



THE NCSTM

The National Citizen SurveyTM

O'Fallon, IL

Technical Appendices

2018



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Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	21
Appendix C: Detailed Survey Methods	31
Appendix D: Survey Materials	37

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in O'Fallon:	Excellent		Good		Fair		Poor		Total	
O'Fallon as a place to live	42%	N=174	49%	N=204	8%	N=33	1%	N=4	100%	N=416
Your neighborhood as a place to live	41%	N=172	46%	N=189	11%	N=44	2%	N=10	100%	N=415
O'Fallon as a place to raise children	48%	N=182	41%	N=157	11%	N=40	1%	N=2	100%	N=381
O'Fallon as a place to work	24%	N=75	41%	N=128	27%	N=85	7%	N=21	100%	N=308
O'Fallon as a place to visit	19%	N=76	40%	N=159	31%	N=127	10%	N=40	100%	N=402
O'Fallon as a place to retire	25%	N=85	35%	N=122	26%	N=91	13%	N=46	100%	N=344
The overall quality of life in O'Fallon	31%	N=129	57%	N=238	11%	N=45	0%	N=2	100%	N=414

Table 2: Question 2

Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in O'Fallon	42%	N=175	50%	N=208	7%	N=28	1%	N=5	100%	N=416
Overall ease of getting to the places you usually have to visit	36%	N=151	44%	N=181	13%	N=54	7%	N=28	100%	N=414
Quality of overall natural environment in O'Fallon	29%	N=120	50%	N=204	17%	N=71	4%	N=17	100%	N=411
Overall "built environment" of O'Fallon (including overall design, buildings, parks and transportation systems)	25%	N=102	45%	N=185	25%	N=102	6%	N=25	100%	N=415
Health and wellness opportunities in O'Fallon	36%	N=146	46%	N=186	14%	N=58	4%	N=18	100%	N=409
Overall opportunities for education and enrichment	30%	N=116	48%	N=188	19%	N=74	3%	N=12	100%	N=390
Overall economic health of O'Fallon	23%	N=89	53%	N=209	22%	N=86	2%	N=9	100%	N=393
Sense of community	23%	N=94	44%	N=180	24%	N=98	8%	N=34	100%	N=406
Overall image or reputation of O'Fallon	34%	N=142	50%	N=205	15%	N=64	1%	N=2	100%	N=414

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in O'Fallon to someone who asks	49%	N=203	43%	N=178	5%	N=20	3%	N=12	100%	N=414
Remain in O'Fallon for the next five years	52%	N=206	27%	N=107	9%	N=37	12%	N=47	100%	N=397

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Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	77%	N=321	19%	N=80	1%	N=5	1%	N=4	1%	N=6	100%	N=415
In O'Fallon's Downtown area during the day	72%	N=295	24%	N=100	3%	N=10	1%	N=3	0%	N=0	100%	N=408
In O'Fallon's commercial/Interstate area during the day	51%	N=209	39%	N=161	7%	N=29	3%	N=11	0%	N=0	100%	N=409
In your neighborhood at night	54%	N=225	36%	N=151	4%	N=16	4%	N=15	2%	N=8	100%	N=415
In O'Fallon's Downtown area at night	34%	N=134	49%	N=190	12%	N=45	4%	N=17	1%	N=4	100%	N=389
In O'Fallon's commercial/Interstate area at night	29%	N=117	44%	N=175	17%	N=68	8%	N=31	2%	N=7	100%	N=398

Table 5: Question 5

Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	13%	N=54	44%	N=184	24%	N=99	19%	N=80	100%	N=417
Ease of public parking	19%	N=80	39%	N=159	29%	N=120	12%	N=51	100%	N=410
Ease of travel by car in O'Fallon	28%	N=113	40%	N=166	24%	N=99	8%	N=33	100%	N=411
Ease of travel by public transportation in O'Fallon	12%	N=19	34%	N=57	40%	N=66	14%	N=24	100%	N=167
Ease of travel by bicycle in O'Fallon	13%	N=36	32%	N=88	32%	N=88	23%	N=65	100%	N=277
Ease of walking in O'Fallon	21%	N=81	40%	N=156	27%	N=106	12%	N=47	100%	N=390
Availability of paths and walking trails	21%	N=78	33%	N=121	33%	N=121	14%	N=51	100%	N=372
Cleanliness of O'Fallon	30%	N=123	52%	N=214	17%	N=69	2%	N=9	100%	N=416
Overall appearance of O'Fallon	26%	N=109	55%	N=226	17%	N=68	2%	N=9	100%	N=412
Public places where people want to spend time	27%	N=108	42%	N=170	27%	N=109	4%	N=17	100%	N=404
Variety of housing options	23%	N=90	49%	N=190	24%	N=93	4%	N=14	100%	N=386
Availability of affordable quality housing	14%	N=52	39%	N=144	31%	N=115	15%	N=56	100%	N=367
Fitness opportunities (including exercise classes and paths or trails, etc.)	28%	N=110	47%	N=186	18%	N=73	7%	N=27	100%	N=396
Recreational opportunities	24%	N=95	45%	N=180	23%	N=93	7%	N=29	100%	N=398
Availability of affordable quality food	23%	N=94	55%	N=228	20%	N=84	3%	N=11	100%	N=416
Availability of affordable quality health care	38%	N=147	47%	N=184	13%	N=51	2%	N=9	100%	N=391
Availability of preventive health services	36%	N=136	47%	N=179	14%	N=52	3%	N=12	100%	N=379
Availability of affordable quality mental health care	23%	N=47	42%	N=85	20%	N=41	14%	N=28	100%	N=201

Table 6: Question 6

Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	18%	N=38	50%	N=103	23%	N=49	9%	N=18	100%	N=208
K-12 education	38%	N=116	47%	N=144	14%	N=44	1%	N=4	100%	N=307
Adult educational opportunities	16%	N=37	43%	N=97	29%	N=64	12%	N=27	100%	N=224
Opportunities to attend cultural/arts/music activities	12%	N=38	33%	N=106	38%	N=123	17%	N=56	100%	N=323
Employment opportunities	12%	N=33	35%	N=99	39%	N=111	15%	N=42	100%	N=285
Shopping opportunities	21%	N=83	45%	N=183	28%	N=115	6%	N=23	100%	N=404
Cost of living in O'Fallon	7%	N=30	34%	N=141	39%	N=161	19%	N=77	100%	N=410
Overall quality of business and service establishments in O'Fallon	17%	N=69	56%	N=226	25%	N=99	2%	N=9	100%	N=403

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Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Total	
Vibrant downtown/commercial area	7%	N=29	38%	N=156	42%	N=171	12%	N=48	100%	N=404
Overall quality of new development in O'Fallon	22%	N=84	49%	N=187	27%	N=103	2%	N=8	100%	N=382
Opportunities to participate in social events and activities	14%	N=52	42%	N=154	33%	N=121	11%	N=42	100%	N=369
Opportunities to volunteer	15%	N=45	51%	N=153	30%	N=91	4%	N=12	100%	N=301
Opportunities to participate in community matters	16%	N=53	44%	N=144	29%	N=95	10%	N=33	100%	N=325
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=51	52%	N=194	26%	N=96	9%	N=32	100%	N=373
Neighborliness of residents in O'Fallon	20%	N=82	41%	N=165	31%	N=127	8%	N=32	100%	N=405

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	31%	N=128	69%	N=286	100%	N=414
Made efforts to make your home more energy efficient	26%	N=106	74%	N=308	100%	N=414
Observed a code violation or other hazard in O'Fallon	55%	N=226	45%	N=186	100%	N=412
Household member was a victim of a crime in O'Fallon	95%	N=394	5%	N=20	100%	N=414
Reported a crime to the police in O'Fallon	85%	N=350	15%	N=64	100%	N=414
Stocked supplies in preparation for an emergency	65%	N=267	35%	N=146	100%	N=413
Campaigned or advocated for an issue, cause or candidate	81%	N=332	19%	N=79	100%	N=411
Contacted the City of O'Fallon (in-person, phone, email or web) for help or information	51%	N=212	49%	N=201	100%	N=414
Contacted O'Fallon elected officials (in-person, phone, email or web) to express your opinion	83%	N=342	17%	N=69	100%	N=411

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in O'Fallon?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used O'Fallon recreation centers or their services	18%	N=72	22%	N=89	28%	N=114	33%	N=138	100%	N=412
Visited a neighborhood park or City park	21%	N=88	36%	N=148	29%	N=120	13%	N=54	100%	N=410
Used O'Fallon public libraries or their services	13%	N=53	29%	N=121	23%	N=97	35%	N=144	100%	N=414
Participated in religious or spiritual activities in O'Fallon	17%	N=72	21%	N=87	14%	N=56	48%	N=198	100%	N=413
Attended a City-sponsored event	1%	N=5	7%	N=28	40%	N=166	51%	N=212	100%	N=412
Used bus, rail, subway or other public transportation instead of driving	2%	N=9	3%	N=14	10%	N=41	85%	N=348	100%	N=412
Carpooled with other adults or children instead of driving alone	10%	N=43	15%	N=63	15%	N=61	60%	N=246	100%	N=413
Walked or biked instead of driving	11%	N=44	16%	N=67	25%	N=104	48%	N=196	100%	N=411
Volunteered your time to some group/activity in O'Fallon	10%	N=40	12%	N=50	18%	N=75	60%	N=248	100%	N=413
Participated in a club	9%	N=37	10%	N=40	12%	N=48	70%	N=287	100%	N=413
Talked to or visited with your immediate neighbors	37%	N=150	39%	N=163	17%	N=70	7%	N=29	100%	N=412
Done a favor for a neighbor	20%	N=81	27%	N=111	36%	N=146	18%	N=72	100%	N=411

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Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=2	3%	N=12	15%	N=62	82%	N=337	100%	N=413
Watched (online or on television) a local public meeting	0%	N=2	3%	N=11	19%	N=79	78%	N=319	100%	N=410

Table 10: Question 10

Please rate the quality of each of the following services in O'Fallon:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	52%	N=198	38%	N=147	7%	N=25	3%	N=13	100%	N=383
Fire services	57%	N=185	40%	N=129	4%	N=13	0%	N=0	100%	N=327
Ambulance or emergency medical services	55%	N=166	42%	N=126	3%	N=9	0%	N=0	100%	N=301
Crime prevention	37%	N=124	44%	N=146	16%	N=53	2%	N=8	100%	N=331
Fire prevention and education	36%	N=105	50%	N=146	12%	N=36	2%	N=5	100%	N=291
Traffic enforcement	23%	N=84	46%	N=166	20%	N=71	10%	N=38	100%	N=359
Street repair	14%	N=57	40%	N=158	28%	N=111	17%	N=67	100%	N=393
Street cleaning	30%	N=113	39%	N=149	22%	N=84	9%	N=35	100%	N=381
Street lighting	28%	N=111	42%	N=167	24%	N=96	7%	N=27	100%	N=401
Snow removal	20%	N=76	44%	N=166	26%	N=98	9%	N=35	100%	N=375
Sidewalk maintenance	21%	N=79	40%	N=152	28%	N=105	12%	N=44	100%	N=380
Traffic signal timing	18%	N=70	43%	N=169	23%	N=90	16%	N=65	100%	N=394
Bus or transit services	30%	N=48	33%	N=52	27%	N=42	10%	N=16	100%	N=157
Garbage collection	39%	N=153	49%	N=193	10%	N=41	2%	N=7	100%	N=393
Recycling	38%	N=146	48%	N=183	8%	N=31	6%	N=25	100%	N=385
Yard waste pick-up	40%	N=138	47%	N=165	10%	N=34	4%	N=13	100%	N=350
Storm drainage	18%	N=65	52%	N=191	22%	N=81	8%	N=28	100%	N=365
Drinking water	25%	N=98	48%	N=190	15%	N=61	12%	N=49	100%	N=397
Sewer services	28%	N=104	51%	N=192	18%	N=68	4%	N=14	100%	N=378
Utility billing	25%	N=99	48%	N=187	19%	N=74	8%	N=32	100%	N=392
City parks	42%	N=164	51%	N=197	6%	N=25	1%	N=3	100%	N=389
Recreation programs or classes	34%	N=99	49%	N=141	15%	N=44	2%	N=6	100%	N=290
Recreation centers or facilities	33%	N=106	46%	N=146	19%	N=61	2%	N=7	100%	N=320
Land use, planning and zoning	21%	N=64	40%	N=121	28%	N=86	11%	N=35	100%	N=306
Code enforcement (weeds, abandoned buildings, etc.)	21%	N=60	35%	N=102	34%	N=98	10%	N=29	100%	N=289
Economic development	25%	N=86	47%	N=159	24%	N=82	4%	N=12	100%	N=340
Health services	39%	N=138	47%	N=164	13%	N=46	1%	N=3	100%	N=351
Public library services	48%	N=159	40%	N=132	9%	N=30	2%	N=8	100%	N=329
Public information services	26%	N=76	50%	N=146	19%	N=56	5%	N=15	100%	N=293
Cable television	20%	N=61	42%	N=129	24%	N=75	14%	N=42	100%	N=307

