

THE NCSTM

The National Community SurveyTM

O'Fallon, IL

Trends Over Time
2020



POWERED BY POLCO

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About Trends Over Time

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement

This report discusses trends over time, comparing the 2020 ratings for the City of O'Fallon to its previous survey results in 2005, 2007, 2008, 2009, 2011, 2016, and 2018. Additional reports and technical appendices are available under separate cover.

Understanding the Tables

Trend data for O'Fallon represent important comparison data and should be examined for improvements or declines¹. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2018 and 2020 surveys, otherwise the comparisons between 2018 and 2020 are noted as being "similar." Additionally, the benchmark comparisons for the current survey results are presented for reference.

Overall, ratings in O'Fallon for 2020 generally remained stable. Of the 113 items for which comparisons were available, 82 items were rated similarly in 2018 and 2020, nine items showed a decrease in ratings and 22 showed an increase in ratings. Notable trends over time included the following:

- Nearly half of all of the increases in ratings over time were related to the area of Mobility, especially for car-related travel, including traffic enforcement, street repair and cleaning, traffic signal timing, traffic flow, ease of travel by car, and public parking. Respondents also gave more positive ratings to the ease of travel by alternative modes of transportation (e.g., by bicycle, walking and public transit) in 2020. Survey participants gave lower ratings to the overall quality of the transportation in O'Fallon and were less likely to carpool compared to 2018.
- Within the facet of Economy, there were three increases and two decreases in residents' ratings since 2018. O'Fallon residents assigned higher evaluations in 2020 to the vibrancy of the downtown/commercial area, the city as a place to work, and the overall quality of business and service establishments in O'Fallon. Fewer respondents felt optimistic that the local economy would have a positive impact on their income and ratings for shopping opportunities declined.
- Residents felt more positively about the overall direction that the City O'Fallon is taking and the value of services for the taxes they paid in 2020.
- In 2020, other notable changes over time in resident perception including increases for the overall design or layout of O'Fallon, neighborliness of the residents, fitness, and recreational opportunities. Residents also placed more emphasis on the overall health and wellness opportunities in O'Fallon as a key focus area for the City in the next two years. Ratings for the availability of affordable quality housing and recycling were two decreases of possible interest.

¹ In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Table 1: Quality of Life

Quality of Life Items Percent rating positively (e.g., excellent/good, very/somewhat likely)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall image or reputation of O'Fallon	NA	NA	NA	85%	79%	90%	84%	85%	Similar	Higher
The overall quality of life in O'Fallon	86%	83%	NA	87%	85%	91%	89%	89%	Similar	Similar
O'Fallon as a place to live	92%	90%	NA	92%	89%	95%	91%	92%	Similar	Similar
Recommend living in O'Fallon to someone who asks	NA	NA	NA	89%	88%	94%	92%	92%	Similar	Similar
Remain in O'Fallon for the next five years	NA	NA	NA	83%	82%	86%	79%	82%	Similar	Similar

Table 2: Governance

Governance Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall confidence in O'Fallon government	NA	NA	NA	NA	NA	59%	65%	67%	Similar	Similar
The overall direction that O'Fallon is taking	52%	52%	NA	57%	52%	65%	65%	74%	Higher	Higher
The value of services for the taxes paid to O'Fallon	48%	42%	NA	41%	41%	42%	39%	56%	Higher	Similar
Generally acting in the best interest of the community	NA	NA	NA	NA	NA	60%	68%	71%	Similar	Higher
Being honest	NA	NA	NA	NA	NA	57%	66%	73%	Similar	Higher
Being open and transparent to the public	NA	NA	NA	NA	NA	NA	NA	71%	NA	Similar
Informing residents about issues facing the community	NA	NA	NA	NA	NA	NA	NA	67%	NA	Similar
The job O'Fallon government does at welcoming resident involvement	54%	56%	NA	46%	45%	56%	53%	60%	Similar	Similar
Treating all residents fairly	NA	NA	NA	NA	NA	61%	65%	72%	Similar	Higher
Treating residents with respect	NA	NA	NA	NA	NA	NA	NA	76%	NA	Similar
Overall customer service by O'Fallon employees	77%	77%	NA	82%	77%	82%	85%	84%	Similar	Similar
Public information services	66%	66%	NA	68%	73%	75%	76%	71%	Similar	Similar
Quality of services provided by the City of O'Fallon	75%	72%	NA	77%	76%	81%	80%	82%	Similar	Similar

