



# CITY OF O'FALLON, IL 2011

## Report of Demographic Subgroup Comparisons



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## **SURVEY BACKGROUND**

### **ABOUT THE NATIONAL CITIZEN SURVEY™**

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of O'Fallon staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of O'Fallon staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that O'Fallon chose was to have crosstabulations of evaluative questions 1-20 by demographic questions D3 (number of years in O'Fallon), D5 (rent or own home), D9 (annual household income), and D12 (age of respondent).

## UNDERSTANDING THE RESULTS

### "DON'T KNOW" RESPONSES

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as "excellent" or "good", or the percent of respondents who felt the rate of growth was "about right."

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are "real." Where differences were statistically significant, they are marked in grey.

## COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")															
Please rate each of the following aspects of quality of life in O'Fallon:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
O'Fallon as a place to live	93%	90%	84%	89%	91%	89%	89%	89%	93%	89%	90%	96%	85%	91%	90%
Your neighborhood as a place to live	88%	90%	69%	84%	79%	86%	84%	81%	81%	91%	84%	82%	86%	86%	85%
O'Fallon as a place to raise children	88%	91%	83%	88%	89%	88%	88%	85%	93%	88%	89%	91%	86%	90%	89%
O'Fallon as a place to work	55%	56%	56%	56%	69%	50%	55%	56%	57%	54%	56%	59%	53%	59%	56%
O'Fallon as a place to retire	61%	61%	63%	62%	75%	56%	61%	69%	52%	63%	61%	55%	60%	68%	62%
The overall quality of life in O'Fallon	86%	86%	80%	85%	87%	84%	85%	83%	91%	82%	85%	90%	81%	86%	85%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Sense of community	74%	71%	66%	70%	67%	72%	70%	61%	77%	70%	70%	69%	70%	71%	70%
Openness and acceptance of the community towards people of diverse backgrounds	67%	67%	64%	66%	61%	68%	66%	64%	61%	71%	66%	66%	65%	68%	66%
Overall appearance of O'Fallon	82%	77%	69%	77%	79%	76%	77%	79%	73%	78%	77%	79%	74%	77%	77%
Cleanliness of O'Fallon	82%	79%	74%	79%	85%	76%	79%	74%	82%	82%	79%	80%	78%	78%	79%
Overall quality of new development in O'Fallon	74%	65%	67%	68%	82%	63%	68%	72%	70%	64%	68%	62%	71%	70%	68%
Variety of housing options	73%	67%	63%	68%	69%	68%	68%	60%	75%	69%	68%	76%	65%	63%	68%
Overall quality of business and service establishments in O'Fallon	70%	62%	63%	65%	71%	62%	65%	62%	72%	60%	64%	82%	57%	60%	65%
Shopping opportunities	60%	52%	44%	52%	62%	47%	52%	59%	48%	48%	51%	68%	44%	50%	53%
Opportunities to attend cultural activities	45%	36%	33%	38%	41%	36%	37%	46%	34%	31%	37%	43%	32%	42%	38%
Recreational opportunities	68%	63%	67%	65%	59%	68%	65%	60%	68%	69%	66%	74%	61%	65%	66%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Employment opportunities	42%	34%	30%	36%	48%	31%	36%	39%	36%	30%	35%	46%	31%	33%	36%
Educational opportunities	66%	67%	68%	67%	68%	66%	67%	68%	63%	67%	66%	63%	64%	74%	67%
Opportunities to participate in social events and activities	60%	59%	53%	58%	65%	54%	57%	59%	58%	55%	57%	60%	53%	64%	58%
Opportunities to participate in religious or spiritual events and activities	85%	85%	78%	83%	83%	83%	83%	80%	85%	86%	84%	90%	81%	81%	83%
Opportunities to volunteer	77%	66%	71%	70%	75%	69%	71%	69%	69%	74%	71%	85%	66%	71%	71%
Opportunities to participate in community matters	69%	51%	58%	58%	62%	56%	58%	55%	59%	59%	58%	65%	52%	62%	58%
Ease of car travel in O'Fallon	67%	60%	66%	63%	69%	60%	63%	62%	67%	60%	63%	59%	59%	72%	63%
Ease of bus travel in O'Fallon	61%	47%	46%	50%	62%	43%	50%	53%	62%	33%	50%	57%	50%	47%	51%
Ease of bicycle travel in O'Fallon	54%	50%	45%	50%	62%	44%	49%	55%	57%	40%	50%	67%	41%	51%	50%
Ease of walking in O'Fallon	66%	63%	65%	64%	74%	61%	64%	66%	62%	64%	64%	77%	55%	68%	64%
Availability of paths and walking trails	64%	54%	56%	58%	71%	52%	57%	70%	52%	51%	57%	71%	47%	62%	57%
Traffic flow on major streets	45%	49%	44%	47%	52%	44%	46%	44%	52%	43%	46%	36%	47%	55%	46%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Amount of public parking	58%	55%	44%	53%	52%	54%	53%	50%	53%	57%	53%	43%	57%	54%	53%
Availability of affordable quality housing	55%	54%	47%	53%	51%	53%	52%	41%	54%	61%	52%	53%	51%	54%	52%
Availability of affordable quality child care	54%	51%	44%	50%	53%	47%	50%	48%	50%	51%	50%	47%	53%	47%	49%
Availability of affordable quality health care	48%	59%	54%	55%	59%	52%	54%	51%	53%	58%	54%	51%	51%	64%	55%
Availability of affordable quality food	69%	61%	61%	63%	70%	61%	64%	64%	63%	63%	63%	72%	54%	70%	64%
Availability of preventive health services	61%	54%	62%	58%	62%	57%	58%	56%	65%	55%	58%	69%	48%	64%	58%
Quality of overall natural environment in O'Fallon	74%	68%	60%	68%	78%	64%	68%	66%	72%	67%	68%	77%	62%	69%	68%
Overall image or reputation of O'Fallon	82%	80%	71%	79%	80%	78%	78%	72%	85%	80%	79%	84%	75%	81%	79%



