



The National Community Survey™

O'Fallon, IL

Technical Appendices
2020



POWERED BY POLCO

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Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1 without "don't know" responses

| 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 | 48% | N=230 | 43% | N=206 | 8% | N=37 | 1% | N=2 | 100% | N=476 |
| Your neighborhood as a place to live | 51% | N=240 | 35% | N=164 | 13% | N=59 | 2% | N=7 | 100% | N=471 |
| O'Fallon as a place to raise children | 50% | N=217 | 41% | N=178 | 8% | N=34 | 1% | N=4 | 100% | N=434 |
| O'Fallon as a place to work | 32% | N=105 | 43% | N=142 | 18% | N=58 | 8% | N=26 | 100% | N=332 |
| O'Fallon as a place to visit | 18% | N=82 | 40% | N=177 | 34% | N=154 | 7% | N=33 | 100% | N=447 |
| O'Fallon as a place to retire | 29% | N=115 | 34% | N=133 | 25% | N=100 | 12% | N=46 | 100% | N=394 |
| The overall quality of life in O'Fallon | 35% | N=164 | 54% | N=253 | 10% | N=48 | 1% | N=6 | 100% | N=471 |
| Sense of community | 28% | N=129 | 43% | N=196 | 24% | N=107 | 5% | N=23 | 100% | N=456 |

Table 2: Question 1 with "don't know" responses

| 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 | 48% | N=230 | 43% | N=206 | 8% | N=37 | 1% | N=2 | 0% | N=0 | 100% | N=476 |
| Your neighborhood as a place to live | 51% | N=240 | 35% | N=164 | 13% | N=59 | 2% | N=7 | 0% | N=1 | 100% | N=472 |
| O'Fallon as a place to raise children | 46% | N=217 | 38% | N=178 | 7% | N=34 | 1% | N=4 | 7% | N=33 | 100% | N=468 |
| O'Fallon as a place to work | 23% | N=105 | 30% | N=142 | 13% | N=58 | 6% | N=26 | 29% | N=135 | 100% | N=466 |
| O'Fallon as a place to visit | 18% | N=82 | 38% | N=177 | 33% | N=154 | 7% | N=33 | 5% | N=23 | 100% | N=469 |
| O'Fallon as a place to retire | 24% | N=115 | 28% | N=133 | 21% | N=100 | 10% | N=46 | 16% | N=76 | 100% | N=470 |
| The overall quality of life in O'Fallon | 35% | N=164 | 54% | N=253 | 10% | N=48 | 1% | N=6 | 0% | N=1 | 100% | N=472 |

| Please rate each of the following aspects of quality of life in O'Fallon. | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|-------|------|-------|------|------|------------|------|-------|-------|
| Sense of community | 28% | N=129 | 42% | N=196 | 23% | N=107 | 5% | N=23 | 2% | N=11 | 100% | N=466 |

Table 3: Question 2 without "don't know" responses

| Please rate each of the following characteristics as they relate to O'Fallon as a whole. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Overall economic health of O'Fallon | 25% | N=108 | 57% | N=246 | 16% | N=67 | 3% | N=12 | 100% | N=434 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in O'Fallon | 21% | N=91 | 51% | N=216 | 23% | N=99 | 4% | N=19 | 100% | N=425 |
| Overall design or layout of O'Fallon's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 21% | N=96 | 59% | N=270 | 16% | N=73 | 4% | N=20 | 100% | N=459 |
| Overall quality of the utility infrastructure in O'Fallon (water, sewer, storm water) | 16% | N=72 | 52% | N=235 | 25% | N=115 | 7% | N=32 | 100% | N=454 |
| Overall feeling of safety in O'Fallon | 39% | N=185 | 50% | N=234 | 9% | N=41 | 2% | N=9 | 100% | N=469 |
| Overall quality of natural environment in O'Fallon | 28% | N=126 | 55% | N=250 | 15% | N=68 | 3% | N=12 | 100% | N=457 |
| Overall quality of parks and recreation opportunities | 50% | N=231 | 41% | N=187 | 8% | N=37 | 1% | N=4 | 100% | N=458 |
| Overall health and wellness opportunities in O'Fallon | 35% | N=154 | 46% | N=203 | 17% | N=77 | 2% | N=8 | 100% | N=442 |
| Overall opportunities for education, culture, and the arts | 16% | N=68 | 52% | N=226 | 22% | N=97 | 10% | N=45 | 100% | N=436 |
| Residents' connection and engagement with their community | 16% | N=66 | 47% | N=202 | 32% | N=136 | 5% | N=23 | 100% | N=427 |

Table 4: Question 2 with "don't know" responses

| 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 economic health of O'Fallon | 23% | N=108 | 52% | N=246 | 14% | N=67 | 3% | N=12 | 9% | N=40 | 100% | N=474 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in O'Fallon | 19% | N=91 | 46% | N=216 | 21% | N=99 | 4% | N=19 | 9% | N=43 | 100% | N=469 |
| Overall design or layout of O'Fallon's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 21% | N=96 | 58% | N=270 | 16% | N=73 | 4% | N=20 | 1% | N=5 | 100% | N=465 |
| Overall quality of the utility infrastructure in O'Fallon (water, sewer, storm water) | 16% | N=72 | 51% | N=235 | 25% | N=115 | 7% | N=32 | 2% | N=9 | 100% | N=463 |
| Overall feeling of safety in O'Fallon | 39% | N=185 | 50% | N=234 | 9% | N=41 | 2% | N=9 | 0% | N=0 | 100% | N=469 |
| Overall quality of natural environment in O'Fallon | 27% | N=126 | 54% | N=250 | 15% | N=68 | 2% | N=12 | 2% | N=11 | 100% | N=468 |

| 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 quality of parks and recreation opportunities | 49% | N=231 | 40% | N=187 | 8% | N=37 | 1% | N=4 | 2% | N=11 | 100% | N=469 |
| Overall health and wellness opportunities in O'Fallon | 33% | N=154 | 43% | N=203 | 16% | N=77 | 2% | N=8 | 6% | N=27 | 100% | N=469 |
| Overall opportunities for education, culture, and the arts | 15% | N=68 | 48% | N=226 | 21% | N=97 | 10% | N=45 | 7% | N=33 | 100% | N=469 |
| Residents' connection and engagement with their community | 14% | N=66 | 43% | N=202 | 29% | N=136 | 5% | N=23 | 9% | N=41 | 100% | N=468 |

Table 5: Question 3 without "don't know" responses

| 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 | 58% | N=273 | 34% | N=160 | 4% | N=19 | 4% | N=20 | 100% | N=472 |
| Remain in O'Fallon for the next five years | 60% | N=272 | 22% | N=101 | 9% | N=39 | 10% | N=44 | 100% | N=456 |

Table 6: Question 3 with "don't know" responses

| 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 | 58% | N=273 | 34% | N=160 | 4% | N=19 | 4% | N=20 | 1% | N=3 | 100% | N=474 |
| Remain in O'Fallon for the next five years | 58% | N=272 | 22% | N=101 | 8% | N=39 | 9% | N=44 | 2% | N=11 | 100% | N=467 |

Table 7: Question 4 without "don't know" responses

| 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 | 83% | N=397 | 15% | N=70 | 1% | N=7 | 0% | N=2 | 0% | N=1 | 100% | N=476 |
| In O'Fallon's downtown/commercial area during the day | 76% | N=356 | 20% | N=95 | 3% | N=12 | 1% | N=5 | 0% | N=1 | 100% | N=469 |
| From property crime | 43% | N=203 | 44% | N=208 | 6% | N=26 | 6% | N=26 | 1% | N=6 | 100% | N=469 |
| From violent crime | 67% | N=315 | 25% | N=116 | 5% | N=23 | 2% | N=9 | 1% | N=6 | 100% | N=468 |
| From fire, flood, or other natural disaster | 53% | N=241 | 34% | N=156 | 11% | N=52 | 2% | N=8 | 1% | N=2 | 100% | N=459 |

Table 8: Question 4 with "don't know" responses

| 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 | 83% | N=397 | 15% | N=70 | 1% | N=7 | 0% | N=2 | 0% | N=1 | 0% | N=0 | 100% | N=476 |
| In O'Fallon's downtown/commercial area during the day | 75% | N=356 | 20% | N=95 | 3% | N=12 | 1% | N=5 | 0% | N=1 | 1% | N=6 | 100% | N=475 |
| From property crime | 43% | N=203 | 44% | N=208 | 6% | N=26 | 5% | N=26 | 1% | N=6 | 1% | N=5 | 100% | N=474 |
| From violent crime | 66% | N=315 | 24% | N=116 | 5% | N=23 | 2% | N=9 | 1% | N=6 | 1% | N=6 | 100% | N=474 |
| From fire, flood, or other natural disaster | 51% | N=241 | 33% | N=156 | 11% | N=52 | 2% | N=8 | 0% | N=2 | 4% | N=17 | 100% | N=476 |

Table 9: Question 5 without "don't know" responses

| Please rate the job you feel the O'Fallon community does at each of the following. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Making all residents feel welcome | 29% | N=134 | 48% | N=219 | 15% | N=70 | 7% | N=34 | 100% | N=457 |
| Attracting people from diverse backgrounds | 24% | N=103 | 44% | N=185 | 24% | N=101 | 8% | N=34 | 100% | N=423 |
| Valuing/respecting residents from diverse backgrounds | 29% | N=124 | 44% | N=189 | 20% | N=84 | 7% | N=30 | 100% | N=426 |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.) | 25% | N=87 | 42% | N=147 | 26% | N=90 | 6% | N=22 | 100% | N=347 |

Table 10: Question 5 with "don't know" responses

| Please rate the job you feel the O'Fallon community does at each of the following. | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| Making all residents feel welcome | 28% | N=134 | 46% | N=219 | 15% | N=70 | 7% | N=34 | 4% | N=20 | 100% | N=477 |
| Attracting people from diverse backgrounds | 22% | N=103 | 39% | N=185 | 21% | N=101 | 7% | N=34 | 11% | N=53 | 100% | N=476 |
| Valuing/respecting residents from diverse backgrounds | 26% | N=124 | 40% | N=189 | 18% | N=84 | 6% | N=30 | 11% | N=50 | 100% | N=476 |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.) | 18% | N=87 | 31% | N=147 | 19% | N=90 | 5% | N=22 | 27% | N=129 | 100% | N=476 |

Table 11: Question 6 without "don't know" responses

| Please rate each of the following characteristics as they relate to O'Fallon as a whole. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Overall quality of business and service establishments in O'Fallon | 31% | N=147 | 50% | N=237 | 14% | N=65 | 5% | N=21 | 100% | N=471 |
| Variety of business and service establishments in O'Fallon | 24% | N=112 | 43% | N=204 | 26% | N=122 | 7% | N=34 | 100% | N=472 |
| Vibrancy of downtown/commercial area | 19% | N=88 | 43% | N=203 | 31% | N=144 | 7% | N=33 | 100% | N=468 |

| Please rate each of the following characteristics as they relate to O'Fallon as a whole. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Employment opportunities | 10% | N=36 | 39% | N=132 | 40% | N=135 | 11% | N=37 | 100% | N=339 |
| Shopping opportunities | 21% | N=100 | 36% | N=171 | 32% | N=150 | 11% | N=52 | 100% | N=473 |
| Cost of living in O'Fallon | 6% | N=30 | 32% | N=150 | 43% | N=202 | 19% | N=87 | 100% | N=470 |
| Overall image or reputation of O'Fallon | 39% | N=184 | 46% | N=218 | 13% | N=59 | 2% | N=9 | 100% | N=471 |

Table 12: Question 6 with "don't know" responses

| 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 quality of business and service establishments in O'Fallon | 31% | N=147 | 50% | N=237 | 14% | N=65 | 4% | N=21 | 1% | N=5 | 100% | N=476 |
| Variety of business and service establishments in O'Fallon | 24% | N=112 | 43% | N=204 | 26% | N=122 | 7% | N=34 | 0% | N=0 | 100% | N=473 |
| Vibrancy of downtown/commercial area | 18% | N=88 | 43% | N=203 | 30% | N=144 | 7% | N=33 | 1% | N=7 | 100% | N=474 |
| Employment opportunities | 8% | N=36 | 28% | N=132 | 29% | N=135 | 8% | N=37 | 28% | N=130 | 100% | N=469 |
| Shopping opportunities | 21% | N=100 | 36% | N=171 | 32% | N=150 | 11% | N=52 | 0% | N=1 | 100% | N=474 |
| Cost of living in O'Fallon | 6% | N=30 | 32% | N=150 | 43% | N=202 | 18% | N=87 | 1% | N=3 | 100% | N=473 |
| Overall image or reputation of O'Fallon | 39% | N=184 | 46% | N=218 | 13% | N=59 | 2% | N=9 | 1% | N=4 | 100% | N=475 |

Table 13: Question 7 without "don't know" responses

| 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 | 14% | N=67 | 55% | N=260 | 24% | N=112 | 8% | N=36 | 100% | N=475 |
| Ease of public parking | 18% | N=85 | 52% | N=244 | 24% | N=110 | 6% | N=26 | 100% | N=465 |
| Ease of travel by car in O'Fallon | 31% | N=144 | 53% | N=249 | 13% | N=61 | 2% | N=12 | 100% | N=465 |
| Ease of travel by public transportation in O'Fallon | 15% | N=32 | 39% | N=84 | 33% | N=70 | 13% | N=28 | 100% | N=213 |
| Ease of travel by bicycle in O'Fallon | 14% | N=48 | 47% | N=161 | 28% | N=95 | 11% | N=38 | 100% | N=343 |
| Ease of walking in O'Fallon | 25% | N=110 | 50% | N=223 | 17% | N=76 | 8% | N=37 | 100% | N=445 |
| Well-planned residential growth | 22% | N=89 | 52% | N=208 | 18% | N=73 | 8% | N=30 | 100% | N=400 |
| Well-planned commercial growth | 18% | N=72 | 47% | N=186 | 24% | N=94 | 11% | N=41 | 100% | N=392 |

