



CITY OF O'FALLON, IL 2011

Report of Geographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

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

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

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

UNDERSTANDING THE RESULTS

"DON'T KNOW" RESPONSES

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

UNDERSTANDING THE TABLES

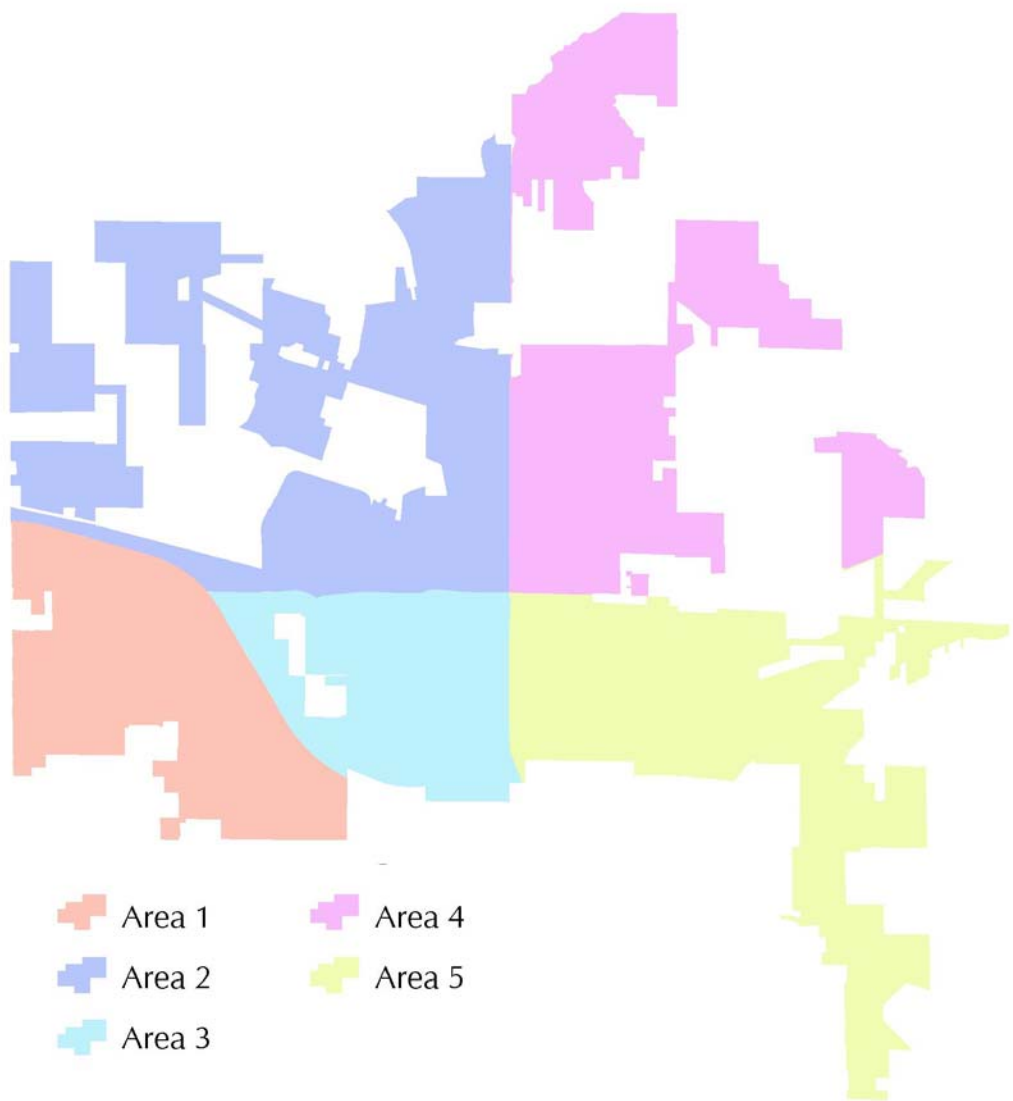
In this report, comparisons between geographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality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

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

The 95 percent confidence level for this survey is generally no greater than plus or minus 5 percentage points around any given percent reported for the entire sample (401 completed surveys). For each Area (1 and 3, 2, 4 or 5), the margin of error rises to approximately + or - 11% since sample sizes were approximately 92 for Area 1 and 3, 117 for Area 2, 118 for Area 4, and 74 for Area 5.