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Governance Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Quality of services provided by the Federal Government	55%	47%	NA	47%	36%	40%	36%	45%	Higher	Similar

Table 3: Economy

Economy Items Percent rating positively (e.g., excellent/good, very/somewhat positive)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall economic health of O'Fallon	NA	NA	NA	NA	NA	76%	76%	82%	Similar	Higher
Economic development	57%	56%	NA	58%	46%	61%	72%	72%	Similar	Higher
Overall quality of business and service establishments in O'Fallon	NA	NA	NA	69%	65%	68%	73%	82%	Higher	Higher
Variety of business and service establishments in O'Fallon	NA	NA	NA	NA	NA	NA	NA	67%	NA	Similar
Vibrancy of downtown/commercial area	NA	NA	NA	NA	NA	48%	46%	62%	Higher	Similar
Shopping opportunities	64%	62%	NA	56%	52%	57%	66%	57%	Lower	Similar
O'Fallon as a place to visit	NA	NA	NA	NA	NA	66%	59%	58%	Similar	Similar
O'Fallon as a place to work	NA	59%	NA	64%	56%	68%	66%	74%	Higher	Similar
Employment opportunities	26%	31%	NA	33%	36%	41%	46%	49%	Similar	Similar
Cost of living in O'Fallon	NA	NA	NA	NA	NA	40%	42%	38%	Similar	Similar
Economy will have positive impact on income	24%	23%	NA	11%	17%	28%	43%	30%	Lower	Similar
NOT experiencing housing costs stress	NA	NA	NA	74%	78%	76%	79%	74%	Similar	Similar

Table 4: Mobility

Mobility Items Percent rating positively (e.g., excellent/good, yes in the last 12 months)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of the transportation system in O'Fallon	NA	NA	NA	NA	NA	83%	80%	72%	Lower	Similar
Traffic flow on major streets	34%	42%	NA	53%	47%	58%	57%	69%	Higher	Higher
Ease of travel by car in O'Fallon	54%	56%	NA	71%	64%	78%	68%	84%	Higher	Higher
Ease of travel by public transportation in O'Fallon	NA	NA	NA	NA	NA	54%	46%	54%	Higher	Higher
Ease of travel by bicycle in O'Fallon	34%	43%	NA	50%	50%	54%	45%	61%	Higher	Similar
Ease of walking in O'Fallon	64%	62%	NA	65%	64%	68%	61%	75%	Higher	Similar
Ease of public parking	NA	NA	NA	NA	NA	64%	58%	71%	Higher	Higher
Bus or transit services	63%	57%	NA	58%	64%	73%	63%	66%	Similar	Similar
Traffic enforcement	70%	70%	NA	75%	74%	79%	70%	80%	Higher	Similar
Traffic signal timing	54%	62%	NA	66%	64%	65%	61%	71%	Higher	Higher
Street repair	49%	48%	NA	57%	51%	59%	55%	65%	Higher	Higher
Street cleaning	61%	57%	NA	70%	65%	79%	69%	80%	Higher	Higher
Street lighting	65%	68%	NA	74%	70%	76%	69%	72%	Similar	Similar
Snow removal	68%	64%	NA	55%	48%	64%	65%	60%	Similar	Similar
Sidewalk maintenance	57%	58%	NA	59%	52%	64%	61%	62%	Similar	Similar
Carpooled with other adults or children instead of driving alone	NA	NA	NA	NA	NA	42%	40%	32%	Lower	Lower
Walked or biked instead of driving	NA	NA	NA	NA	NA	47%	52%	57%	Similar	Similar

