

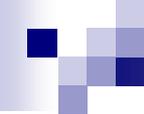
O'Fallon Citizen Surveys

Finance & Administration Committee
July 25, 2016



National Citizen Survey

- Citizen surveys conducted in 2016, 2011, 2009, 2007, 2005
- Mail survey to 1,500 randomly selected residents: 30% response rate, 5% margin of error.
- Conducted in May 2016
- Standard survey template used by more than 500 jurisdictions nationwide.
- Ability to make comparisons between our survey responses and other cities.
- Comparisons not necessarily relative to all cities, only those who have taken the National Citizen Survey.



Overall Quality of Life

2016

91%

2011

85%

2009

87%

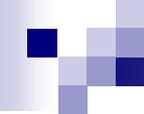
2007

83%

2005

86%

Note: Percentage indicates those responding “Excellent” or “Good”



Overall Quality of City Services

2016

2011

2009

2007

2005

81%

76%

77%

72%

75%

Note: Percentage indicates those responding “Excellent” or “Good”

Quality of Life Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
As place to raise kids	96%	Higher
2011	88%	Higher
2009	89%	Higher
Sense of Community	74%	Similar
2011	70%	Higher
2009	72%	Higher
Overall Image	90%	Higher
2011	79%	Higher
2009	85%	Higher

Quality of Life Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Overall Appearance	83%	Similar
2011	77%	Higher
2009	81%	Higher
Recommend O'Fallon	94%	Similar
2011	88%	Higher
2009	89%	Higher
As a place to live	95%	Similar
2011	89%	Higher
2009	92%	Higher

Quality of Life Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Feel safe in neighborhood	97%	Similar
2011	94%	Similar
2009	94%	Higher
Place to retire	68%	Similar
2011	62%	Similar
2009	60%	Similar
Job opportunities	41%	Similar
2011	36%	Similar
2009	33%	Similar

Public Trust Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Overall direction of city	65%	Similar
2011	52%	Similar
2009	57%	Similar
Welcoming citizen involvement	56%	Similar
2011	52%	Similar
2009	46%	Lower
Acting in best interest of O'Fallon	60%	Similar
Confidence in City govt.	59%	Similar

City Employee Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Customer Service	82%	Similar
2011	77%	Similar
2009	82%	Higher
Honesty	57%	Similar
Treating residents fairly	61%	Similar
Contacted City employees	40%	Similar
2011	52%	Below
2009	53%	Below

Quality of Public Safety Services

Service	2016	2011	2009	2007	2005
Police	94%	84%	90%	88%	91%
Fire	98%	92%	93%	92%	95%
EMS	96%	91%	95%	91%	93%

Note: Percentage indicates those responding “Excellent” or “Good”

Quality of Leisure Services

Service	2016	2011	2009	2007	2005
Parks	93%	87%	92%	85%	84%
Park Facilities	80%	79%	77%	76%	73%
Rec Programs	81%	84%	81%	78%	79%
Library	86%	89%	90%	86%	83%

Note: Percentage indicates those responding “Excellent” or “Good”

Quality of Public Works Services

Service	2016	2011	2009	2007	2005
Street repair	59%	51%	57%	48%	49%
Stormwater	63%	62%	53%	49%	38%
Snow removal	64%	48%	55%	64%	68%
Water	73%	67%	70%	61%	57%
Sewer	80%	73%	75%	68%	66%

Note: Percentage indicates those responding “Excellent” or “Good”

Quality of Planning Services

Service	2016	2011	2009	2007	2005
Planning & Zoning	63%	54%	54%	46%	38%
Code Enforcement	60%	59%	56%	52%	52%
Economic Development	61%	46%	58%	56%	57%

Note: Percentage indicates those responding “Excellent” or “Good”

Usage of Facilities and Services

In last 12 months	2016	2011	2009	2007	2005
Used public library	66%	71%	69%	71%	71%
Used a rec center	69%	59%	58%	61%	63%
Visited a park	84%	88%	82%	86%	89%
Attended a meeting	13%	24%	22%	24%	29%
Watched a mtg on TV	11%	30%	37%	38%	40%
Recycled at home	86%	60%	63%	58%	49%
Purchased goods or services in O'Fallon	98%				
Work in O'Fallon	32%				