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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 | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Well-designed neighborhoods | 22% | N=101 | 49% | N=221 | 22% | N=100 | 7% | N=31 | 100% | N=452 |
| Preservation of the historical or cultural character of the community | 21% | N=78 | 46% | N=169 | 23% | N=86 | 9% | N=34 | 100% | N=368 |
| Public places where people want to spend time | 22% | N=98 | 49% | N=218 | 23% | N=104 | 6% | N=25 | 100% | N=446 |
| Variety of housing options | 21% | N=96 | 44% | N=198 | 27% | N=120 | 8% | N=34 | 100% | N=448 |
| Availability of affordable quality housing | 12% | N=50 | 34% | N=143 | 41% | N=171 | 14% | N=58 | 100% | N=423 |
| Overall quality of new development in O'Fallon | 25% | N=104 | 51% | N=217 | 18% | N=75 | 7% | N=28 | 100% | N=425 |
| Overall appearance of O'Fallon | 30% | N=140 | 56% | N=263 | 13% | N=62 | 1% | N=7 | 100% | N=471 |
| Cleanliness of O'Fallon | 36% | N=172 | 51% | N=243 | 9% | N=42 | 3% | N=16 | 100% | N=473 |
| Air quality | 35% | N=158 | 56% | N=251 | 8% | N=35 | 1% | N=5 | 100% | N=449 |
| Availability of paths and walking trails | 38% | N=171 | 41% | N=181 | 16% | N=73 | 5% | N=20 | 100% | N=446 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 38% | N=169 | 45% | N=204 | 15% | N=67 | 2% | N=8 | 100% | N=448 |
| Recreational opportunities | 31% | N=138 | 51% | N=228 | 17% | N=75 | 2% | N=10 | 100% | N=450 |
| Availability of affordable quality food | 30% | N=144 | 47% | N=223 | 16% | N=74 | 7% | N=32 | 100% | N=474 |
| Availability of affordable quality health care | 39% | N=167 | 46% | N=198 | 10% | N=45 | 4% | N=17 | 100% | N=427 |
| Availability of preventive health services | 40% | N=165 | 46% | N=191 | 9% | N=38 | 4% | N=18 | 100% | N=411 |
| Availability of affordable quality mental health care | 21% | N=52 | 46% | N=112 | 19% | N=47 | 14% | N=34 | 100% | N=245 |
| Opportunities to attend cultural/arts/music activities | 10% | N=39 | 31% | N=122 | 40% | N=158 | 19% | N=77 | 100% | N=395 |
| Community support for the arts | 12% | N=42 | 32% | N=110 | 40% | N=139 | 16% | N=54 | 100% | N=345 |
| Availability of affordable quality childcare/preschool | 17% | N=48 | 36% | N=100 | 30% | N=84 | 17% | N=47 | 100% | N=278 |
| K-12 education | 43% | N=164 | 43% | N=164 | 12% | N=45 | 3% | N=12 | 100% | N=386 |
| Adult educational opportunities | 16% | N=45 | 38% | N=108 | 29% | N=84 | 17% | N=48 | 100% | N=286 |
| Sense of civic/community pride | 25% | N=108 | 48% | N=206 | 23% | N=99 | 3% | N=14 | 100% | N=427 |
| Neighborliness of residents in O'Fallon | 28% | N=128 | 41% | N=188 | 26% | N=119 | 5% | N=24 | 100% | N=460 |
| Opportunities to participate in social events and activities | 20% | N=87 | 41% | N=178 | 29% | N=128 | 9% | N=40 | 100% | N=433 |
| Opportunities to attend special events and festivals | 18% | N=76 | 39% | N=168 | 31% | N=133 | 12% | N=53 | 100% | N=430 |

| Please rate each of the following characteristics as they relate to O'Fallon as a whole. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|------|------|-------|------|-------|------|------|-------|-------|
| Opportunities to volunteer | 20% | N=70 | 38% | N=131 | 33% | N=114 | 10% | N=33 | 100% | N=348 |
| Opportunities to participate in community matters | 18% | N=66 | 38% | N=140 | 34% | N=126 | 11% | N=40 | 100% | N=372 |

Table 14: Question 7 with "don't know" responses

| 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 | 14% | N=67 | 54% | N=260 | 24% | N=112 | 7% | N=36 | 0% | N=1 | 100% | N=477 |
| Ease of public parking | 18% | N=85 | 51% | N=244 | 23% | N=110 | 5% | N=26 | 2% | N=10 | 100% | N=474 |
| Ease of travel by car in O'Fallon | 31% | N=144 | 53% | N=249 | 13% | N=61 | 2% | N=12 | 1% | N=6 | 100% | N=471 |
| Ease of travel by public transportation in O'Fallon | 7% | N=32 | 18% | N=84 | 15% | N=70 | 6% | N=28 | 55% | N=257 | 100% | N=471 |
| Ease of travel by bicycle in O'Fallon | 10% | N=48 | 34% | N=161 | 20% | N=95 | 8% | N=38 | 27% | N=128 | 100% | N=471 |
| Ease of walking in O'Fallon | 23% | N=110 | 47% | N=223 | 16% | N=76 | 8% | N=37 | 5% | N=26 | 100% | N=471 |
| Well-planned residential growth | 19% | N=89 | 44% | N=208 | 15% | N=73 | 6% | N=30 | 15% | N=72 | 100% | N=472 |
| Well-planned commercial growth | 15% | N=72 | 39% | N=186 | 20% | N=94 | 9% | N=41 | 17% | N=81 | 100% | N=474 |
| Well-designed neighborhoods | 21% | N=101 | 47% | N=221 | 21% | N=100 | 6% | N=31 | 4% | N=21 | 100% | N=473 |
| Preservation of the historical or cultural character of the community | 17% | N=78 | 36% | N=169 | 18% | N=86 | 7% | N=34 | 22% | N=105 | 100% | N=473 |
| Public places where people want to spend time | 21% | N=98 | 46% | N=218 | 22% | N=104 | 5% | N=25 | 6% | N=28 | 100% | N=473 |
| Variety of housing options | 20% | N=96 | 42% | N=198 | 25% | N=120 | 7% | N=34 | 5% | N=25 | 100% | N=473 |
| Availability of affordable quality housing | 11% | N=50 | 30% | N=143 | 36% | N=171 | 12% | N=58 | 11% | N=52 | 100% | N=475 |
| Overall quality of new development in O'Fallon | 22% | N=104 | 46% | N=217 | 16% | N=75 | 6% | N=28 | 9% | N=43 | 100% | N=468 |
| Overall appearance of O'Fallon | 30% | N=140 | 56% | N=263 | 13% | N=62 | 1% | N=7 | 0% | N=2 | 100% | N=473 |
| Cleanliness of O'Fallon | 36% | N=172 | 51% | N=243 | 9% | N=42 | 3% | N=16 | 0% | N=1 | 100% | N=474 |
| Air quality | 33% | N=158 | 53% | N=251 | 7% | N=35 | 1% | N=5 | 6% | N=26 | 100% | N=476 |
| Availability of paths and walking trails | 36% | N=171 | 38% | N=181 | 15% | N=73 | 4% | N=20 | 6% | N=28 | 100% | N=474 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 36% | N=169 | 43% | N=204 | 14% | N=67 | 2% | N=8 | 6% | N=28 | 100% | N=476 |

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| Please rate each of the following characteristics as they relate to O'Fallon as a whole. | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| Recreational opportunities | 29% | N=138 | 48% | N=228 | 16% | N=75 | 2% | N=10 | 5% | N=23 | 100% | N=474 |
| Availability of affordable quality food | 30% | N=144 | 47% | N=223 | 16% | N=74 | 7% | N=32 | 0% | N=1 | 100% | N=476 |
| Availability of affordable quality health care | 35% | N=167 | 42% | N=198 | 9% | N=45 | 4% | N=17 | 10% | N=46 | 100% | N=473 |
| Availability of preventive health services | 35% | N=165 | 40% | N=191 | 8% | N=38 | 4% | N=18 | 13% | N=63 | 100% | N=474 |
| Availability of affordable quality mental health care | 11% | N=52 | 24% | N=112 | 10% | N=47 | 7% | N=34 | 48% | N=228 | 100% | N=473 |
| Opportunities to attend cultural/arts/music activities | 8% | N=39 | 26% | N=122 | 33% | N=158 | 16% | N=77 | 17% | N=78 | 100% | N=474 |
| Community support for the arts | 9% | N=42 | 23% | N=110 | 30% | N=139 | 11% | N=54 | 27% | N=126 | 100% | N=471 |
| Availability of affordable quality childcare/preschool | 10% | N=48 | 21% | N=100 | 18% | N=84 | 10% | N=47 | 41% | N=191 | 100% | N=470 |
| K-12 education | 35% | N=164 | 35% | N=164 | 10% | N=45 | 3% | N=12 | 18% | N=86 | 100% | N=472 |
| Adult educational opportunities | 10% | N=45 | 23% | N=108 | 18% | N=84 | 10% | N=48 | 40% | N=188 | 100% | N=474 |
| Sense of civic/community pride | 23% | N=108 | 44% | N=206 | 21% | N=99 | 3% | N=14 | 9% | N=40 | 100% | N=467 |
| Neighborliness of residents in O'Fallon | 27% | N=128 | 40% | N=188 | 25% | N=119 | 5% | N=24 | 3% | N=12 | 100% | N=472 |
| Opportunities to participate in social events and activities | 18% | N=87 | 37% | N=178 | 27% | N=128 | 8% | N=40 | 9% | N=43 | 100% | N=476 |
| Opportunities to attend special events and festivals | 16% | N=76 | 35% | N=168 | 28% | N=133 | 11% | N=53 | 10% | N=46 | 100% | N=475 |
| Opportunities to volunteer | 15% | N=70 | 28% | N=131 | 24% | N=114 | 7% | N=33 | 26% | N=124 | 100% | N=473 |
| Opportunities to participate in community matters | 14% | N=66 | 30% | N=140 | 27% | N=126 | 9% | N=40 | 21% | N=102 | 100% | N=474 |

Table 15: Question 8

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|--|-----|-------|-----|-------|-------|-------|
| Contacted the City of O'Fallon (in-person, phone, email or web) for help or information | 54% | N=257 | 46% | N=220 | 100% | N=478 |
| Contacted O'Fallon elected officials (in-person, phone, email or web) to express your opinion | 80% | N=383 | 20% | N=93 | 100% | N=476 |
| Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) | 81% | N=383 | 19% | N=91 | 100% | N=474 |
| Watched (online or on television) a local public meeting | 74% | N=350 | 26% | N=124 | 100% | N=474 |
| Campaigned or advocated for a local issue, cause or candidate | 87% | N=412 | 13% | N=63 | 100% | N=475 |
| Voted in your most recent local election | 30% | N=140 | 70% | N=333 | 100% | N=474 |

| Please indicate whether or not you have done each of the following in the last 12 months. | No | | Yes | | Total | |
|---|-----|-------|-----|-------|-------|-------|
| Carpooled with other adults or children instead of driving alone | 68% | N=326 | 32% | N=151 | 100% | N=477 |
| Walked or biked instead of driving | 43% | N=203 | 57% | N=273 | 100% | N=476 |

Table 16: Question 9 without "don't know" responses

| Please rate the quality of each of the following services in O'Fallon. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Public information services | 20% | N=85 | 51% | N=215 | 24% | N=103 | 5% | N=21 | 100% | N=423 |
| Economic development | 23% | N=92 | 49% | N=190 | 23% | N=92 | 4% | N=17 | 100% | N=390 |
| Traffic enforcement | 22% | N=97 | 57% | N=247 | 13% | N=55 | 7% | N=32 | 100% | N=430 |
| Traffic signal timing | 17% | N=80 | 53% | N=245 | 23% | N=106 | 6% | N=28 | 100% | N=459 |
| Street repair | 17% | N=80 | 48% | N=223 | 29% | N=133 | 7% | N=32 | 100% | N=468 |
| Street cleaning | 23% | N=107 | 56% | N=257 | 16% | N=71 | 5% | N=21 | 100% | N=456 |
| Street lighting | 23% | N=107 | 49% | N=230 | 20% | N=92 | 8% | N=39 | 100% | N=467 |
| Snow removal | 14% | N=61 | 46% | N=200 | 28% | N=123 | 12% | N=52 | 100% | N=437 |
| Sidewalk maintenance | 17% | N=77 | 45% | N=197 | 29% | N=129 | 8% | N=37 | 100% | N=439 |
| Bus or transit services | 11% | N=24 | 55% | N=122 | 21% | N=47 | 13% | N=30 | 100% | N=223 |
| Land use, planning, and zoning | 16% | N=51 | 49% | N=157 | 24% | N=76 | 11% | N=34 | 100% | N=318 |
| Code enforcement (weeds, abandoned buildings, etc.) | 16% | N=58 | 46% | N=171 | 28% | N=104 | 10% | N=36 | 100% | N=368 |
| Affordable high-speed internet access | 18% | N=76 | 46% | N=201 | 26% | N=113 | 10% | N=44 | 100% | N=434 |
| Garbage collection | 43% | N=198 | 42% | N=190 | 12% | N=56 | 3% | N=13 | 100% | N=456 |
| Drinking water | 25% | N=114 | 44% | N=204 | 24% | N=111 | 7% | N=33 | 100% | N=462 |
| Sewer services | 30% | N=132 | 49% | N=216 | 18% | N=79 | 4% | N=18 | 100% | N=445 |
| Storm water management (storm drainage, dams, levees, etc.) | 20% | N=88 | 45% | N=197 | 24% | N=106 | 11% | N=49 | 100% | N=440 |
| Utility billing | 24% | N=109 | 46% | N=208 | 24% | N=110 | 6% | N=27 | 100% | N=454 |
| Police/Sheriff services | 47% | N=202 | 42% | N=180 | 8% | N=34 | 4% | N=16 | 100% | N=432 |
| Crime prevention | 41% | N=172 | 46% | N=196 | 9% | N=38 | 4% | N=16 | 100% | N=423 |
| Ambulance or emergency medical services | 50% | N=171 | 44% | N=153 | 5% | N=16 | 1% | N=5 | 100% | N=345 |
| Fire services | 47% | N=167 | 47% | N=168 | 4% | N=14 | 1% | N=5 | 100% | N=353 |

