



# CITY OF O'FALLON, IL 2009

Report of Geographic 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.

## 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.

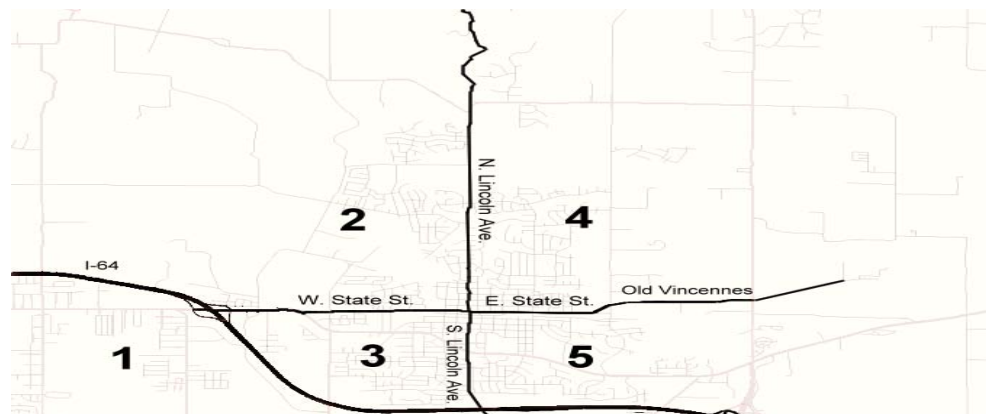
### UNDERSTANDING THE TABLES

In this report, comparisons between geographic 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 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 grey.

The 95 percent confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (451 completed surveys). For each Area (1, 2, 3, 4 or 5), the margin of error rises to approximately + or - 15% since sample sizes were approximately 45 for Area 1, 141 for Area 2, 69 for Area 3, 100 for Area 4, and 72 for Area 5.

| Please indicate in which area of O'Fallon you live based on the map: |                       |                        |
|--|-----------------------|------------------------|
|  | Number of respondents | Percent of Respondents |
| Area 1   | 45                    | 11%                    |
| Area 2   | 141                   | 33%                    |
| Area 3   | 69                    | 16%                    |
| Area 4   | 100                   | 24%                    |
| Area 5   | 72                    | 17%                    |



## 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: | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| O'Fallon as a place to live   | 89%    | 92%    | 95%    | 93%    | 89%    |
| Your neighborhood as a place to live                                      | 74%    | 87%    | 91%    | 86%    | 80%    |
| O'Fallon as a place to raise children                                     | 92%    | 93%    | 83%    | 94%    | 80%    |
| O'Fallon as a place to work   | 67%    | 69%    | 68%    | 57%    | 63%    |
| O'Fallon as a place to retire   | 71%    | 61%    | 48%    | 63%    | 53%    |
| The overall quality of life in O'Fallon                                   | 86%    | 92%    | 87%    | 86%    | 78%    |

| Question 2: Community Characteristics (Percent "excellent" or "good")                    |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
| Please rate each of the following characteristics as they relate to O'Fallon as a whole: | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Sense of community   | 76%    | 65%    | 73%    | 80%    | 65%    |
| Openness and acceptance of the community towards people of diverse backgrounds           | 79%    | 70%    | 70%    | 72%    | 60%    |
| Overall appearance of O'Fallon   | 80%    | 81%    | 88%    | 80%    | 73%    |
| Cleanliness of O'Fallon  | 79%    | 86%    | 83%    | 82%    | 79%    |
| Overall quality of new development in O'Fallon   | 90%    | 76%    | 90%    | 70%    | 71%    |
| Variety of housing options   | 83%    | 75%    | 68%    | 74%    | 62%    |
| Overall quality of business and service establishments in O'Fallon                       | 77%    | 68%    | 76%    | 63%    | 65%    |
| Shopping opportunities   | 69%    | 54%    | 63%    | 45%    | 56%    |
| Opportunities to attend cultural activities  | 51%    | 39%    | 47%    | 30%    | 36%    |
| Recreational opportunities   | 69%    | 76%    | 75%    | 60%    | 54%    |
| Employment opportunities   | 30%    | 36%    | 36%    | 29%    | 29%    |
| Educational opportunities  | 80%    | 71%    | 74%    | 68%    | 75%    |
| Opportunities to participate in social events and activities                             | 62%    | 56%    | 51%    | 63%    | 62%    |
| Opportunities to participate in religious or spiritual events and activities             | 84%    | 79%    | 81%    | 89%    | 85%    |
| Opportunities to volunteer   | 62%    | 64%    | 70%    | 72%    | 68%    |
| Opportunities to participate in community matters  | 57%    | 48%    | 68%    | 59%    | 56%    |