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Please rate the quality of each of the following services in O'Fallon:	Excellent		Good		Fair		Poor		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=64	49%	N=135	22%	N=60	6%	N=18	100%	N=276
Preservation of natural areas such as open space, farmlands and greenbelts	18%	N=57	41%	N=127	31%	N=95	10%	N=30	100%	N=309
O'Fallon open space	18%	N=61	43%	N=144	31%	N=103	8%	N=28	100%	N=338
City-sponsored special events	16%	N=49	41%	N=123	33%	N=100	10%	N=30	100%	N=303
Overall customer service by O'Fallon employees (police, receptionists, planners, etc.)	29%	N=106	56%	N=203	12%	N=43	3%	N=11	100%	N=364

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of O'Fallon	28%	N=109	53%	N=208	15%	N=61	4%	N=17	100%	N=397
The Federal Government	8%	N=28	29%	N=104	47%	N=171	17%	N=60	100%	N=363
The State of Illinois	5%	N=20	11%	N=42	27%	N=105	57%	N=218	100%	N=384

Table 12: Question 12

Please rate the following categories of O'Fallon government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to O'Fallon	10%	N=36	30%	N=110	37%	N=137	24%	N=88	100%	N=370
The overall direction that O'Fallon is taking	17%	N=64	47%	N=176	30%	N=112	5%	N=19	100%	N=371
The job O'Fallon government does at welcoming citizen involvement	17%	N=51	36%	N=106	34%	N=101	12%	N=37	100%	N=295
Overall confidence in O'Fallon government	18%	N=66	47%	N=172	26%	N=97	8%	N=31	100%	N=366
Generally acting in the best interest of the community	19%	N=67	49%	N=178	22%	N=81	10%	N=35	100%	N=360
Being honest	20%	N=64	47%	N=149	24%	N=76	10%	N=31	100%	N=320
Treating all residents fairly	20%	N=67	45%	N=148	24%	N=79	11%	N=38	100%	N=332

Table 13: Question 13

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		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in O'Fallon	63%	N=258	32%	N=129	5%	N=21	0%	N=1	100%	N=410
Overall ease of getting to the places you usually have to visit	36%	N=147	47%	N=194	15%	N=63	1%	N=6	100%	N=410
Quality of overall natural environment in O'Fallon	33%	N=133	47%	N=192	19%	N=78	1%	N=2	100%	N=406
Overall "built environment" of O'Fallon (including overall design, buildings, parks and transportation systems)	33%	N=135	47%	N=191	20%	N=81	1%	N=3	100%	N=409
Health and wellness opportunities in O'Fallon	31%	N=128	41%	N=169	26%	N=107	1%	N=5	100%	N=410
Overall opportunities for education and enrichment	40%	N=162	38%	N=154	21%	N=87	1%	N=6	100%	N=409
Overall economic health of O'Fallon	54%	N=221	36%	N=148	9%	N=37	0%	N=1	100%	N=408
Sense of community	34%	N=139	49%	N=201	14%	N=59	2%	N=8	100%	N=407

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Table 14: Question 14

Please indicate the extent to which you support or oppose each of the following options for school consolidation:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
No school consolidation (all school districts to remain as they are today)	27%	N=74	19%	N=53	14%	N=39	40%	N=110	100%	N=277
Consolidation of O'Fallon's K-8 schools only (consolidate District 90 and Central School District; OTHS and Shiloh School District #85 remain as they are today)	23%	N=57	43%	N=105	15%	N=37	20%	N=48	100%	N=246
Consolidation of all K-8 schools in O'Fallon and Shiloh (consolidate District 90, Central School District, and Shiloh School District #85; OTHS to remain as it is today)	25%	N=63	35%	N=89	19%	N=49	20%	N=51	100%	N=251
Consolidation of O'Fallon's School Districts (consolidate District 90, Central School District and OTHS; Shiloh School District 85 to remain as it is today)	31%	N=76	27%	N=67	19%	N=48	23%	N=57	100%	N=249
Total consolidation of public schools in O'Fallon and Shiloh (consolidate District 90, Central School District, Shiloh School District #85, and OTHS)	40%	N=102	25%	N=64	11%	N=29	24%	N=61	100%	N=255

Table 15: Question 15

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:	Essential		Very important		Somewhat important		Not at all important		Total	
Code enforcement & building inspections	21%	N=87	51%	N=207	23%	N=94	5%	N=21	100%	N=408
Economic development	44%	N=179	44%	N=179	11%	N=44	0%	N=1	100%	N=404
Library services	18%	N=74	46%	N=190	29%	N=119	6%	N=26	100%	N=410
Parks & recreation	31%	N=128	50%	N=204	18%	N=72	1%	N=3	100%	N=407
Planning & zoning	32%	N=129	51%	N=204	16%	N=66	0%	N=2	100%	N=401
Public safety (Police, Fire, EMS)	61%	N=246	35%	N=142	4%	N=17	0%	N=1	100%	N=406
Stormwater/drainage	30%	N=124	51%	N=208	18%	N=72	1%	N=5	100%	N=408
Streets & roads	44%	N=178	48%	N=193	8%	N=32	0%	N=2	100%	N=406
Wastewater (sewer)	34%	N=138	49%	N=199	16%	N=66	1%	N=4	100%	N=407
Drinking water	63%	N=256	30%	N=120	7%	N=29	1%	N=2	100%	N=408

Table 16: Question 16

To what extent do you agree or disagree with each of the following statements:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
I can influence decisions affecting O'Fallon	7%	N=29	45%	N=179	30%	N=122	18%	N=72	100%	N=403
I put a lot of time and effort into being part of the O'Fallon community	10%	N=41	41%	N=165	36%	N=145	13%	N=52	100%	N=403
I think O'Fallon has the right mix of businesses, stores, and services	20%	N=79	61%	N=244	14%	N=58	6%	N=22	100%	N=402
I see myself as a member of the O'Fallon community	31%	N=127	50%	N=204	12%	N=49	6%	N=24	100%	N=405
Overall, I am satisfied with my life as a whole these days	46%	N=185	48%	N=196	2%	N=9	4%	N=14	100%	N=404
Overall, I am managing well financially these days	40%	N=163	47%	N=189	11%	N=46	2%	N=8	100%	N=404

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Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	8%	N=33	3%	N=11	5%	N=22	20%	N=80	64%	N=258	100%	N=404
Purchase goods or services from a business located in O'Fallon	0%	N=1	1%	N=3	25%	N=99	54%	N=217	21%	N=85	100%	N=404
Eat at least 5 portions of fruits and vegetables a day	2%	N=8	16%	N=67	36%	N=147	33%	N=132	13%	N=51	100%	N=405
Participate in moderate or vigorous physical activity	2%	N=10	13%	N=54	30%	N=121	35%	N=144	19%	N=79	100%	N=407
Read or watch local news (via television, paper, computer, etc.)	1%	N=3	13%	N=52	21%	N=86	28%	N=114	37%	N=152	100%	N=407
Vote in local elections	9%	N=38	8%	N=33	7%	N=28	27%	N=108	49%	N=198	100%	N=406

Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=73
Very good	48%	N=198
Good	27%	N=111
Fair	6%	N=24
Poor	1%	N=2
Total	100%	N=409

Table 19: Question 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:	Percent	Number
Very positive	11%	N=44
Somewhat positive	32%	N=130
Neutral	49%	N=200
Somewhat negative	8%	N=34
Very negative	0%	N=1
Total	100%	N=409

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=269
Working part time for pay	10%	N=40
Unemployed, looking for paid work	2%	N=9
Unemployed, not looking for paid work	3%	N=13
Fully retired	19%	N=80
Total	100%	N=411

The National Citizen Survey™

Table 21: Question D5

Do you work inside the boundaries of O'Fallon?	Percent	Number
Yes, outside the home	16%	N=64
Yes, from home	9%	N=37
No	75%	N=300
Total	100%	N=401

Table 22: Question D6

How many years have you lived in O'Fallon?	Percent	Number
Less than 2 years	12%	N=49
2 to 5 years	26%	N=106
6 to 10 years	18%	N=72
11 to 20 years	20%	N=80
More than 20 years	25%	N=103
Total	100%	N=410

Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	75%	N=308
Building with two or more homes (duplex, townhome, apartment or condominium)	24%	N=97
Mobile home	1%	N=3
Other	1%	N=3
Total	100%	N=411

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	30%	N=122
Owned	70%	N=290
Total	100%	N=411

Table 25: Question D9

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)?	Percent	Number
Less than \$300 per month	2%	N=7
\$300 to \$599 per month	8%	N=32
\$600 to \$999 per month	23%	N=93
\$1,000 to \$1,499 per month	27%	N=108
\$1,500 to \$2,499 per month	30%	N=123
\$2,500 or more per month	10%	N=38
Total	100%	N=402

The National Citizen Survey™

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	57%	N=232
Yes	43%	N=178
Total	100%	N=410

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	78%	N=318
Yes	22%	N=91
Total	100%	N=410

Table 28: Question D12

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.)	Percent	Number
Less than \$25,000	5%	N=22
\$25,000 to \$49,999	13%	N=49
\$50,000 to \$99,999	33%	N=132
\$100,000 to \$149,999	31%	N=124
\$150,000 or more	17%	N=68
Total	100%	N=395

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=386
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=20
Total	100%	N=406

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=12
Asian, Asian Indian or Pacific Islander	5%	N=21
Black or African American	8%	N=33
White	84%	N=343
Other	4%	N=16

Total may exceed 100% as respondents could select more than one option

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Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	28%	N=114
35 to 44 years	20%	N=83
45 to 54 years	22%	N=89
55 to 64 years	13%	N=55
65 to 74 years	10%	N=42
75 years or older	6%	N=25
Total	100%	N=408

Table 32: Question D16

What is your sex?	Percent	Number
Female	53%	N=213
Male	47%	N=190
Total	100%	N=403

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=304
Land line	9%	N=37
Both	17%	N=69
Total	100%	N=409

