

Arlington Heights, IL

The National Community Survey

Report of Results
2023

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Arlington Heights. 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 523 residents of the Village of Arlington Heights collected from March 24, 2023 to May 6, 2023. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2023 survey was 19%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Arlington Heights.

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, Arlington Heights’ 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 Arlington Heights residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Arlington Heights’ 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 Arlington Heights’ average rating was more than 20 points different when compared to the benchmark.

The survey was administered after 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 2023 ratings compare to other communities’ ratings from the past five years.



Methods

Selecting survey recipients

All households within the Village of Arlington Heights were eligible to participate in the survey. A list of all households within the zip codes serving Arlington Heights 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 Arlington Heights 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 Arlington Heights 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 2,800 randomly selected households received mailings beginning on March 24, 2023 and the survey remained open for six weeks. 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. 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.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 3% of the 2,800 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 2,727 households that received the invitations to participate, 523 completed the survey, providing an overall response rate of 19%. 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 Arlington Heights survey is no greater than plus or minus four percentage points around any given percent reported for all respondents 517 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the Village of Arlington Heights. The open participation survey was identical to the probability sample survey with two small updates; it asked the respondent if they lived in the Village and about where they heard about the survey. The open participation survey was open to all village residents and became available on April 21, 2023. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

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 2020 Census and 2022 American Community Survey estimates for adults in the Village of Arlington Heights. 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	5%	20%	20%
	35-54	27%	37%	37%
	55+	68%	44%	44%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish ..	97%	93%	93%
	Yes, I consider myself to be of Hispanic, La..	3%	7%	7%
Housing tenure	Own	89%	73%	73%
	Rent	11%	27%	27%
Housing type	Attached	30%	44%	44%
	Detached	70%	56%	56%
Race & Hispanic origin	Not white alone	58%	21%	21%
	White alone, not Hispanic or Latino	42%	79%	79%
Sex	Man	48%	49%	49%
	Woman	52%	51%	51%
Sex/age	Man 18-34	2%	10%	10%
	Man 35-54	13%	19%	19%
	Man 55+	33%	20%	20%
	Woman 18-34	3%	10%	10%
	Woman 35-54	14%	18%	18%
	Woman 55+	35%	23%	23%

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 Arlington Heights funded this research. Please contact Avis Meade of the Village of Arlington Heights at ameade@vah.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 2021 American Community Survey

Key Findings

Arlington Heights residents experience a high quality of life and a strong sense of community.

Overall, residents gave strong ratings to the quality of life in Arlington Heights. Over 9 in 10 residents favorably evaluated the overall quality of life in Arlington Heights, Arlington Heights as a place to live, and Arlington Heights as a place to raise children; each of these ratings were higher than the national comparisons. Residents also scored the overall image or reputation of Arlington Heights higher than other communities around the country, with 91% of respondents providing excellent or good reviews. Additionally, around 9 in 10 residents would recommend living in Arlington Heights to someone who asked and also reported that they planned to remain in Arlington Heights for the next five years, both of which were on par with national averages.

The strong sense of community felt by residents likely contributes to the high quality of life experienced in Arlington Heights. Three-quarters of residents rated Arlington Heights' sense of community and their connection and engagement with the community as excellent or good, both surpassing the national benchmarks. Residents' sense of civic/community pride (82%), their opportunities to participate in social events and activities (77%), and the Village's efforts to take care of vulnerable residents (69%) also were rated higher than the national averages.

Residents generally feel safe in Arlington Heights but continue to prioritize safety within the community.

Residents rated safety as one of the most important facets of livability for the Village to focus on over the next two years (92% essential or very important). Nearly 9 in 10 residents positively rated their overall feeling of safety (88% excellent or good), and almost all respondents stated that they felt very or somewhat safe in both their neighborhood and in Arlington Heights' downtown/commercial area during the day. At least 8 in 10 residents also felt safe from violent crime, property crime, and fire, flood, or other natural disasters. Nearly all residents gave excellent or good ratings to fire services (98%) and ambulance or emergency medical services (97%). Additionally, over 8 in 10 residents gave positive marks to fire prevention and education, police/sheriff services, and crime prevention within the Village. All of these were on par with comparison communities nationwide.

Arlington Heights' educational and cultural opportunities are a valued aspect of the community.

All survey items pertaining to education, arts, and culture in Arlington Heights scored above national averages, indicating that this area is a strength for the Village. About 85% of residents gave excellent or good ratings to the current opportunities for education, culture, and arts within the Village. Education-related items received overwhelmingly positive reviews, including public library services (98% excellent or good), K-12 education (88%), adult educational opportunities (82%), and the availability of affordable childcare/preschool (62%). Residents were also pleased with their opportunities to attend cultural/arts/music activities within the Village (82%), opportunities to attend special events and festivals (78%), and the overall community support of the arts (80%). When asked about their participation in specific Village events over the past two years, nearly 7 in 10 reported attending the Arlington Alfresco Outdoor Dining Experience. Roughly half chose to attend the Sounds of Summer Concerts and Harmony Fest featuring the Taste of Arlington Heights, and at least 30% of residents attended the Autumn Harvest and Tree Lighting events. While only 10% reported attending the Community Open House with Police, Fire, and Public Works, about 50% of respondents stated they weren't aware of the event, which may have contributed to the lower participation rates.

Resident appreciate many aspects of the local economy but show concern about general affordability and their own economic outlook.

Residents offered high ratings of importance (93% essential or very important) to Arlington Heights' overall economic health when asked to assess priorities for the coming two years. Over 8 in 10 positively evaluated the quality of Arlington Heights' overall economic health, the overall quality of business and service establishments, and the vibrancy of the Village's downtown/commercial areas; each of these were higher than national averages. Arlington Heights' shopping opportunities were also ranked higher than other communities around the nation, with over two-thirds of residents providing excellent or good ratings. Finally, three-quarters of residents gave favorable marks to Arlington Heights as a place to visit and Arlington Heights as a place to work, on par with benchmark comparisons.

While most ratings related to Arlington Heights' economy were similar to or higher than national benchmarks, results indicated that residents were less optimistic about their own personal economic outlook and the affordability of resources within the Village. The cost of living in Arlington Heights garnered positive evaluations from only 40% of respondents, and the availability of employment opportunities was viewed as excellent or good by fewer than 60% of residents, though both of these scores were in line with other communities. When asked what impact the economy would likely have on their family income in the next six months, only 17% anticipated that it would be very or somewhat positive. Overall, residents are satisfied with the current local economy in Arlington Heights; however, their high rankings for importance and low rankings for affordability and forward-looking indicators suggest that this is area may warrant the Village's continued focus.

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 Arlington Heights as a whole.

(% excellent or good)

		vs. benchmark*
Overall economic health	87%	Higher
Overall quality of the transportation system	64%	Similar
Overall design or layout of residential and commercial areas	83%	Higher
Overall quality of the utility infrastructure	77%	Similar
Overall feeling of safety	88%	Similar
Overall quality of natural environment	77%	Similar
Overall quality of parks and recreation opportunities	85%	Similar
Overall health and wellness opportunities	87%	Higher
Overall opportunities for education, culture, and the arts	85%	Higher
Residents' connection and engagement with their community	76%	Higher

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

(% essential or very important)

Overall economic health	93%	Similar
Overall quality of the transportation system	74%	Similar
Overall design or layout of residential and commercial areas	67%	Similar
Overall quality of the utility infrastructure	91%	Similar
Overall feeling of safety	92%	Similar
Overall quality of natural environment	80%	Similar
Overall quality of parks and recreation opportunities	87%	Similar
Overall health and wellness opportunities	71%	Similar
Overall opportunities for education, culture, and the arts	70%	Similar
Residents' connection and engagement with their community	63%	Similar

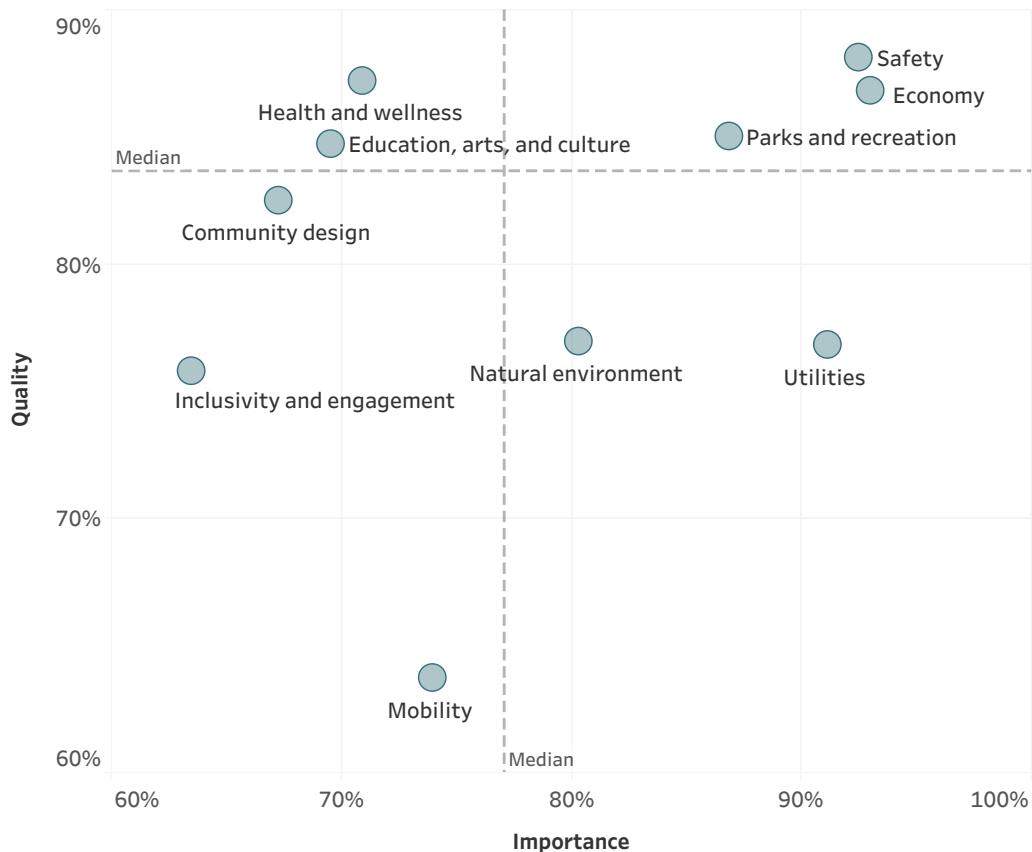
Balancing performance and importance

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 84% or more of respondents were considered of “higher quality” and those with ratings lower than 84% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 77% or more of respondents. Services were rated as “less important” if they received a rating of less than 77%. This classification uses the median ratings for quality and importance to divide the services in half.

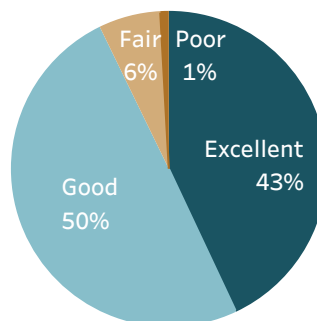
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings 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 Arlington Heights



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

		vs. benchmark*
Arlington Heights as a place to live	95%	Higher
The overall quality of life	93%	Higher

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

Recommend living in Arlington Heights to someone who asks	93%	Similar
Remain in Arlington Heights for the next five years	89%	Similar

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

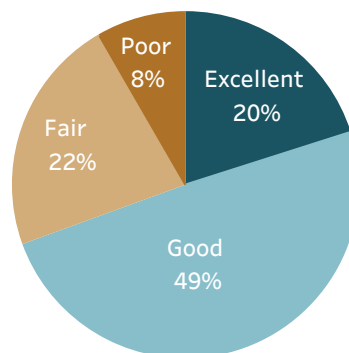
Overall image or reputation	91%	Higher
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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 Arlington Heights government



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

		vs. benchmark*
Overall customer service by Arlington Heights employees	90%	Higher
Public information services	79%	Similar

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

Treating residents with respect	79%	Similar
The overall direction that Arlington Heights is taking	74%	Higher
Generally acting in the best interest of the community	73%	Higher
Treating all residents fairly	71%	Similar
Being honest	71%	Higher
Overall confidence in Arlington Heights government	70%	Higher
Being open and transparent to the public	64%	Similar
The job Arlington Heights government does at welcoming resident involvement	63%	Similar
Informing residents about issues facing the community	61%	Similar
The value of services for the taxes paid to Arlington Heights	55%	Similar

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

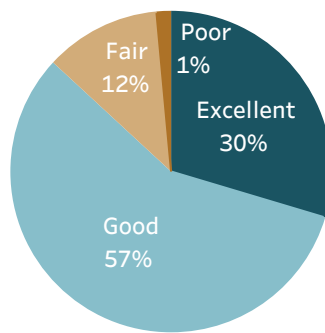
The Village of Arlington Heights	85%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

