2013 Community Survey
FINAL RESULTS

Submitted to

The City of O'Fallon, MO

by

ETC Institute

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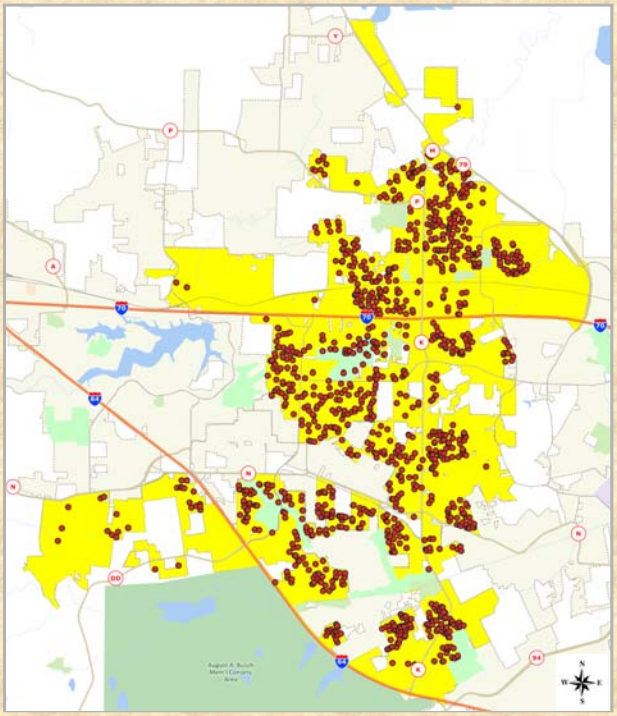
Purpose and Methodology

ETC Institute administered a community survey for the City of O'Fallon for the second time in August and September of 2013. The first survey was conducted in 2006. This survey was administered as part of the City's ongoing effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will help the City establish budget priorities and refine policy decisions.

Resident Survey. A seven-page survey was mailed to a random sample of households in the City of O'Fallon. Approximately 10 days after the surveys are mailed residents who receive the survey are generally contacted by phone. Because the mail and internet responses came back so quickly and abundantly, no phone calls were made. Of the households that received a survey, 1129 completed the survey by mail, and 100 completed it electronically for a total of 1229 completed surveys. The goal was 1000 completed surveys. The results for the random sample of 1229 households have a 95% level of confidence with a precision of at least +/- 3%. There were no statistically significant differences in the results of the survey based on the method of administration (mail/electronic). In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.

Location of Survey Respondents



2013 City of O'Fallon Community Survey

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of O'Fallon with the results from other communities in the *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- a summary of the methodology for administering the survey
- charts and graphs showing the major findings
- GIS maps that show the results of selected questions as maps of the City
- importance-satisfaction analysis
- benchmarking data that shows how the results for the City of O'Fallon compare to other cities
- crosstabs by Ward
- tables that show the results for each question on the survey
- a copy of the survey instrument

Major Findings

- **Overall City Services.** Eighty-eight percent (88%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of City parks and recreation programs and facilities, 87% were satisfied with the quality of police services, and 78% were satisfied with maintenance of City buildings and facilities. Residents were least satisfied with the level of public involvement in local decision-making (42%), and the flow of traffic and congestion management (41%).

- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of O'Fallon over the next two years were: 1) the flow of traffic and congestion management, 2) the maintenance of city streets, and 3) community planning and development.

- **Perceptions of the City.** Nearly all (96%) of the residents surveyed *who had an opinion* indicated that they were satisfied the City of O'Fallon as a place to live, 93% were satisfied with the city as a place to raise children, and 89% were satisfied with the quality of life in the City.

- **Public Safety.** Eighty-five percent (85%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the overall performance of the O'Fallon Police Department, 80% were satisfied with the level of safety and security in their neighborhood, and 80% were satisfied with the competence of the O'Fallon Police Department. Residents were least satisfied with the quality of animal control (60%), and the City's municipal courts (54%).

- **Maintenance.** Seventy-six percent (76%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of City buildings, 75% were satisfied with the maintenance of City traffic signals and street signs and 74% were satisfied with snow removal on city streets. Residents were least satisfied with snow removal in their subdivision (58%), and maintenance of sidewalks in the City (58%).

- **Codes and Ordinances.** Fifty-nine percent (59%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with enforcing cleanup of litter and debris, 56% were satisfied with enforcing sign regulations, and 50% were satisfied with the enforcing of the mowing and trimming of grass and weeds. Residents were least satisfied with the maintenance of private property (47%).

- **Parks and Recreation.** Eighty-seven percent (87%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of City parks, 86% were satisfied with the T. R. Hughes Ballpark (Rascals Stadium), and 83% were satisfied with the number of City parks. Residents were least satisfied with the number of walking and biking trails (59%).

- **Communications**. Seventy-four percent (74%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the O'Fallon Update Quarterly Newsletter and Recreation Guide, 66% were satisfied with the availability of information about programs and services, and 66% were satisfied with the O'Fallon Update e-newsletter.

- **The Importance of Various Factors in Resident Decision to Live in O'Fallon.** Residents were asked to choose from a list of 12 issues, the issues that were the most important to their decision to live in O'Fallon. The top three reasons were 1st) quality of housing, 2nd) safety and security, and 3rd) the types of housing.

  With the same 12 issues, residents were asked if their needs were being met in O'Fallon. The greatest GAP between the order of importance and needs being met, were with;
  - Access to quality shopping – 4th in importance – **10 th at being met – GAP is -6**
  - Sense of community – 5th in importance – **9 th at being met – GAP is -4**
  - Quality of housing – 1st in importance –**3rd at being met – GAP is -2**

Funding

A property tax increase would be needed to provide a new 55 acre park, considered along Highway DD, a recreational facility in Civic Park, and the completion of a new, more centrally located Justice Center that would house the Police Department and the City's Municipal Courts. Willingness to fund all three projects individually was indicated by less than 50% in each case, but willingness to contribute to all three together was approved by 60% of those surveyed, for the amount of $25 per year.

Other Findings.

- Satisfaction with City leadership nearly tripled from 2006.
- Residential trash and recycling collection services both rated at 86% satisfaction.
- 59% of residents surveyed were satisfied with the ease of East/West travel in O'Fallon.

Comparative Benchmarks

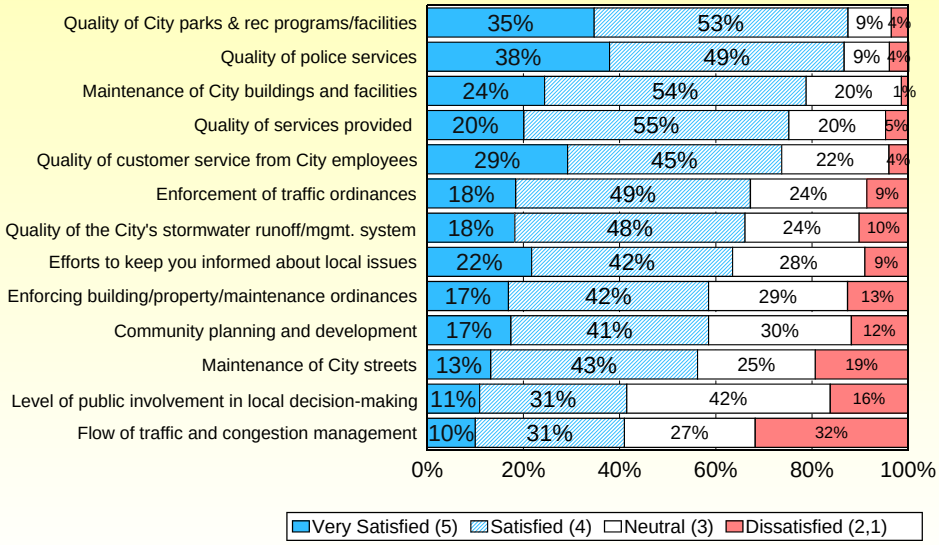
Where possible, survey results for O'Fallon were compared to the U.S. and the Missouri/Kansas Region of the Country. O'Fallon rated significantly higher in customer service, parks and recreation programs and facilities, crime prevention, and number of parks, than either the U.S. in total or the Missouri/Kansas Region.

Section 1:

Charts and Graphs

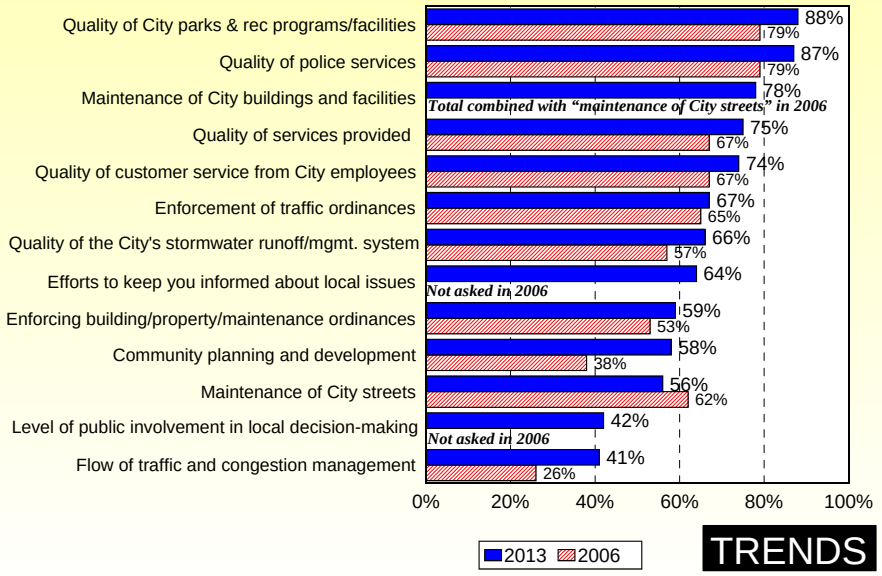
Q1. Overall Satisfaction with City Services by Major Category

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

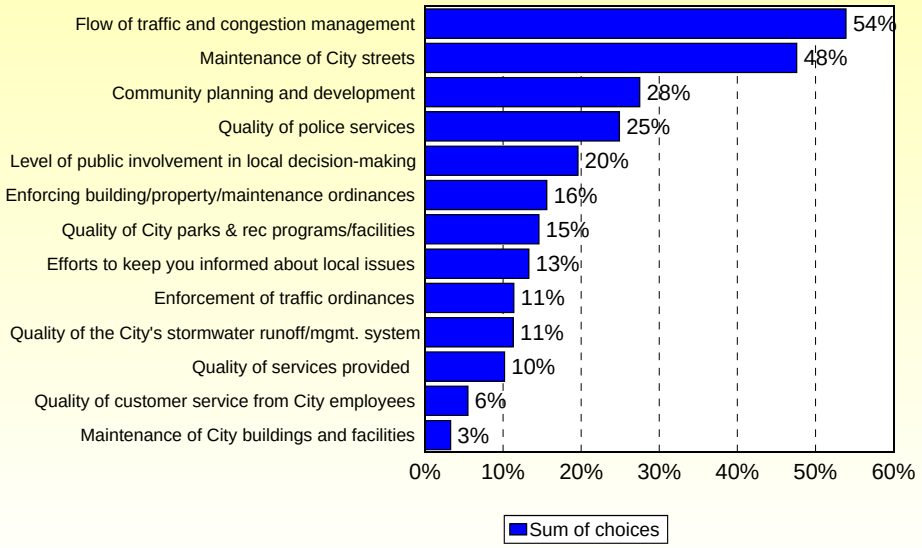
Overall Satisfaction With City Services by Major Category - 2006 vs. 2013



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q2. City Services that are Most Important for the City to Provide Over the Next 2 Years

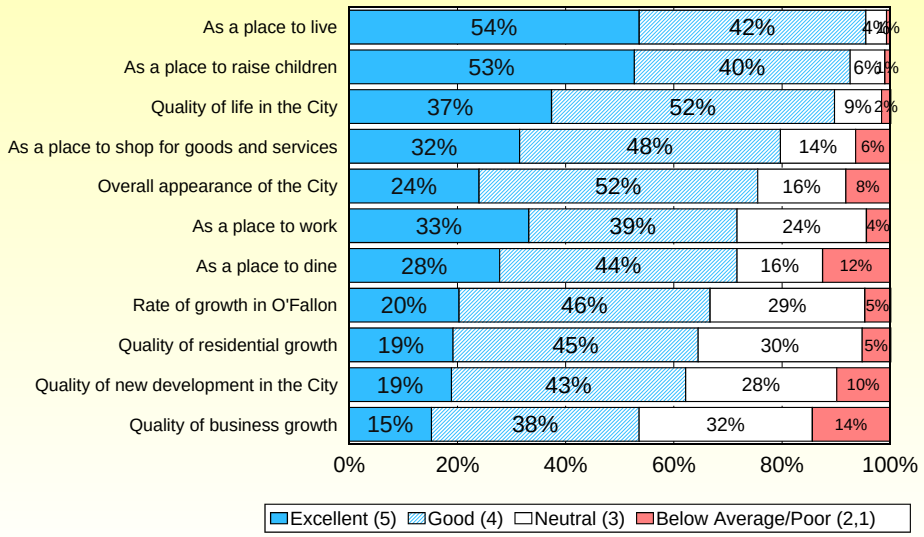
by percentage of respondents who selected the item as one of their top three choices



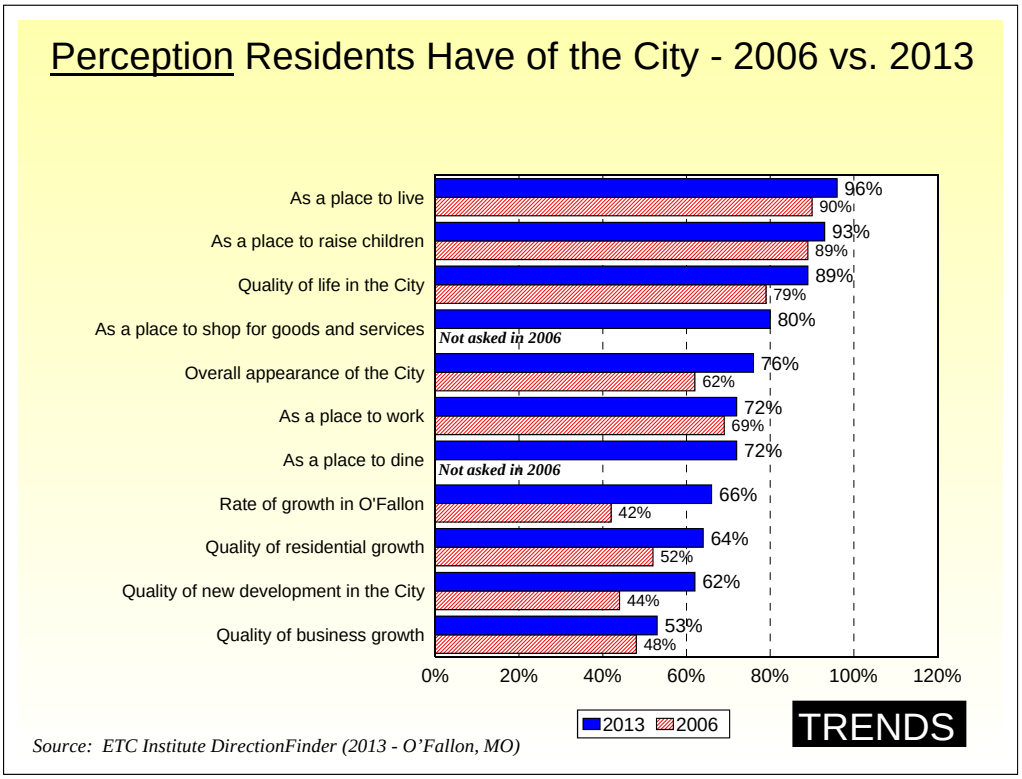
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

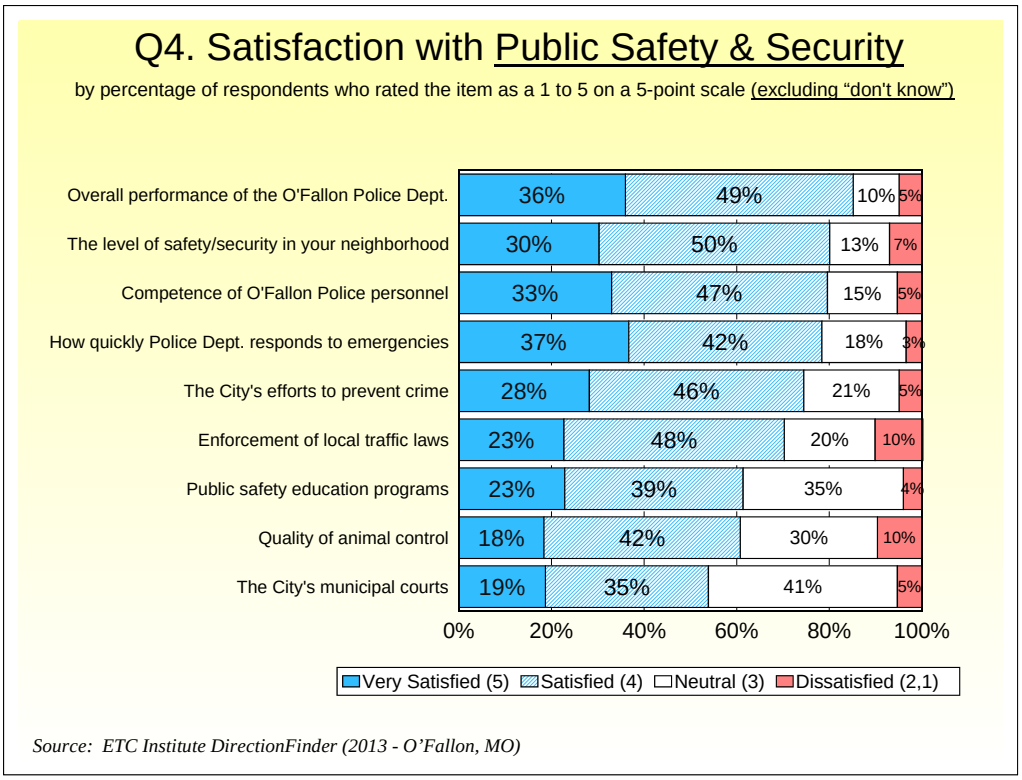
Q3. Satisfaction with Items that Influence the Perception Residents Have of the City

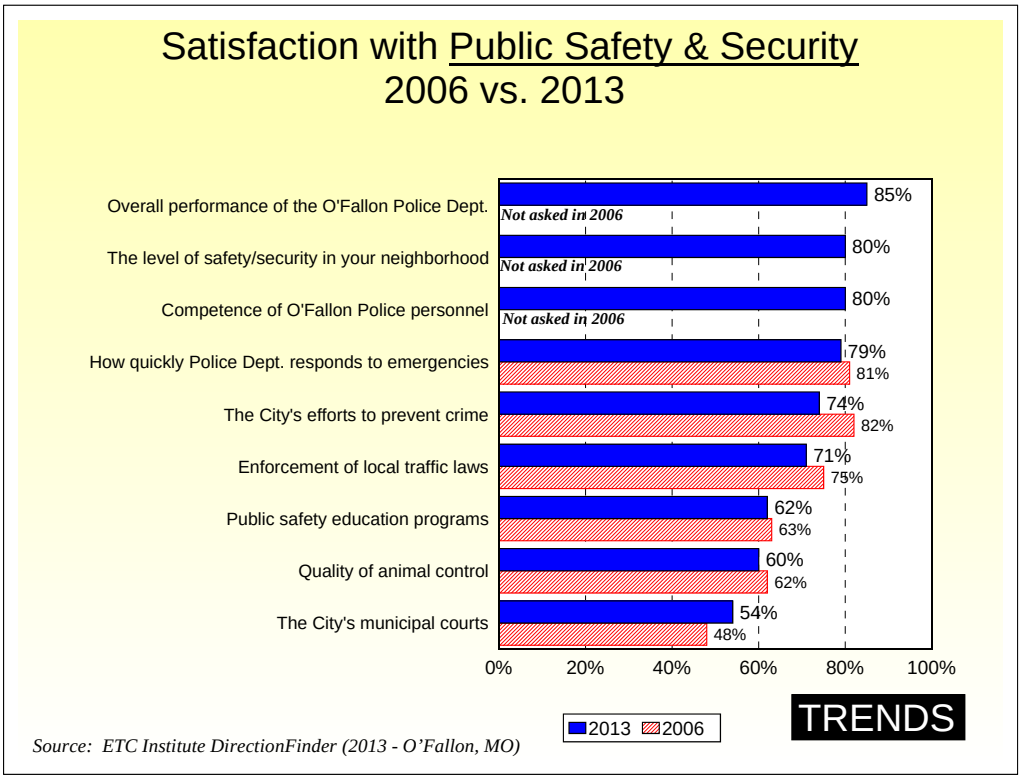
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

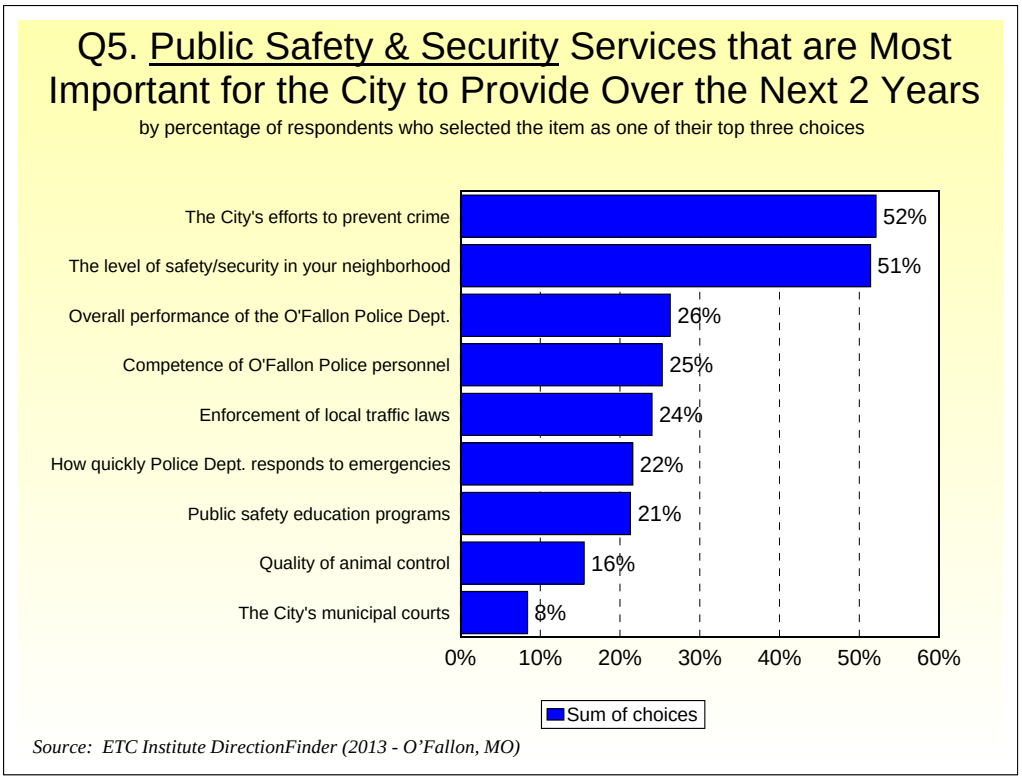


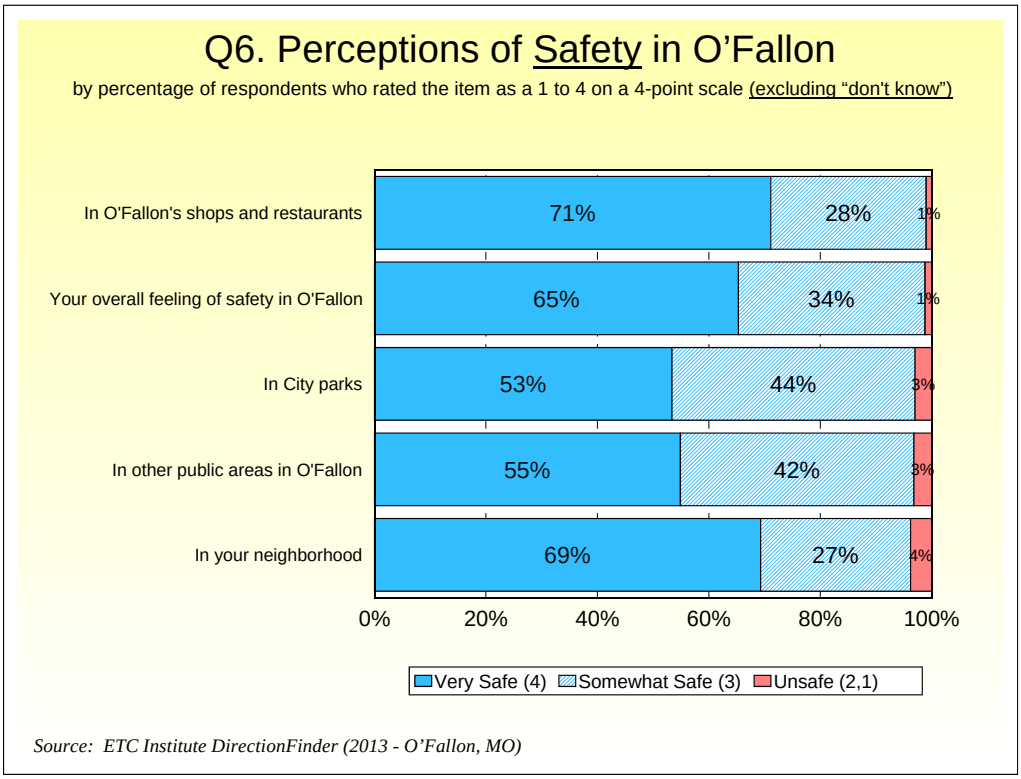
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

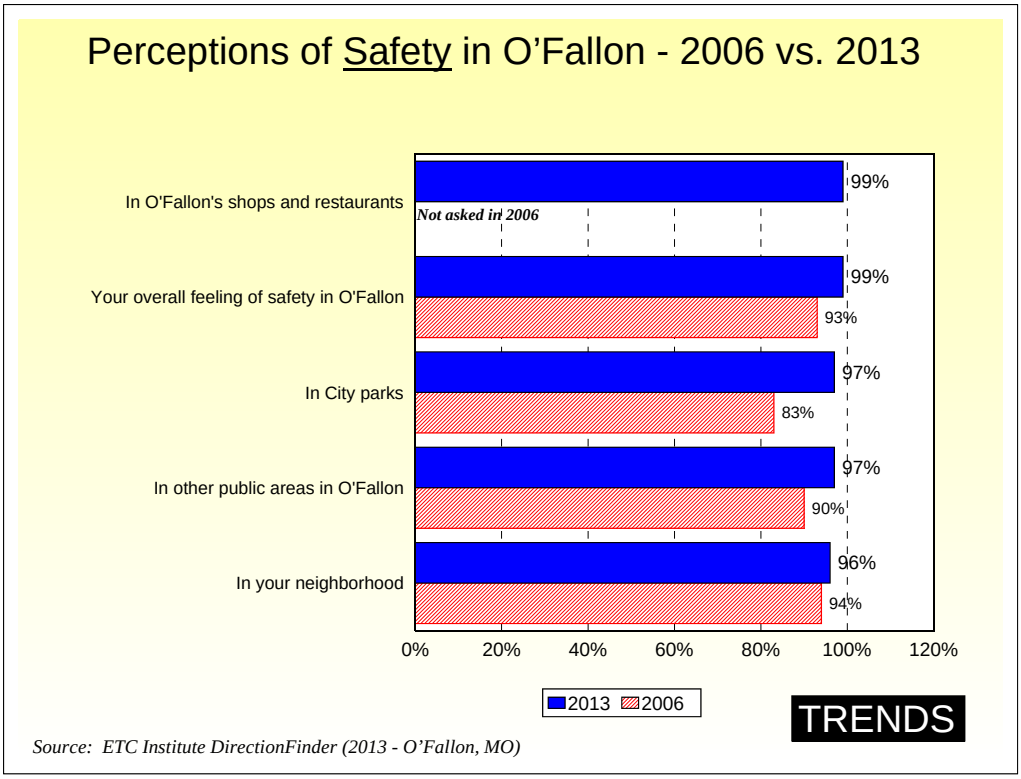

Perception Residents Have of the City - 2006 vs. 2013
As a place to live
96%
90%
As a place to raise children
93%
89%
Quality of life in the City
89%
79%
As a place to shop for goods and services
80%
Not asked in 2006
Overall appearance of the City
76%
62%
As a place to work
72%
69%
As a place to dine
72%
Not asked in 2006
Rate of growth in O'Fallon
66%
42%
Quality of residential growth
64%
52%
Quality of new development in the City
62%
44%
Quality of business growth
53%
48%
0%
20%
40%
60%
80%
100%
120%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

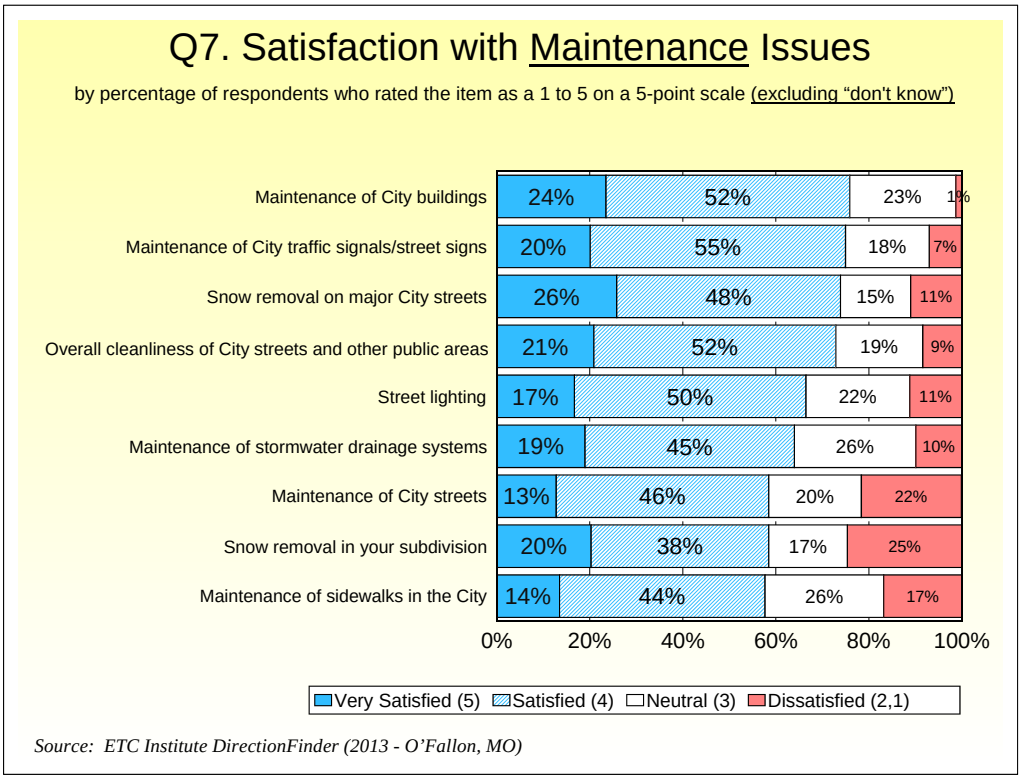

Q4. Satisfaction with Public Safety & Security
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Overall performance of the O'Fallon Police Dept.
36%
49%
10%
5%
The level of safety/security in your neighborhood
30%
50%
13%
7%
Competence of O'Fallon Police personnel
33%
47%
15%
5%
How quickly Police Dept. responds to emergencies
37%
42%
18%
3%
The City's efforts to prevent crime
28%
46%
21%
5%
Enforcement of local traffic laws
23%
48%
20%
10%
Public safety education programs
23%
39%
35%
4%
Quality of animal control
18%
42%
30%
10%
The City's municipal courts
19%
35%
41%
5%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2,1)
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