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in O'Fallon:	Excellent		Good		Fair		Poor		Don't know		Total	
O'Fallon as a place to live	42%	N=174	49%	N=204	8%	N=33	1%	N=4	0%	N=0	100%	N=416
Your neighborhood as a place to live	41%	N=172	46%	N=189	11%	N=44	2%	N=10	0%	N=0	100%	N=415
O'Fallon as a place to raise children	44%	N=182	38%	N=157	10%	N=40	1%	N=2	8%	N=32	100%	N=414
O'Fallon as a place to work	18%	N=75	31%	N=128	21%	N=85	5%	N=21	25%	N=103	100%	N=412
O'Fallon as a place to visit	19%	N=76	39%	N=159	31%	N=127	10%	N=40	2%	N=8	100%	N=410
O'Fallon as a place to retire	21%	N=85	30%	N=122	22%	N=91	11%	N=46	16%	N=66	100%	N=410
The overall quality of life in O'Fallon	31%	N=129	57%	N=238	11%	N=45	0%	N=2	0%	N=0	100%	N=414

Table 35: Question 2

Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in O'Fallon	42%	N=175	50%	N=208	7%	N=28	1%	N=5	0%	N=0	100%	N=417
Overall ease of getting to the places you usually have to visit	36%	N=151	44%	N=181	13%	N=54	7%	N=28	0%	N=0	100%	N=414
Quality of overall natural environment in O'Fallon	29%	N=120	49%	N=204	17%	N=71	4%	N=17	1%	N=3	100%	N=414
Overall "built environment" of O'Fallon (including overall design, buildings, parks and transportation systems)	25%	N=102	45%	N=185	25%	N=102	6%	N=25	0%	N=0	100%	N=415
Health and wellness opportunities in O'Fallon	35%	N=146	45%	N=186	14%	N=58	4%	N=18	1%	N=6	100%	N=415
Overall opportunities for education and enrichment	28%	N=116	45%	N=188	18%	N=74	3%	N=12	6%	N=24	100%	N=414
Overall economic health of O'Fallon	22%	N=89	50%	N=209	21%	N=86	2%	N=9	5%	N=22	100%	N=415
Sense of community	23%	N=94	43%	N=180	24%	N=98	8%	N=34	2%	N=7	100%	N=413
Overall image or reputation of O'Fallon	34%	N=142	50%	N=205	15%	N=64	1%	N=2	0%	N=1	100%	N=415

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in O'Fallon to someone who asks	49%	N=203	43%	N=178	5%	N=20	3%	N=12	0%	N=1	100%	N=415
Remain in O'Fallon for the next five years	50%	N=206	26%	N=107	9%	N=37	11%	N=47	4%	N=15	100%	N=413

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	77%	N=321	19%	N=80	1%	N=5	1%	N=4	1%	N=6	0%	N=0	100%	N=415
In O'Fallon's Downtown area during the day	71%	N=295	24%	N=100	3%	N=10	1%	N=3	0%	N=0	2%	N=7	100%	N=415
In O'Fallon's commercial/Interstate area during the day	51%	N=209	39%	N=161	7%	N=29	3%	N=11	0%	N=0	1%	N=3	100%	N=412
In your neighborhood at night	54%	N=225	36%	N=151	4%	N=16	4%	N=15	2%	N=8	0%	N=0	100%	N=415

The National Citizen Survey™

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In O'Fallon's Downtown area at night	32%	N=134	46%	N=190	11%	N=45	4%	N=17	1%	N=4	6%	N=26	100%	N=415
In O'Fallon's commercial/Interstate area at night	28%	N=117	42%	N=175	17%	N=68	7%	N=31	2%	N=7	4%	N=17	100%	N=414

Table 38: Question 5

Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	13%	N=54	44%	N=184	24%	N=99	19%	N=80	0%	N=0	100%	N=417
Ease of public parking	19%	N=80	38%	N=159	29%	N=120	12%	N=51	1%	N=6	100%	N=416
Ease of travel by car in O'Fallon	27%	N=113	40%	N=166	24%	N=99	8%	N=33	1%	N=4	100%	N=414
Ease of travel by public transportation in O'Fallon	5%	N=19	14%	N=57	16%	N=66	6%	N=24	60%	N=245	100%	N=412
Ease of travel by bicycle in O'Fallon	9%	N=36	22%	N=88	22%	N=88	16%	N=65	32%	N=130	100%	N=406
Ease of walking in O'Fallon	20%	N=81	38%	N=156	26%	N=106	11%	N=47	5%	N=22	100%	N=412
Availability of paths and walking trails	19%	N=78	29%	N=121	29%	N=121	12%	N=51	10%	N=40	100%	N=412
Cleanliness of O'Fallon	30%	N=123	52%	N=214	17%	N=69	2%	N=9	0%	N=0	100%	N=416
Overall appearance of O'Fallon	26%	N=109	55%	N=226	17%	N=68	2%	N=9	0%	N=0	100%	N=412
Public places where people want to spend time	26%	N=108	41%	N=170	27%	N=109	4%	N=17	1%	N=6	100%	N=410
Variety of housing options	22%	N=90	46%	N=190	23%	N=93	3%	N=14	6%	N=25	100%	N=411
Availability of affordable quality housing	13%	N=52	35%	N=144	28%	N=115	14%	N=56	10%	N=42	100%	N=409
Fitness opportunities (including exercise classes and paths or trails, etc.)	27%	N=110	45%	N=186	18%	N=73	7%	N=27	4%	N=16	100%	N=412
Recreational opportunities	23%	N=95	44%	N=180	22%	N=93	7%	N=29	4%	N=16	100%	N=414
Availability of affordable quality food	23%	N=94	55%	N=228	20%	N=84	3%	N=11	0%	N=0	100%	N=416
Availability of affordable quality health care	35%	N=147	44%	N=184	12%	N=51	2%	N=9	6%	N=23	100%	N=414
Availability of preventive health services	33%	N=136	43%	N=179	13%	N=52	3%	N=12	9%	N=38	100%	N=417
Availability of affordable quality mental health care	11%	N=47	21%	N=85	10%	N=41	7%	N=28	51%	N=211	100%	N=412

Table 39: Question 6

Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	9%	N=38	25%	N=103	12%	N=49	4%	N=18	49%	N=202	100%	N=410
K-12 education	28%	N=116	35%	N=144	11%	N=44	1%	N=4	25%	N=102	100%	N=410
Adult educational opportunities	9%	N=37	24%	N=97	16%	N=64	6%	N=27	45%	N=186	100%	N=410
Opportunities to attend cultural/arts/music activities	9%	N=38	27%	N=106	31%	N=123	14%	N=56	19%	N=78	100%	N=400
Employment opportunities	8%	N=33	24%	N=99	27%	N=111	10%	N=42	30%	N=125	100%	N=410
Shopping opportunities	20%	N=83	45%	N=183	28%	N=115	5%	N=23	1%	N=5	100%	N=409
Cost of living in O'Fallon	7%	N=30	34%	N=141	39%	N=161	19%	N=77	0%	N=1	100%	N=411
Overall quality of business and service establishments in O'Fallon	17%	N=69	55%	N=226	24%	N=99	2%	N=9	2%	N=10	100%	N=413
Vibrant downtown/commercial area	7%	N=29	38%	N=156	42%	N=171	12%	N=48	2%	N=7	100%	N=412
Overall quality of new development in O'Fallon	21%	N=84	46%	N=187	25%	N=103	2%	N=8	6%	N=25	100%	N=408
Opportunities to participate in social events and activities	12%	N=52	37%	N=154	29%	N=121	10%	N=42	11%	N=46	100%	N=414

The National Citizen Survey™

Please rate each of the following characteristics as they relate to O'Fallon as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Opportunities to volunteer	11%	N=45	37%	N=153	22%	N=91	3%	N=12	27%	N=111	100%	N=412
Opportunities to participate in community matters	13%	N=53	35%	N=144	23%	N=95	8%	N=33	21%	N=85	100%	N=410
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=51	48%	N=194	23%	N=96	8%	N=32	9%	N=36	100%	N=408
Neighborliness of residents in O'Fallon	20%	N=82	40%	N=165	31%	N=127	8%	N=32	0%	N=2	100%	N=407

Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	31%	N=128	69%	N=286	100%	N=414
Made efforts to make your home more energy efficient	26%	N=106	74%	N=308	100%	N=414
Observed a code violation or other hazard in O'Fallon	55%	N=226	45%	N=186	100%	N=412
Household member was a victim of a crime in O'Fallon	95%	N=394	5%	N=20	100%	N=414
Reported a crime to the police in O'Fallon	85%	N=350	15%	N=64	100%	N=414
Stocked supplies in preparation for an emergency	65%	N=267	35%	N=146	100%	N=413
Campaigned or advocated for an issue, cause or candidate	81%	N=332	19%	N=79	100%	N=411
Contacted the City of O'Fallon (in-person, phone, email or web) for help or information	51%	N=212	49%	N=201	100%	N=414
Contacted O'Fallon elected officials (in-person, phone, email or web) to express your opinion	83%	N=342	17%	N=69	100%	N=411

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in O'Fallon?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used O'Fallon recreation centers or their services	18%	N=72	22%	N=89	28%	N=114	33%	N=138	100%	N=412
Visited a neighborhood park or City park	21%	N=88	36%	N=148	29%	N=120	13%	N=54	100%	N=410
Used O'Fallon public libraries or their services	13%	N=53	29%	N=121	23%	N=97	35%	N=144	100%	N=414
Participated in religious or spiritual activities in O'Fallon	17%	N=72	21%	N=87	14%	N=56	48%	N=198	100%	N=413
Attended a City-sponsored event	1%	N=5	7%	N=28	40%	N=166	51%	N=212	100%	N=412
Used bus, rail, subway or other public transportation instead of driving	2%	N=9	3%	N=14	10%	N=41	85%	N=348	100%	N=412
Carpooled with other adults or children instead of driving alone	10%	N=43	15%	N=63	15%	N=61	60%	N=246	100%	N=413
Walked or biked instead of driving	11%	N=44	16%	N=67	25%	N=104	48%	N=196	100%	N=411
Volunteered your time to some group/activity in O'Fallon	10%	N=40	12%	N=50	18%	N=75	60%	N=248	100%	N=413
Participated in a club	9%	N=37	10%	N=40	12%	N=48	70%	N=287	100%	N=413
Talked to or visited with your immediate neighbors	37%	N=150	39%	N=163	17%	N=70	7%	N=29	100%	N=412
Done a favor for a neighbor	20%	N=81	27%	N=111	36%	N=146	18%	N=72	100%	N=411

The National Citizen Survey™

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=2	3%	N=12	15%	N=62	82%	N=337	100%	N=413
Watched (online or on television) a local public meeting	0%	N=2	3%	N=11	19%	N=79	78%	N=319	100%	N=410

