



255 South Lincoln • O'Fallon, IL 62269 • T: (618) 624-4500 • F: (618) 624-4508 • www.ofallon.org

The City of O'Fallon, Illinois

Report of Demographic Subgroup Comparisons 2007



TABLE OF CONTENTS

Survey Background.....	1
About The National Citizen Survey™	1
Understanding the Results	2
“Don’t Know” Responses	2
Putting Evaluations onto a 100-Point Scale	2
Understanding the Tables	2
Comparisons	3

SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of O'Fallon staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries we used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of O'Fallon staff also determined local interest in a variety of add-on options for The National Citizen Survey™ Basic Service.

One of the add-on options that O'Fallon chose was to have crosstabulations of evaluative questions 1-16c by demographic questions 19 (length of residency in O'Fallon), 20 (housing unit type), 27 (annual household income of respondent) and question 30 (age of respondent).

UNDERSTANDING THE RESULTS

“Don't Know” Responses

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 Appendix A of the Report of Results. However, these responses have been removed from the analyses presented in this report. In other words, the tables display the responses from respondents who had an opinion about a specific item.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale.

Understanding the Tables

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. Usually this number is the rating on a 100-point scale. Sometimes this scale was not appropriate to use. In these cases we have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who reported a crime, or the percent of respondents who felt the rate of growth was “about right.” For a few questions, we have shown the full set of responses: these include the policy questions and the question about respondents' perceptions about the economy.

Anova and chi square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in gray.

COMPARISONS

Quality of Life Ratings																					
Please circle the number that comes closest to your opinion for each of the following questions:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
How do you rate O'Fallon as a place to live?	77	72	76	70	74	73	77	76	61	67	76	73	74	75	87	76	71	71	75	72	81
How do you rate your neighborhood as a place to live?	76	72	77	68	67	73	69	72	42	67	72	62	71	77	84	69	72	69	74	76	81
How do you rate O'Fallon as a place to raise children?	77	72	78	75	72	75	76	74	66	67	79	71	74	78	78	74	75	74	76	74	80
How do you rate O'Fallon as a place to work?	56	55	63	46	57	54	66	53	59	.	59	52	51	58	75	53	55	53	59	49	67

The City of O'Fallon Citizen Survey

Comparisons

Quality of Life Ratings																					
Please circle the number that comes closest to your opinion for each of the following questions:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
How do you rate O'Fallon as a place to retire?	58	51	60	51	57	52	66	58	56	67	67	62	52	52	81	51	51	50	59	68	78
How do you rate the overall quality of life in O'Fallon?	72	67	75	65	67	68	75	70	57	33	74	65	69	71	82	69	69	66	70	70	72
Average rating on a 100-point scale (100=Excellent, 0=Poor)																					

The City of O'Fallon Citizen Survey

Comparisons

Characteristics of the Community																					
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Sense of community	63	57	64	59	59	62	60	57	65	.	68	55	61	63	65	56	67	57	63	61	69
Openness and acceptance	61	57	66	56	58	60	64	58	51	33	68	53	60	63	78	59	56	60	62	64	56
Overall appearance of O'Fallon	69	64	63	58	62	60	69	70	62	67	65	61	64	62	77	64	62	60	65	60	72
Opportunities to attend cultural activities	51	46	47	43	45	45	58	45	50	33	48	52	44	46	47	41	46	46	55	51	55
Shopping opportunities	58	54	62	58	58	55	70	61	62	67	62	57	60	54	97	50	56	60	62	54	71
Recreational opportunities	55	60	61	58	57	57	64	59	56	33	56	57	62	55	71	59	58	55	60	63	61
Job opportunities	36	35	40	32	38	35	40	38	54	.	41	38	34	36	64	35	28	36	39	36	53
Access to affordable quality housing	49	47	49	43	38	43	48	52	38	.	45	45	45	47	57	43	50	41	41	57	59
Access to affordable quality child care	54	51	55	39	51	50	50	54	52	.	51	51	45	52	68	50	47	45	56	61	60

The National Citizen Survey™ by National Research Center, Inc.