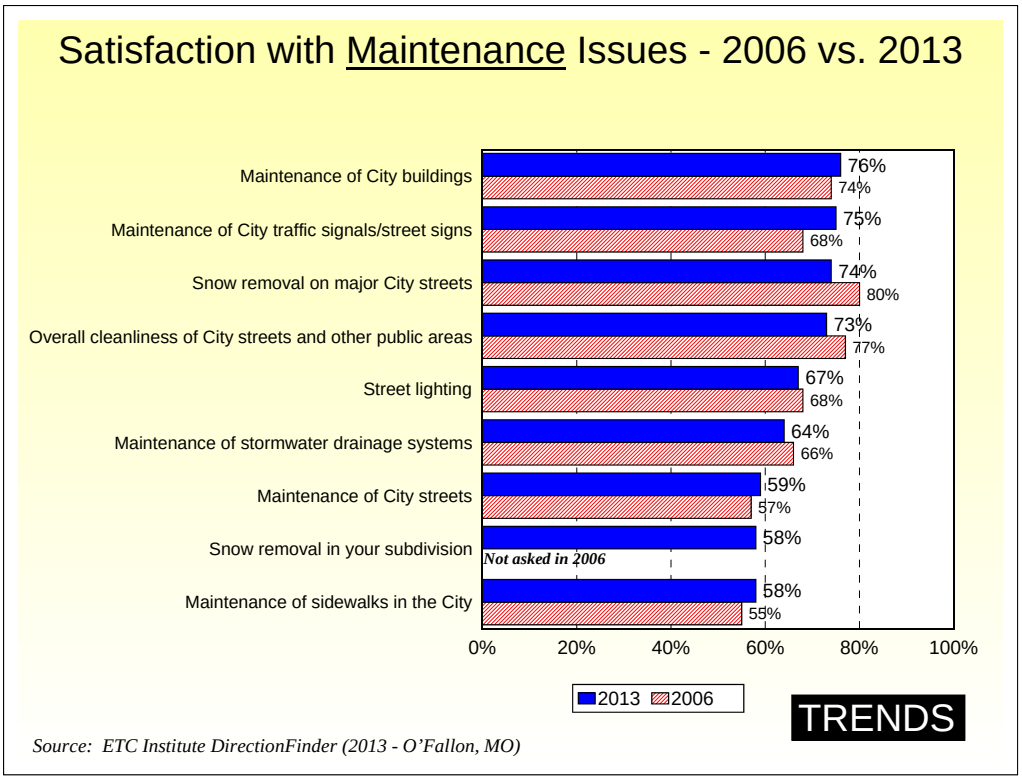

Satisfaction with Public Safety & Security
2006 vs. 2013
Overall performance of the O'Fallon Police Dept.
85%
Not asked in 2006
The level of safety/security in your neighborhood
80%
Not asked in 2006
Competence of O'Fallon Police personnel
80%
Not asked in 2006
How quickly Police Dept. responds to emergencies
79%
81%
The City's efforts to prevent crime
74%
82%
Enforcement of local traffic laws
71%
75%
Public safety education programs
62%
63%
Quality of animal control
60%
62%
The City's municipal courts
54%
48%
0%
20%
40%
60%
80%
100%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q5. Public Safety & Security Services that are Most Important for the City to Provide Over the Next 2 Years
by percentage of respondents who selected the item as one of their top three choices
The City's efforts to prevent crime
52%
The level of safety/security in your neighborhood
51%
Overall performance of the O'Fallon Police Dept.
26%
Competence of O'Fallon Police personnel
25%
Enforcement of local traffic laws
24%
How quickly Police Dept. responds to emergencies
22%
Public safety education programs
21%
Quality of animal control
16%
The City's municipal courts
8%
0%
10%
20%
30%
40%
50%
60%
Sum of choices
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q6. Perceptions of Safety in O'Fallon
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "don't know")
In O'Fallon's shops and restaurants
71%
28%
1%
Your overall feeling of safety in O'Fallon
65%
34%
1%
In City parks
53%
44%
3%
In other public areas in O'Fallon
55%
42%
3%
In your neighborhood
69%
27%
4%
0%
20%
40%
60%
80%
100%
Very Safe (4)
Somewhat Safe (3)
Unsafe (2,1)
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

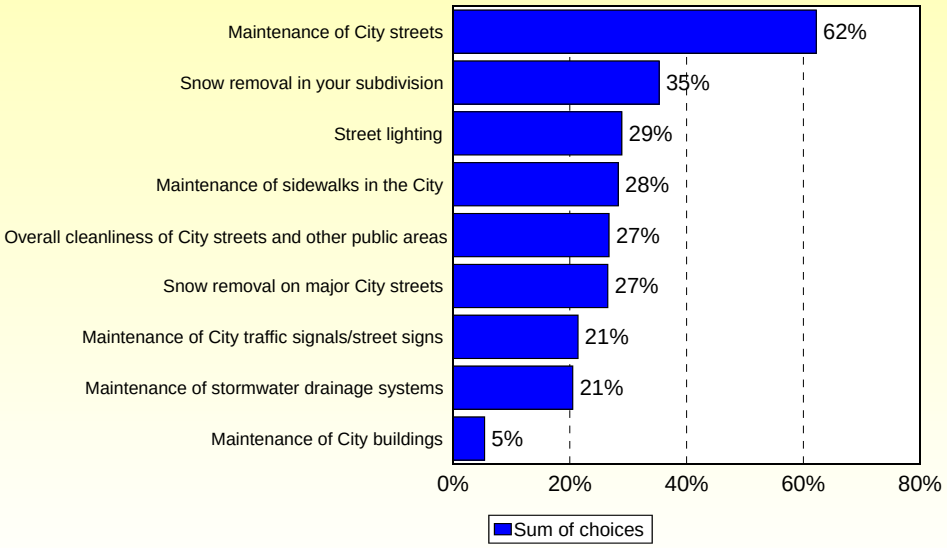

Perceptions of Safety in O'Fallon - 2006 vs. 2013
In O'Fallon's shops and restaurants
99%
Not asked in 2006
Your overall feeling of safety in O'Fallon
99%
93%
In City parks
97%
83%
In other public areas in O'Fallon
97%
90%
In your neighborhood
96%
94%
0%
20%
40%
60%
80%
100%
120%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q7. Satisfaction with Maintenance Issues
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Maintenance of City buildings 24% 52% 23% 1%
Maintenance of City traffic signals/street signs 20% 55% 18% 7%
Snow removal on major City streets 26% 48% 15% 11%
Overall cleanliness of City streets and other public areas 21% 52% 19% 9%
Street lighting 17% 50% 22% 11%
Maintenance of stormwater drainage systems 19% 45% 26% 10%
Maintenance of City streets 13% 46% 20% 22%
Snow removal in your subdivision 20% 38% 17% 25%
Maintenance of sidewalks in the City 14% 44% 26% 17%
0% 20% 40% 60% 80% 100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2,1)
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Satisfaction with Maintenance Issues - 2006 vs. 2013
Maintenance of City buildings 76% 74%
Maintenance of City traffic signals/street signs 75% 68%
Snow removal on major City streets 74% 80%
Overall cleanliness of City streets and other public areas 73% 77%
Street lighting 67% 68%
Maintenance of stormwater drainage systems 64% 66%
Maintenance of City streets 59% 57%
Snow removal in your subdivision 58% Not asked in 2006
Maintenance of sidewalks in the City 58% 55%
0% 20% 40% 60% 80% 100%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q8. Maintenance Issues that are Most Important for the City to Provide Over the Next 2 Years

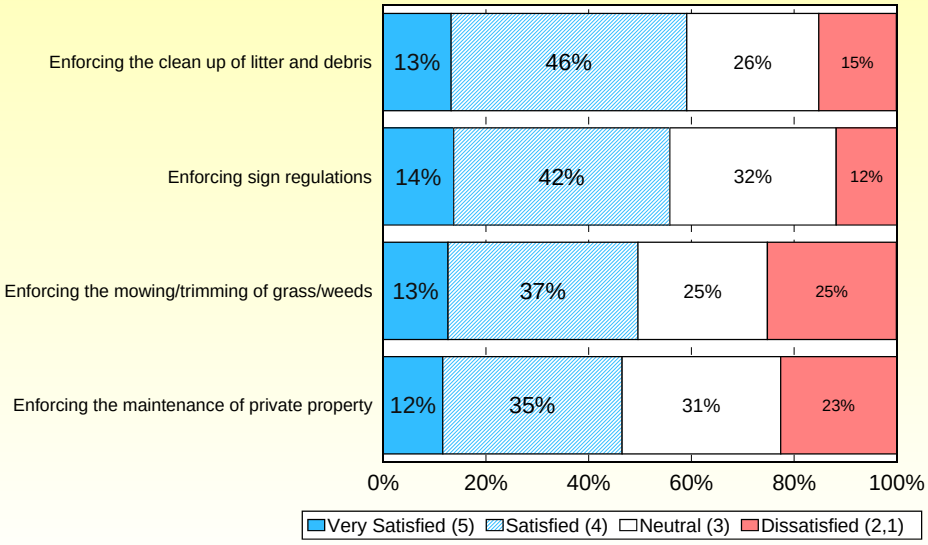
by percentage of respondents who selected the item as one of their top three choices



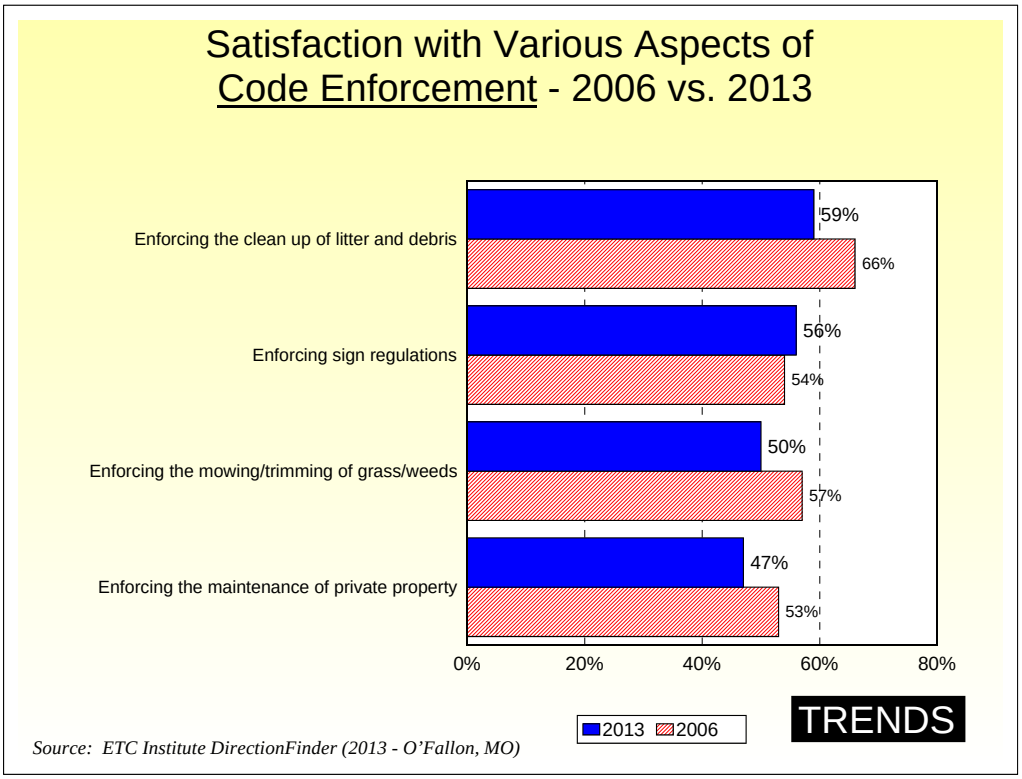
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

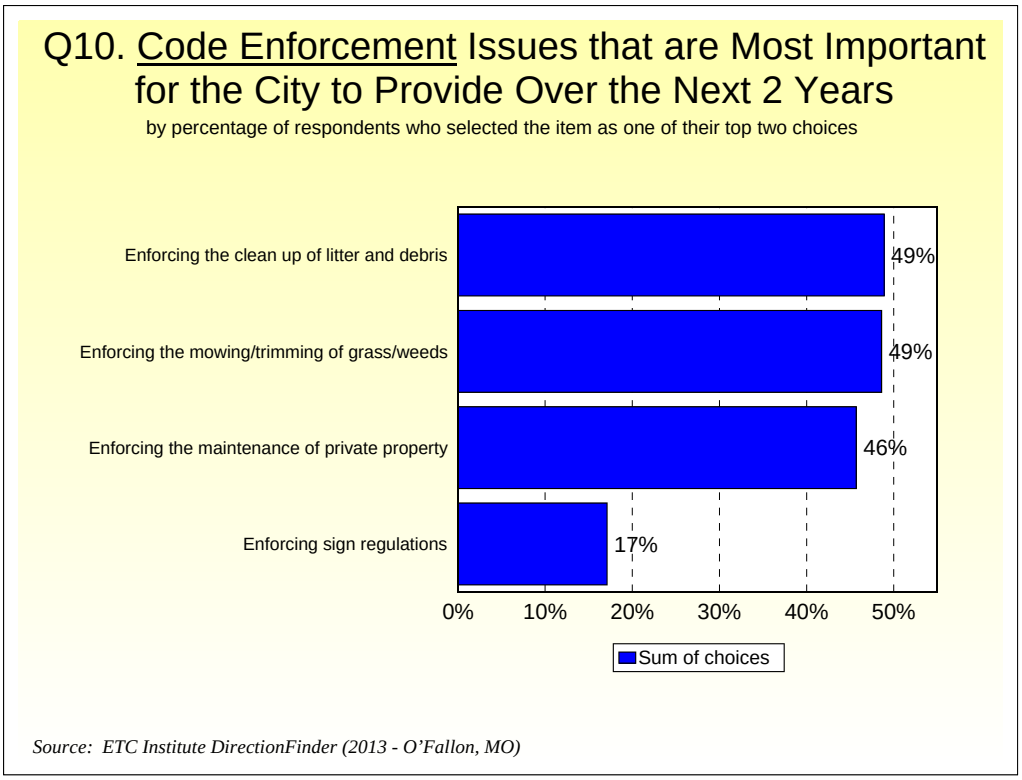
Q9. Satisfaction with Various Aspects of Code Enforcement

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



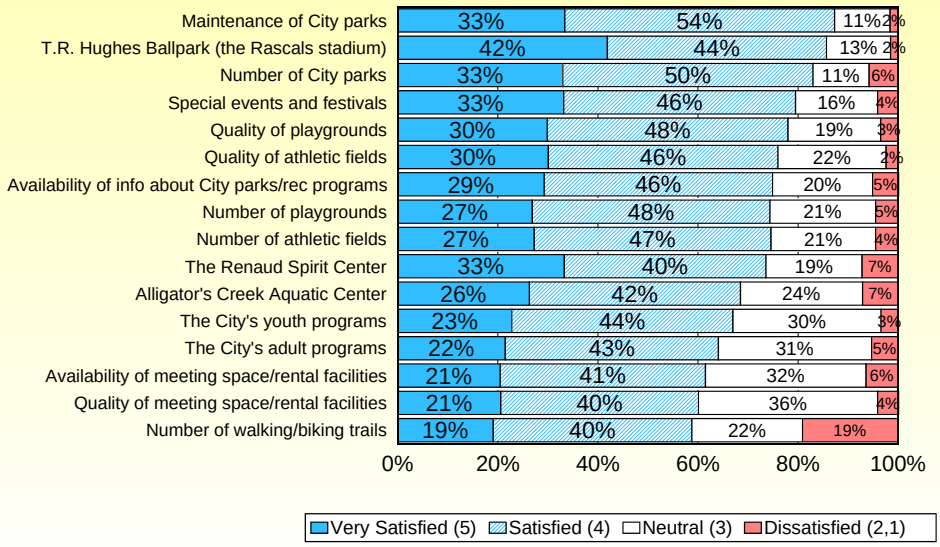
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Satisfaction with Various Aspects of
Code Enforcement - 2006 vs. 2013
Enforcing the clean up of litter and debris
59%
66%
Enforcing sign regulations
56%
54%
Enforcing the mowing/trimming of grass/weeds
50%
57%
Enforcing the maintenance of private property
47%
53%
0%
20%
40%
60%
80%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q10. Code Enforcement Issues that are Most Important for the City to Provide Over the Next 2 Years
by percentage of respondents who selected the item as one of their top two choices
Enforcing the clean up of litter and debris
49%
Enforcing the mowing/trimming of grass/weeds
49%
Enforcing the maintenance of private property
46%
Enforcing sign regulations
17%
0%
10%
20%
30%
40%
50%
Sum of choices
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

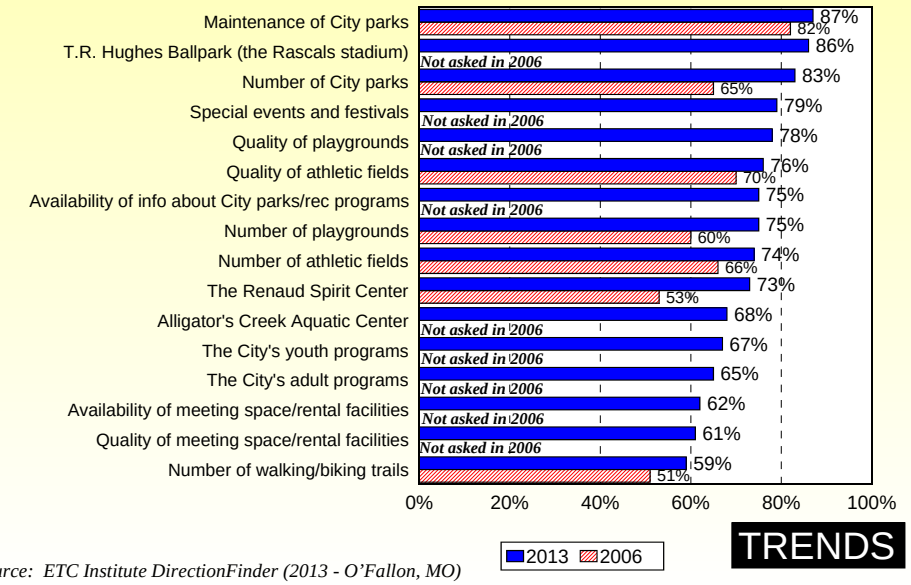
Q11. Overall Satisfaction with Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

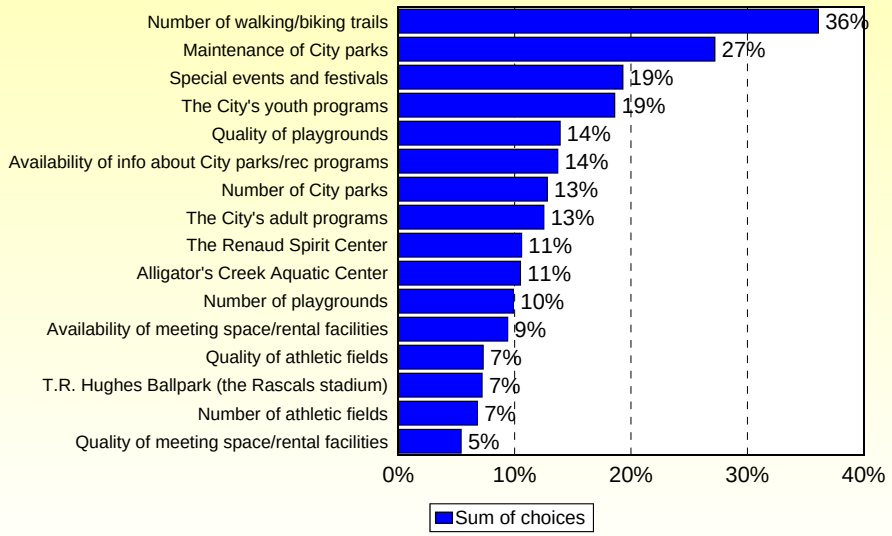
Overall Satisfaction with Parks and Recreation 2006 vs. 2013



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q12. Parks and Recreation Items that are Most Important for the City to Provide Over the Next 2 Years

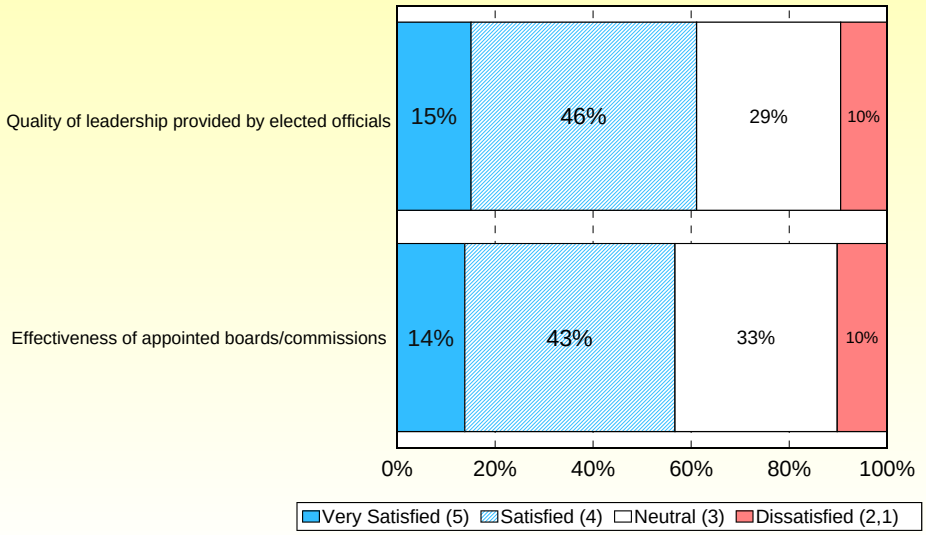
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

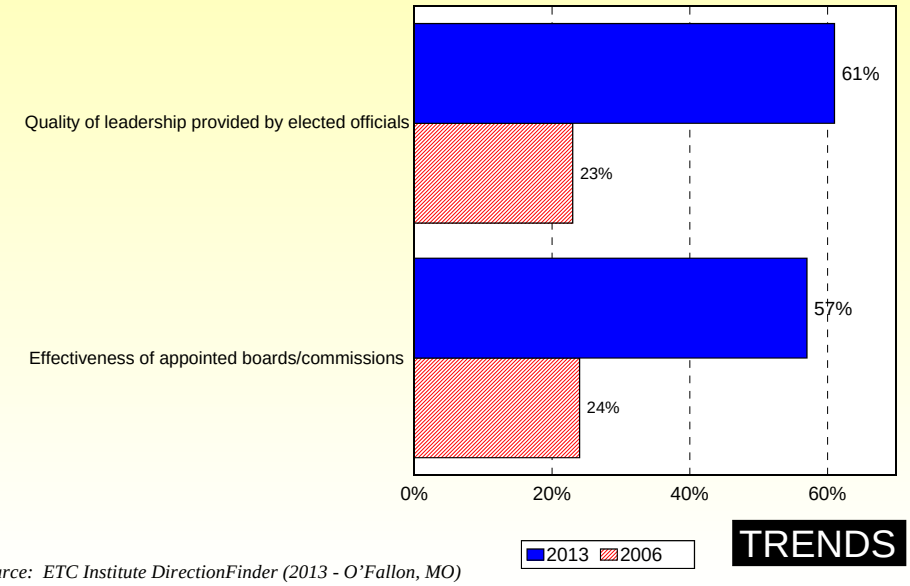
Q13. Satisfaction with Various Aspects of City Leadership

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

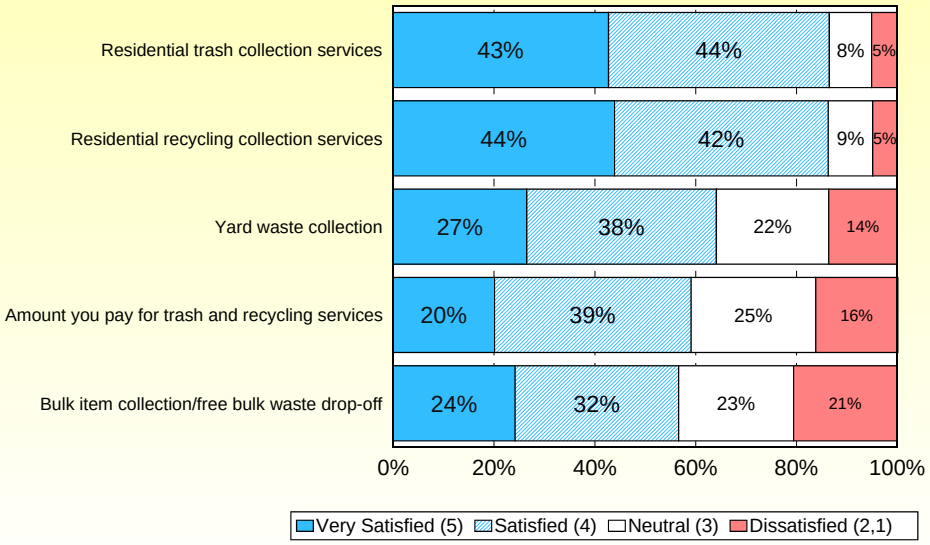
Satisfaction with Various Aspects of City Leadership 2006 vs. 2013



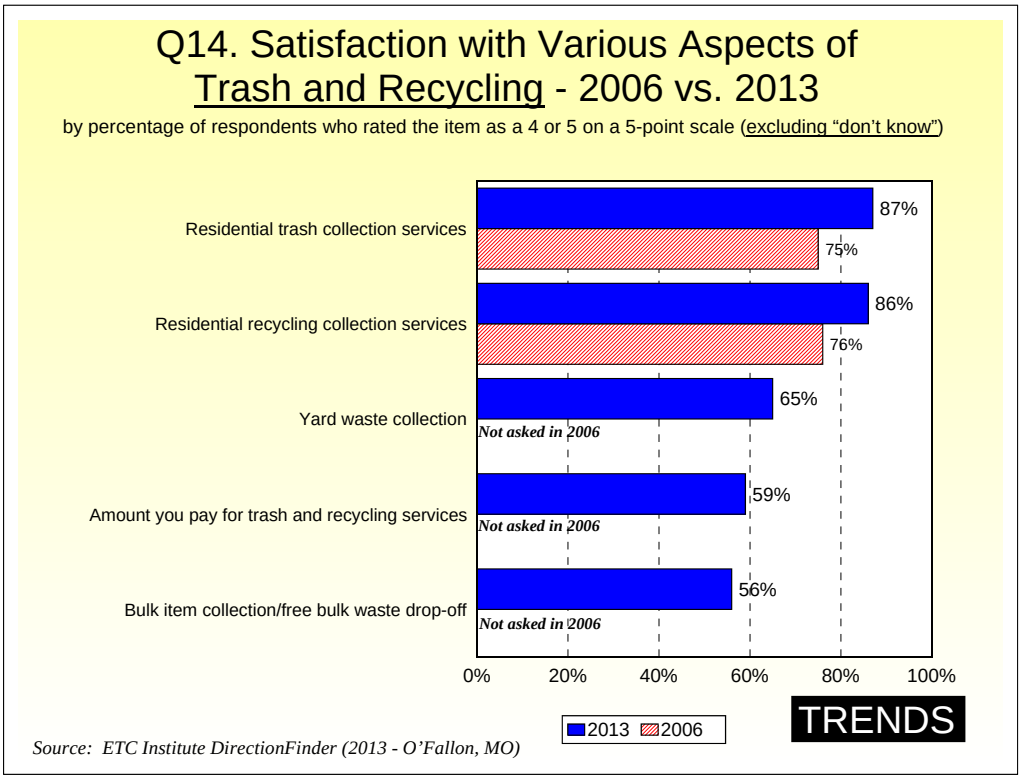
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

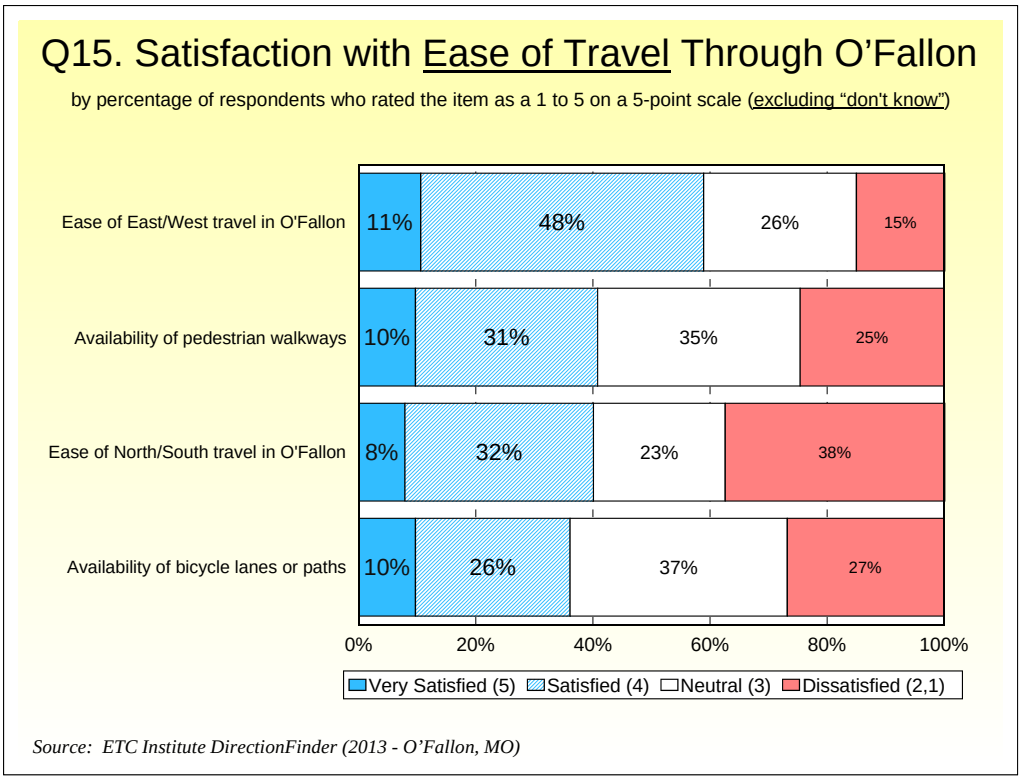
Q14. Satisfaction with Various Aspects of Trash and Recycling

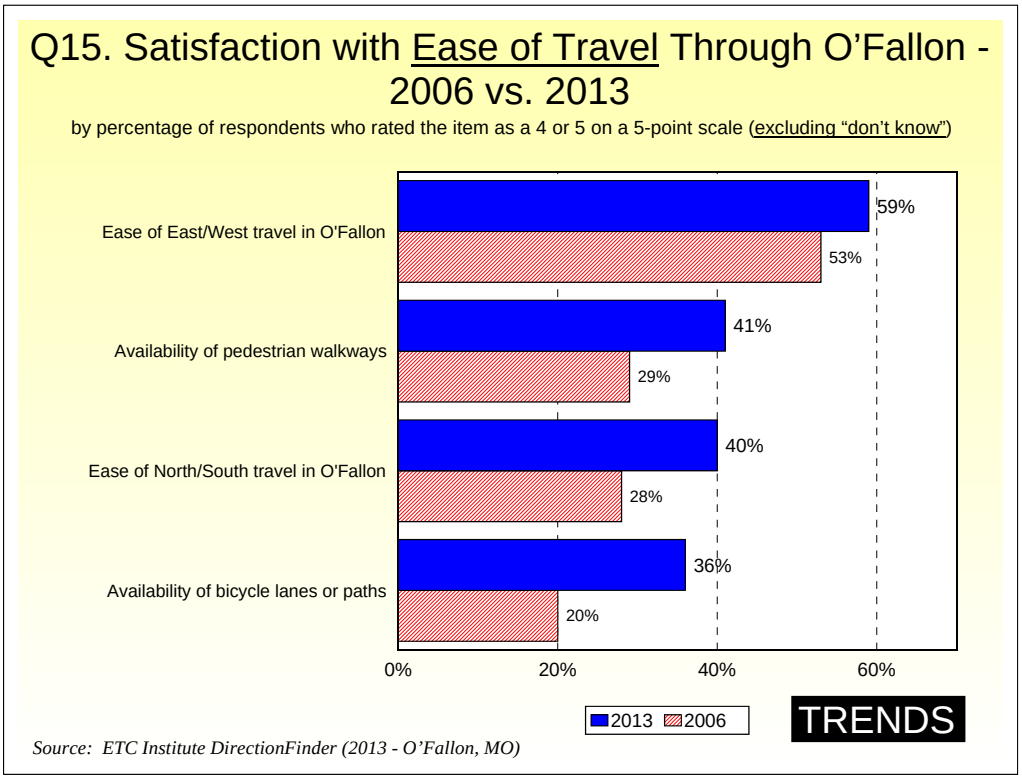
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