The National Citizen Survey™ O'Fallon, IL 2011

Geographic Comparison Areas



The National Citizen Survey™ by National Research Center, Inc.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")					
Please rate each of the following aspects of quality of life in O'Fallon:	Area				
	1 and 3	2	4	5	Overall
O'Fallon as a place to live	90%	90%	87%	92%	89%
Your neighborhood as a place to live	81%	81%	87%	88%	84%
O'Fallon as a place to raise children	90%	86%	89%	90%	88%
O'Fallon as a place to work	58%	54%	50%	66%	56%
O'Fallon as a place to retire	50%	62%	66%	72%	62%
The overall quality of life in O'Fallon	87%	85%	83%	85%	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:	Area				
	1 and 3	2	4	5	Overall
Sense of community	69%	64%	72%	79%	70%
Openness and acceptance of the community towards people of diverse backgrounds	60%	69%	68%	69%	66%
Overall appearance of O'Fallon	79%	75%	77%	76%	77%
Cleanliness of O'Fallon	72%	79%	82%	84%	79%
Overall quality of new development in O'Fallon	61%	70%	72%	67%	68%
Variety of housing options	68%	67%	66%	71%	67%
Overall quality of business and service establishments in O'Fallon	73%	64%	57%	69%	65%
Shopping opportunities	65%	48%	44%	55%	52%
Opportunities to attend cultural activities	34%	36%	39%	45%	38%
Recreational opportunities	63%	66%	69%	63%	66%
Employment opportunities	30%	33%	39%	42%	36%
Educational opportunities	67%	62%	68%	76%	67%
Opportunities to participate in social events and activities	62%	63%	52%	55%	58%
Opportunities to participate in religious or spiritual events and activities	85%	82%	83%	85%	83%
Opportunities to volunteer	78%	67%	69%	70%	70%
Opportunities to participate in community matters	58%	59%	56%	59%	58%

Question 2: Community Characteristics (Percent "excellent" or "good")					
Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Area				
	1 and 3	2	4	5	Overall
Ease of car travel in O'Fallon	60%	69%	61%	63%	64%
Ease of bus travel in O'Fallon	48%	54%	46%	58%	50%
Ease of bicycle travel in O'Fallon	62%	54%	43%	36%	50%
Ease of walking in O'Fallon	65%	66%	63%	61%	64%
Availability of paths and walking trails	55%	59%	54%	64%	58%
Traffic flow on major streets	39%	55%	46%	44%	47%
Amount of public parking	40%	62%	56%	52%	53%
Availability of affordable quality housing	54%	47%	55%	59%	53%
Availability of affordable quality child care	42%	58%	54%	33%	50%
Availability of affordable quality health care	56%	57%	57%	46%	55%
Availability of affordable quality food	67%	62%	60%	66%	63%
Availability of preventive health services	60%	60%	61%	47%	58%
Quality of overall natural environment in O'Fallon	62%	71%	73%	64%	68%
Overall image or reputation of O'Fallon	76%	77%	82%	82%	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:	Area				
	1 and 3	2	4	5	Overall
Population growth too fast	54%	53%	47%	60%	52%
Retail growth too slow	23%	43%	46%	50%	40%
Job growth too slow	80%	81%	76%	86%	80%

Question 4: Code Enforcement (Percent a "major" problem)					
	Area				
	1 and 3	2	4	5	Overall
Run down buildings, weed lots or junk vehicle a major problem in O'Fallon	1%	4%	5%	17%	6%