Prior to 2020, 'Overall quality of the transportation system' was 'Overall ease of getting to the places you usually have to visit'. Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

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Table 5: Community Design

Community Design Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall design or layout of O'Fallon's residential and commercial areas	NA	NA	NA	NA	NA	78%	69%	80%	Higher	Similar
Overall appearance of O'Fallon	78%	74%	NA	81%	77%	83%	81%	85%	Similar	Similar
Your neighborhood as a place to live	80%	84%	NA	85%	84%	88%	87%	86%	Similar	Similar
Overall quality of new development in O'Fallon	NA	NA	NA	79%	68%	66%	71%	76%	Similar	Higher
Well-planned residential growth	NA	NA	NA	NA	NA	NA	NA	74%	NA	Higher
Well-planned commercial growth	NA	NA	NA	NA	NA	NA	NA	66%	NA	Similar
Well-designed neighborhoods	NA	NA	NA	NA	NA	NA	NA	71%	NA	Similar
Preservation of the historical or cultural character of the community	NA	NA	NA	NA	NA	NA	NA	67%	NA	Similar
Public places where people want to spend time	NA	NA	NA	NA	NA	77%	69%	71%	Similar	Similar
Variety of housing options	NA	NA	NA	73%	67%	78%	73%	66%	Similar	Higher
Availability of affordable quality housing	42%	45%	NA	51%	53%	64%	53%	46%	Lower	Similar
Land use, planning, and zoning	38%	46%	NA	54%	54%	63%	61%	65%	Similar	Higher
Code enforcement	52%	52%	NA	56%	59%	60%	56%	62%	Similar	Similar

Table 6: Utilities

Utilities Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of the utility infrastructure in O'Fallon	NA	NA	NA	NA	NA	NA	NA	68%	NA	Similar
Affordable high-speed internet access	NA	NA	NA	NA	NA	NA	NA	64%	NA	Similar
Garbage collection	80%	81%	NA	82%	80%	86%	88%	85%	Similar	Similar
Drinking water	57%	61%	NA	70%	67%	73%	72%	69%	Similar	Similar
Sewer services	66%	68%	NA	75%	73%	80%	78%	78%	Similar	Similar
Storm water management	38%	49%	NA	53%	62%	63%	70%	65%	Similar	Similar
Utility billing	NA	NA	NA	NA	NA	69%	73%	70%	Similar	Similar

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Table 7: Safety

Safety Items Percent rating positively (e.g., excellent/good, very/somewhat safe)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall feeling of safety in O'Fallon	NA	NA	NA	NA	NA	90%	92%	89%	Similar	Similar
Police/Sheriff services	91%	88%	NA	90%	84%	94%	90%	88%	Similar	Similar
Crime prevention	81%	81%	NA	76%	69%	88%	82%	87%	Similar	Higher
Ambulance or emergency medical services	93%	91%	NA	95%	91%	96%	97%	94%	Similar	Similar
Fire services	95%	92%	NA	93%	92%	98%	96%	95%	Similar	Similar
Fire prevention and education	86%	81%	NA	82%	81%	90%	86%	86%	Similar	Similar
Emergency preparedness	NA	NA	NA	59%	75%	74%	72%	75%	Similar	Similar
In your neighborhood during the day	97%	98%	NA	94%	94%	97%	97%	98%	Similar	Similar
In O'Fallon's downtown/commercial area during the day	96%	96%	NA	95%	91%	96%	97%	96%	Similar	Similar
From property crime	75%	74%	NA	72%	66%	NA	NA	88%	NA	Similar
From violent crime	88%	82%	NA	81%	82%	NA	NA	92%	NA	Similar
From fire, flood, or other natural disaster	NA	NA	NA	NA	NA	NA	NA	86%	NA	Similar

