



O'Fallon Citizen Surveys

Town Hall Meeting
October 17, 2018



National Citizen Survey

- Citizen surveys conducted in 2018, 2016, 2011, 2009, 2007, 2005
- Mail survey to 1,500 randomly selected residents: 417 responses, 5% margin of error.
- Conducted in June 2018
- Standard survey template used by more than 500 jurisdictions nationwide.
- Ability to make comparisons between our survey responses and other cities.
- Comparisons not necessarily relative to all cities, only those who have taken the National Citizen Survey.



Overall Quality of Life

<u>2018</u>	<u>2016</u>	<u>2011</u>	<u>2009</u>	<u>2007</u>	<u>2005</u>
88%	91%	85%	87%	83%	86%

Note: Percentage indicates those responding “Excellent” or “Good”



Overall Quality of City Services

<u>2018</u>	<u>2016</u>	<u>2011</u>	<u>2009</u>	<u>2007</u>	<u>2005</u>
81%	81%	76%	77%	72%	75%

Note: Percentage indicates those responding “Excellent” or “Good”

Quality of Life Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
As place to raise kids	89%	Similar
2016	96%	Higher
2011	88%	Higher
Neighborhood	87%	Similar
2016	88%	Similar
2011	84%	Similar
Overall Image	84%	Higher
2016	90%	Higher
2011	79%	Higher

Quality of Life Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Overall Appearance	81%	Similar
2016	83%	Similar
2011	77%	Higher
Recommend O'Fallon	92%	Similar
2016	94%	Similar
2011	88%	Higher
As a place to live	91%	Similar
2016	95%	Similar
2011	89%	Higher

Quality of Life Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Feel safe in neighborhood	97%	Similar
2016	97%	Similar
2011	94%	Similar
Place to retire	60%	Similar
2016	68%	Similar
2011	62%	Similar
Job opportunities	46%	Similar
2016	41%	Similar
2011	36%	Similar

Public Trust Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Overall direction of city	65%	Similar
2016	65%	Similar
2011	52%	Similar
Welcoming citizen involvement	53%	Similar
2016	56%	Similar
2011	45%	Similar
Acting in best interest of O'Fallon	68%	Similar
2016	60%	Similar
Confidence in City govt.	65%	Similar
2016	59%	Similar

City Employee Comparisons

Service	O'Fallon Rating	Comparison to Benchmark
Customer Service	85%	Similar
2016	82%	Similar
2011	77%	Similar
Honesty	66%	Similar
2016	57%	Similar
Treating residents fairly	65%	Similar
2016	61%	Similar
Contacted City employees	49%	Similar
2016	40%	Similar
2011	52%	Below



Quality of Public Safety Services

Service	2018	2016	2011	2009	2007	2005
Police	90%	94%	84%	90%	88%	91%
Fire	96%	98%	92%	93%	92%	95%
EMS	97%	96%	91%	95%	91%	93%

Note: Percentage indicates those responding “Excellent” or “Good”



Quality of Leisure Services

Service	2018	2016	2011	2009	2007	2005
Parks	93%	93%	87%	92%	85%	84%
Park Facilities	79%	80%	79%	77%	76%	73%
Recreation Programs	83%	81%	84%	81%	78%	79%
Library	88%	86%	89%	90%	86%	83%

Note: Percentage indicates those responding “Excellent” or “Good”



Quality of Public Works Services

Service	2018	2016	2011	2009	2007	2005
Street repair	55%	59%	51%	57%	48%	49%
Stormwater	70%	63%	62%	53%	49%	38%
Snow removal	65%	64%	48%	55%	64%	68%
Water	72%	73%	67%	70%	61%	57%
Sewer	78%	80%	73%	75%	68%	66%

Note: Percentage indicates those responding “Excellent” or “Good”



Quality of Planning Services

Service	2018	2016	2011	2009	2007	2005
Planning & Zoning	61%	63%	54%	54%	46%	38%
Code Enforcement	56%	60%	59%	56%	52%	52%
Economic Development	72%	61%	46%	58%	56%	57%

Note: Percentage indicates those responding “Excellent” or “Good”

