



# CITY OF O'FALLON, IL 2009

Report of Demographic Subgroup Comparisons

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## **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 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 NRC 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 to The National Citizen Survey™ Basic Service.

One of the add-on options that O'Fallon chose was to have crosstabulations of evaluative questions 1-18c by demographic questions D3 (length of residency in O'Fallon), D4 (type of housing unit), D9 (annual household income), and D12 (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. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### 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. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good", or the percent of respondents who felt the rate of growth was "about right."

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 grey.

## COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")											
Please rate each of the following aspects of quality of life in O'Fallon:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
O'Fallon as a place to live	95%	91%	88%	91%	95%	96%	93%	88%	97%	90%	91%
Your neighborhood as a place to live	90%	82%	77%	85%	84%	77%	87%	92%	87%	81%	89%
O'Fallon as a place to raise children	89%	88%	90%	89%	90%	88%	91%	88%	89%	87%	93%
O'Fallon as a place to work	68%	65%	56%	61%	73%	66%	60%	69%	70%	61%	65%
O'Fallon as a place to retire	56%	63%	63%	55%	71%	67%	54%	59%	46%	61%	69%
The overall quality of life in O'Fallon	91%	84%	84%	86%	90%	85%	88%	90%	89%	86%	87%

Question 2: Community Characteristics (Percent "excellent" or "good")											
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Sense of community	69%	74%	76%	71%	75%	69%	76%	71%	66%	74%	77%
Openness and acceptance of the community towards people of diverse backgrounds	77%	64%	66%	68%	77%	69%	70%	73%	75%	70%	68%
Overall appearance of O'Fallon	83%	80%	77%	77%	89%	89%	76%	78%	82%	80%	82%
Cleanliness of O'Fallon	86%	83%	79%	82%	87%	89%	81%	80%	85%	81%	87%
Overall quality of new development in O'Fallon	83%	76%	73%	75%	88%	83%	78%	74%	86%	74%	81%
Variety of housing options	80%	72%	59%	73%	72%	65%	74%	80%	75%	71%	75%

Question 2: Community Characteristics (Percent "excellent" or "good")											
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Overall quality of business and service establishments in O'Fallon	74%	68%	64%	65%	81%	70%	74%	64%	79%	66%	68%
Shopping opportunities	57%	59%	49%	53%	63%	57%	57%	55%	61%	55%	55%
Opportunities to attend cultural activities	45%	35%	39%	36%	50%	48%	36%	36%	44%	36%	46%
Recreational opportunities	71%	72%	54%	68%	67%	70%	69%	67%	81%	63%	64%
Employment opportunities	35%	30%	31%	30%	37%	27%	35%	35%	31%	33%	35%
Educational opportunities	74%	67%	81%	70%	81%	81%	70%	66%	70%	69%	83%
Opportunities to participate in social events and activities	58%	59%	62%	61%	53%	56%	60%	62%	63%	56%	61%
Opportunities to participate in religious or spiritual events and activities	80%	84%	88%	86%	75%	77%	89%	83%	84%	81%	86%
Opportunities to volunteer	70%	64%	71%	69%	65%	64%	70%	70%	69%	63%	73%
Opportunities to participate in community matters	58%	51%	64%	58%	51%	55%	59%	56%	56%	56%	58%
Ease of car travel in O'Fallon	75%	67%	67%	69%	75%	64%	72%	77%	77%	65%	74%
Ease of bus travel in O'Fallon	45%	46%	53%	45%	52%	49%	41%	52%	45%	47%	52%
Ease of bicycle travel in O'Fallon	56%	43%	48%	45%	66%	59%	52%	39%	57%	43%	59%
Ease of walking in O'Fallon	62%	63%	71%	62%	71%	69%	65%	62%	66%	59%	74%
Availability of paths and walking trails	60%	54%	61%	57%	61%	62%	61%	51%	65%	54%	60%
Traffic flow on major streets	59%	46%	53%	51%	58%	49%	58%	53%	55%	50%	59%
Amount of public parking	69%	56%	63%	62%	65%	59%	64%	69%	66%	66%	58%
Availability of affordable quality housing	57%	43%	47%	52%	45%	39%	49%	64%	46%	55%	50%
Availability of affordable quality child care	47%	46%	47%	49%	37%	43%	40%	55%	45%	48%	50%

