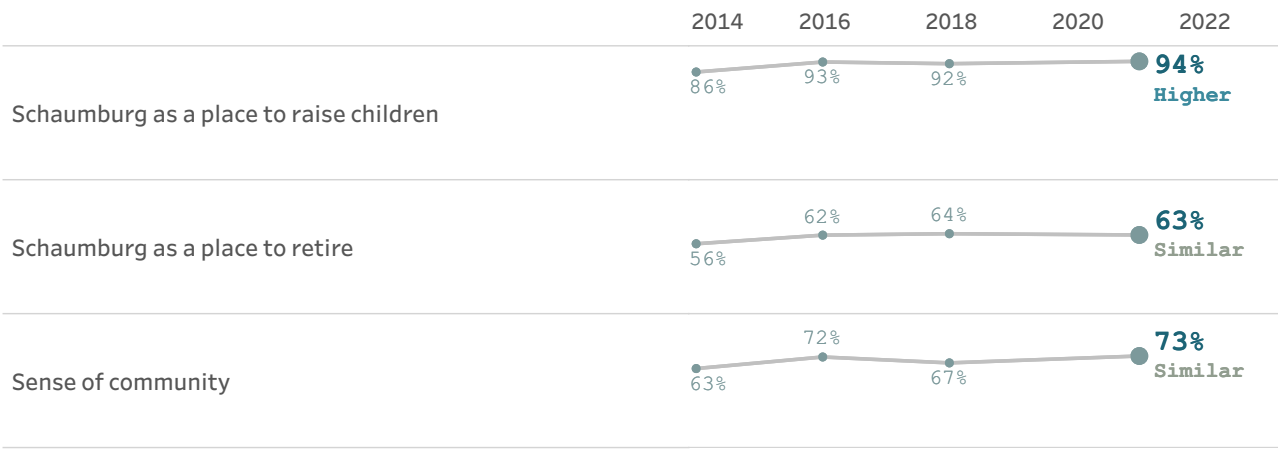
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



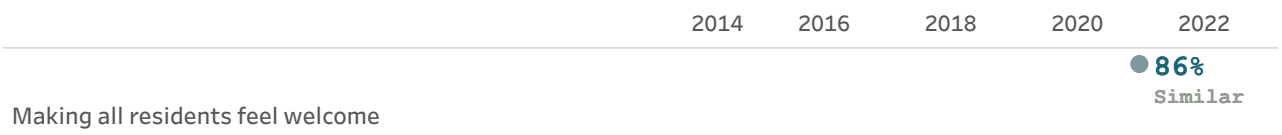
Please rate each of the following characteristics as they relate to Schaumburg as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Schaumburg. (% excellent or good)



Please rate the job you feel the Schaumburg community does at each of the following. (% excellent or good)



● 85%
Higher

Attracting people from diverse backgrounds

● 87%
Higher

Valuing/respecting residents from diverse backgrounds

● 84%
Higher

Taking care of vulnerable residents

Please also rate each of the following in the Schaumburg community.
(% excellent or good)

2014 2016 2018 2020 2022

● 75%
Similar

Sense of civic/community pride

● 70%
Similar

Neighborliness of residents

65% 72% 66%

● 79%
Higher

Opportunities to participate in social events and activities

66% 76% 72%

● 76%
Similar

Opportunities to volunteer

74% 77% 77%

● 72%
Similar

Opportunities to participate in community matters

69% 71% 70%

● 81%
Higher

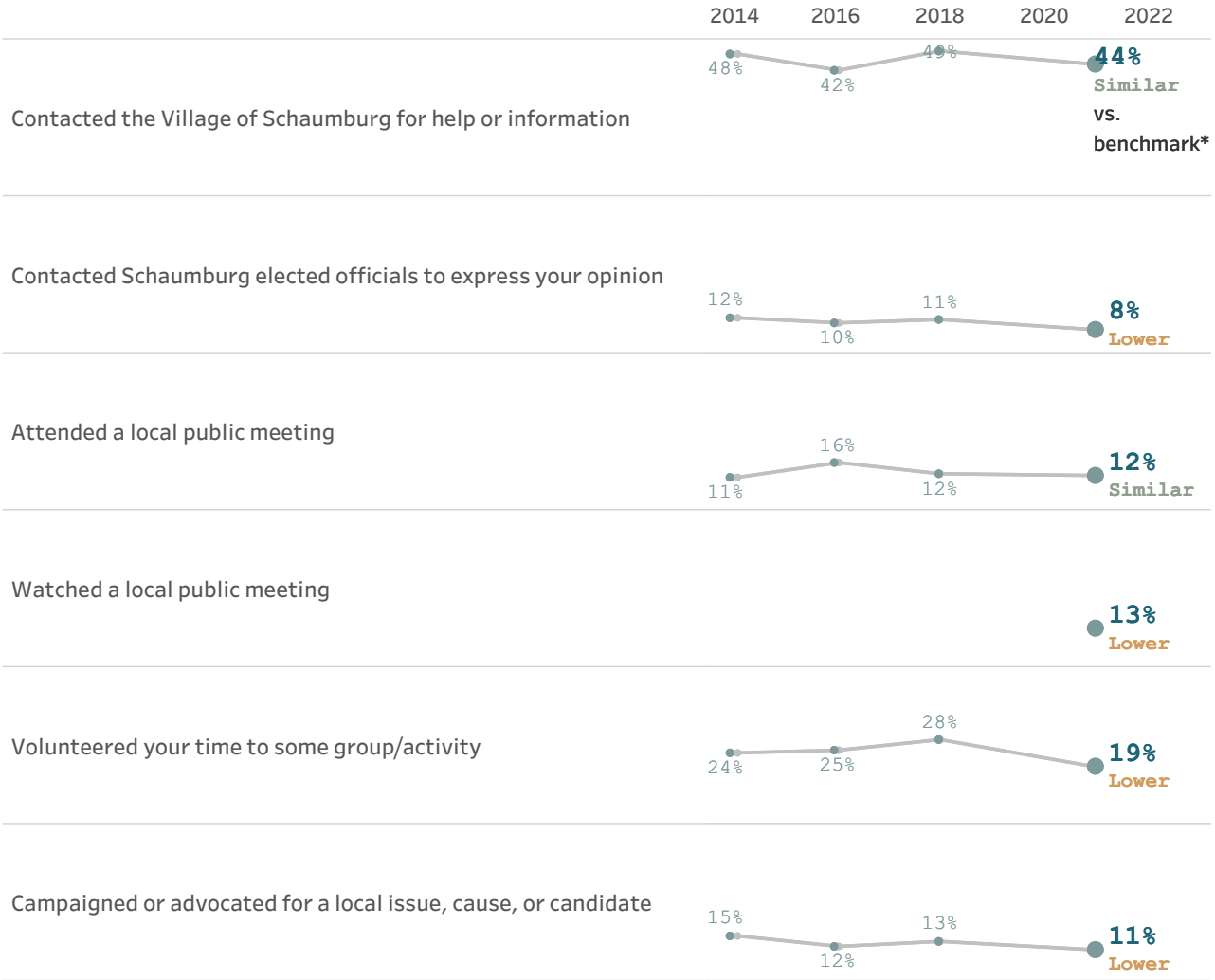
Openness and acceptance of the community toward people of diverse backgrounds

76% 77% 75%

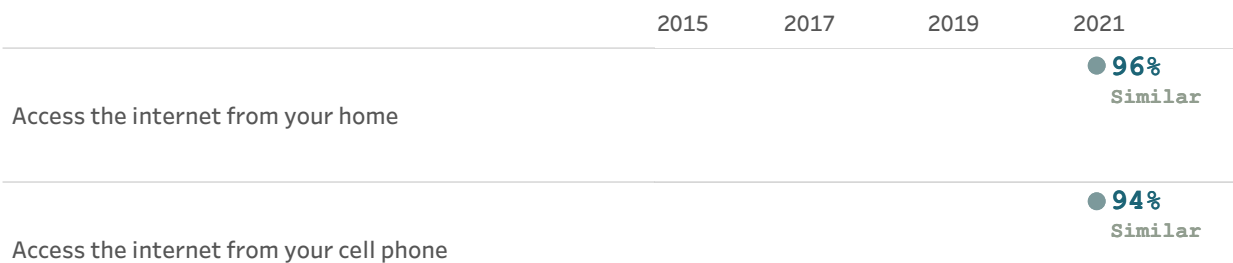
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)

