



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 Geographic Subgroup Comparisons 2007



National Research Center, Inc.
3005 30th St. • Boulder, CO 80301 • T: (303) 444-7863 • F: (303) 444-1145 • www.n-r-c.com

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	4

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 geographic areas, as defined by the map in question 16d.

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 geographic 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 question about respondents' perceptions about the economy.

Anova and chi square tests of significance were applied to these comparisons of survey questions by geographic 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.

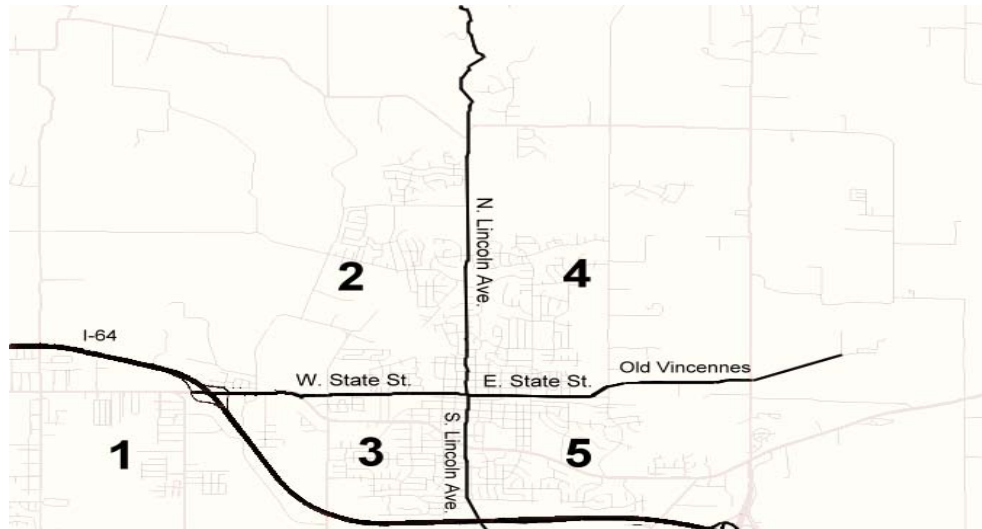
The City of O'Fallon Citizen Survey

Understanding the Results

The 95 percent confidence level for this survey is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample (477 completed surveys). For each Area (1, 2, 3, 4 or 5), the margin of error rises to approximately + or - 16% based on the smaller sample sizes for each Area. For the full set of response by Area, please see the table below.

Please indicate in which area of O'Fallon you live based on the map below:

	Number of Respondents
Area 1	37
Area 2	133
Area 3	93
Area 4	106
Area 5	68



COMPARISONS

Quality of Life Ratings

Please circle the number that comes closest to your opinion for each of the following questions:	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
How do you rate O'Fallon as a place to live?	67	74	74	77	73
How do you rate your neighborhood as a place to live?	60	75	66	77	73
How do you rate O'Fallon as a place to raise children?	65	76	75	78	73
How do you rate O'Fallon as a place to work?	53	53	51	63	51
How do you rate O'Fallon as a place to retire?	48	54	56	57	55
How do you rate the overall quality of life in O'Fallon?	61	67	69	75	69
Average rating on a 100-point scale (100=Excellent, 0=Poor)					

Characteristics of the Community					
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Sense of community	55	60	53	68	63
Openness and acceptance	52	59	64	58	60
Overall appearance of O'Fallon	60	59	67	65	66
Opportunities to attend cultural activities	53	41	48	46	47
Shopping opportunities	73	51	62	57	59
Recreational opportunities	64	53	63	62	55
Job opportunities	38	38	35	36	34
Access to affordable quality housing	46	46	42	49	45
Access to affordable quality child care	47	48	49	56	47
Access to affordable quality health care	45	52	63	62	48
Ease of car travel in O'Fallon	46	53	50	58	51
Ease of bus travel in O'Fallon	39	46	49	54	43
Ease of bicycle travel in O'Fallon	38	42	45	50	49
Ease of walking in O'Fallon	47	51	54	67	63
Average rating on a 100-point scale (100=Excellent, 0=Poor)					