Question 3: Growth (Percent of respondents)															
Please rate the speed of growth in the following categories in O'Fallon over the past 2 years:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Population growth too fast	27%	55%	69%	52%	66%	49%	53%	63%	53%	42%	52%	42%	53%	59%	53%
Retail growth too slow	48%	38%	34%	40%	21%	47%	40%	21%	43%	53%	40%	30%	45%	38%	39%
Job growth too slow	85%	82%	71%	80%	70%	86%	81%	78%	75%	87%	80%	68%	87%	79%	80%

Question 4: Code Enforcement (Percent a "major" problem)															
	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Run down buildings, weed lots or junk vehicle a major problem in O'Fallon	7%	4%	6%	6%	1%	8%	6%	5%	3%	9%	6%	5%	7%	4%	6%

Question 5: Community Safety (Percent "very" or "somewhat" safe)															
Please rate how safe or unsafe you feel from the following in O'Fallon:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Violent crime (e.g., rape, assault, robbery)	80%	88%	72%	82%	85%	80%	82%	75%	81%	89%	82%	76%	86%	80%	81%
Property crimes (e.g., burglary, theft)	60%	73%	61%	66%	71%	63%	65%	60%	69%	69%	66%	55%	68%	71%	65%
Environmental hazards, including toxic waste	81%	82%	84%	82%	85%	81%	82%	75%	87%	86%	83%	81%	82%	84%	82%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)															
Please rate how safe or unsafe you feel:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
In your neighborhood during the day	96%	96%	87%	94%	94%	94%	94%	92%	93%	96%	94%	95%	93%	93%	94%
In your neighborhood after dark	73%	86%	66%	77%	74%	78%	77%	67%	73%	90%	77%	62%	83%	82%	77%
In O'Fallon's downtown area during the day	93%	93%	86%	91%	90%	92%	91%	90%	92%	94%	92%	92%	91%	91%	91%
In O'Fallon's downtown area after dark	68%	73%	66%	70%	75%	68%	70%	66%	74%	70%	70%	66%	71%	71%	70%

Question 7: Contact with Police Department (Percent a "yes")															
	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
Have you had any in-person or phone contact with an employee of the City of O'Fallon Police Department within the last 12 months?	36%	39%	40%	38%	32%	41%	39%	32%	40%	44%	39%	39%	44%	32%	39%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")															
	Number of years in O'Fallon			Rent or own			Annual household income				Age				
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
What was your overall impression of your most recent contact with the City of O'Fallon Police Department?	63%	83%	93%	79%	77%	80%	79%	69%	84%	84%	80%	68%	81%	88%	79%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")															
	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	8%	3%	16%	8%	12%	6%	8%	11%	11%	3%	8%	18%	4%	4%	8%
If yes, was this crime (these crimes) reported to the police?	94%	75%	82%	84%	79%	88%	84%	68%	96%	100%	84%	88%	87%	62%	84%