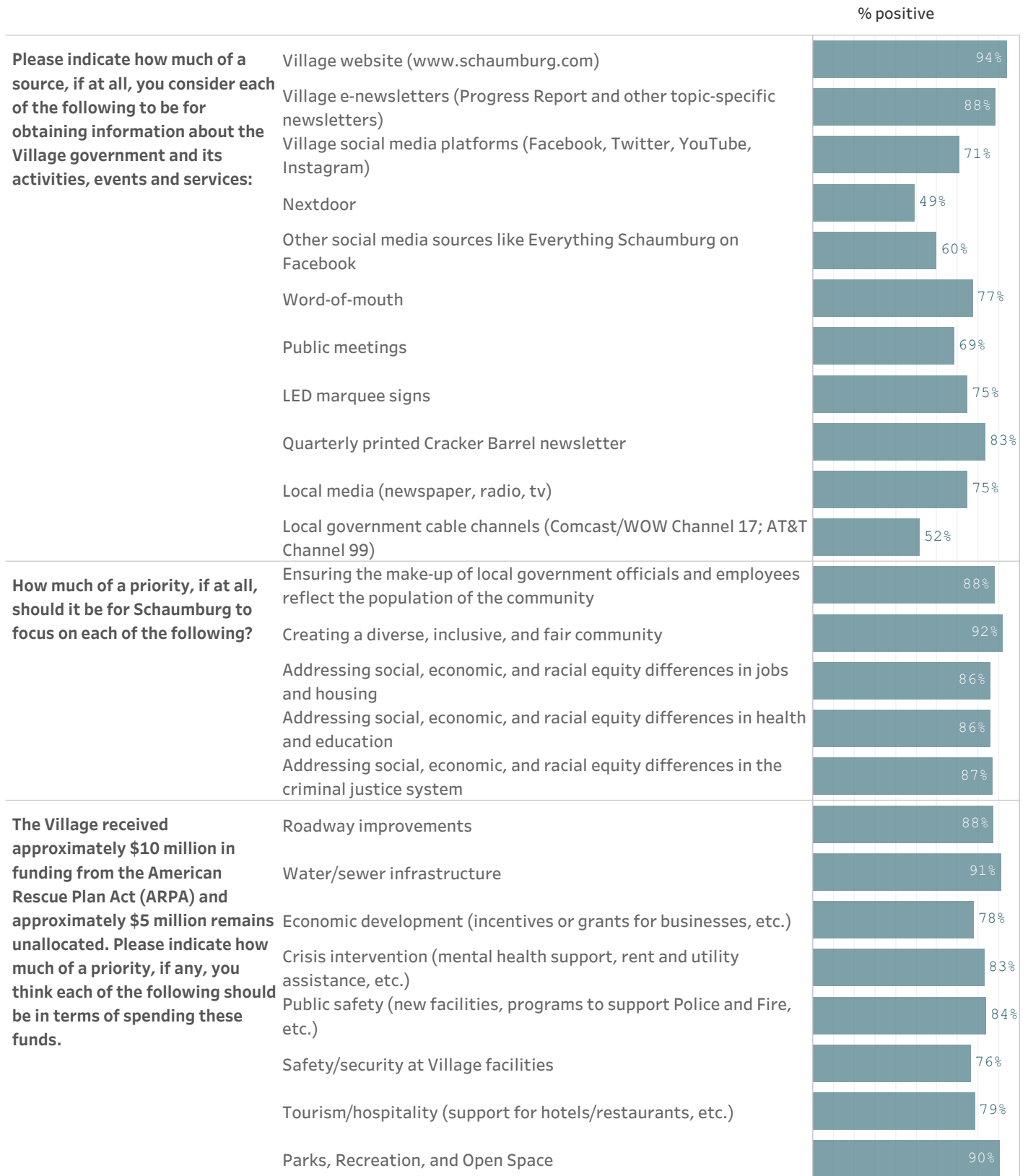


Visit social media sites	● 79% Similar
Use or check email	● 97% Similar
Share your opinions online	● 28% Similar
Shop online	● 52% Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Major/minor source, High/moderate priority) is shown.



Open-ended questions

Schaumburg included one open-ended question on their survey. The verbatim responses were categorized by topic area and those topics are reported below with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment.

If you could change one thing in the Village of Schaumburg, what would it be?

Quality and speed of new housing and commercial development	20%
Nothing/Don't know	15%
Infrastructure (road and sidewalk improvements, public transportation, etc.)	14%
Taxes & affordability	12%
Other	11%
Other Village services (e.g. safety, economic development, code enforcement)	10%
Community Improvements (to the overall appearance of the Village, parks, schools, activities, and events)	8%
Village boundaries/leadership	4%
Traffic patterns	4%
Diversity and equity	2%

National benchmark tables

This table contains the comparisons of Schaumburg’s results to those from other communities. The first column shows the comparison of Schaumburg’s rating to the benchmark. Schaumburg’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Schaumburg residents is statistically similar to or different than the benchmark. The second column is Schaumburg’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Schaumburg’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Schaumburg’s result -- that is what percent of surveyed communities had a lower rating than Schaumburg.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Schaumburg.	Schaumburg as a place to live	Higher	95%	55	371	85
	Your neighborhood as a place to live	Similar	91%	99	312	68
	Schaumburg as a place to raise children	Higher	94%	57	371	84
	Schaumburg as a place to work	Much higher	89%	6	356	98
	Schaumburg as a place to visit	Similar	81%	73	302	76
	Schaumburg as a place to retire	Similar	63%	188	358	47
	The overall quality of life	Higher	93%	58	408	85
	Sense of community	Similar	73%	75	312	76
Please rate each of the following characteristics as they relate to Schaumburg as a whole.	Overall economic health	Higher	91%	30	286	89
	Overall quality of the transportation system	Higher	76%	12	104	89
	Overall design or layout of residential and commercial areas	Higher	86%	5	281	98
	Overall quality of the utility infrastructure	Higher	90%	5	102	96
	Overall feeling of safety	Similar	87%	127	355	64
	Overall quality of natural environment	Similar	87%	57	291	80
	Overall quality of parks and recreation opportunities	Higher	92%	8	103	93
	Overall health and wellness opportunities	Higher	91%	22	282	92
	Overall opportunities for education, culture, and the arts	Higher	84%	25	282	91
	Residents’ connection and engagement with their community	Higher	73%	11	104	90
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Schaumburg to someone who asks	Similar	94%	49	297	83
	Remain in Schaumburg for the next five years	Similar	85%	139	291	52
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	155	339	54
	In Schaumburg’s downtown/commercial area during the day	Similar	86%	219	320	31

Please rate how safe or unsafe you feel:	From property crime	Similar	86%	33	113	71
	From violent crime	Similar	88%	49	113	56
	From fire, flood, or other natural disaster	Similar	90%	31	102	70
Please rate the job you feel the Schaumburg community does at each of the following.	Making all residents feel welcome	Similar	86%	11	107	90
	Attracting people from diverse backgrounds	Higher	85%	3	106	98
	Valuing/respecting residents from diverse backgrounds	Higher	87%	2	105	99
	Taking care of vulnerable residents	Higher	84%	1	104	100
Please rate each of the following in the Schaumburg community.	Overall quality of business and service establishments	Higher	88%	7	288	97
	Variety of business and service establishments	Much higher	88%	2	103	99
	Vibrancy of downtown/commercial area	Much higher	84%	14	270	95
	Employment opportunities	Much higher	85%	1	314	100
	Shopping opportunities	Much higher	93%	1	302	100
	Cost of living	Similar	54%	61	283	78
	Overall image or reputation	Higher	91%	49	349	86
Please also rate each of the following in the Schaumburg community.	Traffic flow on major streets	Higher	73%	26	327	92
	Ease of travel by car	Higher	88%	29	314	91
	Ease of travel by public transportation	Similar	37%	123	261	53
	Ease of travel by bicycle	Similar	66%	90	315	71
	Ease of walking	Similar	70%	121	315	61
	Well-planned residential growth	Higher	80%	2	105	99
	Well-planned commercial growth	Much higher	83%	1	105	100
	Well-designed neighborhoods	Higher	83%	7	104	94
	Preservation of the historical or cultural character of the communi..	Higher	80%	12	100	89
	Public places where people want to spend time	Higher	81%	42	277	85
	Variety of housing options	Higher	70%	28	293	90
	Availability of affordable quality housing	Similar	46%	86	310	72
	Overall quality of new development	Higher	78%	8	302	97
	Overall appearance	Higher	91%	31	342	91
	Cleanliness	Higher	92%	29	315	91
Air quality	Similar	91%	49	271	82	
Availability of paths and walking trails	Higher	82%	72	312	77	

Please also rate each of the following in the Schaumburg community.	Fitness opportunities	Higher	81%	37	273	86
	Recreational opportunities	Higher	84%	46	301	85
	Availability of affordable quality food	Higher	85%	2	268	99
	Availability of affordable quality health care	Higher	82%	33	282	88
	Availability of preventive health services	Higher	84%	24	265	91
	Availability of affordable quality mental health care	Higher	68%	11	261	96
	Opportunities to attend cultural/arts/music activities	Higher	76%	46	300	85
	Community support for the arts	Higher	77%	17	103	84
	Availability of affordable quality childcare/preschool	Higher	77%	6	278	98
	K-12 education	Higher	89%	30	278	89
	Adult educational opportunities	Higher	81%	14	268	95
	Sense of civic/community pride	Similar	75%	24	103	77
	Neighborliness of residents	Similar	70%	61	277	78
	Opportunities to participate in social events and activities	Higher	79%	34	282	88
	Opportunities to attend special events and festivals	Similar	81%	50	289	83
	Opportunities to volunteer	Similar	76%	83	281	70
Opportunities to participate in community matters	Similar	72%	64	285	77	
Openness and acceptance of the community toward people of diverse...	Higher	81%	14	308	95	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Schaumburg for help or information	Similar	44%	184	337	45
	Contacted Schaumburg elected officials to express your opinion	Lower	8%	276	277	0
	Attended a local public meeting	Similar	12%	263	278	5
	Watched a local public meeting	Lower	13%	227	256	11
	Volunteered your time to some group/activity	Lower	19%	261	283	8
	Campaigned or advocated for a local issue, cause, or candidate	Lower	11%	257	266	3
	Used public transportation instead of driving	Similar	25%	72	247	71
	Carpooled with other adults or children instead of driving alone	Lower	30%	261	272	4
	Walked or biked instead of driving	Similar	64%	84	276	69
Please rate the quality of each of the following services in Schaumburg.	Public information services	Similar	82%	39	292	86
	Economic development	Higher	87%	6	292	98
	Traffic enforcement	Similar	80%	40	353	88
	Traffic signal timing	Higher	73%	9	281	97

Please rate the quality of each of the following services in Schaumburg.