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| Please rate the quality of each of the following services in O'Fallon. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Fire prevention and education | 36% | N=117 | 50% | N=160 | 12% | N=37 | 2% | N=7 | 100% | N=322 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 27% | N=90 | 48% | N=161 | 21% | N=69 | 4% | N=13 | 100% | N=333 |
| Preservation of natural areas (open space, farmlands, and greenbelts) | 22% | N=86 | 42% | N=164 | 25% | N=97 | 10% | N=40 | 100% | N=388 |
| O'Fallon open space | 21% | N=86 | 45% | N=185 | 27% | N=109 | 8% | N=32 | 100% | N=412 |
| Recycling | 32% | N=140 | 39% | N=170 | 20% | N=86 | 8% | N=36 | 100% | N=432 |
| Yard waste pick-up | 40% | N=162 | 42% | N=167 | 13% | N=54 | 5% | N=19 | 100% | N=402 |
| City parks | 46% | N=207 | 43% | N=192 | 9% | N=38 | 2% | N=10 | 100% | N=447 |
| Recreation programs or classes | 30% | N=110 | 47% | N=175 | 20% | N=72 | 3% | N=11 | 100% | N=369 |
| Recreation centers or facilities | 29% | N=115 | 48% | N=189 | 20% | N=80 | 3% | N=12 | 100% | N=396 |
| Health services | 38% | N=146 | 48% | N=183 | 10% | N=40 | 3% | N=11 | 100% | N=380 |
| Public library services | 52% | N=211 | 41% | N=164 | 4% | N=17 | 3% | N=12 | 100% | N=404 |
| Overall customer service by O'Fallon employees (police, receptionists, planners, etc.) | 37% | N=156 | 47% | N=198 | 13% | N=56 | 3% | N=13 | 100% | N=422 |

Table 17: Question 9 with "don't know" responses

| Please rate the quality of each of the following services in O'Fallon. | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| Public information services | 18% | N=85 | 46% | N=215 | 22% | N=103 | 4% | N=21 | 10% | N=47 | 100% | N=470 |
| Economic development | 20% | N=92 | 41% | N=190 | 20% | N=92 | 4% | N=17 | 16% | N=76 | 100% | N=467 |
| Traffic enforcement | 21% | N=97 | 53% | N=247 | 12% | N=55 | 7% | N=32 | 8% | N=39 | 100% | N=470 |
| Traffic signal timing | 17% | N=80 | 52% | N=245 | 23% | N=106 | 6% | N=28 | 2% | N=10 | 100% | N=469 |
| Street repair | 17% | N=80 | 47% | N=223 | 28% | N=133 | 7% | N=32 | 1% | N=4 | 100% | N=471 |
| Street cleaning | 23% | N=107 | 55% | N=257 | 15% | N=71 | 4% | N=21 | 3% | N=12 | 100% | N=468 |
| Street lighting | 23% | N=107 | 49% | N=230 | 19% | N=92 | 8% | N=39 | 1% | N=4 | 100% | N=470 |
| Snow removal | 13% | N=61 | 43% | N=200 | 26% | N=123 | 11% | N=52 | 6% | N=29 | 100% | N=466 |
| Sidewalk maintenance | 16% | N=77 | 42% | N=197 | 28% | N=129 | 8% | N=37 | 6% | N=30 | 100% | N=469 |
| Bus or transit services | 5% | N=24 | 26% | N=122 | 10% | N=47 | 6% | N=30 | 52% | N=244 | 100% | N=467 |

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| Please rate the quality of each of the following services in O'Fallon. | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|--|-----------|-------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| Land use, planning, and zoning | 11% | N=51 | 34% | N=157 | 16% | N=76 | 7% | N=34 | 31% | N=145 | 100% | N=463 |
| Code enforcement (weeds, abandoned buildings, etc.) | 12% | N=58 | 37% | N=171 | 22% | N=104 | 8% | N=36 | 21% | N=98 | 100% | N=466 |
| Affordable high-speed internet access | 16% | N=76 | 43% | N=201 | 24% | N=113 | 9% | N=44 | 7% | N=32 | 100% | N=466 |
| Garbage collection | 42% | N=198 | 40% | N=190 | 12% | N=56 | 3% | N=13 | 3% | N=13 | 100% | N=469 |
| Drinking water | 24% | N=114 | 43% | N=204 | 24% | N=111 | 7% | N=33 | 1% | N=6 | 100% | N=468 |
| Sewer services | 28% | N=132 | 46% | N=216 | 17% | N=79 | 4% | N=18 | 5% | N=21 | 100% | N=466 |
| Storm water management (storm drainage, dams, levees, etc.) | 19% | N=88 | 43% | N=197 | 23% | N=106 | 11% | N=49 | 5% | N=23 | 100% | N=463 |
| Utility billing | 23% | N=109 | 45% | N=208 | 24% | N=110 | 6% | N=27 | 3% | N=13 | 100% | N=467 |
| Police/Sheriff services | 43% | N=202 | 38% | N=180 | 7% | N=34 | 3% | N=16 | 8% | N=38 | 100% | N=470 |
| Crime prevention | 37% | N=172 | 42% | N=196 | 8% | N=38 | 4% | N=16 | 10% | N=45 | 100% | N=468 |
| Ambulance or emergency medical services | 36% | N=171 | 33% | N=153 | 3% | N=16 | 1% | N=5 | 27% | N=125 | 100% | N=470 |
| Fire services | 36% | N=167 | 36% | N=168 | 3% | N=14 | 1% | N=5 | 24% | N=112 | 100% | N=465 |
| Fire prevention and education | 25% | N=117 | 34% | N=160 | 8% | N=37 | 2% | N=7 | 31% | N=148 | 100% | N=470 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 19% | N=90 | 34% | N=161 | 15% | N=69 | 3% | N=13 | 29% | N=136 | 100% | N=469 |
| Preservation of natural areas (open space, farmlands, and greenbelts) | 19% | N=86 | 35% | N=164 | 21% | N=97 | 9% | N=40 | 17% | N=77 | 100% | N=465 |
| O'Fallon open space | 18% | N=86 | 40% | N=185 | 23% | N=109 | 7% | N=32 | 12% | N=54 | 100% | N=466 |
| Recycling | 30% | N=140 | 37% | N=170 | 19% | N=86 | 8% | N=36 | 7% | N=34 | 100% | N=466 |
| Yard waste pick-up | 35% | N=162 | 36% | N=167 | 11% | N=54 | 4% | N=19 | 14% | N=65 | 100% | N=467 |
| City parks | 45% | N=207 | 42% | N=192 | 8% | N=38 | 2% | N=10 | 3% | N=15 | 100% | N=462 |
| Recreation programs or classes | 24% | N=110 | 38% | N=175 | 16% | N=72 | 2% | N=11 | 20% | N=95 | 100% | N=464 |
| Recreation centers or facilities | 25% | N=115 | 41% | N=189 | 17% | N=80 | 3% | N=12 | 14% | N=67 | 100% | N=464 |
| Health services | 32% | N=146 | 40% | N=183 | 9% | N=40 | 2% | N=11 | 18% | N=83 | 100% | N=463 |
| Public library services | 45% | N=211 | 35% | N=164 | 4% | N=17 | 3% | N=12 | 13% | N=62 | 100% | N=466 |
| Overall customer service by O'Fallon employees (police, receptionists, planners, etc.) | 34% | N=156 | 42% | N=198 | 12% | N=56 | 3% | N=13 | 9% | N=43 | 100% | N=466 |

Table 18: Question 10 without "don't know" responses

| 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 | 17% | N=71 | 39% | N=167 | 29% | N=123 | 15% | N=65 | 100% | N=425 |
| The overall direction that O'Fallon is taking | 23% | N=97 | 51% | N=215 | 22% | N=93 | 4% | N=17 | 100% | N=422 |
| The job O'Fallon government does at welcoming resident involvement | 21% | N=78 | 39% | N=142 | 29% | N=107 | 10% | N=38 | 100% | N=364 |
| Overall confidence in O'Fallon government | 19% | N=78 | 48% | N=203 | 26% | N=110 | 7% | N=30 | 100% | N=421 |
| Generally acting in the best interest of the community | 24% | N=100 | 47% | N=201 | 23% | N=97 | 6% | N=27 | 100% | N=426 |
| Being honest | 25% | N=95 | 49% | N=186 | 20% | N=78 | 6% | N=24 | 100% | N=383 |
| Being open and transparent to the public | 26% | N=101 | 46% | N=177 | 21% | N=83 | 7% | N=28 | 100% | N=388 |
| Informing residents about issues facing the community | 27% | N=112 | 40% | N=167 | 26% | N=109 | 7% | N=31 | 100% | N=420 |
| Treating all residents fairly | 29% | N=113 | 42% | N=163 | 19% | N=72 | 10% | N=37 | 100% | N=384 |
| Treating residents with respect | 34% | N=134 | 42% | N=164 | 19% | N=73 | 6% | N=23 | 100% | N=393 |

Table 19: Question 10 with "don't know" responses

| 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 | 15% | N=71 | 36% | N=167 | 26% | N=123 | 14% | N=65 | 9% | N=41 | 100% | N=466 |
| The overall direction that O'Fallon is taking | 21% | N=97 | 46% | N=215 | 20% | N=93 | 4% | N=17 | 9% | N=42 | 100% | N=465 |
| The job O'Fallon government does at welcoming resident involvement | 17% | N=78 | 30% | N=142 | 23% | N=107 | 8% | N=38 | 22% | N=103 | 100% | N=467 |
| Overall confidence in O'Fallon government | 17% | N=78 | 44% | N=203 | 23% | N=110 | 6% | N=30 | 10% | N=46 | 100% | N=467 |
| Generally acting in the best interest of the community | 21% | N=100 | 43% | N=201 | 21% | N=97 | 6% | N=27 | 9% | N=43 | 100% | N=468 |
| Being honest | 20% | N=95 | 40% | N=186 | 17% | N=78 | 5% | N=24 | 18% | N=83 | 100% | N=466 |
| Being open and transparent to the public | 22% | N=101 | 38% | N=177 | 18% | N=83 | 6% | N=28 | 17% | N=78 | 100% | N=466 |
| Informing residents about issues facing the community | 24% | N=112 | 36% | N=167 | 23% | N=109 | 7% | N=31 | 10% | N=47 | 100% | N=467 |
| Treating all residents fairly | 24% | N=113 | 35% | N=163 | 15% | N=72 | 8% | N=37 | 18% | N=83 | 100% | N=468 |
| Treating residents with respect | 29% | N=134 | 35% | N=164 | 16% | N=73 | 5% | N=23 | 15% | N=72 | 100% | N=465 |

Table 20: Question 11 without "don't know" responses

| 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 | 31% | N=145 | 51% | N=235 | 15% | N=72 | 2% | N=11 | 100% | N=463 |
| The Federal Government | 11% | N=46 | 34% | N=146 | 34% | N=145 | 21% | N=91 | 100% | N=429 |

Table 21: Question 11 with "don't know" responses

| 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 | 31% | N=145 | 50% | N=235 | 15% | N=72 | 2% | N=11 | 1% | N=4 | 100% | N=467 |
| The Federal Government | 10% | N=46 | 31% | N=146 | 31% | N=145 | 20% | N=91 | 8% | N=35 | 100% | N=464 |

Table 22: Question 12

| 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 economic health of O'Fallon | 56% | N=264 | 40% | N=188 | 5% | N=22 | 0% | N=1 | 100% | N=475 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in O'Fallon | 28% | N=131 | 51% | N=240 | 20% | N=93 | 1% | N=6 | 100% | N=471 |
| Overall design or layout of O'Fallon's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 30% | N=141 | 48% | N=227 | 22% | N=104 | 0% | N=1 | 100% | N=472 |
| Overall quality of the utility infrastructure in O'Fallon (water, sewer, storm water) | 50% | N=236 | 40% | N=191 | 10% | N=45 | 0% | N=2 | 100% | N=474 |
| Overall feeling of safety in O'Fallon | 64% | N=304 | 28% | N=135 | 7% | N=31 | 1% | N=7 | 100% | N=477 |
| Overall quality of natural environment in O'Fallon | 32% | N=153 | 47% | N=221 | 19% | N=90 | 2% | N=7 | 100% | N=472 |
| Overall quality of parks and recreation opportunities | 36% | N=173 | 46% | N=218 | 17% | N=79 | 1% | N=5 | 100% | N=475 |
| Overall health and wellness opportunities in O'Fallon | 30% | N=143 | 49% | N=233 | 19% | N=92 | 1% | N=4 | 100% | N=472 |
| Overall opportunities for education, culture and the arts | 33% | N=156 | 43% | N=205 | 23% | N=107 | 2% | N=8 | 100% | N=476 |
| Residents' connection and engagement with their community | 31% | N=146 | 46% | N=218 | 22% | N=104 | 1% | N=6 | 100% | N=474 |

