

O'Fallon, IL

The National Community Survey

Report of Results
2022

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of O’Fallon. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 558 residents of the City of O’Fallon collected from July 1, 2022 to August 19, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2022 survey was 20%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in O’Fallon.

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, O’Fallon’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by O’Fallon residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that O’Fallon’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then O’Fallon’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.



Methods

Selecting survey recipients

All households within the City of O’Fallon were eligible to participate in the survey. A list of all households within the zip codes serving O’Fallon was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of O’Fallon households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of O’Fallon boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the five districts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2,800 randomly selected households received mailings beginning on July 1, 2022 and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 2% of the 2,800 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,752 households that received the invitations to participate, 558 completed the survey, providing an overall response rate of 20%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of O’Fallon survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (558 completed surveys). . .

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2020 American Community Survey estimates for adults in the City of O’Fallon. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	8%	26%	26%
	35-54	29%	39%	39%
	55+	63%	35%	35%
Area	District 1	9%	13%	13%
	District 2	32%	30%	30%
	District 3	14%	18%	18%
	District 4	29%	22%	22%
	District 5	16%	17%	17%
Hispanic origin	No, not Spanish, Hispanic, or Latino	97%	96%	96%
	Spanish, Hispanic, or Latino	3%	4%	4%
Housing tenure	Own	87%	72%	72%
	Rent	13%	28%	28%
Housing type	Attached	17%	27%	27%
	Detached	83%	73%	73%
Race & Hispanic origin	Not white alone	19%	22%	22%
	White alone, not Hispanic or Latino	81%	78%	78%
Sex	Man	46%	48%	48%
	Woman	54%	52%	52%
Sex/age	Man 18-34	3%	13%	13%
	Man 35-54	11%	18%	18%
	Man 55+	32%	16%	16%
	Woman 18-34	4%	13%	13%
	Woman 35-54	19%	21%	21%
	Woman 55+	31%	19%	19%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of O’Fallon funded this research. Please contact Greg Anderson of the City of O’Fallon at ganderson@ofallon.org if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at <https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2020 American Community Survey

Highlights

O'Fallon continues to be a highly desirable place to live.

The overall quality of life in O'Fallon was rated either excellent or good by more than 9 in 10 respondents. A similar proportion would recommend living in O'Fallon (93% somewhat or very likely). At least 8 in 10 participants also gave positive marks to the overall image of the city (86% excellent or good) and planned to remain in the city for the next five years (85% somewhat or very likely), on par with ratings given in other communities across the nation. O'Fallon as a place to raise children was favorably reviewed by nearly all residents (95%), which was higher than the national benchmark. About one-quarter felt similarly about the city as a place to retire. In a question unique to O'Fallon, residents were asked to rate how well O'Fallon is achieving their 2040 Master Plan Guiding Principles. Over 8 in 10 positively rated O'Fallon being a place where people feel welcome, and want to live, work, and play.

Safety is a community strength.

Overall feelings of safety, along with safety-related services, likely contribute to the high quality of life experienced in O'Fallon. More than 8 in 10 residents gave the city a rating of excellent or good for the overall feeling of safety. Further, nearly all respondents reported feeling safe in their neighborhood during the day (98%) and in O'Fallon's downtown/commercial area during the day (95%). About 90% of those surveyed reported feeling safe from violent crime and fire, flood, and other natural disasters. Safety-related services also garnered praise from the community, with about 9 in 10 offering favorable marks to fire services (92%), Police/Sheriff services (89%), and ambulance or medical services (91%), all of which were consistent with 2020 results. Ratings for both crime prevention (87% in 2020; 79% in 2022) and fire prevention and education (86% in 2020; 80% in 2022) declined since 2020 but remained on-par with benchmark communities.

Overall, governance ratings remain strong, but public trust has declined over time.

When asked about the overall direction that O'Fallon is taking, about 7 in 10 respondents offered favorable marks, outperforming the national comparison group. A similar proportion applauded the City for being honest (68%), treating all residents fairly (68%), and generally acting in the best interest of the community (67%), all of which were on-par with the national averages. However, government transparency may be a growing concern for residents. Compared to the City's 2020 survey results, residents provided slightly less favorable reviews for O'Fallon being and transparent to the public (71% in 2020; 64% in 2022) and informing residents about issues facing the community (67% in 2020; 56% in 2022). Although these ratings remain on par with national benchmark comparisons, the downward trends may suggest an opportunity for additional focus. In contrast, the overall customer service provided by O'Fallon employees received excellent or good ratings from 90% of respondents, a 6% increase from O'Fallon's 2020 survey results.

Residents appreciate O'Fallon's natural environment and recreational opportunities.

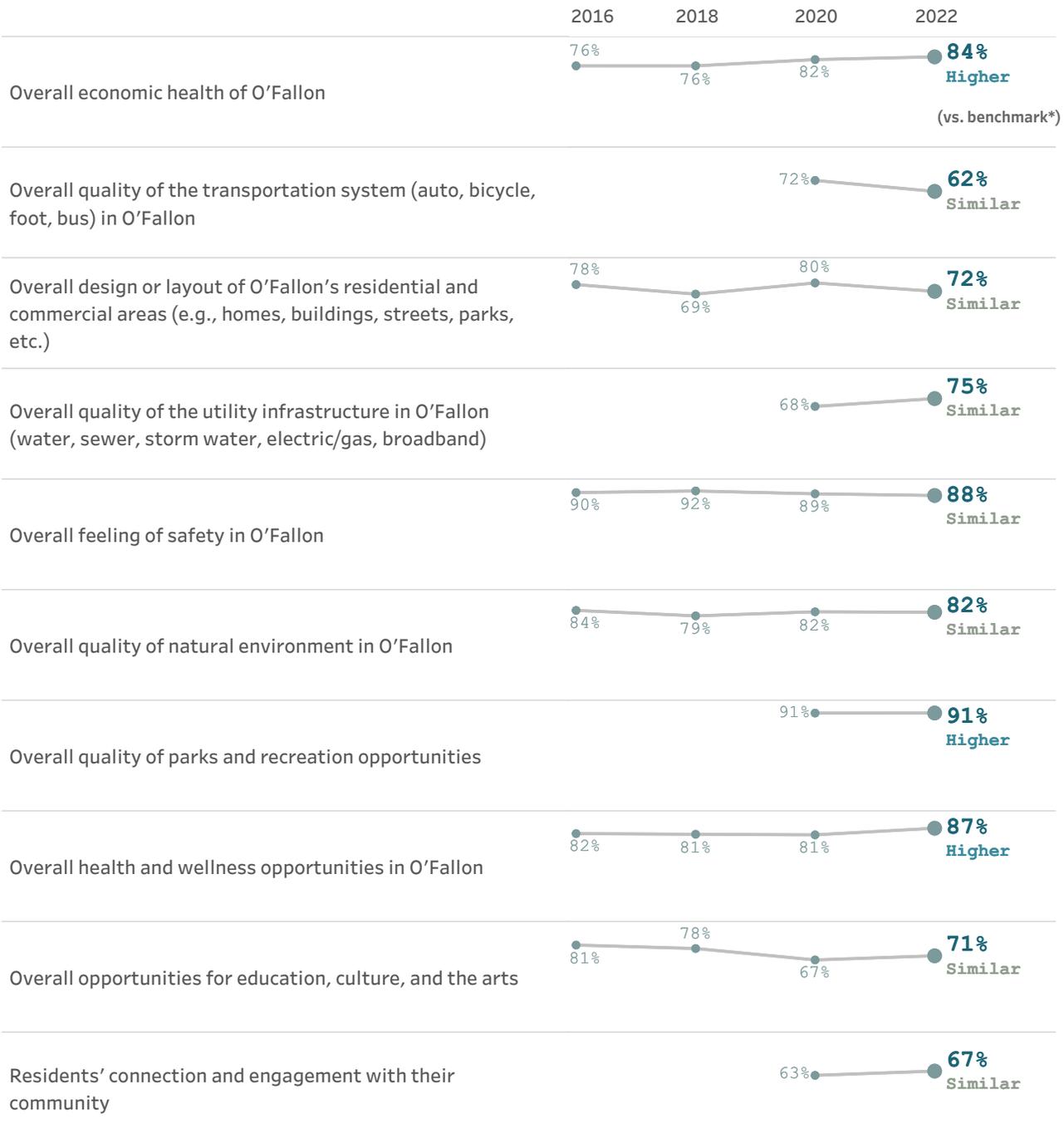
Ratings for survey items related to O'Fallon's natural environment tended to be positive and on par with national averages. More than 8 in 10 survey participants gave excellent or good reviews to the overall quality of natural environment in O'Fallon. About two-thirds offered positive evaluations of O'Fallon's open space and preservation of natural areas, while roughly 8 in 10 residents favorably rated the air quality, cleanliness, and recycling services in O'Fallon. Nearly 9 in 10 offered high marks to O'Fallon's yard waste pick-up service, which was higher than the national average. Most residents were also pleased with the overall quality of O'Fallon's parks and recreation opportunities (91%) and the city parks (90%), both of which were higher than counterparts across the nation. About 8 in 10 also reported high quality recreation programs or classes (80%), recreation centers or facilities (79%) and fitness opportunities (78%).

Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

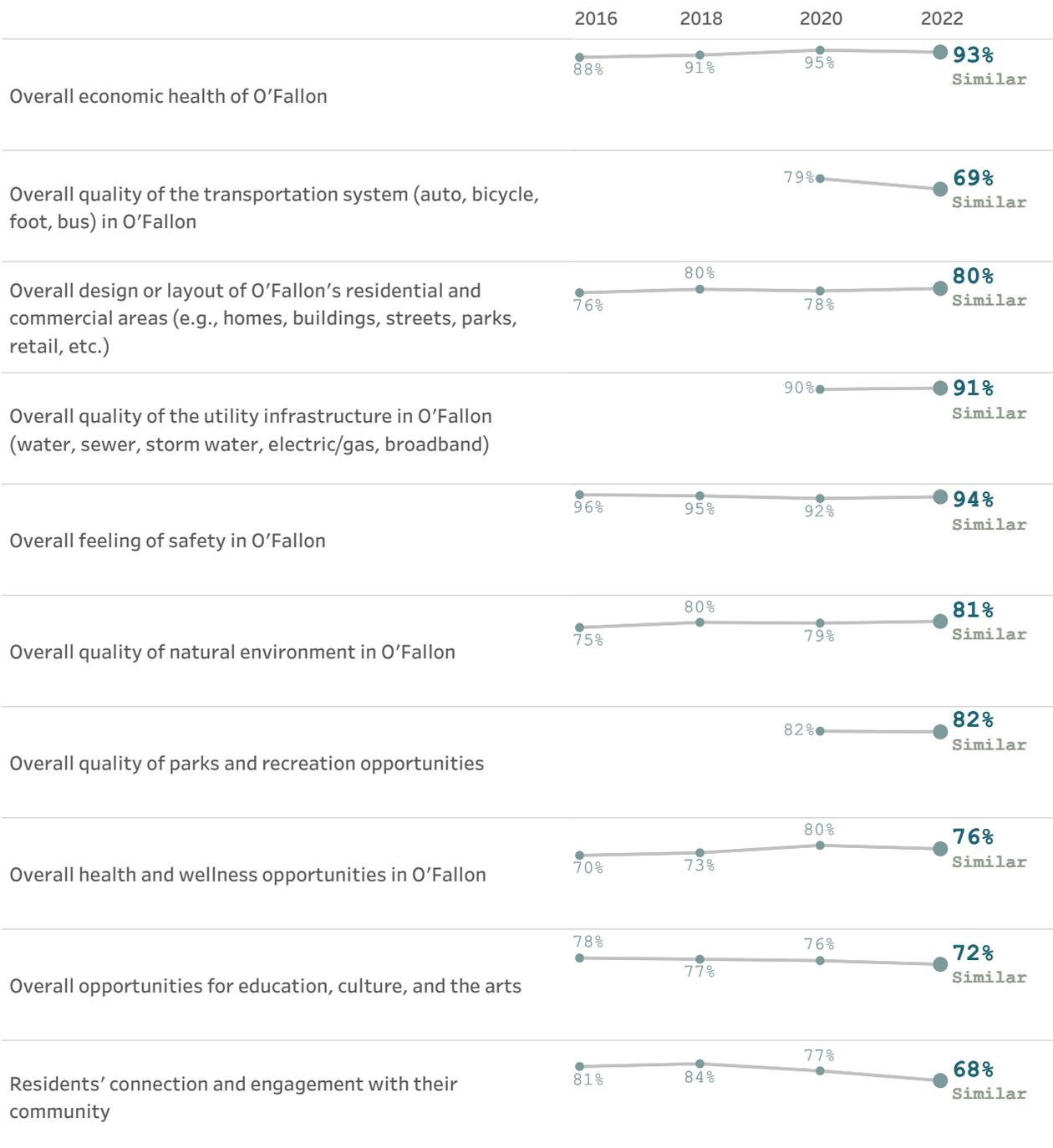
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to O’Fallon as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the O’Fallon community to focus on each of the following in the coming two years.

(% essential or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

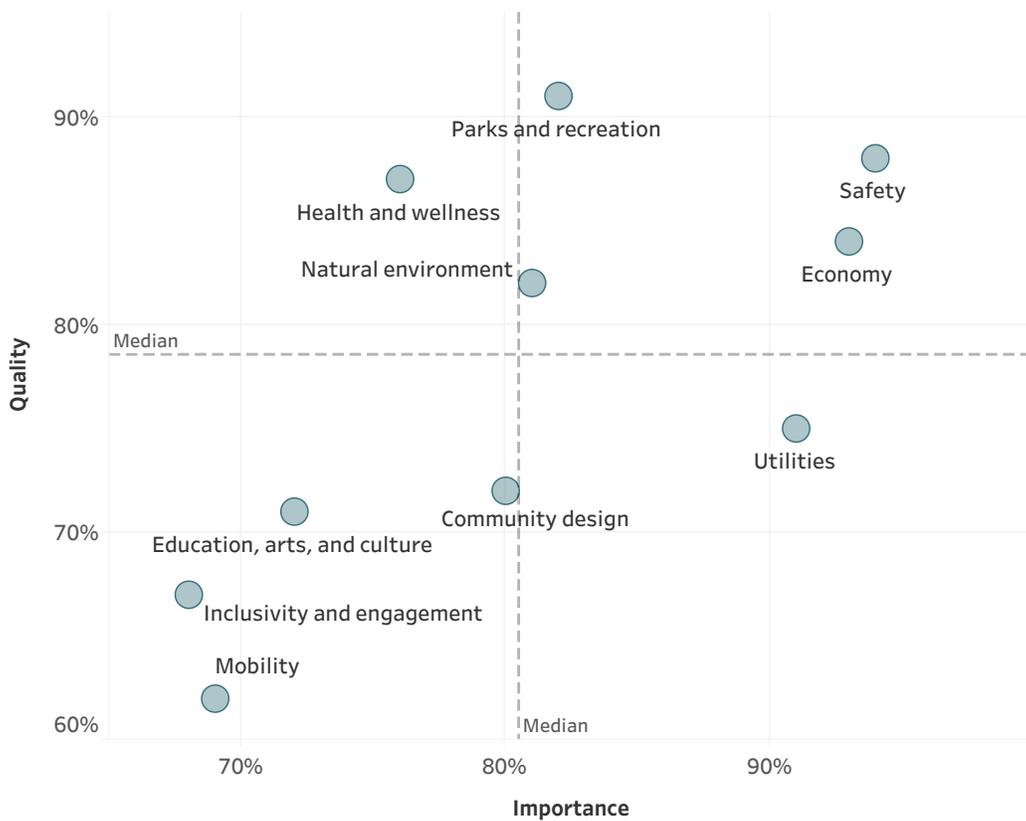
Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 79% or more of respondents were considered of “higher quality” and those with ratings lower than 79% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 81% or more of respondents. Services were rated as “less important” if they received a rating of less than 81%. This classification uses the median ratings for quality and importance to divide the services in half.