Table 43: Question 10

Please rate the quality of each of the following services in O'Fallon:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	49%	N=198	36%	N=147	6%	N=25	3%	N=13	6%	N=24	100%	N=407
Fire services	45%	N=185	32%	N=129	3%	N=13	0%	N=0	20%	N=80	100%	N=407
Ambulance or emergency medical services	41%	N=166	31%	N=126	2%	N=9	0%	N=0	26%	N=105	100%	N=406
Crime prevention	31%	N=124	36%	N=146	13%	N=53	2%	N=8	19%	N=75	100%	N=406
Fire prevention and education	26%	N=105	36%	N=146	9%	N=36	1%	N=5	28%	N=115	100%	N=406
Traffic enforcement	21%	N=84	41%	N=166	18%	N=71	9%	N=38	12%	N=48	100%	N=408
Street repair	14%	N=57	39%	N=158	27%	N=111	17%	N=67	3%	N=12	100%	N=405
Street cleaning	28%	N=113	37%	N=149	21%	N=84	8%	N=35	7%	N=27	100%	N=407
Street lighting	27%	N=111	41%	N=167	24%	N=96	7%	N=27	2%	N=7	100%	N=408
Snow removal	19%	N=76	41%	N=166	24%	N=98	9%	N=35	7%	N=27	100%	N=402
Sidewalk maintenance	19%	N=79	37%	N=152	26%	N=105	11%	N=44	6%	N=25	100%	N=406
Traffic signal timing	17%	N=70	42%	N=169	22%	N=90	16%	N=65	3%	N=13	100%	N=407
Bus or transit services	12%	N=48	13%	N=52	10%	N=42	4%	N=16	61%	N=246	100%	N=403
Garbage collection	38%	N=153	48%	N=193	10%	N=41	2%	N=7	3%	N=11	100%	N=404
Recycling	36%	N=146	45%	N=183	8%	N=31	6%	N=25	5%	N=20	100%	N=405
Yard waste pick-up	34%	N=138	41%	N=165	8%	N=34	3%	N=13	13%	N=54	100%	N=404
Storm drainage	16%	N=65	47%	N=191	20%	N=81	7%	N=28	9%	N=38	100%	N=403
Drinking water	24%	N=98	47%	N=190	15%	N=61	12%	N=49	2%	N=8	100%	N=406
Sewer services	26%	N=104	47%	N=192	17%	N=68	4%	N=14	7%	N=28	100%	N=406
Utility billing	25%	N=99	46%	N=187	18%	N=74	8%	N=32	3%	N=11	100%	N=403
City parks	40%	N=164	48%	N=197	6%	N=25	1%	N=3	5%	N=19	100%	N=408
Recreation programs or classes	25%	N=99	35%	N=141	11%	N=44	2%	N=6	28%	N=110	100%	N=400
Recreation centers or facilities	26%	N=106	36%	N=146	15%	N=61	2%	N=7	21%	N=84	100%	N=404
Land use, planning and zoning	16%	N=64	30%	N=121	21%	N=86	9%	N=35	24%	N=98	100%	N=404
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=60	25%	N=102	24%	N=98	7%	N=29	28%	N=113	100%	N=402
Economic development	21%	N=86	39%	N=159	20%	N=82	3%	N=12	16%	N=63	100%	N=404
Health services	34%	N=138	40%	N=164	11%	N=46	1%	N=3	14%	N=55	100%	N=406
Public library services	39%	N=159	32%	N=132	7%	N=30	2%	N=8	19%	N=78	100%	N=407
Public information services	19%	N=76	37%	N=146	14%	N=56	4%	N=15	26%	N=105	100%	N=398
Cable television	15%	N=61	32%	N=129	19%	N=75	11%	N=42	23%	N=92	100%	N=399

The National Citizen Survey™

Please rate the quality of each of the following services in O'Fallon:	Excellent		Good		Fair		Poor		Don't know		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=64	34%	N=135	15%	N=60	4%	N=18	31%	N=122	100%	N=399
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=57	32%	N=127	24%	N=95	8%	N=30	22%	N=89	100%	N=397
O'Fallon open space	15%	N=61	36%	N=144	26%	N=103	7%	N=28	16%	N=65	100%	N=403
City-sponsored special events	12%	N=49	31%	N=123	25%	N=100	8%	N=30	24%	N=95	100%	N=398
Overall customer service by O'Fallon employees (police, receptionists, planners, etc.)	27%	N=106	51%	N=203	11%	N=43	3%	N=11	9%	N=36	100%	N=400

Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of O'Fallon	27%	N=109	51%	N=208	15%	N=61	4%	N=17	3%	N=12	100%	N=408
The Federal Government	7%	N=28	26%	N=104	42%	N=171	15%	N=60	10%	N=42	100%	N=405
The State of Illinois	5%	N=20	10%	N=42	26%	N=105	53%	N=218	6%	N=24	100%	N=408

Table 45: Question 12

Please rate the following categories of O'Fallon government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to O'Fallon	9%	N=36	27%	N=110	34%	N=137	22%	N=88	9%	N=36	100%	N=406
The overall direction that O'Fallon is taking	16%	N=64	43%	N=176	28%	N=112	5%	N=19	8%	N=34	100%	N=405
The job O'Fallon government does at welcoming citizen involvement	13%	N=51	26%	N=106	25%	N=101	9%	N=37	27%	N=109	100%	N=404
Overall confidence in O'Fallon government	16%	N=66	42%	N=172	24%	N=97	8%	N=31	10%	N=41	100%	N=407
Generally acting in the best interest of the community	17%	N=67	44%	N=178	20%	N=81	9%	N=35	11%	N=46	100%	N=406
Being honest	16%	N=64	36%	N=149	19%	N=76	8%	N=31	22%	N=88	100%	N=408
Treating all residents fairly	17%	N=67	36%	N=148	19%	N=79	9%	N=38	18%	N=75	100%	N=407

Table 46: Question 13

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		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in O'Fallon	63%	N=258	32%	N=129	5%	N=21	0%	N=1	100%	N=410
Overall ease of getting to the places you usually have to visit	36%	N=147	47%	N=194	15%	N=63	1%	N=6	100%	N=410
Quality of overall natural environment in O'Fallon	33%	N=133	47%	N=192	19%	N=78	1%	N=2	100%	N=406
Overall "built environment" of O'Fallon (including overall design, buildings, parks and transportation systems)	33%	N=135	47%	N=191	20%	N=81	1%	N=3	100%	N=409
Health and wellness opportunities in O'Fallon	31%	N=128	41%	N=169	26%	N=107	1%	N=5	100%	N=410
Overall opportunities for education and enrichment	40%	N=162	38%	N=154	21%	N=87	1%	N=6	100%	N=409
Overall economic health of O'Fallon	54%	N=221	36%	N=148	9%	N=37	0%	N=1	100%	N=408
Sense of community	34%	N=139	49%	N=201	14%	N=59	2%	N=8	100%	N=407

The National Citizen Survey™

Table 47: Question 14

Please indicate the extent to which you support or oppose each of the following options for school consolidation:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
No school consolidation (all school districts to remain as they are today)	19%	N=74	13%	N=53	10%	N=39	28%	N=110	30%	N=120	100%	N=397
Consolidation of O'Fallon's K-8 schools only (consolidate District 90 and Central School District; OTHS and Shiloh School District #85 remain as they are today)	14%	N=57	27%	N=105	9%	N=37	12%	N=48	37%	N=146	100%	N=392
Consolidation of all K-8 schools in O'Fallon and Shiloh (consolidate District 90, Central School District, and Shiloh School District #85; OTHS to remain as it is today)	16%	N=63	22%	N=89	12%	N=49	13%	N=51	37%	N=146	100%	N=397
Consolidation of O'Fallon's School Districts (consolidate District 90, Central School District and OTHS; Shiloh School District 85 to remain as it is today)	19%	N=76	17%	N=67	12%	N=48	14%	N=57	37%	N=148	100%	N=397
Total consolidation of public schools in O'Fallon and Shiloh (consolidate District 90, Central School District, Shiloh School District #85, and OTHS)	26%	N=102	16%	N=64	7%	N=29	15%	N=61	36%	N=143	100%	N=398

Table 48: Question 15

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:	Essential		Very important		Somewhat important		Not at all important		Total	
Code enforcement & building inspections	21%	N=87	51%	N=207	23%	N=94	5%	N=21	100%	N=408
Economic development	44%	N=179	44%	N=179	11%	N=44	0%	N=1	100%	N=404
Library services	18%	N=74	46%	N=190	29%	N=119	6%	N=26	100%	N=410
Parks & recreation	31%	N=128	50%	N=204	18%	N=72	1%	N=3	100%	N=407
Planning & zoning	32%	N=129	51%	N=204	16%	N=66	0%	N=2	100%	N=401
Public safety (Police, Fire, EMS)	61%	N=246	35%	N=142	4%	N=17	0%	N=1	100%	N=406
Stormwater/drainage	30%	N=124	51%	N=208	18%	N=72	1%	N=5	100%	N=408
Streets & roads	44%	N=178	48%	N=193	8%	N=32	0%	N=2	100%	N=406
Wastewater (sewer)	34%	N=138	49%	N=199	16%	N=66	1%	N=4	100%	N=407
Drinking water	63%	N=256	30%	N=120	7%	N=29	1%	N=2	100%	N=408

Table 49: Question 16

To what extent do you agree or disagree with each of the following statements:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
I can influence decisions affecting O'Fallon	7%	N=29	45%	N=179	30%	N=122	18%	N=72	100%	N=403
I put a lot of time and effort into being part of the O'Fallon community	10%	N=41	41%	N=165	36%	N=145	13%	N=52	100%	N=403
I think O'Fallon has the right mix of businesses, stores, and services	20%	N=79	61%	N=244	14%	N=58	6%	N=22	100%	N=402
I see myself as a member of the O'Fallon community	31%	N=127	50%	N=204	12%	N=49	6%	N=24	100%	N=405
Overall, I am satisfied with my life as a whole these days	46%	N=185	48%	N=196	2%	N=9	4%	N=14	100%	N=404
Overall, I am managing well financially these days	40%	N=163	47%	N=189	11%	N=46	2%	N=8	100%	N=404

The National Citizen Survey™

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	8%	N=33	3%	N=11	5%	N=22	20%	N=80	64%	N=258	100%	N=404
Purchase goods or services from a business located in O'Fallon	0%	N=1	1%	N=3	25%	N=99	54%	N=217	21%	N=85	100%	N=404
Eat at least 5 portions of fruits and vegetables a day	2%	N=8	16%	N=67	36%	N=147	33%	N=132	13%	N=51	100%	N=405
Participate in moderate or vigorous physical activity	2%	N=10	13%	N=54	30%	N=121	35%	N=144	19%	N=79	100%	N=407
Read or watch local news (via television, paper, computer, etc.)	1%	N=3	13%	N=52	21%	N=86	28%	N=114	37%	N=152	100%	N=407
Vote in local elections	9%	N=38	8%	N=33	7%	N=28	27%	N=108	49%	N=198	100%	N=406

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=73
Very good	48%	N=198
Good	27%	N=111
Fair	6%	N=24
Poor	1%	N=2
Total	100%	N=409

Table 52: Question 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:	Percent	Number
Very positive	11%	N=44
Somewhat positive	32%	N=130
Neutral	49%	N=200
Somewhat negative	8%	N=34
Very negative	0%	N=1
Total	100%	N=409

Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=269
Working part time for pay	10%	N=40
Unemployed, looking for paid work	2%	N=9
Unemployed, not looking for paid work	3%	N=13
Fully retired	19%	N=80
Total	100%	N=411

The National Citizen Survey™

Table 54: Question D5

Do you work inside the boundaries of O'Fallon?	Percent	Number
Yes, outside the home	16%	N=64
Yes, from home	9%	N=37
No	75%	N=300
Total	100%	N=401

Table 55: Question D6

How many years have you lived in O'Fallon?	Percent	Number
Less than 2 years	12%	N=49
2 to 5 years	26%	N=106
6 to 10 years	18%	N=72
11 to 20 years	20%	N=80
More than 20 years	25%	N=103
Total	100%	N=410

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	75%	N=308
Building with two or more homes (duplex, townhome, apartment or condominium)	24%	N=97
Mobile home	1%	N=3
Other	1%	N=3
Total	100%	N=411

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	30%	N=122
Owned	70%	N=290
Total	100%	N=411

Table 58: Question D9

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)?	Percent	Number
Less than \$300 per month	2%	N=7
\$300 to \$599 per month	8%	N=32
\$600 to \$999 per month	23%	N=93
\$1,000 to \$1,499 per month	27%	N=108
\$1,500 to \$2,499 per month	30%	N=123
\$2,500 or more per month	10%	N=38
Total	100%	N=402

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Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	57%	N=232
Yes	43%	N=178
Total	100%	N=410

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	78%	N=318
Yes	22%	N=91
Total	100%	N=410

Table 61: Question D12

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.)	Percent	Number
Less than \$25,000	5%	N=22
\$25,000 to \$49,999	13%	N=49
\$50,000 to \$99,999	33%	N=132
\$100,000 to \$149,999	31%	N=124
\$150,000 or more	17%	N=68
Total	100%	N=395

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=386
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=20
Total	100%	N=406

Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=12
Asian, Asian Indian or Pacific Islander	5%	N=21
Black or African American	8%	N=33
White	84%	N=343
Other	4%	N=16

Total may exceed 100% as respondents could select more than one option.