Table 23: Question 13

| 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 | 24% | N=110 | 49% | N=230 | 24% | N=114 | 3% | N=13 | 100% | N=468 |
| Economic Development | 47% | N=221 | 44% | N=204 | 9% | N=42 | 0% | N=1 | 100% | N=469 |
| Library Services | 23% | N=109 | 42% | N=195 | 32% | N=148 | 4% | N=17 | 100% | N=468 |
| Parks & Recreation | 33% | N=153 | 50% | N=233 | 16% | N=75 | 1% | N=6 | 100% | N=467 |
| Planning & Zoning | 32% | N=148 | 50% | N=236 | 17% | N=80 | 1% | N=5 | 100% | N=470 |
| Public Safety (Police, Fire, EMS) | 65% | N=306 | 31% | N=146 | 3% | N=13 | 1% | N=3 | 100% | N=468 |
| Stormwater/drainage | 41% | N=192 | 46% | N=216 | 12% | N=58 | 1% | N=2 | 100% | N=469 |
| Streets & roads | 47% | N=217 | 47% | N=219 | 6% | N=29 | 0% | N=1 | 100% | N=466 |
| Wastewater (sewer) | 43% | N=199 | 41% | N=192 | 15% | N=70 | 1% | N=6 | 100% | N=467 |
| Drinking water | 66% | N=311 | 24% | N=115 | 9% | N=41 | 0% | N=2 | 100% | N=469 |

Table 24: Question 14 without "don't know" responses

| Please rate your community on each of the following: | Excellent | | Good | | Fair | | Poor | | Total | |
|---|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| Helping new residents feel connected and integrated | 16% | N=64 | 41% | N=165 | 32% | N=131 | 11% | N=44 | 100% | N=403 |
| Demonstrating respect for residents of different cultures and belief systems | 22% | N=89 | 49% | N=199 | 21% | N=85 | 8% | N=33 | 100% | N=406 |
| Providing a safe and secure environment for residents of all backgrounds | 27% | N=114 | 54% | N=231 | 14% | N=60 | 5% | N=21 | 100% | N=426 |
| Respecting individual cultural beliefs and values | 24% | N=101 | 52% | N=215 | 16% | N=67 | 7% | N=29 | 100% | N=412 |
| Providing equal employment opportunities to residents of all backgrounds | 27% | N=89 | 49% | N=163 | 19% | N=65 | 5% | N=17 | 100% | N=334 |
| Providing equal access to housing for residents of all backgrounds | 25% | N=91 | 40% | N=144 | 29% | N=105 | 7% | N=24 | 100% | N=365 |
| Making all residents feel welcome in business establishments | 29% | N=121 | 50% | N=211 | 16% | N=68 | 5% | N=20 | 100% | N=421 |
| Informing residents about issues facing the community | 22% | N=93 | 43% | N=180 | 24% | N=100 | 11% | N=48 | 100% | N=421 |
| Welcoming residents from all backgrounds to participate in local government and community decision-making | 22% | N=79 | 39% | N=142 | 25% | N=91 | 14% | N=52 | 100% | N=365 |

Table 25: Question 14 with "don't know" responses

| Please rate your community on each of the following: | Excellent | | Good | | Fair | | Poor | | Don't know | | Total | |
|---|-----------|-------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| Helping new residents feel connected and integrated | 14% | N=64 | 35% | N=165 | 28% | N=131 | 9% | N=44 | 14% | N=64 | 100% | N=467 |
| Demonstrating respect for residents of different cultures and belief systems | 19% | N=89 | 43% | N=199 | 18% | N=85 | 7% | N=33 | 13% | N=63 | 100% | N=469 |
| Providing a safe and secure environment for residents of all backgrounds | 25% | N=114 | 50% | N=231 | 13% | N=60 | 4% | N=21 | 8% | N=39 | 100% | N=465 |
| Respecting individual cultural beliefs and values | 22% | N=101 | 46% | N=215 | 14% | N=67 | 6% | N=29 | 12% | N=55 | 100% | N=467 |
| Providing equal employment opportunities to residents of all backgrounds | 19% | N=89 | 35% | N=163 | 14% | N=65 | 4% | N=17 | 29% | N=135 | 100% | N=469 |
| Providing equal access to housing for residents of all backgrounds | 20% | N=91 | 31% | N=144 | 23% | N=105 | 5% | N=24 | 22% | N=103 | 100% | N=468 |
| Making all residents feel welcome in business establishments | 26% | N=121 | 45% | N=211 | 15% | N=68 | 4% | N=20 | 9% | N=44 | 100% | N=464 |
| Informing residents about issues facing the community | 20% | N=93 | 39% | N=180 | 22% | N=100 | 10% | N=48 | 9% | N=42 | 100% | N=463 |
| Welcoming residents from all backgrounds to participate in local government and community decision-making | 17% | N=79 | 31% | N=142 | 20% | N=91 | 11% | N=52 | 22% | N=101 | 100% | N=466 |

Table 26: Question 15

| Later this year, the City of O'Fallon will begin a long-range plan to guide development over the next twenty years. Help city leaders plan our future! What do you want to be able to say about O'Fallon in the year 2040? SELECT UP TO THREE statements below to share what is most important to you as we build our future together. | Percent | Number |
|--|---------|--------|
| Place – O'Fallon is a place where people feel welcome and want to live, work and play; gathering places and unique points of interest draw both locals and visitors. | 62% | N=222 |
| Access - I have access to goods and services within walking distance (or convenient driving distance) from my home. | 20% | N=73 |
| Programming - Art, culture, recreation, nature, and local businesses bring our spaces to life with people. | 17% | N=61 |
| Product – City investment in superior infrastructure is paying off, attracting businesses and investment of all kinds. | 24% | N=85 |
| Prosperity - O'Fallon is a community of choice for businesses large and small. Our talented, and economically secure workforce drives business innovation and financial prosperity for all. | 43% | N=155 |
| Quality Housing - A variety of housing options allow people of all income levels and life stages to call O'Fallon home. | 23% | N=81 |
| Neighborhoods - O'Fallon's strong neighborhoods are accessible to parks, schools, goods and services, and are places where people feel safe and are connected to each other. | 51% | N=183 |
| Age-Friendly - We respect seniors, value their contributions, and actively support their safety and wellbeing. | 17% | N=59 |

| | | |
|--|---------|--------|
| Later this year, the City of O'Fallon will begin a long-range plan to guide development over the next twenty years. Help city leaders plan our future! What do you want to be able to say about O'Fallon in the year 2040? SELECT UP TO THREE statements below to share what is most important to you as we build our future together. | Percent | Number |
| Mobility - Our forward-thinking transportation network connects people to places by car, transit, bike or walking. | 13% | N=46 |
| Healthy and Active - Our world-class health services and second-to-none recreational opportunities allow residents of all ages to thrive physically, socially and emotionally. | 23% | N=84 |

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

Table 27: Question D1 without "don't know" responses

| Thinking about a typical week, how many times do you: | Several times a day | | Once a day | | A few times a week | | Every few weeks | | Less often or never | | Total | |
|--|---------------------|-------|------------|------|--------------------|-------|-----------------|-------|---------------------|-------|-------|-------|
| Access the internet from your home using a computer, laptop or tablet computer | 83% | N=391 | 5% | N=22 | 5% | N=25 | 1% | N=4 | 6% | N=31 | 100% | N=471 |
| Access the internet from your cell phone | 86% | N=405 | 4% | N=19 | 3% | N=14 | 1% | N=3 | 6% | N=28 | 100% | N=470 |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 67% | N=314 | 11% | N=51 | 6% | N=30 | 2% | N=11 | 14% | N=66 | 100% | N=471 |
| Use or check email | 81% | N=379 | 13% | N=60 | 2% | N=11 | 1% | N=3 | 4% | N=18 | 100% | N=469 |
| Share your opinions online | 17% | N=78 | 3% | N=14 | 14% | N=63 | 15% | N=71 | 51% | N=237 | 100% | N=464 |
| Shop online | 17% | N=80 | 9% | N=42 | 33% | N=156 | 30% | N=143 | 11% | N=50 | 100% | N=471 |

Table 28: Question D1 with "don't know" responses

| Thinking about a typical week, how many times do you: | Several times a day | | Once a day | | A few times a week | | Every few weeks | | Less often or never | | Don't know | | Total | |
|--|---------------------|-------|------------|------|--------------------|-------|-----------------|-------|---------------------|-------|------------|-----|-------|-------|
| Access the internet from your home using a computer, laptop or tablet computer | 83% | N=391 | 5% | N=22 | 5% | N=25 | 1% | N=4 | 6% | N=31 | 0% | N=1 | 100% | N=473 |
| Access the internet from your cell phone | 86% | N=405 | 4% | N=19 | 3% | N=14 | 1% | N=3 | 6% | N=28 | 0% | N=0 | 100% | N=470 |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 66% | N=314 | 11% | N=51 | 6% | N=30 | 2% | N=11 | 14% | N=66 | 0% | N=2 | 100% | N=473 |
| Use or check email | 80% | N=379 | 13% | N=60 | 2% | N=11 | 1% | N=3 | 4% | N=18 | 0% | N=2 | 100% | N=471 |
| Share your opinions online | 17% | N=78 | 3% | N=14 | 13% | N=63 | 15% | N=71 | 50% | N=237 | 2% | N=8 | 100% | N=472 |
| Shop online | 17% | N=80 | 9% | N=42 | 33% | N=156 | 30% | N=143 | 11% | N=50 | 0% | N=2 | 100% | N=473 |

Table 29: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 27% | N=130 |
| Very good | 43% | N=207 |
| Good | 24% | N=114 |
| Fair | 5% | N=23 |
| Poor | 1% | N=3 |
| Total | 100% | N=476 |

Table 30: 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 | 10% | N=49 |
| Somewhat positive | 20% | N=94 |
| Neutral | 47% | N=222 |
| Somewhat negative | 19% | N=91 |
| Very negative | 3% | N=16 |
| Total | 100% | N=473 |

Table 31: Question D4

| How many years have you lived in O'Fallon? | Percent | Number |
|--|---------|--------|
| Less than 2 years | 15% | N=69 |
| 2 to 5 years | 24% | N=113 |
| 6 to 10 years | 10% | N=46 |
| 11 to 20 years | 22% | N=105 |
| More than 20 years | 30% | N=140 |
| Total | 100% | N=473 |

Table 32: Question D5

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 73% | N=346 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 25% | N=116 |
| Mobile home | 2% | N=8 |
| Other | 1% | N=3 |
| Total | 100% | N=473 |

Table 33: Question D6

| Do you rent or own your home? | Percent | Number |
|-------------------------------|---------|--------|
| Rent | 30% | N=142 |
| Own | 70% | N=328 |
| Total | 100% | N=470 |

Table 34: Question D7

| 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 \$500 per month | 5% | N=23 |
| \$500 to \$999 per month | 27% | N=124 |
| \$1,000 to \$1,499 per month | 22% | N=100 |
| \$1,500 to \$1,999 per month | 22% | N=100 |
| \$2,000 to \$2,499 per month | 10% | N=48 |
| \$2,500 to \$2,999 per month | 5% | N=25 |
| \$3,000 to \$3,499 per month | 4% | N=19 |
| \$3,500 or more per month | 4% | N=17 |
| Total | 100% | N=456 |

Table 35: Question D8

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 53% | N=251 |
| Yes | 47% | N=220 |
| Total | 100% | N=471 |

Table 36: Question D9

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 77% | N=366 |
| Yes | 23% | N=108 |
| Total | 100% | N=474 |

Table 37: Question D10

| 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=21 |
| \$25,000 to \$49,999 | 13% | N=59 |
| \$50,000 to \$74,999 | 19% | N=85 |
| \$75,000 to \$99,999 | 18% | N=81 |
| \$100,000 to \$149,999 | 23% | N=105 |
| \$150,000 or more | 23% | N=104 |
| Total | 100% | N=456 |

Table 38: Question D11

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 96% | N=447 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 4% | N=17 |
| Total | 100% | N=465 |

Table 39: Question D12

| 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 | 2% | N=11 |
| Asian, Asian Indian or Pacific Islander | 3% | N=16 |
| Black or African American | 12% | N=55 |
| White | 85% | N=395 |
| Other | 3% | N=13 |

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

Table 40: Question D13

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 2% | N=8 |
| 25 to 34 years | 26% | N=121 |
| 35 to 44 years | 19% | N=92 |
| 45 to 54 years | 22% | N=107 |
| 55 to 64 years | 10% | N=48 |
| 65 to 74 years | 13% | N=59 |
| 75 years or older | 8% | N=39 |
| Total | 100% | N=474 |

Table 41: Question D14

| What is your gender? | Percent | Number |
|-------------------------|---------|--------|
| Female | 52% | N=243 |
| Male | 47% | N=223 |
| Identify in another way | 1% | N=4 |
| Total | 100% | N=470 |

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community 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. Being rated as "higher" or "lower" than the benchmark means that O'Fallon's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then O'Fallon's average rating was more than 20 points different when compared to the benchmark.