The City of O'Fallon Citizen Survey

Comparisons

Characteristics of the Community																					
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Access to affordable quality health care	53	53	64	48	59	57	60	52	82	0	53	55	54	58	67	55	57	50	59	65	62
Ease of car travel in O'Fallon	51	58	54	51	48	53	50	52	49	33	59	50	51	55	71	50	57	47	56	58	51
Ease of bus travel in O'Fallon	43	46	56	45	47	43	54	56	19	33	60	50	45	39	100	53	41	39	51	45	55
Ease of bicycle travel in O'Fallon	49	39	46	50	45	41	62	54	71	67	57	43	47	43	93	51	38	43	46	46	51
Ease of walking in O'Fallon	60	52	58	60	58	57	65	54	80	67	60	53	60	58	85	56	56	55	60	59	63
Average rating on a 100-point scale (100=Excellent, 0=Poor)																					

The City of O'Fallon Citizen Survey

Comparisons

Ratings of Growth																					
Please rate the speed of growth in the following categories in O'Fallon over the past 2 years:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobility home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Population growth	49%	32%	21%	16%	12%	19%	37%	42%	19%	0%	29%	39%	18%	25%	32%	40%	26%	12%	21%	19%	20%
Retail growth (stores, restaurants etc.)	45%	48%	51%	47%	40%	42%	53%	55%	60%	100%	54%	51%	45%	44%	68%	48%	51%	37%	48%	40%	65%
Jobs growth	33%	30%	38%	35%	30%	32%	30%	42%	45%	.	13%	39%	31%	35%	69%	44%	30%	28%	21%	34%	37%
Proportion of respondents rating as "About right"																					

The City of O'Fallon Citizen Survey

Comparisons

Ratings of Potential Problems in O'Fallon																					
To what degree, if at all, are the following in O'Fallon:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Crime	70	63	63	59	52	61	59	64	56	33	61	58	61	64	67	65	68	55	56	61	51
Drugs	64	56	52	49	43	53	47	51	57	0	46	52	53	55	49	55	64	45	49	50	32
Too much growth	57	48	37	33	28	38	48	43	48	0	36	43	40	41	41	54	43	29	38	36	25
Noise	69	70	72	72	59	71	64	65	70	.	65	60	71	71	88	76	70	65	64	58	60
Run down buildings, weed lots, or junk vehicles	74	64	69	60	59	63	67	70	56	.	71	65	64	66	73	66	67	64	66	60	62
Taxes	30	28	20	19	14	18	33	35	25	0	35	25	23	17	38	37	18	10	16	34	23
Traffic congestion	55	49	43	38	36	43	48	49	29	.	47	45	42	46	49	50	46	37	45	42	42
Unsupervised youth	69	65	56	61	46	60	56	63	34	33	44	61	58	62	78	66	64	54	57	47	37
Weeds	84	71	68	73	65	72	68	76	60	33	68	72	70	76	71	76	73	71	73	61	54
Average rating on a 100-point scale (100=Not a problem, 0=Major problem)																					

The City of O'Fallon Citizen Survey

Comparisons

Ratings of Safety from Various Problems																					
Please rate how safe you feel from the following occurring to you in O'Fallon :	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Violent crime	83	78	80	78	75	78	75	83	68	25	83	78	79	78	74	82	82	76	76	80	71
Property crimes	80	70	72	65	66	69	72	77	52	50	75	70	70	70	57	73	75	65	67	75	71
Fire	84	81	83	79	77	80	85	80	88	75	85	80	84	79	67	83	82	78	81	84	80
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)																					

The National Citizen Survey™ by National Research Center, Inc.

The City of O'Fallon Citizen Survey

Comparisons

Ratings of Feelings of Safety in Various Areas																					
Please rate how safe you feel:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
In your neighborhood during the day	95	96	92	93	91	94	93	94	97	75	93	93	94	94	93	96	95	93	91	93	91
In your neighborhood after dark	80	81	81	80	78	82	76	76	86	75	78	76	79	83	79	76	85	80	78	83	85
In O'Fallon's downtown area during the day	93	93	91	90	90	91	94	92	97	75	91	90	91	92	91	93	94	89	89	91	90
In O'Fallon's downtown area after dark	70	63	68	70	75	67	73	71	86	50	72	67	68	69	71	65	71	69	70	75	74
In O'Fallon's parks during the day	92	90	89	88	89	89	87	94	89	75	88	90	89	89	91	92	93	87	86	86	82
In O'Fallon's parks after dark	65	57	57	55	60	56	55	68	73	0	65	57	55	59	68	62	62	48	58	64	54

Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)

The City of O'Fallon Citizen Survey

Comparisons

Crime Victimization and Reporting																					
	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
During the past twelve months, were you or anyone in your household the victim of any crime?	2%	10%	6%	8%	8%	8%	11%	2%	19%	.	0%	8%	9%	7%	0%	5%	8%	12%	6%	2%	0%
If yes, was this crime (these crimes) reported to the police?	100%	91%	80%	72%	100%	84%	100%	100%	100%	.	.	100%	82%	88%	.	100%	78%	87%	89%	100%	.
Percent of respondents whose households were victims of crime, and who reported the crime																					