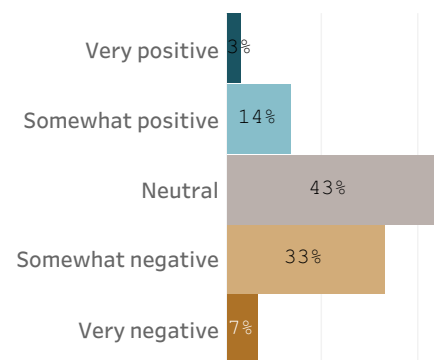
Economy

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 Arlington Heights



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 aspects of quality of life in Arlington Heights.
(% excellent or good)

		vs. benchmark*
Arlington Heights as a place to visit	76%	Similar
Arlington Heights as a place to work	74%	Similar

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

Overall economic health	87%	Higher
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Please rate each of the following in the Arlington Heights community.
(% excellent or good)

Overall quality of business and service establishments	88%	Higher
Vibrancy of downtown/commercial area	87%	Much higher
Variety of business and service establishments	79%	Higher
Shopping opportunities	69%	Higher
Employment opportunities	58%	Similar
Cost of living	40%	Similar

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

Economic development	71%	Similar
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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)

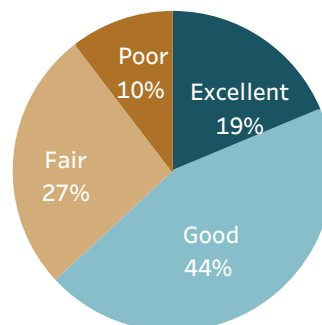
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	17%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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 Arlington Heights



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

		vs. benchmark*
Overall quality of the transportation system	64%	Similar

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

Ease of travel by car	89%	Higher
Ease of walking	80%	Higher
Traffic flow on major streets	76%	Higher
Ease of public parking	67%	Similar
Ease of travel by bicycle	60%	Similar
Ease of travel by public transportation	48%	Similar

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

Walked or biked instead of driving	70%	Higher
Used public transportation instead of driving	45%	Much higher
Carpooled with other adults or children instead of driving alone	44%	Similar

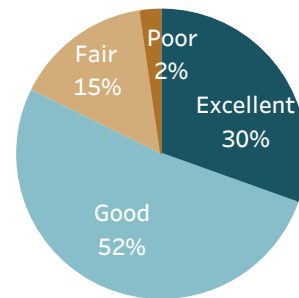
Please rate the quality of each of the following services in Arlington Heights.
(% excellent or good)

Snow removal	85%	Higher
Street cleaning	80%	Higher

Traffic enforcement	78%	Similar
Street lighting	76%	Similar
Sidewalk maintenance	68%	Similar
Traffic signal timing	67%	Similar
Bus or transit services	56%	Similar
Street repair	56%	Similar

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

Overall design or layout of Arlington Heights's residential and commercial areas



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 aspects of quality of life in Arlington Heights.
(% excellent or good)

		vs. benchmark*
Your neighborhood as a place to live	90%	Similar

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

Overall design or layout of residential and commercial areas	83%	Higher
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Please also rate each of the following in the Arlington Heights community.
(% excellent or good)

Overall appearance	88%	Higher
Well-designed neighborhoods	83%	Higher
Public places where people want to spend time	81%	Higher
Preservation of the historical or cultural character of the community	79%	Similar
Well-planned residential growth	76%	Higher
Overall quality of new development	66%	Similar
Well-planned commercial growth	65%	Higher
Variety of housing options	59%	Higher
Availability of affordable quality housing	30%	Similar

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

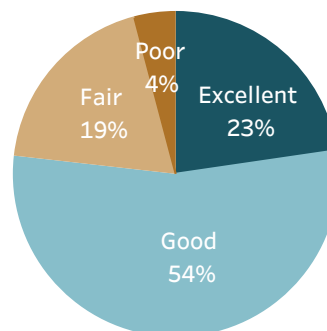
Land use, planning and zoning	69%	Higher
Code enforcement	65%	Higher

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

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.

Overall quality of the utility infrastructure in Arlington Heights



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

		vs. benchmark*
Garbage collection	90%	Similar
Sewer services	88%	Similar
Drinking water	87%	Higher
Power (electric and/or gas) utility	83%	Similar
Utility billing	77%	Similar
Storm water management	76%	Similar
Affordable high-speed internet access	69%	Higher

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

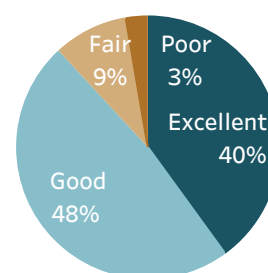
Overall quality of the utility infrastructure	77%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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
Arlington Heights



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

		vs. benchmark*
Overall feeling of safety	88%	Similar

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

In your neighborhood during the day	96%	Similar
In Arlington Heights's downtown/commercial area during the day	95%	Similar
From violent crime	90%	Similar
From fire, flood, or other natural disaster	89%	Similar
From property crime	80%	Similar

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

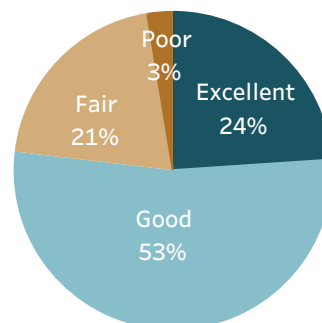
Fire services	98%	Similar
Ambulance or emergency medical services	97%	Similar
Fire prevention and education	88%	Similar
Police/Sheriff services	86%	Similar
Crime prevention	84%	Similar
Animal control	77%	Similar
Emergency preparedness	76%	Similar

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

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.

Overall quality of natural environment in Arlington Heights



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

		vs. benchmark*
Overall quality of natural environment	77%	Similar

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

Cleanliness	91%	Higher
Air quality	88%	Similar
Water resources	51%	Similar

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

Yard waste pick-up	80%	Similar
Recycling	77%	Similar
Preservation of natural areas	67%	Similar
Arlington Heights open space	67%	Similar

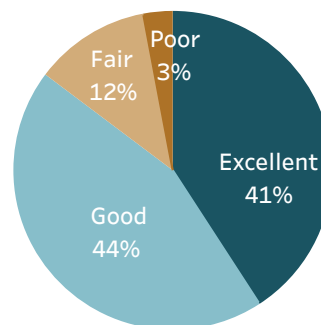
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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

Overall quality of the parks and recreation opportunities



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

(% excellent or good)

		vs. benchmark*
Overall quality of parks and recreation opportunities	85%	Similar

Please also rate each of the following in the Arlington Heights community.

(% excellent or good)

Recreational opportunities	78%	Similar
Fitness opportunities	74%	Similar
Availability of paths and walking trails	57%	Similar

Please rate the quality of each of the following services in Arlington Heights.

(% excellent or good)

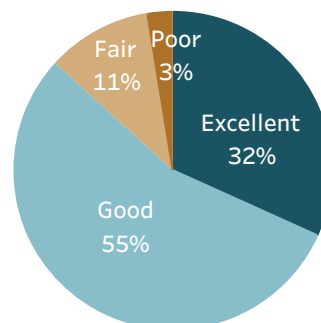
Recreation programs or classes	90%	Higher
Recreation centers or facilities	88%	Higher
Village parks	85%	Similar

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

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.

Overall health and wellness opportunities in Arlington Heights



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

		vs. benchmark*
Overall health and wellness opportunities	87%	Higher

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

Availability of affordable quality health care	81%	Higher
Availability of preventive health services	76%	Higher
Availability of affordable quality food	76%	Similar
Availability of affordable quality mental health care	56%	Higher

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

Health services	83%	Higher
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Please rate your overall health.
(% excellent or very good)

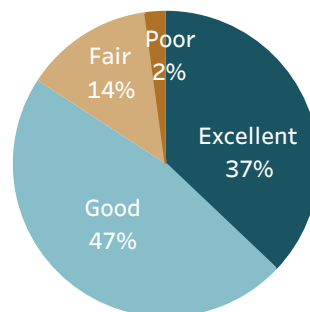
Please rate your overall health.	77%	Similar
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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



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

		vs. benchmark*
Overall opportunities for education, culture, and the arts	85%	Higher

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

K-12 education	88%	Higher
Adult educational opportunities	82%	Higher
Opportunities to attend cultural/arts/music activities	82%	Higher
Community support for the arts	80%	Higher
Opportunities to attend special events and festivals	78%	Higher
Availability of affordable quality childcare/preschool	62%	Higher

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

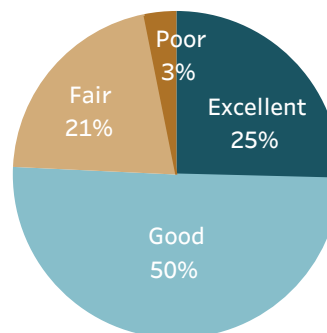
Public library services	98%	Higher
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* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

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.

Residents' connection and engagement with their community



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

		vs. benchmark*
Arlington Heights as a place to raise children	93%	Higher
Sense of community	78%	Higher
Arlington Heights as a place to retire	64%	Similar

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

Residents' connection and engagement with their community	76%	Higher
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Please rate the job you feel the Arlington Heights community does at each of the following.
(% excellent or good)

Making all residents feel welcome	85%	Similar
Taking care of vulnerable residents	69%	Higher
Valuing/respecting residents from diverse backgrounds	69%	Similar
Attracting people from diverse backgrounds	56%	Similar

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

Sense of civic/community pride	82%	Higher
Opportunities to volunteer	82%	Similar
Opportunities to participate in social events and activities	77%	Higher

Neighborliness of residents	75%	Similar
Opportunities to participate in community matters	73%	Similar
Openness and acceptance of the community toward people of diverse backgrounds	68%	Similar

* 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)

vs.
benchmark*

Voted in your most recent local election	74%	Similar
Contacted the Village of Arlington Heights for help or information	47%	Similar
Volunteered your time to some group/activity	23%	Similar
Watched a local public meeting	18%	Similar
Attended a local public meeting	17%	Similar
Campaigned or advocated for a local issue, cause, or candidate	14%	Similar
Contacted Arlington Heights elected officials to express your opinion	13%	Similar

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

Use or check email	98%	Similar
Access the internet from your home	96%	Similar
Access the internet from your cell phone	95%	Similar
Visit social media sites	78%	Similar
Shop online	59%	Similar
Share your opinions online	21%	Similar

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

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

		Include "don't know"		
		No	% positive	
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the city government and its activities, events, and services:	Village website (www.vah.com)	Major source		69%
		Minor source		23%
		Not a source		8%
	Village e-newsletter (www.vah.com/enews)	Major source		30%
		Minor source		47%
		Not a source		23%
	Village of Arlington Heights Facebook	Major source		20%
		Minor source		33%
		Not a source		47%
	Village of Arlington Heights Twitter	Major source		8%
		Minor source		23%
		Not a source		69%
	Village of Arlington Heights Instagram	Major source		11%
		Minor source		22%
		Not a source		67%
	Village of Arlington Heights Nextdoor	Major source		14%
		Minor source		32%
		Not a source		55%
Local media (newspaper, radio, TV)	Major source		41%	
	Minor source		37%	
	Not a source		22%	
Arlington Heights Local Channel (Comcast, Astound, AT&T)	Major source		8%	
	Minor source		26%	
	Not a source		65%	
Word-of-mouth	Major source		42%	

		Minor source		47%
		Not a source		11%
	Have you visited the Village’s Arlington Park Redevelopment webpage (www.vah.com/arlingtonpark) for update..	Yes		21%
		No		79%
	If you have not visited the Village’s Arlington Park Redevelopment page, why not?	I did not know about the website		68%
		I did not know about the project		28%
		Other		5%
Did you attend any of the following events hosted by the Village in the last two years?	Arlington Alfresco Outdoor Dining Experience (May - September)	Attended		69%
		Chose not to attend		12%
		Did not know about		19%
	Sounds of Summer Concerts (Thursdays & Fridays in mid-June - July)	Attended		50%
		Chose not to attend		31%
		Did not know about		19%
	Harmony Fest featuring the Taste of Arlington Heights (End of September)	Attended		45%
		Chose not to attend		29%
		Did not know about		25%
	Autumn Harvest (First Saturday of October)	Attended		30%
		Chose not to attend		31%
		Did not know about		38%
	Community Open House with Police, Fire, & Public Works (Second Saturday of October)	Attended		10%
		Chose not to attend		40%
		Did not know about		50%
Tree Lighting and events at Harmony Park (Friday after Thanksgiving)	Attended		31%	
	Chose not to attend		49%	
	Did not know about		20%	