| 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 42: Quality of Life

| Quality of Life Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall image or reputation of O'Fallon | 85% | 61 | 343 | Higher |
| The overall quality of life in O'Fallon | 89% | 135 | 430 | Similar |
| O'Fallon as a place to live | 92% | 106 | 372 | Similar |
| Recommend living in O'Fallon to someone who asks | 92% | 92 | 288 | Similar |
| Remain in O'Fallon for the next five years | 82% | 192 | 281 | Similar |

Table 43: Governance

| Governance Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall confidence in O'Fallon government | 67% | 37 | 276 | Similar |
| The overall direction that O'Fallon is taking | 74% | 24 | 317 | Higher |
| The value of services for the taxes paid to O'Fallon | 56% | 153 | 380 | Similar |
| Generally acting in the best interest of the community | 71% | 20 | 277 | Higher |
| Being honest | 73% | 26 | 269 | Higher |
| Being open and transparent to the public | 71% | 3 | 24 | Similar |
| Informing residents about issues facing the community | 67% | 3 | 24 | Similar |
| The job O'Fallon government does at welcoming resident involvement | 60% | 62 | 317 | Similar |
| Treating all residents fairly | 72% | 20 | 274 | Higher |
| Treating residents with respect | 76% | 4 | 24 | Similar |
| Overall customer service by O'Fallon employees | 84% | 64 | 371 | Similar |
| Public information services | 71% | 118 | 284 | Similar |
| Quality of services provided by the City of O'Fallon | 82% | 76 | 392 | Similar |
| Quality of services provided by the Federal Government | 45% | 65 | 258 | Similar |

Table 44: Economy

| Economy Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall economic health of O'Fallon | 82% | 66 | 274 | Higher |
| Economic development | 72% | 28 | 283 | Higher |
| Overall quality of business and service establishments in O'Fallon | 82% | 22 | 277 | Higher |
| Variety of business and service establishments in O'Fallon | 67% | 10 | 23 | Similar |
| Vibrancy of downtown/commercial area | 62% | 74 | 252 | Similar |
| Shopping opportunities | 57% | 132 | 294 | Similar |
| O'Fallon as a place to visit | 58% | 173 | 291 | Similar |
| O'Fallon as a place to work | 74% | 88 | 353 | Similar |
| Employment opportunities | 49% | 107 | 309 | Similar |
| Cost of living in O'Fallon | 38% | 166 | 272 | Similar |
| Economy will have positive impact on income | 30% | 146 | 263 | Similar |
| NOT experiencing housing costs stress | 74% | 82 | 263 | Similar |

Table 45: Mobility

| Mobility Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall quality of the transportation system in O'Fallon | 72% | 154 | 279 | Similar |
| Traffic flow on major streets | 69% | 56 | 331 | Higher |
| Ease of travel by car in O'Fallon | 84% | 36 | 307 | Higher |
| Ease of travel by public transportation in O'Fallon | 54% | 45 | 242 | Higher |
| Ease of travel by bicycle in O'Fallon | 61% | 112 | 306 | Similar |
| Ease of walking in O'Fallon | 75% | 113 | 307 | Similar |
| Ease of public parking | 71% | 43 | 237 | Higher |
| Bus or transit services | 66% | 81 | 237 | Similar |
| Traffic enforcement | 80% | 56 | 353 | Similar |
| Traffic signal timing | 71% | 14 | 267 | Higher |
| Street repair | 65% | 45 | 351 | Higher |
| Street cleaning | 80% | 53 | 307 | Higher |
| Street lighting | 72% | 66 | 326 | Similar |
| Snow removal | 60% | 170 | 268 | Similar |
| Sidewalk maintenance | 62% | 92 | 303 | Similar |
| Carpooled with other adults or children instead of driving alone | 32% | 240 | 256 | Lower |
| Walked or biked instead of driving | 57% | 127 | 264 | Similar |

Table 46: Community Design

| Community Design Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall design or layout of O'Fallon's residential and commercial areas | 80% | 41 | 269 | Similar |
| Overall appearance of O'Fallon | 85% | 100 | 340 | Similar |
| Your neighborhood as a place to live | 86% | 86 | 309 | Similar |
| Overall quality of new development in O'Fallon | 76% | 24 | 293 | Higher |
| Well-planned residential growth | 74% | 4 | 27 | Higher |
| Well-planned commercial growth | 66% | 4 | 27 | Similar |
| Well-designed neighborhoods | 71% | 9 | 28 | Similar |
| Preservation of the historical or cultural character of the community | 67% | 10 | 22 | Similar |
| Public places where people want to spend time | 71% | 112 | 263 | Similar |
| Variety of housing options | 66% | 58 | 282 | Higher |
| Availability of affordable quality housing | 46% | 87 | 306 | Similar |
| Land use, planning, and zoning | 65% | 36 | 298 | Higher |
| Code enforcement | 62% | 73 | 362 | Similar |

Table 47: Utilities

| Utilities Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall quality of the utility infrastructure in O'Fallon | 68% | 16 | 24 | Similar |
| Affordable high-speed internet access | 64% | 7 | 21 | Similar |
| Garbage collection | 85% | 91 | 333 | Similar |
| Drinking water | 69% | 156 | 301 | Similar |
| Sewer services | 78% | 132 | 301 | Similar |
| Storm water management | 65% | 170 | 327 | Similar |
| Utility billing | 70% | 108 | 237 | Similar |

Table 48: Safety

| Safety Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall feeling of safety in O'Fallon | 89% | 129 | 352 | Similar |
| Police/Sheriff services | 88% | 83 | 419 | Similar |
| Crime prevention | 87% | 39 | 349 | Higher |
| Ambulance or emergency medical services | 94% | 110 | 319 | Similar |
| Fire services | 95% | 164 | 360 | Similar |

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| Safety Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Fire prevention and education | 86% | 73 | 283 | Similar |
| Emergency preparedness | 75% | 45 | 280 | Similar |
| In your neighborhood during the day | 98% | 52 | 345 | Similar |
| In O'Fallon's downtown/commercial area during the day | 96% | 65 | 319 | Similar |
| From property crime | 88% | 7 | 37 | Similar |
| From violent crime | 92% | 9 | 37 | Similar |
| From fire, flood, or other natural disaster | 86% | 9 | 24 | Similar |

Table 49: Natural Environment

| Natural Environment Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall quality of natural environment in O'Fallon | 82% | 139 | 280 | Similar |
| Cleanliness of O'Fallon | 88% | 79 | 299 | Similar |
| Air quality | 91% | 61 | 253 | Similar |
| Preservation of natural areas | 65% | 97 | 258 | Similar |
| O'Fallon open space | 66% | 91 | 247 | Similar |
| Recycling | 72% | 215 | 341 | Similar |
| Yard waste pick-up | 82% | 69 | 268 | Similar |

Table 50: Parks and Recreation

| Parks and Recreation Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall quality of parks and recreation opportunities | 91% | 3 | 24 | Similar |
| Availability of paths and walking trails | 79% | 70 | 305 | Higher |
| City parks | 89% | 62 | 309 | Similar |
| Recreational opportunities | 81% | 64 | 294 | Similar |
| Recreation programs or classes | 77% | 79 | 313 | Similar |
| Recreation centers or facilities | 77% | 76 | 281 | Similar |
| Fitness opportunities | 83% | 38 | 260 | Higher |

Table 51: Health and Wellness

| Health and Wellness Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall health and wellness opportunities in O'Fallon | 81% | 56 | 272 | Similar |
| Health services | 87% | 9 | 229 | Higher |
| Availability of affordable quality health care | 86% | 7 | 266 | Higher |
| Availability of preventive health services | 86% | 7 | 248 | Higher |
| Availability of affordable quality mental health care | 67% | 23 | 242 | Higher |
| Availability of affordable quality food | 78% | 45 | 252 | Similar |
| In very good to excellent health | 95% | 57 | 258 | Similar |

Table 52: Education, Arts, and Culture

| Education, Arts, and Culture Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall opportunities for education, culture, and the arts | 67% | 168 | 271 | Similar |
| Opportunities to attend cultural/arts/music activities | 41% | 242 | 293 | Lower |
| Opportunities to attend special events and festivals | 57% | 221 | 286 | Similar |
| Community support for the arts | 44% | 20 | 24 | Similar |
| Public library services | 93% | 56 | 319 | Similar |
| Availability of affordable quality child care/preschool | 53% | 122 | 264 | Similar |
| K-12 education | 85% | 65 | 268 | Higher |
| Adult educational opportunities | 54% | 154 | 251 | Similar |

Table 53: Inclusivity and Engagement

| Inclusivity and Engagement Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Residents' connection and engagement with their community | 63% | 12 | 24 | Similar |
| Sense of community | 71% | 64 | 304 | Similar |
| Sense of civic/community pride | 74% | 9 | 24 | Similar |
| Neighborliness of O'Fallon | 69% | 52 | 264 | Similar |
| O'Fallon as a place to raise children | 91% | 96 | 369 | Higher |
| O'Fallon as a place to retire | 63% | 183 | 355 | Similar |
| Making all residents feel welcome | 77% | 11 | 24 | Similar |

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| Inclusivity and Engagement Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Attracting people from diverse backgrounds | 68% | 7 | 24 | Similar |
| Valuing/respecting residents from diverse backgrounds | 73% | 5 | 24 | Similar |
| Taking care of vulnerable residents | 68% | 10 | 24 | Similar |
| Opportunities to participate in social events and activities | 61% | 134 | 269 | Similar |
| Opportunities to volunteer | 58% | 214 | 272 | Similar |
| Opportunities to participate in community matters | 55% | 200 | 278 | Similar |

Table 54: Participation

| Participation Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Contacted O'Fallon for help or information | 46% | 146 | 328 | Similar |
| Contacted O'Fallon elected officials to express your opinion | 20% | 83 | 263 | Similar |
| Attended a local public meeting | 19% | 158 | 269 | Similar |
| Watched (online or on television) a local public meeting | 26% | 73 | 240 | Similar |
| Campaigned or advocated for an issue, cause or candidate | 13% | 230 | 250 | Similar |
| Voted in your most recent local election | 70% | 12 | 24 | Similar |
| Access the internet from your home using a computer, laptop or tablet computer | 93% | 12 | 24 | Similar |
| Access the internet from your cell phone | 93% | 6 | 24 | Similar |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 84% | 4 | 24 | Similar |
| Use or check email | 96% | 13 | 24 | Similar |
| Share your opinions online | 34% | 8 | 24 | Similar |
| Shop online | 59% | 5 | 24 | Similar |

Table 55: Focus Areas

| Importance Items | Percent essential or very important | Rank | Number of communities in comparison | Comparison to benchmark |
|---|-------------------------------------|------|-------------------------------------|-------------------------|
| Overall economic health of O'Fallon | 95% | 11 | 251 | Higher |
| Overall quality of the transportation system in O'Fallon | 79% | 143 | 251 | Similar |
| Overall design or layout of O'Fallon's residential and commercial areas | 78% | 113 | 251 | Similar |
| Overall quality of the utility infrastructure in O'Fallon | 90% | 6 | 24 | Similar |
| Overall feeling of safety in O'Fallon | 92% | 69 | 251 | Similar |
| Overall quality of natural environment in O'Fallon | 79% | 179 | 251 | Similar |
| Overall quality of parks and recreation opportunities | 82% | 4 | 24 | Similar |
| Overall health and wellness opportunities in O'Fallon | 80% | 84 | 250 | Similar |
| Overall opportunities for education, culture, and the arts | 76% | 160 | 251 | Similar |
| Residents' connection and engagement with their community | 77% | 150 | 251 | 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 American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO.....487,850
Airway Heights city, WA.....8,017
Albemarle County, VA.....105,105
Albert Lea city, MN.....17,716
Alexandria city, VA.....154,710
Allegan County, MI.....114,145
American Canyon city, CA.....20,341
Ankeny city, IA.....56,237
Ann Arbor city, MI.....119,303
Apache Junction city, AZ.....38,452
Arapahoe County, CO.....626,612
Arlington city, TX.....388,225
Arvada city, CO.....115,320
Asheville city, NC.....89,318
Ashland city, OR.....20,733
Ashland town, MA.....17,478
Ashland town, VA.....7,554
Aspen city, CO.....7,097
Athens-Clarke County, GA.....122,292
Auburn city, AL.....61,462
Aurora city, CO.....357,323
Austin city, TX.....916,906
Avon town, CO.....6,503
Avon town, IN.....16,479
Avondale city, AZ.....81,590
Azusa city, CA.....49,029
Bainbridge Island city, WA.....23,689

Baltimore city, MD.....619,796
Baltimore County, MD.....828,637
Batavia city, IL.....26,499
Battle Creek city, MI.....51,505
Bay Village city, OH.....15,426
Baytown city, TX.....76,205
Beaumont city, CA.....43,641
Bellingham city, WA.....85,388
Bend city, OR.....87,167
Bethlehem township, PA.....23,800
Bettendorf city, IA.....35,293
Billings city, MT.....109,082
Bloomington city, IN.....83,636
Bloomington city, MN.....85,417
Boise City city, ID.....220,859
Bonner Springs city, KS.....7,644
Boulder city, CO.....106,271
Bowling Green city, KY.....64,302
Bozeman city, MT.....43,132
Brookline CDP, MA.....59,246
Brooklyn Center city, MN.....30,885
Brooklyn city, OH.....10,891
Broomfield city, CO.....64,283
Brownsburg town, IN.....24,625
Buffalo Grove village, IL.....41,551
Burlingame city, CA.....30,401
Cabarrus County, NC.....196,716