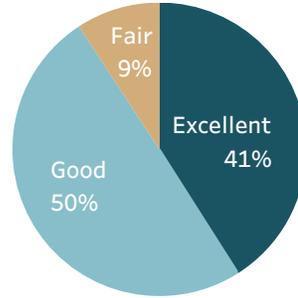
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



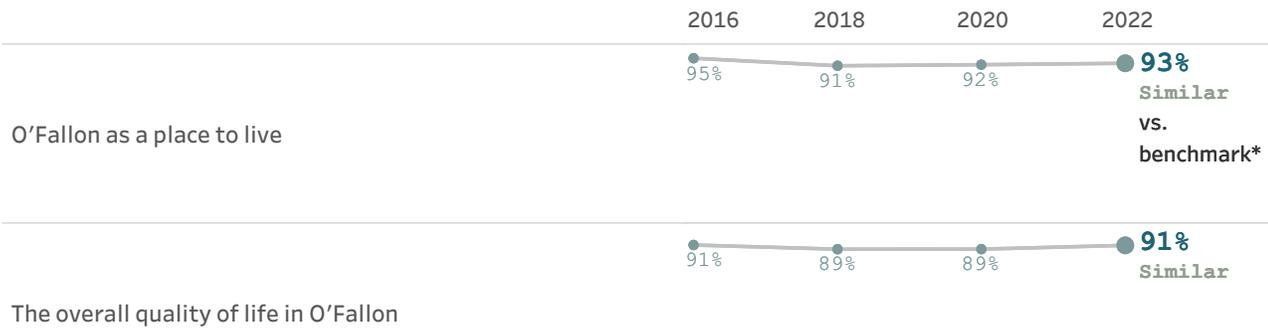
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in O'Fallon, 2022



Please rate each of the following aspects of quality of life in O'Fallon.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following in the O'Fallon community.
(% excellent or good)

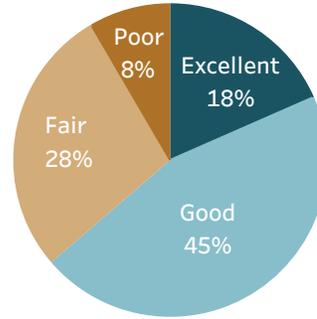


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

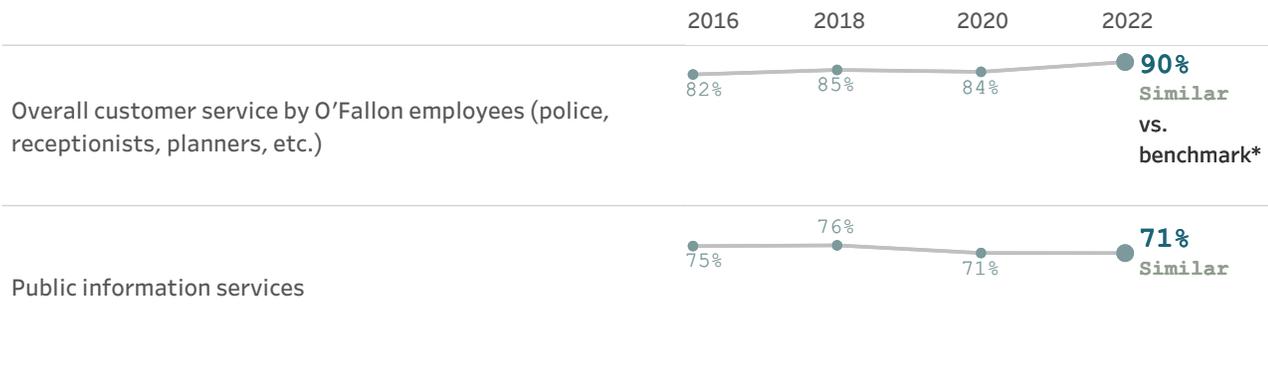
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

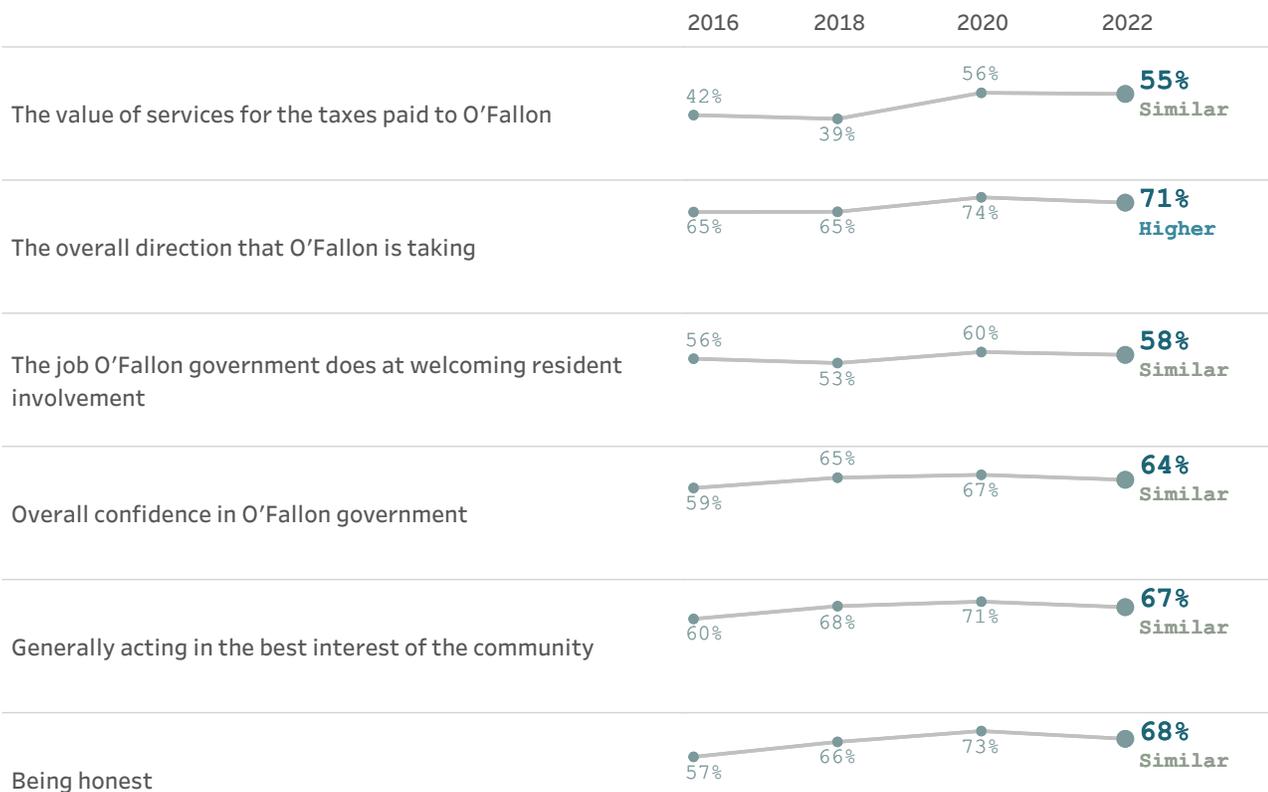
Overall confidence in O'Fallon government, 2022

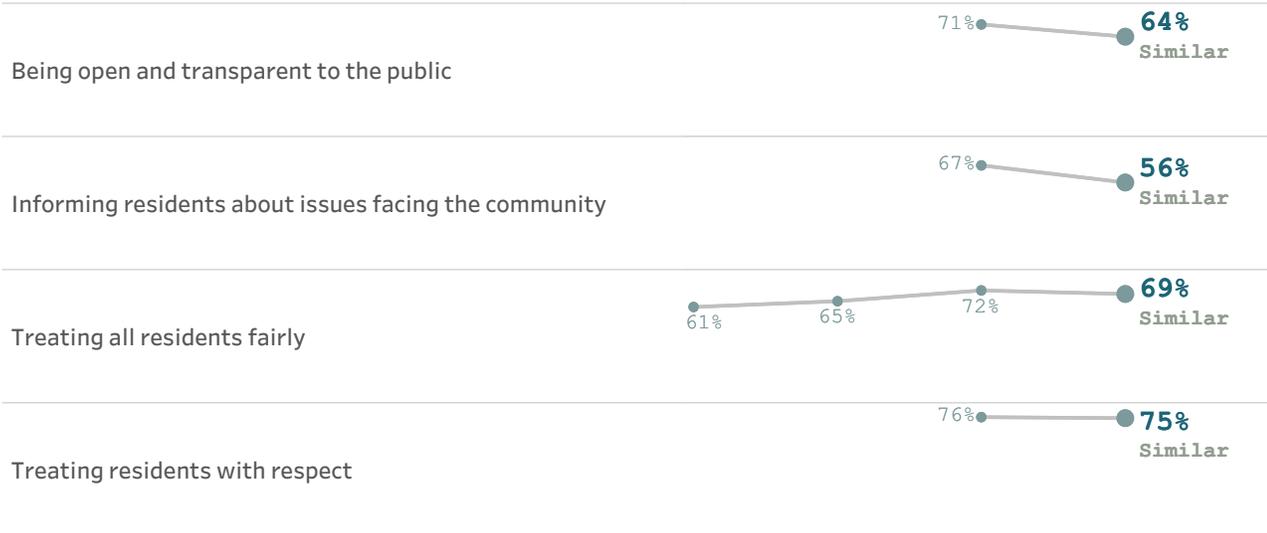


Please rate the quality of each of the following services in O'Fallon. (% excellent or good)

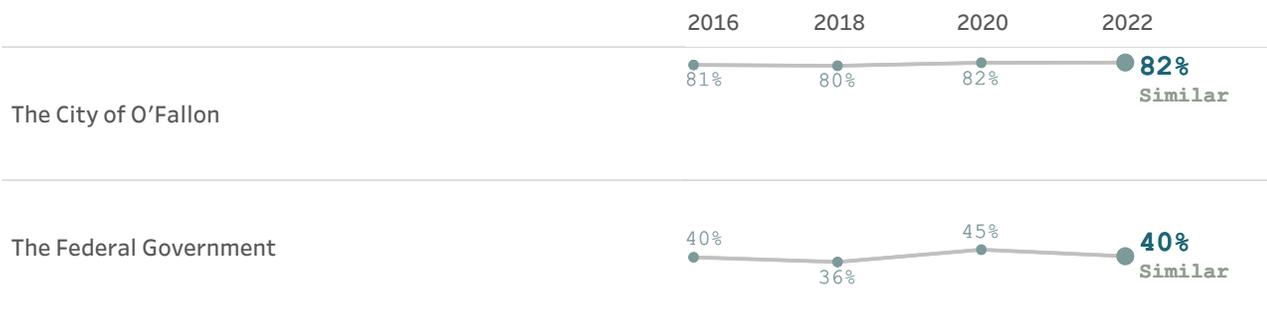


Please rate the following categories of O'Fallon government performance. (% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

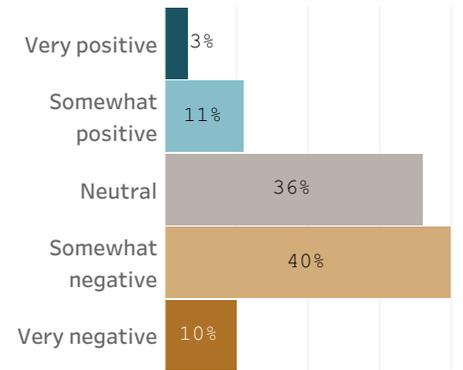
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

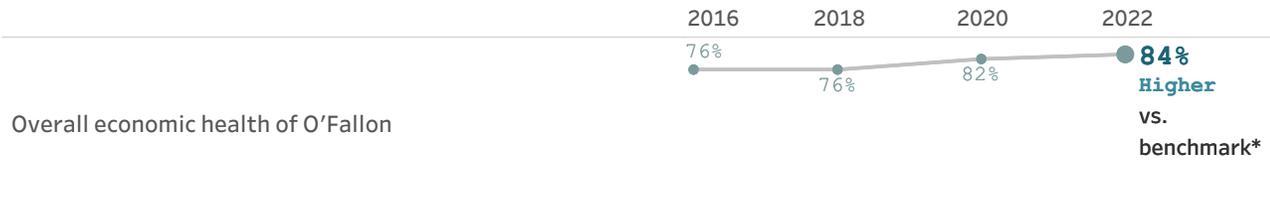
Overall economic health of O'Fallon, 2022



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:



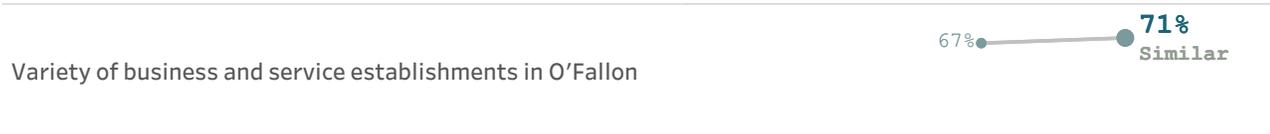
Please rate each of the following characteristics as they relate to O'Fallon as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in O'Fallon. (% excellent or good)

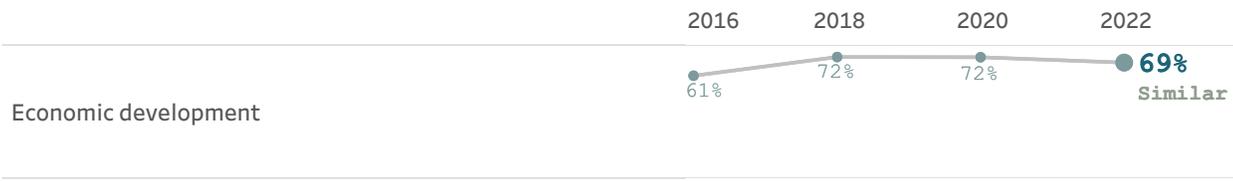


Please rate each of the following in the O'Fallon community. (% excellent or good)

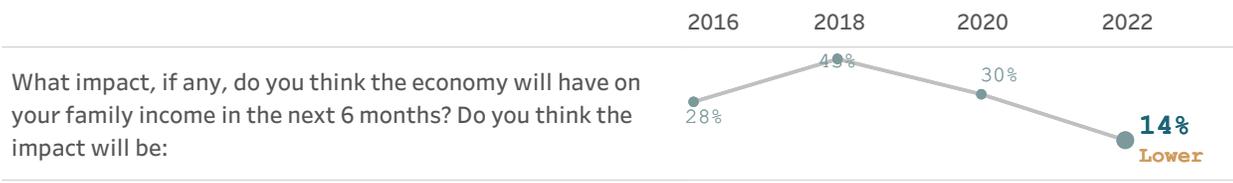




Please rate the quality of each of the following services in O'Fallon.
(% excellent or good)



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:
(% very or somewhat positive)

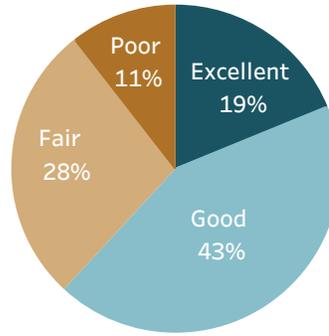


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

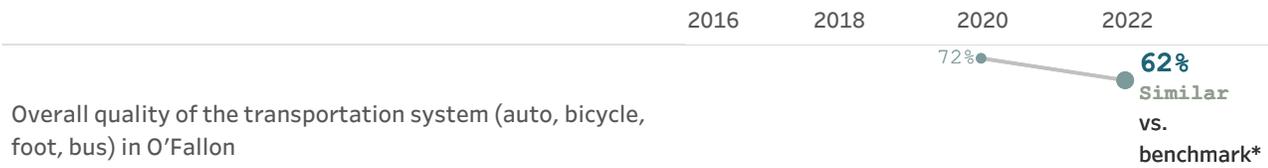
Overall quality of the transportation system in O'Fallon, 2022

Mobility

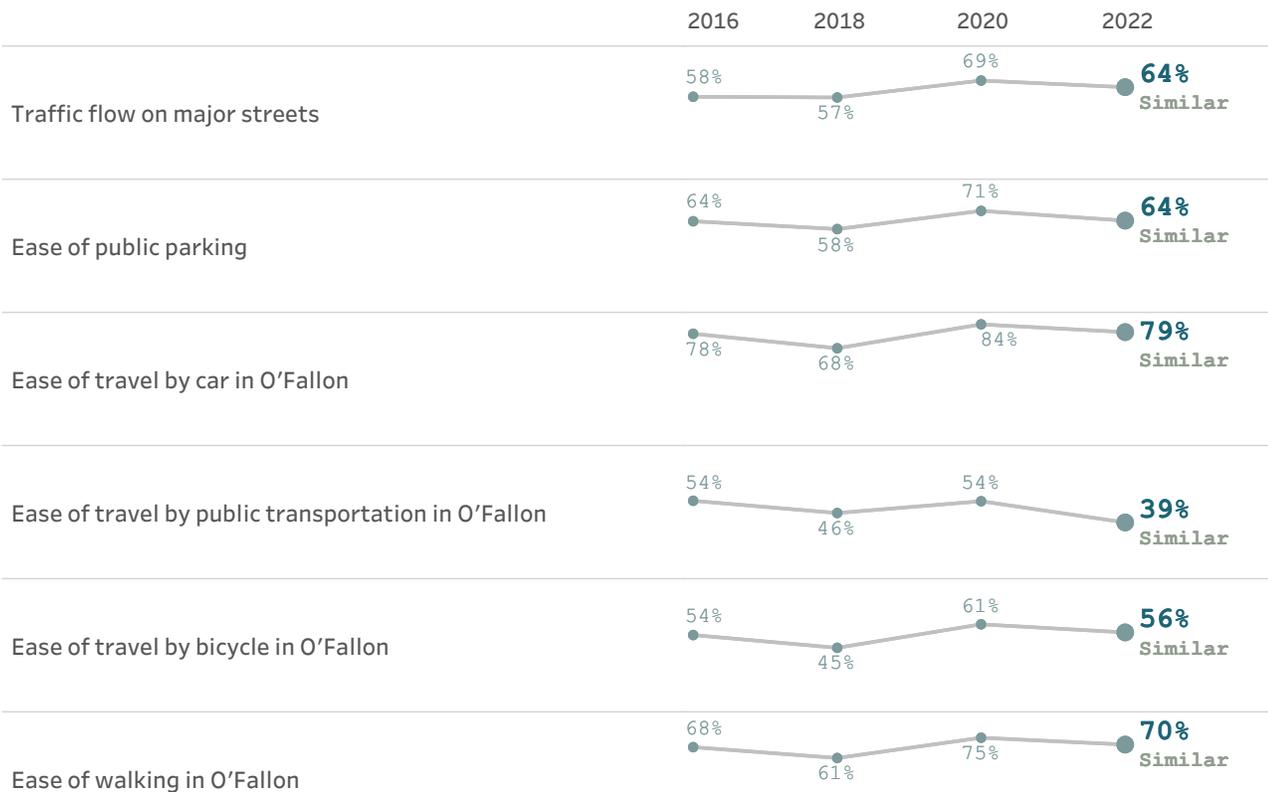
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



Please rate each of the following characteristics as they relate to O'Fallon as a whole. (% excellent or good)

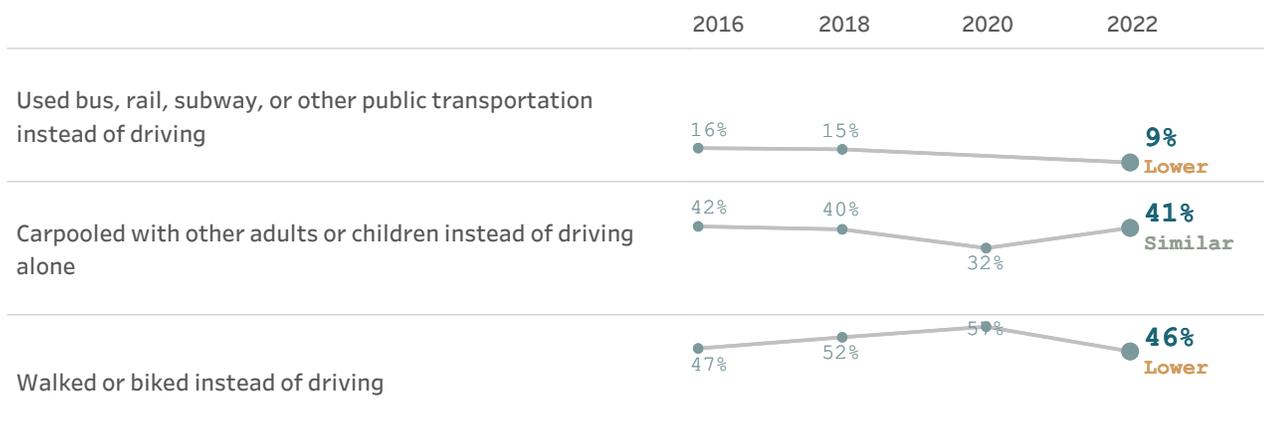


Please also rate each of the following in the O'Fallon community. (% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months.