Question 2: Community Characteristics (Percent "excellent" or "good")											
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
	Availability of affordable quality health care	59%	66%	60%	61%	63%	52%	57%	73%	57%	61%
Availability of affordable quality food	67%	71%	65%	67%	71%	64%	66%	74%	69%	67%	71%
Availability of preventive health services	65%	64%	60%	62%	68%	59%	64%	67%	57%	63%	74%
Quality of overall natural environment in O'Fallon	80%	76%	69%	71%	90%	81%	75%	74%	82%	74%	77%
Overall image or reputation of O'Fallon	89%	82%	83%	83%	91%	88%	86%	82%	90%	84%	84%

Question 3: Growth (Percent "too fast")											
Please rate the speed of growth in the following categories in O'Fallon over the past 2 years:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
	Population growth	38%	70%	71%	62%	47%	67%	55%	52%	49%	59%
Retail growth (stores, restaurants, etc.)	10%	29%	24%	22%	14%	24%	21%	15%	18%	18%	25%
Jobs growth	2%	3%	6%	3%	5%	7%	2%	0%	0%	2%	9%

**Question 4: Code Enforcement (Percent at least a "minor" problem)**

	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
	To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in O'Fallon?	72%	77%	83%	81%	63%	79%	73%	78%	74%	77%

**Question 5: Community Safety (Percent "very" or "somewhat" safe)**

Please rate how safe or unsafe you feel from the following in O'Fallon:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
	Violent crime (e.g., rape, assault, robbery)	83%	81%	78%	82%	79%	76%	80%	88%	76%	84%
Property crimes (e.g., burglary, theft)	78%	70%	64%	71%	75%	68%	71%	80%	71%	73%	75%
Environmental hazards, including toxic waste	88%	79%	85%	83%	87%	84%	84%	89%	86%	85%	84%

**Question 6: Personal Safety (Percent "very" or "somewhat" safe)**

Please rate how safe or unsafe you feel:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
	In your neighborhood during the day	95%	93%	95%	94%	95%	91%	94%	97%	93%	94%
In your neighborhood after dark	80%	75%	82%	79%	78%	70%	75%	93%	74%	79%	84%
In O'Fallon's downtown area during the day	95%	93%	96%	95%	94%	93%	94%	98%	95%	95%	95%
In O'Fallon's downtown area after dark	68%	67%	74%	70%	66%	66%	63%	79%	59%	73%	73%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")											
	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
During the past twelve months, were you or anyone in your household the victim of any crime?	5%	14%	9%	11%	3%	12%	7%	9%	6%	14%	3%
If yes, was this crime (these crimes) reported to the police?	63%	53%	54%	64%	18%	35%	96%	69%	33%	74%	39%

Question 9: Resident Behaviors (Percent at least once in past 12 months)											
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in O'Fallon?	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Used O'Fallon public libraries or their services	66%	72%	69%	73%	57%	66%	64%	77%	59%	77%	64%
Used O'Fallon recreation centers	56%	61%	57%	64%	43%	48%	55%	76%	53%	67%	49%
Participated in a recreation program or activity	38%	52%	44%	48%	32%	32%	45%	56%	35%	56%	32%
Visited a neighborhood park or City park	82%	82%	83%	85%	75%	77%	80%	92%	77%	91%	74%
Ridden a local bus within O'Fallon	8%	10%	4%	6%	13%	9%	9%	5%	5%	11%	6%
Attended a meeting of local elected officials or other local public meeting	19%	24%	28%	22%	23%	17%	23%	27%	10%	24%	32%
Watched a meeting of local elected officials or other local public meeting on cable television	23%	46%	53%	38%	34%	35%	36%	39%	18%	43%	49%
Read O'Fallon Newsletter	83%	94%	93%	95%	72%	84%	85%	98%	79%	95%	89%
Visited the City of O'Fallon Web site (at www.ofallon.org)	68%	72%	55%	72%	53%	51%	69%	82%	71%	75%	45%
Recycled used paper, cans or bottles from your home	61%	61%	73%	65%	58%	64%	64%	61%	63%	66%	61%
Volunteered your time to some group or activity in O'Fallon	32%	51%	40%	44%	29%	31%	31%	59%	32%	47%	35%
Participated in religious or spiritual activities in O'Fallon	47%	65%	60%	60%	44%	48%	49%	72%	44%	62%	57%
Participated in a club or civic group in O'Fallon	17%	29%	39%	29%	17%	19%	22%	38%	13%	31%	31%
Provided help to a friend or neighbor	94%	93%	97%	97%	89%	92%	94%	97%	94%	95%	93%