Ratings of Growth

Please rate the speed of growth in the following categories in O'Fallon over the past 2 years:	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Population growth	16%	26%	23%	30%	23%
Retail growth (stores, restaurants etc.)	62%	43%	42%	53%	47%
Jobs growth	45%	35%	24%	39%	28%
Proportion of respondents rating as "About right"					

Ratings of Potential Problems in O'Fallon

To what degree, if at all, are the following in O'Fallon:	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Crime	58	64	55	62	63
Drugs	47	52	46	57	55
Too much growth	33	37	34	48	43
Noise	74	67	62	75	73
Run down buildings, weed lots, or junk vehicles	61	69	63	69	61
Taxes	32	19	24	21	21
Traffic congestion	32	47	39	48	48
Unsupervised youth	54	62	52	63	62
Weeds	68	77	67	73	71
Average rating on a 100-point scale (100=Not a problem, 0=Major problem)					

Ratings of Safety from Various Problems

Please rate how safe you feel from the following occurring to you in O'Fallon:	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Violent crime	76	81	76	82	79
Property crimes	62	75	64	74	68
Fire	77	85	75	82	81
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)					

Ratings of Feelings of Safety in Various Areas

Please rate how safe you feel:	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
In your neighborhood during the day	94	93	92	97	92
In your neighborhood after dark	80	80	75	85	78
In O'Fallon's downtown area during the day	93	90	91	94	91
In O'Fallon's downtown area after dark	64	66	69	77	70
In O'Fallon's parks during the day	88	91	89	90	89
In O'Fallon's parks after dark	50	54	60	68	57
Average rating on a 100-point scale (100=Very safe, 0=Very unsafe)					

Crime Victimization and Reporting

Please indicate in which area of O'Fallon you live based on the map below:

	Area 1	Area 2	Area 3	Area 4	Area 5
During the past twelve months, were you or anyone in your household the victim of any crime?	8%	7%	9%	5%	11%
If yes, was this crime (these crimes) reported to the police?	100%	90%	100%	50%	95%
Percent of respondents whose households were victims of crime, and who reported the crime					

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?	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Used O'Fallon public libraries or their services	50%	81%	68%	75%	70%
Used O'Fallon recreation centers	36%	65%	54%	70%	66%
Participated in a recreation program or activity	36%	52%	39%	58%	62%
Visited a O'Fallon park	86%	90%	83%	89%	90%
Ridden a local bus within O'Fallon	8%	3%	11%	4%	11%
Attended a meeting of local elected officials or other local public meeting	23%	16%	22%	35%	31%
Watched a meeting of local elected officials or other local public meeting on cable television	37%	31%	40%	47%	42%
Recycled used paper, cans or bottles from your home	46%	62%	68%	55%	49%
Volunteered your time to some group/activity in O'Fallon	40%	39%	51%	53%	47%
Read City of O'Fallon Newsletter	76%	82%	98%	89%	95%
Used the Internet for anything	89%	94%	92%	94%	89%
Used the Internet to conduct business with O'Fallon	31%	48%	44%	43%	40%
Purchased an item over the Internet	71%	87%	82%	87%	75%
Proportion of respondents engaging in activity at least once in last 12 months					

Quality of Service Ratings					
How do you rate the quality of each of the following services?	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Police services	66	71	75	79	77
Fire services	72	75	83	88	83
Ambulance/emergency medical services	71	76	80	83	81
Crime prevention	54	67	64	72	70
Fire prevention and education	44	69	74	74	74
Traffic enforcement	49	60	61	63	64
Garbage collection	71	70	68	75	67
Recycling	45	42	50	57	52
Yard waste pick-up	41	67	64	69	62
Street repair	37	41	50	52	55
Street cleaning	46	49	53	61	61
Street lighting	61	60	56	63	63
Snow removal	51	53	50	66	65
Sidewalk maintenance	39	51	50	58	56
Traffic signal timing	31	51	52	63	57
Amount of public parking	51	53	52	60	63
Bus/transit services	41	51	49	56	59
Storm drainage	37	51	48	46	44
Drinking water	46	54	53	61	57
Sewer services	47	58	55	64	61
City parks	68	66	70	76	79

