

THE NCSTM

The National Citizen SurveyTM

O'Fallon, IL

Trends over Time

2018



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2018 ratings for the City of O'Fallon to its previous survey results in 2005, 2007, 2009, 2011 and 2016. Additional reports and technical appendices are available under separate cover.

Trend data for O'Fallon represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2016 and 2018 surveys, otherwise the comparisons between 2016 and 2018 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in O'Fallon for 2018 generally remained stable. Of the 130 items for which comparisons were available, 100 items were rated similarly in 2016 and 2018, 18 items showed a decrease in ratings and 12 showed an increase in ratings. Notable trends over time included the following:

- Ratings for several aspects of Economy improved since 2016; these included shopping opportunities, economic development and the proportion of residents who had a positive outlook on their economic future. However, the rating for O'Fallon as a place to visit decreased since the previous survey iteration.
- Resident sentiment toward aspects of Recreation and Wellness, including the availability of affordable quality health care and mental health care and health services also improved since 2016 (although the rating for recreational opportunities declined).
- Ratings for many aspects of Mobility decreased from 2016 to 2018. These included ease of travel by car, by bicycle and by walking, traffic enforcement, street cleaning and bus or transit services, among others.
- Ratings also declined for aspects of Built Environment in 2018, including those for the overall built environment of O'Fallon and availability of affordable quality housing. Residents were also more likely in 2018 than in 2016 to have observed a code violation in the city.