Street repair	Higher	62%	68	341	80
Street cleaning	Similar	76%	72	303	76
Street lighting	Higher	83%	11	334	97
Snow removal	Similar	73%	91	263	65
Sidewalk maintenance	Higher	74%	42	305	86
Bus or transit services	Similar	56%	100	256	61
Land use, planning and zoning	Higher	73%	8	303	97
Code enforcement	Higher	71%	13	356	96
Affordable high-speed internet access	Higher	70%	4	101	97
Garbage collection	Similar	92%	54	333	84
Drinking water	Higher	86%	37	302	88
Sewer services	Similar	90%	41	305	86
Storm water management	Higher	85%	26	328	92
Power (electric and/or gas) utility	Similar	88%	13	221	94
Utility billing	Similar	78%	56	259	78
Police/Sheriff services	Similar	87%	112	398	72
Crime prevention	Higher	87%	66	353	81
Animal control	Similar	78%	50	319	84
Ambulance or emergency medical services	Similar	95%	82	321	74
Fire services	Similar	95%	103	348	70
Fire prevention and education	Similar	90%	41	292	86
Emergency preparedness	Higher	82%	12	292	96
Preservation of natural areas	Higher	82%	25	274	91
Schaumburg open space	Higher	81%	35	263	87
Recycling	Similar	81%	148	338	56
Yard waste pick-up	Higher	89%	22	279	92
Village parks	Similar	91%	47	313	85
Recreation centers or facilities	Higher	89%	12	285	96
Health services	Higher	88%	17	253	93
Public library services	Higher	93%	14	316	95
Overall customer service by Schaumburg employees	Similar	88%	46	367	87

Please rate the following categories of Schaumburg government performance.	The value of services for the taxes paid to Schaumburg	Similar	70%	47	373	87
	The overall direction that Schaumburg is taking	Higher	82%	9	323	97
	The job Schaumburg government does at welcoming resident invol..	Higher	70%	24	325	92
	Overall confidence in Schaumburg government	Higher	80%	5	285	98
	Generally acting in the best interest of the community	Higher	79%	8	289	97
	Being honest	Higher	79%	17	280	94
	Being open and transparent to the public	Higher	76%	8	105	93
	Informing residents about issues facing the community	Higher	68%	12	111	90
	Treating all residents fairly	Higher	77%	25	286	91
	Treating residents with respect	Similar	83%	13	103	88
Overall, how would you rate the quality of the services provided by each ..	The Village of Schaumburg	Higher	89%	25	377	93
	The Federal Government	Similar	51%	25	269	91
Please rate how important, if at all, you think it is for the Schaumburg community to focus on each of the following in the coming two years.	Overall economic health	Similar	94%	31	264	88
	Overall quality of the transportation system	Higher	83%	15	102	86
	Overall design or layout of residential and commercial areas	Similar	77%	121	264	54
	Overall quality of the utility infrastructure	Similar	93%	17	101	84
	Overall feeling of safety	Similar	92%	69	264	74
	Overall quality of natural environment	Similar	88%	58	264	78
	Overall quality of parks and recreation opportunities	Similar	86%	11	102	90
	Overall health and wellness opportunities	Higher	86%	16	264	94
	Overall opportunities for education, culture, and the arts	Similar	81%	62	264	76
	Residents' connection and engagement with their community	Similar	73%	160	264	39
In general, how many times do you:	Access the internet from your home	Similar	96%	45	102	56
	Access the internet from your cell phone	Similar	94%	36	102	65
	Visit social media sites	Similar	79%	54	101	47
	Use or check email	Similar	97%	50	102	51
	Share your opinions online	Similar	28%	76	102	26
	Shop online	Similar	52%	67	102	35
	Please rate your overall health.	Similar	76%	11	270	96
	What impact, if any, do you think the economy will have on your fa..	Similar	34%	84	273	69

Custom benchmark tables

This table contains the comparisons of Schaumburg’s results to those from other communities hand-selected by Village staff for having characteristics similar to Schaumburg. The first column shows the comparison of Schaumburg’s rating to the benchmark. Schaumburg’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Schaumburg residents is statistically similar to or different than the benchmark. The second column is Schaumburg’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Schaumburg’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Schaumburg’s result -- that is what percent of surveyed communities had a lower rating than Schaumburg.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Schaumburg.	Schaumburg as a place to live	Similar	95%	6	38	86
	Your neighborhood as a place to live	Similar	91%	16	32	53
	Schaumburg as a place to raise children	Similar	94%	8	38	81
	Schaumburg as a place to work	Higher	89%	1	37	100
	Schaumburg as a place to visit	Higher	81%	3	31	93
	Schaumburg as a place to retire	Similar	63%	17	37	56
	The overall quality of life	Similar	93%	7	39	84
	Sense of community	Similar	73%	9	32	75
Please rate each of the following characteristics as they relate to Schaumburg as a whole.	Overall economic health	Higher	91%	6	30	83
	Overall quality of the transportation system	Similar	76%	2	12	91
	Overall design or layout of residential and commercial areas	Higher	86%	1	30	100
	Overall quality of the utility infrastructure	Similar	90%	2	11	90
	Overall feeling of safety	Similar	87%	21	36	44
	Overall quality of natural environment	Similar	87%	7	30	80
	Overall quality of parks and recreation opportunities	Similar	92%	3	11	81
	Overall health and wellness opportunities	Similar	91%	4	30	90
	Overall opportunities for education, culture, and the arts	Similar	84%	4	31	90
	Residents’ connection and engagement with their community	Similar	73%	2	11	90
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Schaumburg to someone who asks	Similar	94%	8	34	79
	Remain in Schaumburg for the next five years	Similar	85%	19	32	43
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	25	35	31
	In Schaumburg’s downtown/commercial area during the day	Similar	86%	29	33	15
	From property crime	Similar	86%	7	11	45

Please rate how safe or unsafe you feel:	From violent crime	Similar	88%	7	11	45
	From fire, flood, or other natural disaster	Similar	90%	7	11	45
Please rate the job you feel the Schaumburg community does at each of the following.	Making all residents feel welcome	Similar	86%	3	11	81
	Attracting people from diverse backgrounds	Higher	85%	1	11	100
	Valuing/respecting residents from diverse backgrounds	Similar	87%	1	11	100
	Taking care of vulnerable residents	Similar	84%	1	11	100
Please rate each of the following in the Schaumburg community.	Overall quality of business and service establishments	Higher	88%	2	31	96
	Variety of business and service establishments	Higher	88%	1	11	100
	Vibrancy of downtown/commercial area	Higher	84%	1	27	100
	Employment opportunities	Much higher	85%	1	32	100
	Shopping opportunities	Much higher	93%	1	31	100
	Cost of living	Similar	54%	10	30	70
	Overall image or reputation	Similar	91%	6	37	86
Please also rate each of the following in the Schaumburg community.	Traffic flow on major streets	Higher	73%	6	34	85
	Ease of travel by car	Higher	88%	6	33	84
	Ease of travel by public transportation	Similar	37%	14	26	50
	Ease of travel by bicycle	Similar	66%	16	34	55
	Ease of walking	Similar	70%	21	34	41
	Well-planned residential growth	Similar	80%	1	12	100
	Well-planned commercial growth	Higher	83%	1	12	100
	Well-designed neighborhoods	Similar	83%	1	11	100
	Preservation of the historical or cultural character of the communi..	Similar	80%	2	10	90
	Public places where people want to spend time	Similar	81%	6	30	83
	Variety of housing options	Similar	70%	13	31	61
	Availability of affordable quality housing	Similar	46%	24	33	30
	Overall quality of new development	Higher	78%	2	29	96
	Overall appearance	Similar	91%	4	34	91
	Cleanliness	Similar	92%	3	35	94
	Air quality	Similar	91%	6	28	82
	Availability of paths and walking trails	Similar	82%	14	33	60
	Fitness opportunities	Similar	81%	6	28	82

Please also rate each of the following in the Schaumburg community.	Recreational opportunities	Similar	84%	7	30	80
	Availability of affordable quality food	Similar	85%	1	27	100
	Availability of affordable quality health care	Similar	82%	11	30	66
	Availability of preventive health services	Similar	84%	6	28	82
	Availability of affordable quality mental health care	Similar	68%	3	26	92
	Opportunities to attend cultural/arts/music activities	Higher	76%	6	32	84
	Community support for the arts	Higher	77%	2	11	90
	Availability of affordable quality childcare/preschool	Similar	77%	1	29	100
	K-12 education	Similar	89%	6	27	81
	Adult educational opportunities	Higher	81%	2	26	96
	Sense of civic/community pride	Similar	75%	5	11	63
	Neighborliness of residents	Similar	70%	10	30	70
	Opportunities to participate in social events and activities	Similar	79%	5	28	85
	Opportunities to attend special events and festivals	Similar	81%	9	27	70
	Opportunities to volunteer	Similar	76%	10	29	68
	Opportunities to participate in community matters	Similar	72%	8	28	75
Openness and acceptance of the community toward people of diverse backgrounds	Similar	81%	3	34	94	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Schaumburg for help or information	Similar	44%	21	32	37
	Contacted Schaumburg elected officials to express your opinion	Similar	8%	27	27	3
	Attended a local public meeting	Similar	12%	26	29	13
	Watched a local public meeting	Similar	13%	22	26	19
	Volunteered your time to some group/activity	Similar	19%	27	30	13
	Campaigned or advocated for a local issue, cause, or candidate	Similar	11%	25	26	7
	Used public transportation instead of driving	Similar	25%	5	27	85
	Carpooled with other adults or children instead of driving alone	Similar	30%	27	28	7
	Walked or biked instead of driving	Similar	64%	8	29	75
Please rate the quality of each of the following services in Schaumburg.	Public information services	Similar	82%	8	28	75
	Economic development	Higher	87%	2	29	96
	Traffic enforcement	Similar	80%	9	36	77
	Traffic signal timing	Higher	73%	3	31	93
	Street repair	Similar	62%	13	35	65



