(% yes)



Please rate the quality of each of the following services in O'Fallon.

(% excellent or good)

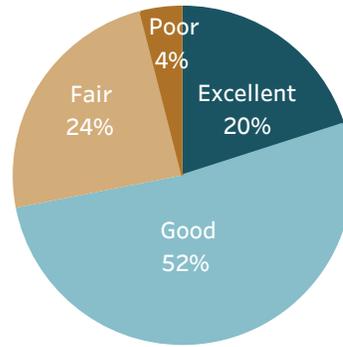


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

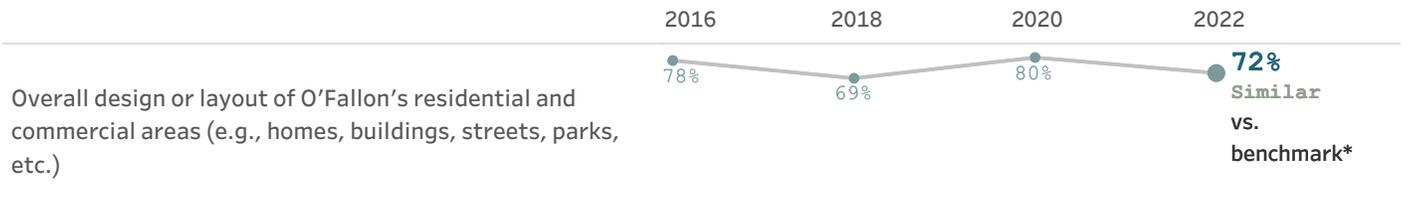
Overall design or layout of O'Fallon's residential and commercial areas, 2022

Community design

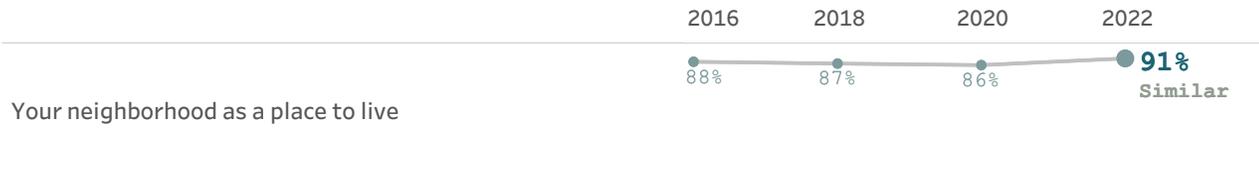
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to O'Fallon as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in O'Fallon. (% excellent or good)

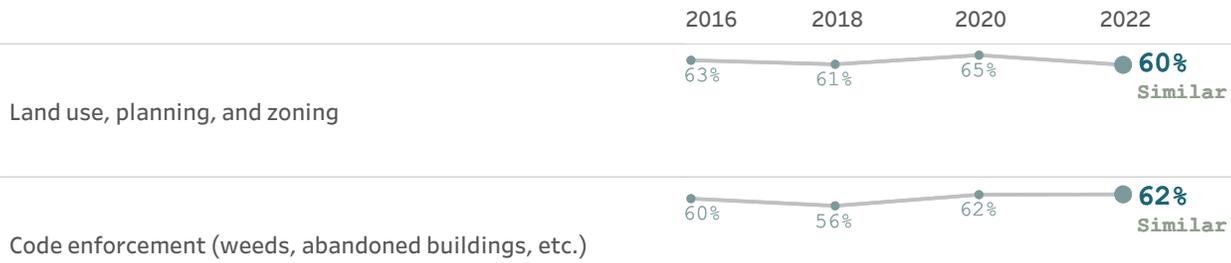


Please also rate each of the following in the O'Fallon community. (% excellent or good)



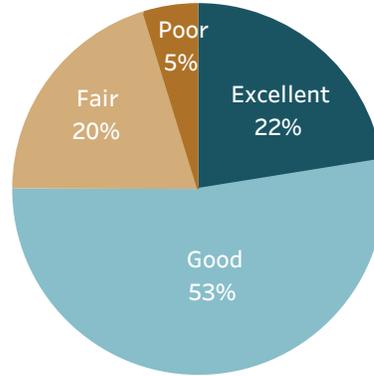


**Please rate the quality of each of the following services in O'Fallon.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the utility infrastructure in O'Fallon, 2022



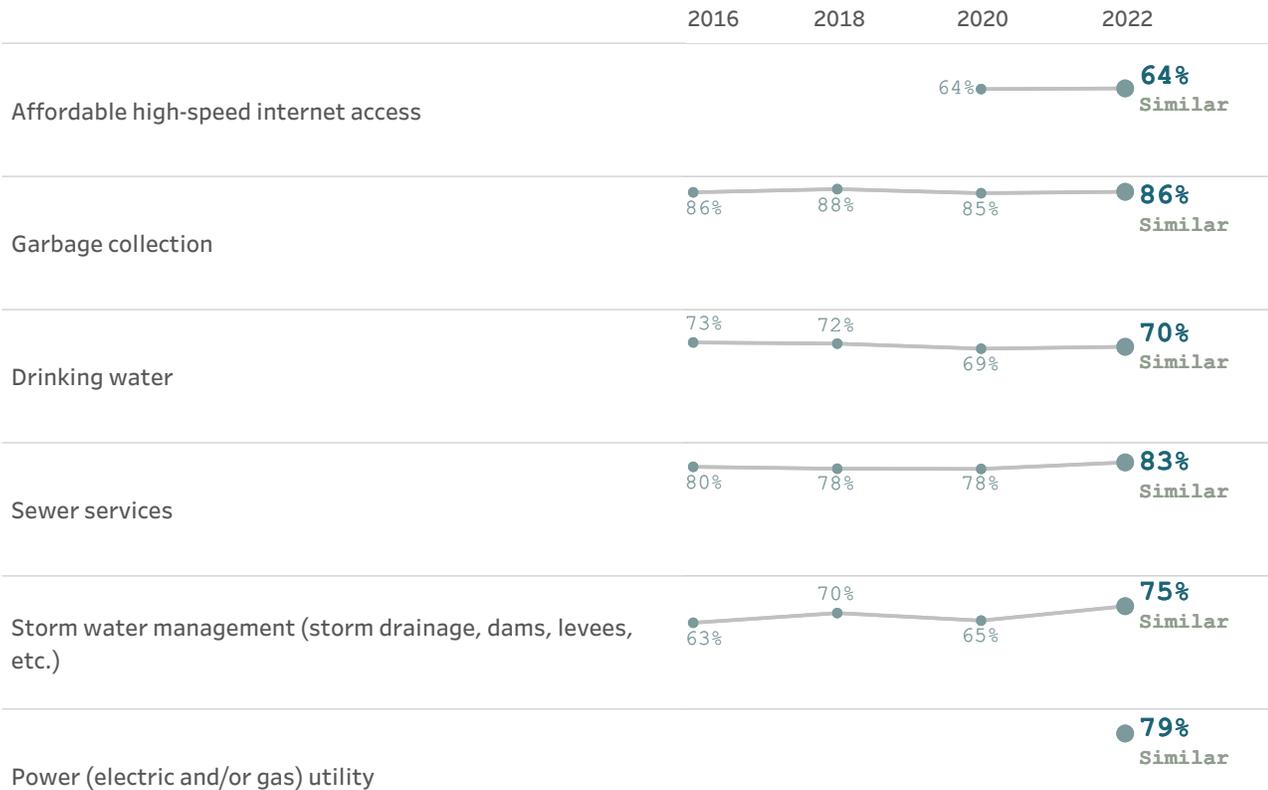
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to O'Fallon as a whole. (% excellent or good)



Please rate the quality of each of the following services in O'Fallon. (% excellent or good)



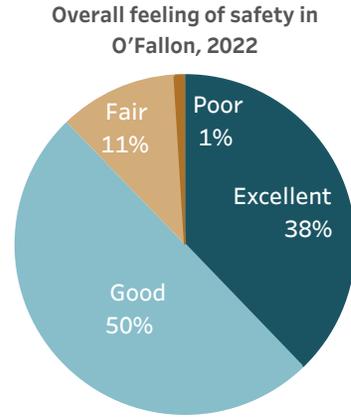
Utility billing



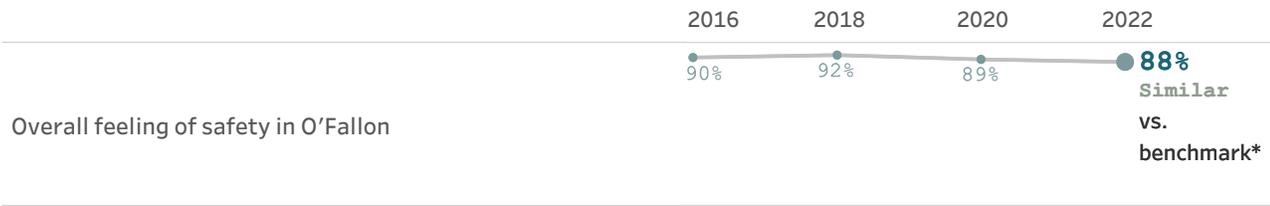
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Safety

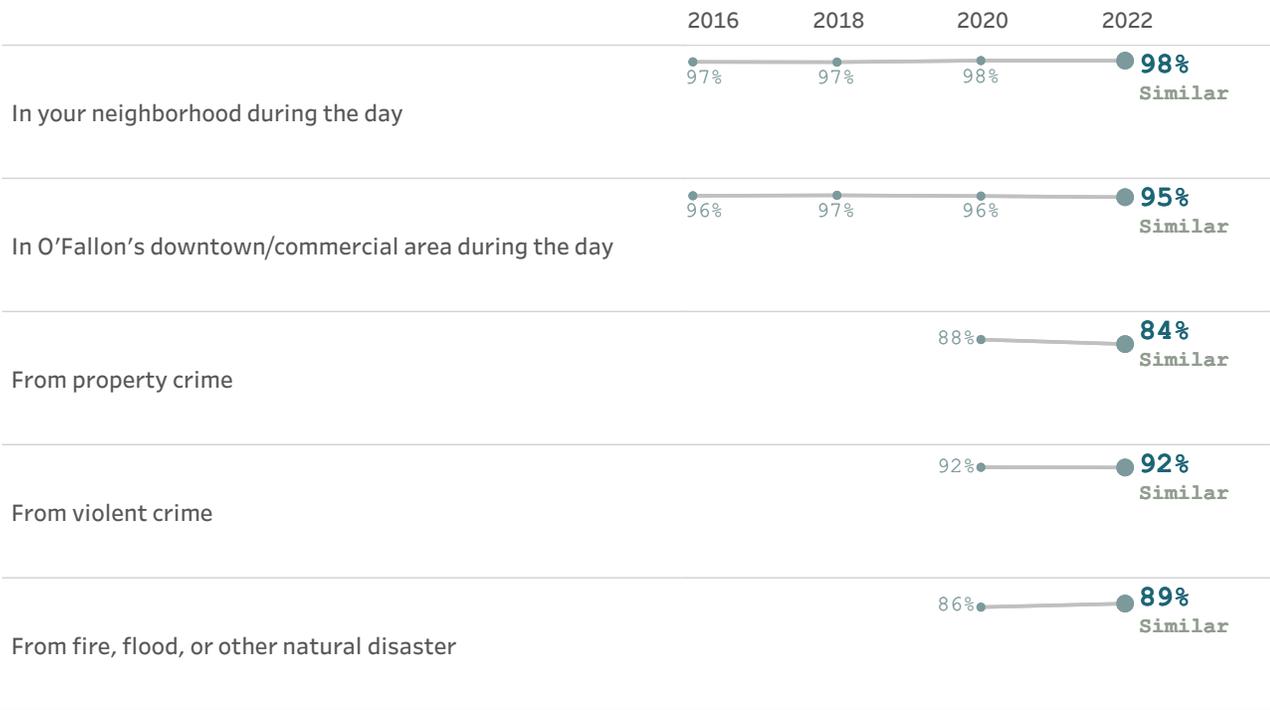
Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



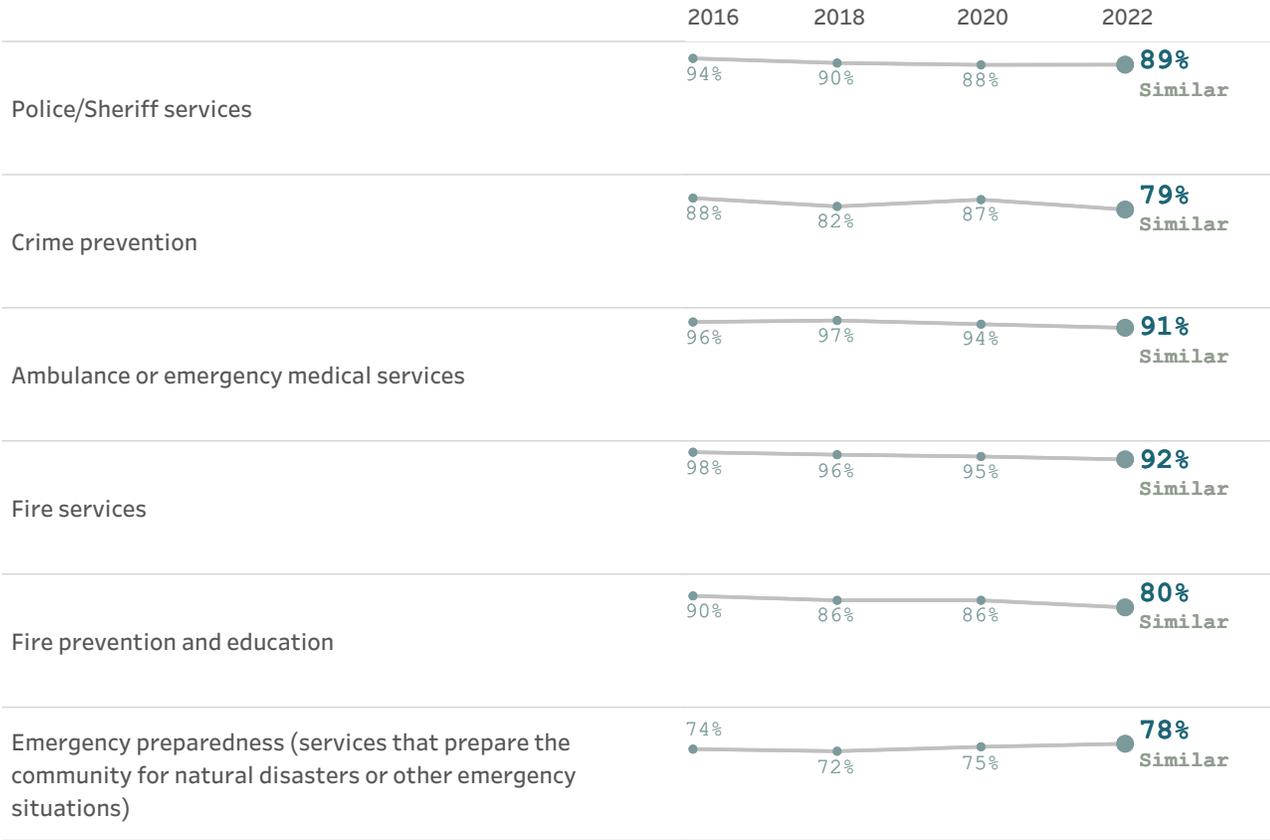
Please rate each of the following characteristics as they relate to O'Fallon as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)



**Please rate the quality of each of the following services in O'Fallon.
(% excellent or good)**

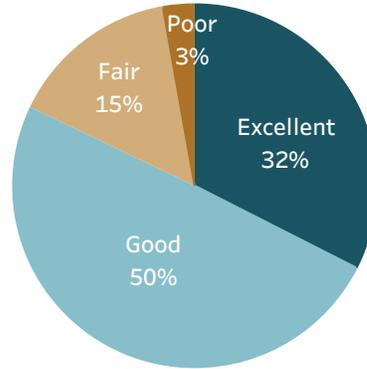


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

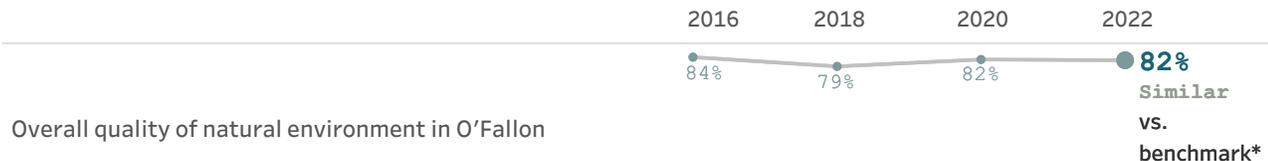
Overall quality of natural environment in O'Fallon, 2022

Natural environment

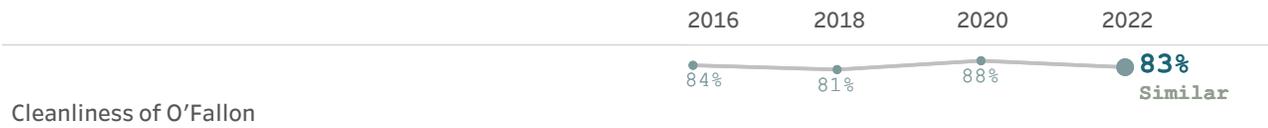
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



Please rate each of the following characteristics as they relate to O'Fallon as a whole. (% excellent or good)



Please also rate each of the following in the O'Fallon community. (% excellent or good)



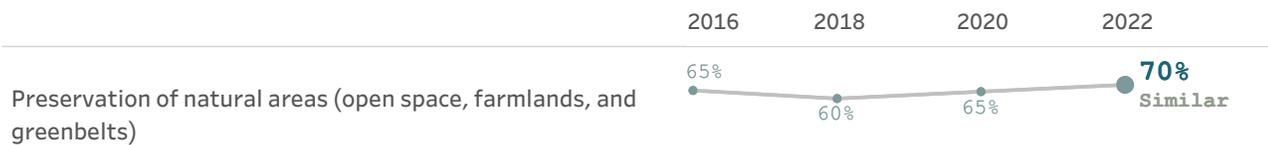
Water resources (beaches, lakes, ponds, riverways, etc.)