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)						2018 rating compared to 2016	Comparison to benchmark					
	2005	2007	2009	2011	2016	2018		2005	2007	2009	2011	2016	2018
Overall quality of life	86%	83%	87%	85%	91%	89%	Similar	Similar	Higher	Much higher	Higher	Similar	Similar
Overall image	NA	NA	85%	79%	90%	84%	Similar	NA	NA	Much higher	Much higher	Higher	Higher
Place to live	92%	90%	92%	89%	95%	91%	Similar	Higher	Much higher	Much higher	Higher	Similar	Similar
Neighborhood	80%	84%	85%	84%	88%	87%	Similar	Similar	Higher	Higher	Similar	Similar	Similar
Place to raise children	86%	90%	89%	88%	96%	89%	Similar	Much higher	Much higher	Much higher	Much higher	Higher	Similar
Place to retire	63%	54%	60%	62%	68%	60%	Lower	Similar	Similar	Similar	Similar	Similar	Similar
Overall appearance	78%	74%	81%	77%	83%	81%	Similar	Similar	Higher	Much higher	Much higher	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2018 rating compared to 2016	Comparison to benchmark					
		2005	2007	2009	2011	2016	2018		2005	2007	2009	2011	2016	2018
Safety	Overall feeling of safety	NA	NA	NA	NA	90%	92%	Similar	NA	NA	NA	NA	Similar	Similar
	Safe in neighborhood	97%	98%	94%	94%	97%	97%	Similar	Similar	Much higher	Higher	Similar	Similar	Similar
	Safe downtown/commercial area	96%	96%	95%	91%	96%	97%	Similar	Higher	Much higher	Much higher	Higher	Similar	Similar
	Overall ease of travel	NA	NA	NA	NA	83%	80%	Similar	NA	NA	NA	NA	Similar	Similar
	Paths and walking trails	NA	NA	58%	58%	64%	54%	Lower	NA	NA	Similar	Similar	Similar	Similar
	Ease of walking	64%	62%	65%	64%	68%	61%	Lower	Similar	Higher	Higher	Higher	Similar	Similar
	Travel by bicycle	34%	43%	50%	50%	54%	45%	Lower	Much lower	Similar	Similar	Similar	Similar	Similar
	Travel by public transportation	NA	NA	NA	NA	54%	46%	Lower	NA	NA	NA	NA	Higher	Similar
	Travel by car	54%	56%	71%	64%	78%	68%	Lower	Similar	Higher	Much higher	Higher	Similar	Similar
	Public parking	NA	NA	NA	NA	64%	58%	Similar	NA	NA	NA	NA	Similar	Similar
Mobility	Traffic flow	34%	42%	53%	47%	58%	57%	Similar	NA	NA	Much higher	Similar	Similar	Similar
Natural Environment	Overall natural environment	NA	NA	76%	68%	84%	79%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Cleanliness	NA	NA	83%	79%	84%	81%	Similar	NA	NA	Much higher	Higher	Similar	Similar
Built Environment	Overall built environment	NA	NA	NA	NA	78%	69%	Lower	NA	NA	NA	NA	Higher	Similar
	New development in O'Fallon	NA	NA	79%	68%	66%	71%	Similar	NA	NA	Much higher	Much higher	Similar	Higher
	Affordable quality housing	42%	45%	51%	53%	64%	53%	Lower	Similar	Higher	Much higher	Much higher	Higher	Similar
	Housing options	NA	NA	73%	67%	78%	73%	Similar	NA	NA	Much higher	Much higher	Higher	Higher
	Public places	NA	NA	NA	NA	77%	69%	Lower	NA	NA	NA	NA	Similar	Similar
	Overall economic health	NA	NA	NA	NA	76%	76%	Similar	NA	NA	NA	NA	Similar	Similar
Economy	Vibrant downtown/commercial area	NA	NA	NA	NA	48%	46%	Similar	NA	NA	NA	NA	Similar	Similar
	Business and services	NA	NA	69%	65%	68%	73%	Similar	NA	NA	Much higher	Similar	Similar	Similar
	Cost of living	NA	NA	NA	NA	40%	42%	Similar	NA	NA	NA	NA	Similar	Similar
	Shopping opportunities	64%	62%	56%	52%	57%	66%	Higher	Similar	Much higher	Much higher	Similar	Similar	Similar
	Employment opportunities	26%	31%	33%	36%	41%	46%	Similar	Lower	Similar	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	NA	NA	66%	59%	Lower	NA	NA	NA	NA	Similar	Similar
	Place to work	68%	59%	64%	56%	68%	66%	Similar	NA	Higher	Much higher	Similar	Similar	Similar
	Health and wellness	NA	NA	NA	NA	82%	81%	Similar	NA	NA	NA	NA	Similar	Similar
	Mental health care	NA	NA	NA	NA	54%	66%	Higher	NA	NA	NA	NA	Similar	Higher
	Preventive health services	NA	NA	63%	58%	72%	83%	Higher	NA	NA	Much higher	Similar	Similar	Higher
Recreation and Wellness	Health care	52%	62%	61%	55%	73%	85%	Higher	Similar	Much higher	Much higher	Higher	Similar	Higher
	Food	NA	NA	68%	63%	74%	77%	Similar	NA	NA	Much higher	Similar	Similar	Similar
	Recreational opportunities	61%	66%	68%	66%	79%	69%	Lower	Similar	Higher	Higher	Similar	Similar	Similar
	Fitness opportunities	NA	NA	NA	NA	81%	75%	Similar	NA	NA	NA	NA	Similar	Similar
	Education and enrichment opportunities	NA	NA	NA	NA	81%	78%	Similar	NA	NA	NA	NA	Higher	Similar
	Religious or spiritual events and activities	NA	NA	83%	83%	NA	NA	NA	NA	NA	Much higher	Higher	NA	NA
	Cultural/arts/music activities	45%	44%	40%	38%	46%	45%	Similar	Lower	Much lower	Much lower	Much lower	Similar	Similar
Education and Enrichment	Adult education	NA	NA	NA	NA	62%	60%	Similar	NA	NA	NA	NA	Similar	Similar