The National Citizen Survey™

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	28%	N=114
35 to 44 years	20%	N=83
45 to 54 years	22%	N=89
55 to 64 years	13%	N=55
65 to 74 years	10%	N=42
75 years or older	6%	N=25
Total	100%	N=408

Table 65: Question D16

What is your sex?	Percent	Number
Female	53%	N=213
Male	47%	N=190
Total	100%	N=403

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	74%	N=304
Land line	9%	N=37
Both	17%	N=69
Total	100%	N=409

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating 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. The City of O'Fallon chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is O'Fallon's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," 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. The second column is the rank assigned to O'Fallon's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of O'Fallon's rating to the benchmark.

In that final column, 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. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in O'Fallon	89%	164	480	Similar
Overall image or reputation of O'Fallon	84%	88	367	Higher
O'Fallon as a place to live	91%	165	412	Similar
Your neighborhood as a place to live	87%	122	328	Similar
O'Fallon as a place to raise children	89%	110	401	Similar
O'Fallon as a place to retire	60%	226	375	Similar
Overall appearance of O'Fallon	81%	133	376	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in O'Fallon	92%	100	351	Similar
	In your neighborhood during the day	97%	128	373	Similar
	In O'Fallon's downtown/commercial area during the day	97%	78	327	Similar
Mobility	Overall ease of getting to the places you usually have to visit	80%	81	254	Similar
	Availability of paths and walking trails	54%	215	328	Similar
	Ease of walking in O'Fallon	61%	174	316	Similar
	Ease of travel by bicycle in O'Fallon	45%	202	318	Similar
	Ease of travel by public transportation in O'Fallon	46%	59	214	Similar
	Ease of travel by car in O'Fallon	68%	106	317	Similar
	Ease of public parking	58%	81	212	Similar
	Traffic flow on major streets	57%	128	361	Similar
	Quality of overall natural environment in O'Fallon	79%	148	289	Similar
Natural Environment	Cleanliness of O'Fallon	81%	115	296	Similar
Built Environment	Overall "built environment" of O'Fallon (including overall design, buildings, parks and transportation systems)	69%	57	243	Similar
	Overall quality of new development in O'Fallon	71%	31	301	Higher
	Availability of affordable quality housing	53%	74	314	Similar
	Variety of housing options	73%	35	292	Higher
	Public places where people want to spend time	69%	90	236	Similar
Economy	Overall economic health of O'Fallon	76%	73	249	Similar
	Vibrant downtown/commercial area	46%	126	227	Similar
	Overall quality of business and service establishments in O'Fallon	73%	78	283	Similar
	Cost of living in O'Fallon	42%	141	246	Similar
	Shopping opportunities	66%	107	307	Similar
	Employment opportunities	46%	105	323	Similar
	O'Fallon as a place to visit	59%	163	265	Similar
	O'Fallon as a place to work	66%	145	378	Similar
	Health and wellness opportunities in O'Fallon	81%	50	244	Similar
	Availability of affordable quality mental health care	66%	26	215	Higher
Recreation and Wellness	Availability of preventive health services	83%	13	244	Higher
	Availability of affordable quality health care	85%	9	271	Higher
	Availability of affordable quality food	77%	57	249	Similar
	Recreational opportunities	69%	143	311	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	75%	94	234	Similar
	Overall opportunities for education and enrichment	78%	79	246	Similar
Education and Enrichment	Opportunities to attend cultural/arts/music activities	45%	226	309	Similar
	Adult educational opportunities	60%	111	223	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	K-12 education	85%	79	283	Higher
	Availability of affordable quality child care/preschool	68%	48	262	Similar
	Opportunities to participate in social events and activities	56%	184	272	Similar
	Neighborhoodness of O'Fallon	61%	121	238	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	66%	144	305	Similar
Community Engagement	Opportunities to participate in community matters	61%	173	284	Similar
	Opportunities to volunteer	66%	184	275	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of O'Fallon	80%	137	453	Similar
Overall customer service by O'Fallon employees (police, receptionists, planners, etc.)	85%	101	396	Similar
Value of services for the taxes paid to O'Fallon	39%	342	422	Similar
Overall direction that O'Fallon is taking	65%	92	333	Similar
Job O'Fallon government does at welcoming citizen involvement	53%	125	332	Similar
Overall confidence in O'Fallon government	65%	48	249	Similar
Generally acting in the best interest of the community	68%	55	249	Similar
Being honest	66%	63	241	Similar
Treating all residents fairly	65%	73	246	Similar
Services provided by the Federal Government	36%	113	258	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police/Sheriff services	90%	55	491	Higher
	Fire services	96%	71	411	Similar
	Ambulance or emergency medical services	97%	50	371	Similar
	Crime prevention	82%	65	380	Higher
	Fire prevention and education	86%	78	300	Similar
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	72%	76	289	Similar
	Traffic enforcement	70%	129	393	Similar
	Street repair	55%	156	417	Similar
	Street cleaning	69%	89	336	Similar
	Street lighting	69%	42	348	Similar
	Snow removal	65%	142	308	Similar
	Sidewalk maintenance	61%	96	339	Similar
	Traffic signal timing	61%	55	274	Similar
Mobility	Bus or transit services	63%	37	238	Higher
	Garbage collection	88%	104	376	Similar
	Recycling	85%	117	378	Similar
	Yard waste pick-up	87%	41	285	Similar
	Drinking water	72%	172	336	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	60%	124	267	Similar
	O'Fallon open space	61%	96	224	Similar
Built Environment	Storm drainage	70%	151	374	Similar
	Sewer services	78%	142	340	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Utility billing	73%	86	218	Similar
	Land use, planning and zoning	61%	42	319	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	56%	87	408	Similar
	Cable television	62%	46	210	Similar
Economy	Economic development	72%	22	299	Higher
Recreation and Wellness	City parks	93%	61	344	Similar
	Recreation programs or classes	83%	52	344	Higher
	Recreation centers or facilities	79%	59	289	Similar
	Health services	86%	6	225	Higher
Education and Enrichment	City-sponsored special events	57%	199	269	Similar
	Public library services	88%	88	362	Similar
Community Engagement	Public information services	76%	75	298	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	67%	124	325	Similar
Recommend living in O'Fallon to someone who asks	92%	92	297	Similar
Remain in O'Fallon for the next five years	79%	228	288	Similar
Contacted O'Fallon (in-person, phone, email or web) for help or information	49%	119	335	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	35%	97	215	Similar
	Did NOT report a crime to the police	85%	58	241	Similar
	Household member was NOT a victim of a crime	95%	10	285	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	15%	112	195	Lower
	Carpooled with other adults or children instead of driving alone	40%	141	228	Similar
	Walked or biked instead of driving	52%	151	237	Similar
Natural Environment	Made efforts to conserve water	69%	216	223	Lower
	Made efforts to make your home more energy efficient	74%	144	224	Similar
	Recycle at home	89%	146	268	Similar
Built Environment	Did NOT observe a code violation or other hazard in O'Fallon	55%	116	230	Similar
	NOT experiencing housing costs stress	79%	37	265	Higher
Economy	Purchase goods or services from a business located in O'Fallon	99%	10	234	Similar
	Economy will have positive impact on income	43%	28	266	Higher
	Work inside boundaries of O'Fallon	25%	202	235	Lower
Recreation and Wellness	Used O'Fallon recreation centers or their services	67%	40	246	Similar
	Visited a neighborhood park or City park	87%	109	280	Similar
	Eat at least 5 portions of fruits and vegetables a day	82%	142	226	Similar
	Participate in moderate or vigorous physical activity	84%	125	230	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	In very good to excellent health	66%	102	230	Similar
	Used O'Fallon public libraries or their services	65%	110	253	Similar
	Participated in religious or spiritual activities in O'Fallon	52%	67	207	Similar
	Attended City-sponsored event	49%	170	237	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	161	218	Similar
	Contacted O'Fallon elected officials (in-person, phone, email or web) to express your opinion	17%	129	233	Similar
	Volunteered your time to some group/activity in O'Fallon	40%	132	274	Similar
	Participated in a club	30%	82	249	Similar
	Talked to or visited with your immediate neighbors	93%	75	231	Similar
	Done a favor for a neighbor	82%	109	227	Similar
	Attended a local public meeting	18%	185	274	Similar
	Watched (online or on television) a local public meeting	22%	124	235	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	93	235	Similar
	Vote in local elections	82%	159	268	Similar

Communities included in national comparisons

The communities included in O'Fallon's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO 441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA 98,970
 Albert Lea city, MN 18,016
 Alexandria city, VA 139,966
 Algonquin village, IL 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 American Canyon city, CA 19,454
 Ames city, IA 58,965
 Andover CDP, MA 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI 113,934
 Annapolis city, MD 38,394
 Apache Junction city, AZ 35,840
 Arapahoe County, CO 572,003
 Arkansas City city, AR 366
 Arlington city, TX 365,438
 Arvada city, CO 106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, MA 16,593
 Ashland town, VA 7,225
 Aspen city, CO 6,658
 Athens-Clarke County, GA 115,452
 Auburn city, AL 53,380
 Augusta CCD, GA 134,777
 Aurora city, CO 325,078
 Austin city, TX 790,390
 Avon town, CO 6,447
 Avon town, IN 12,446
 Avondale city, AZ 76,238

Azusa city, CA 46,361
 Bainbridge Island city, WA 23,025
 Baltimore city, MD 620,961
 Bartonville town, TX 1,469
 Battle Creek city, MI 52,347
 Bay City city, MI 34,932
 Bay Village city, OH 15,651
 Baytown city, TX 71,802
 Bedford city, TX 46,979
 Bedford town, MA 13,320
 Bellevue city, WA 122,363
 Bellingham city, WA 80,885
 Benbrook city, TX 21,234
 Bend city, OR 76,639
 Bethlehem township, PA 23,730
 Bettendorf city, IA 33,217
 Billings city, MT 104,170
 Blaine city, MN 57,186
 Bloomfield Hills city, MI 3,869
 Bloomington city, IN 80,405
 Bloomington city, MN 82,893
 Blue Springs city, MO 52,575
 Boise City city, ID 205,671
 Bonner Springs city, KS 7,314
 Boone County, KY 118,811
 Boulder city, CO 97,385
 Bowling Green city, KY 58,067
 Bozeman city, MT 37,280
 Brentwood city, MO 8,055
 Brentwood city, TN 37,060
 Brighton city, CO 33,352
 Brighton city, MI 7,444
 Bristol city, TN 26,702