National benchmark tables

This table contains the comparisons of Arlington Height's results to those from other communities. The first column shows the comparison of Arlington Height's rating to the benchmark. Arlington Height's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Arlington Heights residents is statistically similar to or different than the benchmark. The second column is Arlington Height'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 Arlington Height'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 Arlington Height's result -- that is what percent of surveyed communities had a lower rating than Arlington Heights.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Arlington Heights.	Arlington Heights as a place to live	Higher	95%	47	381	87
	Your neighborhood as a place to live	Similar	90%	44	332	87
	Arlington Heights as a place to raise children	Higher	93%	52	385	86
	Arlington Heights as a place to work	Similar	74%	98	376	74
	Arlington Heights as a place to visit	Similar	76%	83	333	75
	Arlington Heights as a place to retire	Similar	64%	187	380	51
	The overall quality of life	Higher	93%	63	406	84
	Sense of community	Higher	78%	28	333	91
Please rate each of the following characteristics as they relate to Arlington Heights as a whole.	Overall economic health	Higher	87%	49	320	85
	Overall quality of the transportation system	Similar	64%	55	230	76
	Overall design or layout of residential and commercial areas	Higher	83%	8	313	97
	Overall quality of the utility infrastructure	Similar	77%	61	222	72
	Overall feeling of safety	Similar	88%	116	371	69
	Overall quality of natural environment	Similar	77%	176	322	45
	Overall quality of parks and recreation opportunities	Similar	85%	79	228	65
	Overall health and wellness opportunities	Higher	87%	52	315	83
	Overall opportunities for education, culture, and the arts	Higher	85%	27	317	91
	Residents' connection and engagement with their community	Higher	76%	11	225	95
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Arlington Heights to someone who asks	Similar	93%	65	323	80
	Remain in Arlington Heights for the next five years	Similar	89%	64	320	80
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	148	350	57
	In Arlington Heights's downtown/commercial area during the day	Similar	95%	96	334	71

Please rate how safe or unsafe you feel:	From property crime	Similar	80%	98	233	58
	From violent crime	Similar	90%	95	233	59
	From fire, flood, or other natural disaster	Similar	89%	66	223	70
Please rate the job you feel the Arlington Heights community does at each of the following.	Making all residents feel welcome	Similar	85%	19	230	92
	Attracting people from diverse backgrounds	Similar	56%	119	227	48
	Valuing/respecting residents from diverse backgrounds	Similar	69%	58	228	75
	Taking care of vulnerable residents	Higher	69%	39	224	83
Please rate each of the following in the Arlington Heights community.	Overall quality of business and service establishments	Higher	88%	26	322	92
	Variety of business and service establishments	Higher	79%	17	225	92
	Vibrancy of downtown/commercial area	Much higher	87%	6	300	98
	Employment opportunities	Similar	58%	106	335	68
	Shopping opportunities	Higher	69%	63	326	80
	Cost of living	Similar	40%	182	313	42
	Overall image or reputation	Higher	91%	35	375	90
Please also rate each of the following in the Arlington Heights community.	Traffic flow on major streets	Higher	76%	22	347	93
	Ease of public parking	Similar	67%	99	295	66
	Ease of travel by car	Higher	89%	36	334	89
	Ease of travel by public transportation	Similar	48%	87	295	70
	Ease of travel by bicycle	Similar	60%	120	336	64
	Ease of walking	Higher	80%	50	337	85
	Well-planned residential growth	Higher	76%	10	226	96
	Well-planned commercial growth	Higher	65%	16	226	93
	Well-designed neighborhoods	Higher	83%	13	224	94
	Preservation of the historical or cultural character of the community	Similar	79%	27	223	88
	Public places where people want to spend time	Higher	81%	28	308	91
	Variety of housing options	Higher	59%	69	320	78
	Availability of affordable quality housing	Similar	30%	150	342	56
	Overall quality of new development	Similar	66%	58	331	82
	Overall appearance	Higher	88%	56	354	84
	Cleanliness	Higher	91%	48	343	86
	Water resources	Similar	51%	144	206	30

Please also rate each of the following in the Arlington Heights community.	Air quality	Similar	88%	121	308	61
	Availability of paths and walking trails	Similar	57%	235	338	30
	Fitness opportunities	Similar	74%	150	308	51
	Recreational opportunities	Similar	78%	99	328	70
	Availability of affordable quality food	Similar	76%	47	304	84
	Availability of affordable quality health care	Higher	81%	42	313	86
	Availability of preventive health services	Higher	76%	44	299	85
	Availability of affordable quality mental health care	Higher	56%	35	301	88
	Opportunities to attend cultural/arts/music activities	Higher	82%	22	325	93
	Community support for the arts	Higher	80%	15	223	93
	Availability of affordable quality childcare/preschool	Higher	62%	67	311	78
	K-12 education	Higher	88%	32	313	90
	Adult educational opportunities	Higher	82%	10	305	97
	Sense of civic/community pride	Higher	82%	20	224	91
	Neighborliness of residents	Similar	75%	33	310	89
	Opportunities to participate in social events and activities	Higher	77%	37	317	88
	Opportunities to attend special events and festivals	Higher	78%	30	315	90
	Opportunities to volunteer	Similar	82%	34	313	89
	Opportunities to participate in community matters	Similar	73%	66	314	79
	Openness and acceptance of the community toward people of diverse ..	Similar	68%	79	331	76
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Arlington Heights for help or information	Similar	47%	168	349	52
	Contacted Arlington Heights elected officials to express your opinion	Similar	13%	228	307	26
	Attended a local public meeting	Similar	17%	179	310	42
	Watched a local public meeting	Similar	18%	225	292	23
	Volunteered your time to some group/activity	Similar	23%	237	313	24
	Campaigned or advocated for a local issue, cause, or candidate	Similar	14%	238	303	21
	Voted in your most recent local election	Similar	74%	139	225	38
	Used public transportation instead of driving	Much higher	45%	28	282	90
	Carpooled with other adults or children instead of driving alone	Similar	44%	131	304	57
	Walked or biked instead of driving	Higher	70%	60	308	80
Please rate the quality of each of the following services in Arlington Heights.	Public information services	Similar	79%	56	326	83

Please rate the quality of each of the following services in Arlington Heights.

Economic development	Similar	71%	58	320	82
Traffic enforcement	Similar	78%	42	369	88
Traffic signal timing	Similar	67%	35	312	89
Street repair	Similar	56%	133	362	63
Street cleaning	Higher	80%	65	326	80
Street lighting	Similar	76%	60	356	83
Snow removal	Higher	85%	35	272	87
Sidewalk maintenance	Similar	68%	66	325	80
Bus or transit services	Similar	56%	94	291	68
Land use, planning and zoning	Higher	69%	20	328	94
Code enforcement	Higher	65%	59	362	83
Affordable high-speed internet access	Higher	69%	12	220	95
Garbage collection	Similar	90%	71	346	79
Drinking water	Higher	87%	59	325	82
Sewer services	Similar	88%	113	327	65
Storm water management	Similar	76%	170	339	50
Power (electric and/or gas) utility	Similar	83%	87	270	68
Utility billing	Similar	77%	87	293	70
Police/Sheriff services	Similar	86%	107	396	73
Crime prevention	Similar	84%	121	367	67
Animal control	Similar	77%	98	339	71
Ambulance or emergency medical services	Similar	97%	37	334	89
Fire services	Similar	98%	55	359	84
Fire prevention and education	Similar	88%	63	324	80
Emergency preparedness	Similar	76%	70	322	78
Preservation of natural areas	Similar	67%	127	307	58
Arlington Heights open space	Similar	67%	135	302	55
Recycling	Similar	77%	119	348	66
Yard waste pick-up	Similar	80%	124	304	59
Village parks	Similar	85%	86	340	75
Recreation programs or classes	Higher	90%	14	335	96

Please rate the quality of each of the following services in Arlington Heights.	Recreation centers or facilities	Higher	88%	32	316	90
	Health services	Higher	83%	35	293	88
	Public library services	Higher	98%	1	338	100
	Overall customer service by Arlington Heights employees	Higher	90%	30	383	92
Please rate the following categories of Arlington Heights government performance.	The value of services for the taxes paid to Arlington Heights	Similar	55%	166	387	57
	The overall direction that Arlington Heights is taking	Higher	74%	30	353	91
	The job Arlington Heights government does at welcoming resident inv..	Similar	63%	51	351	85
	Overall confidence in Arlington Heights government	Higher	70%	31	317	90
	Generally acting in the best interest of the community	Higher	73%	41	322	87
	Being honest	Higher	71%	41	312	87
	Being open and transparent to the public	Similar	64%	48	230	79
	Informing residents about issues facing the community	Similar	61%	53	235	77
	Treating all residents fairly	Similar	71%	59	318	81
	Treating residents with respect	Similar	79%	43	226	81
Overall, how would you rate the quality of the ser..	The Village of Arlington Heights	Similar	85%	60	379	84
Please rate how important, if at all, you think it is for the Arlington Heights community to focus on each of the following in the coming two years.	Overall economic health	Similar	93%	29	295	90
	Overall quality of the transportation system	Similar	74%	110	222	50
	Overall design or layout of residential and commercial areas	Similar	67%	256	296	13
	Overall quality of the utility infrastructure	Similar	91%	100	221	55
	Overall feeling of safety	Similar	92%	90	296	69
	Overall quality of natural environment	Similar	80%	261	296	11
	Overall quality of parks and recreation opportunities	Similar	87%	68	223	69
	Overall health and wellness opportunities	Similar	71%	241	296	18
	Overall opportunities for education, culture, and the arts	Similar	70%	191	295	35
	Residents' connection and engagement with their community	Similar	63%	256	295	13
In general, how many times do you:	Access the internet from your home	Similar	96%	71	223	68
	Access the internet from your cell phone	Similar	95%	81	223	64
	Visit social media sites	Similar	78%	126	222	43
	Use or check email	Similar	98%	89	223	60
	Share your opinions online	Similar	21%	206	223	8
	Shop online	Similar	59%	77	222	65

Please rate your overall health.	Similar	77%	38	303	87
What impact, if any, do you think the economy will have on your family..	Similar	17%	224	305	26

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. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Arlington Heights.	Arlington Heights as a place to live	Excellent		57% N=291
		Good		38% N=194
		Fair		4% N=20
		Poor		1% N=4
	Your neighborhood as a place to live	Excellent		57% N=291
		Good		33% N=170
		Fair		9% N=48
		Poor		1% N=3
	Arlington Heights as a place to raise children	Excellent		58% N=244
		Good		34% N=140
		Fair		6% N=26
		Poor		2% N=8
	Arlington Heights as a place to work	Excellent		31% N=91
		Good		44% N=130
		Fair		20% N=59
		Poor		6% N=18
	Arlington Heights as a place to visit	Excellent		33% N=157
		Good		43% N=206
		Fair		19% N=92
		Poor		5% N=22
	Arlington Heights as a place to retire	Excellent		31% N=114
		Good		32% N=117
		Fair		24% N=86
		Poor		13% N=48
	The overall quality of life	Excellent		43% N=218
		Good		50% N=253
		Fair		6% N=32

Please rate each of the following aspects of quality of life in Arlington Heights.	The overall quality of life	Poor		1% N=4
	Sense of community	Excellent		33% N=165
		Good		45% N=228
		Fair		18% N=92
		Poor		3% N=16
Please rate each of the following characteristics as they relate to Arlington Heights as a whole.	Overall economic health	Excellent		30% N=134
		Good		57% N=259
		Fair		12% N=53
		Poor		1% N=7
	Overall quality of the transportation system	Excellent		19% N=91
		Good		44% N=215
		Fair		27% N=129
		Poor		10% N=50
	Overall design or layout of residential and commercial areas	Excellent		30% N=154
		Good		52% N=261
		Fair		15% N=78
		Poor		2% N=12
	Overall quality of the utility infrastructure	Excellent		23% N=113
		Good		54% N=271
		Fair		19% N=95
		Poor		4% N=20
	Overall feeling of safety	Excellent		40% N=204
		Good		48% N=245
		Fair		9% N=47
		Poor		3% N=14
	Overall quality of natural environment	Excellent		24% N=122
		Good		53% N=270
		Fair		21% N=105
		Poor		3% N=13
	Overall quality of parks and recreation opportunities	Excellent		41% N=207
		Good		44% N=225