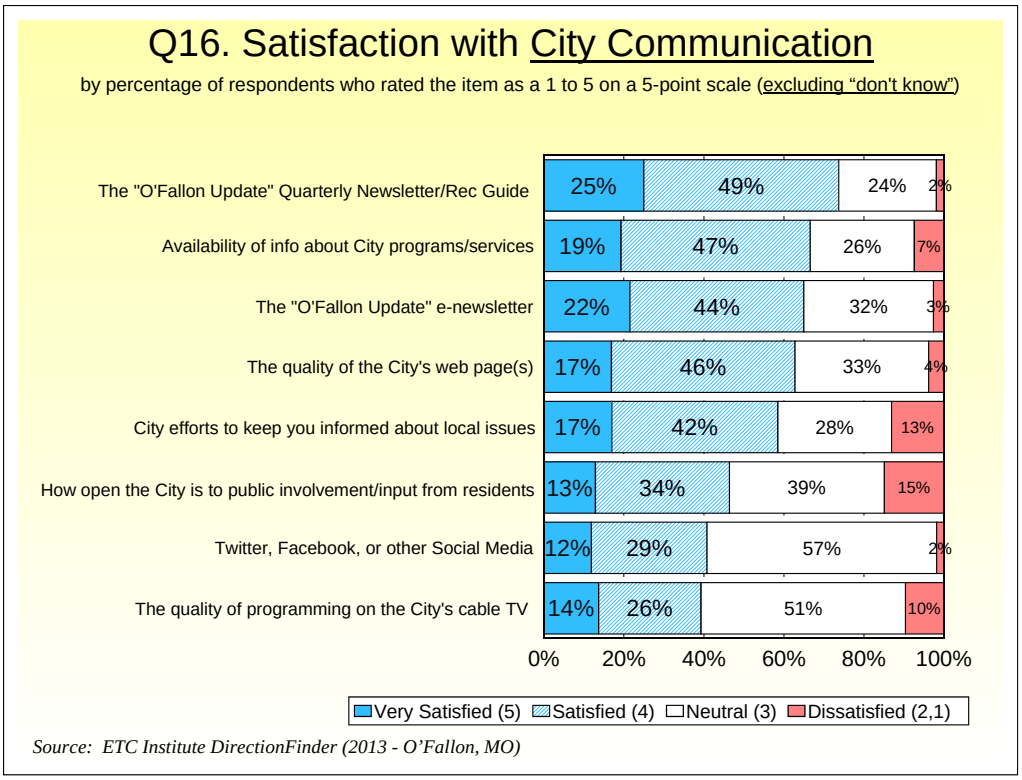


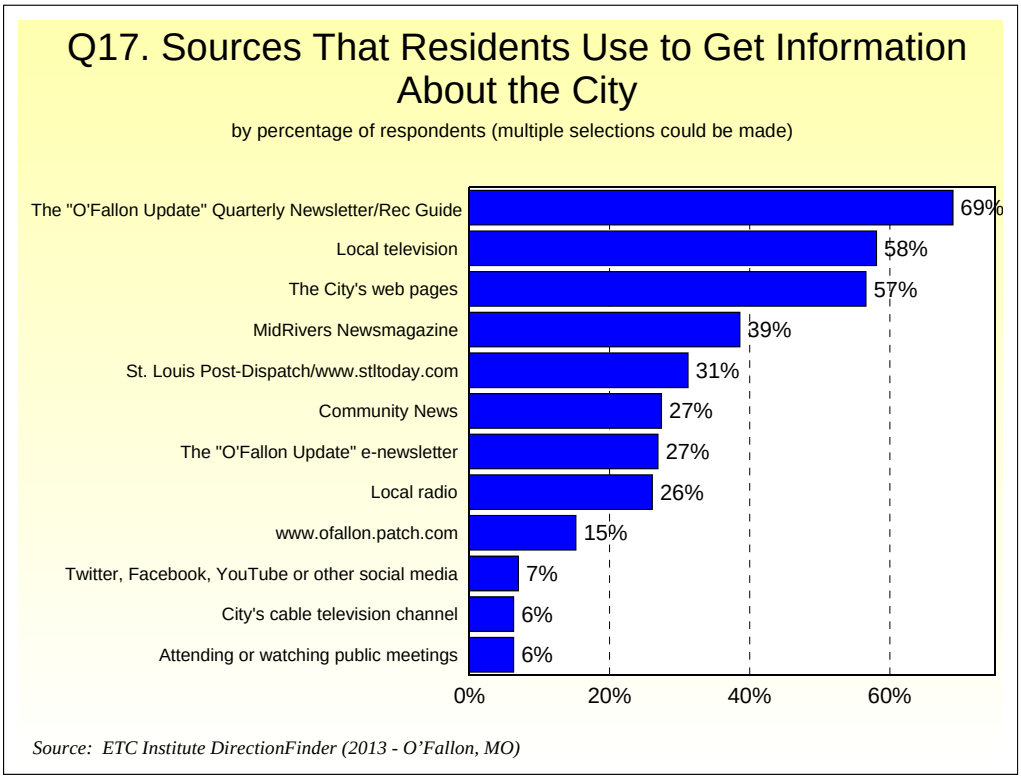
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

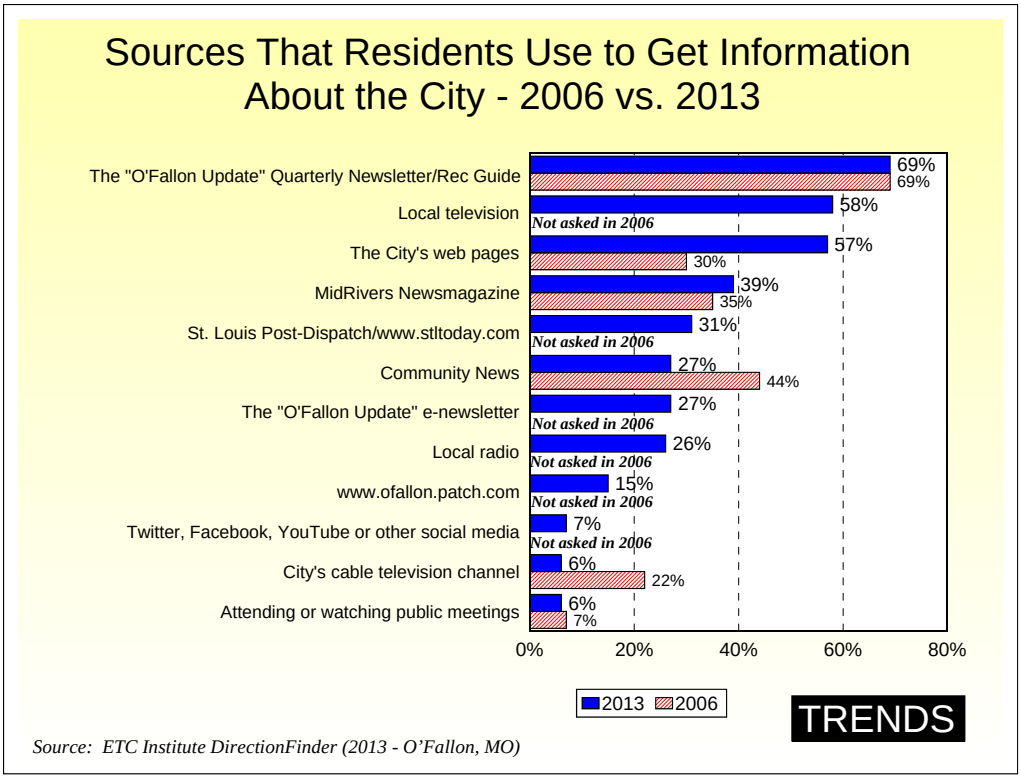

Q14. Satisfaction with Various Aspects of
Trash and Recycling - 2006 vs. 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")
Residential trash collection services
87%
75%
Residential recycling collection services
86%
76%
Yard waste collection
65%
Not asked in 2006
Amount you pay for trash and recycling services
59%
Not asked in 2006
Bulk item collection/free bulk waste drop-off
56%
Not asked in 2006
0%
20%
40%
60%
80%
100%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q15. Satisfaction with Ease of Travel Through O'Fallon
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
Ease of East/West travel in O'Fallon
11%
48%
26%
15%
Availability of pedestrian walkways
10%
31%
35%
25%
Ease of North/South travel in O'Fallon
8%
32%
23%
38%
Availability of bicycle lanes or paths
10%
26%
37%
27%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2,1)
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q15. Satisfaction with Ease of Travel Through O'Fallon - 2006 vs. 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")
Ease of East/West travel in O'Fallon
59%
53%
Availability of pedestrian walkways
41%
29%
Ease of North/South travel in O'Fallon
40%
28%
Availability of bicycle lanes or paths
36%
20%
0%
20%
40%
60%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

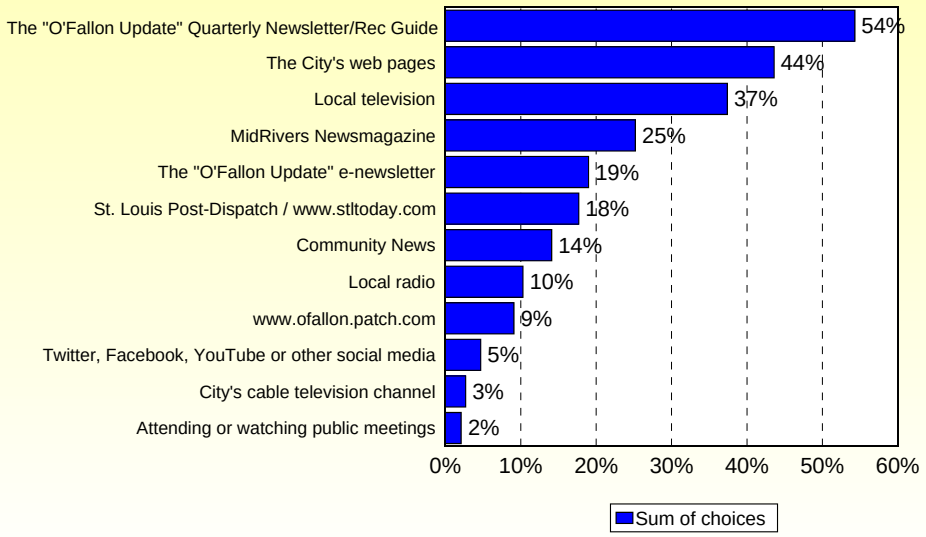

Q16. Satisfaction with City Communication
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")
The "O'Fallon Update" Quarterly Newsletter/Rec Guide
25%
49%
24%
2%
Availability of info about City programs/services
19%
47%
26%
7%
The "O'Fallon Update" e-newsletter
22%
44%
32%
3%
The quality of the City's web page(s)
17%
46%
33%
4%
City efforts to keep you informed about local issues
17%
42%
28%
13%
How open the City is to public involvement/input from residents
13%
34%
39%
15%
Twitter, Facebook, or other Social Media
12%
29%
57%
2%
The quality of programming on the City's cable TV
14%
26%
51%
10%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2,1)
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q17. Sources That Residents Use to Get Information About the City
by percentage of respondents (multiple selections could be made)
The "O'Fallon Update" Quarterly Newsletter/Rec Guide 69%
Local television 58%
The City's web pages 57%
MidRivers Newsmagazine 39%
St. Louis Post-Dispatch/www.stltoday.com 31%
Community News 27%
The "O'Fallon Update" e-newsletter 27%
Local radio 26%
www.ofallon.patch.com 15%
Twitter, Facebook, YouTube or other social media 7%
City's cable television channel 6%
Attending or watching public meetings 6%
0%
20%
40%
60%
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Sources That Residents Use to Get Information About the City - 2006 vs. 2013
The "O'Fallon Update" Quarterly Newsletter/Rec Guide 69% 69%
Local television 58% Not asked in 2006
The City's web pages 57% 30%
MidRivers Newsmagazine 39% 35%
St. Louis Post-Dispatch/www.stltoday.com 31% Not asked in 2006
Community News 27% 44%
The "O'Fallon Update" e-newsletter 27% Not asked in 2006
Local radio 26% Not asked in 2006
www.ofallon.patch.com 15% Not asked in 2006
Twitter, Facebook, YouTube or other social media 7% Not asked in 2006
City's cable television channel 6% 22%
Attending or watching public meetings 6% 7%
0%
20%
40%
60%
80%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q18. Top Three Sources of Information Regarding the City of O'Fallon

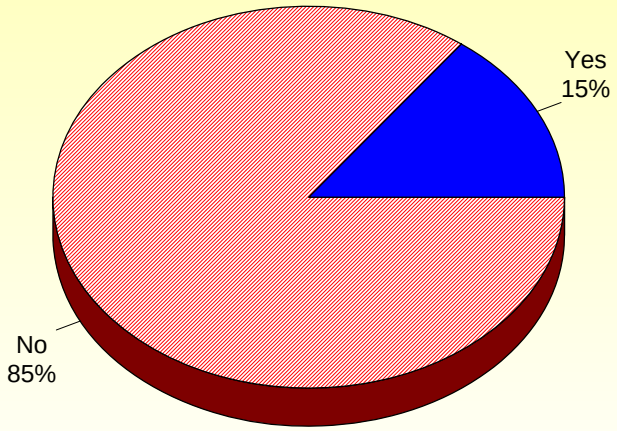
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

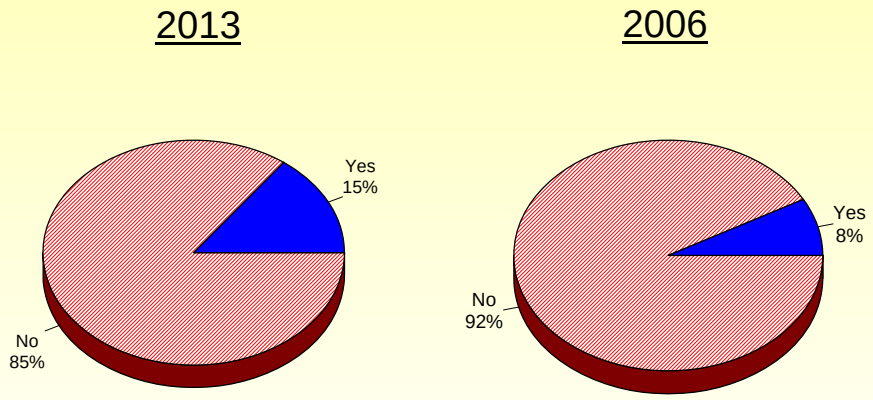
Q19. Have you used O'Fallon's Citizens First Center?

by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Have you used O'Fallon's Citizens First Center? 2006 v. 2013

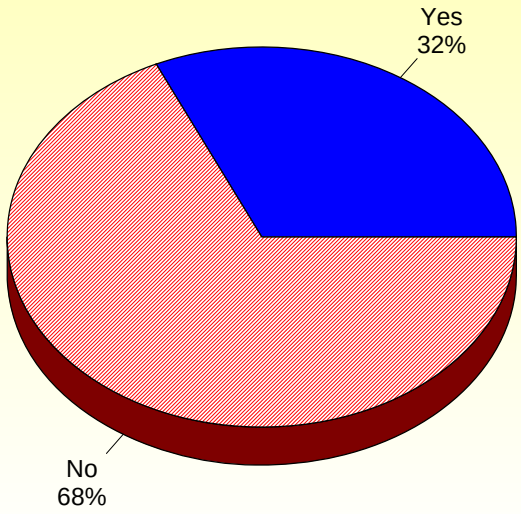


TRENDS

Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

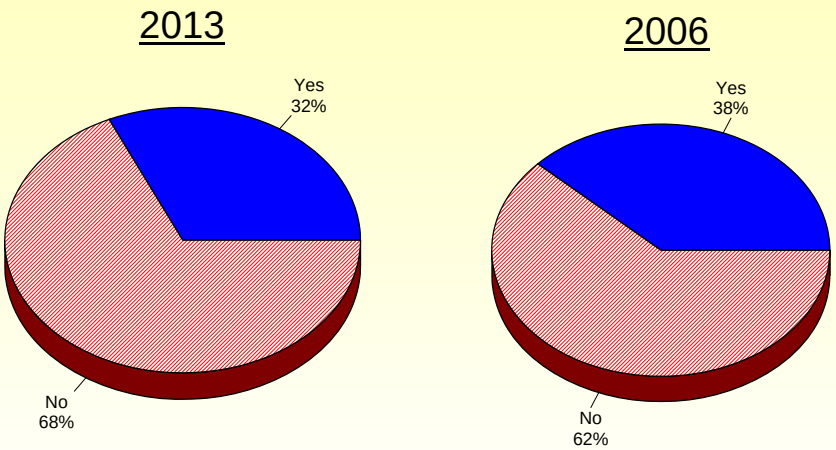
Q20. Have you called or visited O'Fallon Municipal Centre (City Hall) with a question, problem, or complaint during the past year?

by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Have you called or visited O'Fallon Municipal Centre (City Hall) with a question, problem, or complaint during the past year? - 2006 vs. 2013

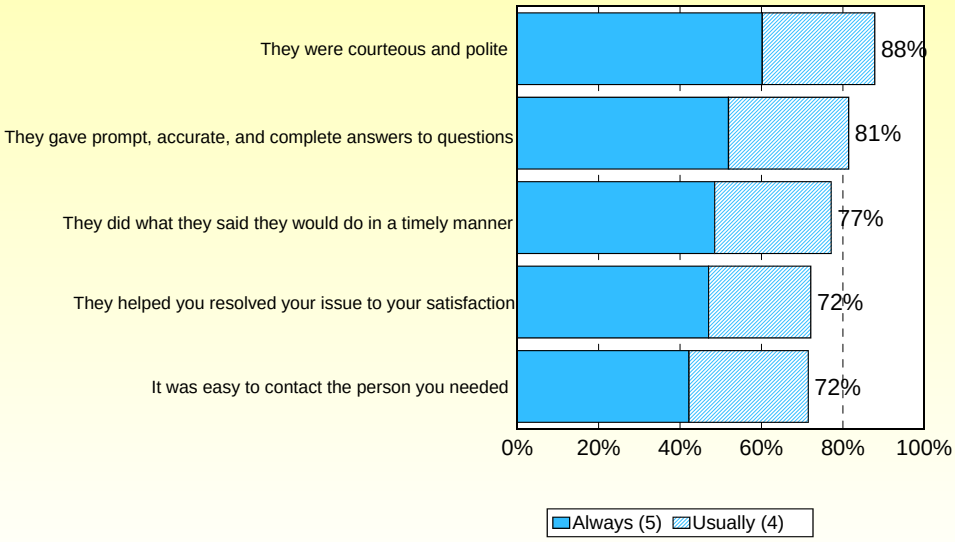


TRENDS

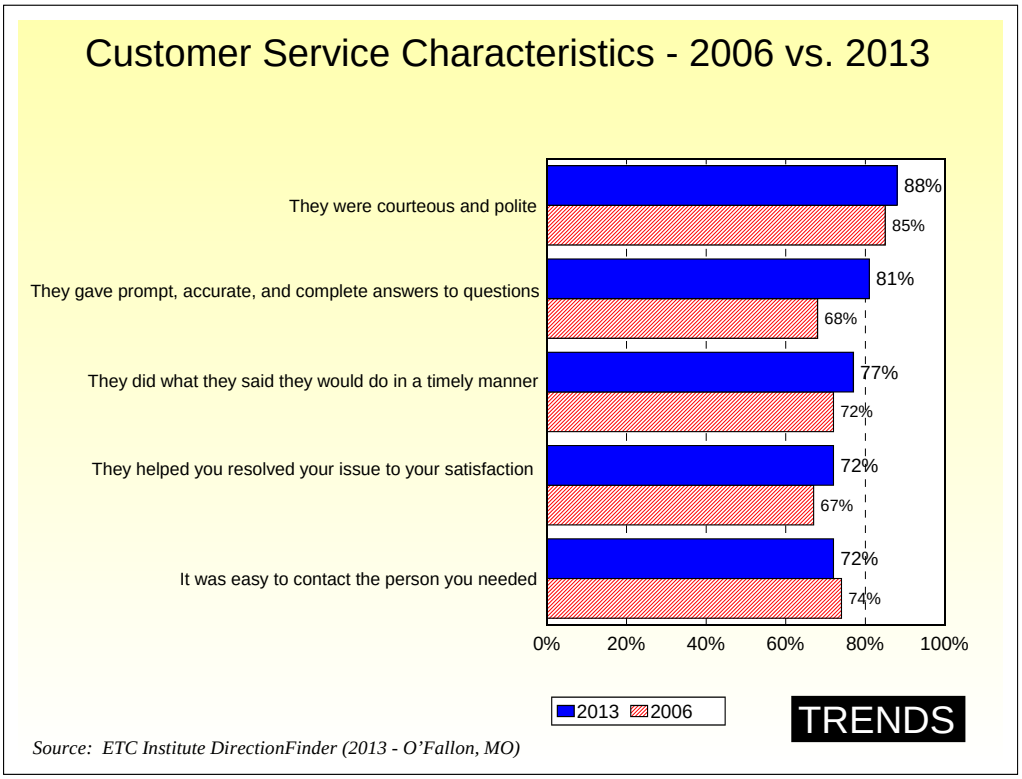
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

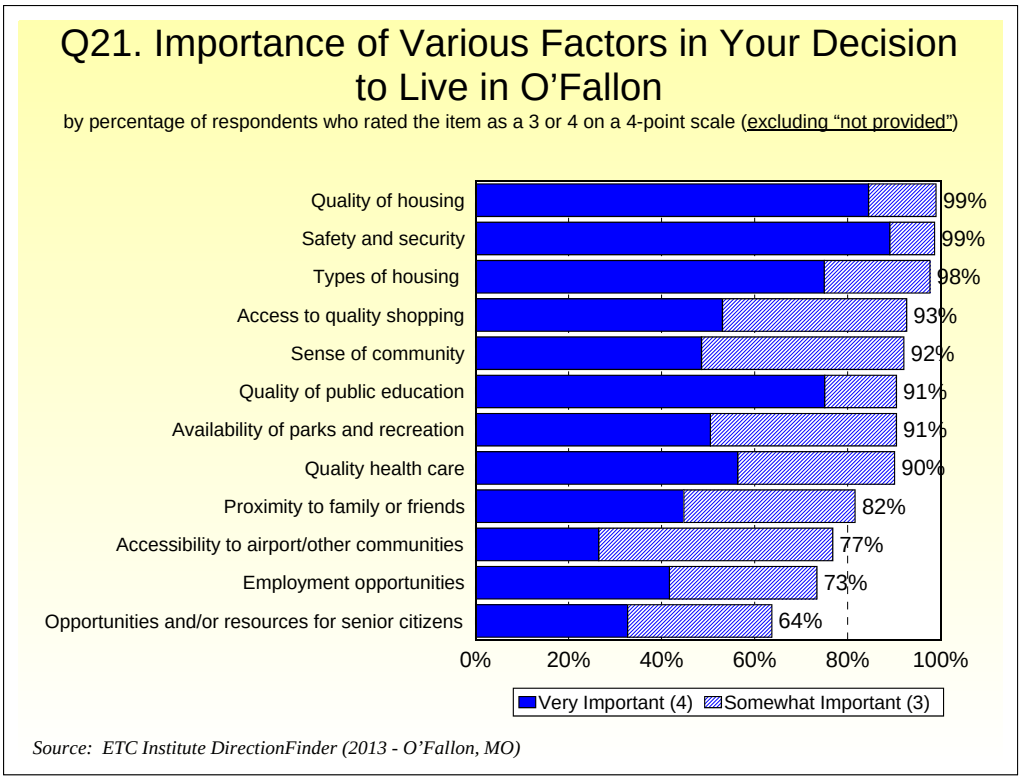
Q20a-e. Customer Service Characteristics

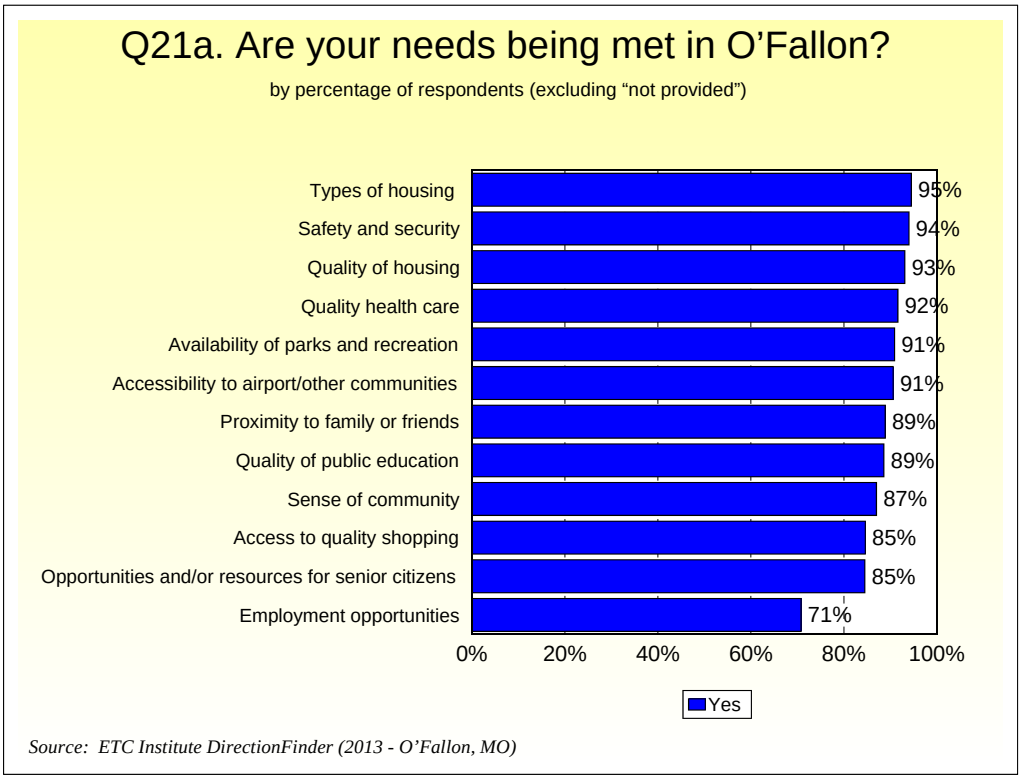
by percentage of respondents who answered "yes" to Question 20 and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

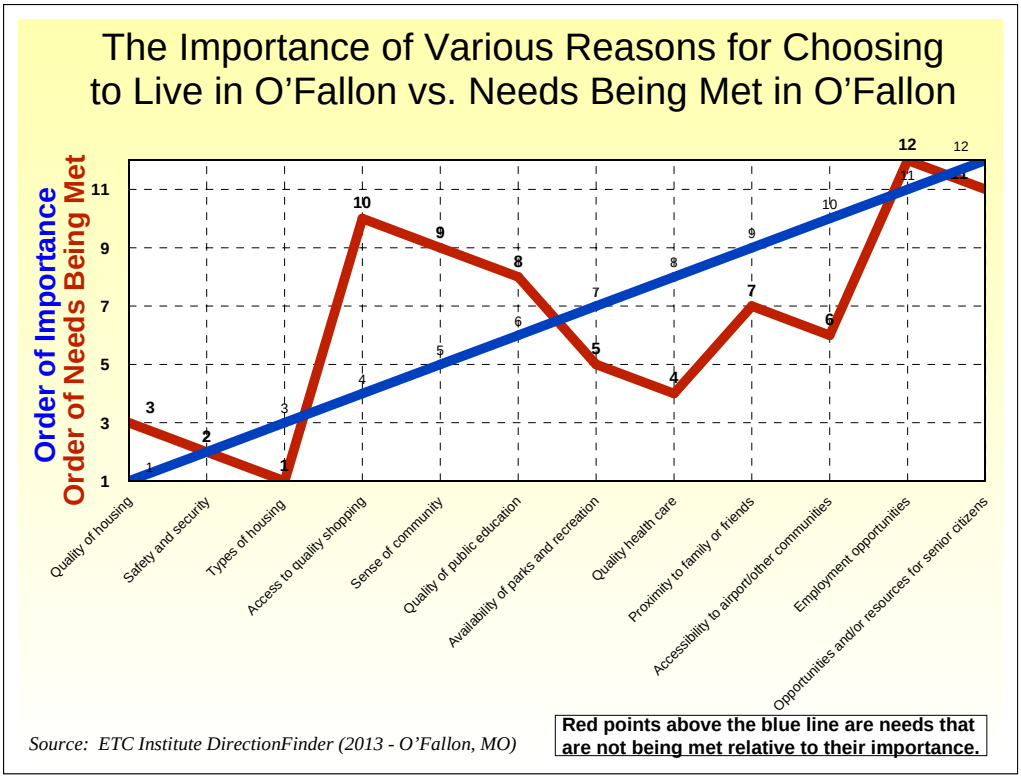


Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Customer Service Characteristics - 2006 vs. 2013
They were courteous and polite
88%
85%
They gave prompt, accurate, and complete answers to questions
81%
68%
They did what they said they would do in a timely manner
77%
72%
They helped you resolved your issue to your satisfaction
72%
67%
It was easy to contact the person you needed
72%
74%
0%
20%
40%
60%
80%
100%
2013
2006
TRENDS
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

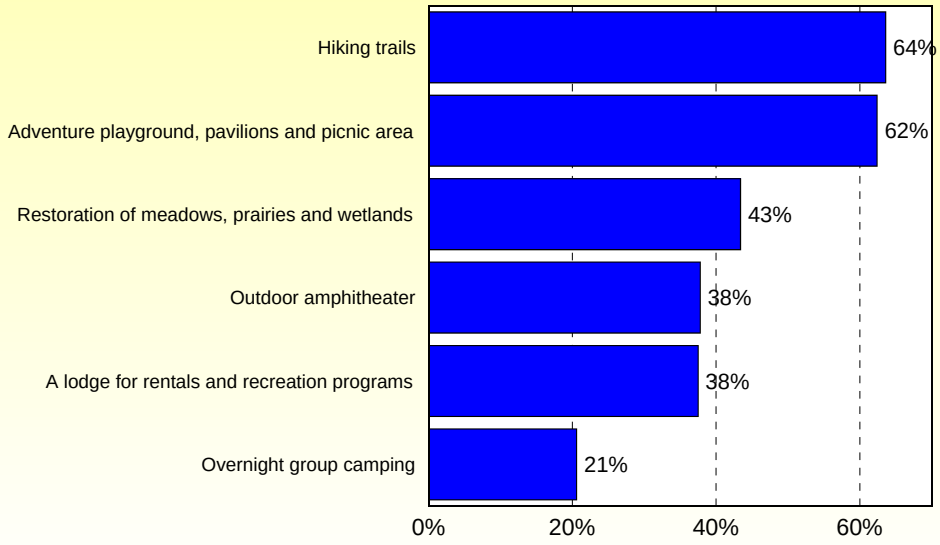

Q21. Importance of Various Factors in Your Decision to Live in O'Fallon
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding "not provided")
Quality of housing
99%
Safety and security
99%
Types of housing
98%
Access to quality shopping
93%
Sense of community
92%
Quality of public education
91%
Availability of parks and recreation
91%
Quality health care
90%
Proximity to family or friends
82%
Accessibility to airport/other communities
77%
Employment opportunities
73%
Opportunities and/or resources for senior citizens
64%
0%
20%
40%
60%
80%
100%
Very Important (4)
Somewhat Important (3)
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Q21a. Are your needs being met in O'Fallon?
by percentage of respondents (excluding "not provided")
Types of housing 95%
Safety and security 94%
Quality of housing 93%
Quality health care 92%
Availability of parks and recreation 91%
Accessibility to airport/other communities 91%
Proximity to family or friends 89%
Quality of public education 89%
Sense of community 87%
Access to quality shopping 85%
Opportunities and/or resources for senior citizens 85%
Employment opportunities 71%
0% 20% 40% 60% 80% 100%
Yes
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


The Importance of Various Reasons for Choosing to Live in O'Fallon vs. Needs Being Met in O'Fallon
Order of Importance
Order of Needs Being Met
Quality of housing
Safety and security
Types of housing
Access to quality shopping
Sense of community
Quality of public education
Availability of parks and recreation
Quality health care
Proximity to family or friends
Accessibility to airport/other communities
Employment opportunities
Opportunities and/or resources for senior citizens
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)
Red points above the blue line are needs that are not being met relative to their importance.

Q22. Which of the following features are most important for a new 55-acre park being considered along Highway DD?

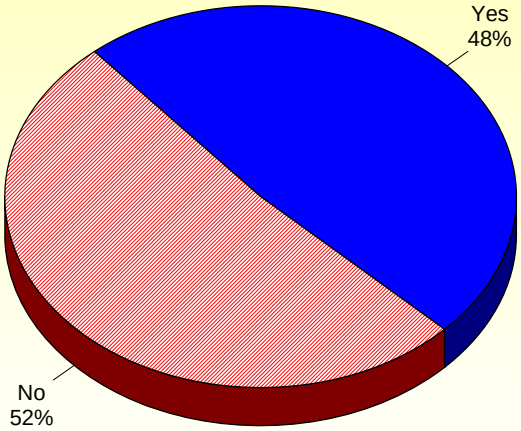
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q23. If the proposed park along Highway DD included features you thought were most important, would you support a slight increase in your property taxes to complete this project?

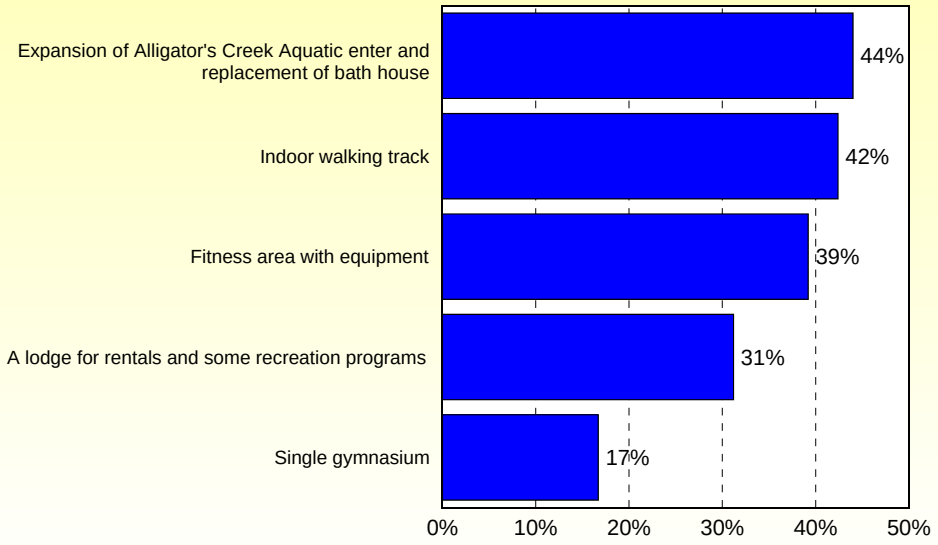
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q24. Which of the following features are most important for a new recreational facility being considered in Civic Park?