The National Citizen Survey™

Broken Arrow city, OK.....	98,850	Corvallis city, OR.....	54,462
Brookfield city, WI.....	37,920	Cottonwood Heights city, UT.....	33,433
Brookline CDP, MA.....	58,732	Creve Coeur city, MO.....	17,833
Brooklyn Center city, MN.....	30,104	Cross Roads town, TX.....	1,563
Brooklyn city, OH.....	11,169	Cupertino city, CA.....	58,302
Broomfield city, CO.....	55,889	Dacono city, CO.....	4,152
Brownsburg town, IN.....	21,285	Dade City city, FL.....	6,437
Buffalo Grove village, IL.....	41,496	Dakota County, MN.....	398,552
Burien city, WA.....	33,313	Dallas city, OR.....	14,583
Burleson city, TX.....	36,690	Dallas city, TX.....	1,197,816
Burlingame city, CA.....	28,806	Danville city, KY.....	16,218
Cabarrus County, NC.....	178,011	Dardenne Prairie city, MO.....	11,494
Cambridge city, MA.....	105,162	Darien city, IL.....	22,086
Canandaigua city, NY.....	10,545	Davenport city, FL.....	2,888
Cannon Beach city, OR.....	1,690	Davenport city, IA.....	99,685
Cañon City city, CO.....	16,400	Davidson town, NC.....	10,944
Canton city, SD.....	3,057	Dayton city, OH.....	141,527
Cape Coral city, FL.....	154,305	Dayton town, WY.....	757
Cape Girardeau city, MO.....	37,941	Dearborn city, MI.....	98,153
Carlisle borough, PA.....	18,682	Decatur city, GA.....	19,335
Carlsbad city, CA.....	105,328	Del Mar city, CA.....	4,161
Carroll city, IA.....	10,103	DeLand city, FL.....	27,031
Cartersville city, GA.....	19,731	Delaware city, OH.....	34,753
Cary town, NC.....	135,234	Delray Beach city, FL.....	60,522
Castine town, ME.....	1,366	Denison city, TX.....	22,682
Castle Pines North city, CO.....	10,360	Denton city, TX.....	113,383
Castle Rock town, CO.....	48,231	Denver city, CO.....	600,158
Cedar Hill city, TX.....	45,028	Derby city, KS.....	22,158
Cedar Rapids city, IA.....	126,326	Des Moines city, IA.....	203,433
Celina city, TX.....	6,028	Des Peres city, MO.....	8,373
Centennial city, CO.....	100,377	Destin city, FL.....	12,305
Chandler city, AZ.....	236,123	Dothan city, AL.....	65,496
Chandler city, TX.....	2,734	Douglas County, CO.....	285,465
Chanhassen city, MN.....	22,952	Dover city, NH.....	29,987
Chapel Hill town, NC.....	57,233	Dublin city, CA.....	46,036
Chardon city, OH.....	5,148	Dublin city, OH.....	41,751
Charles County, MD.....	146,551	Duluth city, MN.....	86,265
Charlotte city, NC.....	731,424	Durham city, NC.....	228,330
Charlotte County, FL.....	159,978	Durham County, NC.....	267,587
Charlottesville city, VA.....	43,475	Dyer town, IN.....	16,390
Chattanooga city, TN.....	167,674	Eagan city, MN.....	64,206
Chautauqua town, NY.....	4,464	Eagle Mountain city, UT.....	21,415
Chesterfield County, VA.....	316,236	Eagle town, CO.....	6,508
Citrus Heights city, CA.....	83,301	East Grand Forks city, MN.....	8,601
Clackamas County, OR.....	375,992	East Lansing city, MI.....	48,579
Clarendon Hills village, IL.....	8,427	Eau Claire city, WI.....	65,883
Clayton city, MO.....	15,939	Eden Prairie city, MN.....	60,797
Clearwater city, FL.....	107,685	Eden town, VT.....	1,323
Cleveland Heights city, OH.....	46,121	Edgerton city, KS.....	1,671
Clinton city, SC.....	8,490	Edgewater city, CO.....	5,170
Clive city, IA.....	15,447	Edina city, MN.....	47,941
Clovis city, CA.....	95,631	Edmond city, OK.....	81,405
College Park city, MD.....	30,413	Edmonds city, WA.....	39,709
College Station city, TX.....	93,857	El Cerrito city, CA.....	23,549
Colleyville city, TX.....	22,807	El Dorado County, CA.....	181,058
Columbia city, MO.....	108,500	El Paso de Robles (Paso Robles) city, CA.....	29,793
Columbia city, SC.....	129,272	Elk Grove city, CA.....	153,015
Columbia Falls city, MT.....	4,688	Elko New Market city, MN.....	4,110
Commerce City city, CO.....	45,913	Elmhurst city, IL.....	44,121
Concord city, CA.....	122,067	Encinitas city, CA.....	59,518
Concord town, MA.....	17,668	Englewood city, CO.....	30,255
Conshohocken borough, PA.....	7,833	Erie town, CO.....	18,135
Coolidge city, AZ.....	11,825	Escambia County, FL.....	297,619
Coon Rapids city, MN.....	61,476	Estes Park town, CO.....	5,858
Copperas Cove city, TX.....	32,032	Euclid city, OH.....	48,920
Coral Springs city, FL.....	121,096	Fairview town, TX.....	7,248
Coronado city, CA.....	18,912	Farmers Branch city, TX.....	28,616

The National Citizen Survey™

Farmersville city, TX	3,301	Hudson city, OH.....	22,262
Farmington Hills city, MI	79,740	Hudson town, CO.....	2,356
Farmington town, CT	25,340	Huntley village, IL	24,291
Fayetteville city, NC	200,564	Hurst city, TX.....	37,337
Fernandina Beach city, FL	11,487	Hutchinson city, MN	14,178
Fishers town, IN.....	76,794	Hutto city, TX	14,698
Flagstaff city, AZ	65,870	Independence city, MO.....	116,830
Flower Mound town, TX	64,669	Indianola city, IA	14,782
Forest Grove city, OR.....	21,083	Indio city, CA	76,036
Fort Collins city, CO	143,986	Iowa City city, IA	67,862
Fort Lauderdale city, FL	165,521	Irving city, TX.....	216,290
Fort Smith city, AR	86,209	Issaquah city, WA	30,434
Franklin city, TN	62,487	Jackson city, MO	13,758
Fremont city, CA.....	214,089	Jackson County, MI.....	160,248
Friendswood city, TX	35,805	James City County, VA	67,009
Fruita city, CO	12,646	Jefferson County, NY.....	116,229
Gahanna city, OH	33,248	Jefferson Parish, LA	432,552
Gaithersburg city, MD	59,933	Johnson City city, TN.....	63,152
Galveston city, TX.....	47,743	Johnston city, IA	17,278
Gardner city, KS	19,123	Jupiter town, FL	55,156
Georgetown city, TX	47,400	Kalamazoo city, MI.....	74,262
Germantown city, TN.....	38,844	Kansas City city, KS.....	145,786
Gilbert town, AZ	208,453	Kansas City city, MO.....	459,787
Gillette city, WY.....	29,087	Keizer city, OR	36,478
Glen Ellyn village, IL	27,450	Kenmore city, WA	20,460
Glendora city, CA.....	50,073	Kennedale city, TX	6,763
Glenview village, IL	44,692	Kennett Square borough, PA.....	6,072
Globe city, AZ	7,532	Kent city, WA.....	92,411
Golden city, CO	18,867	Kerrville city, TX.....	22,347
Golden Valley city, MN	20,371	Kettering city, OH	56,163
Goodyear city, AZ.....	65,275	Key West city, FL	24,649
Grafton village, WI	11,459	King City city, CA	12,874
Grand Blanc city, MI	8,276	King County, WA.....	1,931,249
Grants Pass city, OR	34,533	Kirkland city, WA.....	48,787
Grass Valley city, CA.....	12,860	Kirkwood city, MO.....	27,540
Greeley city, CO	92,889	Knoxville city, IA	7,313
Greenville city, NC	84,554	La Plata town, MD.....	8,753
Greenwich town, CT	61,171	La Porte city, TX	33,800
Greenwood Village city, CO	13,925	La Vista city, NE.....	15,758
Greer city, SC.....	25,515	Lafayette city, CO	24,453
Gunnison County, CO.....	15,324	Laguna Beach city, CA.....	22,723
Hailey city, ID	7,960	Laguna Niguel city, CA	62,979
Haines Borough, AK.....	2,508	Lake Forest city, IL	19,375
Haltom City city, TX.....	42,409	Lake in the Hills village, IL.....	28,965
Hamilton city, OH.....	62,477	Lake Stevens city, WA	28,069
Hamilton town, MA	7,764	Lake Worth city, FL	34,910
Hampton city, VA	137,436	Lake Zurich village, IL	19,631
Hanover County, VA	99,863	Lakeville city, MN	55,954
Harrisburg city, SD.....	4,089	Lakewood city, CO	142,980
Harrisonburg city, VA.....	48,914	Lakewood city, WA.....	58,163
Harrisonville city, MO.....	10,019	Lancaster County, SC	76,652
Hastings city, MN.....	22,172	Lane County, OR.....	351,715
Hayward city, CA.....	144,186	Lansing city, MI	114,297
Henderson city, NV.....	257,729	Laramie city, WY.....	30,816
Herndon town, VA.....	23,292	Larimer County, CO.....	299,630
High Point city, NC	104,371	Las Cruces city, NM.....	97,618
Highland Park city, IL.....	29,763	Las Vegas city, NM.....	13,753
Highlands Ranch CDP, CO	96,713	Las Vegas city, NV	583,756
Holland city, MI	33,051	Lawrence city, KS.....	87,643
Homer Glen village, IL	24,220	Lawrenceville city, GA	28,546
Honolulu County, HI	953,207	Lee's Summit city, MO	91,364
Hooksett town, NH	13,451	Lehi city, UT	47,407
Hopkins city, MN	17,591	Lenexa city, KS	48,190
Hopkinton town, MA	14,925	Lewis County, NY.....	27,087
Hoquiam city, WA.....	8,726	Lewiston city, ID.....	31,894
Horry County, SC.....	269,291	Lewisville city, TX.....	95,290
Howard village, WI	17,399	Lewisville town, NC	12,639