**Question 2: Community Characteristics (Percent "excellent" or "good")**

| Please rate each of the following characteristics as they relate to O'Fallon as a whole: | Area   |        |        |        |        |
|--|--------|--------|--------|--------|--------|
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Ease of car travel in O'Fallon   | 76%    | 69%    | 68%    | 71%    | 74%    |
| Ease of bus travel in O'Fallon   | 46%    | 51%    | 53%    | 37%    | 52%    |
| Ease of bicycle travel in O'Fallon   | 58%    | 48%    | 49%    | 50%    | 52%    |
| Ease of walking in O'Fallon  | 55%    | 62%    | 62%    | 72%    | 72%    |
| Availability of paths and walking trails   | 54%    | 57%    | 63%    | 56%    | 63%    |
| Traffic flow on major streets  | 54%    | 51%    | 48%    | 62%    | 50%    |
| Amount of public parking   | 68%    | 60%    | 65%    | 63%    | 68%    |
| Availability of affordable quality housing   | 57%    | 50%    | 42%    | 62%    | 41%    |
| Availability of affordable quality child care  | 56%    | 52%    | 31%    | 40%    | 46%    |
| Availability of affordable quality health care   | 59%    | 65%    | 57%    | 56%    | 65%    |
| Availability of affordable quality food  | 81%    | 66%    | 65%    | 67%    | 68%    |
| Availability of preventive health services   | 67%    | 60%    | 72%    | 58%    | 59%    |
| Quality of overall natural environment in O'Fallon                                       | 73%    | 78%    | 86%    | 76%    | 64%    |
| Overall image or reputation of O'Fallon  | 84%    | 85%    | 82%    | 91%    | 80%    |

**Question 3: Growth (Percent "too fast")**

| Please rate the speed of growth in the following categories in O'Fallon over the past 2 years: | Area   |        |        |        |        |
|--|--------|--------|--------|--------|--------|
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Population growth  | 49%    | 65%    | 46%    | 62%    | 60%    |
| Retail growth (stores, restaurants, etc.)  | 18%    | 20%    | 17%    | 20%    | 26%    |
| Jobs growth  | 6%     | 2%     | 3%     | 1%     | 5%     |

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

|  | Area   |        |        |        |        |
|--|--------|--------|--------|--------|--------|
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in O'Fallon? | 82%    | 74%    | 66%    | 79%    | 80%    |

| Question 5: Community Safety (Percent "very" or "somewhat" safe)        |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
| Please rate how safe or unsafe you feel from the following in O'Fallon: | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Violent crime (e.g., rape, assault, robbery)                            | 73%    | 87%    | 74%    | 88%    | 72%    |
| Property crimes (e.g., burglary, theft)                                 | 71%    | 77%    | 70%    | 78%    | 61%    |
| Environmental hazards, including toxic waste                            | 83%    | 81%    | 84%    | 91%    | 82%    |

| Question 6: Personal Safety (Percent "very" or "somewhat" safe) |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
| Please rate how safe or unsafe you feel:                        | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| In your neighborhood during the day                             | 100%   | 96%    | 87%    | 96%    | 90%    |
| In your neighborhood after dark                                 | 65%    | 87%    | 71%    | 82%    | 74%    |
| In O'Fallon's downtown area during the day                      | 89%    | 96%    | 98%    | 97%    | 90%    |
| In O'Fallon's downtown area after dark                          | 65%    | 77%    | 59%    | 72%    | 64%    |

| Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")                         |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
|  | Area   |        |        |        |        |
|  | 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? | 4%     | 12%    | 3%     | 8%     | 14%    |
| If yes, was this crime (these crimes) reported to the police?                                | 26%    | 53%    | 25%    | 78%    | 56%    |

| 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? | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Used O'Fallon public libraries or their services  | 73%    | 69%    | 61%    | 69%    | 77%    |
| Used O'Fallon recreation centers  | 53%    | 65%    | 46%    | 64%    | 58%    |
| Participated in a recreation program or activity  | 41%    | 47%    | 33%    | 50%    | 44%    |
| Visited a neighborhood park or City park  | 73%    | 86%    | 80%    | 85%    | 87%    |
| Ridden a local bus within O'Fallon  | 15%    | 6%     | 9%     | 3%     | 11%    |
| Attended a meeting of local elected officials or other local public meeting   | 22%    | 18%    | 21%    | 29%    | 25%    |
| Watched a meeting of local elected officials or other local public meeting on cable television  | 23%    | 31%    | 38%    | 45%    | 44%    |
| Read O'Fallon Newsletter  | 77%    | 92%    | 83%    | 96%    | 87%    |
| Visited the City of O'Fallon Web site (at www.ofallon.org)  | 51%    | 74%    | 71%    | 66%    | 72%    |
| Recycled used paper, cans or bottles from your home   | 68%    | 70%    | 54%    | 66%    | 60%    |
| Volunteered your time to some group or activity in O'Fallon   | 30%    | 44%    | 22%    | 54%    | 43%    |
| Participated in religious or spiritual activities in O'Fallon   | 52%    | 61%    | 32%    | 67%    | 58%    |
| Participated in a club or civic group in O'Fallon   | 15%    | 27%    | 12%    | 40%    | 23%    |
| Provided help to a friend or neighbor   | 91%    | 96%    | 91%    | 97%    | 96%    |

| Question 10: Neighborliness (Percent at least once per month)   |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
| 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)? | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| 88%   | 82%    | 82%    | 82%    | 82%    | 80%    |

| Question 11: Service Quality (Percent "excellent" or "good")           |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
| Please rate the quality of each of the following services in O'Fallon: | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Police services  | 91%    | 90%    | 84%    | 95%    | 84%    |
| Fire services  | 100%   | 93%    | 85%    | 96%    | 90%    |
| Ambulance or emergency medical services                                | 96%    | 94%    | 95%    | 97%    | 93%    |
| Crime prevention   | 80%    | 78%    | 71%    | 79%    | 68%    |
| Fire prevention and education  | 88%    | 80%    | 79%    | 83%    | 79%    |
| Traffic enforcement  | 69%    | 81%    | 68%    | 76%    | 70%    |
| Street repair  | 56%    | 56%    | 54%    | 57%    | 64%    |
| Street cleaning  | 69%    | 75%    | 56%    | 72%    | 69%    |
| Street lighting  | 76%    | 74%    | 63%    | 83%    | 69%    |
| Snow removal   | 56%    | 60%    | 38%    | 60%    | 53%    |
| Sidewalk maintenance   | 57%    | 63%    | 56%    | 70%    | 44%    |
| Traffic signal timing  | 54%    | 67%    | 57%    | 74%    | 68%    |
| Bus or transit services  | 63%    | 61%    | 58%    | 47%    | 57%    |
| Garbage collection   | 86%    | 85%    | 71%    | 93%    | 71%    |
| Recycling  | 67%    | 59%    | 49%    | 49%    | 46%    |
| Yard waste pick-up   | 81%    | 85%    | 69%    | 84%    | 51%    |
| Storm drainage   | 50%    | 60%    | 43%    | 56%    | 48%    |
| Drinking water   | 65%    | 69%    | 57%    | 77%    | 73%    |
| Sewer services   | 68%    | 80%    | 70%    | 75%    | 72%    |
| City parks   | 91%    | 94%    | 94%    | 94%    | 84%    |
| Recreation programs or classes   | 80%    | 80%    | 79%    | 89%    | 71%    |
| Recreation centers or facilities                                       | 81%    | 79%    | 80%    | 77%    | 67%    |
| Land use, planning and zoning  | 55%    | 55%    | 58%    | 58%    | 32%    |
| Code enforcement (weeds, abandoned buildings, etc)                     | 54%    | 61%    | 60%    | 56%    | 42%    |
| Economic development   | 62%    | 58%    | 59%    | 57%    | 45%    |
| Health services  | 66%    | 72%    | 79%    | 75%    | 78%    |
| Services to seniors  | 72%    | 66%    | 72%    | 66%    | 62%    |
| Services to youth  | 90%    | 77%    | 72%    | 76%    | 55%    |
| Services to low-income people  | 52%    | 45%    | 51%    | 51%    | 43%    |