Please rate the quality of each of the following services in Schaumburg.	Street cleaning	Similar	76%	15	33	57
	Street lighting	Similar	83%	3	35	94
	Snow removal	Similar	73%	17	34	52
	Sidewalk maintenance	Similar	74%	9	31	74
	Bus or transit services	Similar	56%	12	25	56
	Land use, planning and zoning	Similar	73%	4	30	90
	Code enforcement	Similar	71%	3	36	94
	Affordable high-speed internet access	Similar	70%	2	11	90
	Garbage collection	Similar	92%	10	33	72
	Drinking water	Similar	86%	7	32	81
	Sewer services	Similar	90%	7	30	80
	Storm water management	Similar	85%	5	34	88
	Power (electric and/or gas) utility	Similar	88%	4	23	86
	Utility billing	Similar	78%	10	28	67
	Police/Sheriff services	Similar	87%	21	36	44
	Crime prevention	Similar	87%	11	37	72
	Animal control	Similar	78%	12	33	66
	Ambulance or emergency medical services	Similar	95%	15	33	57
	Fire services	Similar	95%	19	35	48
	Fire prevention and education	Similar	90%	12	30	63
	Emergency preparedness	Similar	82%	5	29	86
	Preservation of natural areas	Similar	82%	9	27	70
	Schaumburg open space	Similar	81%	6	24	79
	Recycling	Similar	81%	27	34	23
	Yard waste pick-up	Similar	89%	4	30	90
	Village parks	Similar	91%	9	29	72
	Recreation centers or facilities	Higher	89%	3	27	92
	Health services	Similar	88%	3	25	92
	Public library services	Similar	93%	3	28	92
	Overall customer service by Schaumburg employees	Similar	88%	8	39	82
Please rate the following categories of Schaumburg	The value of services for the taxes paid to Schaumburg	Similar	70%	9	37	78

























Please rate the following categories of Schaumburg government performance.	The overall direction that Schaumburg is taking	Similar	82%	2	32	96
	The job Schaumburg government does at welcoming resident invol..	Similar	70%	5	31	87
	Overall confidence in Schaumburg government	Higher	80%	2	29	96
	Generally acting in the best interest of the community	Similar	79%	2	29	96
	Being honest	Similar	79%	4	29	89
	Being open and transparent to the public	Similar	76%	2	11	90
	Informing residents about issues facing the community	Similar	68%	3	11	81
	Treating all residents fairly	Similar	77%	6	29	82
	Treating residents with respect	Similar	83%	3	11	81
Overall, how would you rate the quality of the services provided by each ..	The Village of Schaumburg	Similar	89%	7	37	83
	The Federal Government	Similar	51%	4	27	88
Please rate how important, if at all, you think it is for the Schaumburg community to focus on each of the following in the coming two years.	Overall economic health	Similar	94%	6	27	81
	Overall quality of the transportation system	Similar	83%	1	11	100
	Overall design or layout of residential and commercial areas	Similar	77%	11	27	62
	Overall quality of the utility infrastructure	Similar	93%	2	11	90
	Overall feeling of safety	Similar	92%	13	27	55
	Overall quality of natural environment	Similar	88%	4	27	88
	Overall quality of parks and recreation opportunities	Similar	86%	3	11	81
	Overall health and wellness opportunities	Similar	86%	1	27	100
	Overall opportunities for education, culture, and the arts	Similar	81%	6	27	81
Residents' connection and engagement with their community	Similar	73%	17	27	40	
In general, how many times do you:	Access the internet from your home	Similar	96%	7	11	45
	Access the internet from your cell phone	Similar	94%	4	11	72
	Visit social media sites	Similar	79%	5	11	63
	Use or check email	Similar	97%	4	11	72
	Share your opinions online	Similar	28%	8	11	36
	Shop online	Similar	52%	9	11	27
	Please rate your overall health.	Similar	76%	1	27	100
	What impact, if any, do you think the economy will have on your fa..	Similar	34%	8	28	75
































Complete set of frequencies

























This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Schaumburg.	Question	Response	Frequency	
			Bar	Percentage
Schaumburg as a place to live	Schaumburg as a place to live	Excellent		57%
		Good		39%
		Fair		4%
		Poor		0%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent		48%
		Good		44%
		Fair		5%
		Poor		4%
Schaumburg as a place to raise children	Schaumburg as a place to raise children	Excellent		55%
		Good		38%
		Fair		5%
		Poor		2%
Schaumburg as a place to work	Schaumburg as a place to work	Excellent		50%
		Good		40%
		Fair		7%
		Poor		4%
Schaumburg as a place to visit	Schaumburg as a place to visit	Excellent		35%
		Good		46%
		Fair		13%
		Poor		6%
Schaumburg as a place to retire	Schaumburg as a place to retire	Excellent		30%
		Good		33%
		Fair		27%
		Poor		10%
The overall quality of life	The overall quality of life	Excellent		46%
		Good		47%
		Fair		6%
		Poor		1%

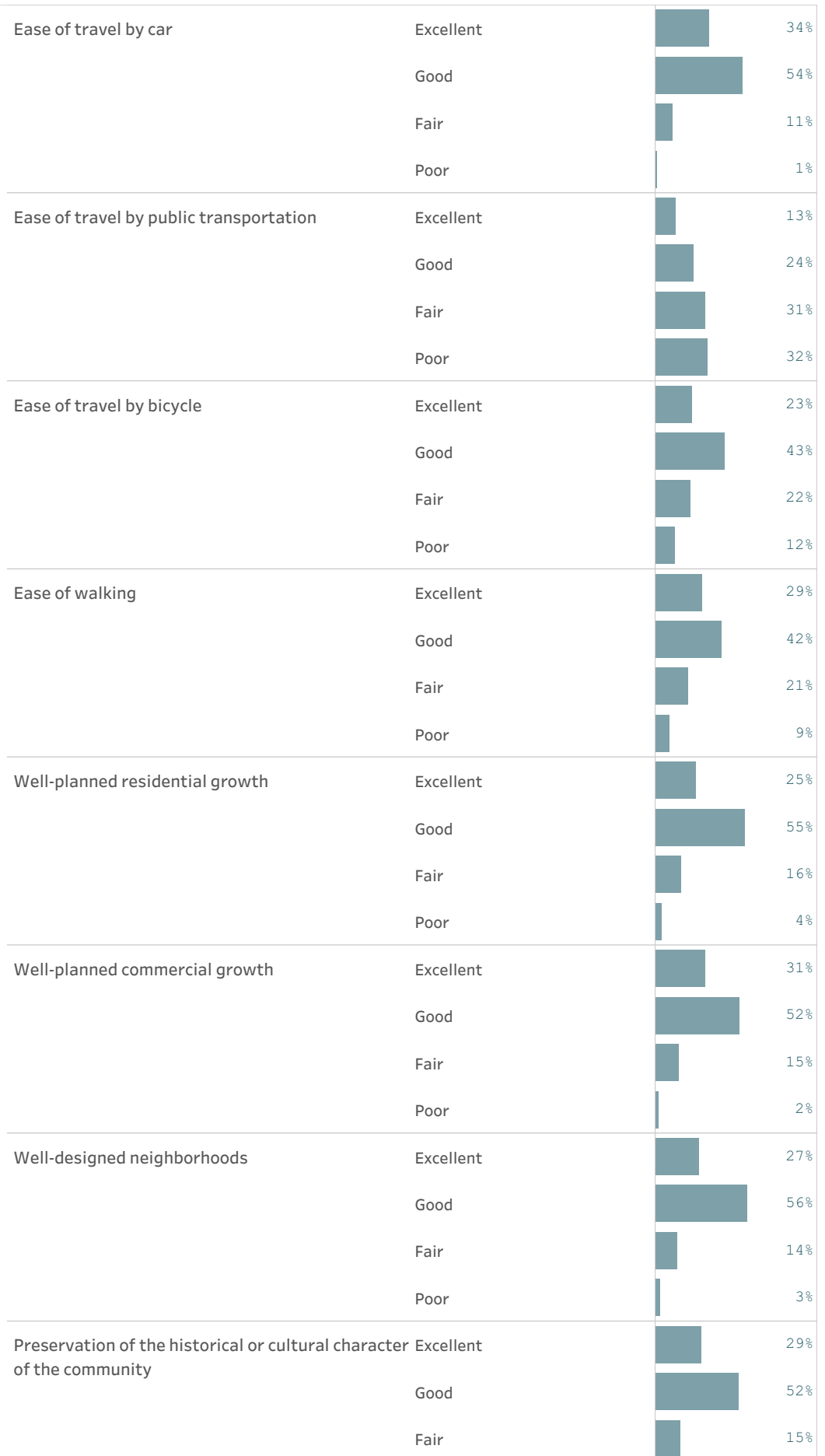
Please rate each of the following aspects of quality of life in Schaumburg.	Sense of community	Excellent		27%
		Good		45%
		Fair		20%
		Poor		8%
Please rate each of the following characteristics as they relate to Schaumburg as a whole.	Overall economic health	Excellent		33%
		Good		58%
		Fair		9%
		Poor		1%
Overall quality of the transportation system	Excellent		26%	
	Good		50%	
	Fair		16%	
	Poor		8%	
Overall design or layout of residential and commercial areas	Excellent		34%	
	Good		52%	
	Fair		11%	
	Poor		3%	
Overall quality of the utility infrastructure	Excellent		39%	
	Good		50%	
	Fair		9%	
	Poor		1%	
Overall feeling of safety	Excellent		42%	
	Good		45%	
	Fair		11%	
	Poor		2%	
Overall quality of natural environment	Excellent		45%	
	Good		42%	
	Fair		11%	
	Poor		2%	
Overall quality of parks and recreation opportunities	Excellent		54%	
	Good		38%	
	Fair		8%	
