The City of O'Fallon Citizen Survey

Comparisons

Use of Community Amenities: In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?																					
	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Used O'Fallon public libraries or their services	56%	73%	80%	70%	72%	7%	75%	53%	82%	50%	61%	65%	72%	76%	82%	64%	81%	71%	68%	73%	57%
Used O'Fallon recreation centers	49%	67%	63%	65%	59%	65%	70%	40%	45%	100%	70%	41%	63%	70%	28%	57%	78%	52%	59%	57%	70%
Participated in a recreation program or activity	45%	59%	53%	52%	40%	54%	61%	29%	33%	.	52%	34%	52%	58%	28%	52%	71%	40%	44%	37%	36%
Visited a O'Fallon park	81%	91%	85%	85%	89%	90%	87%	72%	100%	100%	72%	76%	89%	92%	100%	88%	93%	83%	84%	80%	69%
Ridden a local bus within O'Fallon	7%	4%	7%	8%	9%	4%	19%	12%	0%	0%	18%	13%	4%	5%	0%	2%	1%	13%	16%	10%	7%
Attended a meeting	10%	13%	27%	33%	37%	28%	29%	6%	19%	0%	10%	15%	24%	33%	10%	14%	25%	33%	31%	23%	4%

The City of O'Fallon Citizen Survey

Comparisons

Use of Community Amenities: In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?																					
	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
of local elected officials or other local public meeting																					
Watched a meeting of local elected officials or other local public meeting on cable television	22%	26%	43%	47%	54%	39%	42%	34%	24%	100%	33%	43%	36%	38%	10%	28%	38%	46%	50%	44%	29%
Recycled used paper, cans or bottles from your home	37%	43%	70%	67%	74%	64%	60%	37%	62%	.	46%	47%	55%	66%	55%	46%	65%	68%	51%	49%	67%
Volunteered your time to some group/activity in O'Fallon	31%	39%	47%	49%	56%	49%	42%	29%	6%	100%	36%	31%	36%	62%	50%	32%	58%	46%	43%	44%	31%

The National Citizen Survey™ by National Research Center, Inc.

The City of O'Fallon Citizen Survey

Comparisons

Use of Community Amenities: In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities?																					
	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Read City of O'Fallon Newsletter	72%	85%	93%	94%	95%	91%	86%	76%	100%	.	84%	82%	90%	90%	82%	82%	95%	90%	89%	89%	84%
Used the Internet for anything	94%	97%	90%	96%	81%	95%	84%	87%	76%	0%	55%	90%	96%	98%	78%	100%	95%	95%	93%	74%	33%
Used the Internet to conduct business with O'Fallon	36%	52%	43%	45%	28%	44%	34%	38%	46%	0%	14%	34%	51%	44%	28%	57%	47%	37%	38%	14%	2%
Purchased an item over the Internet	81%	90%	81%	84%	65%	85%	72%	75%	46%	0%	35%	70%	87%	93%	78%	94%	85%	85%	76%	40%	18%
Proportion of respondents engaging in activity at least once in last 12 months																					

The City of O'Fallon Citizen Survey

Comparisons

Quality of Service Ratings																					
How do you rate the quality of each of the following services?	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Police services	73	71	78	67	81	74	80	70	94	67	75	66	76	75	74	69	75	74	75	84	80
Fire services	77	73	86	81	83	80	89	80	93	67	88	74	81	81	96	75	80	81	81	90	82
Ambulance/emergency medical services	76	70	84	80	81	77	84	82	100	33	89	75	79	78	100	73	79	78	77	88	85
Crime prevention	65	65	72	63	68	67	67	64	93	67	66	61	67	70	72	61	73	66	67	76	69
Fire prevention and education	66	62	77	68	73	70	76	67	87	33	78	66	67	72	93	61	74	70	71	81	67
Traffic enforcement	59	62	66	53	61	61	74	54	67	.	76	56	61	62	75	58	63	58	60	66	74
Garbage collection	76	67	74	69	68	69	76	74	63	.	80	65	70	71	80	68	71	70	70	75	81
Recycling	59	41	45	53	55	46	62	58	81	.	58	53	50	45	56	49	49	46	51	63	66
Yard waste pick-up	72	60	64	61	65	63	75	64	72	.	74	61	62	66	85	59	61	64	65	73	79
Street repair	48	45	51	50	46	45	53	53	67	33	59	47	45	48	70	48	47	40	53	61	51
Street cleaning	63	52	58	53	49	52	57	63	59	33	66	55	53	53	86	54	56	49	56	60	60
Street lighting	66	60	61	61	55	59	66	63	72	67	60	61	62	60	77	58	64	58	61	59	61
Snow removal	58	53	55	63	59	55	65	62	61	67	67	58	56	56	67	54	61	52	63	64	64
Sidewalk maintenance	58	54	56	50	48	52	54	57	70	67	59	51	52	55	93	54	59	45	55	55	53
Traffic signal timing	60	53	54	50	50	52	57	57	39	33	52	53	53	54	69	56	55	48	52	55	59