Question 11: Resident Behaviors (Percent at least once in past 12 months)															
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in O'Fallon?	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
Used O'Fallon public libraries or their services	57%	79%	73%	71%	74%	69%	70%	72%	71%	69%	71%	58%	80%	69%	71%
Used O'Fallon recreation centers	56%	62%	59%	59%	54%	62%	60%	51%	66%	62%	60%	57%	66%	52%	60%
Participated in a recreation program or activity	35%	41%	32%	37%	33%	39%	37%	26%	41%	43%	37%	31%	45%	30%	37%
Visited a neighborhood park or City park	89%	90%	85%	88%	86%	89%	88%	85%	87%	94%	89%	93%	91%	79%	88%

Question 11: Resident Behaviors (Percent at least once in past 12 months)															
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in O'Fallon?	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
Ridden a local bus within O'Fallon	7%	7%	6%	7%	10%	4%	6%	13%	5%	2%	7%	2%	7%	10%	7%
Attended a meeting of local elected officials or other local public meeting	11%	24%	40%	24%	11%	29%	24%	11%	24%	37%	24%	9%	31%	27%	24%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	15%	28%	51%	30%	21%	33%	30%	26%	32%	30%	29%	18%	31%	38%	30%
Read O'Fallon Newsletter	74%	84%	94%	83%	61%	92%	83%	71%	84%	93%	83%	70%	87%	89%	83%
Visited the City of O'Fallon Web site (at www.ofallon.org)	62%	65%	58%	63%	45%	71%	64%	45%	69%	78%	64%	68%	70%	48%	63%
Recycled used paper, cans or bottles from your home	61%	58%	63%	60%	46%	66%	60%	52%	59%	67%	60%	46%	69%	62%	60%
Volunteered your time to some group or activity in O'Fallon	27%	36%	47%	36%	20%	42%	36%	14%	41%	54%	37%	13%	49%	38%	36%
Participated in religious or spiritual activities in O'Fallon	34%	55%	58%	49%	35%	54%	49%	32%	50%	63%	49%	17%	60%	63%	49%

Question 11: Resident Behaviors (Percent at least once in past 12 months)															
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in O'Fallon?	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Participated in a club or civic group in O'Fallon	23%	24%	41%	28%	21%	31%	28%	19%	28%	38%	28%	14%	36%	31%	28%
Provided help to a friend or neighbor	87%	95%	99%	94%	91%	94%	94%	91%	94%	96%	94%	92%	96%	92%	94%

Question 12: Neighborliness (Percent at least several times a week)															
	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Visit with neighbors at least several times a week	44%	48%	55%	48%	40%	51%	48%	36%	59%	48%	48%	50%	45%	50%	48%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in O'Fallon:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Police services	81%	85%	87%	84%	77%	87%	84%	76%	85%	89%	84%	75%	84%	92%	84%
Fire services	89%	93%	92%	92%	90%	93%	92%	88%	96%	92%	92%	90%	89%	97%	92%
Ambulance or emergency medical services	80%	93%	95%	91%	88%	91%	90%	86%	96%	90%	90%	86%	87%	97%	91%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in O'Fallon:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Crime prevention	64%	74%	66%	69%	68%	69%	69%	65%	69%	72%	69%	61%	69%	78%	69%
Fire prevention and education	80%	85%	73%	81%	79%	81%	80%	74%	84%	82%	80%	83%	76%	84%	80%
Traffic enforcement	73%	77%	67%	74%	80%	72%	74%	73%	69%	79%	74%	74%	71%	77%	73%
Street repair	47%	53%	52%	51%	52%	50%	51%	50%	49%	53%	51%	55%	47%	53%	51%
Street cleaning	72%	65%	57%	65%	61%	66%	65%	61%	62%	71%	65%	68%	61%	67%	65%
Street lighting	73%	69%	66%	69%	60%	73%	69%	61%	65%	81%	69%	61%	68%	78%	69%
Snow removal	51%	46%	46%	48%	45%	48%	47%	54%	37%	52%	48%	44%	42%	59%	48%
Sidewalk maintenance	56%	54%	46%	52%	53%	52%	52%	50%	50%	57%	52%	50%	52%	55%	52%
Traffic signal timing	65%	66%	61%	64%	66%	64%	65%	66%	65%	64%	65%	62%	64%	69%	64%
Bus or transit services	65%	58%	72%	64%	70%	60%	64%	62%	78%	47%	64%	80%	53%	60%	64%
Garbage collection	79%	78%	85%	80%	77%	81%	80%	77%	84%	79%	80%	72%	80%	90%	80%
Recycling	63%	56%	70%	62%	60%	62%	61%	62%	63%	59%	61%	65%	54%	71%	61%
Yard waste pick-up	66%	79%	76%	74%	58%	79%	74%	69%	72%	80%	74%	56%	78%	87%	74%
Storm drainage	69%	60%	55%	61%	74%	58%	62%	59%	67%	60%	62%	77%	57%	54%	61%
Drinking water	57%	72%	70%	67%	60%	70%	67%	64%	68%	70%	67%	69%	60%	76%	67%
Sewer services	74%	78%	65%	73%	77%	72%	74%	76%	71%	76%	74%	79%	69%	75%	73%
City parks	92%	85%	84%	87%	92%	85%	87%	88%	89%	86%	88%	93%	83%	88%	87%
Recreation programs or classes	84%	86%	81%	84%	74%	88%	84%	76%	88%	89%	85%	90%	80%	85%	84%
Recreation centers or facilities	83%	79%	77%	80%	70%	84%	80%	69%	86%	85%	81%	87%	75%	80%	80%
Land use, planning and zoning	67%	53%	39%	54%	58%	53%	54%	55%	53%	53%	53%	66%	47%	53%	54%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in O'Fallon:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Code enforcement (weeds, abandoned buildings, etc.)	63%	63%	45%	59%	55%	61%	60%	50%	59%	67%	59%	63%	59%	52%	58%
Economic development	47%	46%	47%	46%	52%	44%	46%	54%	45%	41%	46%	44%	43%	52%	46%
Health services	58%	67%	67%	65%	71%	63%	65%	62%	66%	66%	65%	66%	58%	73%	65%
Services to seniors	64%	63%	68%	65%	73%	61%	65%	65%	69%	61%	65%	79%	60%	64%	65%
Services to youth	70%	72%	62%	69%	70%	68%	69%	70%	69%	69%	69%	71%	66%	71%	69%
Services to low-income people	29%	49%	48%	45%	49%	42%	44%	45%	41%	49%	45%	59%	37%	44%	44%
Public library services	87%	90%	88%	89%	86%	89%	89%	85%	92%	89%	89%	92%	85%	92%	89%
Public information services	66%	74%	77%	73%	68%	75%	73%	69%	75%	75%	73%	78%	69%	75%	73%
Public schools	86%	84%	80%	83%	76%	86%	83%	83%	86%	82%	84%	78%	81%	91%	83%
Cable television	66%	54%	55%	58%	55%	59%	58%	64%	58%	54%	59%	66%	49%	63%	58%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	78%	66%	75%	78%	74%	75%	72%	69%	84%	75%	75%	75%	75%	75%
Preservation of natural areas such as open space, farmlands and greenbelts	68%	51%	49%	55%	60%	53%	55%	60%	49%	57%	55%	55%	55%	55%	55%