Please rate each of the following characteristics as they relate to Schaumburg as a whole.	Overall quality of parks and recreation opportunities	Poor		1%
	Overall health and wellness opportunities	Excellent		39%
		Good		52%
		Fair		9%
	Overall opportunities for education, culture, and the arts	Excellent		44%
		Good		41%
		Fair		13%
		Poor		2%
	Residents' connection and engagement with their community	Excellent		23%
		Good		50%
		Fair		22%
		Poor		5%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Schaumburg to someone who asks	Very likely	
Somewhat likely				33%
Somewhat unlikely				4%
Very unlikely				2%
Remain in Schaumburg for the next five years		Very likely		58%
		Somewhat likely		27%
		Somewhat unlikely		8%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		76%
		Somewhat safe		21%
		Neither safe nor unsafe		1%
		Somewhat unsafe		1%
		Very unsafe		1%
	In Schaumburg's downtown/commercial area during the day	Very safe		46%
		Somewhat safe		41%
		Neither safe nor unsafe		10%
		Somewhat unsafe		4%
		Very unsafe		0%
From property crime	Very safe		40%	

Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		46%
		Neither safe nor unsafe		8%
		Somewhat unsafe		3%
		Very unsafe		2%
	From violent crime	Very safe		58%
		Somewhat safe		30%
		Neither safe nor unsafe		7%
		Somewhat unsafe		3%
		Very unsafe		1%
	From fire, flood, or other natural disaster	Very safe		55%
		Somewhat safe		35%
		Neither safe nor unsafe		6%
Somewhat unsafe			2%	
Very unsafe			1%	
Please rate the job you feel the Schaumburg community does at each of the following.	Making all residents feel welcome	Excellent		28%
		Good		59%
		Fair		10%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		36%
		Good		49%
		Fair		10%
		Poor		5%
	Valuing/respecting residents from diverse backgrounds	Excellent		36%
		Good		51%
		Fair		7%
		Poor		6%
	Taking care of vulnerable residents	Excellent		33%
		Good		51%
		Fair		13%
		Poor		3%
Please rate each of the following in the Schaumburg community:	Overall quality of business and service establishments	Excellent		40%
































Please rate each of the following in the Schaumburg community.	Overall quality of business and service establishments	Good		48%
		Fair		11%
		Poor		0%
Variety of business and service establishments	Excellent		48%	
	Good		40%	
	Fair		11%	
	Poor		1%	
Vibrancy of downtown/commercial area	Excellent		37%	
	Good		47%	
	Fair		14%	
	Poor		2%	
Employment opportunities	Excellent		35%	
	Good		50%	
	Fair		12%	
	Poor		3%	
Shopping opportunities	Excellent		66%	
	Good		26%	
	Fair		7%	
	Poor		0%	
Cost of living	Excellent		12%	
	Good		42%	
	Fair		37%	
	Poor		9%	
Overall image or reputation	Excellent		41%	
	Good		50%	
	Fair		8%	
	Poor		2%	
Please also rate each of the following in the Schaumburg community.	Traffic flow on major streets	Excellent		15%
		Good		58%
		Fair		25%
		Poor		2%

Please also rate each of the following in the Schaumburg community.


































Please also rate each of the following in the Schaumburg community.			
Preservation of the historical or cultural character of the community	Poor		4%
	Excellent		30%
	Good		51%
	Fair		15%
Public places where people want to spend time	Poor		4%
	Excellent		24%
	Good		46%
	Fair		25%
Variety of housing options	Poor		5%
	Excellent		13%
	Good		33%
	Fair		37%
Availability of affordable quality housing	Poor		17%
	Excellent		28%
	Good		49%
	Fair		18%
Overall quality of new development	Poor		4%
	Excellent		44%
	Good		47%
	Fair		9%
Overall appearance	Poor		0%
	Excellent		50%
	Good		42%
	Fair		6%
Cleanliness	Poor		2%
	Excellent		40%
	Good		51%
	Fair		8%
Air quality	Poor		1%
	Excellent		41%
	Good		41%
	Fair		






























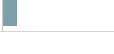

Please also rate each of the following in the Schaumburg community.			
Availability of paths and walking trails	Fair		13%
	Poor		5%
Fitness opportunities	Excellent		42%
	Good		39%
	Fair		17%
	Poor		2%
Recreational opportunities	Excellent		37%
	Good		47%
	Fair		14%
	Poor		2%
Availability of affordable quality food	Excellent		41%
	Good		44%
	Fair		14%
	Poor		2%
Availability of affordable quality health care	Excellent		27%
	Good		54%
	Fair		13%
	Poor		6%
Availability of preventive health services	Excellent		31%
	Good		53%
	Fair		12%
	Poor		4%
Availability of affordable quality mental health care	Excellent		25%
	Good		43%
	Fair		23%
	Poor		9%
Opportunities to attend cultural/arts/music activities	Excellent		28%
	Good		48%
	Fair		20%
	Poor		3%
Community support for the arts	Excellent		27%

Please also rate each of the following in the Schaumburg community.				
Community support for the arts	Good		50%	
	Fair		20%	
	Poor		3%	
Availability of affordable quality childcare/preschool	Excellent		30%	
	Good		47%	
	Fair		15%	
	Poor		7%	
K-12 education	Excellent		53%	
	Good		36%	
	Fair		8%	
	Poor		3%	
Adult educational opportunities	Excellent		30%	
	Good		51%	
	Fair		15%	
	Poor		4%	
Sense of civic/community pride	Excellent		23%	
	Good		52%	
	Fair		19%	
	Poor		5%	
Neighborliness of residents	Excellent		25%	
	Good		46%	
	Fair		25%	
	Poor		4%	
Opportunities to participate in social events and activities	Excellent		26%	
	Good		53%	
	Fair		17%	
	Poor		4%	
Opportunities to attend special events and festivals	Excellent		28%	
	Good		53%	
	Fair		15%	
	Poor		4%	
































Please also rate each of the following in the Schaumburg community.	Opportunities to volunteer	Excellent		23%
		Good		53%
		Fair		21%
		Poor		3%
	Opportunities to participate in community matters	Excellent		22%
		Good		50%
		Fair		22%
		Poor		6%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		25%
		Good		56%
		Fair		14%
		Poor		4%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Schaumburg for help or information	No		56%
		Yes		44%
	Contacted Schaumburg elected officials to express your opinion	No		92%
		Yes		8%
	Attended a local public meeting	No		88%
		Yes		12%
	Watched a local public meeting	No		87%
		Yes		13%
	Volunteered your time to some group/activity	No		81%
		Yes		19%
	Campaigned or advocated for a local issue, cause, or candidate	No		89%
		Yes		11%
	Used public transportation instead of driving	No		75%
		Yes		25%
	Carpooled with other adults or children instead of driving alone	No		70%
		Yes		30%
	Walked or biked instead of driving	No		36%
		Yes		64%
Please rate the quality of each of the following services in Schaumburg.	Public information services	Excellent		24%
































Please rate the quality of each of the following services in Schaumburg.			
Public information services	Good		59%
	Fair		16%
	Poor		2%
Economic development	Excellent		28%
	Good		59%
	Fair		11%
	Poor		3%
Traffic enforcement	Excellent		22%
	Good		57%
	Fair		15%
	Poor		5%
Traffic signal timing	Excellent		23%
	Good		50%
	Fair		21%
	Poor		6%
Street repair	Excellent		17%
	Good		46%
	Fair		26%
	Poor		11%
Street cleaning	Excellent		26%
	Good		50%
	Fair		18%
	Poor		6%
Street lighting	Excellent		28%
	Good		56%
	Fair		13%
	Poor		4%
Snow removal	Excellent		22%
	Good		50%
	Fair		22%
	Poor		5%
































Please rate the quality of each of the following services in Schaumburg.
