The National Citizen Survey™

Libertyville village, IL	20,315	Murphy city, TX	17,708
Lincoln city, NE	258,379	Naperville city, IL	141,853
Lincolnwood village, IL	12,590	Napoleon city, OH	8,749
Lindsborg city, KS	3,458	Nederland city, TX	17,547
Little Chute village, WI	10,449	Needham CDP, MA	28,886
Littleton city, CO	41,737	Nevada City city, CA	3,068
Livermore city, CA	80,968	Nevada County, CA	98,764
Lombard village, IL	43,165	New Braunfels city, TX	57,740
Lone Tree city, CO	10,218	New Brighton city, MN	21,456
Long Grove village, IL	8,043	New Hanover County, NC	202,667
Longmont city, CO	86,270	New Hope city, MN	20,339
Longview city, TX	80,455	New Orleans city, LA	343,829
Lonsdale city, MN	3,674	New Port Richey city, FL	14,911
Los Alamos County, NM	17,950	New Smyrna Beach city, FL	22,464
Los Altos Hills town, CA	7,922	New Ulm city, MN	13,522
Louisville city, CO	18,376	Newberg city, OR	22,068
Lower Merion township, PA	57,825	Newport city, RI	24,672
Lynchburg city, VA	75,568	Newport News city, VA	180,719
Lynnwood city, WA	35,836	Newton city, IA	15,254
Macomb County, MI	840,978	Noblesville city, IN	51,969
Manassas city, VA	37,821	Nogales city, AZ	20,837
Manhattan Beach city, CA	35,135	Norcross city, GA	9,116
Manhattan city, KS	52,281	Norfolk city, NE	24,210
Mankato city, MN	39,309	Norfolk city, VA	242,803
Maple Grove city, MN	61,567	North Mankato city, MN	13,394
Maplewood city, MN	38,018	North Port city, FL	57,357
Maricopa County, AZ	3,817,117	North Richland Hills city, TX	63,343
Marion city, IA	34,768	North Yarmouth town, ME	3,565
Mariposa County, CA	18,251	Novato city, CA	51,904
Marshfield city, WI	19,118	Novi city, MI	55,224
Martinez city, CA	35,824	O'Fallon city, IL	28,281
Marysville city, WA	60,020	O'Fallon city, MO	79,329
Matthews town, NC	27,198	Oak Park village, IL	51,878
McAllen city, TX	129,877	Oakland city, CA	390,724
McKinney city, TX	131,117	Oakley city, CA	35,432
McMinnville city, OR	32,187	Oklahoma City city, OK	579,999
Menlo Park city, CA	32,026	Olathe city, KS	125,872
Menomonee Falls village, WI	35,626	Old Town city, ME	7,840
Mercer Island city, WA	22,699	Olmsted County, MN	144,248
Meridian charter township, MI	39,688	Olympia city, WA	46,478
Meridian city, ID	75,092	Orange village, OH	3,323
Merriam city, KS	11,003	Orland Park village, IL	56,767
Mesa city, AZ	439,041	Orleans Parish, LA	343,829
Mesa County, CO	146,723	Oshkosh city, WI	66,083
Miami Beach city, FL	87,779	Oshemo charter township, MI	21,705
Miami city, FL	399,457	Oswego village, IL	30,355
Middleton city, WI	17,442	Otsego County, MI	24,164
Midland city, MI	41,863	Ottawa County, MI	263,801
Milford city, DE	9,559	Overland Park city, KS	173,372
Milton city, GA	32,661	Paducah city, KY	25,024
Minneapolis city, MN	382,578	Palm Beach Gardens city, FL	48,452
Minnetrista city, MN	6,384	Palm Coast city, FL	75,180
Missouri City city, TX	67,358	Palo Alto city, CA	64,403
Modesto city, CA	201,165	Palos Verdes Estates city, CA	13,438
Monterey city, CA	27,810	Papillion city, NE	18,894
Montgomery city, MN	2,956	Paradise Valley town, AZ	12,820
Montgomery County, MD	971,777	Park City city, UT	7,558
Monticello city, UT	1,972	Parker town, CO	45,297
Montrose city, CO	19,132	Parkland city, FL	23,962
Monument town, CO	5,530	Pasco city, WA	59,781
Moorestville town, NC	32,711	Pasco County, FL	464,697
Moraga town, CA	16,016	Payette city, ID	7,433
Morristown city, TN	29,137	Pearland city, TX	91,252
Morrisville town, NC	18,576	Peoria city, AZ	154,065
Morro Bay city, CA	10,234	Peoria city, IL	115,007
Mountain Village town, CO	1,320	Pflugerville city, TX	46,936
Mountlake Terrace city, WA	19,909	Phoenix city, AZ	1,445,632

The National Citizen Survey™

Pinehurst village, NC.....	13,124	Sangamon County, IL.....	197,465
Piqua city, OH.....	20,522	Santa Clarita city, CA.....	176,320
Pitkin County, CO.....	17,148	Santa Fe city, NM.....	67,947
Plano city, TX.....	259,841	Santa Fe County, NM.....	144,170
Platte City city, MO.....	4,691	Santa Monica city, CA.....	89,736
Pleasant Hill city, IA.....	8,785	Sarasota County, FL.....	379,448
Pleasanton city, CA.....	70,285	Savage city, MN.....	26,911
Plymouth city, MN.....	70,576	Schaumburg village, IL.....	74,227
Polk County, IA.....	430,640	Schertz city, TX.....	31,465
Pompano Beach city, FL.....	99,845	Scott County, MN.....	129,928
Port Orange city, FL.....	56,048	Scottsdale city, AZ.....	217,385
Port St. Lucie city, FL.....	164,603	Seaside city, CA.....	33,025
Portland city, OR.....	583,776	Sedona city, AZ.....	10,031
Post Falls city, ID.....	27,574	Sevierville city, TN.....	14,807
Powell city, OH.....	11,500	Shakopee city, MN.....	37,076
Powhatan County, VA.....	28,046	Sharonville city, OH.....	13,560
Prince William County, VA.....	402,002	Shawnee city, KS.....	62,209
Prior Lake city, MN.....	22,796	Shawnee city, OK.....	29,857
Pueblo city, CO.....	106,595	Sherborn town, MA.....	4,119
Purcellville town, VA.....	7,727	Shoreline city, WA.....	53,007
Queen Creek town, AZ.....	26,361	Shoreview city, MN.....	25,043
Raleigh city, NC.....	403,892	Shorewood village, IL.....	15,615
Ramsey city, MN.....	23,668	Shorewood village, WI.....	13,162
Raymond town, ME.....	4,436	Sierra Vista city, AZ.....	43,888
Raymore city, MO.....	19,206	Silverton city, OR.....	9,222
Redmond city, OR.....	26,215	Sioux Center city, IA.....	7,048
Redmond city, WA.....	54,144	Sioux Falls city, SD.....	153,888
Redwood City city, CA.....	76,815	Skokie village, IL.....	64,784
Reno city, NV.....	225,221	Snellville city, GA.....	18,242
Reston CDP, VA.....	58,404	Snoqualmie city, WA.....	10,670
Richland city, WA.....	48,058	Snowmass Village town, CO.....	2,826
Richmond city, CA.....	103,701	Somerset town, MA.....	18,165
Richmond Heights city, MO.....	8,603	South Jordan city, UT.....	50,418
Rio Rancho city, NM.....	87,521	South Lake Tahoe city, CA.....	21,403
River Falls city, WI.....	15,000	Southlake city, TX.....	26,575
Riverside city, CA.....	303,871	Spearfish city, SD.....	10,494
Riverside city, MO.....	2,937	Spring Hill city, KS.....	5,437
Roanoke city, VA.....	97,032	Springboro city, OH.....	17,409
Roanoke County, VA.....	92,376	Springfield city, MO.....	159,498
Rochester Hills city, MI.....	70,995	Springville city, UT.....	29,466
Rock Hill city, SC.....	66,154	St. Augustine city, FL.....	12,975
Rockville city, MD.....	61,209	St. Charles city, IL.....	32,974
Roeland Park city, KS.....	6,731	St. Cloud city, FL.....	35,183
Rogers city, MN.....	8,597	St. Cloud city, MN.....	65,842
Rohnert Park city, CA.....	40,971	St. Joseph city, MO.....	76,780
Rolla city, MO.....	19,559	St. Joseph town, WI.....	3,842
Roselle village, IL.....	22,763	St. Louis County, MN.....	200,226
Rosemount city, MN.....	21,874	State College borough, PA.....	42,034
Rosenberg city, TX.....	30,618	Steamboat Springs city, CO.....	12,088
Roseville city, MN.....	33,660	Sterling Heights city, MI.....	129,699
Round Rock city, TX.....	99,887	Sugar Grove village, IL.....	8,997
Royal Oak city, MI.....	57,236	Sugar Land city, TX.....	78,817
Royal Palm Beach village, FL.....	34,140	Suisun City city, CA.....	28,111
Saco city, ME.....	18,482	Summit city, NJ.....	21,457
Sacramento city, CA.....	466,488	Summit County, UT.....	36,324
Sahuarita town, AZ.....	25,259	Summit village, IL.....	11,054
Salida city, CO.....	5,236	Sunnyvale city, CA.....	140,081
Sammamish city, WA.....	45,780	Surprise city, AZ.....	117,517
San Anselmo town, CA.....	12,336	Suwanee city, GA.....	15,355
San Diego city, CA.....	1,307,402	Tacoma city, WA.....	198,397
San Francisco city, CA.....	805,235	Takoma Park city, MD.....	16,715
San Jose city, CA.....	945,942	Tamarac city, FL.....	60,427
San Juan County, NM.....	130,044	Temecula city, CA.....	100,097
San Marcos city, CA.....	83,781	Tempe city, AZ.....	161,719
San Marcos city, TX.....	44,894	Tempe city, TX.....	66,102
San Rafael city, CA.....	57,713	Texarkana city, TX.....	36,411
Sanford city, FL.....	53,570	The Woodlands CDP, TX.....	93,847

The National Citizen Survey™

Thousand Oaks city, CA	126,683	Wentzville city, MO.....	29,070
Tigard city, OR	48,035	West Carrollton city, OH	13,143
Tracy city, CA.....	82,922	West Chester borough, PA.....	18,461
Trinidad CCD, CO	12,017	West Des Moines city, IA.....	56,609
Tualatin city, OR.....	26,054	Western Springs village, IL	12,975
Tulsa city, OK.....	391,906	Westerville city, OH.....	36,120
Tustin city, CA.....	75,540	Westlake town, TX.....	992
Twin Falls city, ID.....	44,125	Westminster city, CO.....	106,114
Tyler city, TX.....	96,900	Weston town, MA.....	11,261
Unalaska city, AK.....	4,376	Wheat Ridge city, CO	30,166
University Heights city, OH.....	13,539	White House city, TN	10,255
University Park city, TX	23,068	Wichita city, KS.....	382,368
Upper Arlington city, OH	33,771	Williamsburg city, VA.....	14,068
Urbandale city, IA.....	39,463	Willowbrook village, IL	8,540
Vail town, CO	5,305	Wilmington city, NC.....	106,476
Vancouver city, WA	161,791	Wilsonville city, OR.....	19,509
Ventura CCD, CA	111,889	Windsor town, CO.....	18,644
Vernon Hills village, IL	25,113	Windsor town, CT	29,044
Vestavia Hills city, AL.....	34,033	Winnetka village, IL	12,187
Victoria city, MN	7,345	Winter Garden city, FL.....	34,568
Vienna town, VA.....	15,687	Woodbury city, MN.....	61,961
Virginia Beach city, VA	437,994	Woodinville city, WA.....	10,938
Walnut Creek city, CA	64,173	Woodland city, CA.....	55,468
Warrensburg city, MO.....	18,838	Wrentham town, MA	10,955
Washington County, MN	238,136	Wyandotte County, KS	157,505
Washington town, NH	1,123	Yakima city, WA.....	91,067
Washoe County, NV.....	421,407	York County, VA.....	65,464
Washougal city, WA.....	14,095	Yorktown town, IN.....	9,405
Wauwatosa city, WI.....	46,396	Yorkville city, IL	16,921
Waverly city, IA.....	9,874	Yountville city, CA	2,933
Weddington town, NC.....	9,459		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of O'Fallon funded this research. Please contact Grant Litteken, Assistant City Administrator of the City of O'Fallon at glitteken@ofallon.org if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