Please rate each of the following characteristics as they relate to Arlington Heights as a whole.	Overall quality of parks and recreation opportunities	Fair		12% N=60
		Poor		3% N=15
	Overall health and wellness opportunities	Excellent		32% N=150
		Good		55% N=260
		Fair		11% N=51
		Poor		3% N=12
	Overall opportunities for education, culture, and the arts	Excellent		37% N=178
		Good		47% N=226
		Fair		14% N=66
		Poor		2% N=10
	Residents' connection and engagement with their community	Excellent		25% N=117
		Good		50% N=231
		Fair		21% N=97
		Poor		3% N=14
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Arlington Heights to someone who asks	Very likely		65% N=328
		Somewhat likely		29% N=145
		Somewhat unlikely		4% N=22
		Very unlikely		3% N=14
	Remain in Arlington Heights for the next five years	Very likely		62% N=306
		Somewhat likely		26% N=126
		Somewhat unlikely		6% N=29
		Very unlikely		6% N=30
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		78% N=397
		Somewhat safe		18% N=92
		Neither safe nor unsafe		3% N=13
		Somewhat unsafe		0% N=2
		Very unsafe		1% N=7
	In Arlington Heights's downtown/commercial area during the day	Very safe		75% N=368
		Somewhat safe		20% N=96
		Neither safe nor unsafe		2% N=12
		Somewhat unsafe		2% N=10

Please rate how safe or unsafe you feel:	In Arlington Heights's downtown/commercial area during the day	Very unsafe		1% N=4
	From property crime	Very safe		33% N=166
		Somewhat safe		47% N=238
		Neither safe nor unsafe		10% N=52
		Somewhat unsafe		7% N=34
		Very unsafe		2% N=12
	From violent crime	Very safe		52% N=262
		Somewhat safe		38% N=190
		Neither safe nor unsafe		5% N=27
		Somewhat unsafe		4% N=18
		Very unsafe		1% N=4
	From fire, flood, or other natural disaster	Very safe		52% N=258
		Somewhat safe		37% N=186
		Neither safe nor unsafe		8% N=38
		Somewhat unsafe		3% N=17
		Very unsafe		0% N=2
Please rate the job you feel the Arlington Heights community does at each of the following.	Making all residents feel welcome	Excellent		30% N=140
		Good		55% N=257
		Fair		11% N=52
		Poor		4% N=19
	Attracting people from diverse backgrounds	Excellent		18% N=78
		Good		39% N=170
		Fair		30% N=133
		Poor		13% N=59
	Valuing/respecting residents from diverse backgrounds	Excellent		25% N=103
		Good		44% N=187
		Fair		27% N=113
		Poor		4% N=18
	Taking care of vulnerable residents	Excellent		21% N=74
		Good		49% N=175
		Fair		26% N=93

Arlington Heights community does at each of the following.	Taking care of vulnerable residents	Poor		5% N=19
Please rate each of the following in the Arlington Heights community.	Overall quality of business and service establishments	Excellent		30% N=154
		Good		57% N=292
		Fair		12% N=60
		Poor		1% N=3
	Variety of business and service establishments	Excellent		30% N=151
		Good		49% N=247
		Fair		18% N=90
		Poor		4% N=20
	Vibrancy of downtown/commercial area	Excellent		48% N=240
		Good		38% N=187
		Fair		12% N=58
		Poor		2% N=10
	Employment opportunities	Excellent		15% N=34
		Good		44% N=101
		Fair		25% N=59
		Poor		16% N=37
	Shopping opportunities	Excellent		24% N=121
		Good		45% N=224
		Fair		26% N=132
		Poor		4% N=22
	Cost of living	Excellent		3% N=16
		Good		37% N=188
		Fair		40% N=202
		Poor		20% N=103
	Overall image or reputation	Excellent		43% N=219
		Good		47% N=238
		Fair		9% N=47
		Poor		0% N=
Please also rate each of the following in the Arlington Heights community.	Traffic flow on major streets	Excellent		18% N=90
		Good		58% N=293

Please also rate each of the following in the Arlington Heights community.

Traffic flow on major streets	Fair		22% N=108
	Poor		2% N=11
Ease of public parking	Excellent		16% N=80
	Good		51% N=249
	Fair		26% N=129
	Poor		7% N=32
Ease of travel by car	Excellent		32% N=160
	Good		57% N=289
	Fair		11% N=57
	Poor		0% N=2
Ease of travel by public transportation	Excellent		15% N=50
	Good		32% N=107
	Fair		22% N=74
	Poor		31% N=102
Ease of travel by bicycle	Excellent		18% N=70
	Good		43% N=169
	Fair		24% N=95
	Poor		16% N=63
Ease of walking	Excellent		36% N=175
	Good		45% N=219
	Fair		15% N=73
	Poor		5% N=25
Well-planned residential growth	Excellent		17% N=63
	Good		58% N=210
	Fair		20% N=74
	Poor		4% N=15
Well-planned commercial growth	Excellent		16% N=60
	Good		48% N=180
	Fair		26% N=99
	Poor		9% N=35
Well-designed neighborhoods	Excellent		21% N=100

Please also rate each of the following in the Arlington Heights community.

Well-designed neighborhoods	Good		61% N=286
	Fair		15% N=71
	Poor		3% N=13
Preservation of the historical or cultural character of the community	Excellent		22% N=92
	Good		55% N=230
	Fair		18% N=75
	Poor		4% N=18
Public places where people want to spend time	Excellent		33% N=166
	Good		47% N=233
	Fair		17% N=83
	Poor		3% N=16
Variety of housing options	Excellent		16% N=75
	Good		43% N=195
	Fair		36% N=162
	Poor		5% N=23
Availability of affordable quality housing	Excellent		8% N=32
	Good		23% N=94
	Fair		42% N=174
	Poor		27% N=110
Overall quality of new development	Excellent		15% N=57
	Good		52% N=204
	Fair		26% N=103
	Poor		8% N=30
Overall appearance	Excellent		33% N=166
	Good		55% N=278
	Fair		11% N=57
	Poor		0% N=2
Cleanliness	Excellent		41% N=208
	Good		50% N=252
	Fair		8% N=42
	Poor		1% N=3

Please also rate each of the following in the Arlington Heights community.

Water resources	Excellent		12% N=53
	Good		39% N=170
	Fair		33% N=143
	Poor		16% N=68
Air quality	Excellent		26% N=120
	Good		62% N=293
	Fair		12% N=57
	Poor		0% N=
Availability of paths and walking trails	Excellent		19% N=89
	Good		39% N=183
	Fair		31% N=149
	Poor		11% N=54
Fitness opportunities	Excellent		23% N=108
	Good		51% N=238
	Fair		20% N=94
	Poor		6% N=28
Recreational opportunities	Excellent		28% N=132
	Good		49% N=235
	Fair		19% N=89
	Poor		4% N=20
Availability of affordable quality food	Excellent		22% N=109
	Good		53% N=258
	Fair		22% N=109
	Poor		2% N=11
Availability of affordable quality health care	Excellent		23% N=100
	Good		57% N=244
	Fair		16% N=66
	Poor		4% N=16
Availability of preventive health services	Excellent		28% N=112
	Good		49% N=195
	Fair		21% N=83

Please also rate each of the following in the Arlington Heights community.

Availability of preventive health services	Poor		3% N=11
Availability of affordable quality mental health care	Excellent		19% N=44
	Good		38% N=86
	Fair		32% N=73
	Poor		11% N=24
Opportunities to attend cultural/arts/music activities	Excellent		32% N=153
	Good		49% N=233
	Fair		14% N=67
	Poor		4% N=20
Community support for the arts	Excellent		33% N=135
	Good		46% N=186
	Fair		18% N=75
	Poor		2% N=9
Availability of affordable quality childcare/preschool	Excellent		20% N=57
	Good		42% N=116
	Fair		23% N=65
	Poor		15% N=41
K-12 education	Excellent		46% N=165
	Good		42% N=149
	Fair		11% N=40
	Poor		1% N=3
Adult educational opportunities	Excellent		27% N=94
	Good		56% N=196
	Fair		17% N=61
	Poor		0% N=1
Sense of civic/community pride	Excellent		29% N=133
	Good		53% N=249
	Fair		15% N=70
	Poor		3% N=14
Neighborliness of residents	Excellent		26% N=127
	Good		48% N=235

Please also rate each of the following in the Arlington Heights community.	Neighborhoodliness of residents	Fair		22% N=105
		Poor		4% N=18
	Opportunities to participate in social events and activities	Excellent		25% N=117
		Good		52% N=239
		Fair		19% N=88
		Poor		4% N=18
	Opportunities to attend special events and festivals	Excellent		35% N=170
		Good		43% N=211
		Fair		18% N=91
		Poor		4% N=19
	Opportunities to volunteer	Excellent		30% N=106
		Good		52% N=185
		Fair		16% N=56
		Poor		2% N=9
	Opportunities to participate in community matters	Excellent		17% N=68
		Good		55% N=217
		Fair		21% N=84
		Poor		6% N=24
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		16% N=63
		Good		52% N=199
		Fair		26% N=101
		Poor		6% N=21
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Arlington Heights for help or information	No		52% N=265
		Yes		48% N=241
	Contacted Arlington Heights elected officials to express your opinion	No		87% N=442
		Yes		13% N=65
	Attended a local public meeting	No		83% N=418
		Yes		17% N=88
	Watched a local public meeting	No		82% N=416
		Yes		18% N=90
	Volunteered your time to some group/activity	No		77% N=391

Please indicate whether or not you have done each of the following in the last 12 months.	Volunteered your time to some group/activity	Yes		23% N=115
	Campaigned or advocated for a local issue, cause, or candidate	No		86% N=436
		Yes		14% N=69
	Voted in your most recent local election	No		26% N=132
		Yes		74% N=375
	Used public transportation instead of driving	No		55% N=277
		Yes		45% N=225
	Carpooled with other adults or children instead of driving alone	No		57% N=284
		Yes		43% N=218
Walked or biked instead of driving	No		30% N=151	
	Yes		70% N=354	
Please rate the quality of each of the following services in Arlington Heights.	Public information services	Excellent		19% N=79
		Good		60% N=246
		Fair		18% N=76
		Poor		3% N=10
	Economic development	Excellent		14% N=56
		Good		57% N=225
		Fair		23% N=93
		Poor		5% N=22
	Traffic enforcement	Excellent		18% N=84
		Good		60% N=277
		Fair		18% N=82
		Poor		4% N=20
	Traffic signal timing	Excellent		13% N=62
		Good		55% N=275
		Fair		26% N=129
		Poor		6% N=29
Street repair	Excellent		9% N=47	
	Good		46% N=232	
	Fair		31% N=154	
	Poor		14% N=71	

Please rate the quality of each of the following services in Arlington Heights.

Street cleaning	Excellent		24% N=120
	Good		56% N=275
	Fair		17% N=84
	Poor		3% N=16
Street lighting	Excellent		20% N=101
	Good		56% N=280
	Fair		19% N=97
	Poor		4% N=22
Snow removal	Excellent		33% N=163
	Good		52% N=260
	Fair		12% N=59
	Poor		4% N=19
Sidewalk maintenance	Excellent		18% N=86
	Good		50% N=241
	Fair		26% N=123
	Poor		6% N=31
Bus or transit services	Excellent		14% N=39
	Good		42% N=116
	Fair		26% N=73
	Poor		18% N=51
Land use, planning and zoning	Excellent		11% N=33
	Good		58% N=179
	Fair		27% N=83
	Poor		4% N=12
Code enforcement	Excellent		14% N=41
	Good		51% N=153
	Fair		26% N=77
	Poor		10% N=29
Affordable high-speed internet access	Excellent		18% N=77
	Good		51% N=219
	Fair		25% N=109

Please rate the quality of each of the following services in Arlington Heights.	Affordable high-speed internet access	Poor		6% N=27
	Garbage collection	Excellent		39% N=190
		Good		52% N=256
		Fair		8% N=41
		Poor		1% N=7
	Drinking water	Excellent		38% N=185
		Good		49% N=236
		Fair		9% N=44
		Poor		4% N=22
	Sewer services	Excellent		29% N=135
		Good		58% N=266
		Fair		8% N=38
		Poor		4% N=20
	Storm water management	Excellent		19% N=90
		Good		56% N=264
		Fair		13% N=62
		Poor		11% N=51
	Power (electric and/or gas) utility	Excellent		27% N=138
		Good		56% N=280
		Fair		14% N=71
		Poor		2% N=12
	Utility billing	Excellent		21% N=105
		Good		55% N=269
		Fair		20% N=96
		Poor		4% N=19
	Police/Sheriff services	Excellent		39% N=183
		Good		47% N=219
		Fair		11% N=51
		Poor		3% N=13
	Crime prevention	Excellent		22% N=97
		Good		62% N=271

Please rate the quality of each of the following services in Arlington Heights.