Sidewalk maintenance	Excellent		20%
	Good		54%
	Fair		19%
	Poor		7%
Bus or transit services	Excellent		17%
	Good		39%
	Fair		25%
	Poor		20%
Land use, planning and zoning	Excellent		21%
	Good		53%
	Fair		21%
	Poor		6%
Code enforcement	Excellent		23%
	Good		48%
	Fair		23%
	Poor		6%
Affordable high-speed internet access	Excellent		24%
	Good		47%
	Fair		20%
	Poor		10%
Garbage collection	Excellent		43%
	Good		49%
	Fair		7%
	Poor		1%
Drinking water	Excellent		43%
	Good		43%
	Fair		12%
	Poor		2%
Sewer services	Excellent		37%
	Good		52%
	Fair		7%

Please rate the quality of each of the following services in Schaumburg.			
Sewer services	Poor		3%
	Excellent		32%
Storm water management	Good		53%
	Fair		13%
	Poor		3%
	Excellent		32%
Power (electric and/or gas) utility	Excellent		40%
	Good		48%
	Fair		10%
	Poor		1%
Utility billing	Excellent		28%
	Good		51%
	Fair		17%
	Poor		4%
Police/Sheriff services	Excellent		43%
	Good		44%
	Fair		8%
	Poor		5%
Crime prevention	Excellent		31%
	Good		56%
	Fair		10%
	Poor		3%
Animal control	Excellent		28%
	Good		50%
	Fair		17%
	Poor		5%
Ambulance or emergency medical services	Excellent		49%
	Good		46%
	Fair		5%
Fire services	Excellent		52%
	Good		43%
	Fair		5%

Please rate the quality of each of the following services in Schaumburg.			
Fire services	Poor		0%
	Excellent		37%
	Good		52%
	Fair		9%
Fire prevention and education	Poor		1%
	Excellent		33%
	Good		49%
	Fair		14%
Emergency preparedness	Poor		4%
	Excellent		32%
	Good		50%
	Fair		12%
Preservation of natural areas	Poor		6%
	Excellent		28%
	Good		53%
	Fair		14%
Schaumburg open space	Poor		5%
	Excellent		31%
	Good		50%
	Fair		11%
Recycling	Poor		8%
	Excellent		44%
	Good		45%
	Fair		9%
Yard waste pick-up	Poor		2%
	Excellent		47%
	Good		44%
	Fair		8%
Village parks	Poor		1%
	Excellent		48%
	Good		42%
	Recreation centers or facilities		































Please rate the quality of each of the following services in Schaumburg.	Recreation centers or facilities	Fair		9%
		Poor		2%
	Health services	Excellent		33%
		Good		55%
		Fair		11%
		Poor		2%
	Public library services	Excellent		64%
		Good		29%
Fair			5%	
Poor			2%	
Overall customer service by Schaumburg employees	Excellent		39%	
	Good		49%	
	Fair		8%	
	Poor		4%	
Please rate the following categories of Schaumburg government performance.	The value of services for the taxes paid to Schaumburg	Excellent		18%
		Good		51%
		Fair		22%
		Poor		9%
	The overall direction that Schaumburg is taking	Excellent		23%
		Good		59%
		Fair		14%
		Poor		4%
	The job Schaumburg government does at welcoming resident involvement	Excellent		18%
		Good		52%
		Fair		24%
		Poor		6%
Overall confidence in Schaumburg government	Excellent		22%	
	Good		58%	
	Fair		18%	
	Poor		3%	
Generally acting in the best interest of the community	Excellent		26%	
































Please rate the following categories of Schaumburg government performance.	Generally acting in the best interest of the community	Good		53%
		Fair		19%
		Poor		2%
Being honest	Excellent		20%	
	Good		59%	
	Fair		20%	
	Poor		2%	
Being open and transparent to the public	Excellent		19%	
	Good		57%	
	Fair		21%	
	Poor		3%	
Informing residents about issues facing the community	Excellent		18%	
	Good		50%	
	Fair		27%	
	Poor		5%	
Treating all residents fairly	Excellent		20%	
	Good		57%	
	Fair		19%	
	Poor		5%	
Treating residents with respect	Excellent		23%	
	Good		59%	
	Fair		15%	
	Poor		2%	
Overall, how would you rate the quality of the services provided by each of the following?	The Village of Schaumburg	Excellent		34%
		Good		55%
		Fair		10%
		Poor		1%
	The Federal Government	Excellent		12%
	Good		39%	
	Fair		32%	
	Poor		17%	

Overall, how would you rate the quality of the services provided by each of the following?	Cook County	Excellent		7%
		Good		31%
		Fair		34%
		Poor		28%
	The State of Illinois	Excellent		8%
		Good		33%
		Fair		33%
		Poor		27%
Please rate how important, if at all, you think it is for the Schaumburg community to focus on each of the following in the coming two years.	Overall economic health	Essential		54%
		Very important		40%
		Somewhat important		6%
	Overall quality of the transportation system	Essential		36%
		Very important		47%
		Somewhat important		15%
		Not at all important		2%
	Overall design or layout of residential and commercial areas	Essential		31%
		Very important		46%
		Somewhat important		22%
		Not at all important		1%
	Overall quality of the utility infrastructure	Essential		56%
		Very important		37%
		Somewhat important		6%
		Not at all important		1%
	Overall feeling of safety	Essential		61%
Very important			31%	
Somewhat important			8%	
Overall quality of natural environment	Essential		41%	
	Very important		48%	
	Somewhat important		11%	
	Not at all important		0%	
Overall quality of parks and recreation opportunities	Essential		36%	

Please rate how important, if at all, you think it is for the Schaumburg community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Very important		51%
		Somewhat important		13%
		Not at all important		0%
	Overall health and wellness opportunities	Essential		40%
		Very important		46%
		Somewhat important		13%
		Not at all important		1%
	Overall opportunities for education, culture, and the arts	Essential		39%
		Very important		42%
		Somewhat important		18%
		Not at all important		1%
	Residents' connection and engagement with their community	Essential		27%
Very important			46%	
Somewhat important			24%	
Not at all important			3%	

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village government and its activities, events and services:	Village website (www.schaumburg.com)	Major source		70%
		Minor source		25%
		Not a source		6%
	Village e-newsletters (Progress Report and other topic-specific newsletters)	Major source		51%
		Minor source		37%
		Not a source		12%
	Village social media platforms (Facebook, Twitter, YouTube, Instagram)	Major source		31%
		Minor source		40%
		Not a source		29%
	Nextdoor	Major source		16%
		Minor source		34%
		Not a source		51%
	Other social media sources like Everything Schaumburg on Facebook	Major source		24%
		Minor source		36%
		Not a source		40%
Word-of-mouth	Major source		32%	

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the Village government and its activities, events and services:	Word-of-mouth	Minor source		46%
		Not a source		23%
	Public meetings	Major source		30%
		Minor source		39%
		Not a source		31%
	LED marquee signs	Major source		24%
		Minor source		51%
		Not a source		25%
	Quarterly printed Cracker Barrel newsletter	Major source		49%
		Minor source		34%
		Not a source		17%
	Local media (newspaper, radio, tv)	Major source		36%
		Minor source		39%
		Not a source		25%
	Local government cable channels (Comcast/WOW Channel 17; AT&T Channel 99)	Major source		20%
		Minor source		32%
		Not a source		48%
	How much of a priority, if at all, should it be for Schaumburg to focus on each of the following?	Ensuring the make-up of local government officials and employees reflect the population of the community	High priority	
Moderate priority				33%
Not a priority				12%
Creating a diverse, inclusive, and fair community		High priority		64%
		Moderate priority		28%
		Not a priority		8%
Addressing social, economic, and racial equity differences in jobs and housing		High priority		55%
		Moderate priority		31%
		Not a priority		14%
Addressing social, economic, and racial equity differences in health and education		High priority		56%
		Moderate priority		30%
		Not a priority		14%
Addressing social, economic, and racial equity differences in the criminal justice system		High priority		57%
		Moderate priority		30%

<p>it be for Schaumburg to focus on each of the following?</p> <p>The Village received approximately \$10 million in funding from the American Rescue Plan Act (ARPA) and approximately \$5 million remains unallocated. Please indicate how much of a priority, if any, you think each of the following should be in terms of spending these funds.</p>	Addressing social, economic, and racial equity differences in the criminal justice system	Not a priority		13%
	Roadway improvements	High priority		49%
		Moderate priority		38%
		Not a priority		12%
	Water/sewer infrastructure	High priority		52%
		Moderate priority		39%
		Not a priority		9%
	Economic development (incentives or grants for businesses, etc.)	High priority		34%
		Moderate priority		44%
		Not a priority		22%
	Crisis intervention (mental health support, rent and utility assistance, etc.)	High priority		40%
		Moderate priority		43%
		Not a priority		17%
	Public safety (new facilities, programs to support Police and Fire, etc.)	High priority		47%
		Moderate priority		37%
		Not a priority		16%
	Safety/security at Village facilities	High priority		40%
		Moderate priority		37%
		Not a priority		24%
Tourism/hospitality (support for hotels/restaurants, etc.)	High priority		23%	
	Moderate priority		55%	
	Not a priority		21%	
Parks, Recreation, and Open Space	High priority		43%	
	Moderate priority		47%	
	Not a priority		10%	
<p>In general, how many times do you:</p> <p>Access the internet from your home</p>	Several times a day		87%	
	Once a day		5%	
	A few times a week		4%	
	Every few weeks		1%	
	Less often or never		4%	
	Access the internet from your cell phone	Several times a day		87%

In general, how many times do you:	Access the internet from your cell phone	Once a day	4%
		A few times a week	4%
		Every few weeks	0%
		Less often or never	6%
Visit social media sites	Several times a day	52%	
	Once a day	16%	
	A few times a week	12%	
	Every few weeks	2%	
	Less often or never	18%	
Use or check email	Several times a day	85%	
	Once a day	10%	
	A few times a week	2%	
	Every few weeks	0%	
	Less often or never	3%	
Share your opinions online	Several times a day	11%	
	Once a day	3%	
	A few times a week	14%	
	Every few weeks	14%	
	Less often or never	59%	
Shop online	Several times a day	14%	
	Once a day	4%	
	A few times a week	34%	
	Every few weeks	32%	
	Less often or never	16%	
Please rate your overall health.	Excellent	39%	
	Very good	37%	
	Good	20%	
	Fair	4%	
	Poor	0%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive	14%	
	Somewhat positive	20%	