Question 5: Community Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel from the following in O'Fallon:	Area				
	1 and 3	2	4	5	Overall
Violent crime (e.g., rape, assault, robbery)	77%	86%	79%	86%	82%
Property crimes (e.g., burglary, theft)	57%	72%	64%	70%	66%
Environmental hazards, including toxic waste	78%	85%	84%	83%	82%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)					
Please rate how safe or unsafe you feel:	Area				
	1 and 3	2	4	5	Overall
In your neighborhood during the day	90%	92%	98%	94%	94%
In your neighborhood after dark	73%	78%	78%	80%	77%
In O'Fallon's downtown area during the day	86%	90%	95%	92%	91%
In O'Fallon's downtown area after dark	65%	72%	71%	68%	70%

Question 7: Contact with Police Department (Percent a "yes")					
	Area				
	1 and 3	2	4	5	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?	34%	43%	42%	30%	38%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")					
	Area				
	1 and 3	2	4	5	Overall
What was your overall impression of your most recent contact with the City of O'Fallon Police Department?	85%	78%	71%	94%	79%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")					
	Area				
	1 and 3	2	4	5	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	11%	14%	1%	3%	8%
If yes, was this crime (these crimes) reported to the police?	87%	83%	100%	66%	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?	Area				
	1 and 3	2	4	5	Overall
Used O'Fallon public libraries or their services	63%	70%	81%	66%	71%
Used O'Fallon recreation centers	49%	63%	67%	56%	59%
Participated in a recreation program or activity	26%	37%	49%	33%	37%
Visited a neighborhood park or City park	82%	92%	90%	89%	88%
Ridden a local bus within O'Fallon	6%	4%	6%	14%	7%
Attended a meeting of local elected officials or other local public meeting	16%	30%	25%	23%	24%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	30%	31%	24%	38%	30%
Read O'Fallon Newsletter	74%	87%	84%	91%	83%
Visited the City of O'Fallon Web site (at www.ofallon.org)	56%	70%	66%	53%	63%
Recycled used paper, cans or bottles from your home	53%	66%	63%	53%	60%
Volunteered your time to some group or activity in O'Fallon	21%	43%	40%	36%	36%
Participated in religious or spiritual activities in O'Fallon	32%	57%	53%	56%	49%
Participated in a club or civic group in O'Fallon	16%	40%	29%	23%	28%
Provided help to a friend or neighbor	95%	93%	93%	95%	94%

Question 12: Neighborliness (Percent at least several times a week)					
	Area				
	1 and 3	2	4	5	Overall
Visit with neighbors at least several times a week	42%	56%	40%	59%	48%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in O'Fallon:	Area				
	1 and 3	2	4	5	Overall
Police services	83%	83%	82%	91%	84%
Fire services	94%	91%	88%	97%	92%
Ambulance or emergency medical services	90%	90%	89%	98%	91%
Crime prevention	59%	73%	71%	75%	69%
Fire prevention and education	83%	79%	79%	83%	81%
Traffic enforcement	69%	69%	76%	85%	74%
Street repair	40%	54%	55%	54%	51%
Street cleaning	57%	65%	66%	77%	65%
Street lighting	65%	70%	69%	80%	70%
Snow removal	41%	44%	55%	54%	48%
Sidewalk maintenance	43%	51%	57%	60%	52%
Traffic signal timing	58%	62%	64%	81%	64%
Bus or transit services	63%	63%	61%	70%	64%
Garbage collection	72%	86%	82%	78%	80%
Recycling	64%	63%	61%	57%	62%
Yard waste pick-up	65%	78%	76%	76%	74%
Storm drainage	66%	62%	63%	51%	62%
Drinking water	70%	63%	65%	72%	67%
Sewer services	72%	77%	71%	73%	73%
City parks	88%	86%	88%	85%	87%
Recreation programs or classes	82%	82%	87%	82%	84%
Recreation centers or facilities	79%	78%	82%	77%	79%
Land use, planning and zoning	53%	58%	56%	35%	54%
Code enforcement (weeds, abandoned buildings, etc.)	57%	58%	63%	55%	59%
Economic development	54%	43%	39%	54%	46%
Health services	66%	62%	70%	58%	65%
Services to seniors	64%	65%	64%	66%	65%
Services to youth	55%	71%	75%	66%	69%
Services to low-income people	28%	55%	48%	34%	45%