	K-12 education	80%	85%	92%	83%	91%	85%	Similar	Much higher	Much higher	Much higher	Much higher	Higher	Higher
	Child care/preschool	43%	54%	47%	50%	74%	68%	Similar	Similar	Higher	Much higher	Higher	Higher	Similar
	Social events and activities	NA	NA	59%	58%	60%	56%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Neighborhood	NA	NA	NA	NA	66%	61%	Similar	NA	NA	NA	NA	Similar	Similar
	Openness and acceptance	72%	66%	70%	66%	66%	66%	Similar	Higher	Much higher	Higher	Higher	Similar	Similar
Community Engagement	Opportunities to participate in community matters	NA	NA	57%	58%	64%	61%	Similar	NA	NA	Lower	Lower	Similar	Similar
	Opportunities to volunteer	NA	NA	68%	70%	67%	66%	Similar	NA	NA	Similar	Similar	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)						2018 rating compared to 2016	Comparison to benchmark					
	2005	2007	2009	2011	2016	2018		2005	2007	2009	2011	2016	2018
Services provided by O'Fallon	75%	72%	77%	76%	81%	80%	Similar	Similar	Similar	Higher	Higher	Similar	Similar
Customer service	77%	77%	82%	77%	82%	85%	Similar	Similar	Higher	Much higher	Similar	Similar	Similar
Value of services for taxes paid	48%	42%	41%	41%	42%	39%	Similar	Lower	Much lower	Much lower	Much lower	Similar	Similar
Overall direction	52%	52%	57%	52%	65%	65%	Similar	Similar	Similar	Similar	Similar	Similar	Similar
Welcoming citizen involvement	54%	56%	46%	45%	56%	53%	Similar	Similar	Similar	Much lower	Similar	Similar	Similar
Confidence in City government	NA	NA	NA	NA	59%	65%	Similar	NA	NA	NA	NA	Similar	Similar
Acting in the best interest of O'Fallon	NA	NA	NA	NA	60%	68%	Higher	NA	NA	NA	NA	Similar	Similar
Being honest	NA	NA	NA	NA	57%	66%	Higher	NA	NA	NA	NA	Similar	Similar
Treating all residents fairly	NA	NA	NA	NA	61%	65%	Similar	NA	NA	NA	NA	Similar	Similar
Services provided by the Federal Government	55%	47%	47%	36%	40%	36%	Similar	Higher	Higher	Higher	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)						2018 rating compared to 2016	Comparison to benchmark					
		2005	2007	2009	2011	2016	2018		2005	2007	2009	2011	2016	2018
Safety	Police	91%	88%	90%	84%	94%	90%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher
	Fire	95%	92%	93%	92%	98%	96%	Similar	Higher	Much higher	Similar	Similar	Similar	Similar
	Ambulance/EMS	93%	91%	95%	91%	96%	97%	Similar	Similar	Much higher	Much higher	Higher	Similar	Similar
	Crime prevention	81%	81%	76%	69%	88%	82%	Similar	Much higher	Much higher	Much higher	Higher	Higher	Higher
	Fire prevention	86%	81%	82%	81%	90%	86%	Similar	Higher	Higher	Much higher	Higher	Similar	Similar
	Emergency preparedness	NA	NA	59%	75%	74%	72%	Similar	NA	NA	Similar	Much higher	Similar	Similar
Mobility	Traffic enforcement	70%	70%	75%	74%	79%	70%	Lower	Similar	Higher	Much higher	Much higher	Higher	Similar
	Street repair	49%	48%	57%	51%	59%	55%	Similar	Similar	Higher	Much higher	Higher	Similar	Similar
	Street cleaning	61%	57%	70%	65%	79%	69%	Lower	Similar	Similar	Much higher	Similar	Higher	Similar
	Street lighting	65%	68%	74%	70%	76%	69%	Similar	Similar	Much higher	Much higher	Much higher	Higher	Similar
	Snow removal	68%	64%	55%	48%	64%	65%	Similar	Similar	Similar	Lower	Much lower	Similar	Similar
	Sidewalk maintenance	57%	58%	59%	52%	64%	61%	Similar	Similar	Higher	Higher	Similar	Similar	Similar
	Traffic signal timing	54%	62%	66%	64%	65%	61%	Similar	Similar	Much higher	Much higher	Much higher	Higher	Similar
	Bus or transit services	63%	57%	58%	64%	73%	63%	Lower	Similar	Similar	Higher	Much higher	Higher	Higher
Natural Environment	Garbage collection	80%	81%	82%	80%	86%	88%	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Recycling	52%	56%	55%	62%	81%	85%	Similar	Much lower	Much lower	Much lower	Much lower	Similar	Similar
	Yard waste pick-up	75%	73%	76%	74%	88%	87%	Similar	Similar	Similar	Similar	Higher	Higher	Similar
	Drinking water	57%	61%	70%	67%	73%	72%	Similar	Lower	Similar	Higher	Similar	Similar	Similar
	Natural areas preservation	NA	NA	60%	55%	65%	60%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Open space	NA	NA	NA	NA	65%	61%	Similar	NA	NA	NA	NA	Similar	Similar
Built Environment	Storm drainage	38%	49%	53%	62%	63%	70%	Higher	Much lower	Similar	Lower	Similar	Similar	Similar
	Sewer services	66%	68%	75%	73%	80%	78%	Similar	Similar	Similar	Similar	Similar	Similar	Similar
	Utility billing	NA	NA	NA	NA	69%	73%	Similar	NA	NA	NA	NA	Similar	Similar
	Land use, planning and zoning	38%	46%	54%	54%	63%	61%	Similar	Similar	Higher	Much higher	Much higher	Similar	Higher
	Code enforcement	52%	52%	56%	59%	60%	56%	Similar	Similar	Higher	Much higher	Much higher	Higher	Similar
	Cable television	58%	49%	57%	58%	61%	62%	Similar	Similar	Similar	Higher	Similar	Similar	Similar