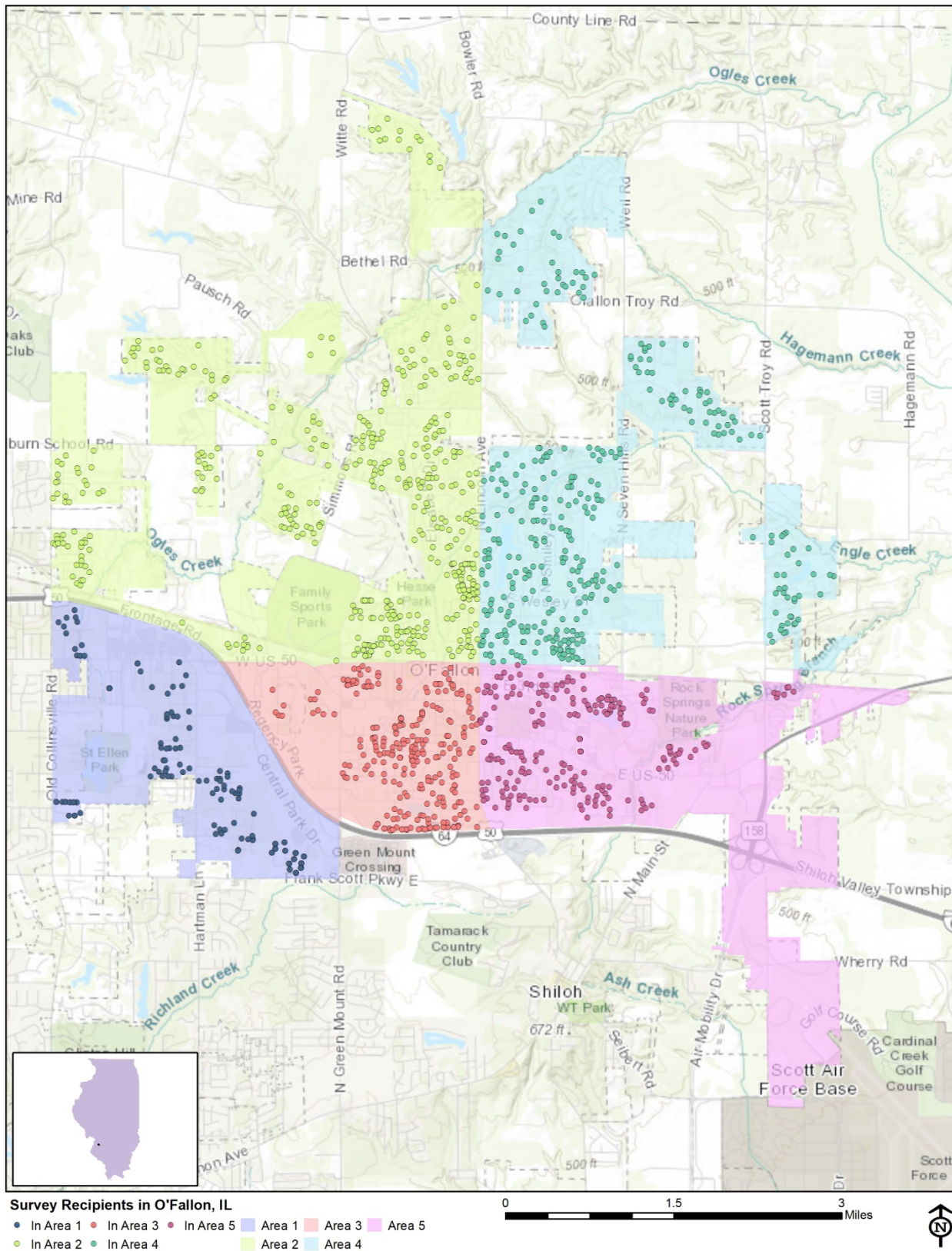
Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. 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 (updated on a quarterly basis) and addresses located outside of the City of O'Fallon boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the five geographic subareas.

To choose the 1,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

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 cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on June 1, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Respondents could also opt to take the survey online if they preferred. The City of O'Fallon chose to augment their administration of The NCS with several additional services, including demographic and geographic subgroup comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks.

About 3% of the 1,600 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,547 households that received the survey, 417 completed the survey, providing an overall response rate of 27%. Of the 417 completed surveys, 52 were completed online. Additionally, responses were tracked by area; response rates by subarea ranged from 18% to 36%. The response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Table 73: Survey Response Rates by Area

	Area 1	Area 2	Area 3	Area 4	Area 5	Overall
Total sample used	186	482	298	345	289	1,600
I=Complete Interviews	33	146	50	120	66	415
P=Partial Interviews	0	0	1	0	1	2
R=Refusal and break off	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0
O=Other	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0
UO=Unknown other	146	329	235	214	206	1,130
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	18%	31%	18%	36%	25%	27%

Confidence Intervals

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.²

The margin of error for the City of O'Fallon survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (417 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

¹ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and 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 housing tenure (rent or own), race, sex and age, and area. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 74: O’Fallon, IL 2018 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	30%	14%	30%
Own home	70%	86%	70%
Detached unit	77%	83%	76%
Attached unit	23%	17%	24%
Race and Ethnicity			
White	79%	86%	80%
Not white	21%	14%	20%
Not Hispanic	97%	98%	95%
Hispanic	3%	2%	5%
Sex and Age			
Female	53%	53%	53%
Male	47%	47%	47%
18-34 years of age	28%	9%	28%
35-54 years of age	44%	29%	42%
55+ years of age	28%	63%	30%
Females 18-34	15%	5%	15%
Females 35-54	23%	17%	22%
Females 55+	15%	31%	17%
Males 18-34	14%	3%	14%
Males 35-54	21%	12%	20%
Males 55+	12%	31%	13%
Area			
Area 1	12%	8%	12%
Area 2	30%	35%	30%
Area 3	18%	12%	18%
Area 4	23%	29%	23%
Area 5	17%	16%	17%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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” and “good,” “very safe” and “somewhat safe,” “essential” and “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 Appendix A. 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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Appendix D: Survey Materials

Dear O'Fallon Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,

A handwritten signature in black ink, reading "Herb Roach". The signature is written in a cursive style with a large, stylized "H" and "R".

Herb Roach
Mayor

Dear O'Fallon Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

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Herb Roach
Mayor



255 South Lincoln
O'Fallon, IL 62269

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



255 South Lincoln
O'Fallon, IL 62269

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US Postage
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Boulder, CO
Permit NO. 94



255 South Lincoln
O'Fallon, IL 62269

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255 South Lincoln
O'Fallon, IL 62269

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO.94



June 2018

Dear City of O'Fallon Resident:

Please help us shape the future of O'Fallon! You have been selected at random to participate in the 2018 O'Fallon Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help O'Fallon make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

bit.ly/xxplaceholder

If you have any questions about the survey please call (618) 624-4500, Ext. 8760.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink, appearing to read "Herb Roach". The signature is fluid and cursive, with the first name "Herb" and last name "Roach" clearly distinguishable.

Herb Roach
Mayor



June 2018

Dear City of O'Fallon Resident:

Here's a second chance if you haven't already responded to the 2018 O'Fallon Citizen Survey!
(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)

Please help us shape the future of O'Fallon! You have been selected at random to participate in the 2018 O'Fallon Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help O'Fallon make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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Herb Roach
Mayor



The City of O'Fallon 2018 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in O'Fallon.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in O'Fallon.....	1	2	3	4	5
Overall "built environment" of O'Fallon (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in O'Fallon.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of O'Fallon.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of O'Fallon.....	1	2	3	4	5

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

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
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:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In O'Fallon's Downtown area during the day.....	1	2	3	4	5	6
In O'Fallon's commercial/Interstate area during the day....	1	2	3	4	5	6
In your neighborhood at night.....	1	2	3	4	5	6
In O'Fallon's Downtown area at night.....	1	2	3	4	5	6
In O'Fallon's commercial/Interstate area at night.....	1	2	3	4	5	6

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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
Availability of paths and walking trails.....	1	2	3	4	5
Cleanliness of O'Fallon.....	1	2	3	4	5
Overall appearance of O'Fallon.....	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
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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	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 quality of business and service establishments in O'Fallon	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in O'Fallon.....	1	2	3	4	5
Opportunities to participate in social events and activities	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
Neighborliness of residents in O'Fallon	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in O'Fallon (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in O'Fallon	1	2
Reported a crime to the police in O'Fallon	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
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

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in O'Fallon?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used O'Fallon recreation centers or their services	1	2	3	4
Visited a neighborhood park or City park	1	2	3	4
Used O'Fallon public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in O'Fallon	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in O'Fallon	1	2	3	4
Participated in a club	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of O'Fallon 2018 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	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
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Utility billing	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
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	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 such as open space, farmlands and greenbelts.....	1	2	3	4	5
O'Fallon open space	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by O'Fallon employees (police, receptionists, planners, etc.)	1	2	3	4	5

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

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

12. Please rate the following categories of O'Fallon government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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 citizen 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
Treating all residents fairly	1	2	3	4	5

13. 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:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in O’Fallon	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in O’Fallon	1	2	3	4
Overall “built environment” of O’Fallon (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in O’Fallon	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of O’Fallon	1	2	3	4
Sense of community	1	2	3	4

14. Please indicate the extent to which you support or oppose each of the following options for school consolidation:

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don’t know</i>
No school consolidation (all school districts to remain as they are today)	1	2	3	4	5
Consolidation of O’Fallon’s K-8 schools only (consolidate District 90 and Central School District; OTHS and Shiloh School District #85 remain as they are today)	1	2	3	4	5
Consolidation of all K-8 schools in O’Fallon and Shiloh (consolidate District 90, Central School District, and Shiloh School District #85; OTHS to remain as it is today)	1	2	3	4	5
Consolidation of O’Fallon’s School Districts (consolidate District 90, Central School District and OTHS; Shiloh School District 85 to remain as it is today)	1	2	3	4	5
Total consolidation of public schools in O’Fallon and Shiloh (consolidate District 90, Central School District, Shiloh School District #85, and OTHS)	1	2	3	4	5

15. 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:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
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
Stormwater/drainage	1	2	3	4
Streets & roads	1	2	3	4
Wastewater (sewer)	1	2	3	4
Drinking water	1	2	3	4

16. To what extent do you agree or disagree with each of the following statements:

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>
I can influence decisions affecting O’Fallon	1	2	3	4
I put a lot of time and effort into being part of the O’Fallon community	1	2	3	4
I think O’Fallon has the right mix of businesses, stores, and services	1	2	3	4
I see myself as a member of the O’Fallon community	1	2	3	4
Overall, I am satisfied with my life as a whole these days	1	2	3	4
Overall, I am managing well financially these days	1	2	3	4

The City of O'Fallon 2018 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in O'Fallon	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- ☐ 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. What is your employment status?

- ☐ Working full time for pay
☐ Working part time for pay
☐ Unemployed, looking for paid work
☐ Unemployed, not looking for paid work
☐ Fully retired

D5. Do you work inside the boundaries of O'Fallon?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in O'Fallon?

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

D7. 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

D8. Is this house, apartment or mobile home...

- ☐ Rented
☐ Owned

D9. 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 \$300 per month
☐ \$300 to \$599 per month
☐ \$600 to \$999 per month
☐ \$1,000 to \$1,499 per month
☐ \$1,500 to \$2,499 per month
☐ \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- ☐ No ☐ Yes

D11. Are you or any other members of your household aged 65 or older?

- ☐ No ☐ Yes

D12. 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
☐ \$25,000 to \$49,999
☐ \$50,000 to \$99,999
☐ \$100,000 to \$149,999
☐ \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

D14. 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

D15. 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

D16. What is your sex?

- ☐ Female ☐ Male

D17. Do you consider a cell phone or land line your primary telephone number?

- ☐ Cell ☐ Land line ☐ Both

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