Table 8: Natural Environment

Natural Environment Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of natural environment in O'Fallon	NA	NA	NA	76%	68%	84%	79%	82%	Similar	Similar
Cleanliness of O'Fallon	NA	NA	NA	83%	79%	84%	81%	88%	Similar	Similar
Air quality	NA	NA	NA	NA	NA	NA	NA	91%	NA	Similar
Preservation of natural areas	NA	NA	NA	60%	55%	65%	60%	65%	Similar	Similar
O'Fallon open space	NA	NA	NA	NA	NA	65%	61%	66%	Similar	Similar
Recycling	52%	56%	NA	55%	62%	81%	85%	72%	Lower	Similar
Yard waste pick-up	75%	73%	NA	76%	74%	88%	87%	82%	Similar	Similar

Table 9: Parks and Recreation

Parks and Recreation Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	NA	NA	NA	91%	NA	Similar
Availability of paths and walking trails	NA	NA	NA	58%	58%	64%	54%	79%	Higher	Higher
City parks	84%	85%	NA	92%	87%	93%	93%	89%	Similar	Similar
Recreational opportunities	61%	66%	NA	68%	66%	79%	69%	81%	Higher	Similar
Recreation programs or classes	79%	78%	NA	81%	84%	81%	83%	77%	Similar	Similar
Recreation centers or facilities	73%	76%	NA	77%	79%	80%	79%	77%	Similar	Similar
Fitness opportunities	NA	NA	NA	NA	NA	81%	75%	83%	Higher	Higher

Table 10: Health and Wellness

Health and Wellness Items Percent rating positively (e.g., excellent/good, excellent/very good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall health and wellness opportunities in O'Fallon	NA	NA	NA	NA	NA	82%	81%	81%	Similar	Similar
Health services	67%	71%	NA	75%	65%	NA	86%	87%	Similar	Higher
Availability of affordable quality health care	52%	62%	NA	61%	55%	73%	85%	86%	Similar	Higher
Availability of preventive health services	NA	NA	NA	63%	58%	72%	83%	86%	Similar	Higher
Availability of affordable quality mental health care	NA	NA	NA	NA	NA	54%	66%	67%	Similar	Higher
Availability of affordable quality food	NA	NA	NA	68%	63%	74%	77%	78%	Similar	Similar
In very good to excellent health	NA	NA	NA	NA	NA	93%	93%	95%	Similar	Similar

Table 11: Education, Arts, and Culture

Education, Arts, and Culture Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall opportunities for education, culture, and the arts	NA	NA	NA	NA	NA	81%	78%	67%	Lower	Similar
Opportunities to attend cultural/arts/music activities	45%	44%	NA	40%	38%	46%	45%	41%	Similar	Lower
Opportunities to attend special events and festivals	NA	NA	NA	NA	NA	65%	57%	57%	Similar	Similar
Community support for the arts	NA	NA	NA	NA	NA	NA	NA	44%	NA	Similar
Public library services	83%	86%	NA	90%	89%	86%	88%	93%	Similar	Similar
Availability of affordable quality child care/preschool	43%	54%	NA	47%	50%	74%	68%	53%	Lower	Similar
K-12 education	80%	85%	NA	92%	83%	91%	85%	85%	Similar	Higher
Adult educational opportunities	NA	NA	NA	NA	NA	62%	60%	54%	Similar	Similar