Question 10: Neighborliness (Percent at least once per month)											
	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	85%	77%	86%	85%	75%	77%	81%	90%	74%	84%	88%

Question 11: Service Quality (Percent "excellent" or "good")											
Please rate the quality of each of the following services in O'Fallon:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Police services	92%	86%	92%	90%	89%	92%	85%	93%	89%	88%	94%
Fire services	93%	89%	99%	92%	96%	94%	89%	98%	88%	93%	99%
Ambulance or emergency medical services	95%	92%	99%	95%	96%	96%	91%	99%	95%	93%	99%
Crime prevention	80%	69%	81%	76%	78%	75%	68%	87%	68%	76%	88%
Fire prevention and education	87%	73%	87%	80%	88%	82%	78%	85%	70%	82%	95%
Traffic enforcement	80%	67%	79%	75%	76%	73%	70%	84%	73%	75%	80%
Street repair	59%	55%	57%	55%	62%	54%	55%	64%	49%	61%	60%
Street cleaning	76%	64%	67%	68%	73%	73%	65%	74%	75%	65%	72%
Street lighting	75%	71%	78%	71%	82%	83%	67%	74%	72%	71%	82%
Snow removal	54%	54%	60%	54%	58%	53%	54%	60%	42%	59%	65%
Sidewalk maintenance	64%	54%	59%	56%	68%	61%	58%	61%	64%	56%	62%
Traffic signal timing	67%	66%	65%	63%	76%	71%	63%	65%	68%	66%	65%
Bus or transit services	65%	47%	63%	53%	68%	73%	50%	49%	55%	54%	69%
Garbage collection	80%	83%	85%	82%	81%	84%	77%	86%	77%	81%	90%
Recycling	57%	49%	61%	51%	65%	60%	53%	52%	53%	51%	66%
Yard waste pick-up	79%	72%	75%	75%	78%	74%	70%	85%	73%	74%	82%

Question 11: Service Quality (Percent "excellent" or "good")											
Please rate the quality of each of the following services in O'Fallon:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Storm drainage	67%	47%	37%	51%	58%	59%	51%	52%	67%	51%	45%
Drinking water	63%	74%	78%	73%	62%	68%	65%	78%	57%	70%	86%
Sewer services	79%	74%	66%	73%	79%	74%	70%	81%	77%	72%	78%
City parks	98%	88%	87%	90%	97%	94%	90%	91%	100%	88%	90%
Recreation programs or classes	79%	80%	85%	82%	75%	79%	76%	87%	80%	78%	88%
Recreation centers or facilities	80%	72%	80%	78%	74%	73%	81%	79%	80%	75%	81%
Land use, planning and zoning	66%	43%	50%	49%	68%	55%	49%	57%	55%	49%	62%
Code enforcement (weeds, abandoned buildings, etc)	65%	52%	47%	52%	67%	60%	51%	59%	57%	55%	57%
Economic development	61%	51%	61%	51%	77%	62%	56%	56%	61%	53%	64%
Health services	71%	76%	79%	73%	80%	64%	77%	82%	68%	76%	81%
Services to seniors	67%	65%	72%	60%	86%	66%	66%	76%	69%	65%	72%
Services to youth	81%	67%	74%	73%	76%	67%	76%	79%	86%	70%	74%
Services to low-income people	49%	41%	54%	42%	64%	53%	40%	49%	46%	44%	60%
Public library services	94%	84%	92%	91%	87%	89%	89%	91%	91%	88%	93%
Public information services	71%	59%	77%	67%	73%	68%	68%	68%	64%	68%	76%
Public schools	96%	84%	97%	90%	96%	95%	90%	92%	100%	87%	95%
Cable television	64%	50%	53%	56%	58%	51%	57%	61%	57%	56%	59%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	59%	49%	75%	59%	62%	55%	63%	60%	53%	60%	66%
Preservation of natural areas such as open space, farmlands and greenbelts	66%	56%	54%	55%	74%	56%	61%	64%	64%	59%	60%