Air quality



Please rate the quality of each of the following services in O'Fallon. (% excellent or good)



O'Fallon open space





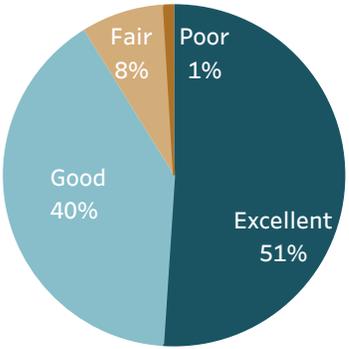
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

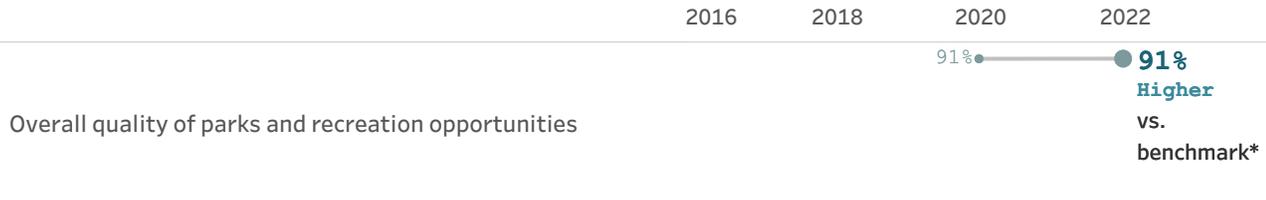
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



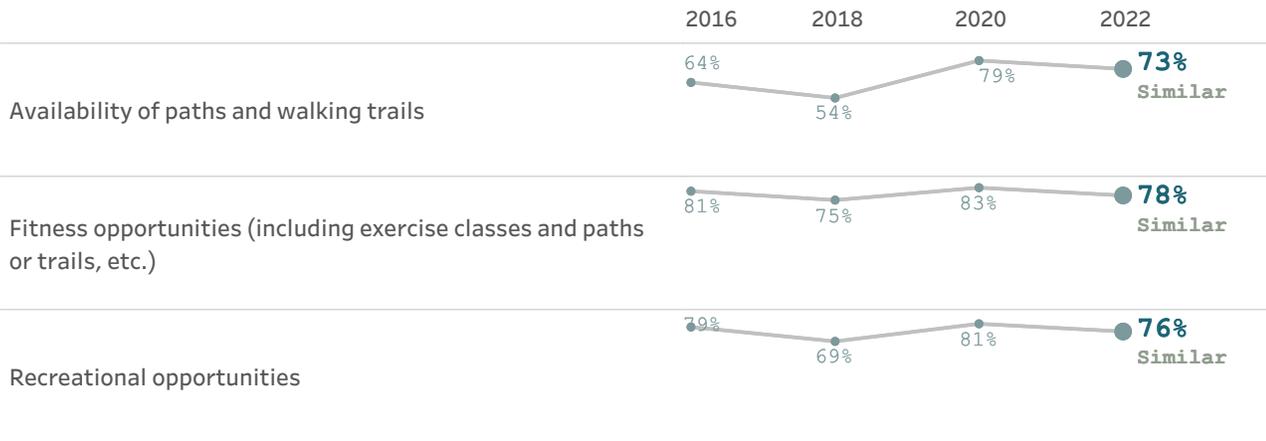
Please rate each of the following characteristics as they relate to O’Fallon as a whole.

(% excellent or good)



Please also rate each of the following in the O’Fallon community.

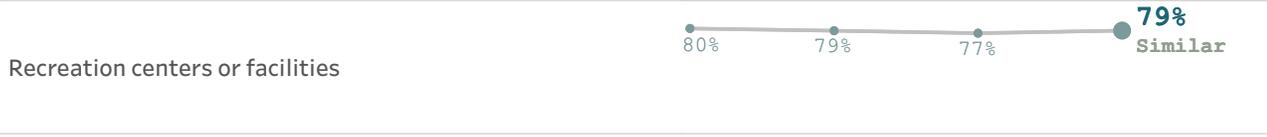
(% excellent or good)



Please rate the quality of each of the following services in O’Fallon.

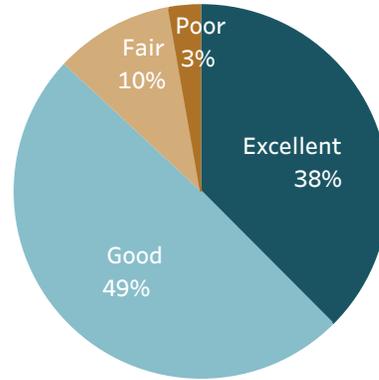
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

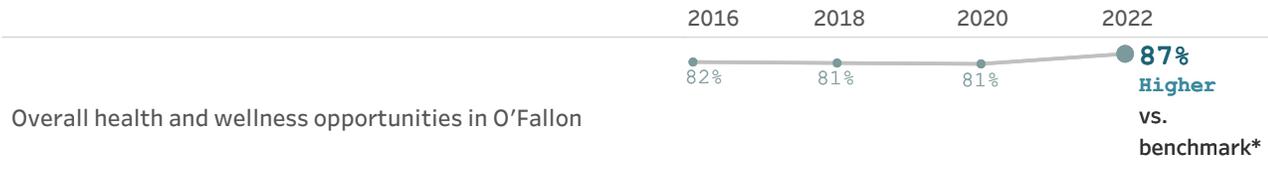
Overall health and wellness opportunities in O'Fallon, 2022



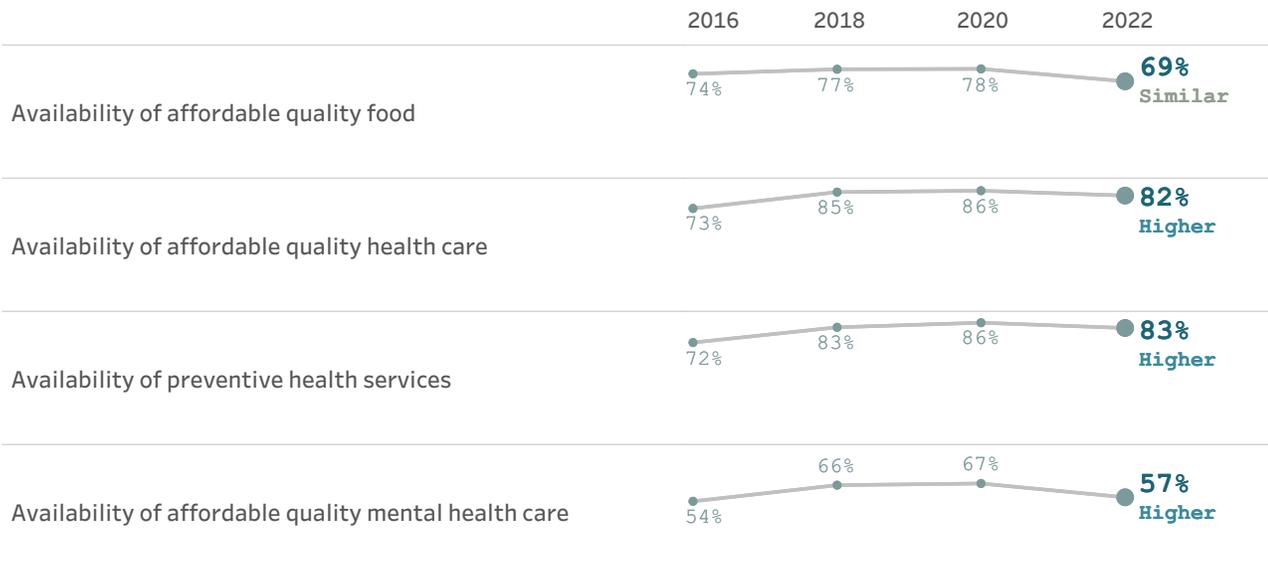
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

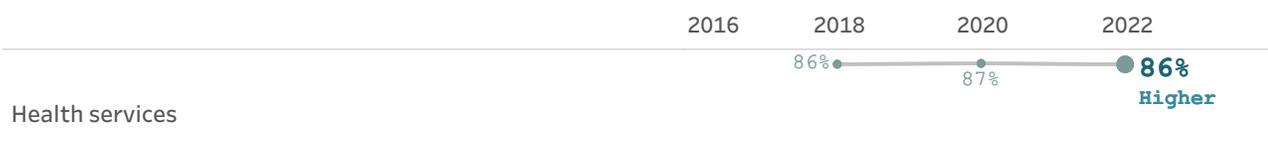
Please rate each of the following characteristics as they relate to O'Fallon as a whole.
(% excellent or good)



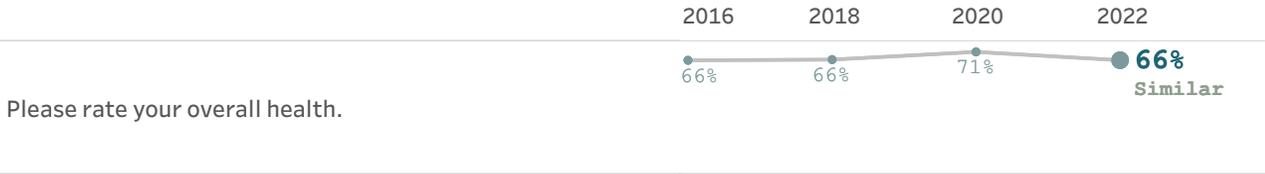
Please also rate each of the following in the O'Fallon community.
(% excellent or good)



Please rate the quality of each of the following services in O'Fallon.
(% excellent or good)

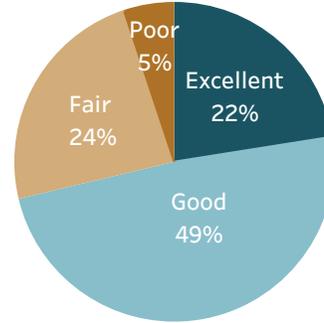


Please rate your overall health.
(% excellent or very good)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

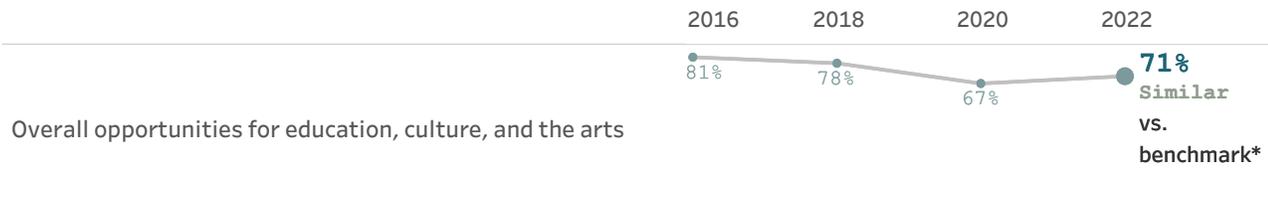
Overall opportunities for education, culture and the arts, 2022



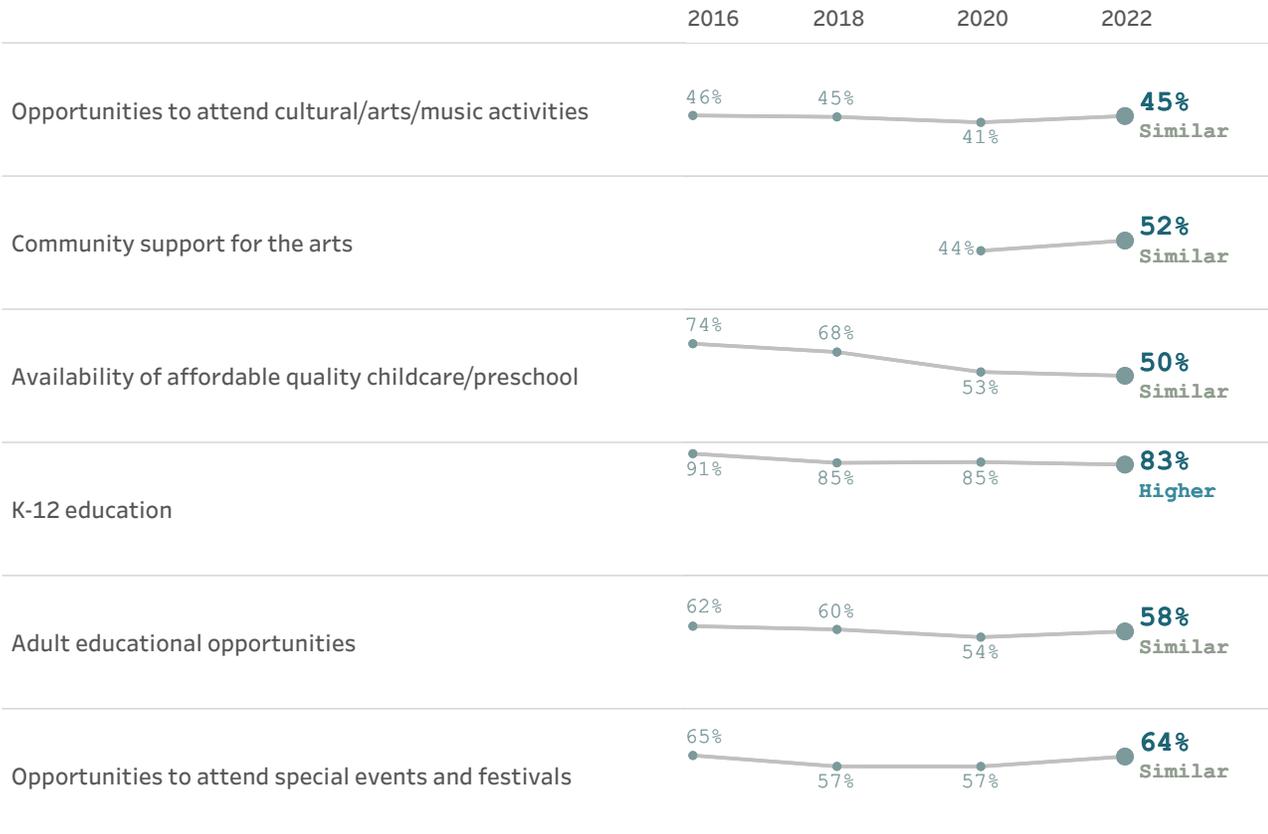
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

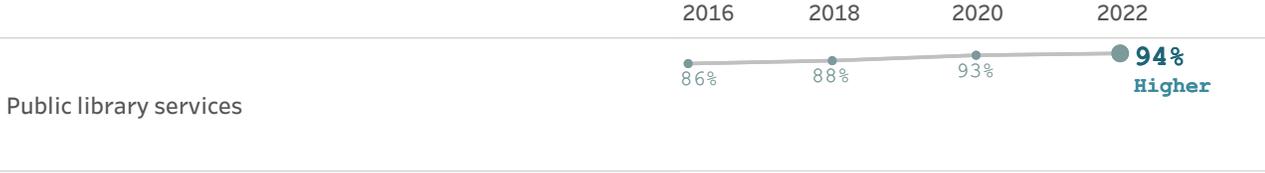
Please rate each of the following characteristics as they relate to O’Fallon as a whole.
(% excellent or good)



Please also rate each of the following in the O’Fallon community.
(% excellent or good)



Please rate the quality of each of the following services in O'Fallon.
(% excellent or good)