Usage of Facilities and Services

In last 12 months	2018	2016	2011	2009	2007	2005
Used public library	65%	66%	71%	69%	71%	71%
Used a rec center	67%	69%	59%	58%	61%	63%
Visited a park	87%	84%	88%	82%	86%	89%
Attended a meeting	18%	13%	24%	22%	24%	29%
Watched a mtg on TV	22%	11%	30%	37%	38%	40%
Recycled at home	89%	86%	60%	63%	58%	49%
Purchased goods or services in O'Fallon	99%	98%				
Work in O'Fallon	25%	32%				



Quality of Services

	Excellent	Good	Fair	Poor
City Government	28%	53%	15%	4%
Federal Government	8%	29%	47%	17%
State Government	5%	11%	27%	57%

Policy Question 1

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

Option	Strongly Support	Support Somewhat	Somewhat Oppose	Strongly Oppose
Consolidation of O'Fallon's K-8 schools only (consolidate District 90 and Central School District 104; OTHS and Shiloh School District remain as they are)	29%	43%	15%	20%
Total consolidation of public schools in O'Fallon and Shiloh (consolidate District 90, Central 104, Shiloh 85, and OTHS)	40%	25%	11%	24%
Consolidation of all K-8 schools in O'Fallon and Shiloh (consolidate District 90, Central 104, and Shiloh 85; OTHS to remain as it is)	25%	35%	19%	20%
Consolidation of O'Fallon's School Districts (consolidate District 90, Central 105, and OTHS; Shiloh 85 remains as it is)	31%	27%	19%	23%
No school consolidation (all districts remain as they are)	27%	19%	14%	40%

Policy Question 2

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:

Issue	Essential	Very Important	Somewhat Important	Not Important
Public Safety (Police, Fire, EMS)	61%	35%	4%	0%
Drinking water	63%	30%	7%	1%
Streets and roads	44%	48%	8%	0%
Economic development	44%	44%	11%	0%
Planning and zoning	32%	51%	16%	0%
Wastewater	34%	49%	16%	1%
Parks and Recreation	31%	50%	18%	1%
Stormwater/drainage	30%	51%	18%	1%
Code enforcement/building inspections	21%	51%	23%	5%
Library services	18%	46%	29%	6%

Policy Question 3

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

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Overall, I am satisfied with my life as a whole these days	46%	48%	2%	4%
I see myself as a member of the O'Fallon community	31%	50%	12%	6%
I think O'Fallon has the right mix of businesses, stores, and services	20%	61%	14%	6%
I can influence decisions affecting O'Fallon	7%	45%	30%	18%
I put a lot of time and effort into being a part of the O'Fallon community	10%	41%	36%	13%

Length of Residency

	2018	2016	2011	2009	2007
Less than 2 years	12%	16%	13%	17%	18%
2-5 years	26%	15%	17%	28%	23%
6-10 years	18%	19%	23%	15%	21%
11- 20 years	20%	25%	23%	18%	18%
More than 20 years	25%	25%	24%	22%	19%



Age

	2018	2016	2011	2009	2007	2005
18-24	0%	3%	6%	4%	3%	5%
25-34	28%	22%	21%	25%	26%	25%
35-44	20%	17%	16%	20%	23%	20%
45-54	22%	29%	28%	24%	25%	27%
55-64	13%	14%	13%	10%	12%	9%
65-74	10%	10%	9%	9%	7%	14%
75+	6%	5%	7%	8%	5%	



Household Income

	2018	2016	2011	2009	2007	2005
Less than \$24,999	5%	10%	10%	10%	9%	12%
\$25-\$49,999	13%	19%	23%	23%	20%	27%
\$50-\$99,999	33%	31%	33%	39%	38%	43%
More than \$100,000	48%	41%	34%	29%	33%	19%



Conclusions

- Residents feel O'Fallon is a good place to live and raise children.
- Residents enjoy a high quality of life and believe O'Fallon is a good place to live.
- Citizens support the overall direction of O'Fallon.
- Safety is a priority for residents.
- Ratings for Recreation and Wellness are positive and moving in the right direction.
- Economic Development is important to residents.



Next steps

- Final report will be posted on the website.
- Demographic and geographic crosstab comparisons are available for review.