Question 12: Government Services Overall (Percent "excellent" or "good")											
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
The City of O'Fallon	78%	77%	75%	75%	80%	77%	75%	81%	77%	77%	79%
The Federal Government	49%	50%	39%	39%	66%	50%	42%	50%	52%	40%	54%
The State Government	37%	35%	34%	29%	53%	39%	36%	32%	38%	33%	39%
St. Clair County Government	50%	35%	37%	37%	55%	43%	41%	42%	53%	37%	39%

Question 13: Contact with City Employees (Percent "yes")											
	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Have you had any in-person or phone contact with an employee of the City of O'Fallon within the last 12 months (including police, receptionists, planners or any others)?	48%	60%	52%	56%	45%	50%	53%	57%	42%	61%	50%

Question 14: City Employees (Percent "excellent" or "good")											
What was your impression of the employee(s) of the City of O'Fallon in your most recent contact?	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Knowledge	88%	84%	83%	83%	94%	88%	82%	89%	85%	87%	86%
Responsiveness	85%	80%	74%	79%	85%	80%	87%	76%	76%	80%	88%
Courtesy	84%	85%	85%	82%	93%	81%	85%	89%	72%	87%	93%
Overall impression	81%	85%	77%	79%	90%	76%	85%	84%	75%	83%	88%

Question 15: Government Performance (Percent "excellent" or "good")											
Please rate the following categories of O'Fallon government performance:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
The value of services for the taxes paid to O'Fallon	46%	37%	40%	37%	53%	34%	42%	47%	35%	38%	53%
The overall direction that O'Fallon is taking	66%	54%	46%	51%	74%	58%	57%	57%	64%	52%	59%
The job O'Fallon government does at welcoming citizen involvement	49%	43%	45%	45%	47%	47%	42%	51%	44%	48%	46%
The job O'Fallon government does at listening to citizens	47%	40%	39%	39%	53%	36%	45%	48%	40%	42%	46%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)											
Please indicate how likely or unlikely you are to do each of the following:	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
Recommend living in O'Fallon to someone who asks	92%	85%	87%	86%	94%	89%	92%	84%	90%	87%	90%
Remain in O'Fallon for the next five years	78%	84%	89%	81%	85%	86%	82%	78%	75%	82%	93%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)											
	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
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:	14%	7%	12%	10%	13%	7%	15%	11%	5%	16%	11%

Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" support)											
	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55+
O'Fallon currently has two K-8 school districts and one high school district. Over the past several years, there has been discussion regarding the consolidation of the school districts into one district for the purpose of streamlining administration, curriculum, and school funding. To what extent do you support or oppose the consolidation of all O'Fallon school districts into one school district?	81%	87%	84%	85%	81%	74%	84%	92%	76%	88%	84%

Question 18b: Policy Question 2											
The City of O'Fallon's current trash contract with Waste Management provides the option of curbside recycling pickup for an additional \$5.48 per month. If optional recycling was eliminated and curbside recycling pickup was provided citywide through the standard trash bill, how much of an increase, if at all, would you be willing to pay each month?	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +
	Nothing	37%	54%	49%	49%	36%	56%	39%	39%	35%	47%
\$1-\$2	28%	20%	29%	27%	23%	22%	27%	28%	21%	30%	23%
\$3-\$4	25%	24%	16%	20%	30%	20%	25%	25%	36%	17%	17%
\$5 or more	10%	3%	5%	4%	11%	2%	9%	8%	8%	7%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 18c: Policy Question 3 (Percent "somewhat" or "strongly" support)											
To what extent do you support or oppose the City spending money to encourage healthy lifestyles, such as walking/biking trails, sidewalks, recreation programs and other methods to promote O'Fallon as a walkable community?	Number of years in O'Fallon			Detached or attached		Annual household income			Age		
	Less than 5 years	6 to 20 years	More than 20 years	Detached	Attached	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	18-34	35-54	55 +
		95%	87%	88%	89%	96%	89%	92%	91%	90%	94%