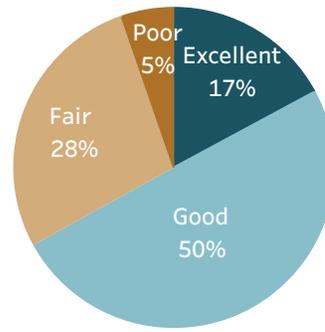


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

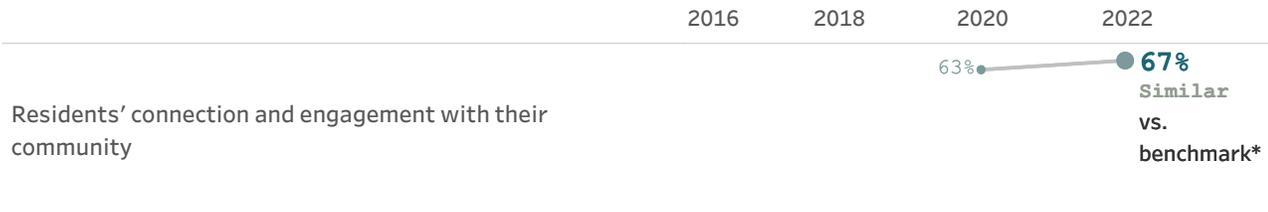
Residents' connection and engagement with their community, 2022

Inclusivity and engagement

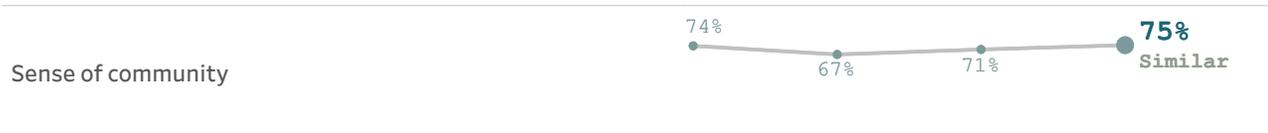
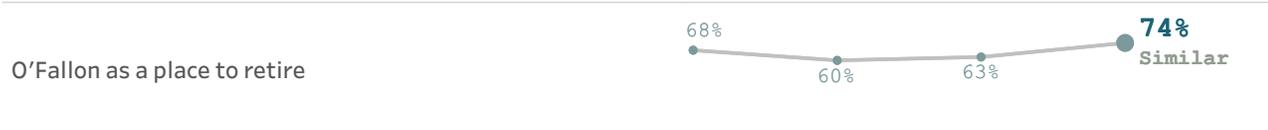
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



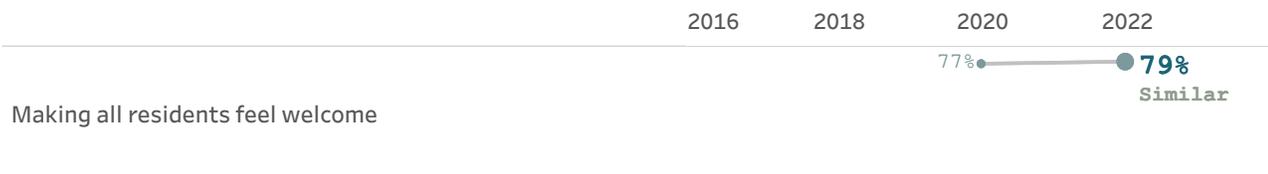
Please rate each of the following characteristics as they relate to O'Fallon as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in O'Fallon. (% excellent or good)



Please rate the job you feel the O'Fallon community does at each of the following. (% excellent or good)



73% **73%**
Similar

Valuing/respecting residents from diverse backgrounds

68% **68%**
Similar

Taking care of vulnerable residents (elderly, disabled, homeless, etc.)

Please also rate each of the following in the O'Fallon community.
(% excellent or good)

2016 2018 2020 2022

74% **70%**
Similar

Sense of civic/community pride

66% 61% 69% **69%**
Similar

Neighborliness of residents in O'Fallon

60% 56% 61% **68%**
Similar

Opportunities to participate in social events and activities

67% 66% 58% **69%**
Similar

Opportunities to volunteer

64% 61% 55% **63%**
Similar

Opportunities to participate in community matters

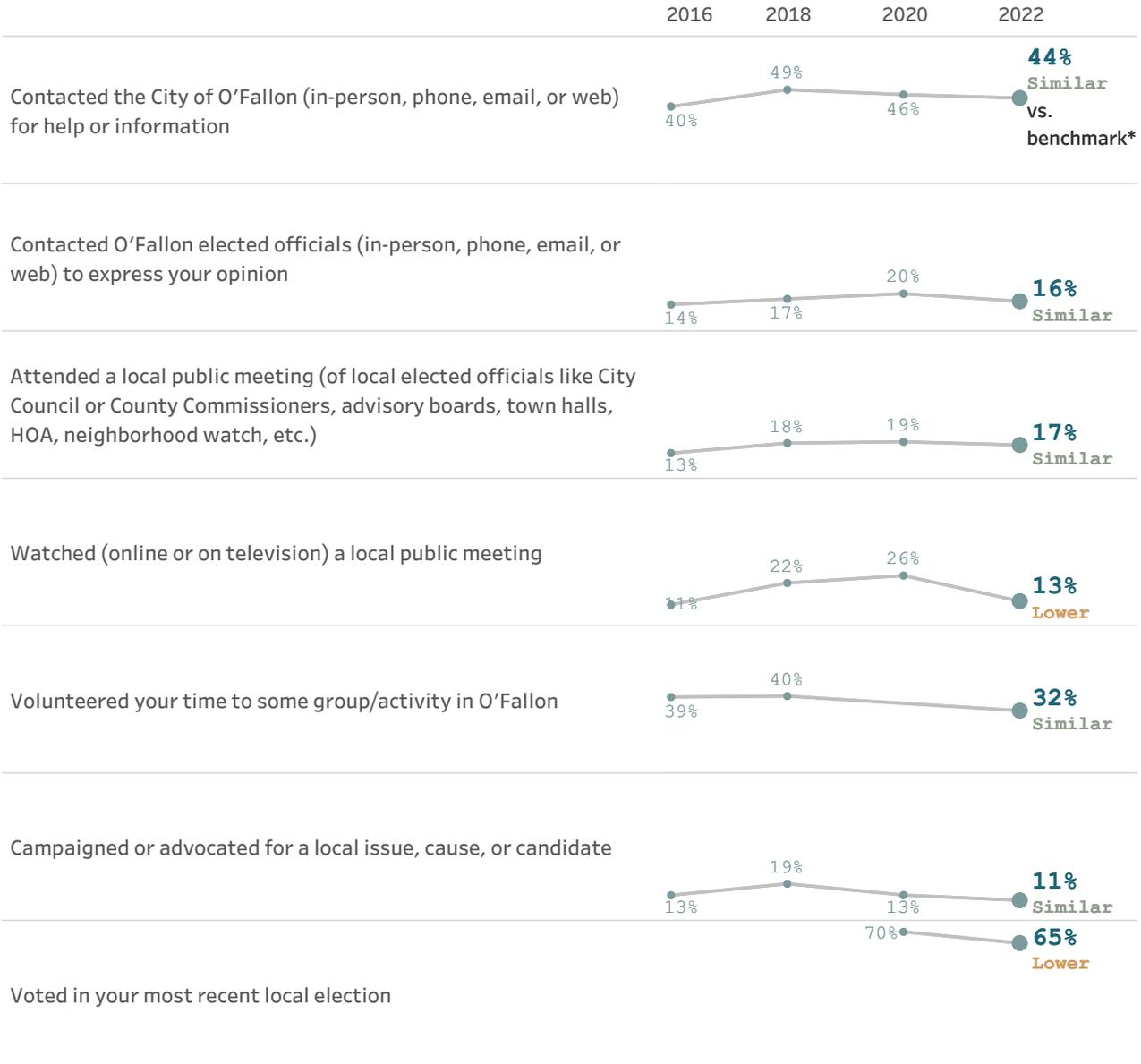
66% 66% **68%**
Similar

Openness and acceptance of the community toward people of diverse backgrounds

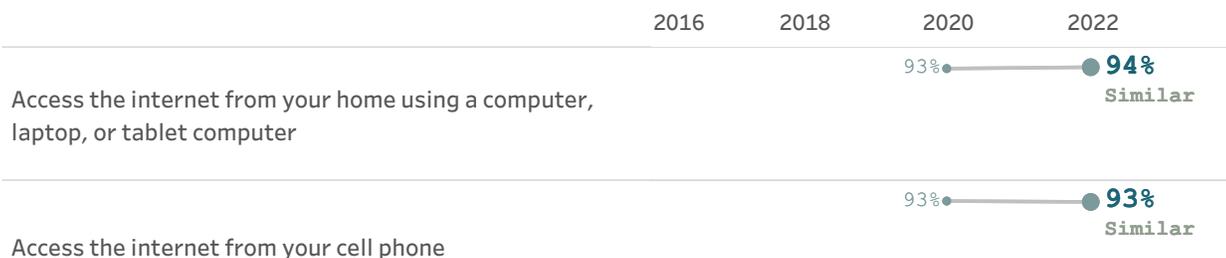
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

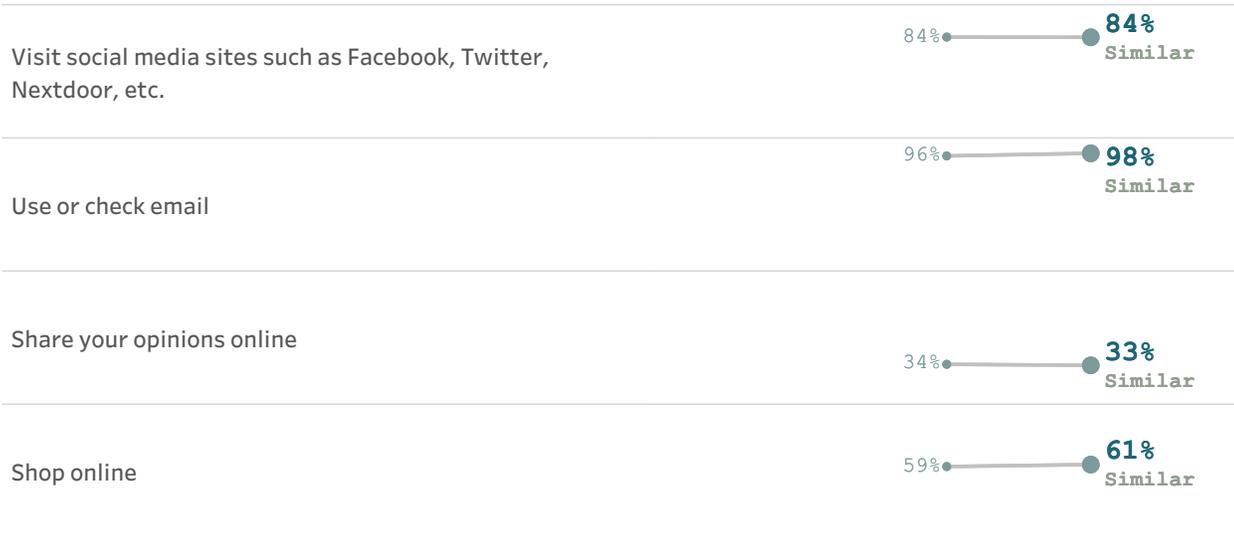
Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)

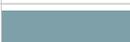




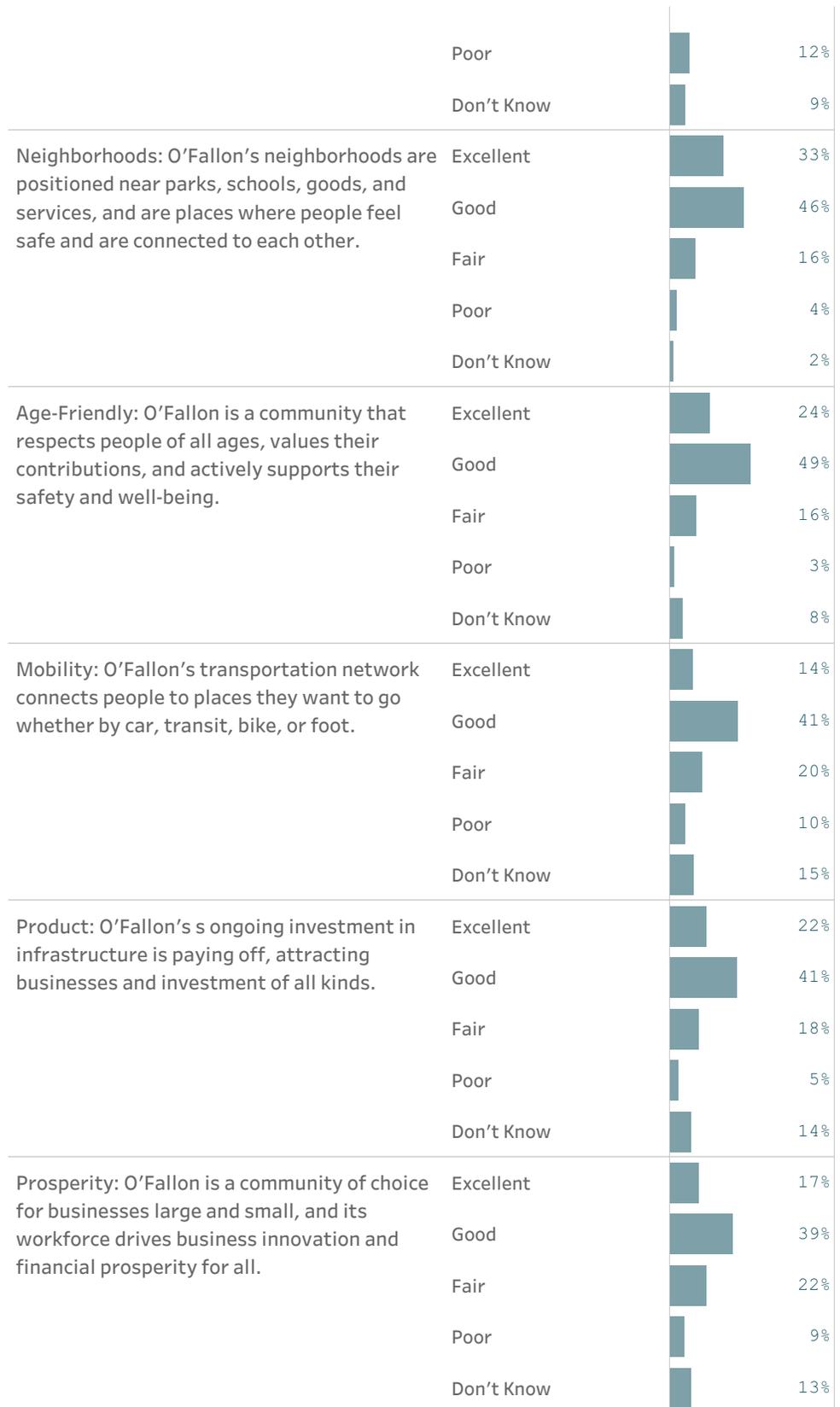
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.

			Include "don't know"	
			No	% positive
How important, if at all, do you think it is for the City of O'Fallon to focus on each of the following in the coming years?	Code Enforcement & building inspections	Essential		25%
		Very important		42%
		Somewhat important		30%
		Not at all important		2%
	Economic development	Essential		47%
		Very important		44%
		Somewhat important		9%
		Not at all important		0%
	Library services	Essential		28%
		Very important		38%
		Somewhat important		30%
		Not at all important		3%
	Parks & Recreation	Essential		33%
		Very important		44%
		Somewhat important		20%
		Not at all important		2%
Planning & zoning	Essential		34%	
	Very important		49%	
	Somewhat important		15%	
	Not at all important		2%	
Public Safety (Police, Fire, EMS)	Essential		69%	
	Very important		27%	
	Somewhat important		4%	
	Not at all important		0%	
Streets & roads	Essential		55%	
	Very important		39%	

		Somewhat important		6%
Wastewater (sewer)		Essential		43%
		Very important		41%
		Somewhat important		15%
		Not at all important		1%
		Essential		69%
Drinking water		Very important		25%
		Somewhat important		6%
		Not at all important		0%
		Essential		35%
O'Fallon's recently completed 2040 Master Plan includes 10 Guiding Principles for making decisions about future growth, development, and redevelopment in O'Fallon. Please rate how well you feel the City of O'Fallon is achieving these Guiding Principles:	Place: O'Fallon is a place where people feel welcome and want to live, work, and play.	Good		46%
		Fair		15%
		Poor		2%
		Don't Know		2%
			Excellent	
People: O'Fallon's people are diverse and resilient.		Good		44%
		Fair		18%
		Poor		3%
		Don't Know		13%
		Excellent		12%
Programming: O'Fallon leverages the power of art, culture, recreation, nature, and experiential retail to bring our spaces to life with people.		Good		42%
		Fair		27%
		Poor		8%
		Don't Know		11%
		Excellent		23%
Healthy and Active: O'Fallon offers health services and recreation/leisure opportunities that allow residents of all ages to thrive physically, socially, and emotionally.		Good		45%
		Fair		17%
		Poor		6%
		Don't Know		9%
		Excellent		18%
Quality Housing: O'Fallon offers a variety of housing options so people of all income levels and all stages of life can call O'Fallon home.		Good		34%
		Fair		27%
		Excellent		18%



National benchmark tables

This table contains the comparisons of O’Fallon’s results to those from other communities. The first column shows the comparison of O’Fallon’s rating to the benchmark. O’Fallon’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by O’Fallon residents is statistically similar to or different than the benchmark. The second column is O’Fallon’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to O’Fallon’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for O’Fallon’s result -- that is what percent of surveyed communities had a lower rating than O’Fallon.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in O’Fallon.	O’Fallon as a place to live	Similar	93%	85	348	75
	Your neighborhood as a place to live	Similar	91%	74	300	75
	O’Fallon as a place to raise children	Higher	94%	58	352	83
	O’Fallon as a place to work	Similar	73%	89	343	74
	O’Fallon as a place to visit	Similar	62%	163	301	46
	O’Fallon as a place to retire	Similar	74%	95	348	72
	The overall quality of life	Similar	91%	69	374	81
	Sense of community	Similar	75%	46	300	85
Please rate each of the following characteristics as they relate to O’Fallon as a whole.	Overall economic health	Higher	84%	63	288	78
	Overall quality of the transportation system	Similar	62%	48	176	73
	Overall design or layout of residential and commercial areas	Similar	72%	62	281	78
	Overall quality of the utility infrastructure	Similar	75%	61	172	65
	Overall feeling of safety	Similar	88%	116	338	65
	Overall quality of natural environment	Similar	82%	122	290	58
	Overall quality of parks and recreation opportunities	Higher	91%	20	177	89
	Overall health and wellness opportunities	Higher	87%	43	283	85
	Overall opportunities for education, culture, and the arts	Similar	71%	113	285	60
	Residents’ connection and engagement with their community	Similar	67%	33	173	81
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in O’Fallon to someone who asks	Similar	93%	69	292	76