Economy	Economic development	57%	56%	58%	46%	61%	72%	Higher	Higher	Much higher	Much higher	Higher	Higher	Higher
Recreation and Wellness	City parks	84%	85%	92%	87%	93%	93%	Similar	Higher	Higher	Much higher	Much higher	Higher	Similar
	Recreation programs	79%	78%	81%	84%	81%	83%	Similar	Similar	Much higher	Much higher	Much higher	Similar	Higher
	Recreation centers	73%	76%	77%	79%	80%	79%	Similar	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Health services	67%	71%	75%	65%	NA	86%	Higher	Similar	Much higher	Much higher	Higher	NA	Higher
	Special events	NA	NA	NA	NA	65%	57%	Lower	NA	NA	NA	NA	Similar	Similar
Education and Enrichment	Public libraries	83%	86%	90%	89%	86%	88%	Similar	Similar	Higher	Much higher	Higher	Similar	Similar
Community Engagement	Public information	66%	66%	68%	73%	75%	76%	Similar	Similar	Higher	Higher	Much higher	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2018 rating compared to 2016	Comparison to benchmark					
	2005	2007	2009	2011	2016	2018		2005	2007	2009	2011	2016	2018
Sense of community	75%	69%	72%	70%	74%	67%	Similar	Higher	Higher	Higher	Higher	Similar	Similar
Recommend O'Fallon	NA	NA	89%	88%	94%	92%	Similar	NA	NA	Similar	Higher	Similar	Similar
Remain in O'Fallon	NA	NA	83%	82%	86%	79%	Lower	NA	NA	Similar	Similar	Similar	Similar
Contacted O'Fallon employees	68%	57%	53%	52%	40%	49%	Higher	NA	NA	Lower	Lower	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2018 rating compared to 2016	Comparison to benchmark					
		2005	2007	2009	2011	2016	2018		2005	2007	2009	2011	2016	2018
Safety	Stocked supplies for an emergency	NA	NA	NA	NA	34%	35%	Similar	NA	NA	NA	NA	Similar	Similar
	Did NOT report a crime	NA	NA	NA	NA	85%	85%	Similar	NA	NA	NA	NA	Similar	Similar
	Was NOT the victim of a crime	92%	93%	91%	92%	93%	95%	Similar	NA	NA	Higher	Much higher	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	NA	16%	15%	Similar	NA	NA	NA	NA	Lower	Lower
	Carpooled instead of driving alone	NA	NA	NA	NA	42%	40%	Similar	NA	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	NA	47%	52%	Similar	NA	NA	NA	NA	Lower	Similar
Natural Environment	Conserved water	NA	NA	NA	NA	83%	69%	Lower	NA	NA	NA	NA	Similar	Lower
	Made home more energy efficient	NA	NA	NA	NA	79%	74%	Similar	NA	NA	NA	NA	Similar	Similar
	Recycled at home	49%	58%	63%	60%	86%	89%	Similar	NA	NA	Much lower	Much lower	Similar	Similar
Built Environment	Did NOT observe a code violation	NA	NA	NA	NA	63%	55%	Lower	NA	NA	NA	NA	Similar	Similar
	NOT under housing cost stress	NA	NA	74%	78%	76%	79%	Similar	NA	NA	Much higher	Much higher	Similar	Higher
Economy	Purchased goods or services in O'Fallon	NA	NA	NA	NA	98%	99%	Similar	NA	NA	NA	NA	Similar	Similar
	Economy will have positive impact on income	24%	23%	11%	17%	28%	43%	Higher	NA	NA	Much lower	Similar	Similar	Higher
	Work in O'Fallon	NA	NA	NA	NA	32%	25%	Similar	NA	NA	NA	NA	Lower	Lower
Recreation and Wellness	Used O'Fallon recreation centers	63%	61%	58%	59%	69%	67%	Similar	NA	NA	Similar	Similar	Higher	Similar
	Visited a City park	89%	86%	82%	88%	84%	87%	Similar	NA	NA	Lower	Similar	Similar	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	NA	83%	82%	Similar	NA	NA	NA	NA	Similar	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	NA	86%	84%	Similar	NA	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	NA	66%	66%	Similar	NA	NA	NA	NA	Similar	Similar
Education and Enrichment	Used O'Fallon public libraries	71%	71%	69%	71%	66%	65%	Similar	NA	NA	Lower	Similar	Similar	Similar
	Participated in religious or spiritual activities	NA	NA	56%	49%	47%	52%	Similar	NA	NA	Similar	Lower	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	NA	42%	49%	Similar	NA	NA	NA	NA	Lower	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	NA	13%	19%	Similar	NA	NA	NA	NA	Similar	Similar
	Contacted O'Fallon elected officials	NA	NA	NA	NA	14%	17%	Similar	NA	NA	NA	NA	Similar	Similar
	Volunteered	37%	44%	40%	36%	39%	40%	Similar	NA	NA	Lower	Much lower	Similar	Similar
	Participated in a club	NA	NA	26%	28%	26%	30%	Similar	NA	NA	Much lower	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	94%	93%	Similar	NA	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	85%	82%	Similar	NA	NA	NA	NA	Similar	Similar
	Attended a local public meeting	29%	24%	22%	24%	13%	18%	Similar	NA	NA	Much lower	Lower	Similar	Similar
	Watched a local public meeting	40%	38%	37%	30%	11%	22%	Higher	NA	NA	Much lower	Much lower	Lower	Similar
	Read or watched local news	NA	NA	NA	NA	88%	87%	Similar	NA	NA	NA	NA	Similar	Similar
	Voted in local elections	75%	66%	82%	67%	85%	82%	Similar	NA	NA	Much higher	Much lower	Similar	Similar