Question 13: Service Quality (Percent "excellent" or "good")					
Please rate the quality of each of the following services in O'Fallon:	Area				
	1 and 3	2	4	5	Overall
Public library services	94%	85%	91%	86%	89%
Public information services	73%	73%	73%	71%	73%
Public schools	91%	71%	87%	95%	83%
Cable television	49%	57%	62%	68%	58%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73%	73%	77%	79%	75%
Preservation of natural areas such as open space, farmlands and greenbelts	35%	60%	64%	61%	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?	Area				
	1 and 3	2	4	5	Overall
The City of O'Fallon	77%	69%	81%	79%	76%
The Federal Government	30%	39%	43%	28%	36%
The State Government	26%	25%	30%	13%	25%
St. Clair County Government	32%	36%	39%	24%	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:	Area				
	1 and 3	2	4	5	Overall
Recommend living in O'Fallon to someone who asks	91%	86%	87%	88%	88%
Remain in O'Fallon for the next five years	84%	83%	80%	84%	82%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)					
	Area				
	1 and 3	2	4	5	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:	24%	19%	11%	14%	17%

Question 17: Contact with City Employees (Percent "yes")

	Area				
	1 and 3	2	4	5	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)?	47%	59%	52%	43%	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?	Area				
	1 and 3	2	4	5	Overall
Knowledge	73%	77%	76%	90%	77%
Responsiveness	71%	71%	73%	82%	73%
Courtesy	70%	79%	77%	93%	78%
Overall impression	78%	73%	76%	91%	77%

Question 19: Government Performance (Percent "excellent" or "good")

Please rate the following categories of O'Fallon government performance:	Area				
	1 and 3	2	4	5	Overall
The value of services for the taxes paid to O'Fallon	45%	43%	41%	31%	41%
The overall direction that O'Fallon is taking	54%	46%	55%	58%	52%
The job O'Fallon government does at welcoming citizen involvement	40%	40%	46%	56%	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:	Area				
	1 and 3	2	4	5	Overall
Maintenance of city street/buildings/facilities	87%	92%	85%	92%	88%
Traffic flow and congestion management	72%	77%	74%	79%	75%
Police and fire services	91%	94%	90%	100%	93%
Enforcement of city codes and ordinances	69%	70%	64%	82%	70%
Economic development services	75%	74%	71%	69%	73%
Internal business processes and practices	54%	55%	56%	48%	54%

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:	Area				
	1 and 3	2	4	5	Overall
City's stormwater/runoff management services	67%	76%	69%	68%	71%
City water/sewer services	83%	79%	83%	75%	81%
City parks/programs/facilities	59%	58%	74%	63%	64%
City communications with public	72%	76%	68%	60%	70%
Customer service from city employees	74%	68%	65%	79%	70%
Library services	74%	54%	70%	59%	64%
Land use planning	66%	65%	63%	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:	Area				
	1 and 3	2	4	5	Overall
Quality of public schools	89%	91%	91%	96%	91%
Need for development of existing business and residential areas	71%	72%	75%	70%	72%
Availability of housing	60%	47%	48%	54%	52%
Quality of new development compared to other areas	59%	64%	61%	61%	61%
Attracting commercial development	69%	61%	69%	53%	64%
Preservation of downtown O'Fallon and surrounding neighborhoods	73%	67%	70%	78%	71%
Maintaining existing infrastructure	83%	80%	83%	78%	81%
Expansion and ongoing maintenance of the stormwater system	76%	74%	70%	72%	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:	Area				
	1 and 3	2	4	5	Overall
Balance budget through revenue enhancements (such as new taxes or fees)	29%	24%	33%	22%	28%
Balance budget through expenditure reductions (such as cuts in current service levels)	62%	66%	76%	66%	68%
Balance budget through a combination of revenue enhancements and expenditure reductions	77%	69%	71%	68%	72%