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Neutral		50%
	Somewhat negative		13%
	Very negative		3%
How many years have you lived in Schaumburg?	Less than 2 years		17%
	2-5 years		21%
	6-10 years		16%
	11-20 years		13%
	More than 20 years		33%
Which best describes the building you live in?	One family house detached from any other houses		38%
	Building with two or more homes (duplex, townhome, apa..		60%
	Other		2%
Do you rent or own your home?	Rent		36%
	Own		64%
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		3%
	\$500 to \$999		9%
	\$1,000 to \$1,499		31%
	\$1,500 to \$1,999		30%
	\$2,000 to \$2,499		14%
	\$2,500 to \$2,999		5%
	\$3,000 to \$3,499		3%
	\$3,500 or more		5%
Do any children 17 or under live in your household?	No		75%
	Yes		25%
Are you or any other members of your household aged 65 or older?	No		72%
	Yes		28%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		6%
	\$25,000 to \$49,999		17%
	\$50,000 to \$74,999		24%
	\$75,000 to \$99,999		22%
	\$100,000 to \$149,999		18%
	\$150,000 or more		13%

Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	93%
	Yes, I consider myself to be Spanish, Hispanic, or Latino	7%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native	1%
	Asian, Asian Indian, or Pacific Islander	21%
	Black or African American	4%
	White	69%
	Other	6%
In which category is your age?	18-24 years	1%
	25-34 years	28%
	35-44 years	18%
	45-54 years	18%
	55-64 years	10%
	65-74 years	16%
	75 years or older	9%
What is your gender?	Female	50%
	Male	47%
	Identify in another way	3%

Full trends

This table contains the trends over time for the Village of Schaumburg. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2021 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2014	2016	2018	2021
Please rate each of the following aspects of quality of life in Schaumburg.	Schaumburg as a place to live	95%	95%	93%	95%
	Your neighborhood as a place to live	87%	92%	88%	91%
	Schaumburg as a place to raise children	86%	93%	92%	94%
	Schaumburg as a place to work	86%	91%	87%	89%
	Schaumburg as a place to visit	76%	84%	77%	81%
	Schaumburg as a place to retire	56%	62%	64%	63%
	The overall quality of life	86%	90%	91%	93%
	Sense of community	63%	72%	67%	73%
Please rate each of the following characteristics as they relate to Schaumburg as a whole.	Overall economic health	80%	85%	86%	91%
	Overall quality of the transportation system				76%
	Overall design or layout of residential and commercial areas	80%	87%	84%	86%
	Overall quality of the utility infrastructure				90%
	Overall feeling of safety	88%	91%	91%	87%
	Overall quality of natural environment	88%	88%	85%	87%
	Overall quality of parks and recreation opportunities				92%
	Overall health and wellness opportunities	86%	86%	84%	91%
	Overall opportunities for education, culture, and the arts	84%	91%	87%	84%
	Residents' connection and engagement with their community				73%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Schaumburg to someone who asks	94%	95%	91%	94%
	Remain in Schaumburg for the next five years	80%	89%	83%	85%

Please rate how safe or unsafe you feel:	In your neighborhood during the day	95%	97%	95%	96%
	In Schaumburg's downtown/commercial area during the day	90%	91%	90%	86%
	From property crime				86%
	From violent crime				88%
	From fire, flood, or other natural disaster				90%
Please rate the job you feel the Schaumburg community does at each of the following.	Making all residents feel welcome				86%
	Attracting people from diverse backgrounds				85%
	Valuing/respecting residents from diverse backgrounds				87%
	Taking care of vulnerable residents				84%
Please rate each of the following in the Schaumburg community.	Overall quality of business and service establishments	82%	84%	87%	88%
	Variety of business and service establishments				88%
	Vibrancy of downtown/commercial area	82%	85%	81%	84%
	Employment opportunities	69%	68%	71%	85%
	Shopping opportunities	94%	94%	93%	93%
	Cost of living	43%	48%	36%	54%
	Overall image or reputation	89%	91%	91%	91%
Please also rate each of the following in the Schaumburg community.	Traffic flow on major streets	58%	54%	57%	73%
	Ease of travel by car	71%	76%	72%	88%
	Ease of travel by public transportation	32%	40%	42%	37%
	Ease of travel by bicycle	56%	68%	59%	66%
	Ease of walking	64%	75%	68%	70%
	Well-planned residential growth				80%
	Well-planned commercial growth				83%
	Well-designed neighborhoods				83%
	Preservation of the historical or cultural character of the community				80%
	Public places where people want to spend time	80%	84%	80%	81%
	Variety of housing options	76%	78%	67%	70%

Please also rate each of the following in the Schaumburg community.	Availability of affordable quality housing	52%	58%	46%	46%
	Overall quality of new development	68%	79%	74%	78%
	Overall appearance	88%	92%	90%	91%
	Cleanliness	89%	91%	89%	92%
	Air quality	83%	80%	83%	91%
	Availability of paths and walking trails	67%	77%	71%	82%
	Fitness opportunities	86%	85%	85%	81%
	Recreational opportunities	79%	84%	80%	84%
	Availability of affordable quality food	87%	80%	83%	85%
	Availability of affordable quality health care	80%	77%	78%	82%
	Availability of preventive health services	83%	78%	73%	84%
	Availability of affordable quality mental health care	72%	67%	64%	68%
	Opportunities to attend cultural/arts/music activities	80%	77%	73%	76%
	Community support for the arts				77%
	Availability of affordable quality childcare/preschool	70%	80%	76%	77%
	K-12 education	84%	91%	93%	89%
	Adult educational opportunities	78%	77%	86%	81%
	Sense of civic/community pride				75%
	Neighborliness of residents	65%	72%	66%	70%
	Opportunities to participate in social events and activities	66%	76%	72%	79%
	Opportunities to attend special events and festivals	77%	79%	79%	81%
	Opportunities to volunteer	74%	77%	77%	76%
Opportunities to participate in community matters	69%	71%	70%	72%	
Openness and acceptance of the community toward people of diver..	76%	77%	75%	81%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Schaumburg for help or information	48%	42%	49%	44%
	Contacted Schaumburg elected officials to express your opinion	12%	10%	11%	8%
	Attended a local public meeting	11%	16%	12%	12%

Please indicate whether or not you have done each of the following in the last 12 months.	Watched a local public meeting				13%
	Volunteered your time to some group/activity	24%	25%	28%	19%
	Campaigned or advocated for a local issue, cause, or candidate	15%	12%	13%	11%
	Used public transportation instead of driving	20%	25%	16%	25%
	Carpooled with other adults or children instead of driving alone	37%	36%	37%	30%
	Walked or biked instead of driving	55%	56%	60%	64%
Please rate the quality of each of the following services in Schaumburg.	Public information services	81%	87%	86%	82%
	Economic development	75%	76%	81%	87%
	Traffic enforcement	72%	80%	75%	80%
	Traffic signal timing	59%	59%	67%	73%
	Street repair	48%	58%	55%	62%
	Street cleaning	67%	72%	71%	76%
	Street lighting	77%	77%	82%	83%
	Snow removal	64%	69%	73%	73%
	Sidewalk maintenance	63%	63%	71%	74%
	Bus or transit services	52%	59%	63%	56%
	Land use, planning and zoning	77%	75%	74%	73%
	Code enforcement	73%	74%	72%	71%
	Affordable high-speed internet access				70%
	Garbage collection	83%	85%	90%	92%
	Drinking water	83%	75%	80%	86%
	Sewer services	86%	83%	86%	90%
	Storm water management	75%	78%	73%	85%
	Power (electric and/or gas) utility			84%	88%
	Utility billing	71%		73%	78%
	Police/Sheriff services	81%	87%	86%	87%
Crime prevention	79%	81%	86%	87%	

Please rate the quality of each of the following services in Schaumburg.	Animal control	66%	66%	77%	78%
	Ambulance or emergency medical services	92%	94%	94%	95%
	Fire services	92%	95%	95%	95%
	Fire prevention and education	83%	85%	89%	90%
	Emergency preparedness	68%	74%	75%	82%
	Preservation of natural areas	80%	79%	83%	82%
	Schaumburg open space	72%	73%	76%	81%
	Recycling	83%	82%	87%	81%
	Yard waste pick-up	86%	85%	88%	89%
	Village parks	90%	89%	93%	91%
	Recreation centers or facilities	88%			89%
	Health services	84%	80%	86%	88%
	Public library services	95%	95%	96%	93%
	Overall customer service by Schaumburg employees	85%	83%	81%	88%
Please rate the following categories of Schaumburg government performance.	The value of services for the taxes paid to Schaumburg	56%	55%	57%	70%
	The overall direction that Schaumburg is taking	71%	72%	72%	82%
	The job Schaumburg government does at welcoming resident invol..	58%	62%	60%	70%
	Overall confidence in Schaumburg government	64%	67%	66%	80%
	Generally acting in the best interest of the community	67%	74%	72%	79%
	Being honest	69%	68%	69%	79%
	Being open and transparent to the public				76%
	Informing residents about issues facing the community				68%
	Treating all residents fairly	68%	70%	65%	77%
	Treating residents with respect				83%
Overall, how would you rate the quality of the services provided by each of the following?	The Village of Schaumburg	87%	87%	86%	89%
	The Federal Government	43%	32%	38%	51%
Please rate how important, if at all, you think it is for the	Overall economic health	93%	91%	84%	94%

Please rate how important, if at all, you think it is for the Schaumburg community to focus on each of the following in the coming two years.	Overall quality of the transportation system	83%
	Overall design or layout of residential and commercial areas	75% 82% 72% 77%
	Overall quality of the utility infrastructure	93%
	Overall feeling of safety	99% 91% 90% 92%
	Overall quality of natural environment	82% 83% 78% 88%
	Overall quality of parks and recreation opportunities	86%
	Overall health and wellness opportunities	76% 82% 77% 86%
	Overall opportunities for education, culture, and the arts	81% 79% 83% 81%
	Residents' connection and engagement with their community	78% 80% 75% 73%
	In general, how many times do you:	Access the internet from your home
Access the internet from your cell phone		94%
Visit social media sites		79%
Use or check email		97%
Share your opinions online		28%
Shop online		52%
Please rate your overall health.		57% 66% 63% 76%
What impact, if any, do you think the economy will have on your fa..	33% 24% 37% 34%	

Dear Schaumburg Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in Schaumburg's 2021 Community Survey. You can go online and complete the **confidential survey** at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. You can also wait a few days for the survey to arrive in the mail.