Question 14: Government Services Overall (Percent "excellent" or "good")															
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
The City of O'Fallon	83%	79%	60%	76%	80%	74%	75%	75%	73%	80%	76%	79%	71%	78%	75%
The Federal Government	39%	41%	25%	36%	46%	32%	36%	45%	32%	33%	36%	25%	36%	47%	36%
The State Government	29%	28%	15%	25%	42%	18%	25%	43%	20%	15%	25%	30%	18%	30%	25%
St. Clair County Government	40%	34%	26%	34%	59%	25%	34%	51%	34%	21%	34%	46%	25%	36%	34%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)															
Please indicate how likely or unlikely you are to do each of the following:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Recommend living in O'Fallon to someone who asks	93%	85%	88%	88%	96%	85%	88%	90%	91%	85%	89%	96%	82%	89%	88%
Remain in O'Fallon for the next five years	82%	81%	85%	82%	89%	79%	82%	86%	84%	79%	83%	87%	76%	88%	82%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)															
	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
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:	21%	18%	11%	18%	16%	17%	17%	14%	22%	17%	17%	25%	11%	18%	17%

Question 17: Contact with City Employees (Percent "yes")															
	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
Have you had any in-person, phone or email with an employee of the City of O'Fallon within the last 12 months (including police, receptionists, planners or any others)?	43%	53%	59%	52%	37%	58%	52%	37%	54%	63%	52%	47%	57%	49%	52%

Question 18: City Employees (Percent "excellent" or "good")															
What was your impression of the employee(s) of the City of O'Fallon in your most recent contact?	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
Knowledge	81%	78%	73%	77%	86%	75%	77%	82%	76%	77%	78%	77%	73%	85%	77%
Responsiveness	73%	81%	60%	73%	69%	73%	72%	77%	65%	78%	73%	67%	75%	74%	73%
Courtesy	77%	82%	72%	78%	83%	77%	78%	78%	76%	82%	79%	73%	77%	83%	78%
Overall impression	80%	78%	73%	77%	89%	74%	77%	81%	76%	80%	79%	77%	75%	81%	77%