Table 12: Inclusivity and Engagement

Inclusivity and Engagement Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	NA	NA	63%	NA	Similar
Sense of community	75%	69%	NA	72%	70%	74%	67%	71%	Similar	Similar
Sense of civic/community pride	NA	NA	NA	NA	NA	NA	NA	74%	NA	Similar
Neighborliness of O'Fallon	NA	NA	NA	NA	NA	66%	61%	69%	Higher	Similar
O'Fallon as a place to raise children	86%	90%	NA	89%	88%	96%	89%	91%	Similar	Higher
O'Fallon as a place to retire	63%	54%	NA	60%	62%	68%	60%	63%	Similar	Similar
Making all residents feel welcome	NA	NA	NA	NA	NA	NA	NA	77%	NA	Similar
Attracting people from diverse backgrounds	NA	NA	NA	NA	NA	NA	NA	68%	NA	Similar
Valuing/respecting residents from diverse backgrounds	NA	NA	NA	NA	NA	NA	NA	73%	NA	Similar
Taking care of vulnerable residents	NA	NA	NA	NA	NA	NA	NA	68%	NA	Similar

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Inclusivity and Engagement Items Percent rating positively (e.g., excellent/good)	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Opportunities to participate in social events and activities	NA	NA	NA	59%	58%	60%	56%	61%	Similar	Similar
Opportunities to volunteer	NA	NA	NA	68%	70%	67%	66%	58%	Lower	Similar
Opportunities to participate in community matters	NA	NA	NA	57%	58%	64%	61%	55%	Similar	Similar

Table 13: Participation

Participation Items Percent having done each in last 12 months, or having done each a few times a week or more	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Contacted O'Fallon for help or information	68%	57%	NA	53%	52%	40%	49%	46%	Similar	Similar
Contacted O'Fallon elected officials to express your opinion	NA	NA	NA	NA	NA	14%	17%	20%	Similar	Similar
Attended a local public meeting	29%	24%	NA	22%	24%	13%	18%	19%	Similar	Similar
Watched (online or on television) a local public meeting	40%	38%	NA	37%	30%	11%	22%	26%	Similar	Similar
Campaigned or advocated for an issue, cause or candidate	NA	NA	NA	NA	NA	13%	19%	13%	Similar	Similar
Voted in your most recent local election	NA	NA	NA	NA	NA	NA	NA	70%	NA	Similar
Access the internet from your home using a computer, laptop or tablet computer	NA	NA	NA	NA	NA	NA	NA	93%	NA	Similar
Access the internet from your cell phone	NA	NA	NA	NA	NA	NA	NA	93%	NA	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	NA	NA	NA	NA	NA	NA	NA	84%	NA	Similar
Use or check email	NA	NA	NA	NA	NA	NA	NA	96%	NA	Similar
Share your opinions online	NA	NA	NA	NA	NA	NA	NA	34%	NA	Similar
Shop online	NA	NA	NA	NA	NA	NA	NA	59%	NA	Similar

Table 14: Focus Areas

Focus Areas Percent rating each as "essential" or "very important"	2005	2007	2008	2009	2011	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall economic health of O'Fallon	NA	NA	NA	NA	NA	88%	91%	95%	Similar	Higher
Overall quality of the transportation system in O'Fallon	NA	NA	NA	NA	NA	82%	83%	79%	Similar	Similar
Overall design or layout of O'Fallon's residential and commercial areas	NA	NA	NA	NA	NA	76%	80%	78%	Similar	Similar
Overall quality of the utility infrastructure in O'Fallon	NA	NA	NA	NA	NA	NA	NA	90%	NA	Similar
Overall feeling of safety in O'Fallon	NA	NA	NA	NA	NA	96%	95%	92%	Similar	Similar
Overall quality of natural environment in O'Fallon	NA	NA	NA	NA	NA	75%	80%	79%	Similar	Similar
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	NA	NA	NA	82%	NA	Similar
Overall health and wellness opportunities in O'Fallon	NA	NA	NA	NA	NA	70%	73%	80%	Higher	Similar
Overall opportunities for education, culture, and the arts	NA	NA	NA	NA	NA	78%	77%	76%	Similar	Similar
Residents' connection and engagement with their community	NA	NA	NA	NA	NA	81%	84%	77%	Similar	Similar

Prior to 2020, 'Overall quality of the transportation system' was 'Overall ease of getting to the places you usually have to visit'. Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.