If you have any questions about the survey, please call 847-923-4702.

Thank you for helping create a better village!

Sincerely,

A handwritten signature in blue ink that reads "Brian A. Townsend". The signature is written in a cursive style.

Brian A. Townsend
Village Manager

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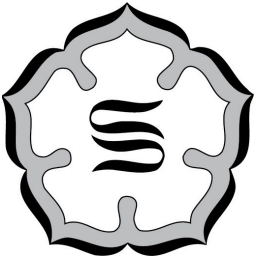
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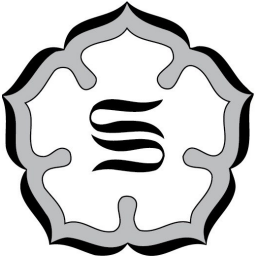
A handwritten signature in blue ink that reads "Brian A. Townsend". The signature is written in a cursive style.

Brian A. Townsend
Village Manager



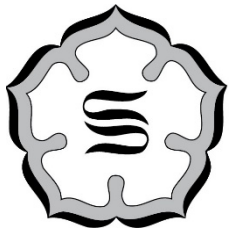
Village of Schaumburg
101 Schaumburg Court
Schaumburg, IL 60193

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



Village of Schaumburg
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Schaumburg, IL 60193

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Boulder, CO
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VILLAGE OF SCHAUMBURG
PROGRESS THROUGH THOUGHTFUL PLANNING

September 2021

Dear Village of Schaumburg Resident:

Please help us shape the future of Schaumburg! You have been selected at random to participate in the 2021 Schaumburg Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help Schaumburg make decisions that affect our village.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- 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:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only.

If you have any questions about the survey, please call 847-923-4702.

Thank you for your time and participation!

Sincerely,

Brian A. Townsend
Village Manager



VILLAGE OF SCHAUMBURG
PROGRESS THROUGH THOUGHTFUL PLANNING

September 2021

Dear Village of Schaumburg Resident:

Here's another chance if you haven't already responded to the 2021 Schaumburg Community Survey! **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.**

Please help us shape the future of Schaumburg! You have been selected at random to participate in the 2021 Schaumburg Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help Schaumburg make decisions that affect our village.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- 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:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only.

If you have any questions about the survey, please call 847-923-4702.

Thank you for your time and participation!

Sincerely,

Brian A. Townsend
Village Manager

Dear Schaumburg Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in Schaumburg's 2021 Community Survey. You can go online and complete the **confidential survey** at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only.

If you have any questions about the survey, please call 847-923-4702.

Thank you for helping create a better village!

Sincerely,

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Brian A. Townsend
Village Manager

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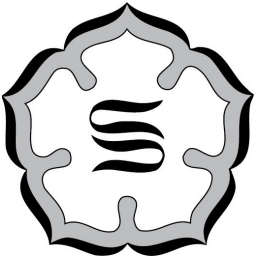
If you have any questions about the survey, please call 847-923-4702.

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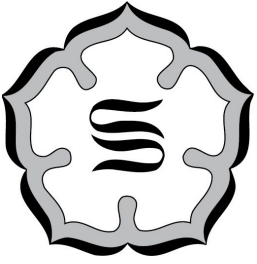
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Brian A. Townsend
Village Manager



Village of Schaumburg
101 Schaumburg Court
Schaumburg, IL 60193

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Boulder, CO
Permit NO. 94



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Dear Schaumburg Resident,

Just a reminder—if you have not yet completed Schaumburg’s 2021 Community Survey, please do so. **If you have completed it, thank you. Please do not respond twice.**

Your participation in this **confidential survey** is very important—your answers will help Schaumburg make decisions that affect our community.

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Thank you very much!

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Village Manager

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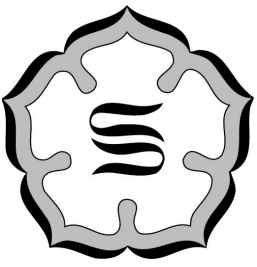
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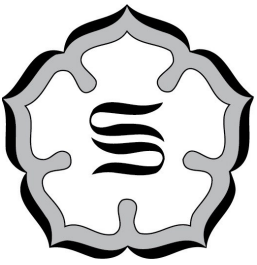
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The Village of Schaumburg 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in Schaumburg.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Schaumburg as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Schaumburg as a place to raise children.....	1	2	3	4	5
Schaumburg as a place to work	1	2	3	4	5
Schaumburg as a place to visit.....	1	2	3	4	5
Schaumburg as a place to retire	1	2	3	4	5
The overall quality of life in Schaumburg.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Schaumburg as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Schaumburg	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Schaumburg	1	2	3	4	5
Overall design or layout of Schaumburg's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Schaumburg (water, sewer, storm water, electric, gas)	1	2	3	4	5
Overall feeling of safety in Schaumburg.....	1	2	3	4	5
Overall quality of natural environment in Schaumburg	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Schaumburg.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Schaumburg to someone who asks	1	2	3	4	5
Remain in Schaumburg for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Schaumburg's Woodfield Area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Schaumburg community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Schaumburg community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Schaumburg	1	2	3	4	5
Variety of business and service establishments in Schaumburg.....	1	2	3	4	5
Vibrancy of commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Schaumburg	1	2	3	4	5
Overall image or reputation of Schaumburg.....	1	2	3	4	5

7. Please also rate each of the following in the Schaumburg community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of travel by car in Schaumburg	1	2	3	4	5
Ease of travel by public transportation in Schaumburg.....	1	2	3	4	5
Ease of travel by bicycle in Schaumburg.....	1	2	3	4	5
Ease of walking in Schaumburg.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Schaumburg.....	1	2	3	4	5
Overall appearance of Schaumburg.....	1	2	3	4	5
Cleanliness of Schaumburg.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Schaumburg	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the Village of Schaumburg (in-person, phone, email, or web) for help or information	1	2
Contacted Schaumburg elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched a local public meeting online.....	1	2
Volunteered your time to some group/activity in Schaumburg.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Used bus, rail, Woodfield Trolley, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

The Village of Schaumburg 2021 Community Survey

9. Please rate the quality of each of the following services in Schaumburg.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Water/sewer billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Schaumburg open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Park District parks.....	1	2	3	4	5
Park District recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Schaumburg employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Schaumburg government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Schaumburg.....	1	2	3	4	5
The overall direction that Schaumburg is taking.....	1	2	3	4	5
The job Schaumburg government does at welcoming resident involvement..	1	2	3	4	5
Overall confidence in Schaumburg government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Village of Schaumburg.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
Cook County.....	1	2	3	4	5
The State of Illinois.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Schaumburg community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Schaumburg	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Schaumburg.....	1	2	3	4
Overall design or layout of Schaumburg’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Schaumburg (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Schaumburg.....	1	2	3	4
Overall quality of natural environment in Schaumburg	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Schaumburg.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community	1	2	3	4

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

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
Village website (www.schaumburg.com).....	1	2	3
Village e-newsletters (Progress Report and other topic-specific newsletters).....	1	2	3
Village social media platforms (Facebook, Twitter, YouTube, Instagram).....	1	2	3
Nextdoor.....	1	2	3
Other social media sources like Everything Schaumburg on Facebook.....	1	2	3
Word-of-mouth.....	1	2	3
Public meetings.....	1	2	3
LED marquee signs.....	1	2	3
Quarterly printed Cracker Barrel newsletter	1	2	3
Local media (newspaper, radio, tv)	1	2	3
Local government cable channels (Comcast/WOW Channel 17; AT&T Channel 99)	1	2	3

14. How much of a priority, if at all, should it be for Schaumburg to focus on each of the following?

	<u>High priority</u>	<u>Moderate priority</u>	<u>Not a priority</u>	<u>Don’t know</u>
Ensuring the make-up of local government officials and employees reflect the population of the community.....	1	2	3	4
Creating a diverse, inclusive, and fair community.....	1	2	3	4
Addressing social, economic, and racial equity differences in <u>jobs and housing</u>	1	2	3	4
Addressing social, economic, and racial equity differences in <u>health and education</u>	1	2	3	4
Addressing social, economic, and racial equity differences in the <u>criminal justice system</u>	1	2	3	4

15. The Village received approximately \$10 million in funding from the American Rescue Plan Act (ARPA) and approximately \$5 million remains unallocated. Please indicate how much of a priority, if any, you think each of the following should be in terms of spending these funds.

	<u>High priority</u>	<u>Moderate priority</u>	<u>Not a priority</u>	<u>Don’t know</u>
Roadway improvements.....	1	2	3	4
Water/sewer infrastructure	1	2	3	4
Economic development (incentives or grants for businesses, etc.).....	1	2	3	4
Crisis intervention (mental health support, rent and utility assistance, etc.)	1	2	3	4
Public safety (new facilities, programs to support Police and Fire, etc.).....	1	2	3	4
Safety/security at Village facilities.....	1	2	3	4
Tourism/hospitality (support for hotels/restaurants, etc.).....	1	2	3	4
Parks, Recreation, and Open Space	1	2	3	4

16. If you could change one thing in the Village of Schaumburg, what would it be?

The Village of Schaumburg 2021 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Schaumburg?

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

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. 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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

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