The City of O'Fallon Citizen Survey

Comparisons

Quality of Service Ratings																					
How do you rate the quality of each of the following services?	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Amount of public parking	59	55	56	52	55	55	53	60	46	33	57	54	56	55	75	60	53	51	55	55	60
Bus/transit services	50	52	55	56	50	48	59	63	25	33	63	56	49	45	100	57	44	50	52	45	56
Storm drainage	56	46	52	43	39	43	54	62	56	33	61	46	45	47	61	52	45	43	49	49	42
Drinking water	58	46	58	57	61	54	56	60	69	.	58	58	50	57	75	50	55	54	61	64	67
Sewer services	63	54	63	55	56	57	62	62	54	.	60	58	56	62	80	58	57	55	59	64	66
City parks	72	73	73	70	69	71	84	65	75	.	78	69	73	71	71	65	75	72	73	78	70
Recreation programs or classes	60	64	73	68	73	65	79	67	89	.	74	66	68	67	93	65	68	63	68	80	75
Range/variety of recreation programs and classes	64	62	73	67	73	66	73	67	89	.	69	65	68	67	100	66	68	64	65	75	76
Recreation centers/facilities	63	65	71	63	68	64	80	68	79	33	72	66	67	64	80	66	68	60	66	76	73
Accessibility of parks	66	70	73	71	72	71	82	63	89	67	75	66	74	70	74	70	74	67	71	76	76
Accessibility of recreation centers/facilities	62	67	72	67	72	67	85	61	82	67	73	63	68	69	85	64	68	66	71	79	75
Appearance/maintenance of parks	70	72	74	69	70	70	82	70	80	33	77	68	72	73	83	68	74	69	71	77	75
Appearance of recreation centers/facilities	74	65	73	67	71	66	77	78	91	33	78	72	67	69	93	68	71	64	71	78	75

The National Citizen Survey™ by National Research Center, Inc.

The City of O'Fallon Citizen Survey

Comparisons

Quality of Service Ratings																					
How do you rate the quality of each of the following services?	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Land use, planning and zoning	55	47	48	38	41	42	50	55	42	.	62	47	43	44	88	52	43	35	46	49	55
Code enforcement (weeds, abandoned buildings, etc)	63	47	47	42	47	47	53	51	39	.	57	51	45	48	78	46	50	45	51	47	47
Economic development	64	48	55	53	50	50	60	66	50	33	63	61	52	50	85	57	51	45	57	60	59
Health services	65	57	65	60	65	60	57	72	69	33	75	66	61	59	95	65	59	53	65	73	67
Services to seniors	74	65	58	60	58	57	66	77	54	33	68	66	57	57	88	71	52	51	59	64	68
Services to youth	71	61	58	59	56	60	70	58	45	.	58	67	60	59	82	59	61	55	62	64	66
Services to low-income people	50	39	52	35	46	44	43	45	25	.	51	41	42	43	85	36	38	39	53	59	53
Public library services	68	69	76	77	79	73	88	68	94	.	71	76	72	74	96	69	72	73	75	82	80
Variety of library materials	67	61	71	70	73	68	76	62	96	.	73	68	67	69	87	65	69	65	66	76	77
Public information services	60	54	61	63	61	59	66	58	66	.	68	57	58	61	76	58	60	54	63	71	69
Public schools	85	65	75	76	77	72	80	85	66	67	82	82	72	74	79	71	75	73	78	84	86
Cable television	54	48	43	47	46	46	43	54	59	.	68	51	47	42	58	52	52	41	41	38	71
Average rating on a 100-point scale (100=Excellent, 0=Poor)																					

The City of O'Fallon Citizen Survey

Comparisons

Ratings of Various Levels of Government																					
Overall, how would you rate the quality of services provided by...	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
The City of O'Fallon	67	61	68	57	60	61	64	67	54	67	71	61	64	62	77	61	65	56	66	70	73
The Federal Government	53	46	48	46	40	47	50	43	61	0	57	49	42	49	82	39	50	46	53	46	53
The State Government	49	45	46	40	38	42	49	45	61	0	56	48	39	42	82	40	47	39	46	46	53
Average rating on a 100-point scale (100=Excellent, 0=Poor)																					