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| Cambridge city, MA..... | 110,893 | Dover city, NH..... | 30,901 |
| Canandaigua city, NY..... | 10,402 | Dublin city, CA..... | 57,022 |
| Cannon Beach city, OR..... | 1,517 | Dublin city, OH..... | 44,442 |
| Cañon City city, CO..... | 16,298 | Duluth city, MN..... | 86,066 |
| Cape Coral city, FL..... | 173,679 | Durham city, NC..... | 257,232 |
| Carlsbad city, CA..... | 113,147 | Durham County, NC..... | 300,865 |
| Cartersville city, GA..... | 20,235 | Dyer town, IN..... | 16,077 |
| Cary town, NC..... | 159,715 | Eagan city, MN..... | 66,102 |
| Castle Rock town, CO..... | 57,274 | Eagle Mountain city, UT..... | 27,773 |
| Cedar Hill city, TX..... | 48,149 | Eau Claire city, WI..... | 67,945 |
| Cedar Park city, TX..... | 70,010 | Eden Prairie city, MN..... | 63,660 |
| Cedar Rapids city, IA..... | 130,330 | Eden town, VT..... | 1,254 |
| Celina city, TX..... | 7,910 | Edgewater city, CO..... | 5,299 |
| Centennial city, CO..... | 108,448 | Edina city, MN..... | 50,603 |
| Chandler city, TX..... | 2,896 | Edmond city, OK..... | 89,769 |
| Chanhassen city, MN..... | 25,108 | Edmonds city, WA..... | 41,309 |
| Chapel Hill town, NC..... | 59,234 | El Cerrito city, CA..... | 24,982 |
| Chardon city, OH..... | 5,166 | El Paso de Robles (Paso Robles) city, CA..... | 31,409 |
| Charles County, MD..... | 156,021 | Elgin city, IL..... | 112,628 |
| Charlotte County, FL..... | 173,236 | Elk Grove city, CA..... | 166,228 |
| Charlottesville city, VA..... | 46,487 | Elmhurst city, IL..... | 46,139 |
| Chattanooga city, TN..... | 176,291 | Englewood city, CO..... | 33,155 |
| Chautauqua town, NY..... | 4,362 | Erie town, CO..... | 22,019 |
| Chesterfield County, VA..... | 335,594 | Escambia County, FL..... | 309,924 |
| Clayton city, MO..... | 16,214 | Estes Park town, CO..... | 6,248 |
| Clearwater city, FL..... | 112,794 | Euclid city, OH..... | 47,698 |
| Clinton city, SC..... | 8,538 | Farmers Branch city, TX..... | 33,808 |
| Clive city, IA..... | 17,134 | Farmersville city, TX..... | 3,440 |
| Clovis city, CA..... | 104,411 | Farmington Hills city, MI..... | 81,235 |
| College Park city, MD..... | 32,186 | Fate city, TX..... | 10,339 |
| College Station city, TX..... | 107,445 | Fayetteville city, GA..... | 17,069 |
| Colleyville city, TX..... | 25,557 | Fayetteville city, NC..... | 210,324 |
| Collinsville city, IL..... | 24,767 | Ferguson township, PA..... | 18,837 |
| Columbia city, MO..... | 118,620 | Fernandina Beach city, FL..... | 11,957 |
| Commerce City city, CO..... | 52,905 | Flower Mound town, TX..... | 71,575 |
| Conshohocken borough, PA..... | 7,985 | Forest Grove city, OR..... | 23,554 |
| Coolidge city, AZ..... | 12,221 | Fort Collins city, CO..... | 159,150 |
| Coon Rapids city, MN..... | 62,342 | Franklin city, TN..... | 72,990 |
| Coral Springs city, FL..... | 130,110 | Frederick town, CO..... | 11,397 |
| Coronado city, CA..... | 24,053 | Fremont city, CA..... | 230,964 |
| Corvallis city, OR..... | 56,224 | Frisco town, CO..... | 2,977 |
| Cottonwood Heights city, UT..... | 34,214 | Fruita city, CO..... | 13,039 |
| Coventry Lake CDP, CT..... | 2,932 | Gahanna city, OH..... | 34,691 |
| Coventry town, CT..... | 12,458 | Gaithersburg city, MD..... | 67,417 |
| Cupertino city, CA..... | 60,687 | Galveston city, TX..... | 49,706 |
| Dacono city, CO..... | 4,929 | Gardner city, KS..... | 21,059 |
| Dakota County, MN..... | 414,655 | Germantown city, TN..... | 39,230 |
| Dallas city, OR..... | 15,413 | Gilbert town, AZ..... | 232,176 |
| Dallas city, TX..... | 1,300,122 | Gillette city, WY..... | 31,783 |
| Danvers town, MA..... | 27,527 | Glen Ellyn village, IL..... | 27,983 |
| Danville city, KY..... | 16,657 | Glendora city, CA..... | 51,891 |
| Darien city, IL..... | 22,206 | Glenview village, IL..... | 47,066 |
| Davidson town, NC..... | 12,325 | Golden city, CO..... | 20,365 |
| Dayton city, OH..... | 140,939 | Golden Valley city, MN..... | 21,208 |
| Dayton town, WY..... | 815 | Goodyear city, AZ..... | 74,953 |
| Dearborn city, MI..... | 95,295 | Grafton village, WI..... | 11,576 |
| Decatur city, GA..... | 22,022 | Grand Rapids city, MI..... | 195,355 |
| DeLand city, FL..... | 30,315 | Grand Traverse County, MI..... | 91,222 |
| Delaware city, OH..... | 38,193 | Greeley city, CO..... | 100,760 |
| Denison city, TX..... | 23,342 | Greenville city, NC..... | 90,347 |
| Denton city, TX..... | 131,097 | Greer city, SC..... | 28,587 |
| Denver city, CO..... | 678,467 | Gunnison County, CO..... | 16,215 |
| Des Moines city, IA..... | 214,778 | Haltom City city, TX..... | 44,059 |
| Des Peres city, MO..... | 8,536 | Hamilton city, OH..... | 62,216 |
| Destin city, FL..... | 13,421 | Hamilton town, MA..... | 7,991 |
| Dothan city, AL..... | 67,784 | Hampton city, VA..... | 136,255 |

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| Hanover County, VA..... | 103,218 | Long Grove village, IL..... | 7,980 |
| Harrisburg city, SD..... | 5,429 | Longmont city, CO..... | 91,730 |
| Hastings city, MN..... | 22,620 | Lonsdale city, MN..... | 3,850 |
| Henderson city, NV..... | 284,817 | Los Alamos County, NM..... | 18,031 |
| High Point city, NC..... | 109,849 | Los Altos Hills town, CA..... | 8,490 |
| Highland Park city, IL..... | 29,796 | Loudoun County, VA..... | 374,558 |
| Highlands Ranch CDP, CO..... | 105,264 | Louisville city, CO..... | 20,319 |
| Homer Glen village, IL..... | 24,403 | Lower Merion township, PA..... | 58,500 |
| Honolulu County, HI..... | 990,060 | Lynchburg city, VA..... | 79,237 |
| Hopkinton town, MA..... | 16,720 | Lynnwood city, WA..... | 37,242 |
| Hoquiam city, WA..... | 8,416 | Manassas city, VA..... | 41,379 |
| Horry County, SC..... | 310,186 | Manhattan Beach city, CA..... | 35,698 |
| Hudson town, CO..... | 1,709 | Manhattan city, KS..... | 55,427 |
| Huntley village, IL..... | 26,265 | Mankato city, MN..... | 41,241 |
| Huntsville city, TX..... | 40,727 | Maple Grove city, MN..... | 68,362 |
| Hutchinson city, MN..... | 13,836 | Maplewood city, MN..... | 40,127 |
| Hutto city, TX..... | 22,644 | Maricopa County, AZ..... | 4,155,501 |
| Hyattsville city, MD..... | 18,225 | Marin County, CA..... | 260,814 |
| Independence city, MO..... | 117,369 | Marion city, IA..... | 38,014 |
| Indio city, CA..... | 86,867 | Mariposa County, CA..... | 17,658 |
| Iowa City city, IA..... | 73,415 | Marshfield city, WI..... | 18,326 |
| Issaquah city, WA..... | 35,629 | Martinez city, CA..... | 37,902 |
| Jackson city, MO..... | 14,690 | Marysville city, WA..... | 66,178 |
| Jackson County, MI..... | 158,989 | Maui County, HI..... | 164,094 |
| Jefferson Parish, LA..... | 437,038 | McKinney city, TX..... | 164,760 |
| Jerome city, ID..... | 11,306 | McMinnville city, OR..... | 33,211 |
| Johnson City city, TN..... | 65,598 | Mecklenburg County, NC..... | 1,034,290 |
| Johnston city, IA..... | 20,172 | Menlo Park city, CA..... | 33,661 |
| Jupiter town, FL..... | 62,373 | Menomonee Falls village, WI..... | 36,411 |
| Kalamazoo city, MI..... | 75,833 | Mercer Island city, WA..... | 24,768 |
| Kansas City city, KS..... | 151,042 | Meridian charter township, MI..... | 41,903 |
| Kansas City city, MO..... | 476,974 | Merriam city, KS..... | 11,259 |
| Kent city, WA..... | 126,561 | Mesa city, AZ..... | 479,317 |
| Kerrville city, TX..... | 22,931 | Mesquite city, TX..... | 144,118 |
| Key West city, FL..... | 25,316 | Miami city, FL..... | 443,007 |
| King City city, CA..... | 13,721 | Middleton city, WI..... | 18,951 |
| Kingman city, AZ..... | 28,855 | Middletown town, RI..... | 16,100 |
| Kirkland city, WA..... | 86,772 | Milford city, DE..... | 10,645 |
| Kirkwood city, MO..... | 27,659 | Milton city, GA..... | 37,556 |
| La Mesa city, CA..... | 59,479 | Minneapolis city, MN..... | 411,452 |
| La Plata town, MD..... | 9,160 | Minnetrista city, MN..... | 7,187 |
| La Vista city, NE..... | 17,062 | Missoula County, MT..... | 114,231 |
| Lake Forest city, IL..... | 18,931 | Missouri City city, TX..... | 72,688 |
| Lake in the Hills village, IL..... | 28,908 | Moline city, IL..... | 42,644 |
| Lake Zurich village, IL..... | 19,983 | Monroe city, MI..... | 20,128 |
| Lakeville city, MN..... | 61,056 | Montgomery city, MN..... | 2,921 |
| Lakewood city, CO..... | 151,411 | Montgomery County, MD..... | 1,039,198 |
| Lakewood city, WA..... | 59,102 | Monticello city, UT..... | 2,599 |
| Lancaster County, SC..... | 86,544 | Montrose city, CO..... | 18,918 |
| Laramie city, WY..... | 32,104 | Moraga town, CA..... | 17,231 |
| Larimer County, CO..... | 330,976 | Morristown city, TN..... | 29,446 |
| Las Cruces city, NM..... | 101,014 | Morrisville town, NC..... | 23,873 |
| Las Vegas city, NM..... | 13,445 | Morro Bay city, CA..... | 10,568 |
| Lawrence city, KS..... | 93,954 | Moscow city, ID..... | 24,833 |
| Lawrenceville city, GA..... | 29,287 | Mountlake Terrace city, WA..... | 20,922 |
| Lehi city, UT..... | 58,351 | Murphy city, TX..... | 20,361 |
| Lenexa city, KS..... | 52,030 | Naperville city, IL..... | 146,431 |
| Lewisville city, TX..... | 103,638 | Napoleon city, OH..... | 8,646 |
| Libertyville village, IL..... | 20,504 | Needham CDP, MA..... | 30,429 |
| Lincolnwood village, IL..... | 12,637 | Nevada City city, CA..... | 3,112 |
| Lindsborg city, KS..... | 3,313 | Nevada County, CA..... | 98,838 |
| Little Chute village, WI..... | 11,006 | New Braunfels city, TX..... | 70,317 |
| Littleton city, CO..... | 45,848 | New Brighton city, MN..... | 22,440 |
| Livermore city, CA..... | 88,232 | New Concord village, OH..... | 2,561 |
| Lombard village, IL..... | 43,776 | New Hope city, MN..... | 20,909 |
| Lone Tree city, CO..... | 13,430 | Newport city, RI..... | 24,745 |