Crime prevention	Fair		10% N=44
	Poor		6% N=25
Animal control	Excellent		23% N=78
	Good		54% N=180
	Fair		17% N=59
	Poor		6% N=19
Ambulance or emergency medical services	Excellent		51% N=191
	Good		46% N=174
	Fair		3% N=11
	Poor		0% N=
Fire services	Excellent		54% N=201
	Good		44% N=165
	Fair		1% N=3
	Poor		1% N=5
Fire prevention and education	Excellent		35% N=109
	Good		53% N=165
	Fair		9% N=29
	Poor		2% N=8
Emergency preparedness	Excellent		30% N=94
	Good		46% N=145
	Fair		17% N=52
	Poor		8% N=24
Preservation of natural areas	Excellent		17% N=73
	Good		50% N=214
	Fair		25% N=107
	Poor		9% N=37
Arlington Heights open space	Excellent		20% N=89
	Good		46% N=200
	Fair		22% N=96
	Poor		11% N=50
Recycling	Excellent		28% N=138

Please rate the quality of each of the following services in Arlington Heights.

Recycling	Good		49% N=238
	Fair		20% N=97
	Poor		3% N=15
Yard waste pick-up	Excellent		28% N=108
	Good		52% N=200
	Fair		16% N=63
	Poor		4% N=16
Village parks	Excellent		41% N=199
	Good		44% N=214
	Fair		15% N=74
	Poor		0% N=2
Recreation programs or classes	Excellent		35% N=144
	Good		54% N=222
	Fair		10% N=39
	Poor		1% N=5
Recreation centers or facilities	Excellent		34% N=143
	Good		54% N=225
	Fair		11% N=48
	Poor		1% N=4
Health services	Excellent		29% N=99
	Good		55% N=188
	Fair		14% N=48
	Poor		3% N=9
Public library services	Excellent		74% N=343
	Good		24% N=111
	Fair		2% N=10
	Poor		0% N=2
Overall customer service by Arlington Heights employees	Excellent		42% N=190
	Good		48% N=213
	Fair		7% N=33
	Poor		3% N=11

Please rate the following categories of Arlington Heights government performance.	The value of services for the taxes paid to Arlington Heights	Excellent		11% N=50
		Good		44% N=202
		Fair		33% N=151
		Poor		12% N=54
	The overall direction that Arlington Heights is taking	Excellent		22% N=103
		Good		52% N=243
		Fair		19% N=90
		Poor		6% N=30
	The job Arlington Heights government does at welcoming resident involvement	Excellent		20% N=73
		Good		43% N=153
		Fair		26% N=92
		Poor		11% N=39
	Overall confidence in Arlington Heights government	Excellent		20% N=92
		Good		49% N=226
		Fair		22% N=102
		Poor		8% N=38
	Generally acting in the best interest of the community	Excellent		21% N=98
		Good		52% N=239
		Fair		18% N=83
		Poor		9% N=43
	Being honest	Excellent		22% N=91
		Good		48% N=196
		Fair		25% N=101
		Poor		5% N=20
	Being open and transparent to the public	Excellent		20% N=79
		Good		44% N=177
		Fair		28% N=114
		Poor		8% N=33
	Informing residents about issues facing the community	Excellent		21% N=94
		Good		40% N=176
		Fair		26% N=115

Please rate the following categories of Arlington Heights government performance.	Informing residents about issues facing the community	Poor		13% N=58
	Treating all residents fairly	Excellent		22% N=84
		Good		49% N=187
		Fair		20% N=74
		Poor		9% N=34
	Treating residents with respect	Excellent		25% N=107
		Good		54% N=226
		Fair		15% N=63
		Poor		6% N=25
	Overall, how would you rate the quality of the services provided by each of the following?	The Village of Arlington Heights	Excellent	
Good			56% N=273	
Fair			12% N=58	
Poor			3% N=16	
Please rate how important, if at all, you think it is for the Arlington Heights community to focus on each of the following in the coming two years.	Overall economic health	Essential		52% N=258
		Very important		41% N=200
		Somewhat important		7% N=34
	Overall quality of the transportation system	Essential		28% N=141
		Very important		46% N=227
		Somewhat important		24% N=120
		Not at all important		2% N=7
	Overall design or layout of residential and commercial areas	Essential		22% N=110
		Very important		45% N=226
		Somewhat important		32% N=159
		Not at all important		1% N=7
	Overall quality of the utility infrastructure	Essential		48% N=240
		Very important		44% N=219
		Somewhat important		9% N=45
		Not at all important		0% N=
	Overall feeling of safety	Essential		60% N=298
		Very important		32% N=161
		Somewhat important		6% N=30

Please rate how important, if at all, you think it is for the Arlington Heights community to focus on each of the following in the coming two years.	Overall feeling of safety	Not at all important		1% N=7
	Overall quality of natural environment	Essential		27% N=134
		Very important		53% N=267
		Somewhat important		18% N=89
		Not at all important		2% N=12
	Overall quality of parks and recreation opportunities	Essential		29% N=143
		Very important		58% N=290
		Somewhat important		13% N=65
		Not at all important		0% N=
	Overall health and wellness opportunities	Essential		22% N=111
		Very important		49% N=246
		Somewhat important		26% N=131
		Not at all important		3% N=14
	Overall opportunities for education, culture, and the arts	Essential		33% N=162
		Very important		37% N=184
		Somewhat important		26% N=129
		Not at all important		5% N=22
	Residents' connection and engagement with their community	Essential		20% N=98
		Very important		44% N=220
		Somewhat important		33% N=164
		Not at all important		4% N=18
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the city government and its activities, events, and services:	Village website (www.vah.com)	Major source		69% N=332
		Minor source		23% N=111
		Not a source		8% N=37
	Village e-newsletter (www.vah.com/enews)	Major source		30% N=146
		Minor source		47% N=233
		Not a source		23% N=113
	Village of Arlington Heights Facebook	Major source		20% N=99
		Minor source		33% N=164
		Not a source		47% N=234
	Village of Arlington Heights Twitter	Major source		8% N=40

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the city government and its activities, events, and services:	Village of Arlington Heights Twitter	Minor source	 23% N=112
		Not a source	 69% N=341
	Village of Arlington Heights Instagram	Major source	 11% N=53
		Minor source	 22% N=110
		Not a source	 67% N=326
	Village of Arlington Heights Nextdoor	Major source	 14% N=68
		Minor source	 32% N=156
		Not a source	 55% N=268
	Local media (newspaper, radio, TV)	Major source	 41% N=201
		Minor source	 37% N=184
		Not a source	 22% N=106
	Arlington Heights Local Channel (Comcast, Astound, AT&T)	Major source	 8% N=42
		Minor source	 26% N=130
		Not a source	 65% N=323
	Word-of-mouth	Major source	 42% N=206
		Minor source	 47% N=231
		Not a source	 11% N=56
Did you attend any of the following events hosted by the Village in the last two years?	Have you visited the Village's Arlington Park Redevelopment webpage (www.vah.com/arlingtonpark) for updates	Yes	 21% N=104
		No	 79% N=392
	If you have not visited the Village's Arlington Park Redevelopment page, why not?	I did not know about the website	 68% N=257
		I did not know about the project	 28% N=105
		Other	 5% N=18
	Arlington Alfresco Outdoor Dining Experience (May - September)	Attended	 69% N=341
		Chose not to attend	 12% N=61
		Did not know about	 19% N=96
	Sounds of Summer Concerts (Thursdays & Fridays in mid-June - July)	Attended	 50% N=248
		Chose not to attend	 31% N=152
		Did not know about	 19% N=95
	Harmony Fest featuring the Taste of Arlington Heights (End of September)	Attended	 45% N=223
		Chose not to attend	 29% N=144
		Did not know about	 25% N=125

Did you attend any of the following events hosted by the Village in the last two years?	Autumn Harvest (First Saturday of October)	Attended	 30% N=150
		Chose not to attend	 31% N=154
		Did not know about	 38% N=189
	Community Open House with Police, Fire, & Public Works (Second Saturday of October)	Attended	 10% N=48
		Chose not to attend	 40% N=199
		Did not know about	 50% N=247
	Tree Lighting and events at Harmony Park (Friday after Thanksgiving)	Attended	 31% N=153
		Chose not to attend	 49% N=243
		Did not know about	 20% N=99
In general, how many times do you:	Access the internet from your home	Several times a day	 87% N=427
		Once a day	 5% N=24
		A few times a week	 4% N=21
		Every few weeks	 1% N=3
		Less often or never	 3% N=16
	Access the internet from your cell phone	Several times a day	 89% N=437
		Once a day	 3% N=14
		A few times a week	 2% N=11
		Every few weeks	 1% N=6
		Less often or never	 4% N=20
	Visit social media sites	Several times a day	 57% N=278
		Once a day	 12% N=57
		A few times a week	 10% N=47
		Every few weeks	 4% N=18
		Less often or never	 18% N=87
	Use or check email	Several times a day	 84% N=412
		Once a day	 9% N=45
		A few times a week	 4% N=21
		Every few weeks	 0% N=
		Less often or never	 2% N=11
	Share your opinions online	Several times a day	 7% N=33
		Once a day	 3% N=15

In general, how many times do you:	Share your opinions online	A few times a week	 11% N=53
		Every few weeks	 21% N=101
		Less often or never	 58% N=276
Shop online	Several times a day		 8% N=38
	Once a day		 9% N=44
	A few times a week		 42% N=203
	Every few weeks		 30% N=144
	Less often or never		 12% N=56
Please rate your overall health.	Excellent		 35% N=173
	Very good		 43% N=212
	Good		 19% N=95
	Fair		 3% N=17
	Poor		 0% N=
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		 3% N=15
	Somewhat positive		 14% N=68
	Neutral		 43% N=215
	Somewhat negative		 33% N=164
	Very negative		 7% N=33
How many years have you lived in Arlington Heights?	Less than 2 years		 15% N=75
	2-5 years		 21% N=105
	6-10 years		 14% N=70
	11-20 years		 12% N=60
	More than 20 years		 38% N=188
Which best describes the building you live in?	Single-family detached home		 54% N=268
	Townhouse or duplex (may share walls but no units above or below you)		 5% N=26
	Condominium or apartment (have units above or below you)		 38% N=186
	Mobile home		 0% N=2
	Other		 3% N=14
Do you rent or own your home?	Rent		 27% N=132
	Own		 73% N=366
About how much is your monthly housing cost for the place you live...	\$300 to \$599		 3% N=14

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)?	\$600 to \$999		9% N=42
	\$1,000 to \$1,499		19% N=94
	\$1,500 to \$2,499		34% N=165
	\$2,500 to \$3,999		25% N=122
	\$4,000 to \$6,999		7% N=34
	\$7,000 to \$9,999		2% N=9
	\$10,000 or more		1% N=6
Do any children 17 or under live in your household?	No		67% N=328
	Yes		33% N=165
Are you or any other members of your household aged 65 or older?	No		67% N=329
	Yes		33% N=161
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		1% N=6
	\$25,000 to \$49,999		13% N=57
	\$50,000 to \$74,999		12% N=55
	\$75,000 to \$99,999		13% N=57
	\$100,000 to \$149,999		21% N=95
	\$150,000 to \$199,999		14% N=63
	\$200,000 to \$299,999		15% N=66
	\$300,000 or more		11% N=50
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		93% N=447
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish..		7% N=36
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		2% N=8
	Asian		5% N=23
	Black or African American		2% N=8
	Native Hawaiian or Other Pacific Islander		1% N=7
	White		85% N=405
	A race not listed		15% N=70
In which category is your age?	18-24 years		3% N=15
	25-34 years		17% N=84
	35-44 years		18% N=91
	45-54 years		19% N=92

In which category is your age?	55-64 years		16% N=80
	65-74 years		15% N=74
	75 years or older		11% N=55
What is your gender?	Woman		51% N=246
	Man		48% N=234
	Identify in another way		1% N=7
If you identify in another way, how would you describe your gender?	Two-spirit		36% N=2
	Identify in another way		64% N=4

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the Village of Arlington Heights conducted a survey of 523 residents. Survey invitations were mailed to randomly selected households and data were collected from March 24, 2023 to May 5, 2023. The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the Village of Arlington Heights. The open participation survey was identical to the probability sample survey with two small updates; it asked respondents if they lived within the Village and where they heard about the survey. The open participation survey was open to all village residents and became available on April 21. The survey remained open for two weeks and there were 343 responses.