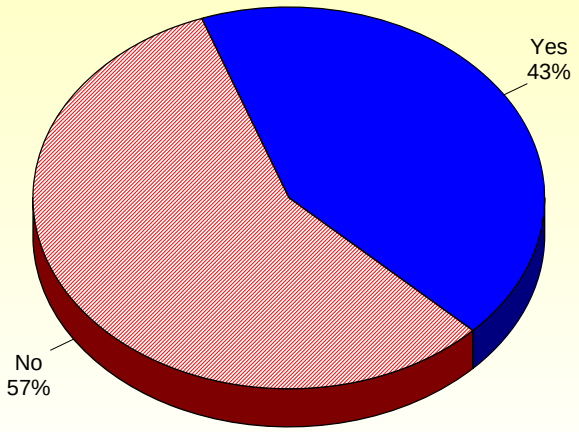
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q25. If the proposed recreational facility in Civic Park included features you thought were most important, would you support an increase in your property taxes to complete this project?

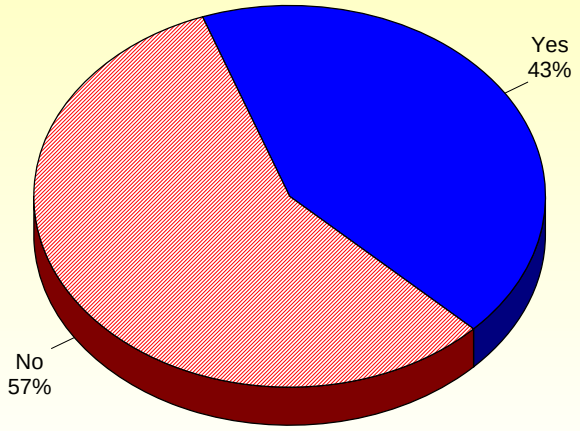
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q26. Would you support an increase in your property taxes for completion of a new, more centrally-located Justice Center that would house the Police Department and the City's Municipal Courts?

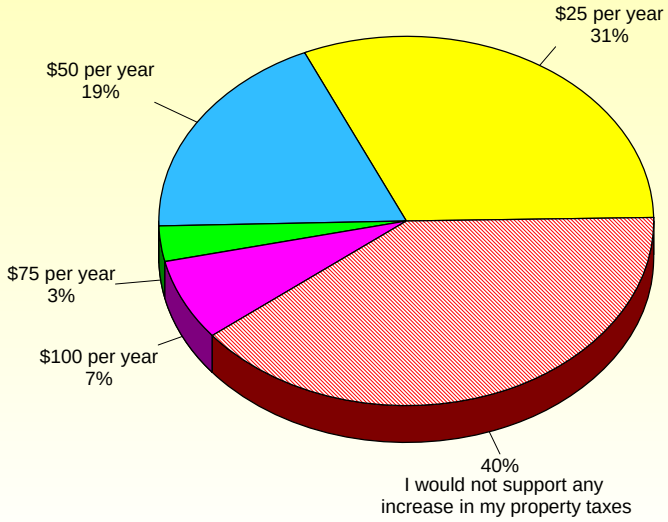
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Q27. How much of a property tax increase would you support to complete the aforementioned projects?

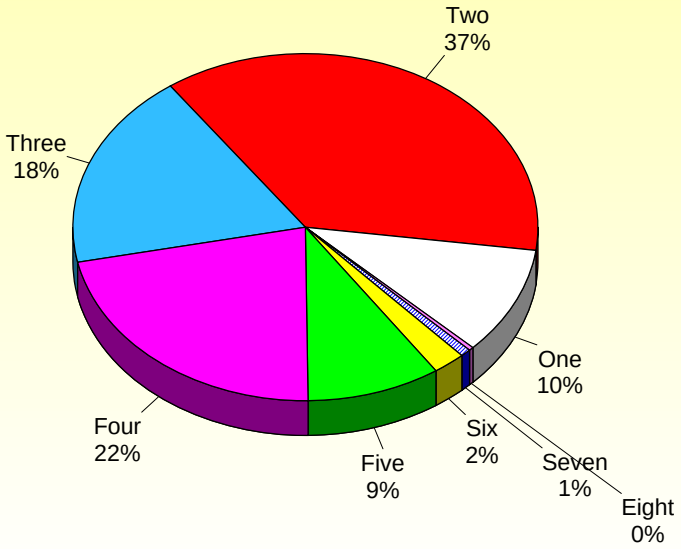
by percentage of respondents (excluding "none chosen")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: Counting yourself, how many people live in your household?

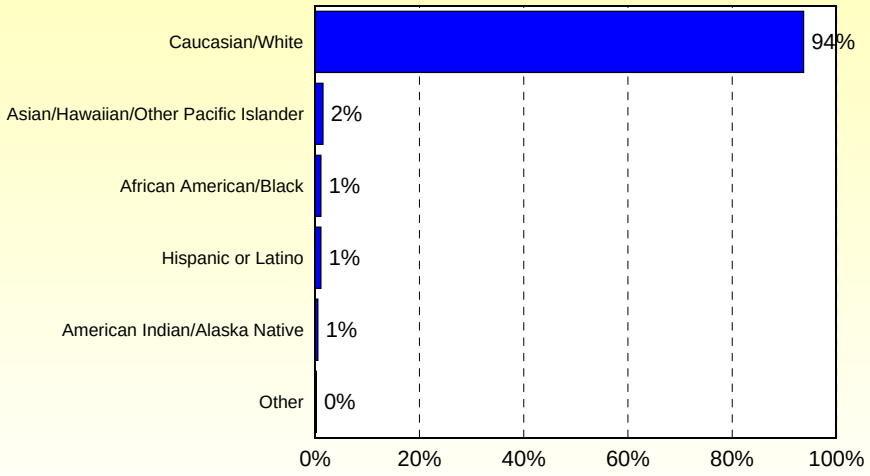
by percentage of persons in households (excluding "not provided")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: Race/Ethnicity

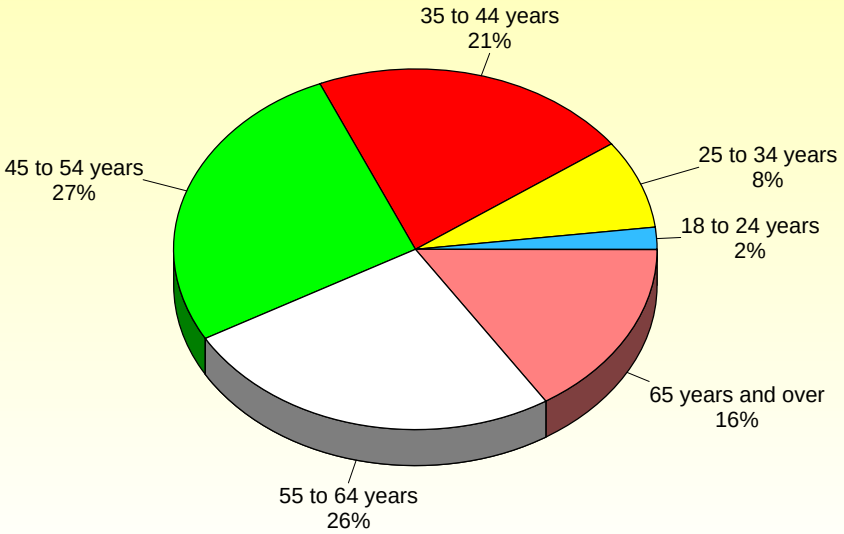
by percentage of respondents (excluding "not provided" - multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: Which of the following age groups are you in?

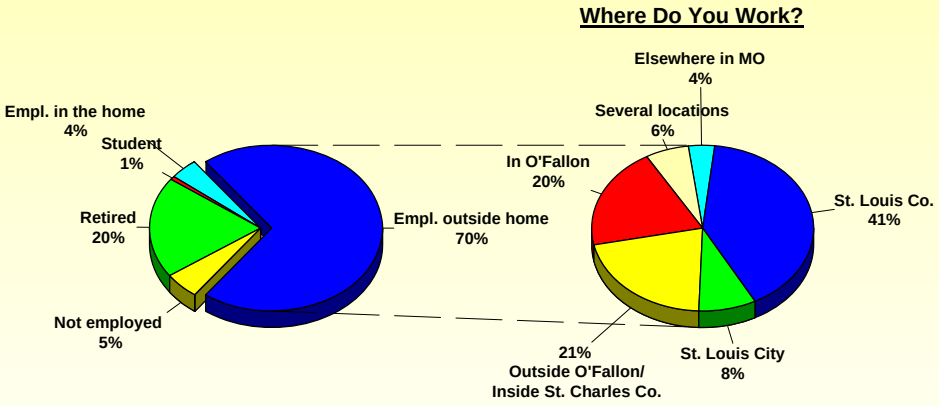
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: Current Employment Status

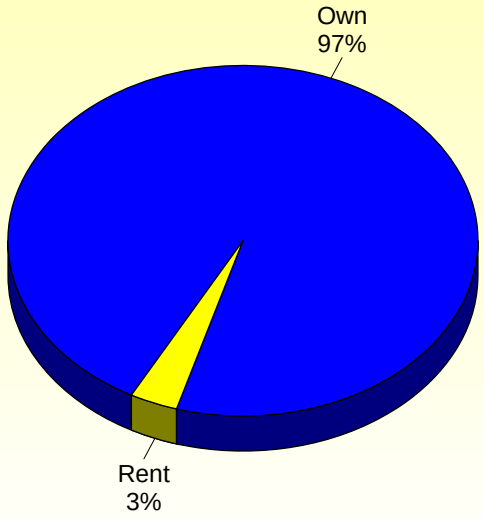
by percentage of persons in households (excluding "not provided")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: Do you own or rent your current residence?

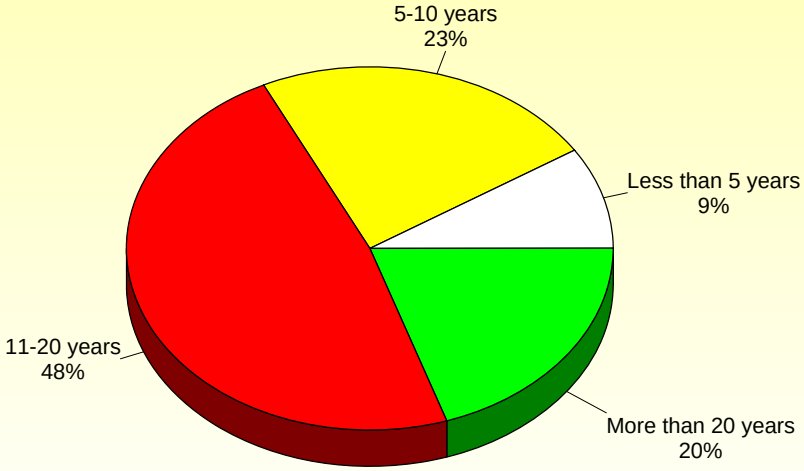
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: How many years have you lived in the City of O'Fallon?

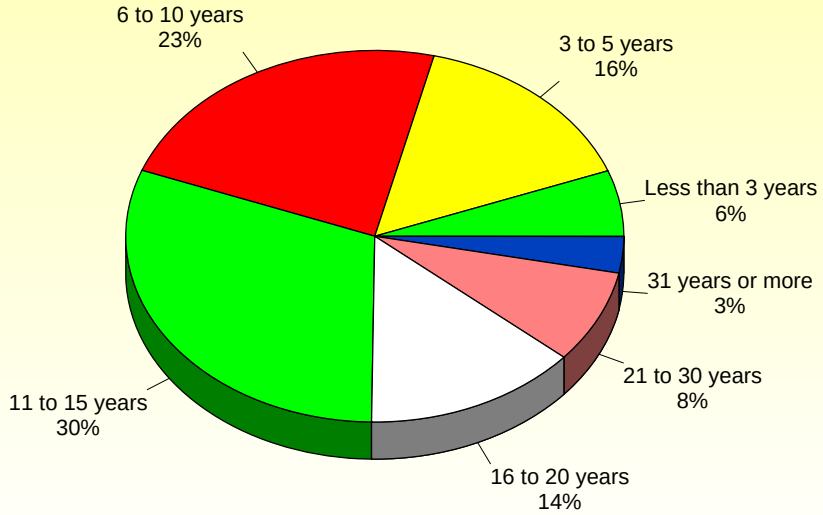
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: How many years have you lived at your current residence?

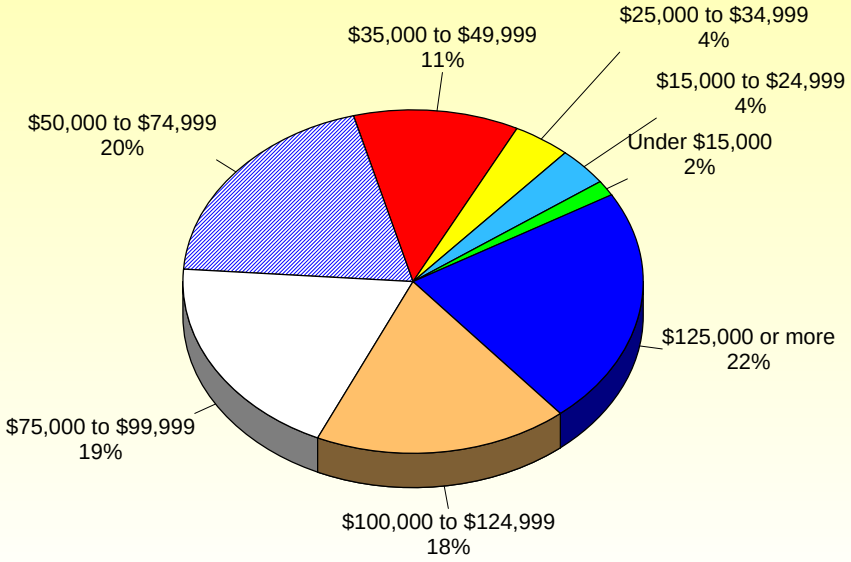
by percentage of respondents



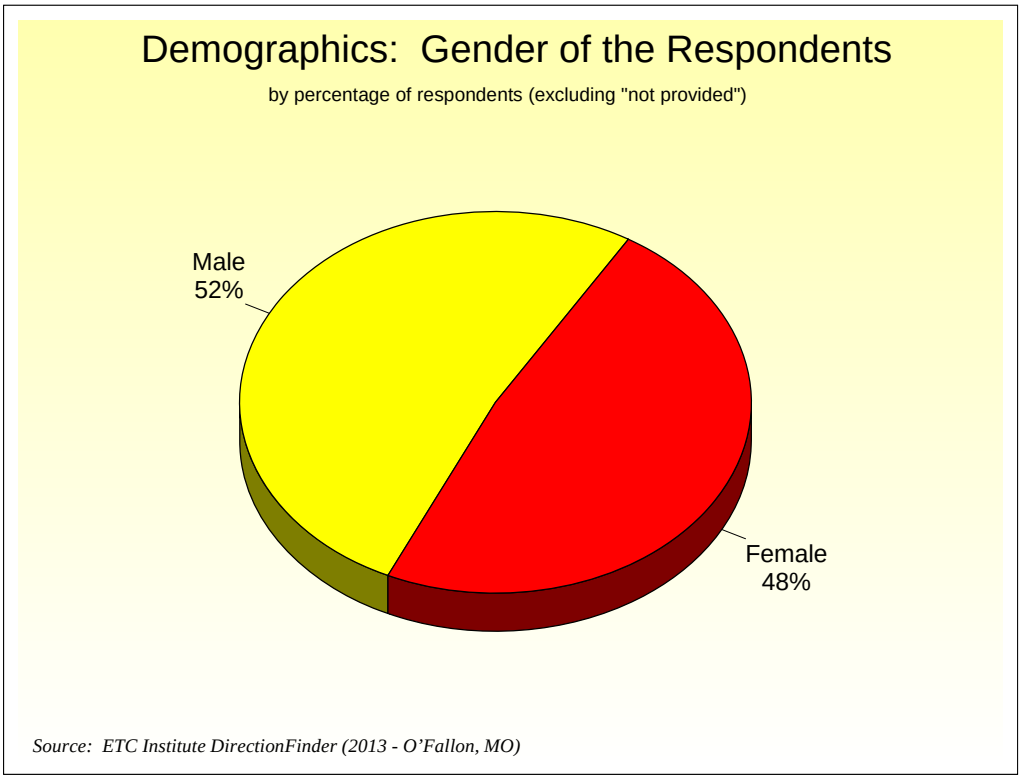
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Demographics: Total Annual Household Income

by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)


Demographics: Gender of the Respondents
by percentage of respondents (excluding "not provided")
Male
52%
Female
48%
Source: ETC Institute DirectionFinder (2013 - O'Fallon, MO)

Section 2:
GIS Mapping

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. A Census Block Group is an area defined by the U.S. Census Bureau, which is generally smaller than a zip code but larger than a neighborhood.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

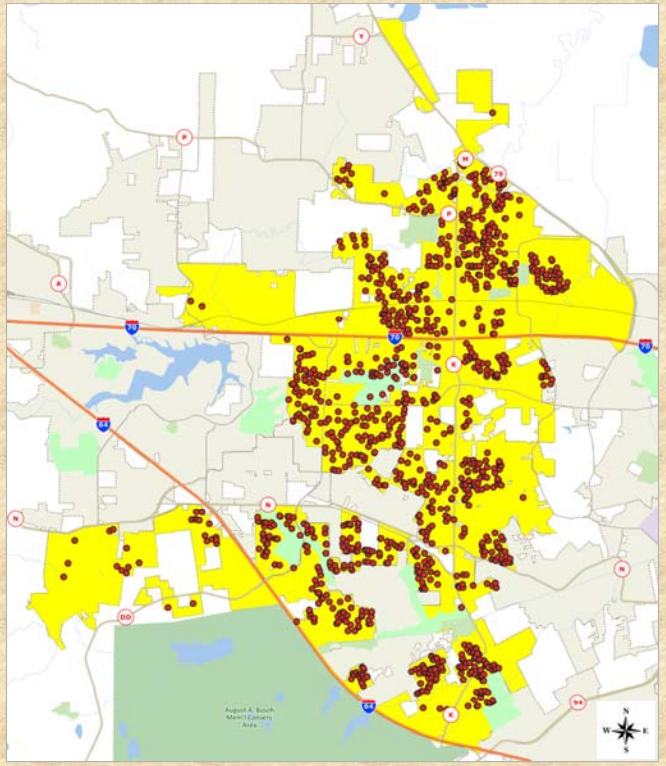
When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

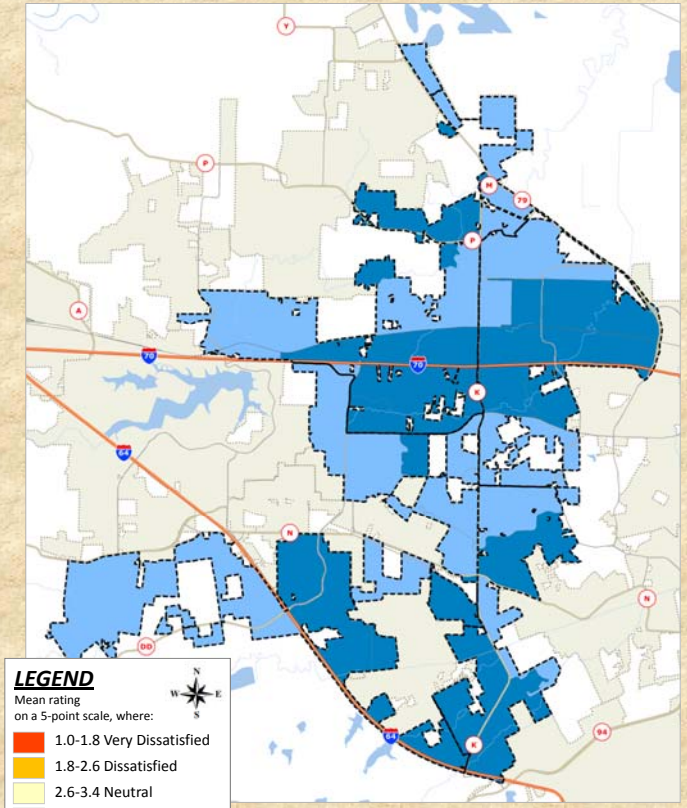
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

Location of Survey Respondents



2013 City of O'Fallon Community Survey

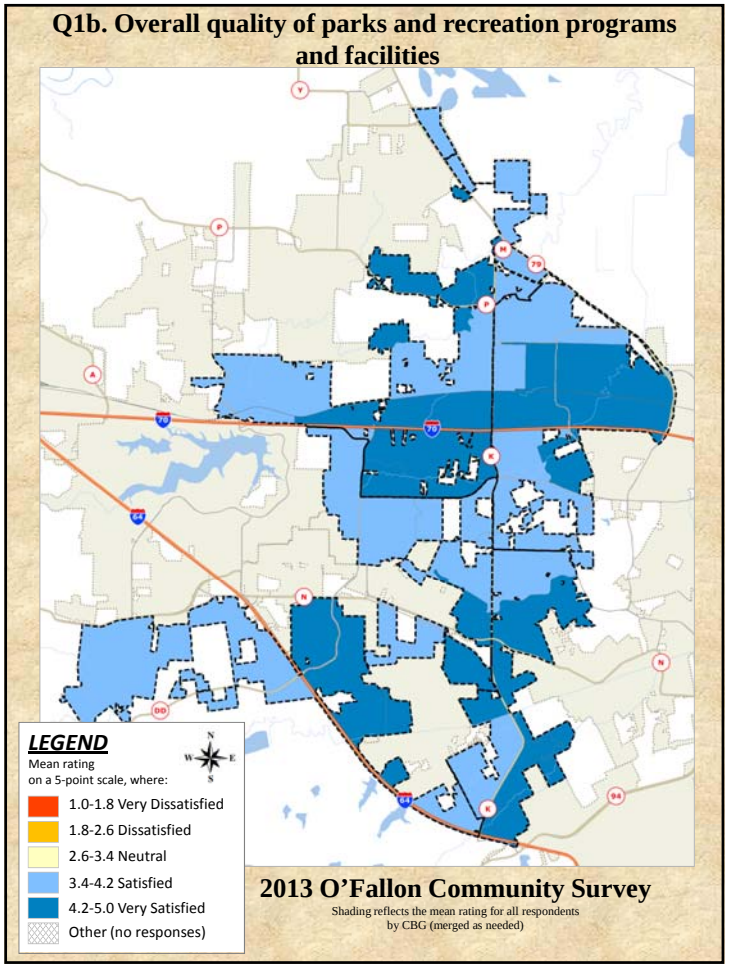
Q1a. Overall quality of police services



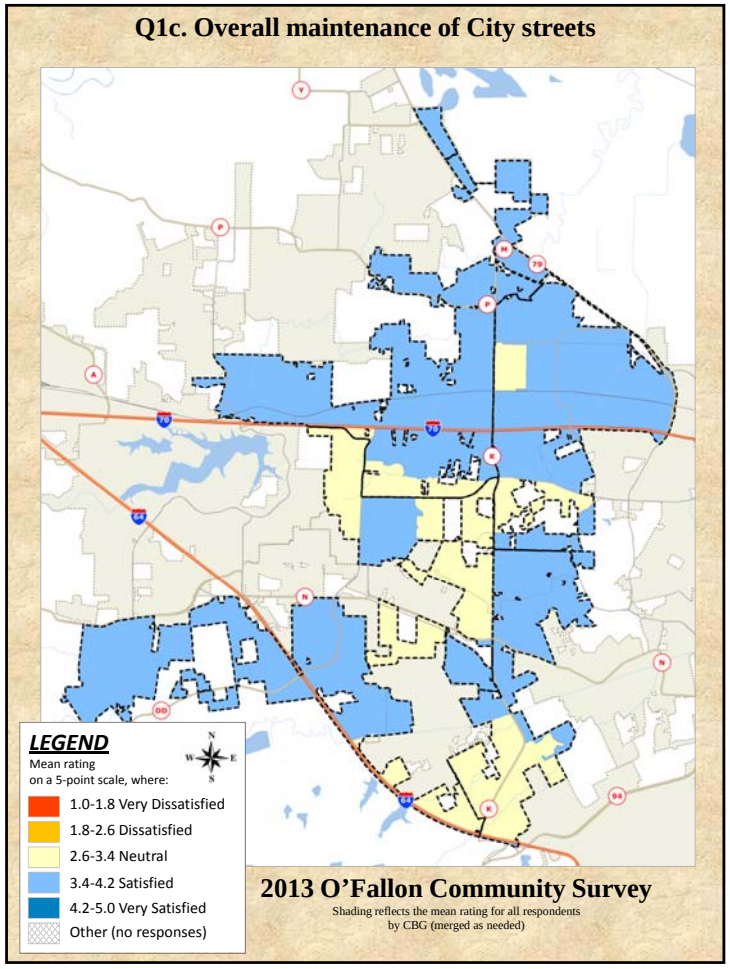
2013 O'Fallon Community Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

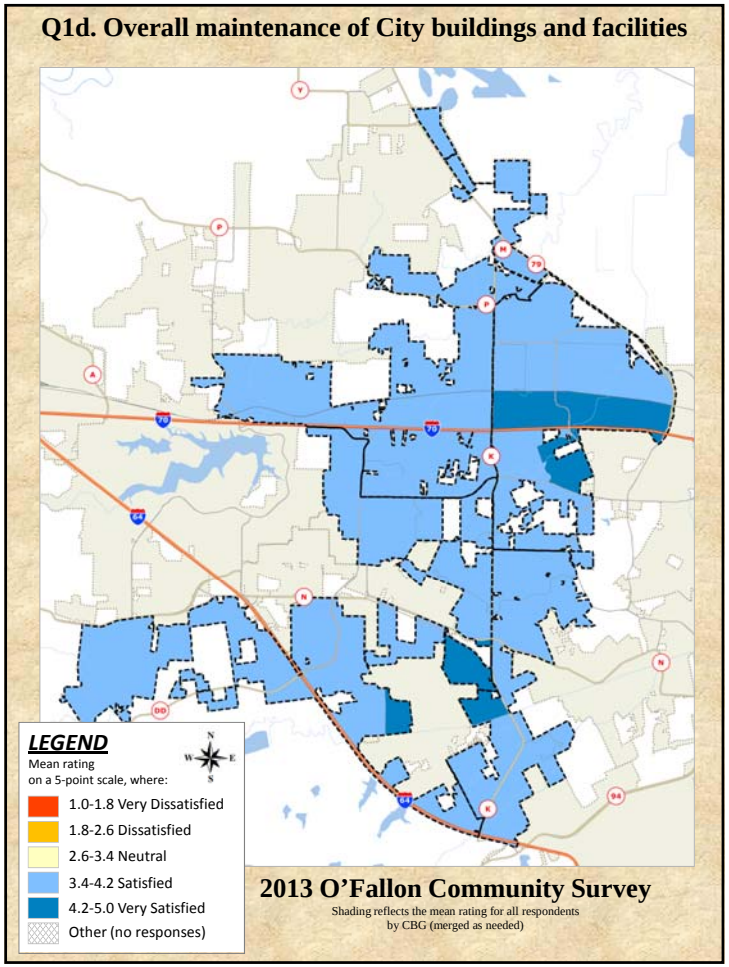
Q1b. Overall quality of parks and recreation programs and facilities



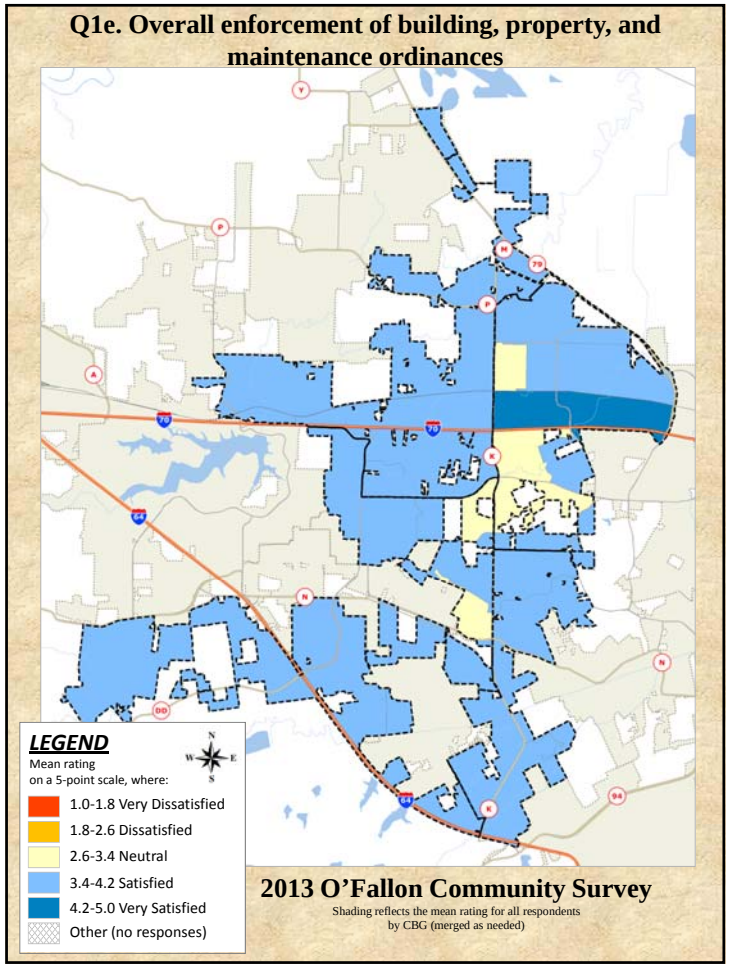
Q1c. Overall maintenance of City streets



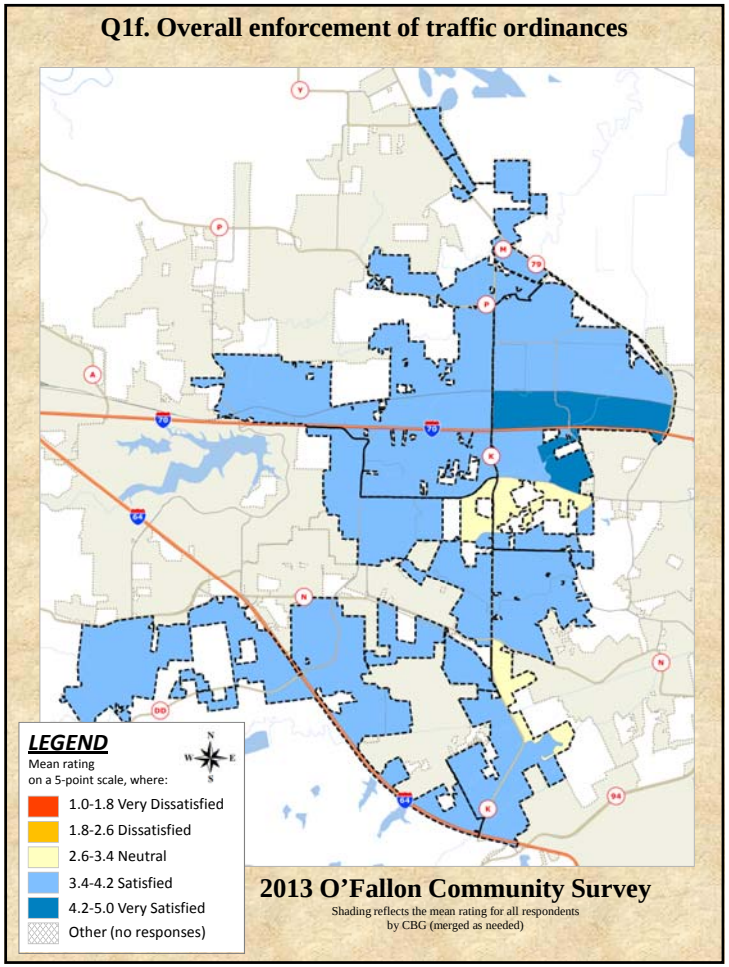
Q1d. Overall maintenance of City buildings and facilities