Please indicate how likely or unlikely you are to do each of the following.	Remain in O'Fallon for the next five years	Similar	85%	127	289	56
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	98%	60	319	81
	In O'Fallon's downtown/commercial area during the day	Similar	95%	94	303	69
	From property crime	Similar	84%	50	181	72
	From violent crime	Similar	92%	51	181	72
	From fire, flood, or other natural disaster	Similar	89%	40	171	77
Please rate the job you feel the O'Fallon community does at each of the following.	Making all residents feel welcome	Similar	79%	36	179	80
	Attracting people from diverse backgrounds	Similar	69%	32	176	82
	Valuing/respecting residents from diverse backgrounds	Similar	73%	28	177	84
	Taking care of vulnerable residents	Similar	68%	34	173	80
Please rate each of the following in the O'Fallon community.	Overall quality of business and service establishments	Higher	84%	40	288	86
	Variety of business and service establishments	Similar	71%	39	173	78
	Vibrancy of downtown/commercial area	Higher	72%	50	270	81
	Employment opportunities	Similar	57%	83	304	73
	Shopping opportunities	Similar	60%	108	295	63
	Cost of living	Similar	38%	159	282	43
	Overall image or reputation	Higher	86%	72	343	79
Please also rate each of the following in the O'Fallon community.	Traffic flow on major streets	Similar	64%	82	316	74
	Ease of public parking	Similar	64%	105	264	60
	Ease of travel by car	Similar	79%	75	303	75
	Ease of travel by public transportation	Similar	39%	107	264	59
	Ease of travel by bicycle	Similar	56%	140	305	54
	Ease of walking	Similar	70%	134	306	56
	Well-planned residential growth	Higher	64%	25	175	86
	Well-planned commercial growth	Higher	61%	20	175	89
	Well-designed neighborhoods	Similar	73%	41	172	76

Please also rate each of the following in the O'Fallon community.	Please also rate each of the following in the O'Fallon community.					
Preservation of the historical or cultural character of the community	Similar	77%	29	172	83	
Public places where people want to spend time	Similar	72%	84	276	69	
Variety of housing options	Higher	67%	47	288	84	
Availability of affordable quality housing	Similar	41%	109	310	65	
Overall quality of new development	Higher	73%	17	300	94	
Overall appearance	Similar	83%	83	322	74	
Cleanliness	Similar	83%	90	310	71	
Water resources	Lower	34%	141	158	11	
Air quality	Similar	84%	118	275	57	
Availability of paths and walking trails	Similar	73%	148	307	52	
Fitness opportunities	Similar	78%	91	276	67	
Recreational opportunities	Similar	76%	99	297	67	
Availability of affordable quality food	Similar	69%	114	270	58	
Availability of affordable quality health care	Higher	82%	6	279	98	
Availability of preventive health services	Higher	83%	7	265	97	
Availability of affordable quality mental health care	Higher	57%	30	266	89	
Opportunities to attend cultural/arts/music activities	Similar	45%	209	293	29	
Community support for the arts	Similar	52%	100	172	42	
Availability of affordable quality childcare/preschool	Similar	50%	96	277	65	
K-12 education	Higher	83%	49	280	82	
Adult educational opportunities	Similar	58%	131	273	52	
Sense of civic/community pride	Similar	70%	39	172	77	
Neighborliness of residents	Similar	69%	59	277	78	
Opportunities to participate in social events and activities	Similar	68%	89	284	69	
Opportunities to attend special events and festivals	Similar	64%	154	283	45	
Opportunities to volunteer	Similar	69%	133	280	52	

Please also rate each of the following in the O’Fallon community.	Opportunities to participate in community matters	Similar	63%	130	283	54
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	68%	61	300	80
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of O’Fallon for help or information	Similar	44%	175	318	45
	Contacted O’Fallon elected officials to express your opinion	Similar	16%	154	276	44
	Attended a local public meeting	Similar	17%	157	279	44
	Watched a local public meeting	Lower	13%	237	260	9
	Volunteered your time to some group/activity	Similar	32%	143	281	49
	Campaigned or advocated for a local issue, cause, or candidate	Similar	11%	252	270	7
	Voted in your most recent local election	Lower	65%	154	174	12
	Used public transportation instead of driving	Lower	9%	171	252	32
	Carpooled with other adults or children instead of driving alone	Similar	41%	131	273	52
	Walked or biked instead of driving	Lower	46%	213	277	23
Please rate the quality of each of the following services in O’Fallon.	Public information services	Similar	71%	108	296	63
	Economic development	Similar	69%	46	289	84
	Traffic enforcement	Similar	67%	147	337	56
	Traffic signal timing	Similar	64%	52	281	81
	Street repair	Similar	50%	137	332	59
	Street cleaning	Similar	78%	68	295	77
	Street lighting	Higher	79%	27	324	91
	Snow removal	Similar	59%	164	250	34
	Sidewalk maintenance	Similar	66%	87	291	70
	Bus or transit services	Similar	53%	113	261	57
	Land use, planning and zoning	Similar	60%	47	297	84
	Code enforcement	Similar	62%	61	330	81
	Affordable high-speed internet access	Similar	64%	23	169	86
Garbage collection	Similar	86%	88	313	72	

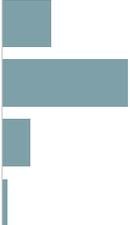
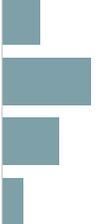
Please rate the quality of each of the following services in O'Fallon.	Drinking water	Similar	70%	176	292	40
	Sewer services	Similar	83%	109	295	63
	Storm water management	Similar	75%	105	309	66
	Power (electric and/or gas) utility	Similar	79%	90	235	62
	Utility billing	Similar	69%	113	261	57
	Police/Sheriff services	Similar	89%	65	364	82
	Crime prevention	Similar	79%	88	336	74
	Ambulance or emergency medical services	Similar	91%	95	302	68
	Fire services	Similar	92%	138	327	58
	Fire prevention and education	Similar	80%	93	292	68
	Emergency preparedness	Similar	78%	54	291	81
	Preservation of natural areas	Similar	70%	90	274	67
	O'Fallon open space	Similar	66%	112	266	58
	Recycling	Similar	77%	155	316	51
	Yard waste pick-up	Higher	86%	47	272	83
	City parks	Higher	90%	37	309	88
	Recreation programs or classes	Similar	80%	53	302	82
	Recreation centers or facilities	Similar	79%	61	286	79
	Health services	Higher	86%	15	260	94
	Public library services	Higher	94%	21	307	93
Overall customer service by {ABC} employees	Similar	90%	29	352	92	
Please rate the following categories of O'Fallon government performance.	The value of services for the taxes paid to {ABC}	Similar	55%	164	356	54
	The overall direction that {ABC} is taking	Higher	71%	39	321	88
	The job O'Fallon government does at welcoming resident involvement	Similar	58%	78	319	75
	Overall confidence in O'Fallon government	Similar	64%	50	286	82
	Generally acting in the best interest of the community	Similar	67%	55	290	81

Please rate the following categories of O'Fallon government performance.	Being honest	Similar	68%	60	281	79
	Being open and transparent to the public	Similar	64%	32	178	82
	Informing residents about issues facing the community	Similar	56%	56	183	69
	Treating all residents fairly	Similar	69%	57	287	80
	Treating residents with respect	Similar	75%	45	175	74
Overall, how would you rate the quality of the services provided by each of the following?	The City of O'Fallon	Similar	82%	83	348	76
	The Federal Government	Similar	40%	138	270	49
Please rate how important, if at all, you think it is for the O'Fallon community to focus on each of the following in the coming two years.	Overall economic health	Similar	93%	22	262	91
	Overall quality of the transportation system	Similar	69%	112	171	35
	Overall design or layout of residential and commercial areas	Similar	80%	80	262	69
	Overall quality of the utility infrastructure	Similar	91%	42	170	75
	Overall feeling of safety	Similar	94%	47	262	82
	Overall quality of natural environment	Similar	81%	165	262	37
	Overall quality of parks and recreation opportunities	Similar	82%	63	171	63
	Overall health and wellness opportunities	Similar	76%	106	262	59
	Overall opportunities for education, culture, and the arts	Similar	72%	112	262	57
	Residents' connection and engagement with their community	Similar	68%	161	262	38
In general, how many times do you:	Access the internet from your home	Similar	94%	101	171	41
	Access the internet from your cell phone	Similar	93%	103	171	40
	Visit social media sites	Similar	84%	22	170	87
	Use or check email	Similar	98%	63	171	63
	Share your opinions online	Similar	33%	55	171	68
	Shop online	Similar	61%	54	171	69
	Please rate your overall health.	Similar	66%	78	272	71
	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:	Lower	14%	250	274	9

Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in O'Fallon.	Question	Rating	Frequency	
			Percentage	Count (N)
O'Fallon as a place to live	O'Fallon as a place to live	Excellent	50%	N=281
		Good	42%	N=235
		Fair	7%	N=40
		Poor	0%	N=1
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	49%	N=271
		Good	42%	N=233
		Fair	8%	N=45
		Poor	1%	N=4
O'Fallon as a place to raise children	O'Fallon as a place to raise children	Excellent	53%	N=264
		Good	41%	N=202
		Fair	6%	N=28
		Poor	0%	N=0
O'Fallon as a place to work	O'Fallon as a place to work	Excellent	31%	N=111
		Good	42%	N=151
		Fair	24%	N=87
		Poor	4%	N=13
O'Fallon as a place to visit	O'Fallon as a place to visit	Excellent	20%	N=109
		Good	42%	N=224
		Fair	30%	N=161
		Poor	8%	N=40
O'Fallon as a place to retire	O'Fallon as a place to retire	Excellent	35%	N=164
		Good	39%	N=181
		Fair	16%	N=75
		Poor	10%	N=45
The overall quality of life	The overall quality of life	Excellent	41%	N=227
		Good	50%	N=275
		Fair	9%	N=51
Sense of community	Sense of community	Excellent	27%	N=146

Please rate each of the following aspects of quality of life in O'Fallon.	Sense of community	Good		48% N=256
		Fair		22% N=118
		Poor		3% N=17
Please rate each of the following characteristics as they relate to O'Fallon as a whole.	Overall economic health	Excellent		24% N=119
		Good		60% N=302
		Fair		13% N=67
		Poor		2% N=12
	Overall quality of the transportation system	Excellent		19% N=95
		Good		43% N=217
		Fair		28% N=139
		Poor		11% N=53
	Overall design or layout of residential and commercial areas	Excellent		20% N=110
		Good		52% N=286
		Fair		24% N=133
		Poor		4% N=22
Overall quality of the utility infrastructure	Excellent		22% N=120	
	Good		53% N=282	
	Fair		20% N=108	
	Poor		5% N=25	
Overall feeling of safety	Excellent		38% N=210	
	Good		50% N=277	
	Fair		11% N=62	
	Poor		1% N=5	
Overall quality of natural environment	Excellent		32% N=179	
	Good		50% N=273	
	Fair		15% N=83	
	Poor		3% N=15	
Overall quality of parks and recreation opportunities	Excellent		51% N=276	
	Good		40% N=217	
	Fair		8% N=43	
	Poor		1% N=5	

Please rate each of the following characteristics as they relate to O'Fallon as a whole.	Overall health and wellness opportunities	Excellent		38% N=196
		Good		49% N=258
		Fair		10% N=54
		Poor		3% N=14
	Overall opportunities for education, culture, and the arts	Excellent		22% N=114
		Good		49% N=248
		Fair		24% N=120
		Poor		5% N=26
	Residents' connection and engagement with their community	Excellent		17% N=85
		Good		50% N=248
		Fair		28% N=138
		Poor		5% N=26
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in O'Fallon to someone who asks	Very likely		56% N=308
		Somewhat likely		37% N=200
		Somewhat unlikely		5% N=29
		Very unlikely		2% N=10
	Remain in O'Fallon for the next five years	Very likely		64% N=347
		Somewhat likely		21% N=117
		Somewhat unlikely		6% N=35
		Very unlikely		9% N=48
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		82% N=455
		Somewhat safe		16% N=91
		Neither safe nor unsafe		2% N=10
		Somewhat unsafe		0% N=1
		Very unsafe		0% N=1
	In O'Fallon's downtown/commercial area during the day	Very safe		72% N=386
		Somewhat safe		23% N=126
		Neither safe nor unsafe		2% N=13
		Somewhat unsafe		2% N=12
		Very unsafe		0% N=1
From property crime	Very safe		42% N=226	

Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		42% N=229
		Neither safe nor unsafe		9% N=49
		Somewhat unsafe		7% N=36
		Very unsafe		1% N=3
	From violent crime	Very safe		60% N=331
		Somewhat safe		32% N=175
		Neither safe nor unsafe		5% N=25
		Somewhat unsafe		3% N=19
		Very unsafe		0% N=1
	From fire, flood, or other natural disaster	Very safe		55% N=297
		Somewhat safe		34% N=185
		Neither safe nor unsafe		8% N=43
		Somewhat unsafe		2% N=9
Very unsafe			1% N=5	
Please rate the job you feel the O'Fallon community does at each of the following.	Making all residents feel welcome	Excellent		27% N=135
		Good		52% N=266
		Fair		19% N=97
		Poor		2% N=12
	Attracting people from diverse backgrounds	Excellent		26% N=114
		Good		43% N=189
		Fair		25% N=111
		Poor		6% N=27
	Valuing/respecting residents from diverse backgrounds	Excellent		30% N=136
		Good		43% N=198
		Fair		23% N=107
		Poor		4% N=19
	Taking care of vulnerable residents	Excellent		21% N=76
		Good		47% N=167
		Fair		25% N=90
		Poor		7% N=23
Please rate each of the following in the O'Fallon community.	Overall quality of business and service establishments	Excellent		30% N=162

Please rate each of the following in the O'Fallon community.	Overall quality of business and service establishments	Good		54% N=297
		Fair		16% N=86
		Poor		1% N=4
Variety of business and service establishments	Excellent		26% N=144	
	Good		44% N=242	
	Fair		24% N=134	
	Poor		5% N=26	
Vibrancy of downtown/commercial area	Excellent		25% N=133	
	Good		47% N=253	
	Fair		24% N=130	
	Poor		4% N=23	
Employment opportunities	Excellent		15% N=54	
	Good		42% N=156	
	Fair		32% N=117	
	Poor		11% N=40	
Shopping opportunities	Excellent		21% N=116	
	Good		39% N=216	
	Fair		30% N=169	
	Poor		9% N=52	
Cost of living	Excellent		7% N=38	
	Good		32% N=174	
	Fair		43% N=235	
	Poor		19% N=103	
Overall image or reputation	Excellent		34% N=190	
	Good		52% N=287	
	Fair		12% N=68	
	Poor		2% N=9	
Please also rate each of the following in the O'Fallon community.	Traffic flow on major streets	Excellent		12% N=67
		Good		52% N=282
		Fair		27% N=149
		Poor		8% N=45

Please also rate each of the following in the O'Fallon community.

Ease of public parking	Excellent		17% N=92
	Good		47% N=247
	Fair		28% N=148
	Poor		8% N=42
Ease of travel by car	Excellent		30% N=163
	Good		49% N=272
	Fair		19% N=103
	Poor		2% N=12
Ease of travel by public transportation	Excellent		11% N=26
	Good		28% N=65
	Fair		33% N=76
	Poor		28% N=64
Ease of travel by bicycle	Excellent		18% N=70
	Good		37% N=144
	Fair		26% N=102
	Poor		18% N=70
Ease of walking	Excellent		23% N=116
	Good		47% N=235
	Fair		21% N=105
	Poor		9% N=45
Well-planned residential growth	Excellent		19% N=83
	Good		45% N=195
	Fair		29% N=126
	Poor		6% N=28
Well-planned commercial growth	Excellent		17% N=72
	Good		44% N=193
	Fair		30% N=130
	Poor		9% N=40
Well-designed neighborhoods	Excellent		15% N=74
	Good		58% N=294
	Fair		22% N=112

Please also rate each of the following in the O'Fallon community.

Well-designed neighborhoods	Poor		5% N=25
	Excellent		20% N=84
Preservation of the historical or cultural character of the community	Good		56% N=231
	Fair		18% N=73
	Poor		6% N=23
	Excellent		21% N=110
Public places where people want to spend time	Good		51% N=265
	Fair		23% N=121
	Poor		4% N=23
	Excellent		19% N=91
Variety of housing options	Good		49% N=241
	Fair		25% N=121
	Poor		8% N=40
	Excellent		9% N=44
Availability of affordable quality housing	Good		31% N=144
	Fair		35% N=161
	Poor		24% N=112
	Excellent		22% N=106
Overall quality of new development	Good		51% N=245
	Fair		23% N=111
	Poor		4% N=18
	Excellent		30% N=165
Overall appearance	Good		53% N=285
	Fair		16% N=87
	Poor		1% N=4
	Excellent		36% N=198
Cleanliness	Good		47% N=255
	Fair		16% N=89
	Poor		1% N=4
	Excellent		36% N=198
Water resources	Good		26% N=109
	Excellent		7% N=31

Please also rate each of the following in the O'Fallon community.