The City of O'Fallon Citizen Survey

Comparisons

Proportion of Population Having Contact with City Employees																					
	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Have you had any in-person or phone contact with an employee of the City of O'Fallon within the last 12 months?	54%	50%	58%	62%	61%	60%	58%	46%	62%	.	49%	46%	59%	64%	18%	56%	60%	65%	55%	52%	30%
Percent of respondents who reported contact with a City employee in the last 12 months																					

The City of O'Fallon Citizen Survey

Comparisons

Ratings of Contact with City Employees																					
What was your impression of employees of the City of O'Fallon in your most recent contact?	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Knowledge	77	66	75	62	73	67	76	83	79	.	79	72	69	69	100	70	74	65	75	72	82
Responsiveness	75	65	77	60	72	66	76	80	92	.	78	71	71	66	100	74	71	63	68	75	80
Courtesy	78	68	82	67	72	69	79	88	92	.	80	72	72	73	100	68	79	70	76	81	84
Overall Impression	75	62	79	58	70	65	72	80	92	.	78	64	69	68	100	69	70	65	69	75	82
Average rating on a 100-point scale (100=Excellent, 0=Poor)																					

The City of O'Fallon Citizen Survey

Comparisons

Ratings of Public Trust																					
Please rate the following statement s:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
I receive good value for the City of O'Fallon taxes I pay	54	42	46	51	51	46	47	58	71	.	64	47	48	47	79	48	50	40	47	59	68
I am pleased with the overall direction that the City of O'Fallon is taking	63	58	58	54	51	53	63	67	49	.	70	59	58	53	77	64	59	45	54	60	61
The City of O'Fallon government welcomes citizen involvement	71	59	63	57	59	60	62	66	64	.	75	70	58	57	82	63	65	51	64	66	72
The City of O'Fallon government listens to citizens	58	52	52	51	49	49	61	58	58	75	72	52	52	48	81	51	53	42	57	63	67
Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)																					

The City of O'Fallon Citizen Survey

Comparisons

Perceptions of the Economy																					
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:	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
Very positive	7%	2%	6%	12%	3%	5%	8%	6%	5%	0%	9%	7%	5%	5%	23%	8%	6%	3%	1%	10%	2%
Somewhat positive	13%	19%	25%	11%	15%	18%	11%	19%	0%	0%	36%	4%	16%	23%	23%	14%	19%	15%	18%	16%	35%
Neutral	47%	53%	41%	44%	48%	46%	56%	45%	40%	0%	36%	46%	45%	49%	13%	58%	39%	45%	42%	54%	42%
Somewhat negative	26%	23%	24%	29%	31%	28%	18%	26%	37%	100%	18%	35%	28%	21%	29%	14%	30%	32%	37%	18%	21%
Very negative	8%	3%	5%	3%	4%	4%	8%	5%	18%	0%	1%	8%	6%	1%	13%	5%	7%	4%	2%	2%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

The City of O'Fallon Citizen Survey

Comparisons

Policy Question #1

	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
To what extent do you support or oppose a \$3-\$5 monthly fee to fund storm water improvements?	25%	33%	25%	40%	23%	27%	37%	34%	5%	0%	28%	23%	31%	27%	32%	39%	24%	23%	26%	35%	29%
Percent of respondents responding "Somewhat" or "Strongly support"																					

The City of O'Fallon Citizen Survey

Comparisons

Policy Question #2																					
	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
To what extent do you support or oppose a \$3-\$5 monthly fee to establish a storm/disaster clean up fund?	34%	27%	37%	32%	28%	29%	44%	34%	5%	0%	43%	28%	32%	28%	22%	40%	25%	28%	26%	48%	34%
Percent of respondents responding "Somewhat" or "Strongly support"																					

The City of O'Fallon Citizen Survey

Comparisons

Policy Question #3																					
"Gateways" are features found at the entrance to some cities and they often include such things as decorative signage, lighting, landscaping and other architectural design features. To what extent do you support or oppose the City expending funds to build	How many years have you lived in O'Fallon?					Which best describes the building you live in?					How much do you anticipate your household's total income before taxes will be for the current year?				In which category is your age?						
	Less than 2 years	2 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	One family house detached from any other houses	One family house attached to one or more houses	Building with two or more apartments or condominiums	Mobile home	Other	Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	18 to 24 years	25 to 34 years	35 to 44 years	45 to 54 years	55 to 64 years	65 to 74 years	75 years or older
	54%	55%	46%	46%	30%	43%	53%	56%	24%	0%	28%	37%	56%	47%	50%	58%	53%	39%	37%	44%	18%
Percent of respondents responding "Somewhat" or "Strongly support"																					