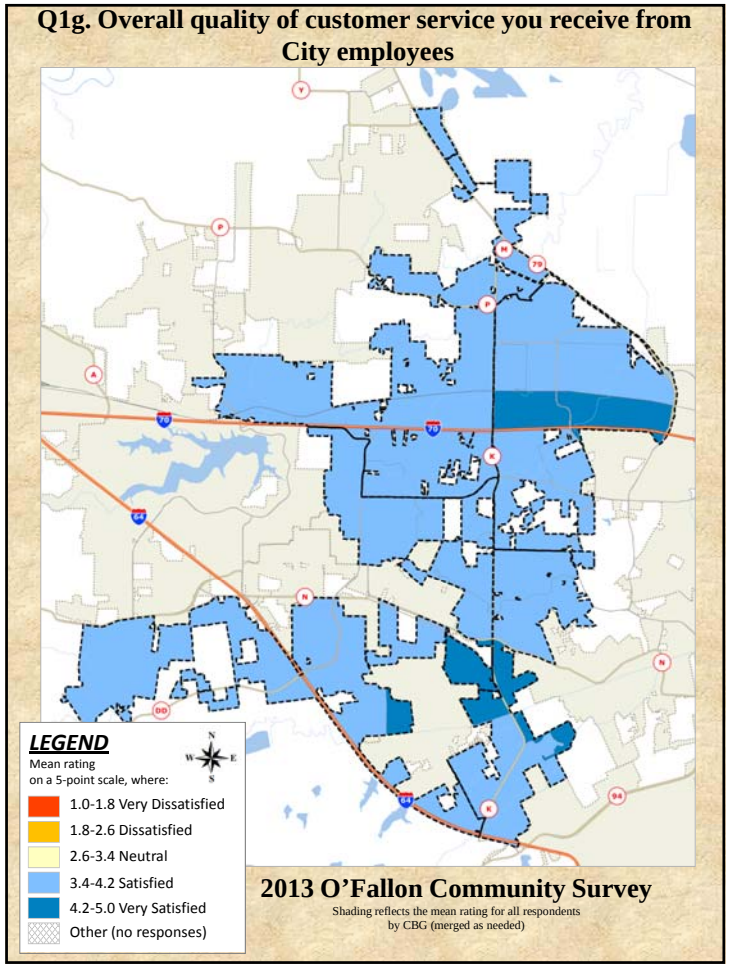
Q1e. Overall enforcement of building, property, and maintenance ordinances



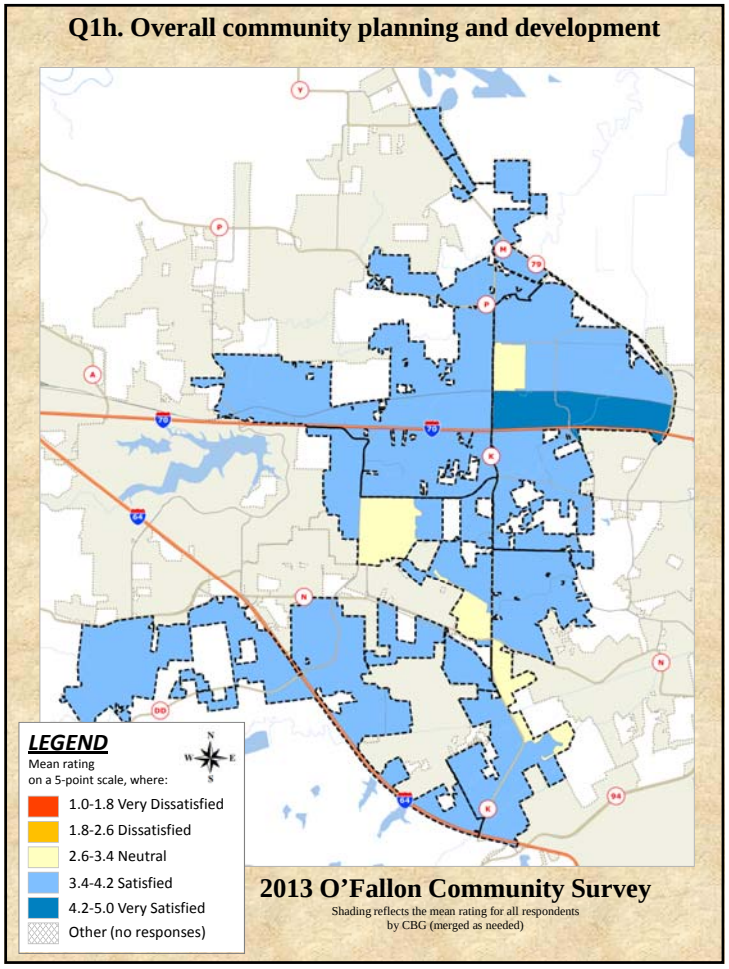
Q1f. Overall enforcement of traffic ordinances



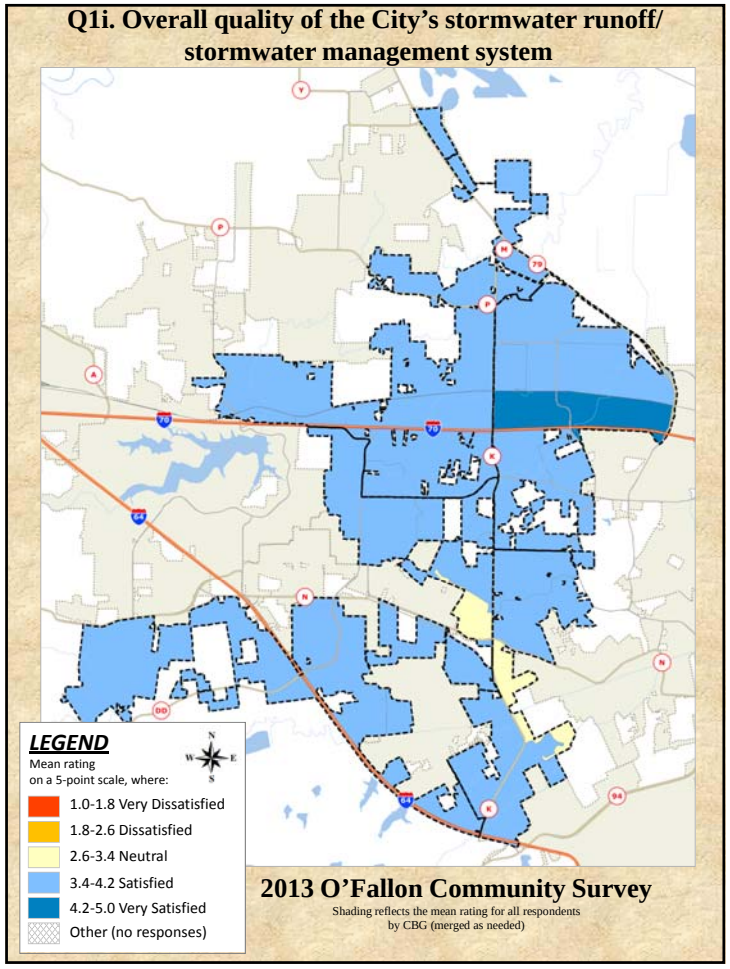
Q1g. Overall quality of customer service you receive from City employees



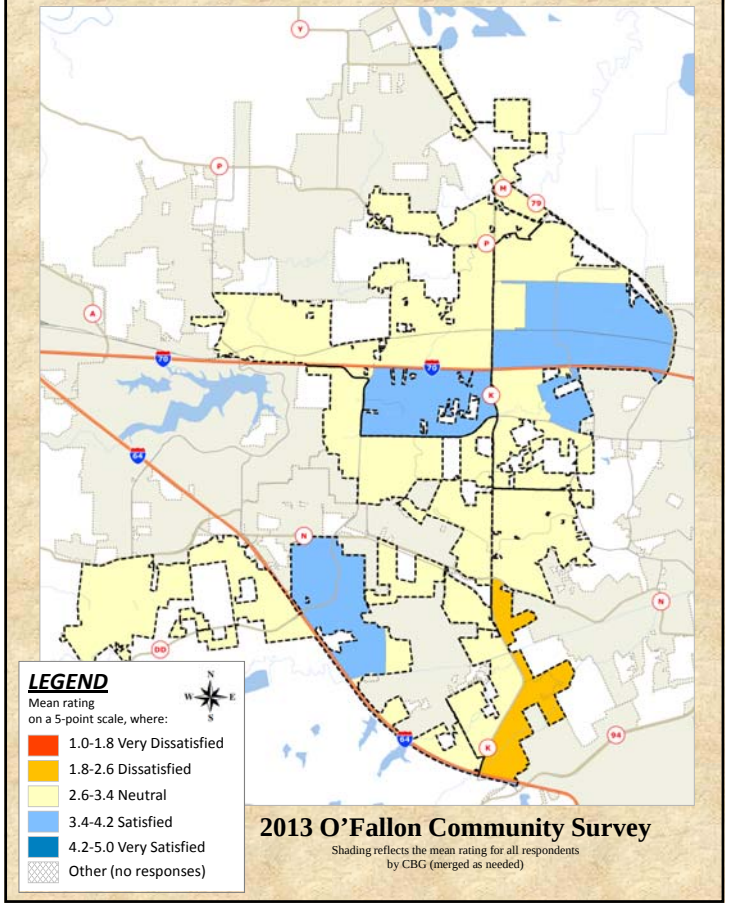
Q1h. Overall community planning and development



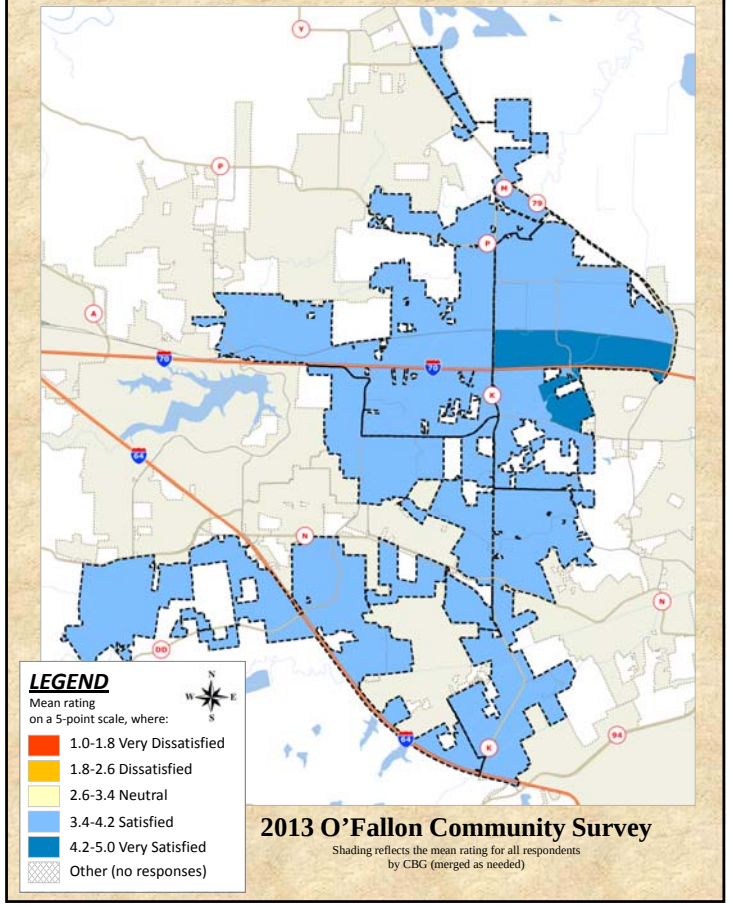
Q1i. Overall quality of the City's stormwater runoff/ stormwater management system



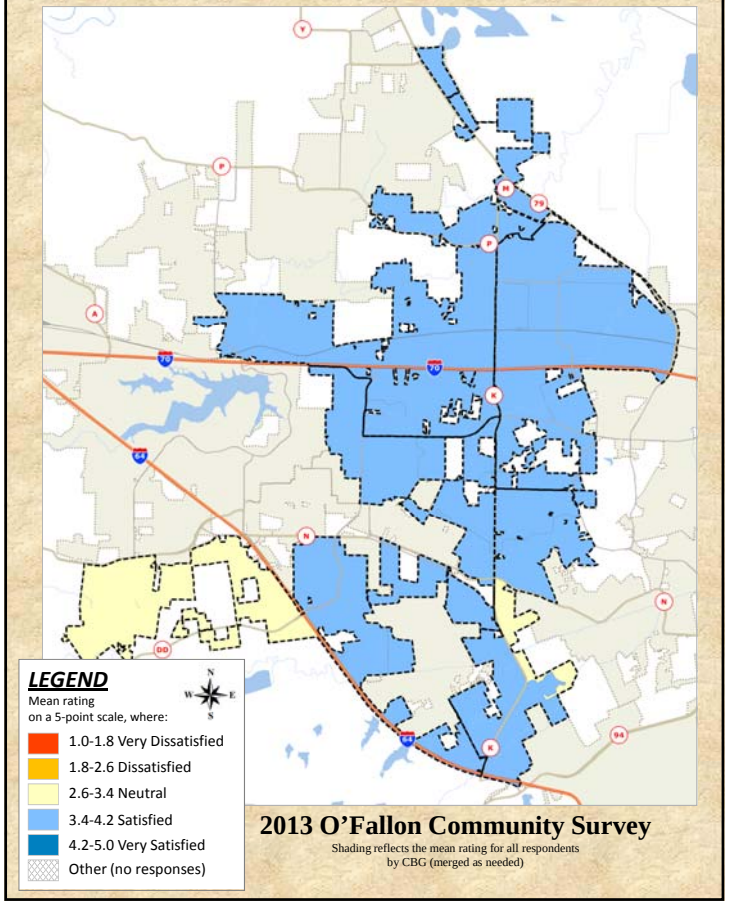
Q1j. Overall flow of traffic and congestion management in O'Fallon



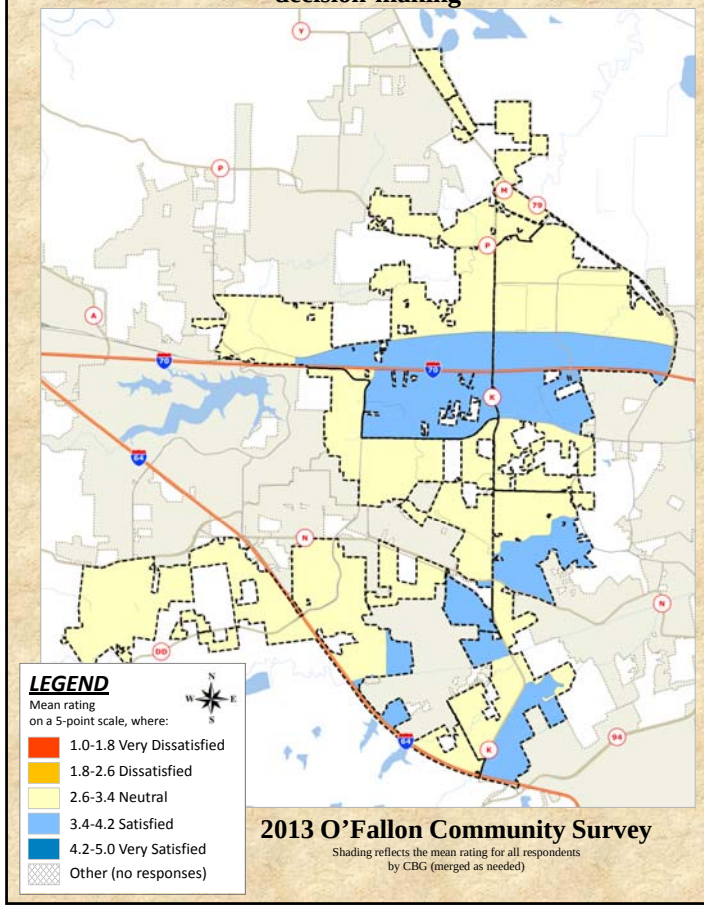
Q1k. Overall quality of services provided by the City of O'Fallon



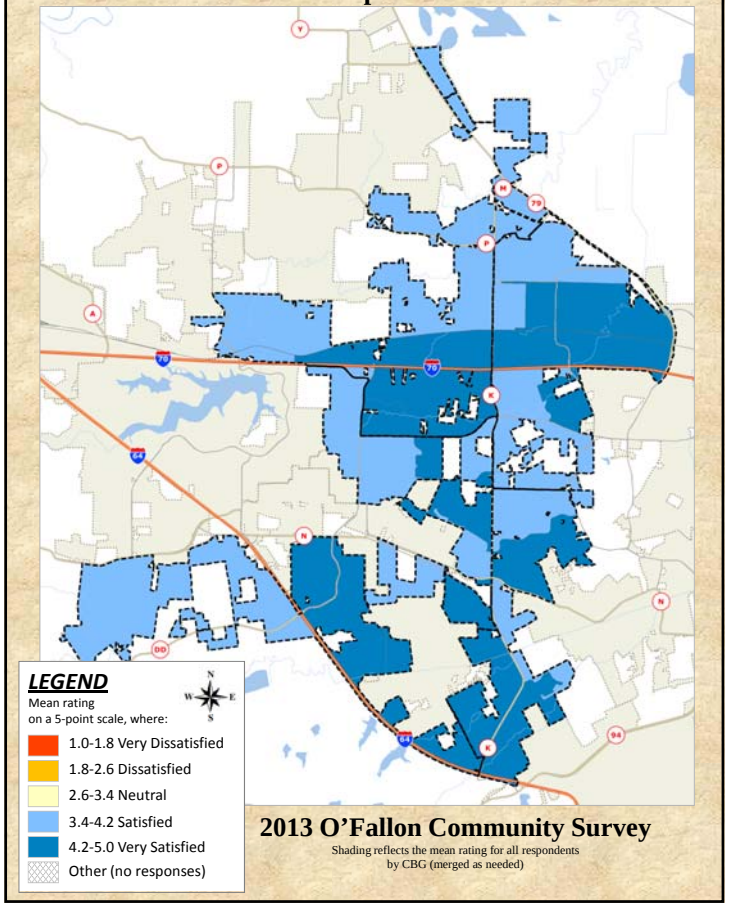
Q1l. City efforts to keep you informed about local issues



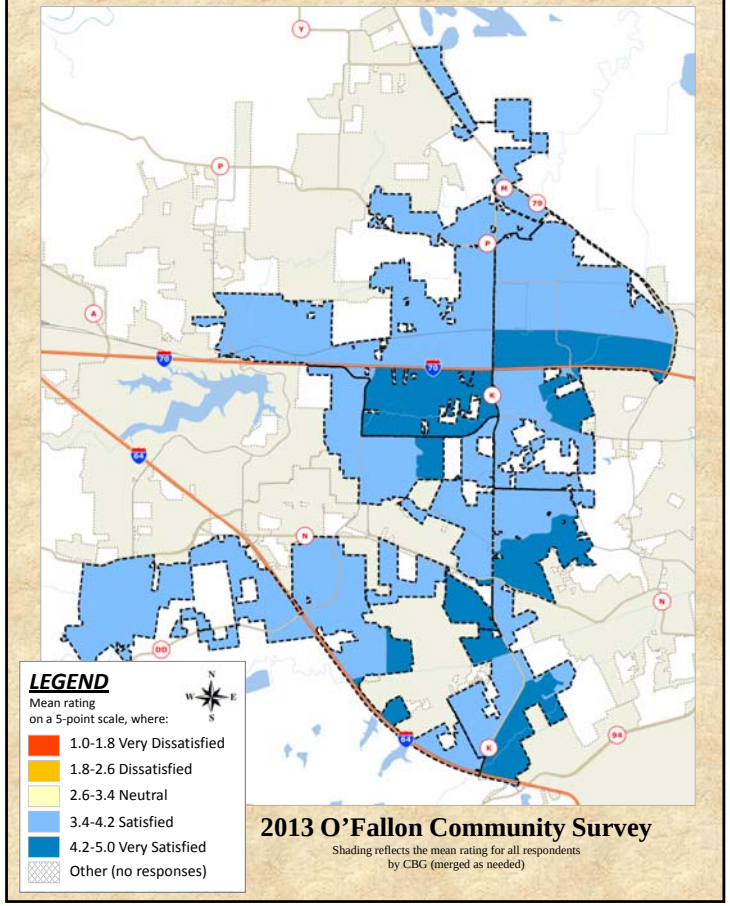
Q1m. The level of public involvement in local decision-making



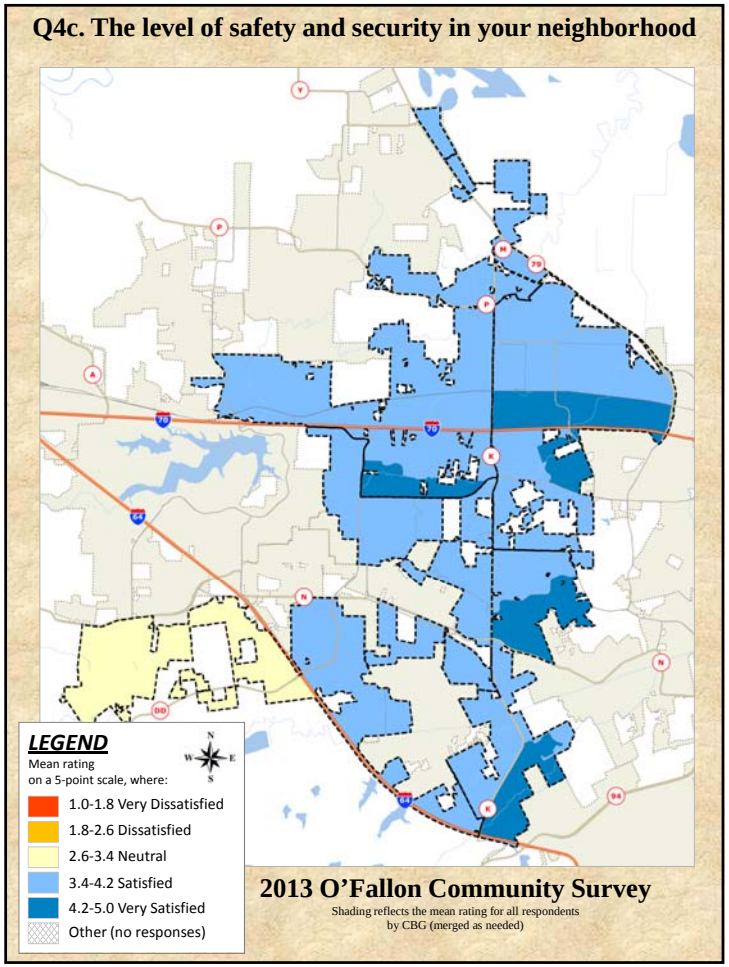
Q4a. Overall performance of the O'Fallon Police Department



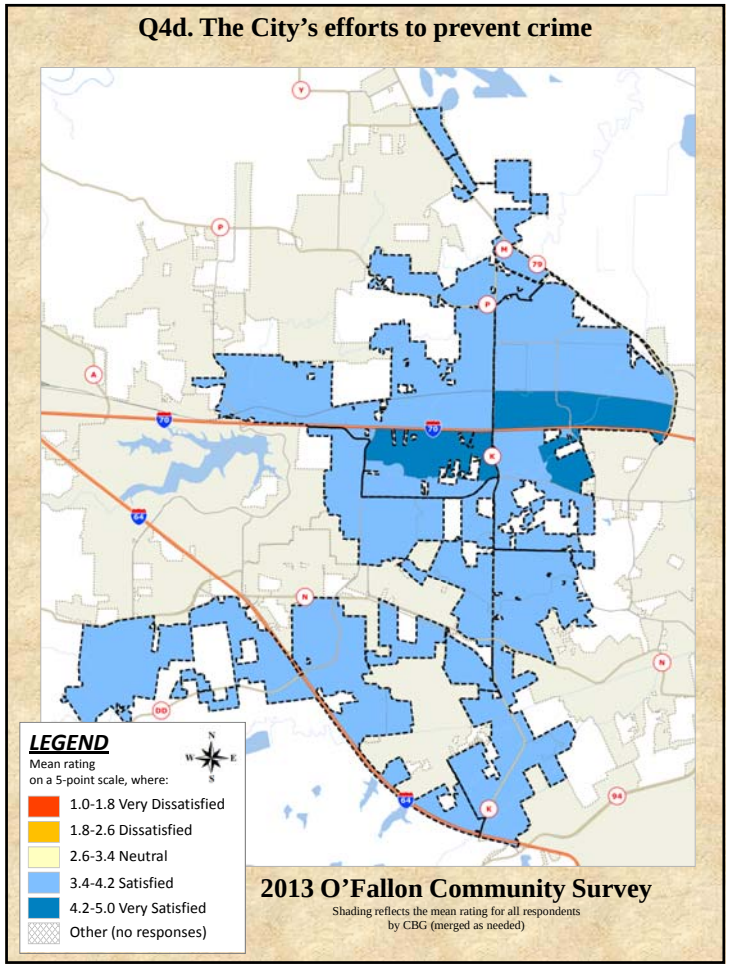
Q4b. Competence of O'Fallon Police personnel



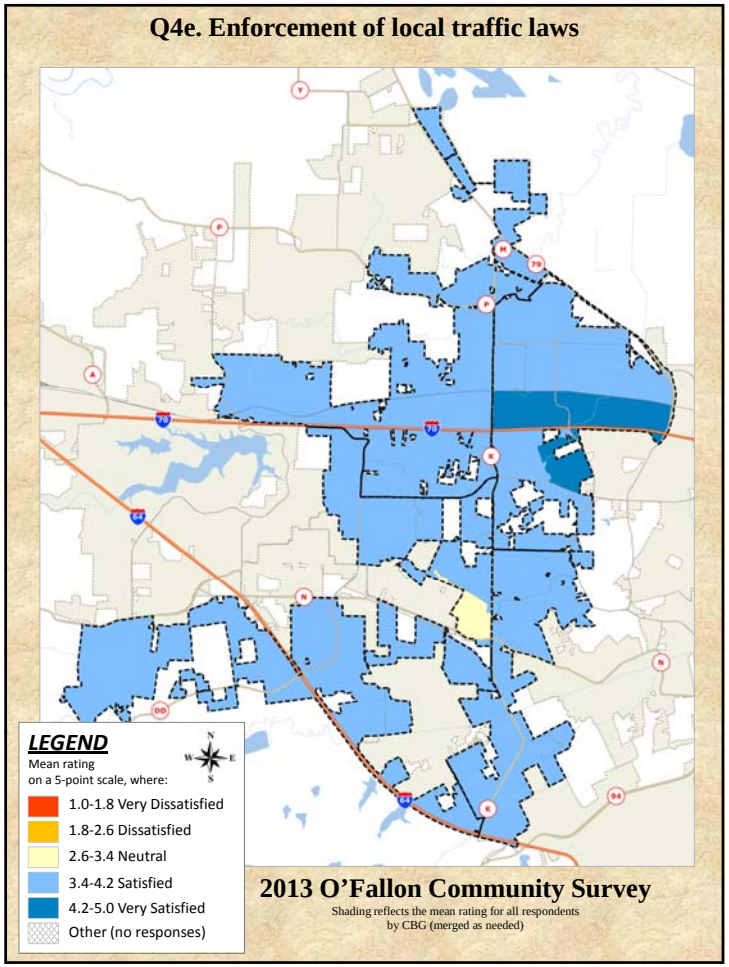
Q4c. The level of safety and security in your neighborhood



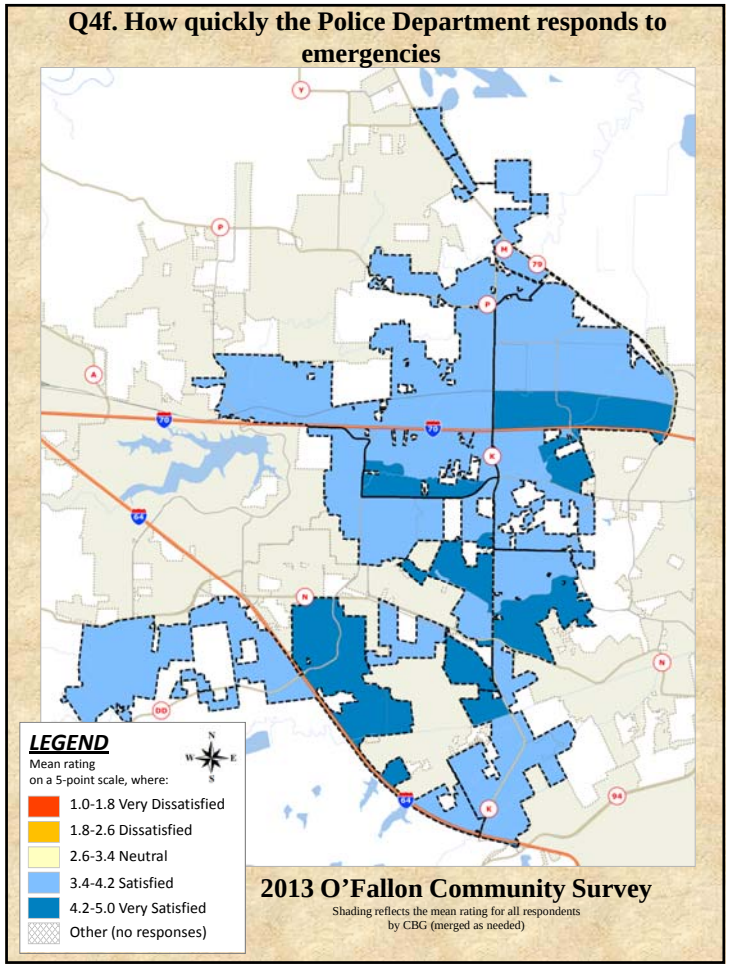
Q4d. The City's efforts to prevent crime



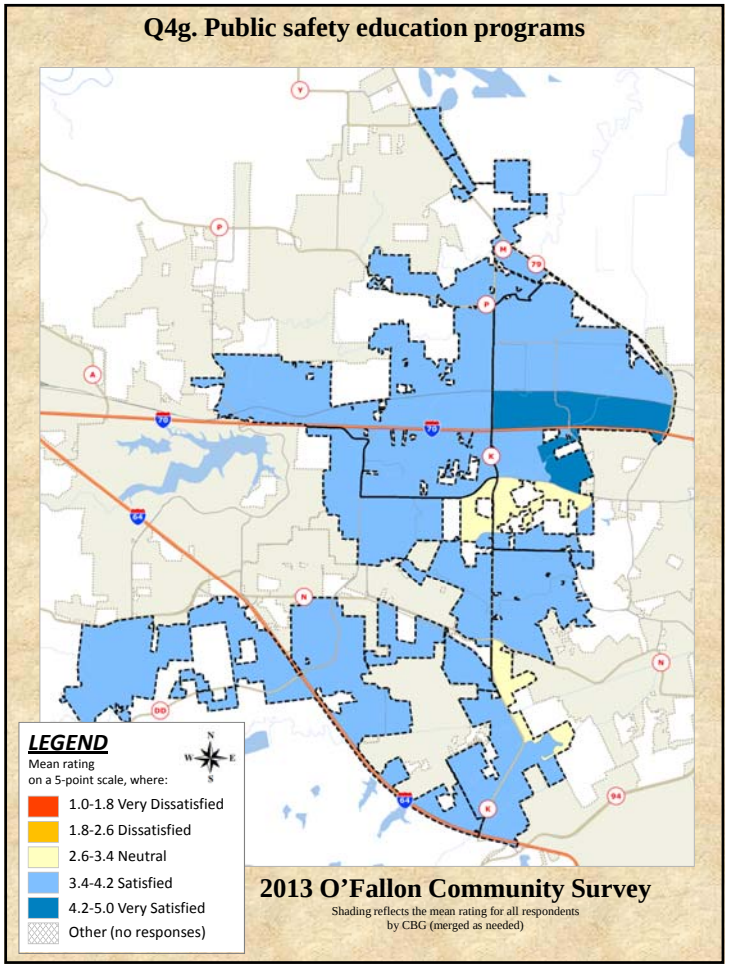
Q4e. Enforcement of local traffic laws



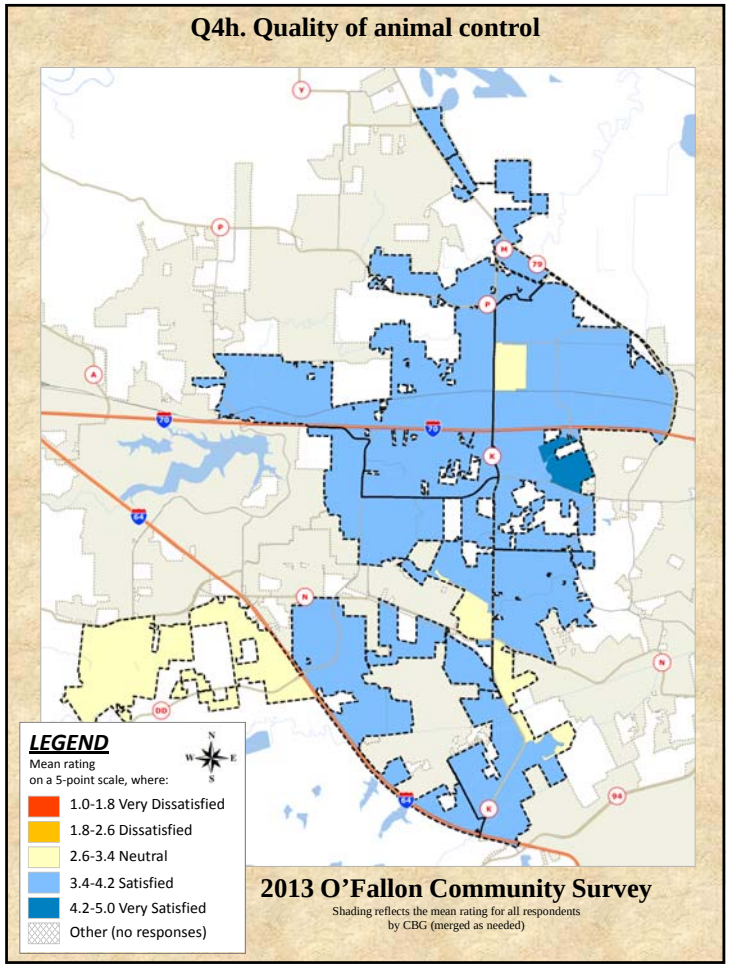
Q4f. How quickly the Police Department responds to emergencies