Question 19: Government Performance (Percent "excellent" or "good")															
Please rate the following categories of O'Fallon government performance:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55 +	Overall
The value of services for the taxes paid to O'Fallon	42%	43%	36%	41%	48%	39%	41%	44%	37%	42%	41%	38%	37%	51%	41%
The overall direction that O'Fallon is taking	65%	49%	44%	52%	53%	52%	52%	52%	50%	55%	53%	63%	45%	55%	53%
The job O'Fallon government does at welcoming citizen involvement	52%	44%	38%	45%	42%	45%	45%	49%	40%	44%	44%	44%	43%	49%	45%

Question 20a: Custom Question 1 (Percent "essential" or "very important")															
Please indicate how important, if at all, you think it is for the City of O'Fallon to fund the following services over the next two years:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Maintenance of city street/buildings/facilities	88%	91%	84%	88%	86%	89%	88%	87%	86%	91%	88%	89%	86%	91%	88%
Traffic flow and congestion management	78%	71%	80%	75%	78%	74%	75%	72%	77%	76%	75%	69%	76%	78%	75%
Police and fire services	94%	90%	96%	93%	91%	93%	92%	94%	92%	91%	92%	89%	92%	97%	93%
Enforcement of city codes and ordinances	65%	71%	75%	70%	66%	71%	70%	68%	71%	68%	69%	65%	67%	77%	70%
Economic development services	74%	75%	66%	73%	77%	71%	72%	78%	76%	64%	72%	80%	70%	68%	72%
Internal business processes and practices	47%	57%	58%	54%	61%	50%	54%	58%	57%	44%	53%	48%	52%	62%	54%
City's stormwater/runoff management services	65%	70%	80%	71%	72%	70%	71%	70%	72%	67%	70%	61%	69%	82%	70%
City water/sewer services	73%	85%	83%	81%	84%	79%	81%	81%	77%	82%	80%	71%	82%	87%	81%
City parks/programs/facilities	77%	61%	53%	64%	79%	57%	63%	70%	62%	58%	63%	76%	59%	58%	63%
City communications with public	69%	72%	67%	70%	80%	65%	69%	80%	66%	61%	69%	66%	67%	75%	69%
Customer service from city employees	71%	67%	76%	70%	74%	67%	69%	77%	71%	60%	69%	60%	68%	81%	70%
Library services	64%	64%	65%	64%	74%	59%	64%	75%	58%	58%	63%	59%	62%	71%	64%
Land use planning	68%	64%	64%	65%	69%	63%	65%	67%	66%	63%	65%	54%	70%	68%	65%

Question 20b: Custom Question 2 (Percent "essential" or "very important")															
The City of O'Fallon is developing a new long range plan. Please indicate how important, if at all, you think it is for the City to prioritize each of the following:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Quality of public schools	94%	89%	93%	91%	95%	90%	91%	92%	97%	85%	91%	91%	89%	95%	91%
Need for development of existing business and residential areas	81%	70%	65%	72%	84%	67%	72%	77%	72%	68%	72%	71%	75%	69%	72%
Availability of housing	58%	49%	50%	52%	73%	42%	51%	63%	47%	42%	51%	45%	49%	60%	51%
Quality of new development compared to other areas	71%	57%	57%	61%	71%	57%	61%	68%	58%	56%	61%	67%	56%	62%	61%
Attracting commercial development	73%	58%	65%	64%	70%	62%	64%	63%	61%	67%	64%	65%	64%	61%	64%
Preservation of downtown O'Fallon and surrounding neighborhoods	75%	66%	77%	71%	84%	66%	71%	78%	66%	68%	71%	75%	64%	77%	71%
Maintaining existing infrastructure	81%	82%	82%	81%	86%	79%	81%	82%	73%	88%	81%	82%	77%	86%	81%
Expansion and ongoing maintenance of the stormwater system	65%	77%	77%	73%	74%	73%	73%	73%	72%	72%	72%	64%	71%	84%	73%

Question 20c: Custom Question 3 (Percent "strongly" or "somewhat" support)															
The City of O'Fallon would like your input on its budget. Please indicate how much you support or oppose the following options to balance the City budget:	Number of years in O'Fallon				Rent or own			Annual household income				Age			
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Balance budget through revenue enhancements (such as new taxes or fees)	33%	27%	23%	28%	39%	24%	28%	45%	18%	21%	28%	25%	25%	34%	27%
Balance budget through expenditure reductions (such as cuts in current service levels)	64%	69%	71%	68%	63%	70%	68%	56%	68%	77%	68%	63%	74%	62%	68%
Balance budget through a combination of revenue enhancements and expenditure reductions	65%	76%	71%	72%	77%	69%	72%	76%	74%	65%	72%	76%	68%	73%	72%