Quality of Service Ratings					
How do you rate the quality of each of the following services?	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Recreation programs or classes	68	61	75	72	65
Range/variety of recreation programs and classes	66	63	72	73	64
Recreation centers/facilities	68	61	71	71	64
Accessibility of parks	67	63	74	77	74
Accessibility of recreation centers/facilities	64	60	75	74	68
Appearance/maintenance of parks	64	67	73	75	76
Appearance of recreation centers/facilities	65	65	70	75	74
Land use, planning and zoning	29	44	46	48	48
Code enforcement (weeds, abandoned buildings, etc)	25	51	45	56	49
Economic development	52	52	51	58	54
Health services	55	61	66	65	62
Services to seniors	65	61	62	63	60
Services to youth	59	61	57	63	61
Services to low-income people	41	42	43	43	45
Public library services	66	70	83	78	68
Variety of library materials	49	65	74	73	65
Public information services	45	53	61	67	64
Public schools	77	67	76	78	80
Cable television	44	51	43	46	50
Average rating on a 100-point scale (100=Excellent, 0=Poor)					

Ratings of Various Levels of Government

Overall, how would you rate the quality of services provided by...	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
The City of O'Fallon	46	61	63	68	66
The Federal Government	38	45	44	48	52
The State Government	39	40	41	47	49
Average rating on a 100-point scale (100=Excellent, 0=Poor)					

Proportion of Population Having Contact with City Employees

Please indicate in which area of O'Fallon you live based on the map below:

	Area 1	Area 2	Area 3	Area 4	Area 5
Have you had any in-person or phone contact with an employee of the City of O'Fallon within the last 12 months?	51%	49%	55%	62%	70%
Percent of respondents who reported contact with a City employee in the last 12 months					

Ratings of Contact with City Employees

What was your impression of employees of the City of O'Fallon in your most recent contact?	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Knowledge	62	71	72	72	72
Responsiveness	67	70	74	69	69
Courtesy	66	74	76	77	67
Overall Impression	55	72	69	72	64
Average rating on a 100-point scale (100=Excellent, 0=Poor)					

Ratings of Public Trust

Please indicate in which area of O'Fallon you live based on the map below:

Please rate the following statements:

	Area 1	Area 2	Area 3	Area 4	Area 5
I receive good value for the City of O'Fallon taxes I pay	45	45	45	53	48
I am pleased with the overall direction that the City of O'Fallon is taking	53	56	56	60	55
The City of O'Fallon government welcomes citizen involvement	49	60	56	67	65
The City of O'Fallon government listens to citizens	38	49	49	60	54
Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)					

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:	Please indicate in which area of O'Fallon you live based on the map below:				
	Area 1	Area 2	Area 3	Area 4	Area 5
Very positive	1%	3%	2%	14%	7%
Somewhat positive	14%	21%	15%	24%	7%
Neutral	55%	43%	46%	39%	51%
Somewhat negative	26%	25%	30%	24%	30%
Very negative	4%	7%	8%	0%	5%
Total	100%	100%	100%	100%	100%

Policy Question #1

Please indicate in which area of O’Fallon you live based on the map below:

	Area 1	Area 2	Area 3	Area 4	Area 5
To what extent do you support or oppose a \$3-\$5 monthly fee to fund storm water improvements?	27%	26%	34%	39%	19%
Percent of respondents responding "Somewhat" or "Strongly support"					

Policy Question #2

Please indicate in which area of O’Fallon you live based on the map below:

	Area 1	Area 2	Area 3	Area 4	Area 5
To what extent do you support or oppose a \$3-\$5 monthly fee to establish a storm/disaster clean up fund?	20%	22%	43%	41%	30%
Percent of respondents responding "Somewhat" or "Strongly support"					

Policy Question #3

Please indicate in which area of O’Fallon you live based on the map below:

	Area 1	Area 2	Area 3	Area 4	Area 5
"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	43%	44%	49%	51%	48%
Percent of respondents responding "Somewhat" or "Strongly support"					