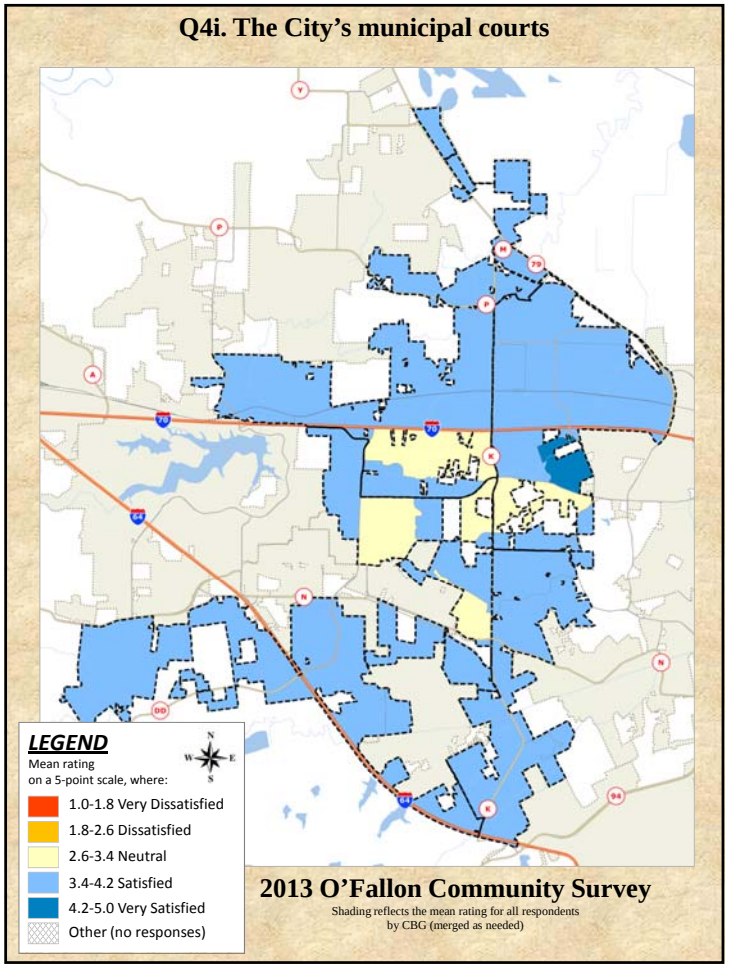
Q4g. Public safety education programs



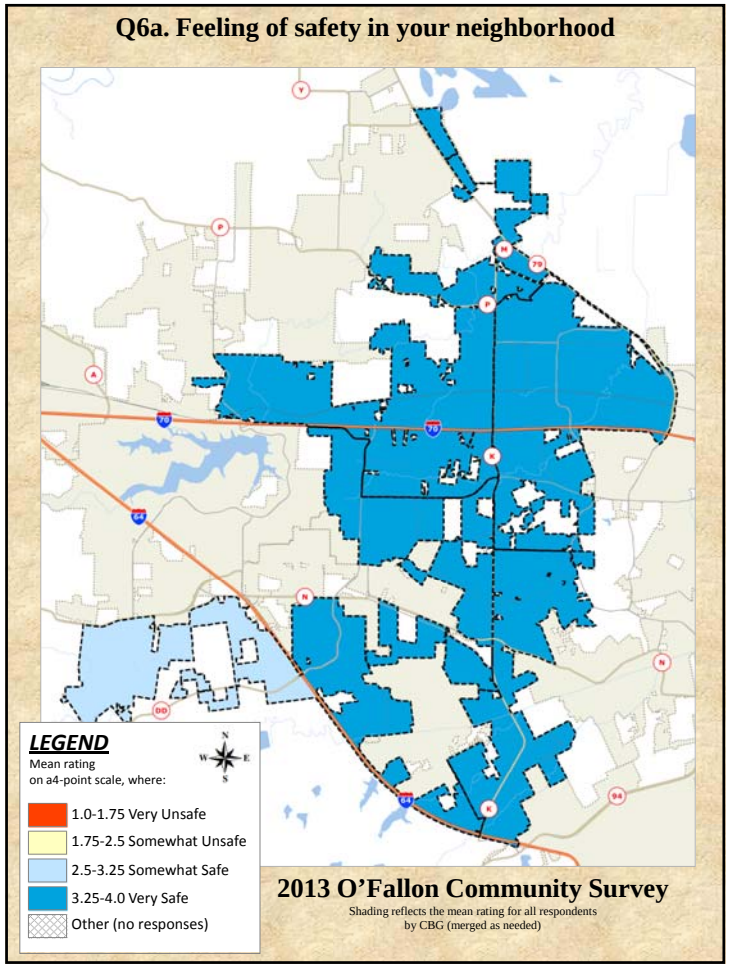
Q4h. Quality of animal control



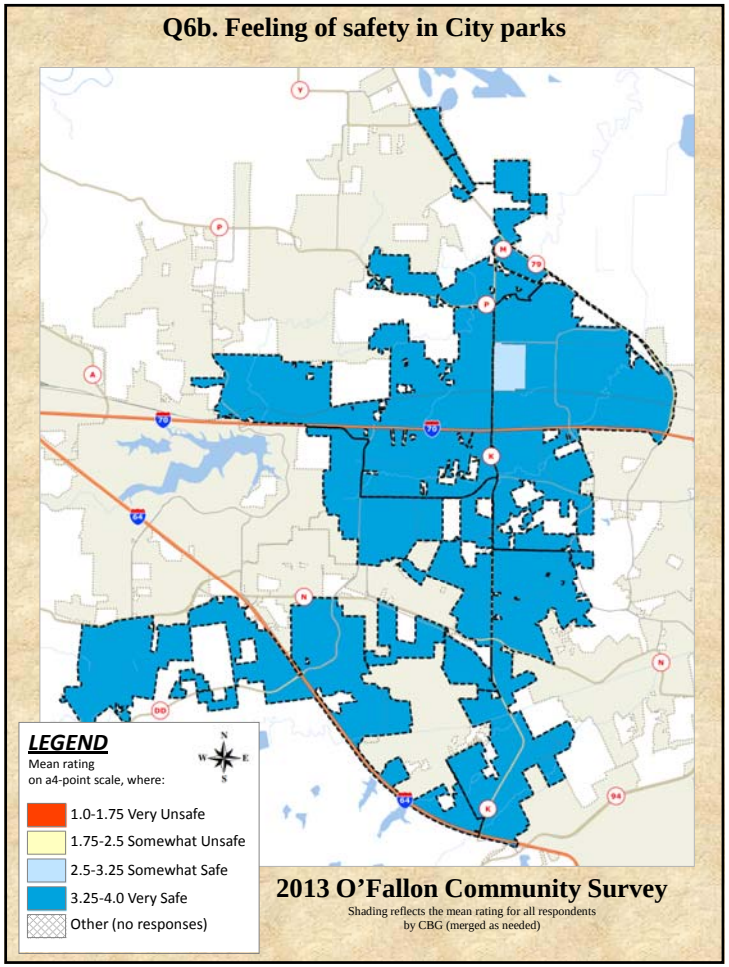
Q4i. The City's municipal courts



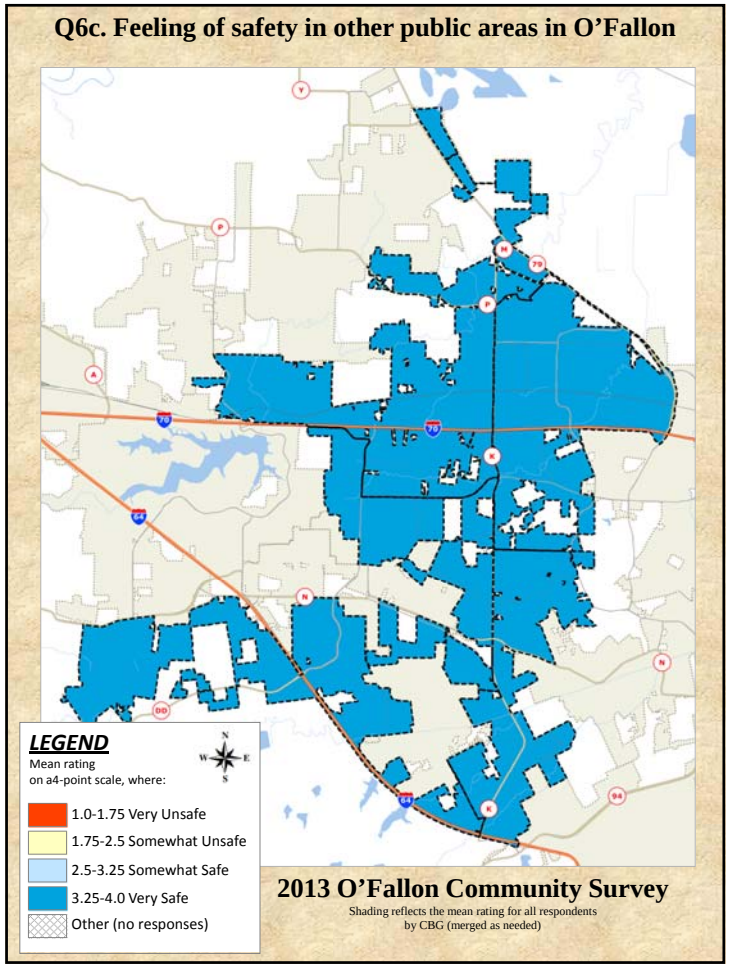
Q6a. Feeling of safety in your neighborhood



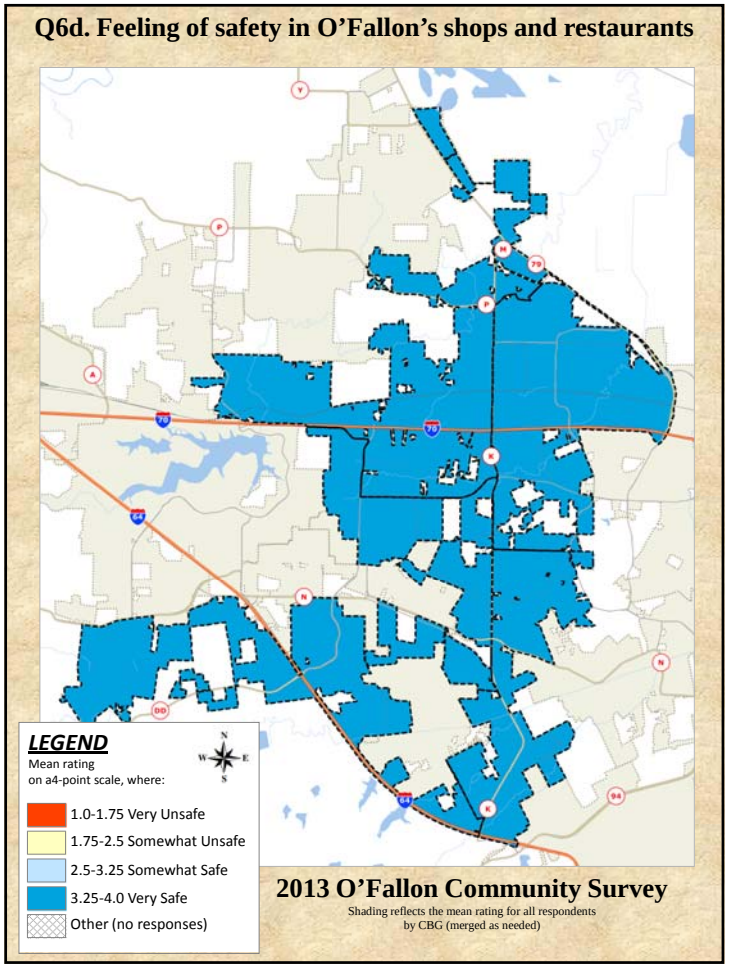
Q6b. Feeling of safety in City parks



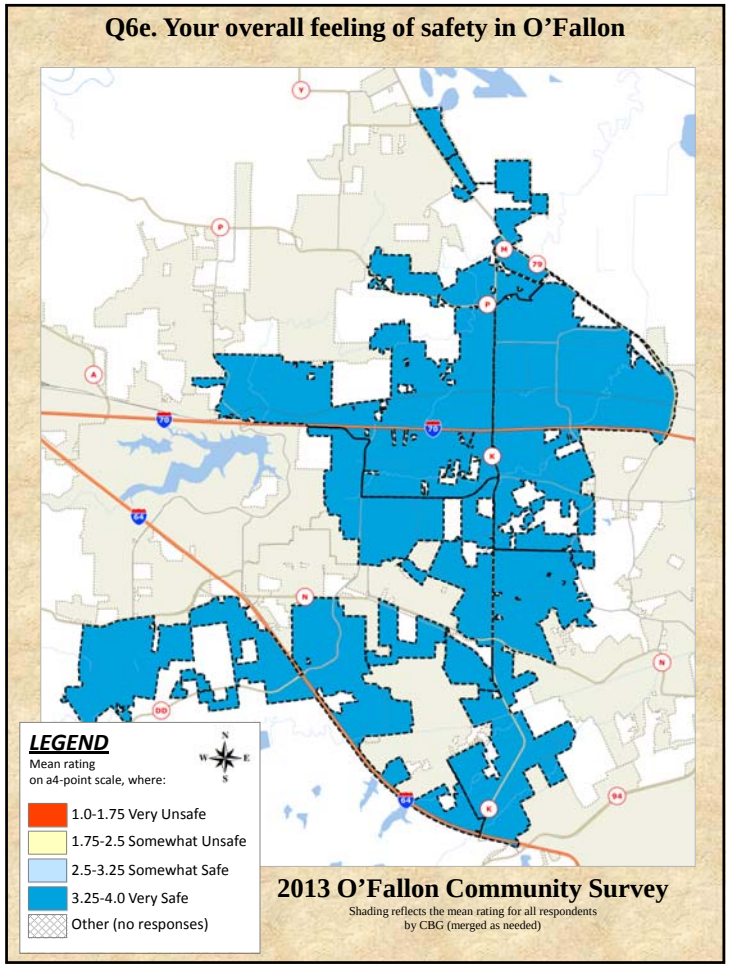
Q6c. Feeling of safety in other public areas in O'Fallon



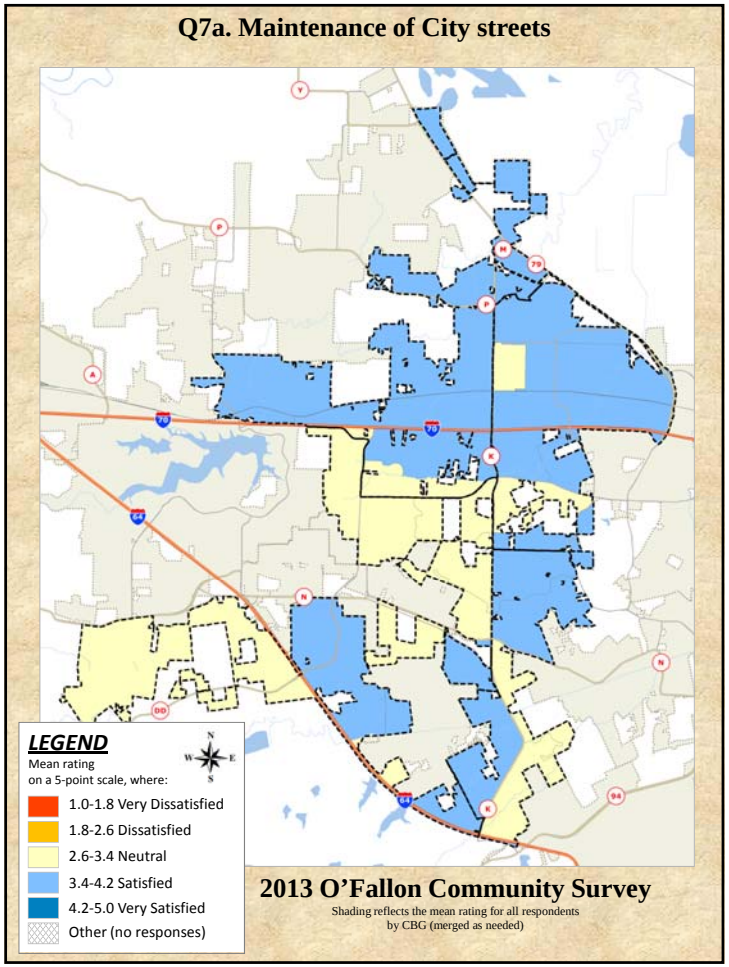
Q6d. Feeling of safety in O'Fallon's shops and restaurants



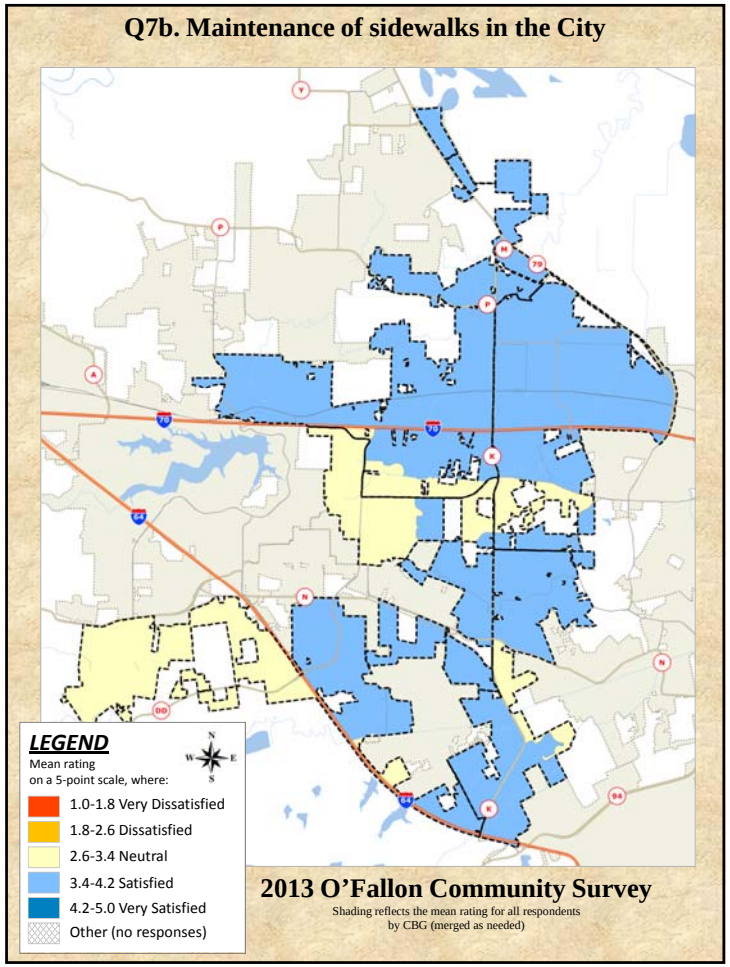
Q6e. Your overall feeling of safety in O'Fallon



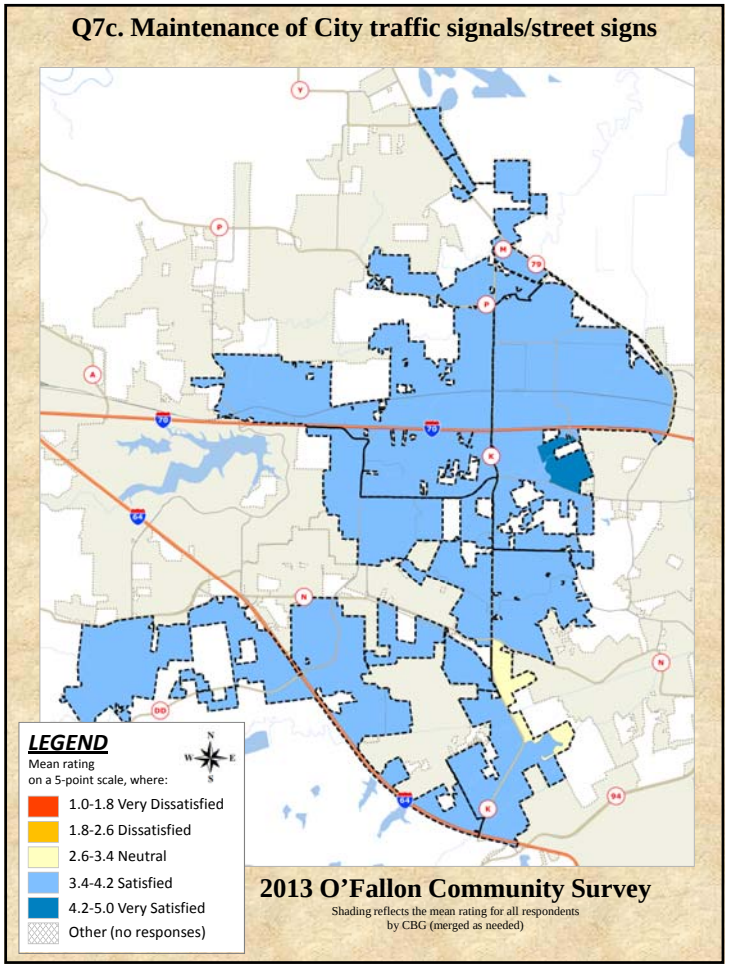
Q7a. Maintenance of City streets



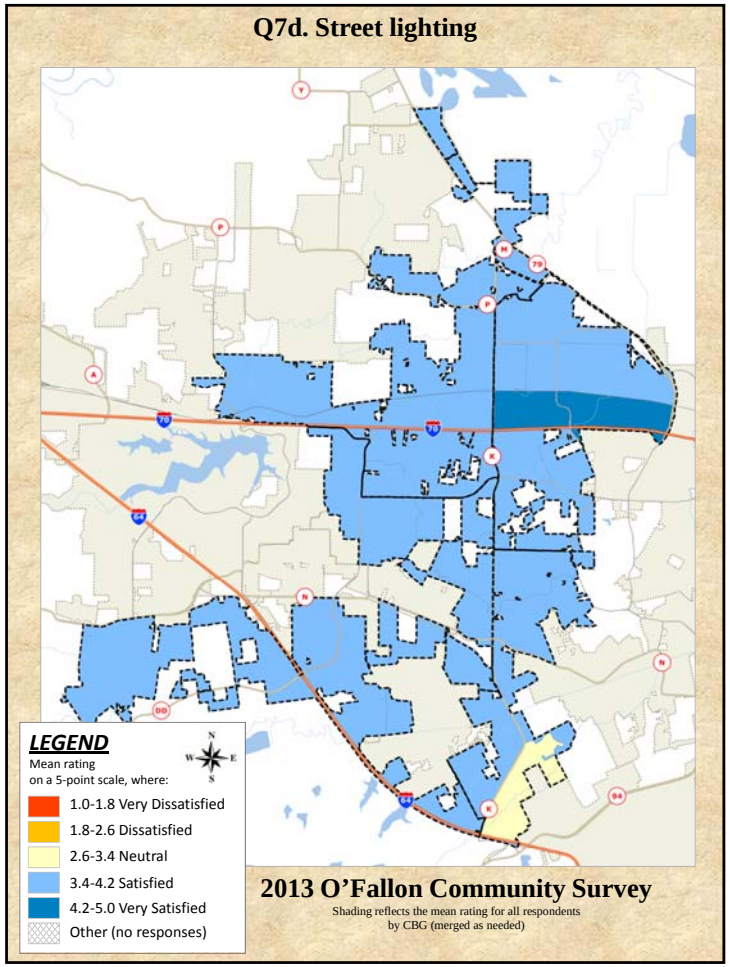
Q7b. Maintenance of sidewalks in the City



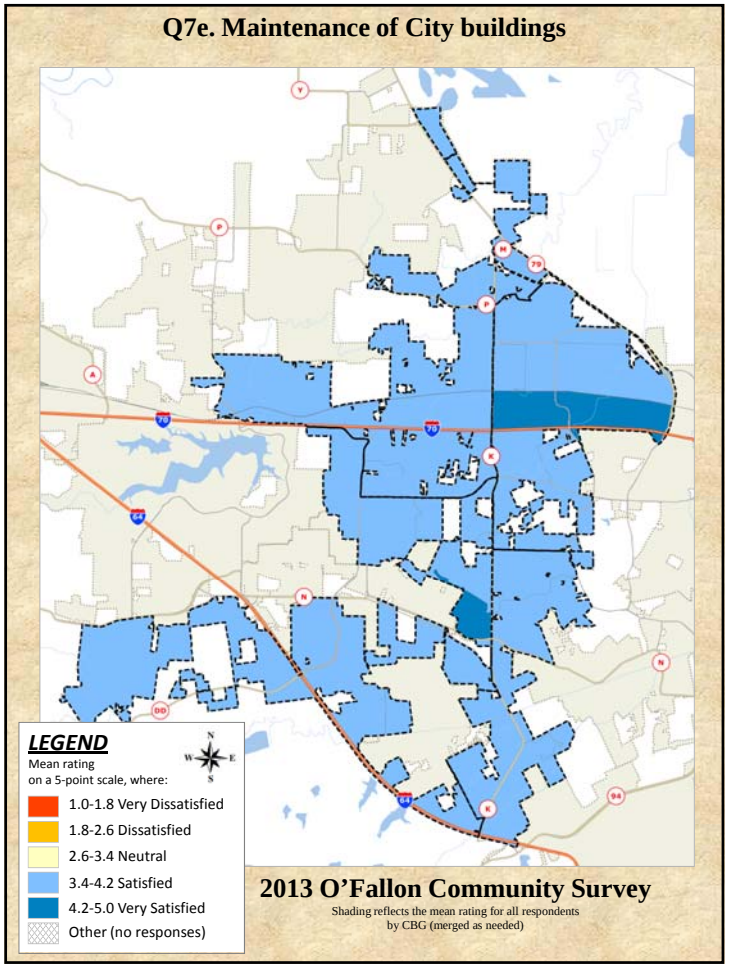
Q7c. Maintenance of City traffic signals/street signs