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| Newport News city, VA | 180,775 | Richmond Heights city, MO | 8,466 |
| Newton city, IA | 15,085 | Rio Rancho city, NM | 93,317 |
| Niles village, IL | 29,823 | River Falls city, WI | 15,256 |
| Noblesville city, IN | 59,807 | Riverside city, CA | 321,570 |
| Norcross city, GA | 16,474 | Roanoke city, VA | 99,572 |
| Norfolk city, NE | 24,352 | Roanoke County, VA | 93,419 |
| North Mankato city, MN | 13,583 | Rochester city, NY | 209,463 |
| North Port city, FL | 62,542 | Rock Hill city, SC | 70,764 |
| North Yarmouth town, ME | 3,714 | Rockville city, MD | 66,420 |
| Northglenn city, CO | 38,473 | Roeland Park city, KS | 6,810 |
| Novato city, CA | 55,378 | Rohnert Park city, CA | 42,305 |
| Novi city, MI | 58,835 | Rolla city, MO | 20,013 |
| O'Fallon city, IL | 29,095 | Rosemount city, MN | 23,474 |
| Oak Park village, IL | 52,229 | Rosenberg city, TX | 35,867 |
| Oakdale city, MN | 27,972 | Roseville city, MN | 35,624 |
| Oklahoma City city, OK | 629,191 | Round Rock city, TX | 116,369 |
| Olmsted County, MN | 151,685 | Royal Palm Beach village, FL | 37,665 |
| Orland Park village, IL | 59,161 | Sacramento city, CA | 489,650 |
| Orleans Parish, LA | 388,182 | Sahuarita town, AZ | 28,257 |
| Oshkosh city, WI | 66,649 | Sammamish city, WA | 62,877 |
| Oswego village, IL | 33,759 | San Carlos city, CA | 29,954 |
| Overland Park city, KS | 186,147 | San Diego city, CA | 1,390,966 |
| Paducah city, KY | 24,879 | San Francisco city, CA | 864,263 |
| Palm Beach Gardens city, FL | 53,119 | San Jose city, CA | 1,023,031 |
| Palm Coast city, FL | 82,356 | San Marcos city, TX | 59,935 |
| Palo Alto city, CA | 67,082 | Sangamon County, IL | 198,134 |
| Palos Verdes Estates city, CA | 13,591 | Santa Fe city, NM | 82,980 |
| Panama City Beach city, FL | 12,461 | Santa Fe County, NM | 147,514 |
| Papillion city, NE | 19,478 | Savage city, MN | 30,011 |
| Paradise Valley town, AZ | 13,961 | Schaumburg village, IL | 74,427 |
| Park City city, UT | 8,167 | Schertz city, TX | 38,199 |
| Parker town, CO | 51,125 | Scott County, MN | 141,463 |
| Pasco city, WA | 70,607 | Scottsdale city, AZ | 239,283 |
| Pasco County, FL | 498,136 | Sedona city, AZ | 10,246 |
| Payette city, ID | 7,366 | Sevierville city, TN | 16,387 |
| Pearland city, TX | 113,693 | Shakopee city, MN | 40,024 |
| Peoria city, IL | 115,424 | Shawnee city, KS | 64,840 |
| Pflugerville city, TX | 58,013 | Shawnee city, OK | 30,974 |
| Philadelphia city, PA | 1,569,657 | Shoreline city, WA | 55,431 |
| Pinehurst village, NC | 15,580 | Shoreview city, MN | 26,432 |
| Piqua city, OH | 20,793 | Shorewood village, IL | 16,809 |
| Pitkin County, CO | 17,747 | Sierra Vista city, AZ | 43,585 |
| Plano city, TX | 281,566 | Silverton city, OR | 9,757 |
| Platte City city, MO | 4,867 | Sioux Falls city, SD | 170,401 |
| Pleasant Hill city, IA | 9,608 | Skokie village, IL | 64,773 |
| Pleasanton city, CA | 79,341 | Snoqualmie city, WA | 12,944 |
| Plymouth city, MN | 76,258 | Snowmass Village town, CO | 2,827 |
| Port Orange city, FL | 60,315 | Somerset town, MA | 18,257 |
| Port St. Lucie city, FL | 178,778 | South Jordan city, UT | 65,523 |
| Portland city, OR | 630,331 | Southlake city, TX | 30,090 |
| Powell city, OH | 12,658 | Spearfish city, SD | 11,300 |
| Powhatan County, VA | 28,364 | Springville city, UT | 32,319 |
| Prairie Village city, KS | 21,932 | St. Augustine city, FL | 13,952 |
| Pueblo city, CO | 109,122 | St. Charles city, IL | 32,730 |
| Purcellville town, VA | 9,217 | St. Cloud city, MN | 67,093 |
| Queen Creek town, AZ | 33,298 | St. Joseph city, MO | 76,819 |
| Raleigh city, NC | 449,477 | St. Louis County, MN | 200,294 |
| Ramsey city, MN | 25,853 | St. Lucie County, FL | 298,763 |
| Raymore city, MO | 20,358 | State College borough, PA | 42,224 |
| Redmond city, OR | 28,492 | Steamboat Springs city, CO | 12,520 |
| Redmond city, WA | 60,712 | Sugar Land city, TX | 86,886 |
| Redwood City city, CA | 84,368 | Suisun City city, CA | 29,280 |
| Reno city, NV | 239,732 | Summit County, UT | 39,731 |
| Richfield city, MN | 35,993 | Sunnyvale city, CA | 151,565 |
| Richland city, WA | 53,991 | Surprise city, AZ | 129,534 |
| Richmond city, CA | 108,853 | Suwanee city, GA | 18,655 |

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| Tacoma city, WA..... | 207,280 | Wentzville city, MO | 35,768 |
| Takoma Park city, MD | 17,643 | West Carrollton city, OH..... | 12,963 |
| Tempe city, AZ..... | 178,339 | West Chester township, OH | 62,804 |
| Temple city, TX..... | 71,795 | West Des Moines city, IA..... | 62,999 |
| Texarkana city, TX..... | 37,222 | Western Springs village, IL | 13,187 |
| The Woodlands CDP, TX..... | 109,608 | Westerville city, OH..... | 38,604 |
| Thousand Oaks city, CA | 128,909 | Westlake town, TX | 1,006 |
| Tigard city, OR | 51,355 | Westminster city, CO | 111,895 |
| Tinley Park village, IL..... | 57,107 | Westminster city, MD..... | 18,557 |
| Tracy city, CA..... | 87,613 | Wheat Ridge city, CO | 31,162 |
| Trinidad CCD, CO..... | 10,819 | White House city, TN | 11,107 |
| Tualatin city, OR..... | 27,135 | Wichita city, KS..... | 389,054 |
| Tulsa city, OK | 401,352 | Williamsburg city, VA..... | 14,817 |
| Tustin city, CA..... | 80,007 | Willowbrook village, IL | 8,598 |
| Twin Falls city, ID | 47,340 | Wilmington city, NC | 115,261 |
| Unalaska city, AK | 4,809 | Wilsonville city, OR | 22,789 |
| University Heights city, OH..... | 13,201 | Windsor town, CO..... | 23,386 |
| University Park city, TX..... | 24,692 | Windsor town, CT..... | 29,037 |
| Urbandale city, IA | 42,222 | Winter Garden city, FL..... | 40,799 |
| Vail town, CO..... | 5,425 | Woodbury city, MN | 67,648 |
| Vernon Hills village, IL | 26,084 | Woodinville city, WA | 11,675 |
| Victoria city, MN..... | 8,679 | Wyandotte County, KS | 163,227 |
| Vienna town, VA..... | 16,474 | Wyoming city, MI..... | 75,124 |
| Virginia Beach city, VA..... | 450,057 | Yakima city, WA | 93,182 |
| Walnut Creek city, CA..... | 68,516 | York County, VA..... | 67,196 |
| Warrensburg city, MO | 19,890 | Yorktown town, IN..... | 11,200 |
| Washington County, MN | 250,979 | Yorkville city, IL | 18,691 |
| Washoe County, NV | 445,551 | Yountville city, CA | 2,978 |
| Waunakee village, WI | 13,284 | | |
| Wauwatosa city, WI..... | 47,687 | | |

Appendix C: Detailed Survey Methods

The National Community 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, O'Fallon Assistant City Administrator, 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."

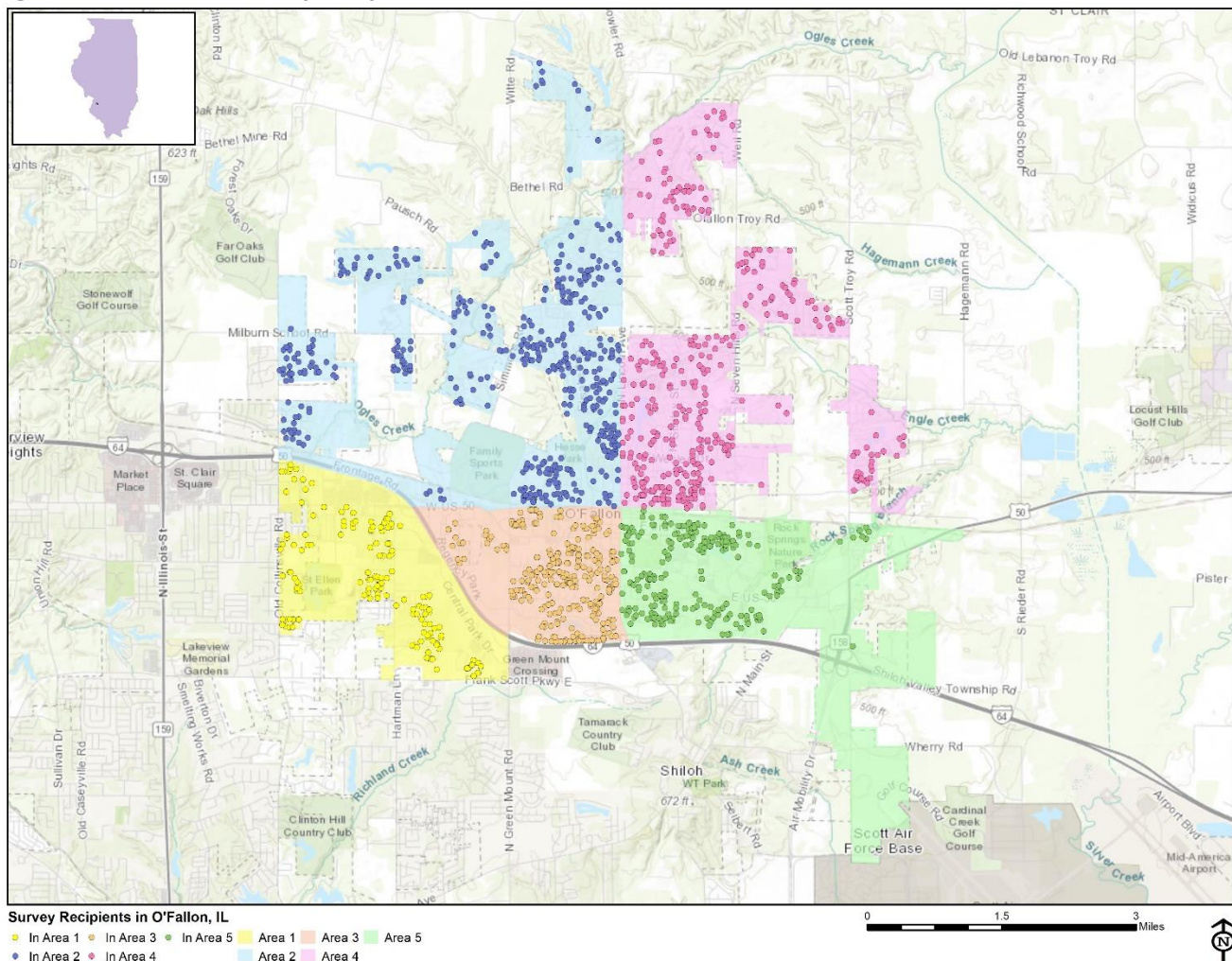
Selecting Survey Recipients

"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 areas.

To choose the 1,700 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 August 21, 2020. 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. Both cover letters included a URL through which the residents selected for the mail survey could choose to respond online rather than by mail. 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 2% of the 1,700 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 1,668 households that received the survey, 480 completed the survey, providing an overall response rate of 29%. Of the 480 completed surveys, 73 were completed online, all of which were completed in English. Additionally, responses were tracked by geographic area; response rates by area ranged from

22% to 37%. The response rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons.

Table 56: Survey Response Rates by Geographic Area

| | Area 1 | Area 2 | Area 3 | Area 4 | Area 5 | Overall |
|---|--------|--------|--------|--------|--------|---------|
| Total sample used | 210 | 487 | 333 | 352 | 318 | 1,700 |
| I=Complete Interviews | 50 | 139 | 72 | 127 | 85 | 473 |
| P=Partial Interviews | 1 | 2 | 0 | 1 | 3 | 7 |
| 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 | 153 | 339 | 253 | 219 | 224 | 1,188 |
| NE=Not eligible | 6 | 7 | 8 | 5 | 6 | 32 |
| Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO) | 25% | 29% | 22% | 37% | 28% | 29% |

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 (480 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

¹ See AAPOR's Standard Definitions for more information:

[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

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.

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.

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 uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC's mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and 2017 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. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure, sex, age, and geographic area. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

The results of the weighting scheme are presented in the following table.

Table 57: O’Fallon, IL 2020 Weighting Table

| Characteristic | Population Norm | Unweighted Data | Weighted Data |
|---------------------------|-----------------|-----------------|---------------|
| Housing | | | |
| Rent home | 30% | 18% | 30% |
| Own home | 70% | 82% | 70% |
| Detached unit* | 77% | 82% | 75% |
| Attached unit* | 23% | 18% | 25% |
| Race and Ethnicity | | | |
| White | 80% | 83% | 81% |
| Not white | 20% | 17% | 19% |
| Not Hispanic | 96% | 97% | 96% |
| Hispanic | 4% | 3% | 4% |
| Sex and Age | | | |
| Female | 52% | 58% | 52% |
| Male | 48% | 42% | 48% |
| 18-34 years of age | 28% | 8% | 27% |
| 35-54 years of age | 42% | 29% | 42% |
| 55+ years of age | 30% | 63% | 31% |
| Females 18-34 | 14% | 5% | 17% |
| Females 35-54 | 22% | 16% | 20% |
| Females 55+ | 17% | 37% | 16% |
| Males 18-34 | 14% | 3% | 11% |
| Males 35-54 | 20% | 13% | 22% |
| Males 55+ | 13% | 26% | 15% |
| Geographic Area | | | |
| Area 1 | 13% | 11% | 13% |
| Area 2 | 30% | 29% | 30% |
| Area 3 | 18% | 15% | 18% |
| Area 4 | 22% | 27% | 22% |
| Area 5 | 16% | 18% | 17% |

* U.S. Census Bureau ACS 2017 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 fluid and cursive, with the first name "Herb" and last name "Roach" clearly distinguishable.