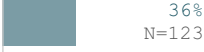
The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the Village of Arlington Heights. 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 open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	6%	19%	20%
	35-54	32%	34%	37%
	55+	62%	47%	44%
Hispanic	No, not of Hispanic, Latino/a/x, or Spanish ..	99%	96%	93%
	Yes, I consider myself to be of Hispanic, La..	1%	4%	7%
Housing type	Attached	12%	44%	44%
	Detached	88%	56%	56%
race	Not white	6%	14%	18%
	White	94%	86%	82%
Race/ethnicity	Not white alone	8%	18%	21%
	White alone, not Hispanic or Latino	92%	82%	79%
Sex	Man	42%	54%	49%
	Woman	58%	46%	51%
Sex/age	Man 18-34	4%	10%	10%
	Man 35-54	15%	20%	19%
	Man 55+	23%	24%	20%
	Woman 18-34	2%	10%	10%
	Woman 35-54	17%	15%	18%
	Woman 55+	39%	21%	23%
Tenure	Own	97%	85%	73%
	Rent	3%	15%	27%

Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Arlington Heights.	Do you live within the Village limits of Arlington Heights?	Yes		95% N=326
		No		5% N=16
	Arlington Heights as a place to live	Excellent		59% N=201
		Good		36% N=123
		Fair		4% N=14
		Poor		1% N=4
	Your neighborhood as a place to live	Excellent		57% N=187
		Good		34% N=112
		Fair		9% N=30
		Poor		0% N=1
	Arlington Heights as a place to raise children	Excellent		64% N=190
		Good		32% N=97
		Fair		3% N=8
		Poor		1% N=4
	Arlington Heights as a place to work	Excellent		41% N=79
		Good		46% N=87
		Fair		11% N=20
		Poor		2% N=4
	Arlington Heights as a place to visit	Excellent		46% N=152
		Good		35% N=116
		Fair		14% N=48
		Poor		4% N=13
	Arlington Heights as a place to retire	Excellent		29% N=77
		Good		35% N=93
		Fair		23% N=61
		Poor		14% N=37
	The overall quality of life	Excellent		52% N=176
		Good		39% N=133

Please rate each of the following aspects of quality of life in Arlington Heights.	The overall quality of life	Fair		9% N=29
		Poor		1% N=2
	Sense of community	Excellent		29% N=100
		Good		42% N=141
		Fair		23% N=79
		Poor		6% N=20
Please rate each of the following characteristics as they relate to Arlington Heights as a whole.	Overall economic health	Excellent		39% N=128
		Good		52% N=172
		Fair		9% N=30
		Poor		1% N=2
	Overall quality of the transportation system	Excellent		17% N=56
		Good		40% N=129
		Fair		32% N=106
		Poor		11% N=35
	Overall design or layout of residential and commercial areas	Excellent		26% N=87
		Good		55% N=188
		Fair		16% N=55
		Poor		3% N=10
	Overall quality of the utility infrastructure	Excellent		29% N=96
		Good		44% N=144
		Fair		21% N=68
		Poor		5% N=18
	Overall feeling of safety	Excellent		36% N=122
		Good		52% N=173
		Fair		11% N=36
		Poor		1% N=5
	Overall quality of natural environment	Excellent		19% N=63
		Good		55% N=184
		Fair		16% N=52
		Poor		11% N=36
	Overall quality of parks and recreation opportunities	Excellent		45% N=149
		Good		42% N=142

Please rate each of the following characteristics as they relate to Arlington Heights as a whole.	Overall quality of parks and recreation opportunities	Fair		10% N=35
		Poor		3% N=9
	Overall health and wellness opportunities	Excellent		37% N=119
		Good		46% N=150
		Fair		15% N=50
		Poor		2% N=7
	Overall opportunities for education, culture, and the arts	Excellent		37% N=125
		Good		43% N=144
		Fair		17% N=56
		Poor		3% N=9
	Residents' connection and engagement with their community	Excellent		22% N=73
		Good		52% N=170
		Fair		23% N=77
		Poor		3% N=8
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Arlington Heights to someone who asks	Very likely		65% N=220
		Somewhat likely		25% N=83
		Somewhat unlikely		7% N=24
		Very unlikely		3% N=11
	Remain in Arlington Heights for the next five years	Very likely		66% N=217
		Somewhat likely		22% N=74
		Somewhat unlikely		5% N=15
		Very unlikely		7% N=24
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		81% N=274
		Somewhat safe		18% N=60
		Neither safe nor unsafe		0% N=2
		Somewhat unsafe		1% N=2
		Very unsafe		0% N=
	In Arlington Heights's downtown/commercial area during the day	Very safe		73% N=247
		Somewhat safe		22% N=75
		Neither safe nor unsafe		3% N=10
		Somewhat unsafe		1% N=5
		Very unsafe		0% N=

Please rate how safe or unsafe you feel:	From property crime	Very safe		39% N=131
		Somewhat safe		48% N=160
		Neither safe nor unsafe		9% N=30
		Somewhat unsafe		3% N=11
		Very unsafe		1% N=2
	From violent crime	Very safe		58% N=195
		Somewhat safe		33% N=108
		Neither safe nor unsafe		6% N=19
		Somewhat unsafe		3% N=10
		Very unsafe		0% N=1
	From fire, flood, or other natural disaster	Very safe		62% N=208
		Somewhat safe		27% N=89
		Neither safe nor unsafe		8% N=28
		Somewhat unsafe		2% N=8
		Very unsafe		0% N=1
Please rate the job you feel the Arlington Heights community does at each of the following.	Making all residents feel welcome	Excellent		32% N=105
		Good		43% N=141
		Fair		15% N=50
		Poor		9% N=30
	Attracting people from diverse backgrounds	Excellent		15% N=47
		Good		36% N=113
		Fair		28% N=87
		Poor		22% N=68
	Valuing/respecting residents from diverse backgrounds	Excellent		23% N=71
		Good		40% N=124
		Fair		25% N=78
		Poor		12% N=36
	Taking care of vulnerable residents	Excellent		19% N=52
		Good		42% N=114
		Fair		28% N=75
		Poor		10% N=28
Please rate each of the following in the Arlington Heights community.	Overall quality of business and service establishments	Excellent		44% N=150

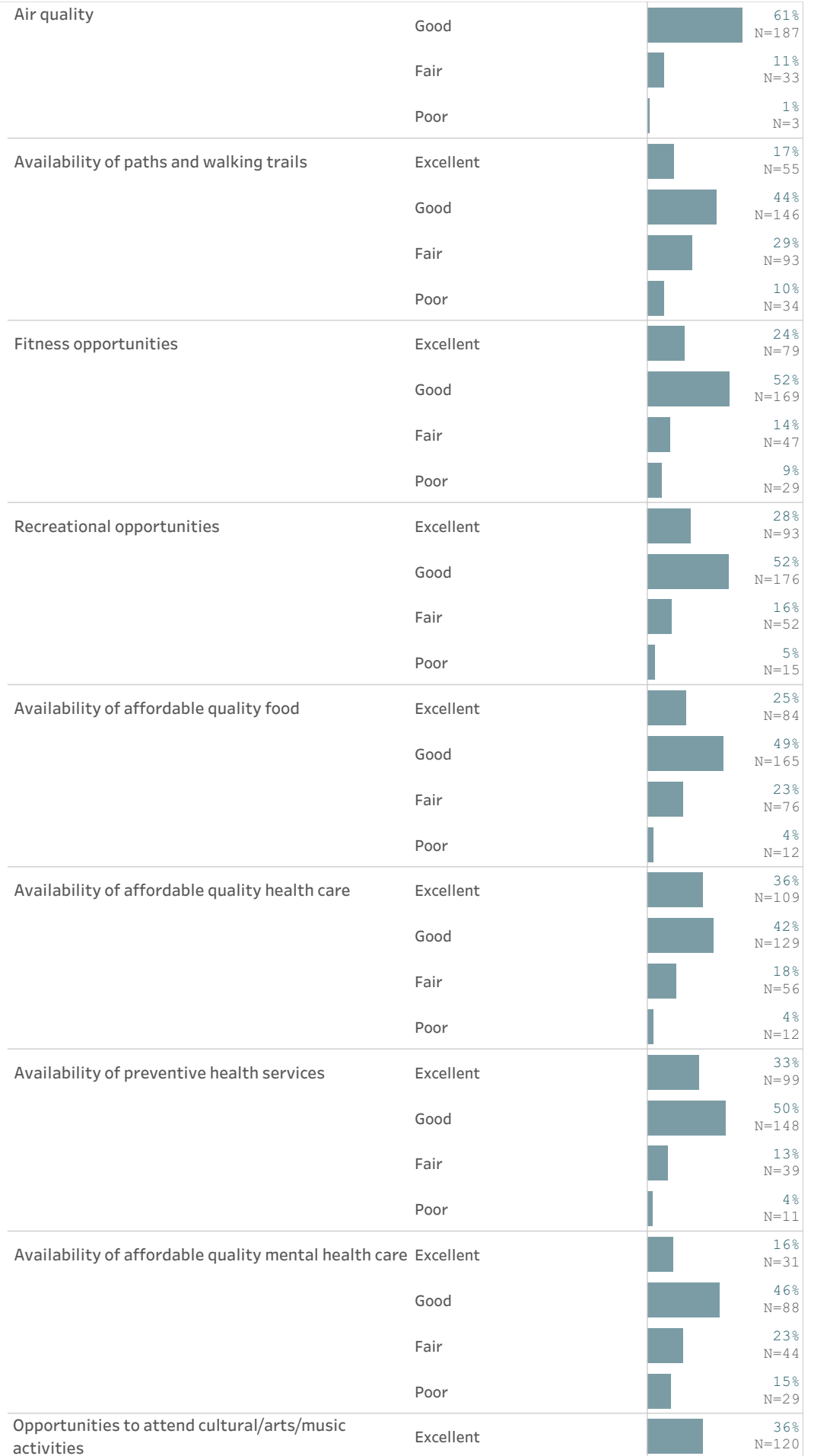
Please rate each of the following in the Arlington Heights community.	Overall quality of business and service establishments	Good		44% N=151
		Fair		10% N=35
		Poor		1% N=5
	Variety of business and service establishments	Excellent		32% N=106
		Good		47% N=158
		Fair		19% N=63
		Poor		2% N=7
	Vibrancy of downtown/commercial area	Excellent		59% N=202
		Good		29% N=98
		Fair		10% N=34
		Poor		2% N=6
	Employment opportunities	Excellent		22% N=40
		Good		52% N=92
		Fair		22% N=39
		Poor		5% N=8
	Shopping opportunities	Excellent		27% N=87
		Good		45% N=146
		Fair		24% N=78
		Poor		5% N=17
	Cost of living	Excellent		5% N=16
		Good		32% N=109
		Fair		43% N=144
		Poor		20% N=66
	Overall image or reputation	Excellent		53% N=179
		Good		39% N=131
		Fair		7% N=22
		Poor		2% N=7
Please also rate each of the following in the Arlington Heights community.	Traffic flow on major streets	Excellent		17% N=59
		Good		56% N=191
		Fair		20% N=69
		Poor		6% N=20
	Ease of public parking	Excellent		19% N=61

Please also rate each of the following in the Arlington Heights community.

Ease of public parking	Good		44% N=142
	Fair		27% N=88
	Poor		10% N=33
Ease of travel by car	Excellent		27% N=91
	Good		62% N=206
	Fair		10% N=33
	Poor		1% N=3
Ease of travel by public transportation	Excellent		11% N=27
	Good		25% N=59
	Fair		31% N=73
	Poor		34% N=80
Ease of travel by bicycle	Excellent		7% N=19
	Good		36% N=100
	Fair		36% N=102
	Poor		21% N=58
Ease of walking	Excellent		31% N=103
	Good		47% N=156
	Fair		19% N=62
	Poor		4% N=12
Well-planned residential growth	Excellent		17% N=45
	Good		57% N=153
	Fair		17% N=45
	Poor		9% N=25
Well-planned commercial growth	Excellent		18% N=44
	Good		51% N=130
	Fair		18% N=47
	Poor		13% N=32
Well-designed neighborhoods	Excellent		19% N=61
	Good		57% N=184
	Fair		22% N=72
	Poor		2% N=6
Preservation of the historical or cultural character of the community	Excellent		29% N=86

Please also rate each of the following in the Arlington Heights community.	Preservation of the historical or cultural character of the community	Good		46% N=136
		Fair		23% N=68
		Poor		2% N=5
	Public places where people want to spend time	Excellent		35% N=118
		Good		47% N=157
		Fair		15% N=50
		Poor		3% N=12
	Variety of housing options	Excellent		16% N=50
		Good		43% N=135
		Fair		34% N=107
		Poor		7% N=23
	Availability of affordable quality housing	Excellent		6% N=18
		Good		24% N=69
		Fair		38% N=107
		Poor		31% N=87
	Overall quality of new development	Excellent		15% N=46
		Good		52% N=161
		Fair		21% N=65
		Poor		12% N=37
	Overall appearance	Excellent		43% N=142
		Good		44% N=147
		Fair		12% N=41
		Poor		1% N=3
	Cleanliness	Excellent		47% N=157
		Good		42% N=141
		Fair		9% N=30
		Poor		3% N=10
	Water resources	Excellent		12% N=36
		Good		40% N=116
		Fair		34% N=101
		Poor		14% N=41
	Air quality	Excellent		27% N=83

Please also rate each of the following in the Arlington Heights community.