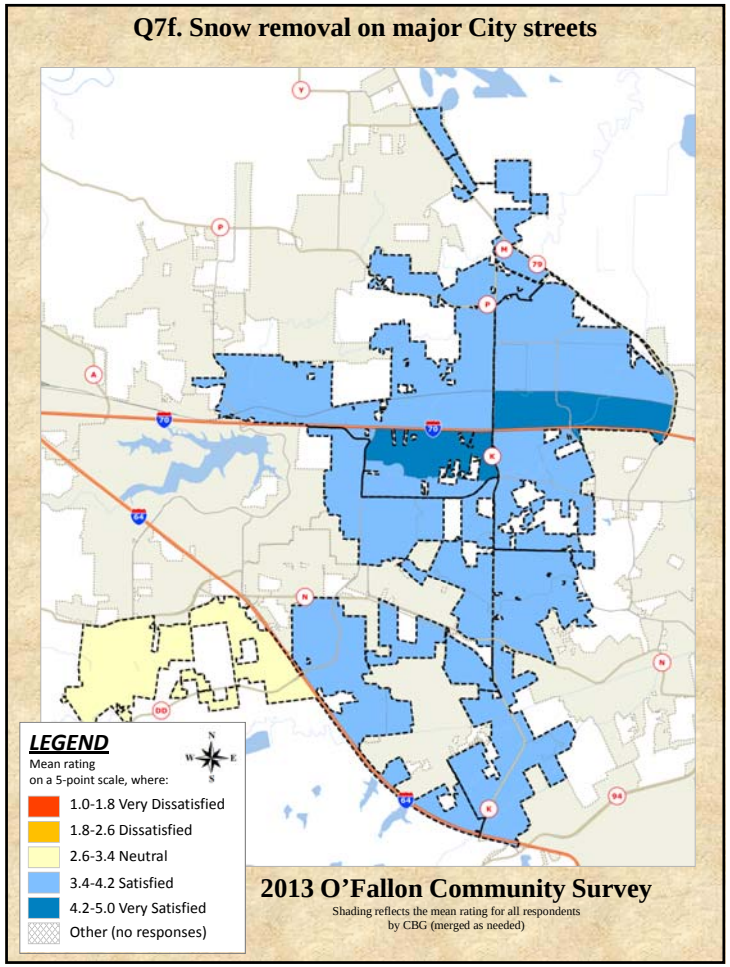
Q7d. Street lighting



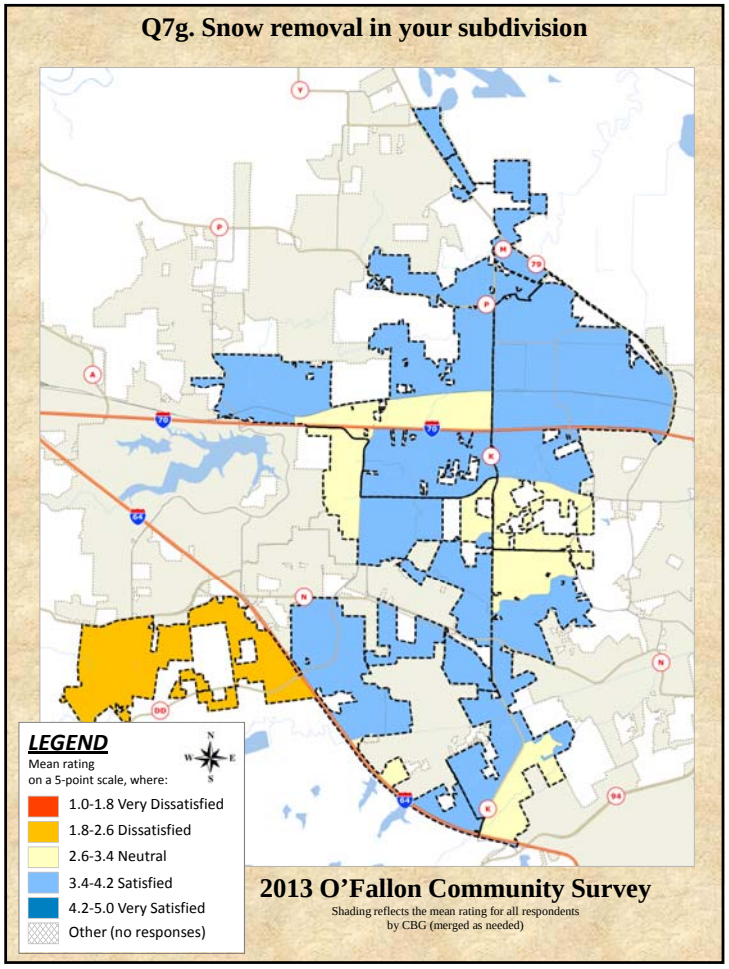
Q7e. Maintenance of City buildings



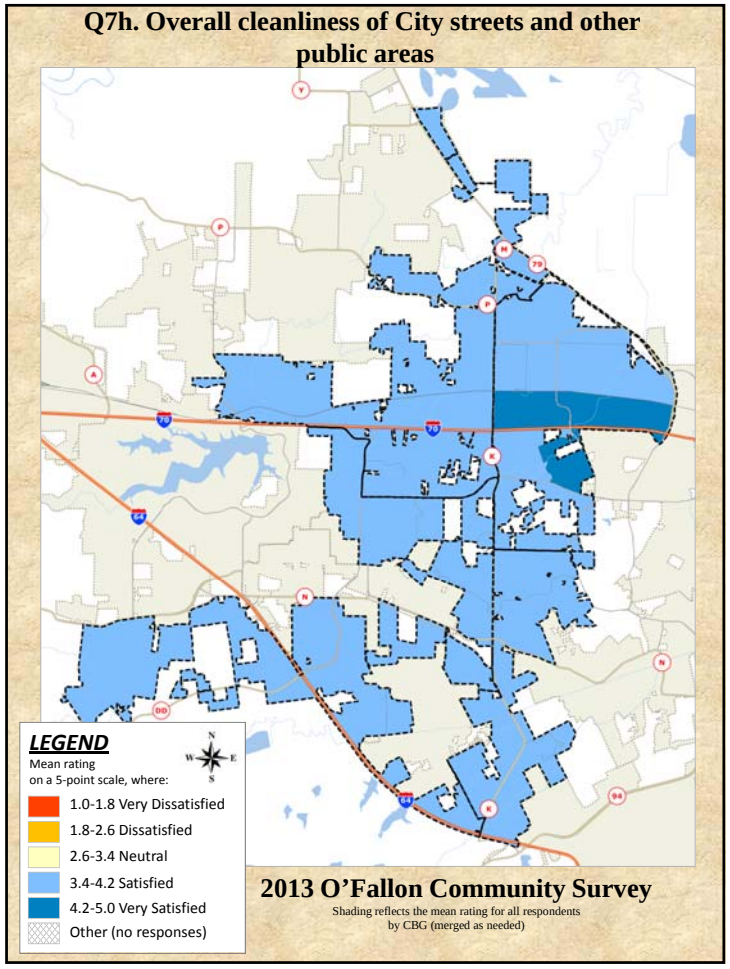
Q7f. Snow removal on major City streets



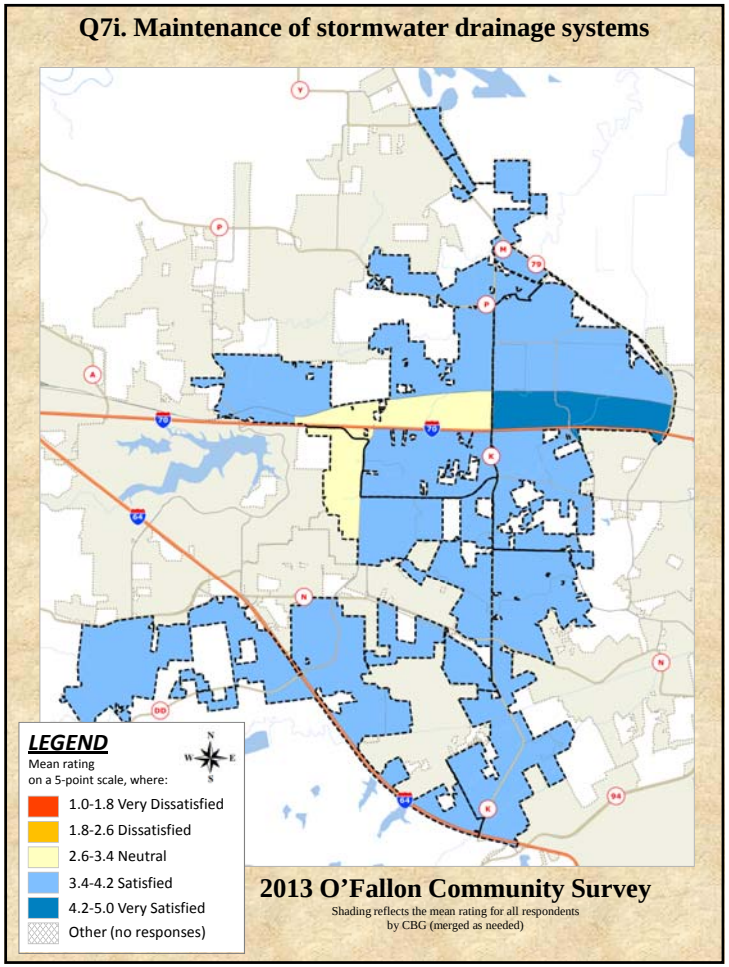
Q7g. Snow removal in your subdivision



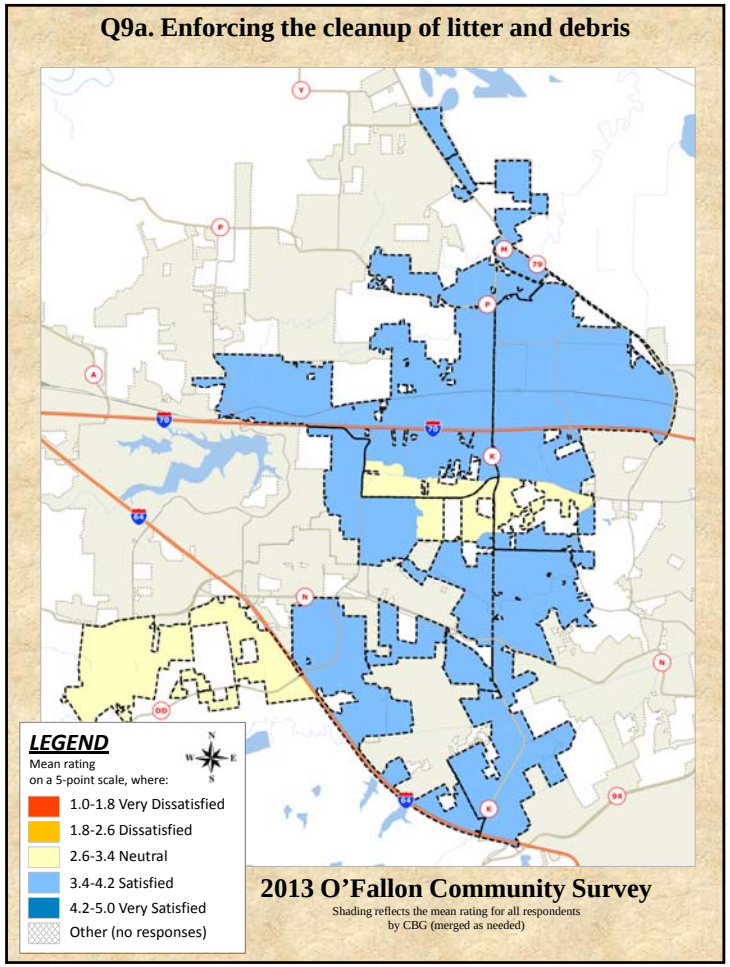
Q7h. Overall cleanliness of City streets and other public areas



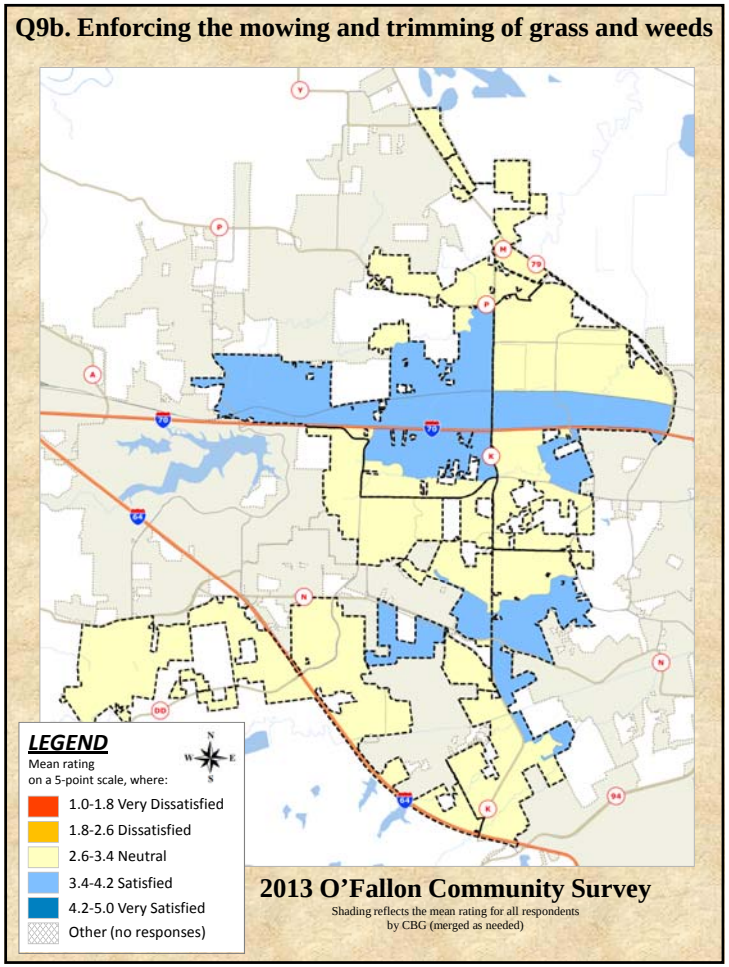
Q7i. Maintenance of stormwater drainage systems



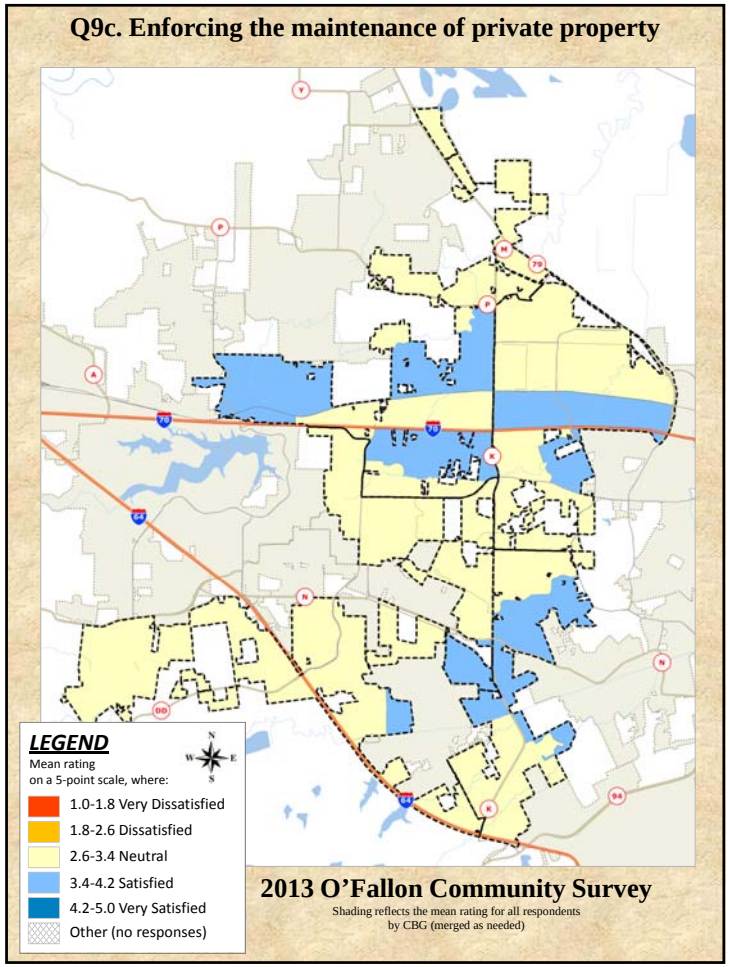
Q9a. Enforcing the cleanup of litter and debris



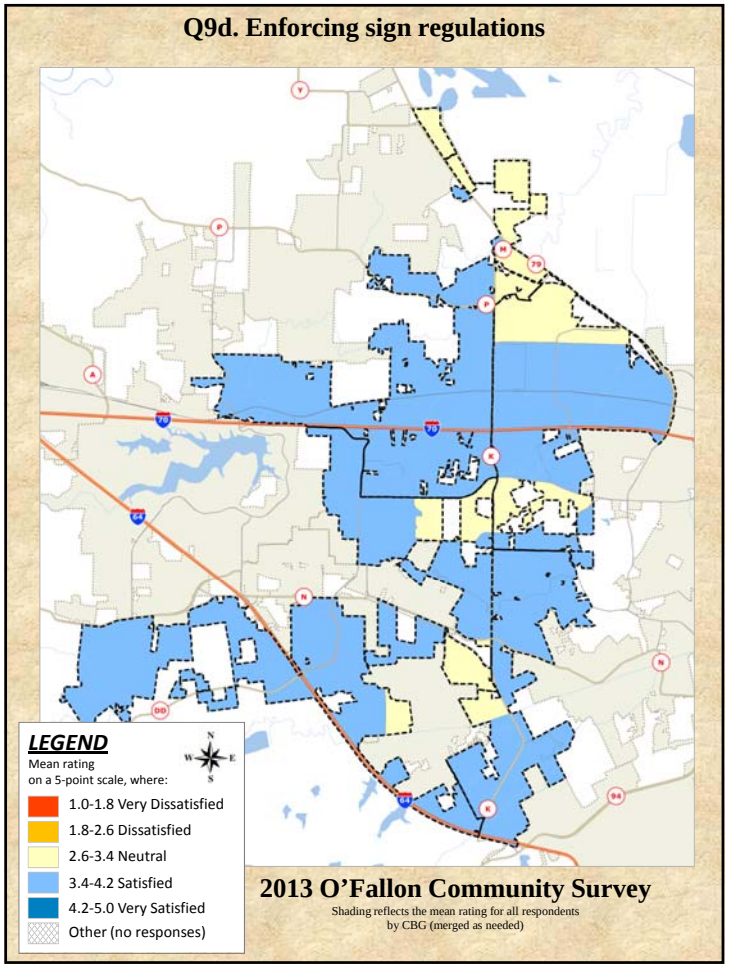
Q9b. Enforcing the mowing and trimming of grass and weeds



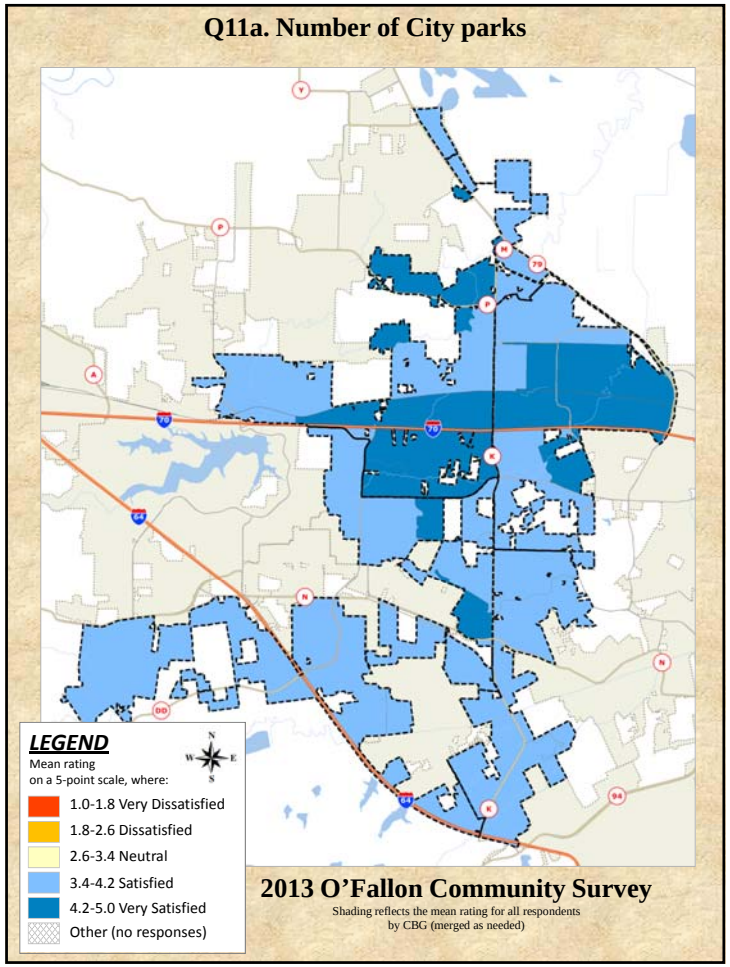
Q9c. Enforcing the maintenance of private property



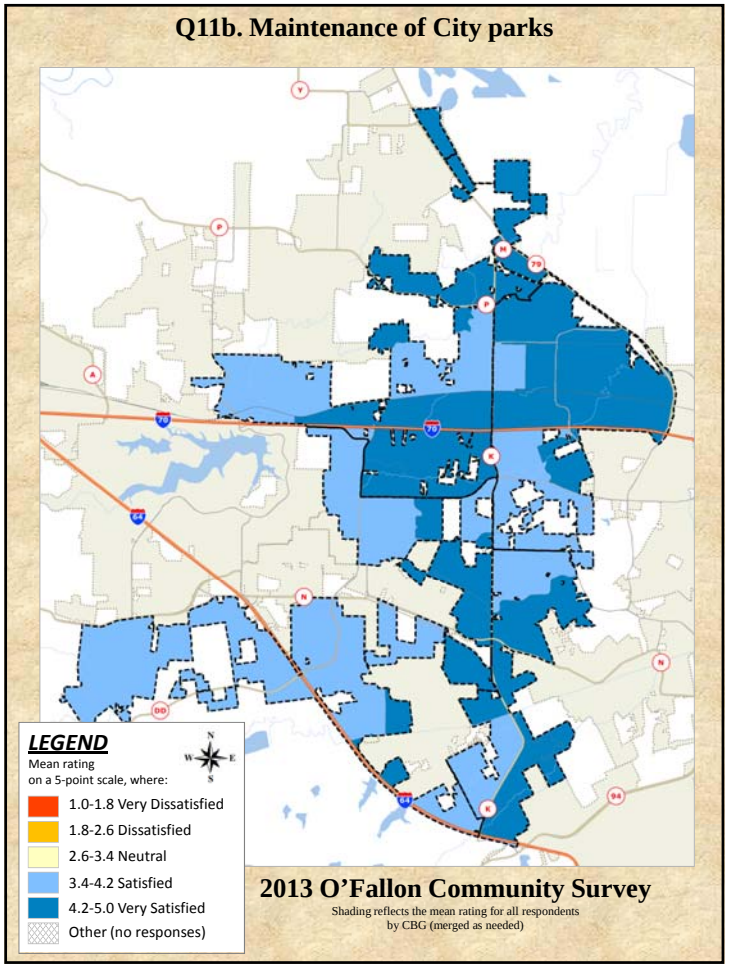
Q9d. Enforcing sign regulations



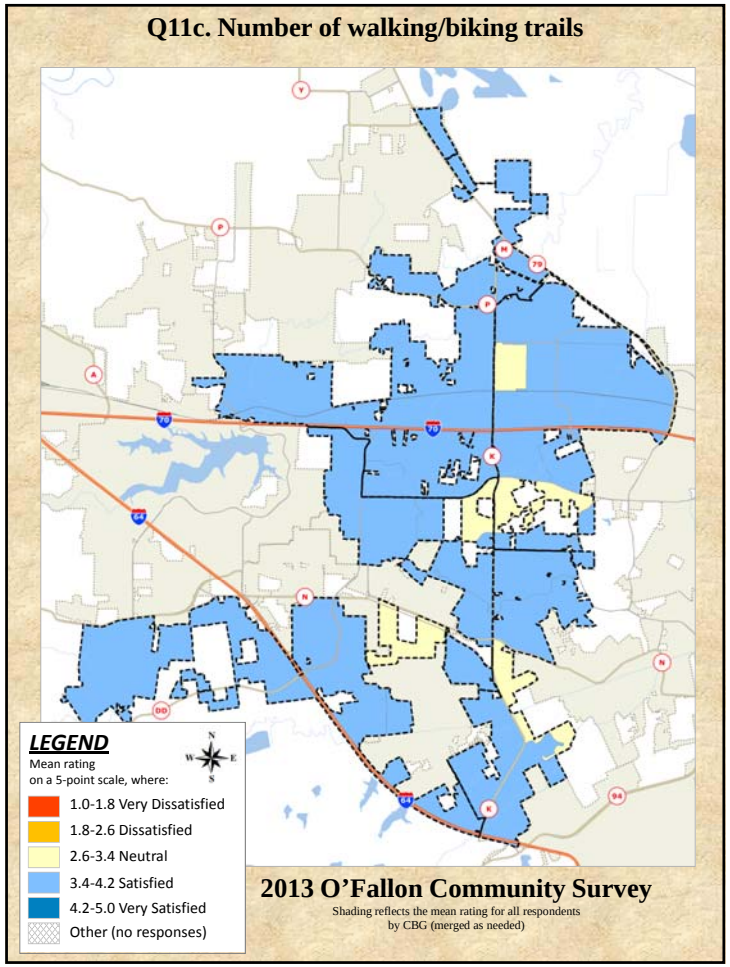
Q11a. Number of City parks



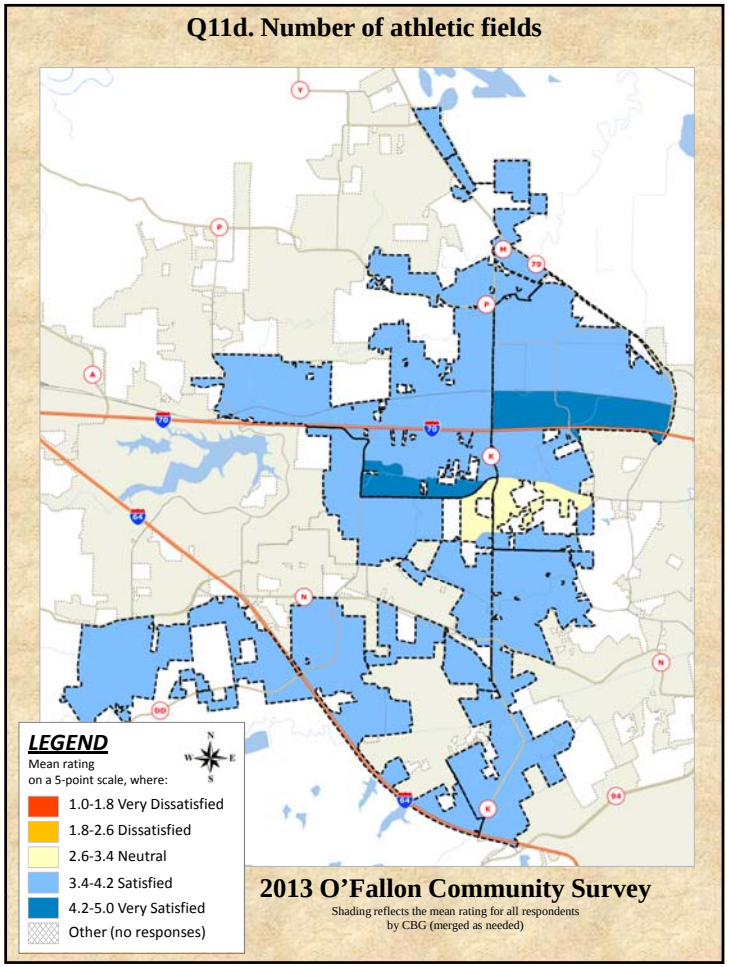
Q11b. Maintenance of City parks



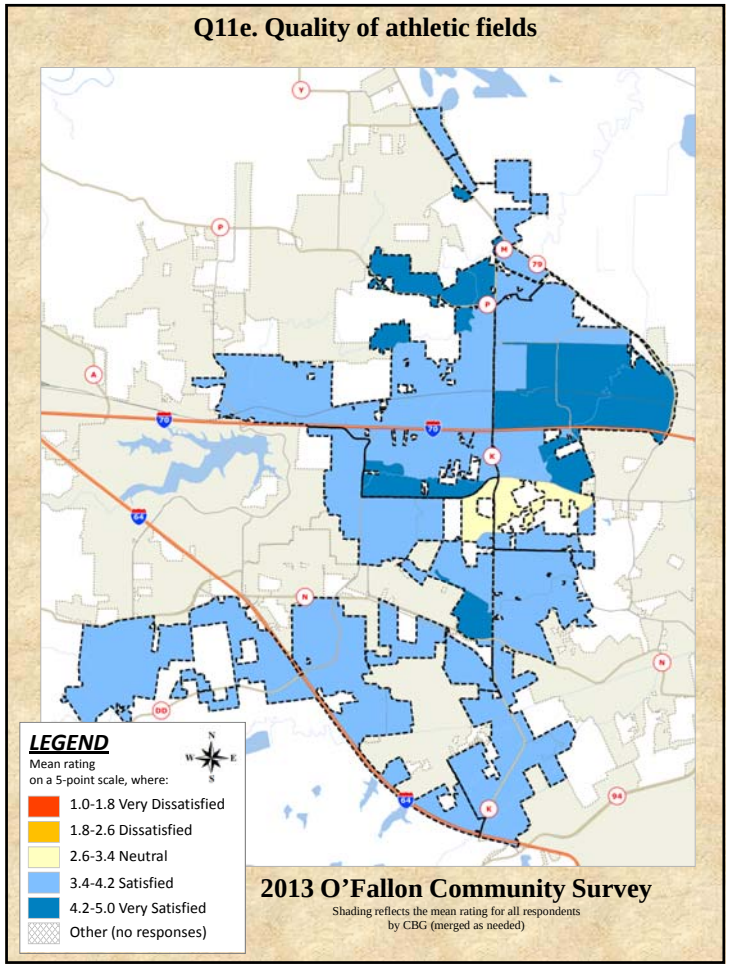
Q11c. Number of walking/biking trails



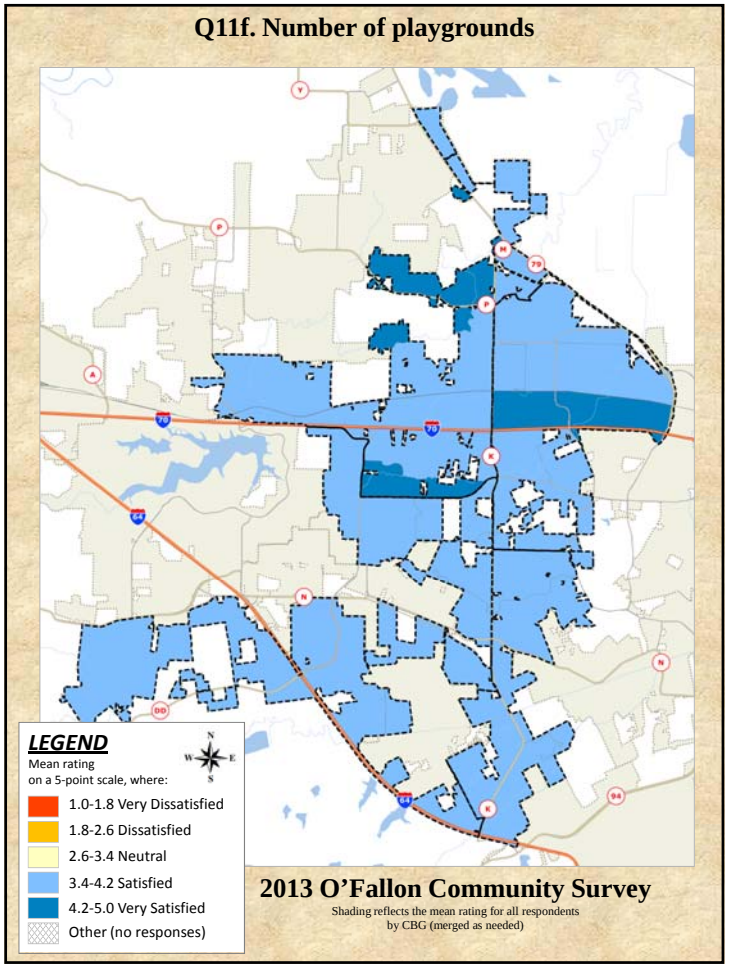
Q11d. Number of athletic fields



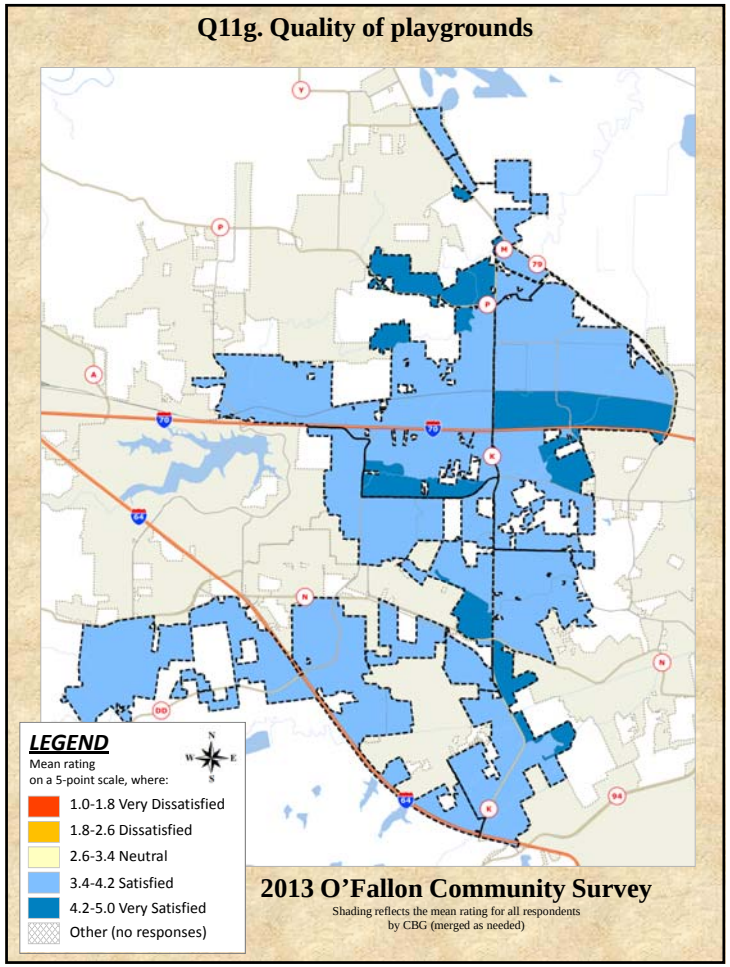
Q11e. Quality of athletic fields



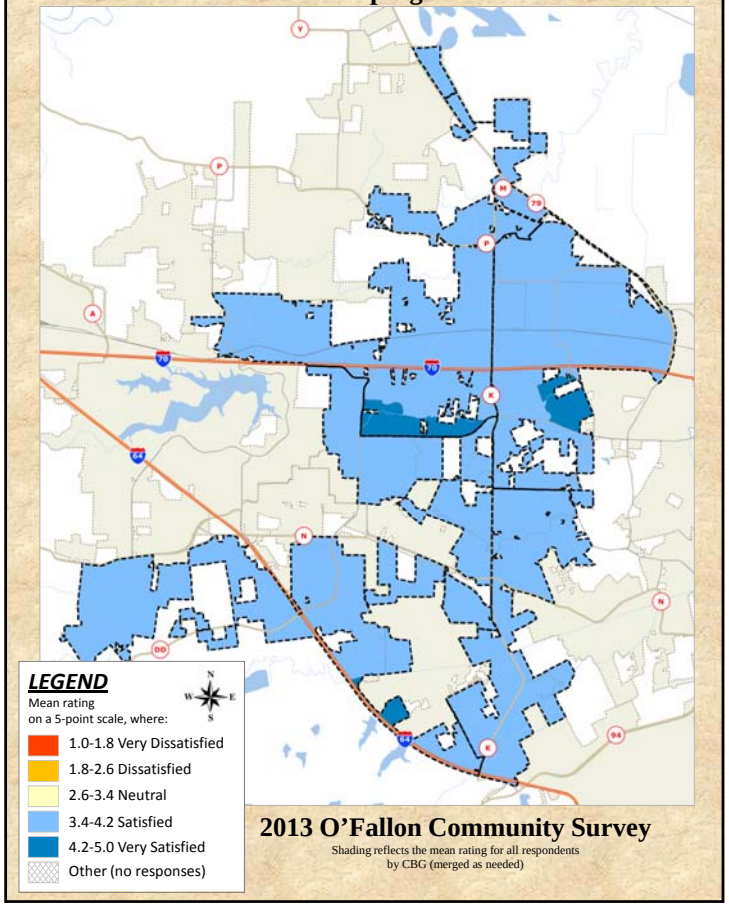
Q11f. Number of playgrounds



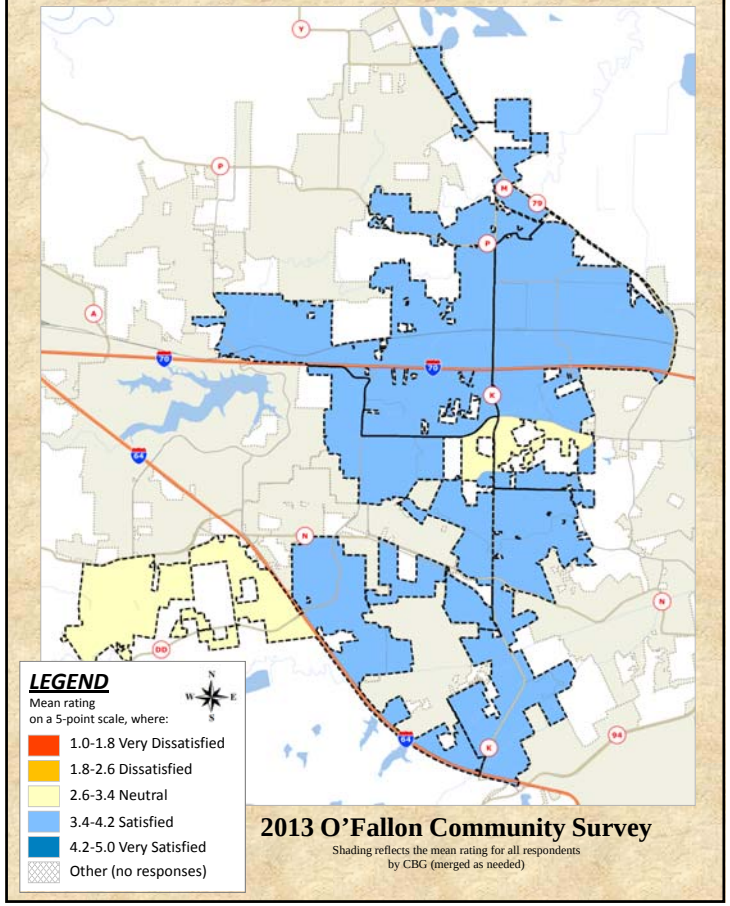
Q11g. Quality of playgrounds



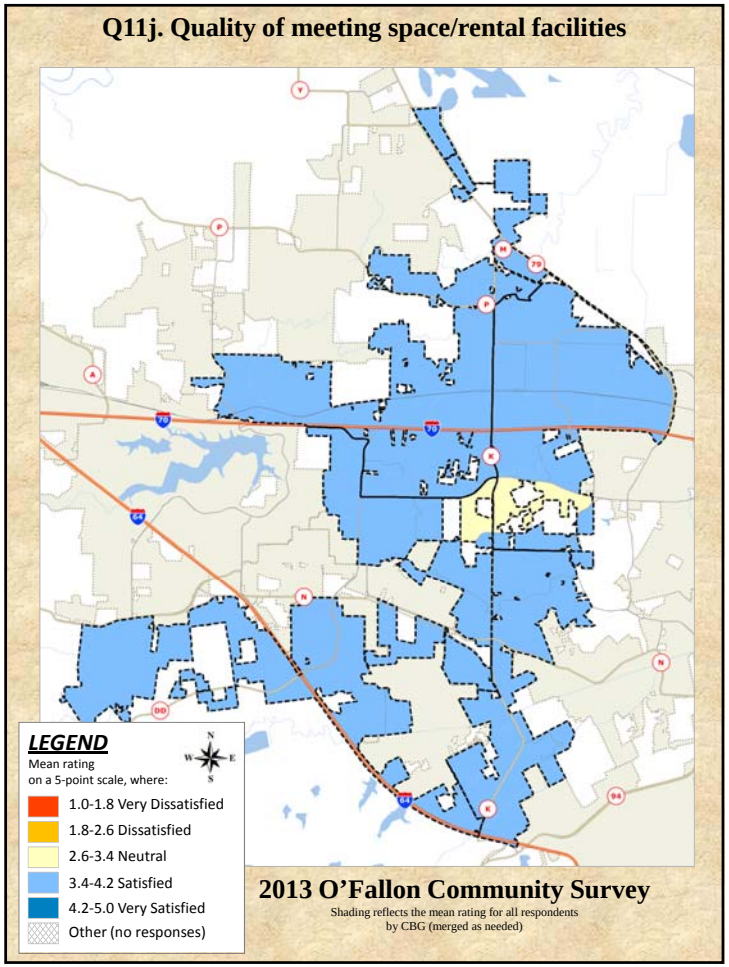
Q11h. Availability of information about City parks and recreation programs