Water resources	Fair		38% N=158
	Poor		28% N=117
Air quality	Excellent		29% N=147
	Good		56% N=285
	Fair		15% N=77
	Poor		1% N=3
Availability of paths and walking trails	Excellent		30% N=155
	Good		44% N=230
	Fair		17% N=89
	Poor		10% N=50
Fitness opportunities	Excellent		34% N=175
	Good		44% N=226
	Fair		17% N=85
	Poor		6% N=29
Recreational opportunities	Excellent		27% N=140
	Good		49% N=250
	Fair		19% N=97
	Poor		5% N=26
Availability of affordable quality food	Excellent		21% N=117
	Good		47% N=260
	Fair		24% N=132
	Poor		7% N=39
Availability of affordable quality health care	Excellent		41% N=194
	Good		41% N=197
	Fair		14% N=67
	Poor		4% N=18
Availability of preventive health services	Excellent		40% N=183
	Good		42% N=193
	Fair		14% N=64
	Poor		3% N=15
Availability of affordable quality mental health care	Excellent		26% N=77

Please also rate each of the following in the O'Fallon community.				
Availability of affordable quality mental health care	Good		31%	N=92
	Fair		27%	N=80
	Poor		16%	N=47
Opportunities to attend cultural/arts/music activities	Excellent		11%	N=49
	Good		35%	N=156
	Fair		37%	N=166
	Poor		18%	N=82
Community support for the arts	Excellent		14%	N=55
	Good		38%	N=146
	Fair		33%	N=127
	Poor		16%	N=61
Availability of affordable quality childcare/preschool	Excellent		21%	N=63
	Good		29%	N=87
	Fair		35%	N=104
	Poor		15%	N=45
K-12 education	Excellent		46%	N=193
	Good		38%	N=159
	Fair		14%	N=61
	Poor		2%	N=10
Adult educational opportunities	Excellent		17%	N=48
	Good		41%	N=117
	Fair		27%	N=76
	Poor		15%	N=43
Sense of civic/community pride	Excellent		25%	N=125
	Good		45%	N=226
	Fair		24%	N=120
	Poor		6%	N=29
Neighborliness of residents	Excellent		25%	N=136
	Good		44%	N=235
	Fair		26%	N=137
	Poor		5%	N=26

Please also rate each of the following in the O'Fallon community.

Opportunities to participate in social events and activities	Excellent	19% N=91	
	Good	49% N=234	
	Fair	24% N=116	
	Poor	7% N=34	
Opportunities to attend special events and festivals	Excellent	19% N=96	
	Good	45% N=219	
	Fair	26% N=130	
	Poor	9% N=46	
Opportunities to volunteer	Excellent	23% N=76	
	Good	47% N=155	
	Fair	23% N=75	
	Poor	8% N=28	
Opportunities to participate in community matters	Excellent	18% N=67	
	Good	45% N=171	
	Fair	29% N=109	
	Poor	9% N=34	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent	22% N=95	
	Good	45% N=193	
	Fair	25% N=105	
	Poor	8% N=34	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of O'Fallon for help or information	No	56% N=307
		Yes	44% N=245
Contacted O'Fallon elected officials to express your opinion	No	84% N=463	
	Yes	16% N=86	
Attended a local public meeting	No	83% N=452	
	Yes	17% N=96	
Watched a local public meeting	No	87% N=480	
	Yes	13% N=71	
Volunteered your time to some group/activity	No	68% N=372	
	Yes	32% N=179	
Campaigning or advocating for a local issue, cause, or candidate	No	89% N=493	
	Yes	11% N=60	

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	Yes		11% N=59
	Voted in your most recent local election	No		35% N=196
		Yes		65% N=356
	Used public transportation instead of driving	No		91% N=501
		Yes		9% N=51
	Carpooled with other adults or children instead of driving alone	No		59% N=325
Yes			41% N=228	
Walked or biked instead of driving	No		54% N=300	
	Yes		46% N=252	
Please rate the quality of each of the following services in O'Fallon.	Public information services	Excellent		18% N=81
		Good		52% N=229
		Fair		24% N=106
		Poor		5% N=22
	Economic development	Excellent		20% N=85
		Good		49% N=212
		Fair		27% N=115
		Poor		4% N=19
	Traffic enforcement	Excellent		16% N=78
		Good		51% N=247
		Fair		23% N=111
		Poor		10% N=47
	Traffic signal timing	Excellent		14% N=74
		Good		51% N=270
		Fair		28% N=150
		Poor		8% N=41
Street repair	Excellent		11% N=61	
	Good		39% N=210	
	Fair		36% N=198	
	Poor		14% N=75	
Street cleaning	Excellent		22% N=121	
	Good		55% N=298	

Please rate the quality of each of the following services in O'Fallon.

Street cleaning	Fair		19% N=100
	Poor		4% N=19
Street lighting	Excellent		24% N=132
	Good		54% N=296
	Fair		17% N=94
	Poor		4% N=21
Snow removal	Excellent		15% N=77
	Good		44% N=227
	Fair		29% N=150
	Poor		12% N=62
Sidewalk maintenance	Excellent		14% N=68
	Good		53% N=261
	Fair		27% N=133
	Poor		7% N=34
Bus or transit services	Excellent		14% N=30
	Good		39% N=84
	Fair		26% N=57
	Poor		21% N=45
Land use, planning and zoning	Excellent		12% N=46
	Good		48% N=187
	Fair		31% N=119
	Poor		9% N=35
Code enforcement	Excellent		16% N=67
	Good		46% N=190
	Fair		27% N=110
	Poor		11% N=46
Affordable high-speed internet access	Excellent		22% N=111
	Good		43% N=217
	Fair		23% N=118
	Poor		12% N=64
Garbage collection	Excellent		41% N=221

Please rate the quality of each of the following services in O'Fallon.

Garbage collection	Good		45% N=243
	Fair		11% N=61
	Poor		3% N=14
Drinking water	Excellent		28% N=152
	Good		42% N=227
	Fair		17% N=91
	Poor		13% N=71
Sewer services	Excellent		32% N=163
	Good		51% N=261
	Fair		13% N=69
	Poor		4% N=19
Storm water management	Excellent		26% N=130
	Good		49% N=241
	Fair		18% N=91
	Poor		6% N=31
Power (electric and/or gas) utility	Excellent		32% N=169
	Good		48% N=257
	Fair		17% N=90
	Poor		4% N=21
Utility billing	Excellent		27% N=146
	Good		42% N=224
	Fair		24% N=130
	Poor		7% N=35
Police/Sheriff services	Excellent		43% N=210
	Good		45% N=218
	Fair		9% N=46
	Poor		2% N=10
Crime prevention	Excellent		33% N=158
	Good		46% N=218
	Fair		17% N=82
	Poor		4% N=17

Please rate the quality of each of the following services in O'Fallon.

Ambulance or emergency medical services	Excellent		48% N=176
	Good		44% N=161
	Fair		9% N=32
	Poor		0% N=1
Fire services	Excellent		47% N=177
	Good		45% N=168
	Fair		7% N=25
	Poor		1% N=4
Fire prevention and education	Excellent		36% N=110
	Good		45% N=139
	Fair		18% N=57
	Poor		1% N=3
Emergency preparedness	Excellent		25% N=85
	Good		52% N=175
	Fair		19% N=62
	Poor		3% N=12
Preservation of natural areas	Excellent		24% N=99
	Good		46% N=193
	Fair		21% N=86
	Poor		10% N=41
O'Fallon open space	Excellent		22% N=103
	Good		44% N=204
	Fair		26% N=121
	Poor		9% N=41
Recycling	Excellent		30% N=145
	Good		47% N=228
	Fair		14% N=68
	Poor		9% N=44
Yard waste pick-up	Excellent		39% N=173
	Good		47% N=208
	Fair		10% N=45

Please rate the quality of each of the following services in O'Fallon.	Yard waste pick-up	Poor		3% N=15	
	City parks	Excellent		50% N=269	
		Good		39% N=211	
		Fair		9% N=48	
		Poor		1% N=7	
		Recreation programs or classes	Excellent		34% N=133
	Recreation centers or facilities	Good		46% N=182	
		Fair		16% N=64	
		Poor		4% N=15	
		Health services	Excellent		34% N=147
	Public library services	Good		52% N=224	
		Fair		12% N=53	
		Poor		2% N=8	
		Overall customer service by {ABC} employees	Excellent		60% N=280
		Good		34% N=158	
		Fair		4% N=20	
		Poor		1% N=7	
		Please rate the following categories of O'Fallon government performance.	The value of services for the taxes paid to {ABC}	Excellent	
			Good		50% N=233
Fair				10% N=45	
Poor				1% N=3	
	The value of services for the taxes paid to {ABC}	Good		42% N=203	
		Fair		31% N=148	
		Poor		14% N=68	
	The overall direction that {ABC} is taking	Excellent		20% N=97	
		Good		51% N=250	

Please rate the following categories of O'Fallon government performance.				
The overall direction that {ABC} is taking	Fair		25%	N=123
	Poor		4%	N=22
The job O'Fallon government does at welcoming resident involvement	Excellent		17%	N=67
	Good		42%	N=166
	Fair		31%	N=123
	Poor		11%	N=43
Overall confidence in O'Fallon government	Excellent		18%	N=88
	Good		45%	N=216
	Fair		28%	N=133
	Poor		8%	N=40
Generally acting in the best interest of the community	Excellent		20%	N=93
	Good		48%	N=225
	Fair		24%	N=114
	Poor		8%	N=40
Being honest	Excellent		21%	N=84
	Good		48%	N=191
	Fair		24%	N=97
	Poor		8%	N=30
Being open and transparent to the public	Excellent		22%	N=88
	Good		42%	N=164
	Fair		27%	N=107
	Poor		9%	N=36
Informing residents about issues facing the community	Excellent		18%	N=77
	Good		38%	N=168
	Fair		34%	N=148
	Poor		11%	N=48
Treating all residents fairly	Excellent		22%	N=86
	Good		48%	N=189
	Fair		23%	N=91
	Poor		8%	N=30
Treating residents with respect	Excellent		26%	N=114

Please rate the following categories of O'Fallon government performance.	Treating residents with respect	Good		49% N=215
		Fair		20% N=86
		Poor		5% N=23
Overall, how would you rate the quality of the services provided by each of the following?	The City of O'Fallon	Excellent		26% N=131
		Good		57% N=289
		Fair		15% N=78
		Poor		2% N=11
	The Federal Government	Excellent		6% N=30
		Good		34% N=166
		Fair		35% N=169
		Poor		25% N=123
Please rate how important, if at all, you think it is for the O'Fallon community to focus on each of the following in the coming two years.	Overall economic health	Essential		55% N=290
		Very important		38% N=202
		Somewhat important		6% N=34
		Not at all important		0% N=1
	Overall quality of the transportation system	Essential		26% N=142
		Very important		43% N=233
		Somewhat important		29% N=157
		Not at all important		2% N=13
	Overall design or layout of residential and commercial areas	Essential		35% N=188
		Very important		46% N=248
		Somewhat important		18% N=96
		Not at all important		2% N=12
	Overall quality of the utility infrastructure	Essential		52% N=283
		Very important		39% N=211
		Somewhat important		8% N=45
		Not at all important		0% N=2
Overall feeling of safety	Essential		62% N=337	
	Very important		32% N=172	
	Somewhat important		6% N=35	
Overall quality of natural environment	Essential		34% N=188	

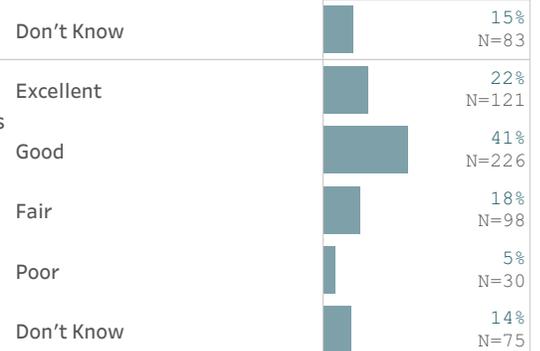
Please rate how important, if at all, you think it is for the O’Fallon community to focus on each of the following in the coming two years.	Overall quality of natural environment	Very important		47% N=256
		Somewhat important		18% N=97
		Not at all important		1% N=7
	Overall quality of parks and recreation opportunities	Essential		34% N=188
		Very important		48% N=264
		Somewhat important		16% N=88
		Not at all important		2% N=12
	Overall health and wellness opportunities	Essential		31% N=168
		Very important		45% N=242
		Somewhat important		23% N=123
		Not at all important		1% N=4
	Overall opportunities for education, culture, and the arts	Essential		36% N=198
Very important			36% N=201	
Somewhat important			26% N=143	
Not at all important			2% N=10	
Residents’ connection and engagement with their community	Essential		25% N=137	
	Very important		43% N=235	
	Somewhat important		30% N=167	
	Not at all important		2% N=12	
How important, if at all, do you think it is for the City of O’Fallon to focus on each of the following in the coming years?	Economic development	Essential		47% N=256
		Very important		44% N=240
		Somewhat important		9% N=52
		Not at all important		0% N=1
	Drinking water	Essential		69% N=378
		Very important		25% N=137
		Somewhat important		6% N=36
		Not at all important		0% N=1
	Code Enforcement & building inspections	Essential		25% N=139
		Very important		42% N=228
		Somewhat important		30% N=166
		Not at all important		2% N=13

How important, if at all, do you think it is for the City of O’Fallon to focus on each of the following in the coming years?	Library services	Essential		28% N=156
		Very important		38% N=211
		Somewhat important		30% N=166
		Not at all important		3% N=17
Parks & Recreation	Essential		33% N=184	
	Very important		44% N=244	
	Somewhat important		20% N=111	
	Not at all important		2% N=11	
Planning & zoning	Essential		34% N=190	
	Very important		49% N=270	
	Somewhat important		15% N=80	
	Not at all important		2% N=10	
Public Safety (Police, Fire, EMS)	Essential		69% N=379	
	Very important		27% N=149	
	Somewhat important		4% N=21	
	Not at all important		0% N=	
Streets & roads	Essential		55% N=302	
	Very important		39% N=218	
	Somewhat important		6% N=33	
Wastewater (sewer)	Essential		43% N=239	
	Very important		41% N=225	
	Somewhat important		15% N=84	
	Not at all important		1% N=4	
O’Fallon’s recently completed 2040 Master Plan includes 10 Guiding Principles for making decisions about future growth, development, and redevelopment in O’Fallon. Please rate how well you feel the City of O’Fallon is achieving these Guiding Principles:	Place: O’Fallon is a place where people feel welcome and want to live, work, and play.	Excellent		35% N=191
		Good		46% N=250
		Fair		15% N=84
		Poor		2% N=10
		Don’t Know		2% N=13
People: O’Fallon’s people are diverse and resilient.	Excellent		23% N=123	
	Good		44% N=237	
	Fair		18% N=97	

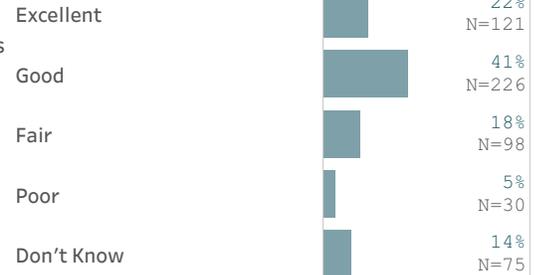
O’Fallon’s recently completed 2040 Master Plan includes 10 Guiding Principles for making decisions about future growth, development, and redevelopment in O’Fallon. Please rate how well you feel the City of O’Fallon is achieving these Guiding Principles:	People: O’Fallon’s people are diverse and resilient.	Poor		3% N=17
		Don’t Know		13% N=71
	Programming: O’Fallon leverages the power of art, culture, recreation, nature, and experiential retail to bring our spaces to life with people.	Excellent		12% N=67
		Good		42% N=231
		Fair		27% N=147
		Poor		8% N=45
		Don’t Know		11% N=62
		Healthy and Active: O’Fallon offers health services and recreation/leisure opportunities that allow residents of all ages to thrive physically, socially, and emotionally.	Excellent	
	Good			45% N=247
	Fair			17% N=94
Poor			6% N=32	
Don’t Know			9% N=48	
Quality Housing: O’Fallon offers a variety of housing options so people of all income levels and all stages of life can call O’Fallon home.	Excellent		18% N=98	
	Good		34% N=190	
	Fair		27% N=146	
	Poor		12% N=65	
	Don’t Know		9% N=52	
Neighborhoods: O’Fallon’s neighborhoods are positioned near parks, schools, goods, and services, and are places where people feel safe and are connected to each other.	Excellent		33% N=179	
	Good		46% N=251	
	Fair		16% N=85	
	Poor		4% N=24	
	Don’t Know		2% N=11	
Age-Friendly: O’Fallon is a community that respects people of all ages, values their contributions, and actively supports their safety and well-being.	Excellent		24% N=133	
	Good		49% N=269	
	Fair		16% N=88	
	Poor		3% N=16	
	Don’t Know		8% N=44	
Mobility: O’Fallon’s transportation network connects people to places they want to go whether by car, transit, bike, or foot.	Excellent		14% N=76	
	Good		41% N=226	
	Fair		20% N=111	
	Poor		10% N=53	

O'Fallon's recently completed 2040 Master Plan includes 10 Guiding Principles for making decisions about future growth, development, and redevelopment in O'Fallon. Please rate how well you feel the City of O'Fallon is achieving these Guiding Principles:

Mobility: O'Fallon's transportation network connects people to places they want to go whether by car, transit, bike, or foot.



Product: O'Fallon's ongoing investment in infrastructure is paying off, attracting businesses and investment of all kinds.



Prosperity: O'Fallon is a community of choice for businesses large and small, and its workforce drives business innovation and financial prosperity for all.