Herb Roach
Mayor

Dear O'Fallon Resident,

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

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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

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
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255 South Lincoln
O'Fallon, IL 62269

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



August 2020

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 2020 O'Fallon Community Survey.

With the COVID-19 pandemic weighing heavily in our lives, it can be hard to focus on anything else. Even amidst this crisis, it is important for City leaders to continue to seek feedback to understand the broader needs of our community.

By conducting this survey, we can gather important feedback about the quality of life in O'Fallon and the quality of services provided, among other topics. Such feedback is essential in uncertain times such as these, so we can keep resident opinions front and center as we chart our way forward together. Conducting a community survey allows us to get this feedback.

We recognize that the COVID-19 pandemic is a crisis that demands our full attention and resources. Fortunately, we are working with an independent third party, National Research Center, to conduct the survey. This will allow City leaders' valuable time and attention to focus on the most imminent needs at this time.

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

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

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 dark 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



September 2020

Dear City of O'Fallon Resident:

Here's a second chance if you haven't already responded to the 2020 O'Fallon Community 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 2020 O'Fallon Community Survey.

With the COVID-19 pandemic weighing heavily in our lives, it can be hard to focus on anything else. Even amidst this crisis, it is important for City leaders to continue to seek feedback to understand the broader needs of our community.

By conducting this survey, we can gather important feedback about the quality of life in O'Fallon and the quality of services provided, among other topics. Such feedback is essential in uncertain times such as these, so we can keep resident opinions front and center as we chart our way forward together. Conducting a community survey allows us to get this feedback.

We recognize that the COVID-19 pandemic is a crisis that demands our full attention and resources. Fortunately, we are working with an independent third party to conduct the survey. This will allow City leaders' valuable time and attention to focus on the most imminent needs at this time.

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.

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- **Your responses are completely confidential.**
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Herb Roach
Mayor

The City of O'Fallon 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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.

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| 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 |
| Sense of community..... | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Overall economic health of O'Fallon..... | 1 | 2 | 3 | 4 | 5 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in O'Fallon..... | 1 | 2 | 3 | 4 | 5 |
| Overall design or layout of O'Fallon's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 1 | 2 | 3 | 4 | 5 |
| Overall quality of the utility infrastructure in O'Fallon (water, sewer, storm water) | 1 | 2 | 3 | 4 | 5 |
| Overall feeling of safety in O'Fallon | 1 | 2 | 3 | 4 | 5 |
| Overall quality of natural environment in O'Fallon | 1 | 2 | 3 | 4 | 5 |
| Overall quality of parks and recreation opportunities..... | 1 | 2 | 3 | 4 | 5 |
| Overall health and wellness opportunities in O'Fallon..... | 1 | 2 | 3 | 4 | 5 |
| Overall opportunities for education, culture and the arts..... | 1 | 2 | 3 | 4 | 5 |
| Residents' connection and engagement with their community | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Very likely</u> | <u>Somewhat likely</u> | <u>Somewhat unlikely</u> | <u>Very unlikely</u> | <u>Don't know</u> |
|--|------------------------|----------------------------|------------------------------|--------------------------|-----------------------|
| 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:

| | <u>Very safe</u> | <u>Somewhat safe</u> | <u>Neither safe nor unsafe</u> | <u>Somewhat unsafe</u> | <u>Very unsafe</u> | <u>Don't know</u> |
|--|----------------------|--------------------------|------------------------------------|----------------------------|------------------------|-----------------------|
| In your neighborhood during the day..... | 1 | 2 | 3 | 4 | 5 | 6 |
| In O'Fallon's downtown/commercial area during the day | 1 | 2 | 3 | 4 | 5 | 6 |
| From property crime..... | 1 | 2 | 3 | 4 | 5 | 6 |
| From violent crime..... | 1 | 2 | 3 | 4 | 5 | 6 |
| From fire, flood or other natural disaster | 1 | 2 | 3 | 4 | 5 | 6 |

5. Please rate the job you feel the O'Fallon community does at each of the following.

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Making all residents feel welcome | 1 | 2 | 3 | 4 | 5 |
| Attracting people from diverse backgrounds..... | 1 | 2 | 3 | 4 | 5 |
| Valuing/respecting residents from diverse backgrounds..... | 1 | 2 | 3 | 4 | 5 |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.)..... | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Overall quality of business and service establishments in O'Fallon | 1 | 2 | 3 | 4 | 5 |
| Variety of business and service establishments in O'Fallon..... | 1 | 2 | 3 | 4 | 5 |
| Vibrancy of downtown/commercial area | 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 image or reputation of O'Fallon..... | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| 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 |
| Well-planned residential growth..... | 1 | 2 | 3 | 4 | 5 |
| Well-planned commercial growth..... | 1 | 2 | 3 | 4 | 5 |
| Well-designed neighborhoods..... | 1 | 2 | 3 | 4 | 5 |
| Preservation of the historical or cultural character of the community..... | 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 |
| Overall quality of new development in O'Fallon | 1 | 2 | 3 | 4 | 5 |
| Overall appearance of O'Fallon..... | 1 | 2 | 3 | 4 | 5 |
| Cleanliness of O'Fallon..... | 1 | 2 | 3 | 4 | 5 |
| Air quality..... | 1 | 2 | 3 | 4 | 5 |
| Availability of paths and walking trails..... | 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 |
| Opportunities to attend cultural/arts/music activities | 1 | 2 | 3 | 4 | 5 |
| Community support for the arts..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality childcare/preschool..... | 1 | 2 | 3 | 4 | 5 |
| K-12 education..... | 1 | 2 | 3 | 4 | 5 |
| Adult educational opportunities | 1 | 2 | 3 | 4 | 5 |
| Sense of civic/community pride..... | 1 | 2 | 3 | 4 | 5 |
| Neighborliness of residents in O'Fallon | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in social events and activities | 1 | 2 | 3 | 4 | 5 |
| Opportunities to attend special events and festivals | 1 | 2 | 3 | 4 | 5 |
| Opportunities to volunteer | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in community matters | 1 | 2 | 3 | 4 | 5 |

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

| | <u>No</u> | <u>Yes</u> |
|--|-----------|------------|
| 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 |
| Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) | 1 | 2 |
| Watched (online or on television) a local public meeting..... | 1 | 2 |
| Campaigned or advocated for a local issue, cause or candidate..... | 1 | 2 |
| Voted in your most recent local election | 1 | 2 |
| Carpooled with other adults or children instead of driving alone | 1 | 2 |
| Walked or biked instead of driving..... | 1 | 2 |

The City of O'Fallon 2020 Community Survey

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

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Public information services..... | 1 | 2 | 3 | 4 | 5 |
| Economic development..... | 1 | 2 | 3 | 4 | 5 |
| Traffic enforcement | 1 | 2 | 3 | 4 | 5 |
| Traffic signal timing..... | 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 |
| Bus or transit services | 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 |
| Affordable high-speed internet access | 1 | 2 | 3 | 4 | 5 |
| Garbage collection | 1 | 2 | 3 | 4 | 5 |
| Drinking water..... | 1 | 2 | 3 | 4 | 5 |
| Sewer services..... | 1 | 2 | 3 | 4 | 5 |
| Storm water management (storm drainage, dams, levees, etc.) | 1 | 2 | 3 | 4 | 5 |
| Utility billing | 1 | 2 | 3 | 4 | 5 |
| Police/Sheriff services..... | 1 | 2 | 3 | 4 | 5 |
| Crime prevention..... | 1 | 2 | 3 | 4 | 5 |
| Ambulance or emergency medical services | 1 | 2 | 3 | 4 | 5 |
| Fire services..... | 1 | 2 | 3 | 4 | 5 |
| Fire prevention and education..... | 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 (open space, farmlands and greenbelts) | 1 | 2 | 3 | 4 | 5 |
| O'Fallon open space | 1 | 2 | 3 | 4 | 5 |
| Recycling..... | 1 | 2 | 3 | 4 | 5 |
| Yard waste pick-up..... | 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 |
| Health services..... | 1 | 2 | 3 | 4 | 5 |
| Public library services | 1 | 2 | 3 | 4 | 5 |
| Overall customer service by O'Fallon employees (police, receptionists, planners, etc.) | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| 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 resident 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 |
| Being open and transparent to the public..... | 1 | 2 | 3 | 4 | 5 |
| Informing residents about issues facing the community | 1 | 2 | 3 | 4 | 5 |
| Treating all residents fairly | 1 | 2 | 3 | 4 | 5 |
| Treating residents with respect | 1 | 2 | 3 | 4 | 5 |

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

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

12. 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.

| | <u>Essential</u> | <u>Very important</u> | <u>Somewhat important</u> | <u>Not at all important</u> |
|---|------------------|-----------------------|---------------------------|-----------------------------|
| Overall economic health of O'Fallon..... | 1 | 2 | 3 | 4 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in O'Fallon..... | 1 | 2 | 3 | 4 |
| Overall design or layout of O'Fallon's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)..... | 1 | 2 | 3 | 4 |
| Overall quality of the utility infrastructure in O'Fallon (water, sewer, storm water) | 1 | 2 | 3 | 4 |
| Overall feeling of safety in O'Fallon | 1 | 2 | 3 | 4 |
| Overall quality of natural environment in O'Fallon | 1 | 2 | 3 | 4 |
| Overall quality of parks and recreation opportunities..... | 1 | 2 | 3 | 4 |
| Overall health and wellness opportunities in O'Fallon..... | 1 | 2 | 3 | 4 |
| Overall opportunities for education, culture and the arts..... | 1 | 2 | 3 | 4 |
| Residents' connection and engagement with their community | 1 | 2 | 3 | 4 |

13. 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?

| | <u>Essential</u> | <u>Very important</u> | <u>Somewhat important</u> | <u>Not at all important</u> |
|--|------------------|-----------------------|---------------------------|-----------------------------|
| 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 |

14. Please rate your community on each of the following:

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Helping new residents feel connected and integrated | 1 | 2 | 3 | 4 | 5 |
| Demonstrating respect for residents of different cultures and belief systems.. | 1 | 2 | 3 | 4 | 5 |
| Providing a safe and secure environment for residents of all backgrounds ... | 1 | 2 | 3 | 4 | 5 |
| Respecting individual cultural beliefs and values..... | 1 | 2 | 3 | 4 | 5 |
| Providing equal employment opportunities to residents of all backgrounds.... | 1 | 2 | 3 | 4 | 5 |
| Providing equal access to housing for residents of all backgrounds..... | 1 | 2 | 3 | 4 | 5 |
| Making all residents feel welcome in business establishments..... | 1 | 2 | 3 | 4 | 5 |
| Informing residents about issues facing the community | 1 | 2 | 3 | 4 | 5 |
| Welcoming residents from all backgrounds to participate in local government and community decision-making..... | 1 | 2 | 3 | 4 | 5 |

15. Later this year, the City of O'Fallon will begin a long-range plan to guide development over the next twenty years. Help city leaders plan our future! What do you want to be able to say about O'Fallon in the year 2040? SELECT UP TO THREE statements below to share what is most important to you as we build our future together.

- ☐ **Place** - O'Fallon is a place where people feel welcome and want to live, work and play; gathering places and unique points of interest draw both locals and visitors.
- ☐ **Access** - I have access to goods and services within walking distance (or convenient driving distance) from my home.
- ☐ **Programming** - Art, culture, recreation, nature, and local businesses bring our spaces to life with people.
- ☐ **Product** - City investment in superior infrastructure is paying off, attracting businesses and investment of all kinds.
- ☐ **Prosperity** - O'Fallon is a community of choice for businesses large and small. Our talented, and economically secure workforce drives business innovation and financial prosperity for all.
- ☐ **Quality Housing** - A variety of housing options allow people of all income levels and life stages to call O'Fallon home.
- ☐ **Neighborhoods** - O'Fallon's strong neighborhoods are accessible to parks, schools, goods and services, and are places where people feel safe and are connected to each other.
- ☐ **Age-Friendly** - We respect seniors, value their contributions, and actively support their safety and wellbeing.
- ☐ **Mobility** - Our forward-thinking transportation network connects people to places by car, transit, bike or walking.
- ☐ **Healthy and Active** - Our world-class health services and second-to-none recreational opportunities allow residents of all ages to thrive physically, socially and emotionally.

The City of O'Fallon 2020 Community 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. In general, how many times do you:

| | Several times a day | Once a day | A few times a week | Every few weeks | Less often or never | Don't know |
|---|------------------------|---------------|-----------------------|--------------------|------------------------|---------------|
| Access the internet from your home using a computer, laptop or tablet computer | 1 | 2 | 3 | 4 | 5 | 6 |
| Access the internet from your cell phone..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 1 | 2 | 3 | 4 | 5 | 6 |
| Use or check email..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Share your opinions online..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Shop online..... | 1 | 2 | 3 | 4 | 5 | 6 |

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

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

D5. 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

D6. Do you rent or own your home?

- ☐ Rent
☐ Own

D7. 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 \$500
 ☐ \$2,000 to \$2,499
☐ \$500 to \$999
 ☐ \$2,500 to \$2,999
☐ \$1,000 to \$1,499
 ☐ \$3,000 to \$3,499
☐ \$1,500 to \$1,999
 ☐ \$3,500 or more

D8. Do any children 17 or under live in your household?

- ☐ No
 ☐ Yes

D9. Are you or any other members of your household aged 65 or older?

- ☐ No
 ☐ Yes

D10. 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
 ☐ \$75,000 to \$99,999
☐ \$25,000 to \$49,999
 ☐ \$100,000 to \$149,999
☐ \$50,000 to \$74,999
 ☐ \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. 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

D14. What is your gender?

- ☐ Female
☐ Male
☐ Identify in another way

Thank you!

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