Please also rate each of the following in the Arlington Heights community.	Opportunities to attend cultural/arts/music activities	Good		47% N=158
		Fair		14% N=49
		Poor		3% N=9
	Community support for the arts	Excellent		32% N=97
		Good		46% N=140
		Fair		20% N=60
		Poor		3% N=8
	Availability of affordable quality childcare/preschool	Excellent		18% N=32
		Good		46% N=82
		Fair		20% N=35
		Poor		16% N=28
	K-12 education	Excellent		56% N=144
		Good		35% N=92
		Fair		6% N=16
		Poor		3% N=7
	Adult educational opportunities	Excellent		41% N=108
		Good		44% N=119
		Fair		13% N=36
		Poor		2% N=4
	Sense of civic/community pride	Excellent		36% N=115
		Good		47% N=150
		Fair		15% N=49
		Poor		3% N=8
	Neighborhoodliness of residents	Excellent		26% N=88
		Good		52% N=175
		Fair		18% N=60
		Poor		4% N=14
	Opportunities to participate in social events and activities	Excellent		34% N=111
		Good		45% N=150
		Fair		16% N=52
		Poor		5% N=17
	Opportunities to attend special events and festivals	Excellent		45% N=152

Please also rate each of the following in the Arlington Heights community.	Opportunities to attend special events and festivals	Good		45% N=153
		Fair		7% N=25
		Poor		2% N=8
	Opportunities to volunteer	Excellent		36% N=93
		Good		54% N=139
		Fair		10% N=25
		Poor		0% N=1
	Opportunities to participate in community matters	Excellent		31% N=90
		Good		44% N=130
		Fair		19% N=56
		Poor		6% N=17
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		21% N=63
		Good		41% N=124
		Fair		24% N=72
		Poor		15% N=47
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the Village of Arlington Heights for help or information	No		44% N=150
		Yes		56% N=187
	Contacted Arlington Heights elected officials to express your opinion	No		73% N=247
		Yes		27% N=91
	Attended a local public meeting	No		73% N=248
		Yes		27% N=90
	Watched a local public meeting	No		61% N=206
		Yes		39% N=131
	Volunteered your time to some group/activity	No		61% N=206
		Yes		39% N=132
	Campaigned or advocated for a local issue, cause, or candidate	No		72% N=244
		Yes		28% N=94
	Voted in your most recent local election	No		15% N=52
		Yes		85% N=285
	Used public transportation instead of driving	No		57% N=192
		Yes		43% N=144
	Carpooled with other adults or children instead of driving alone	No		59% N=198

Please indicate whether or not you have done each of the following in the last 12 months.	Carpooled with other adults or children instead of driving alone	Yes		41% N=140
	Walked or biked instead of driving	No		25% N=85
		Yes		75% N=252
Please rate the quality of each of the following services in Arlington Heights.	Public information services	Excellent		28% N=81
		Good		55% N=159
		Fair		14% N=40
		Poor		3% N=10
	Economic development	Excellent		15% N=40
		Good		63% N=169
		Fair		16% N=43
		Poor		6% N=16
	Traffic enforcement	Excellent		17% N=47
		Good		52% N=145
		Fair		20% N=55
		Poor		12% N=33
	Traffic signal timing	Excellent		14% N=43
		Good		55% N=173
		Fair		27% N=86
		Poor		5% N=15
	Street repair	Excellent		15% N=47
		Good		49% N=156
		Fair		30% N=94
		Poor		7% N=23
	Street cleaning	Excellent		29% N=90
		Good		58% N=182
		Fair		12% N=37
		Poor		1% N=3
	Street lighting	Excellent		25% N=83
		Good		56% N=188
		Fair		15% N=49
		Poor		4% N=13
	Snow removal	Excellent		42% N=140

Please rate the quality of each of the following services in Arlington Heights.

Snow removal	Good		44% N=147
	Fair		10% N=33
	Poor		3% N=11
Sidewalk maintenance	Excellent		22% N=72
	Good		52% N=169
	Fair		23% N=73
	Poor		3% N=8
Bus or transit services	Excellent		11% N=21
	Good		27% N=51
	Fair		31% N=57
	Poor		31% N=57
Land use, planning and zoning	Excellent		14% N=36
	Good		45% N=114
	Fair		28% N=71
	Poor		13% N=33
Code enforcement	Excellent		19% N=45
	Good		38% N=90
	Fair		29% N=69
	Poor		15% N=35
Affordable high-speed internet access	Excellent		25% N=65
	Good		45% N=118
	Fair		20% N=51
	Poor		10% N=27
Garbage collection	Excellent		54% N=172
	Good		40% N=128
	Fair		6% N=20
Drinking water	Excellent		49% N=157
	Good		42% N=135
	Fair		7% N=22
	Poor		3% N=10
Sewer services	Excellent		37% N=111
	Good		55% N=165

Please rate the quality of each of the following services in Arlington Heights.

Sewer services	Fair		7% N=22
	Poor		1% N=3
Storm water management	Excellent		29% N=87
	Good		48% N=144
	Fair		13% N=39
	Poor		9% N=27
Power (electric and/or gas) utility	Excellent		39% N=123
	Good		47% N=151
	Fair		12% N=40
	Poor		2% N=6
Utility billing	Excellent		32% N=94
	Good		51% N=152
	Fair		14% N=41
	Poor		3% N=9
Police/Sheriff services	Excellent		51% N=153
	Good		39% N=117
	Fair		8% N=23
	Poor		2% N=6
Crime prevention	Excellent		28% N=81
	Good		54% N=160
	Fair		15% N=44
	Poor		3% N=10
Animal control	Excellent		27% N=56
	Good		54% N=113
	Fair		18% N=37
	Poor		1% N=3
Ambulance or emergency medical services	Excellent		61% N=145
	Good		37% N=87
	Fair		2% N=4
	Poor		0% N=
Fire services	Excellent		66% N=168
	Good		33% N=85

Please rate the quality of each of the following services in Arlington Heights.

Fire services	Fair		1% N=3
Fire prevention and education	Excellent		45% N=106
	Good		49% N=116
	Fair		6% N=15
	Poor		0% N=1
Emergency preparedness	Excellent		33% N=72
	Good		50% N=109
	Fair		9% N=19
	Poor		8% N=16
Preservation of natural areas	Excellent		19% N=54
	Good		44% N=129
	Fair		22% N=64
	Poor		15% N=43
Arlington Heights open space	Excellent		16% N=47
	Good		47% N=136
	Fair		24% N=69
	Poor		13% N=39
Recycling	Excellent		28% N=88
	Good		50% N=158
	Fair		16% N=49
	Poor		7% N=21
Yard waste pick-up	Excellent		36% N=95
	Good		48% N=127
	Fair		10% N=28
	Poor		5% N=14
Village parks	Excellent		45% N=149
	Good		43% N=143
	Fair		9% N=31
	Poor		3% N=10
Recreation programs or classes	Excellent		43% N=125
	Good		44% N=128
	Fair		10% N=28

Please rate the quality of each of the following services in Arlington Heights.	Recreation programs or classes	Poor		4% N=11
	Recreation centers or facilities	Excellent		48% N=137
		Good		41% N=117
		Fair		9% N=27
		Poor		2% N=6
	Health services	Excellent		46% N=110
		Good		43% N=102
		Fair		10% N=25
		Poor		1% N=2
	Public library services	Excellent		75% N=243
		Good		20% N=65
		Fair		4% N=13
		Poor		1% N=2
	Overall customer service by Arlington Heights employees	Excellent		49% N=148
		Good		45% N=136
		Fair		4% N=12
		Poor		3% N=8
Please rate the following categories of Arlington Heights government performance.	The value of services for the taxes paid to Arlington Heights	Excellent		28% N=91
		Good		44% N=145
		Fair		18% N=60
		Poor		10% N=34
	The overall direction that Arlington Heights is taking	Excellent		29% N=90
		Good		43% N=134
		Fair		13% N=40
		Poor		14% N=44
	The job Arlington Heights government does at welcoming resident involvement	Excellent		25% N=63
		Good		44% N=113
		Fair		19% N=48
		Poor		12% N=29
	Overall confidence in Arlington Heights government	Excellent		26% N=83
		Good		46% N=145
		Fair		18% N=57

Please rate the following categories of Arlington Heights government performance.	Overall confidence in Arlington Heights government	Poor		9% N=29
	Generally acting in the best interest of the community	Excellent		31% N=97
		Good		43% N=135
		Fair		15% N=46
		Poor		12% N=36
	Being honest	Excellent		32% N=90
		Good		43% N=124
		Fair		13% N=38
		Poor		12% N=34
	Being open and transparent to the public	Excellent		29% N=88
		Good		39% N=116
		Fair		15% N=46
		Poor		16% N=48
	Informing residents about issues facing the community	Excellent		22% N=69
		Good		42% N=131
		Fair		19% N=57
		Poor		17% N=52
	Treating all residents fairly	Excellent		26% N=72
		Good		40% N=112
		Fair		18% N=50
		Poor		16% N=43
	Treating residents with respect	Excellent		31% N=91
		Good		49% N=144
		Fair		12% N=36
		Poor		8% N=22
Overall, how would you rate the quality of the services provided by each of the following?	The Village of Arlington Heights	Excellent		39% N=125
		Good		48% N=157
		Fair		9% N=30
		Poor		4% N=12
Please rate how important, if at all, you think it is for the Arlington Heights community to focus on each of the following in the coming two years.	Overall economic health	Essential		60% N=197
		Very important		33% N=107
		Somewhat important		5% N=18

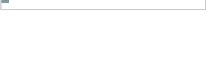
Please rate how important, if at all, you think it is for the Arlington Heights community to focus on each of the following in the coming two years.

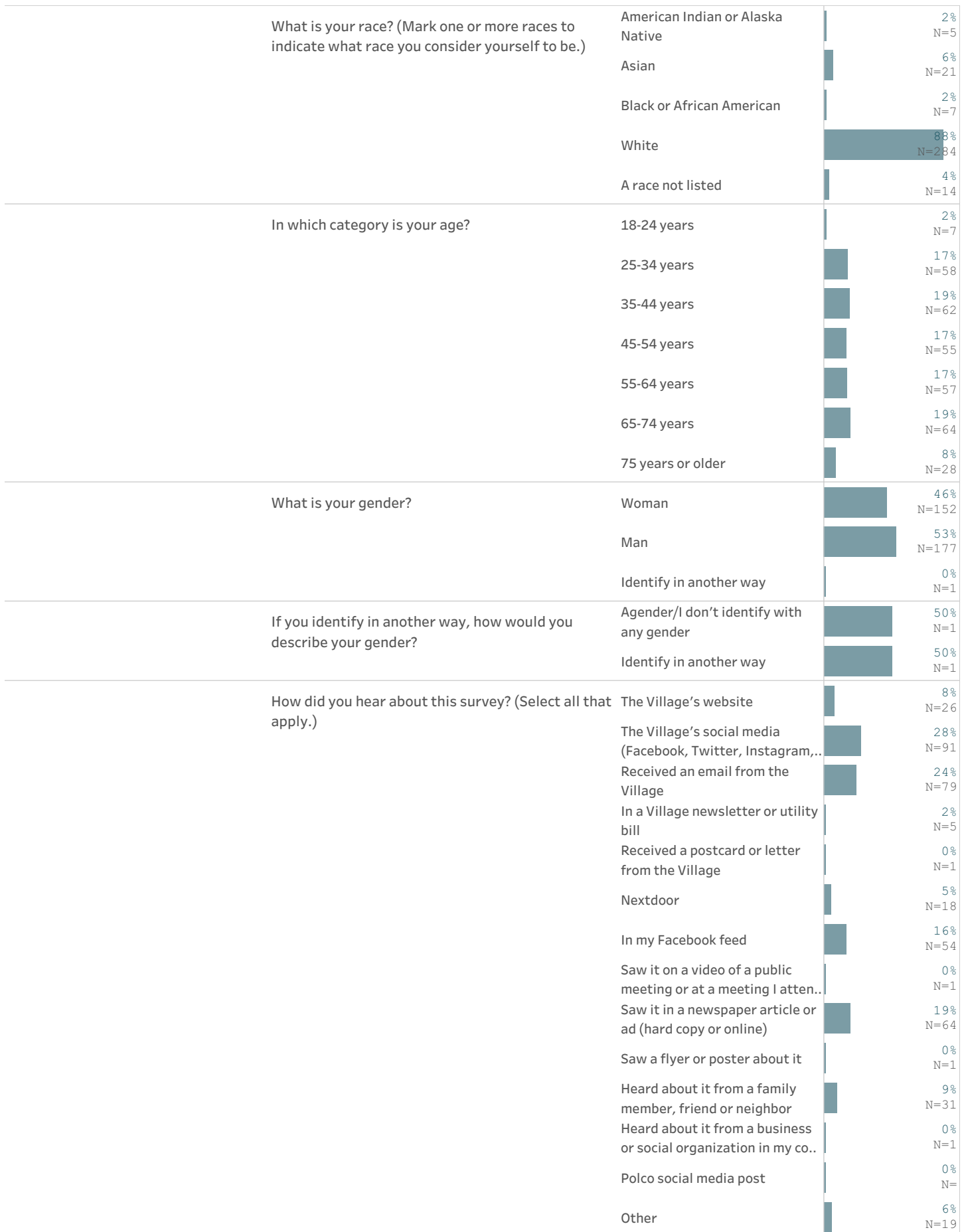
Overall economic health	Not at all important		2% N=5
Overall quality of the transportation system	Essential		38% N=125
	Very important		39% N=130
	Somewhat important		23% N=76
	Not at all important		0% N=1
Overall design or layout of residential and commercial areas	Essential		33% N=109
	Very important		37% N=123
	Somewhat important		30% N=100
	Not at all important		1% N=2
Overall quality of the utility infrastructure	Essential		56% N=186
	Very important		34% N=113
	Somewhat important		10% N=33
	Not at all important		0% N=1
Overall feeling of safety	Essential		67% N=219
	Very important		23% N=75
	Somewhat important		8% N=26
	Not at all important		3% N=9
Overall quality of natural environment	Essential		35% N=116
	Very important		45% N=150
	Somewhat important		20% N=65
	Not at all important		1% N=3
Overall quality of parks and recreation opportunities	Essential		30% N=96
	Very important		50% N=162
	Somewhat important		19% N=62
	Not at all important		1% N=5
Overall health and wellness opportunities	Essential		25% N=83
	Very important		47% N=156
	Somewhat important		26% N=86
	Not at all important		2% N=8
Overall opportunities for education, culture, and the arts	Essential		25% N=79
	Very important		42% N=137
	Somewhat important		31% N=101