In general, how many times do you:

Access the internet from your home



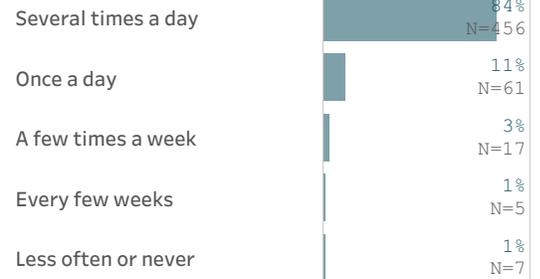
Access the internet from your cell phone



Visit social media sites



Use or check email



In general, how many times do you:	Share your opinions online	Several times a day		11% N=61
		Once a day		3% N=17
		A few times a week		18% N=98
		Every few weeks		10% N=52
		Less often or never		58% N=311
	Shop online	Several times a day		17% N=96
		Once a day		8% N=42
		A few times a week		36% N=195
		Every few weeks		29% N=159
		Less often or never		10% N=57
	Please rate your overall health.	Excellent		26% N=144
		Very good		40% N=220
		Good		29% N=160
		Fair		5% N=25
		Poor		0% N=3
	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:	Very positive		3% N=18
		Somewhat positive		11% N=61
		Neutral		36% N=199
		Somewhat negative		40% N=220
		Very negative		10% N=55
	How many years have you lived in {ABC}?	Less than 2 years		13% N=69
		2-5 years		21% N=116
		6-10 years		15% N=86
		11-20 years		18% N=99
		More than 20 years		33% N=183
	Which best describes the building you live in?	One family house detached from any other houses		72% N=397
		Building with two or more homes (duplex, townhome, apa..		26% N=145
		Mobile home		1% N=3
		Other		1% N=3
	Do you rent or own your home?	Rent		28% N=155
		Own		72% N=396

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		3% N=17
	\$500 to \$999		23% N=127
	\$1,000 to \$1,499		22% N=120
	\$1,500 to \$1,999		26% N=142
	\$2,000 to \$2,499		12% N=64
	\$2,500 to \$2,999		7% N=36
	\$3,000 to \$3,499		3% N=19
	\$3,500 or more		3% N=17
Do any children 17 or under live in your household?	No		58% N=320
	Yes		42% N=231
Are you or any other members of your household aged 65 or older?	No		73% N=404
	Yes		27% N=147
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		7% N=39
	\$25,000 to \$49,999		10% N=54
	\$50,000 to \$74,999		14% N=78
	\$75,000 to \$99,999		16% N=89
	\$100,000 to \$149,999		26% N=139
	\$150,000 or more		26% N=141
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		96% N=530
	Yes, I consider myself to be Spanish, Hispanic, or Latino		4% N=22
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1% N=8
	Asian, Asian Indian, or Pacific Islander		2% N=11
	Black or African American		12% N=64
	White		83% N=454
	Other		4% N=23
	In which category is your age?	18-24 years	
25-34 years			26% N=144
35-44 years			19% N=108
45-54 years			20% N=108
55-64 years			10% N=57
65-74 years			15% N=81

In which category is your age?	75 years or older		10% N=55
What is your gender?	Woman		52% N=290
	Man		47% N=263
	Identify in another way		0% N=2

Full trends

This table contains the trends over time for the City of O’Fallon. The combined “percent positive” responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2020 and 2022 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2016	2018	2020	2022
Please rate each of the following aspects of quality of life in O’Fallon.	O’Fallon as a place to live	95%	91%	92%	93%
	Your neighborhood as a place to live	88%	87%	86%	91%
	O’Fallon as a place to raise children	96%	89%	91%	94%
	O’Fallon as a place to work	68%	66%	74%	73%
	O’Fallon as a place to visit	66%	59%	58%	62%
	O’Fallon as a place to retire	68%	60%	63%	74%
	The overall quality of life in O’Fallon	91%	89%	89%	91%
	Sense of community	74%	67%	71%	75%
Please rate each of the following characteristics as they relate to O’Fallon as a whole.	Overall economic health of O’Fallon	76%	76%	82%	84%
	Overall quality of the transportation system (auto, bicycle, foot, bu..			72%	62%
	Overall design or layout of O’Fallon’s residential and commercial ar..	78%	69%	80%	72%
	Overall quality of the utility infrastructure in O’Fallon (water, sew..			68%	75%
	Overall feeling of safety in O’Fallon	90%	92%	89%	88%
	Overall quality of natural environment in O’Fallon	84%	79%	82%	82%
	Overall quality of parks and recreation opportunities			91%	91%
	Overall health and wellness opportunities in O’Fallon	82%	81%	81%	87%
	Overall opportunities for education, culture, and the arts	81%	78%	67%	71%
	Residents’ connection and engagement with their community			63%	67%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in O’Fallon to someone who asks	94%	92%	92%	93%
	Remain in O’Fallon for the next five years	86%	79%	82%	85%

Please rate how safe or unsafe you feel:	In your neighborhood during the day	97%	97%	98%	98%
	In O'Fallon's downtown/commercial area during the day	96%	97%	96%	95%
	From property crime			88%	84%
	From violent crime			92%	92%
	From fire, flood, or other natural disaster			86%	89%
Please rate the job you feel the O'Fallon community does at each of the following.	Making all residents feel welcome			77%	79%
	Attracting people from diverse backgrounds			68%	69%
	Valuing/respecting residents from diverse backgrounds			73%	73%
	Taking care of vulnerable residents (elderly, disabled, homeless, et..			68%	68%
Please rate each of the following in the O'Fallon community.	Overall quality of business and service establishments in O'Fallon	68%	73%	82%	84%
	Variety of business and service establishments in O'Fallon			67%	71%
	Vibrancy of downtown/commercial area	48%	46%	62%	72%
	Employment opportunities	41%	46%	49%	57%
	Shopping opportunities	57%	66%	57%	60%
	Cost of living in O'Fallon	40%	42%	38%	38%
	Overall image or reputation of O'Fallon	90%	84%	85%	86%
Please also rate each of the following in the O'Fallon community.	Traffic flow on major streets	58%	57%	69%	64%
	Ease of public parking	64%	58%	71%	64%
	Ease of travel by car in O'Fallon	78%	68%	84%	79%
	Ease of travel by public transportation in O'Fallon	54%	46%	54%	39%
	Ease of travel by bicycle in O'Fallon	54%	45%	61%	56%
	Ease of walking in O'Fallon	68%	61%	75%	70%
	Well-planned residential growth			74%	64%
	Well-planned commercial growth			66%	61%
	Well-designed neighborhoods			71%	73%
	Preservation of the historical or cultural character of the community			67%	77%
	Public places where people want to spend time	77%	69%	71%	72%

Please also rate each of the following in the O’Fallon community.	Variety of housing options	78%	73%	66%	67%
	Availability of affordable quality housing	64%	53%	46%	41%
	Overall quality of new development in O’Fallon	66%	71%	76%	73%
	Overall appearance of O’Fallon	83%	81%	85%	83%
	Cleanliness of O’Fallon	84%	81%	88%	83%
	Water resources (beaches, lakes, ponds, riverways, etc.)				34%
	Air quality			91%	84%
	Availability of paths and walking trails	64%	54%	79%	73%
	Fitness opportunities (including exercise classes and paths or trail..	81%	75%	83%	78%
	Recreational opportunities	79%	69%	81%	76%
	Availability of affordable quality food	74%	77%	78%	69%
	Availability of affordable quality health care	73%	85%	86%	82%
	Availability of preventive health services	72%	83%	86%	83%
	Availability of affordable quality mental health care	54%	66%	67%	57%
	Opportunities to attend cultural/arts/music activities	46%	45%	41%	45%
	Community support for the arts			44%	52%
	Availability of affordable quality childcare/preschool	74%	68%	53%	50%
	K-12 education	91%	85%	85%	83%
	Adult educational opportunities	62%	60%	54%	58%
	Sense of civic/community pride			74%	70%
	Neighborliness of residents in O’Fallon	66%	61%	69%	69%
	Opportunities to participate in social events and activities	60%	56%	61%	68%
	Opportunities to attend special events and festivals	65%	57%	57%	64%
Opportunities to volunteer	67%	66%	58%	69%	
Opportunities to participate in community matters	64%	61%	55%	63%	
Openness and acceptance of the community toward people of diver..	66%	66%		68%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of O’Fallon (in-person, phone, email, or web) for ..	40%	49%	46%	44%

Please indicate whether or not you have done each of the following in the last 12 months.	Contacted O'Fallon elected officials (in-person, phone, email, or we..	14%	17%	20%	16%
	Attended a local public meeting (of local elected officials like City C..	13%	18%	19%	17%
	Watched (online or on television) a local public meeting	11%	22%	26%	13%
	Volunteered your time to some group/activity in O'Fallon	39%	40%		32%
	Campaigned or advocated for a local issue, cause, or candidate	13%	19%	13%	11%
	Voted in your most recent local election			70%	65%
	Used bus, rail, subway, or other public transportation instead of dr..	16%	15%		9%
	Carpooled with other adults or children instead of driving alone	42%	40%	32%	41%
	Walked or biked instead of driving	47%	52%	57%	46%
Please rate the quality of each of the following services in O'Fallon.	Public information services	75%	76%	71%	71%
	Economic development	61%	72%	72%	69%
	Traffic enforcement	79%	70%	80%	67%
	Traffic signal timing	65%	61%	71%	64%
	Street repair	59%	55%	65%	50%
	Street cleaning	79%	69%	80%	78%
	Street lighting	76%	69%	72%	79%
	Snow removal	64%	65%	60%	59%
	Sidewalk maintenance	64%	61%	62%	66%
	Bus or transit services	73%	63%	66%	53%
	Land use, planning, and zoning	63%	61%	65%	60%
	Code enforcement (weeds, abandoned buildings, etc.)	60%	56%	62%	62%
	Affordable high-speed internet access			64%	64%
	Garbage collection	86%	88%	85%	86%
	Drinking water	73%	72%	69%	70%
	Sewer services	80%	78%	78%	83%
Storm water management (storm drainage, dams, levees, etc.)	63%	70%	65%	75%	
Power (electric and/or gas) utility				79%	

Please rate the quality of each of the following services in O'Fallon.	Utility billing	69%	73%	70%	69%
	Police/Sheriff services	94%	90%	88%	89%
	Crime prevention	88%	82%	87%	79%
	Ambulance or emergency medical services	96%	97%	94%	91%
	Fire services	98%	96%	95%	92%
	Fire prevention and education	90%	86%	86%	80%
	Emergency preparedness (services that prepare the community for..	74%	72%	75%	78%
	Preservation of natural areas (open space, farmlands, and greenbe..	65%	60%	65%	70%
	O'Fallon open space	65%	61%	66%	66%
	Recycling	81%	85%	72%	77%
	Yard waste pick-up	88%	87%	82%	86%
	City parks	93%	93%	89%	90%
	Recreation programs or classes	81%	83%	77%	80%
	Recreation centers or facilities	80%	79%	77%	79%
	Health services		86%	87%	86%
	Public library services	86%	88%	93%	94%
	Overall customer service by O'Fallon employees (police, receptioni..	82%	85%	84%	90%
Please rate the following categories of O'Fallon government performance.	The value of services for the taxes paid to O'Fallon	42%	39%	56%	55%
	The overall direction that O'Fallon is taking	65%	65%	74%	71%
	The job O'Fallon government does at welcoming resident involvem..	56%	53%	60%	58%
	Overall confidence in O'Fallon government	59%	65%	67%	64%
	Generally acting in the best interest of the community	60%	68%	71%	67%
	Being honest	57%	66%	73%	68%
	Being open and transparent to the public		71%	64%	
	Informing residents about issues facing the community		67%	56%	
	Treating all residents fairly	61%	65%	72%	69%
	Treating residents with respect		76%	75%	

Overall, how would you rate the quality of the services provided by each of the following?	The City of O’Fallon	81%	80%	82%	82%
	The Federal Government	40%	36%	45%	40%
Please rate how important, if at all, you think it is for the O’Fallon community to focus on each of the following in the coming two years.	Overall economic health of O’Fallon	88%	91%	95%	93%
	Overall quality of the transportation system (auto, bicycle, foot, bu..		79%	69%	
	Overall quality of the utility infrastructure in O’Fallon (water, sew..		90%	91%	
	Overall feeling of safety in O’Fallon	96%	95%	92%	94%
	Overall quality of natural environment in O’Fallon	75%	80%	79%	81%
	Overall quality of parks and recreation opportunities		82%	82%	
	Overall health and wellness opportunities in O’Fallon	70%	73%	80%	76%
	Overall opportunities for education, culture, and the arts	78%	77%	76%	72%
	Residents’ connection and engagement with their community	81%	84%	77%	68%
	Overall design or layout of O’Fallon’s residential and commercial ar..	76%	80%	78%	80%
In general, how many times do you:	Access the internet from your home using a computer, laptop, or ta..		93%	94%	
	Access the internet from your cell phone		93%	93%	
	Visit social media sites such as Facebook, Twitter, Nextdoor, etc.		84%	84%	
	Use or check email		96%	98%	
	Share your opinions online		34%	33%	
	Shop online		59%	61%	
	Please rate your overall health.	66%	66%	71%	66%
	What impact, if any, do you think the economy will have on your fa..	28%	43%	30%	14%

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

1. Please rate each of the following aspects of quality of life in O'Fallon.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
O'Fallon as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
O'Fallon as a place to raise children	1	2	3	4	5
O'Fallon as a place to work.....	1	2	3	4	5
O'Fallon as a place to visit	1	2	3	4	5
O'Fallon as a place to retire	1	2	3	4	5
The overall quality of life in O'Fallon	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to O'Fallon as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of O'Fallon.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in O'Fallon.....	1	2	3	4	5
Overall design or layout of O'Fallon's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in O'Fallon (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in O'Fallon	1	2	3	4	5
Overall quality of natural environment in O'Fallon	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in O'Fallon.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in O'Fallon to someone who asks	1	2	3	4	5
Remain in O'Fallon for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In O'Fallon's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the O'Fallon community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the O'Fallon community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in O'Fallon	1	2	3	4	5
Variety of business and service establishments in O'Fallon.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in O'Fallon	1	2	3	4	5
Overall image or reputation of O'Fallon.....	1	2	3	4	5

7. Please also rate each of the following in the O’Fallon community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in O’Fallon	1	2	3	4	5
Ease of travel by public transportation in O’Fallon.....	1	2	3	4	5
Ease of travel by bicycle in O’Fallon	1	2	3	4	5
Ease of walking in O’Fallon.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in O’Fallon	1	2	3	4	5
Overall appearance of O’Fallon.....	1	2	3	4	5
Cleanliness of O’Fallon.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in O’Fallon	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of O’Fallon (in-person, phone, email, or web) for help or information	1	2
Contacted O’Fallon elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in O’Fallon	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

9. Please rate the quality of each of the following services in O’Fallon.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
O’Fallon open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by O’Fallon employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of O’Fallon government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
The value of services for the taxes paid to O’Fallon.....	1	2	3	4	5
The overall direction that O’Fallon is taking.....	1	2	3	4	5
The job O’Fallon government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in O’Fallon government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of O'Fallon.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the O'Fallon community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of O'Fallon.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in O'Fallon.....	1	2	3	4
Overall design or layout of O'Fallon's residential and commercial areas (e.g., homes, buildings, streets, parks, retail, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in O'Fallon (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4
Overall feeling of safety in O'Fallon.....	1	2	3	4
Overall quality of natural environment in O'Fallon.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in O'Fallon.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

13. How important, if at all, do you think it is for the City of O'Fallon to focus on each of the following in the coming years?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Code Enforcement & building inspections.....	1	2	3	4
Economic development.....	1	2	3	4
Library services.....	1	2	3	4
Parks & Recreation.....	1	2	3	4
Planning & zoning.....	1	2	3	4
Public Safety (Police, Fire, EMS).....	1	2	3	4
Streets & roads.....	1	2	3	4
Wastewater (sewer).....	1	2	3	4
Drinking water.....	1	2	3	4

14. O'Fallon's recently completed 2040 Master Plan includes 10 Guiding Principles for making decisions about future growth, development, and redevelopment in O'Fallon. Please rate how well you feel the City of O'Fallon is achieving these Guiding Principles:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Place: O'Fallon is a place where people feel welcome and want to live, work, and play.....	1	2	3	4	5
People: O'Fallon's people are diverse and resilient.....	1	2	3	4	5
Programming: O'Fallon leverages the power of art, culture, recreation, nature, and experiential retail to bring our spaces to life with people.....	1	2	3	4	5
Healthy and Active: O'Fallon offers health services and recreation/leisure opportunities that allow residents of all ages to thrive physically, socially, and emotionally.....	1	2	3	4	5
Quality Housing: O'Fallon offers a variety of housing options so people of all income levels and all stages of life can call O'Fallon home.....	1	2	3	4	5
Neighborhoods: O'Fallon's neighborhoods are positioned near parks, schools, goods, and services, and are places where people feel safe and are connected to each other.....	1	2	3	4	5
Age-Friendly: O'Fallon is a community that respects people of all ages, values their contributions, and actively supports their safety and well-being.....	1	2	3	4	5
Mobility: O'Fallon's transportation network connects people to places they want to go whether by car, transit, bike, or foot.....	1	2	3	4	5
Product: O'Fallon's ongoing investment in infrastructure is paying off, attracting businesses and investment of all kinds.....	1	2	3	4	5
Prosperity: O'Fallon is a community of choice for businesses large and small, and its workforce drives business innovation and financial prosperity for all.....	1	2	3	4	5

Our last questions are about you and your household.
 Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. 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:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in O'Fallon?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes
 (duplex, townhome, apartment, or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic, or Latino
 Yes, I consider myself to be Spanish, Hispanic, or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian, or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502