| Question 11: Service Quality (Percent "excellent" or "good")   |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
| Please rate the quality of each of the following services in O'Fallon:   | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Public library services  | 92%    | 91%    | 89%    | 95%    | 78%    |
| Public information services  | 77%    | 61%    | 65%    | 68%    | 76%    |
| Public schools   | 92%    | 92%    | 89%    | 94%    | 88%    |
| Cable television   | 45%    | 59%    | 45%    | 70%    | 54%    |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 75%    | 55%    | 62%    | 64%    | 51%    |
| Preservation of natural areas such as open space, farmlands and greenbelts                                       | 66%    | 62%    | 65%    | 57%    | 48%    |

| 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? | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| The City of O'Fallon   | 74%    | 74%    | 78%    | 88%    | 68%    |
| The Federal Government   | 49%    | 51%    | 52%    | 43%    | 39%    |
| The State Government   | 37%    | 36%    | 47%    | 30%    | 30%    |
| St. Clair County Government  | 48%    | 43%    | 57%    | 28%    | 36%    |

| Question 13: Contact with City Employees (Percent "yes")  |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
|   | Area   |        |        |        |        |
|   | 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 (including police, receptionists, planners or any others)? | 48%    | 49%    | 55%    | 63%    | 52%    |

| 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? | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Knowledge  | 80%    | 89%    | 79%    | 92%    | 80%    |
| Responsiveness   | 71%    | 75%    | 96%    | 86%    | 73%    |
| Courtesy   | 82%    | 82%    | 84%    | 90%    | 84%    |
| Overall impression   | 80%    | 80%    | 82%    | 88%    | 76%    |

| Question 15: Government Performance (Percent "excellent" or "good")      |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
| Please rate the following categories of O'Fallon government performance: | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| The value of services for the taxes paid to O'Fallon                     | 50%    | 44%    | 23%    | 46%    | 36%    |
| The overall direction that O'Fallon is taking                            | 62%    | 60%    | 57%    | 60%    | 44%    |
| The job O'Fallon government does at welcoming citizen involvement        | 54%    | 46%    | 32%    | 50%    | 44%    |
| The job O'Fallon government does at listening to citizens                | 40%    | 43%    | 43%    | 43%    | 37%    |

| Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely) |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
| Please indicate how likely or unlikely you are to do each of the following:     | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Recommend living in O'Fallon to someone who asks                                | 93%    | 84%    | 95%    | 90%    | 85%    |
| Remain in O'Fallon for the next five years                                      | 90%    | 81%    | 82%    | 84%    | 77%    |

| Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)   |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|
|  | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| 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: | 20%    | 9%     | 12%    | 11%    | 6%     |

| Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" support)  |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
|   | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| 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? | 62%    | 85%    | 83%    | 93%    | 83%    |

| 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? | Area   |        |        |        |        |
|  | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| Nothing  | 54%    | 39%    | 53%    | 42%    | 50%    |
| \$1-\$2  | 19%    | 32%    | 18%    | 26%    | 23%    |
| \$3-\$4  | 17%    | 25%    | 23%    | 23%    | 23%    |
| \$5 or more  | 9%     | 4%     | 7%     | 10%    | 4%     |
| Total  | 100%   | 100%   | 100%   | 100%   | 100%   |

| Question 18c: Policy Question 3 (Percent "somewhat" or "strongly" support)  |        |        |        |        |        |
|---|--------|--------|--------|--------|--------|
|   | Area   |        |        |        |        |
|   | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 |
| 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? | 96%    | 89%    | 92%    | 94%    | 85%    |