Please rate how important, if at all, you think it is for the Arlington Heights community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Not at all important		2% N=6
	Residents' connection and engagement with their community	Essential		19% N=65
		Very important		50% N=168
		Somewhat important		27% N=90
		Not at all important		4% N=13
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the city government and its activities, events, and services:	Village website (www.vah.com)	Major source		68% N=227
		minor source		26% N=88
		Not a source		5% N=18
	Village e-newsletter (www.vah.com/enews)	Major source		37% N=120
		minor source		42% N=136
		Not a source		21% N=69
	Village of Arlington Heights Facebook	Major source		28% N=94
		minor source		33% N=110
		Not a source		39% N=130
	Village of Arlington Heights Twitter	Major source		5% N=17
		minor source		31% N=100
		Not a source		64% N=205
	Village of Arlington Heights Instagram	Major source		8% N=25
		minor source		28% N=91
		Not a source		65% N=214
	Village of Arlington Heights Nextdoor	Major source		15% N=49
		minor source		31% N=99
		Not a source		54% N=175
	Local media (newspaper, radio, TV)	Major source		42% N=139
		minor source		36% N=120
		Not a source		22% N=73
	Arlington Heights Local Channel (Comcast, Astound, AT&T)	Major source		9% N=31
		minor source		21% N=69
		Not a source		70% N=231
	Word-of-mouth	Major source		35% N=116
		minor source		50% N=166
		Not a source		16% N=53

	Have you visited the Village's Arlington Park Redevelopment webpage (www.vah.com/arlingtonpark) for updates regarding...	Yes		33% N=110
		No		67% N=222
	If you have not visited the Village's Arlington Park Redevelopment page, why not?	I did not know about the website		69% N=153
		I did not know about the project		27% N=60
		Other		4% N=8
Did you attend any of the following events hosted by the Village in the last two years?	Arlington Alfresco Outdoor Dining Experience (May - September)	Attended		77% N=257
		Chose not to attend		18% N=61
		Did not know about		5% N=17
	Sounds of Summer Concerts (Thursdays & Fridays in mid-June - July)	Attended		64% N=215
		Chose not to attend		26% N=86
		Did not know about		10% N=34
	Harmony Fest featuring the Taste of Arlington Heights (End of September)	Attended		52% N=175
		Chose not to attend		35% N=117
		Did not know about		13% N=43
	Autumn Harvest (First Saturday of October)	Attended		23% N=77
		Chose not to attend		47% N=156
		Did not know about		31% N=103
	Community Open House with Police, Fire, & Public Works (Second Saturday of October)	Attended		14% N=47
		Chose not to attend		52% N=174
		Did not know about		34% N=113
	Tree Lighting and events at Harmony Park (Friday after Thanksgiving)	Attended		33% N=111
		Chose not to attend		55% N=186
		Did not know about		12% N=39
In general, how many times do you:	Access the internet from your home	Several times a day		87% N=292
		Once a day		7% N=25
		A few times a week		2% N=7
		Every few weeks		1% N=5
		Less often or never		2% N=6
	Access the internet from your cell phone	Several times a day		88% N=292
		Once a day		8% N=26
		A few times a week		2% N=7
		Every few weeks		0% N=0

In general, how many times do you:	Access the internet from your cell phone	Less often or never	 2% N=6
	Visit social media sites	Several times a day	 59% N=198
		Once a day	 19% N=64
		A few times a week	 6% N=19
		Every few weeks	 4% N=13
		Less often or never	 12% N=40
Use or check email		Several times a day	 90% N=301
		Once a day	 10% N=32
		A few times a week	 0% N=
Share your opinions online		Several times a day	 4% N=13
		Once a day	 6% N=20
		A few times a week	 10% N=31
		Every few weeks	 19% N=59
		Less often or never	 61% N=193
Shop online		Several times a day	 9% N=28
		Once a day	 10% N=33
		A few times a week	 34% N=111
		Every few weeks	 42% N=136
		Less often or never	 6% N=20
Please rate your overall health.		Excellent	 39% N=130
		Very good	 43% N=143
		Good	 15% N=49
		Fair	 2% N=6
		Poor	 0% N=2
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	 7% N=25
		Somewhat positive	 16% N=54
		Neutral	 43% N=143
		Somewhat negative	 27% N=89
		Very negative	 6% N=20
How many years have you lived in Arlington Heights?		Less than 2 years	 10% N=32
		2-5 years	 13% N=41
		6-10 years	 12% N=40

How many years have you lived in Arlington Heights?	11-20 years		21% N=69
	More than 20 years		45% N=148
Which best describes the building you live in?	Single-family detached home		54% N=177
	Townhouse or duplex (may share walls but no units above ..		15% N=51
	Condominium or apartment (have units above or below you)		27% N=89
	Mobile home		0% N=2
	Other		3% N=11
Do you rent or own your home?	Rent		15% N=50
	Own		85% N=279
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 \$300		2% N=5
	\$300 to \$599		1% N=4
	\$600 to \$999		7% N=21
	\$1,000 to \$1,499		24% N=74
	\$1,500 to \$2,499		33% N=104
	\$2,500 to \$3,999		25% N=79
	\$4,000 to \$6,999		7% N=20
	\$7,000 to \$9,999		1% N=2
	\$10,000 or more		1% N=3
Do any children 17 or under live in your household?	No		70% N=231
	Yes		30% N=98
Are you or any other members of your household aged 65 or older?	No		65% N=213
	Yes		35% N=113
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		4% N=11
	\$25,000 to \$49,999		5% N=16
	\$50,000 to \$74,999		8% N=26
	\$75,000 to \$99,999		13% N=40
	\$100,000 to \$149,999		29% N=92
	\$150,000 to \$199,999		17% N=52
	\$200,000 to \$299,999		19% N=59
	\$300,000 or more		6% N=19
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		96% N=316
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanis..		4% N=13



The Village of Arlington Heights 2023 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 Arlington Heights.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Arlington Heights.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Arlington Heights	1	2	3	4	5
Overall design or layout of Arlington Heights's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Arlington Heights (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Arlington Heights	1	2	3	4	5
Overall quality of natural environment in Arlington Heights.....	1	2	3	4	5
Overall quality of parks and recreation opportunities	1	2	3	4	5
Overall health and wellness opportunities in Arlington Heights.....	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 Arlington Heights to someone who asks.....	1	2	3	4	5
Remain in Arlington Heights 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 Arlington Heights's downtown/commercial 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 Arlington Heights 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 Arlington Heights 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 Arlington Heights.....	1	2	3	4	5
Variety of business and service establishments in Arlington Heights.....	1	2	3	4	5
Vibrancy of downtown/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 Arlington Heights.....	1	2	3	4	5
Overall image or reputation of Arlington Heights	1	2	3	4	5

7. Please also rate each of the following in the Arlington Heights 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 public parking.....	1	2	3	4	5
Ease of travel by car in Arlington Heights.....	1	2	3	4	5
Ease of travel by public transportation in Arlington Heights.....	1	2	3	4	5
Ease of travel by bicycle in Arlington Heights.....	1	2	3	4	5
Ease of walking in Arlington Heights.....	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 Arlington Heights.....	1	2	3	4	5
Overall appearance of Arlington Heights.....	1	2	3	4	5
Cleanliness of Arlington Heights.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	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 Arlington Heights.....	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 Arlington Heights (in-person, phone, email, or web) for help or information.....	1	2
Contacted Arlington Heights elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like Village Board or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Arlington Heights.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, 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 Arlington Heights 2023 Community Survey

9. Please rate the quality of each of the following services in Arlington Heights.

	<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
Utility 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 safety 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, open areas.....	1	2	3	4	5
Arlington Heights open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Village parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
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 Arlington Heights employees (police, receptionists, planners, etc.)	1	2	3	4	5

10. Please rate the following categories of Arlington Heights 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 Arlington Heights	1	2	3	4	5
The overall direction that Arlington Heights is taking	1	2	3	4	5
The job the Village government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Arlington Heights 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 of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Village of Arlington Heights.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Arlington Heights 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 Arlington Heights.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Arlington Heights	1	2	3	4
Overall design or layout of Arlington Heights's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Arlington Heights (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4
Overall feeling of safety in Arlington Heights.....	1	2	3	4
Overall quality of natural environment in Arlington Heights.....	1	2	3	4
Overall quality of parks and recreation opportunities	1	2	3	4
Overall health and wellness opportunities in Arlington Heights.....	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 city government and its activities, events, and services:

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
Village website (www.vah.com).....	1	2	3
Village e-newsletter (www.vah.com/enews)	1	2	3
Village of Arlington Heights Facebook.....	1	2	3
Village of Arlington Heights Twitter.....	1	2	3
Village of Arlington Heights Instagram	1	2	3
Village of Arlington Heights Nextdoor	1	2	3
Local media (newspaper, radio, TV).....	1	2	3
Arlington Heights Local Channel (Comcast, Astound, AT&T).....	1	2	3
Word-of-mouth.....	1	2	3

14. Have you visited the Village's Arlington Park Redevelopment webpage (www.vah.com/arlingtonpark) for updates regarding this project?

- ☐ Yes (skip to Question 16)
☐ No (continue to Question 15)

15. If you have not visited the Village's Arlington Park Redevelopment page, why not?

- ☐ I did not know about the website
☐ I did not know about the project
☐ Other

16. Did you attend any of the following events hosted by the Village in the last two years?

	<u>Attended</u>	<u>Chose not to attend</u>	<u>Did not know about</u>
Arlington Alfresco Outdoor Dining Experience (May – September)	1	2	3
Sounds of Summer Concerts (Thursdays & Fridays in mid-June – July).....	1	2	3
Harmony Fest featuring the Taste of Arlington Heights (End of September)	1	2	3
Autumn Harvest (First Saturday of October)	1	2	3
Community Open House with Police, Fire, & Public Works (Second Saturday of October)	1	2	3
Tree Lighting and events at Harmony Park (Friday after Thanksgiving)	1	2	3

17. What are the top three issues you would like the Village to focus on in the next two years?

- 1.) _____
 2.) _____
 3.) _____

The Village of Arlington Heights 2023 Community Survey

Our final 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 Arlington Heights?

☐ 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?

☐ Single-family detached home
☐ Townhouse or duplex (may share walls but
no units above or below you)
☐ Condominium or apartment (have units
above or below you)
☐ 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 \$300 ☐ \$2,500 to \$3,999
☐ \$300 to \$599 ☐ \$4,000 to \$6,999
☐ \$600 to \$999 ☐ \$7,000 to \$9,999
☐ \$1,000 to \$1,499 ☐ \$10,000 or more
☐ \$1,500 to \$2,499

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 ☐ \$100,000 to \$149,999
☐ \$25,000 to \$49,999 ☐ \$150,000 to \$199,999
☐ \$50,000 to \$74,999 ☐ \$200,000 to \$299,999
☐ \$75,000 to \$99,999 ☐ \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

☐ No ☐ Yes

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
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ A race not listed

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?

☐ Woman
☐ Man
☐ Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

☐ Agender/I don't identify with any gender
☐ Genderqueer/gender fluid
☐ Non-binary
☐ Transgender man
☐ Transgender woman
☐ Two-spirit
☐ Identify in another way

Thank you!

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