Quality of Services

	Excellent	Good	Fair	Poor
City Government	26%	54%	17%	2%
Federal Government	6%	33%	33%	27%
State Government	6%	12%	26%	49%

Policy Question 1

Thinking about future population growth in O'Fallon, please indicate how important, if at all you see the following issues:

Service	Essential	Very Important
Safety/crime prevention	75%	21%
Maintaining existing infrastructure (streets & stormwater)	53%	42%
Quality of public schools	70%	25%
Avoiding increases in property taxes	61%	29%
Availability of employment/job growth	37%	49%
Development of existing businesses and residential areas	36%	50%
Preservation of downtown O'Fallon	40%	43%
Quality of new development compared to other communities	25%	46%
Attracting commercial development	29%	41%
More parks, recreation opportunities, libraries and other amenities	27%	35%
Attracting higher education	26%	27%
Increase in available housing	20%	31%

Policy Question 2

The Strategic Plan outlines key infrastructure needs as well as major initiatives meant to preserve home values, maintain high quality of life, and best leverage O'Fallon's future growth. The following items represent goal areas of the Strategic Plan. Please indicate how much of a priority, if any, you think securing funding for each item should be in the next 5 years:

Issue	High Priority	Medium Priority	Not a Priority
Long-term street maintenance program	59%	40%	1%
Long-term stormwater maintenance program	51%	44%	5%
Employment opportunities	53%	41%	5%
Downtown O'Fallon redevelopment	39%	51%	9%
Retail/restaurant/commercial options	40%	51%	9%
Walkable community	53%	37%	11%
Community Rec/Life Center	38%	49%	14%
Parks amenities (parks, open space)	43%	42%	16%
World-class schools (college/university, partnerships with local schools)	37%	40%	24%
Neighborhood commercial/retail options	24%	51%	25%

Policy Question 3

Many of the projects in the Strategic Plan do not currently have a funding source. Please indicate how much you support or oppose the following options to fund these projects:

	Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose
Revenue enhancements through creating or raising user fees	6%	44%	24%	26%
Revenue enhancements through raising sales tax	8%	35%	35%	33%
Expenditure reductions from other City sources (such as cuts in service levels)	7%	34%	36%	23%
Do not fund the projects listed in the Strategic Plan	6%	19%	41%	33%
Revenue enhancements through raising property tax	1%	18%	21%	60%

Length of Residency

	2016	2011	2009	2007
Less than 2 years	16%	13%	17%	18%
2-5 years	15%	17%	28%	23%
6-10 years	19%	23%	15%	21%
11- 20 years	25%	23%	18%	18%
More than 20 years	25%	24%	22%	19%

Age

	2016	2011	2009	2007	2005
18-24	3%	6%	4%	3%	5%
25-34	22%	21%	25%	26%	25%
35-44	17%	16%	20%	23%	20%
45-54	29%	28%	24%	25%	27%
55-64	14%	13%	10%	12%	9%
65-74	10%	9%	9%	7%	14%
75+	5%	7%	8%	5%	

Household Income

	2016	2011	2009	2007	2005
Less than \$24,999	10%	10%	10%	9%	12%
\$25-\$49,999	19%	23%	23%	20%	27%
\$50-\$99,999	31%	33%	39%	38%	43%
More than \$100,000	41%	34%	29%	33%	19%

Conclusions

- Citizens feel O'Fallon is a good place to live and raise children.
- Citizens enjoy a high quality of life and believe O'Fallon is a good place to live.
- Most City services were rated higher than in previous years and were either similar to or higher than benchmarks compared with other cities.
- Citizens support the overall direction of O'Fallon.



Next steps

- Final report will be available this week and will be posted on the website.
- Demographic and geographic crosstab comparisons will be available.
- More detailed analysis will be provided as we go through the final report.