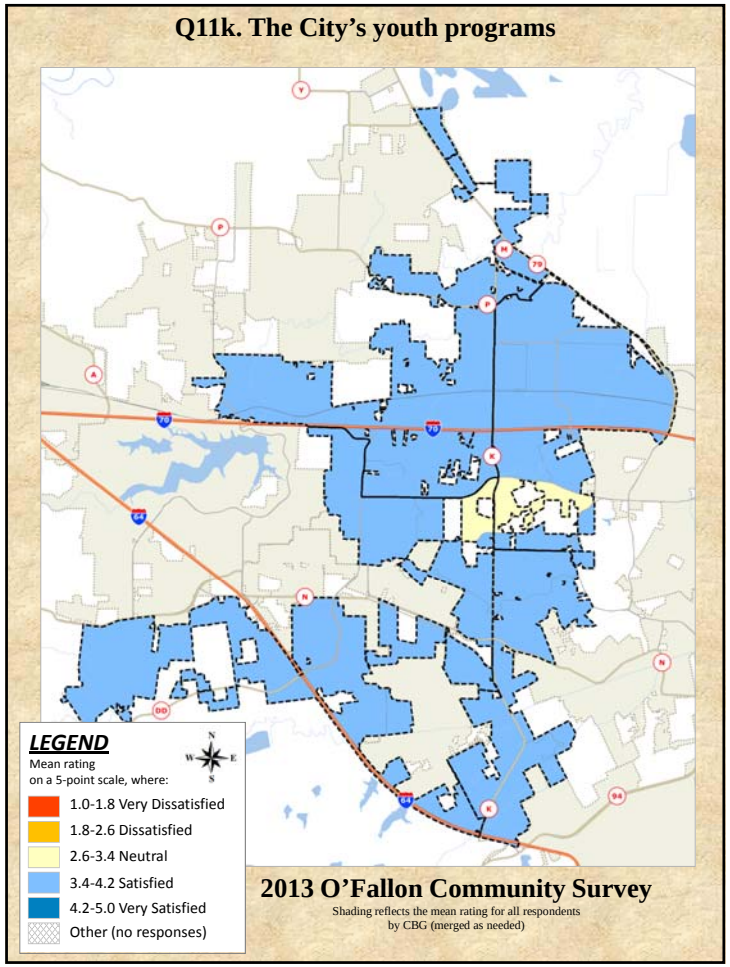
Q11i. Availability of meeting space/rental facilities



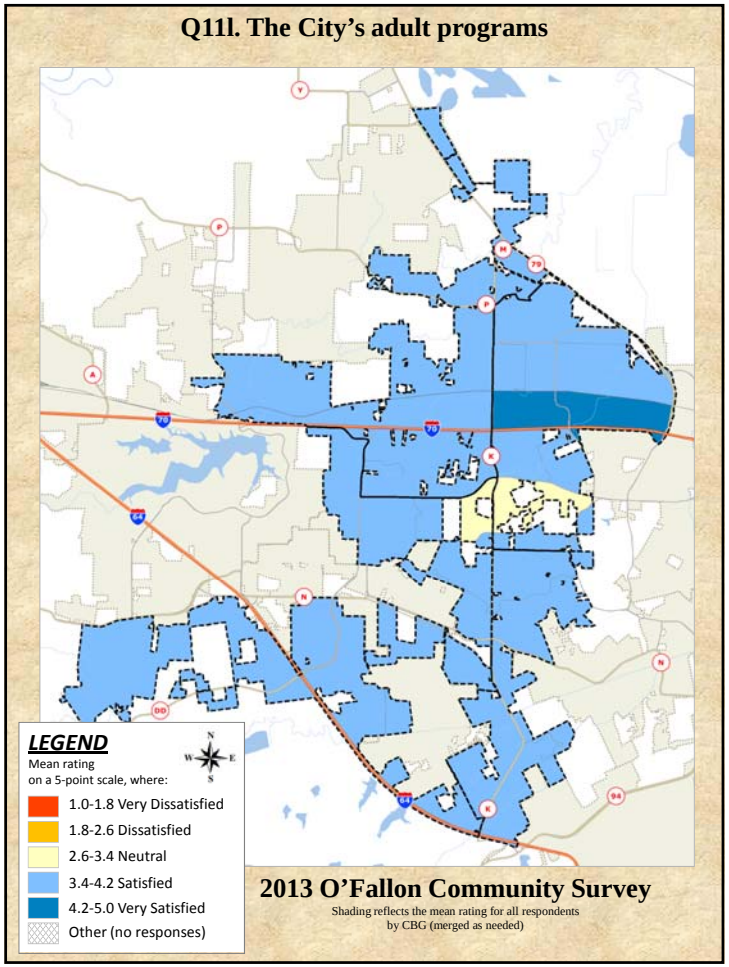
Q11j. Quality of meeting space/rental facilities



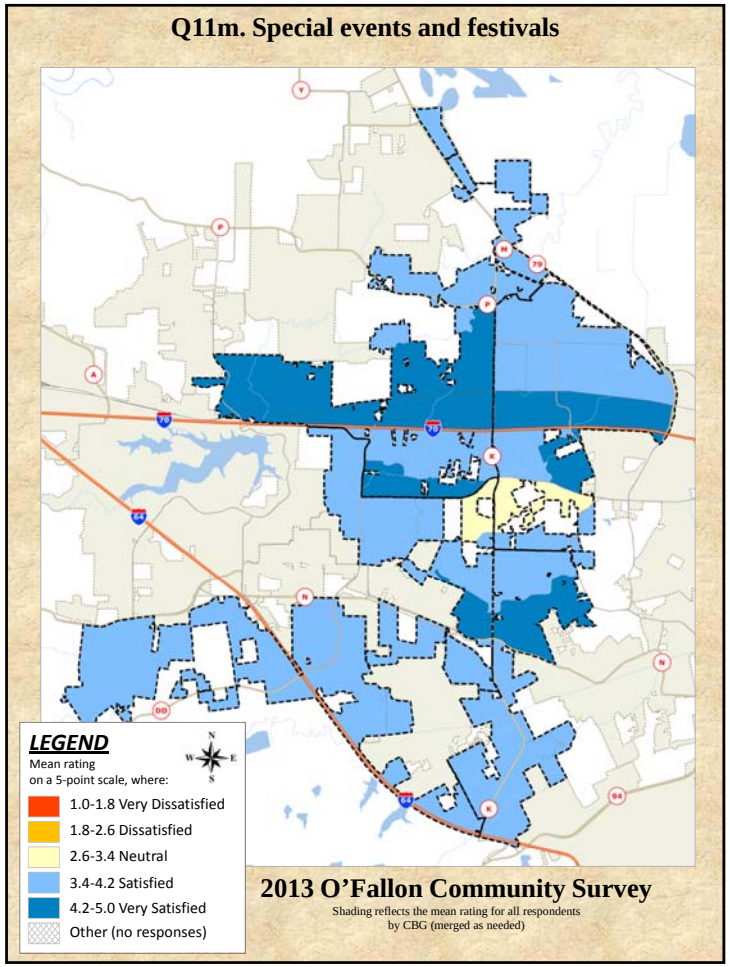
Q11k. The City's youth programs



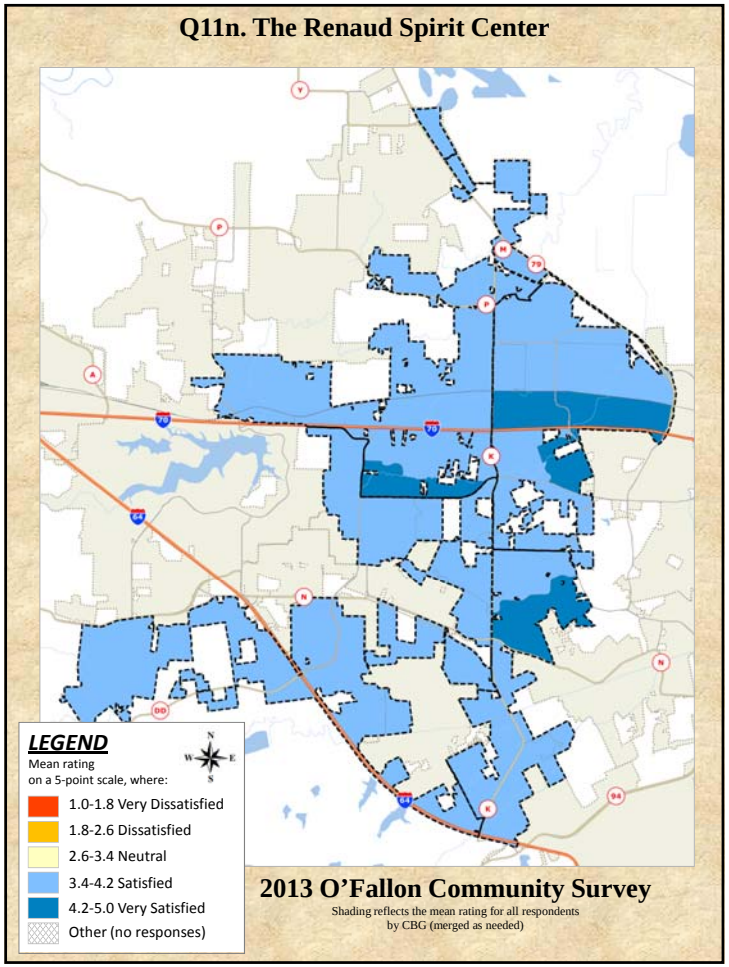
Q11l. The City's adult programs



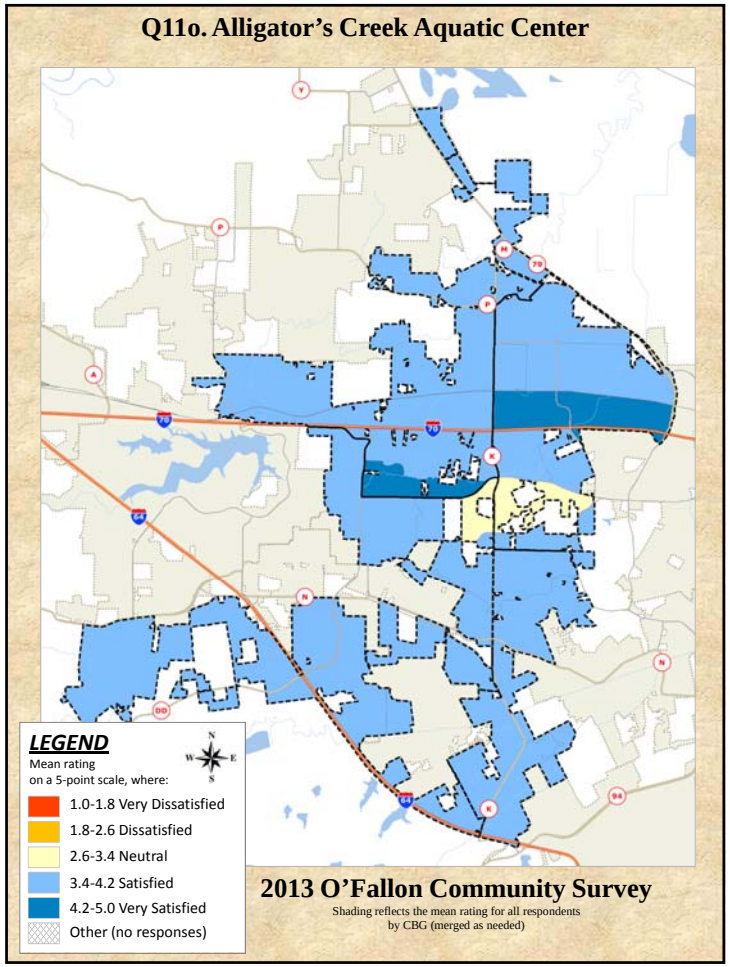
Q11m. Special events and festivals



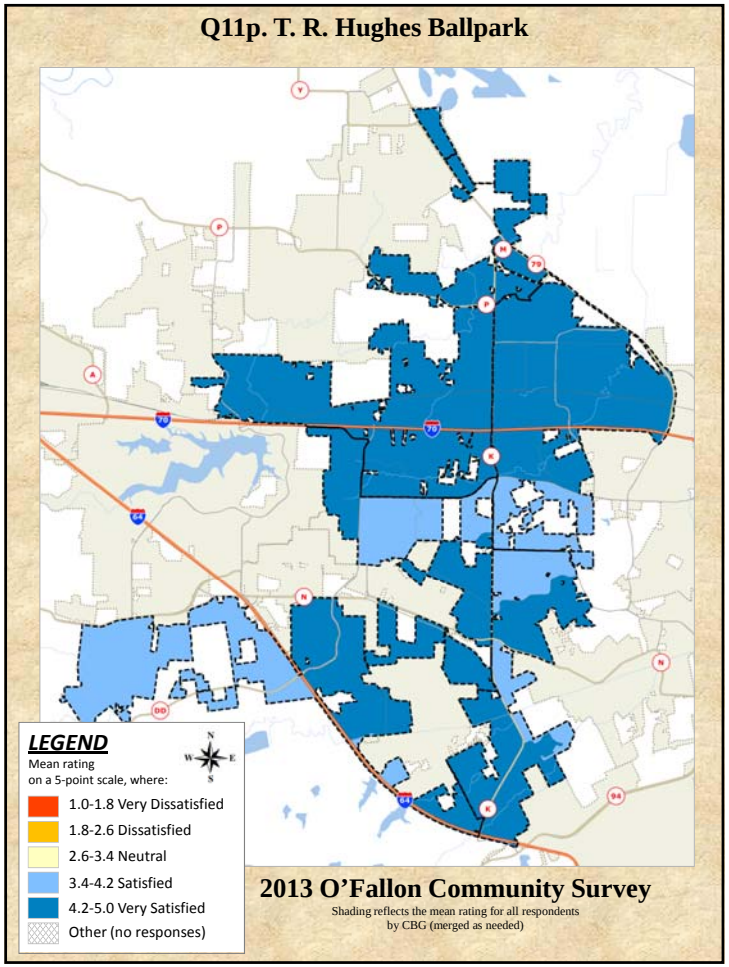
Q11n. The Renaud Spirit Center



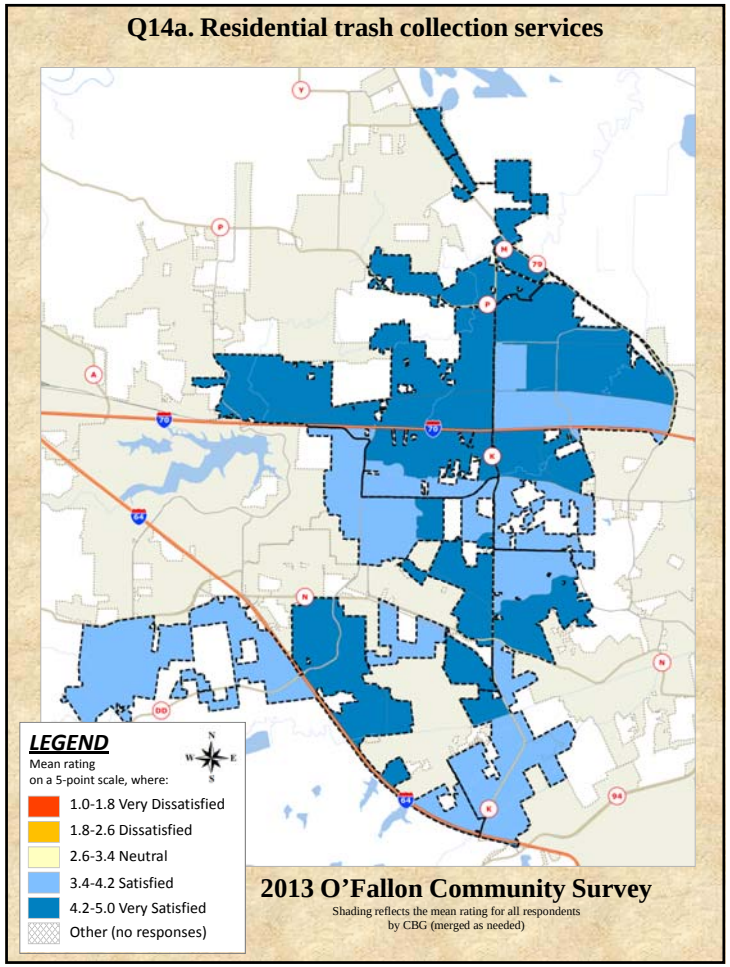
Q11o. Alligator's Creek Aquatic Center



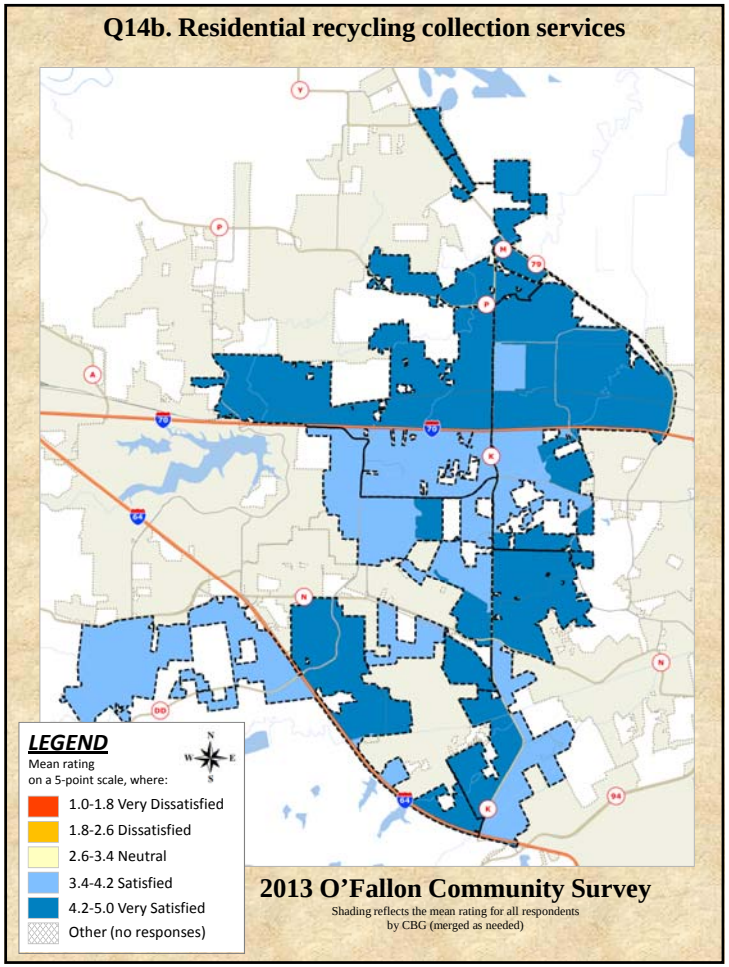
Q11p. T. R. Hughes Ballpark



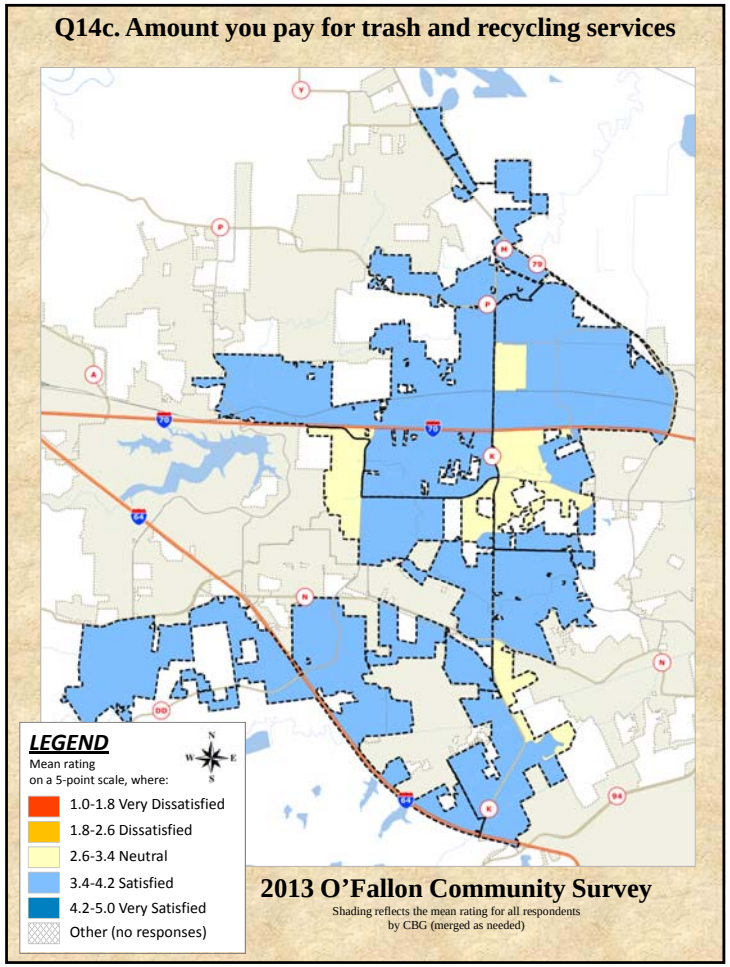
Q14a. Residential trash collection services



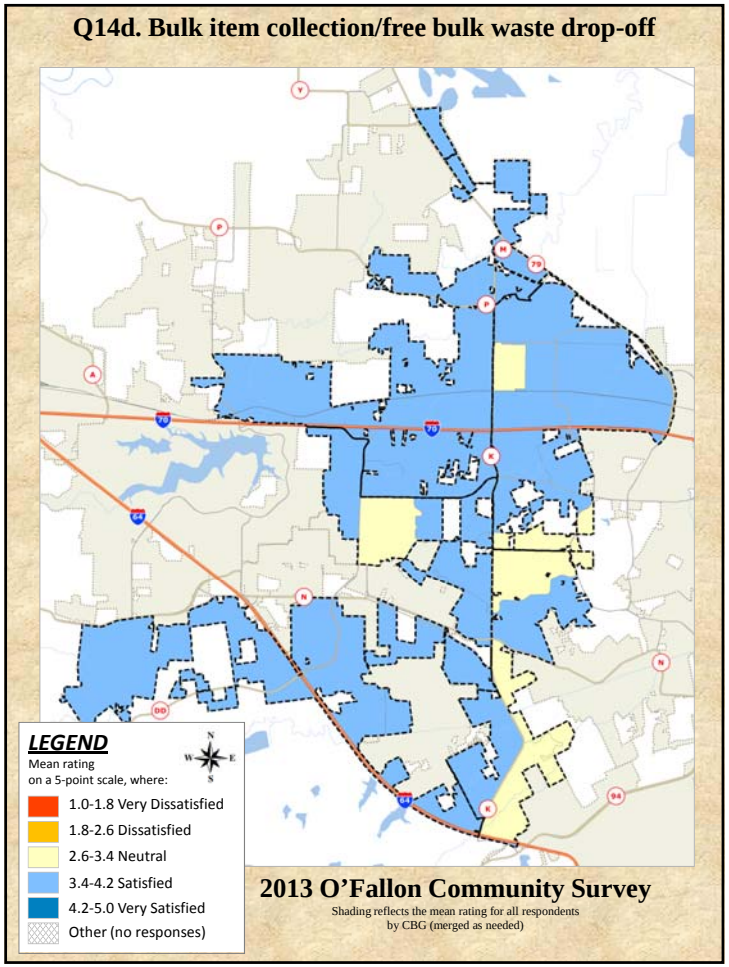
Q14b. Residential recycling collection services



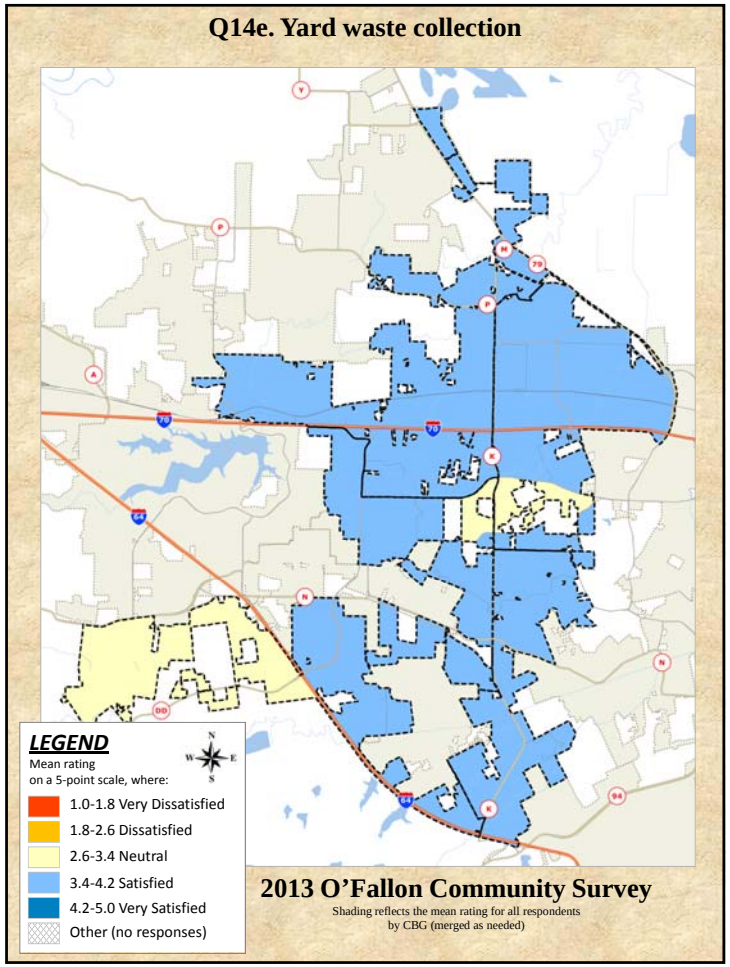
Q14c. Amount you pay for trash and recycling services



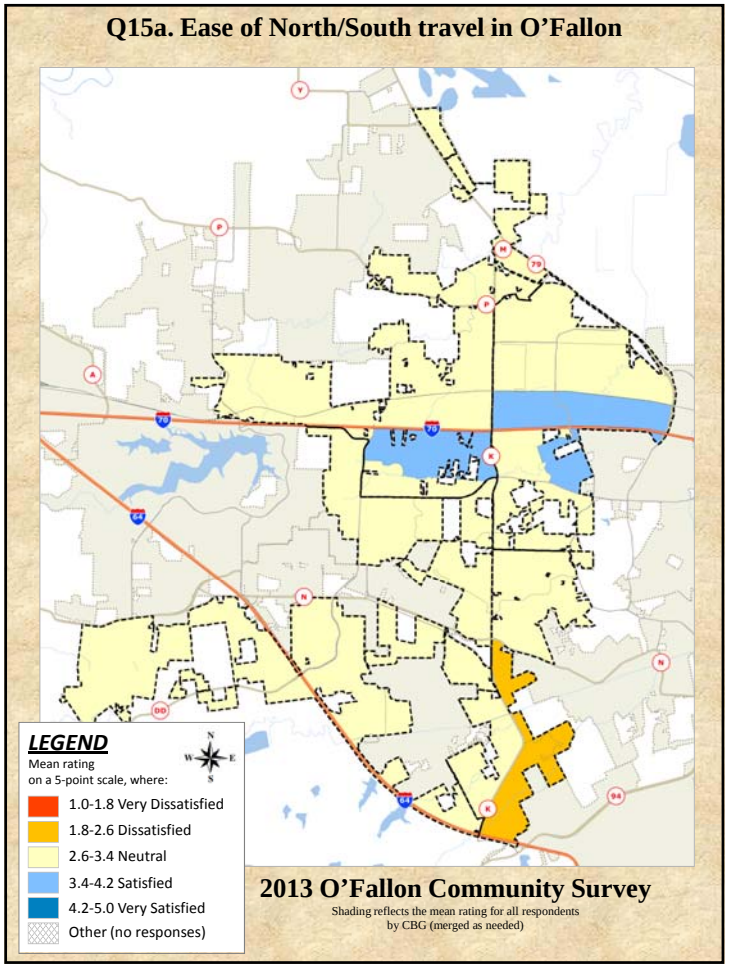
Q14d. Bulk item collection/free bulk waste drop-off



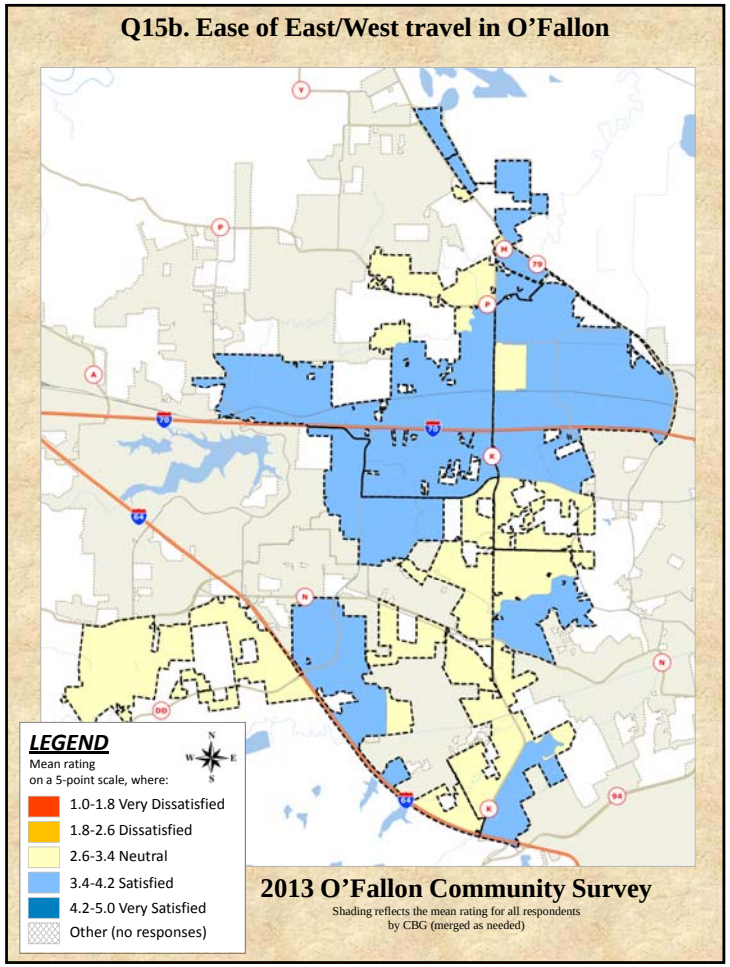
Q14e. Yard waste collection



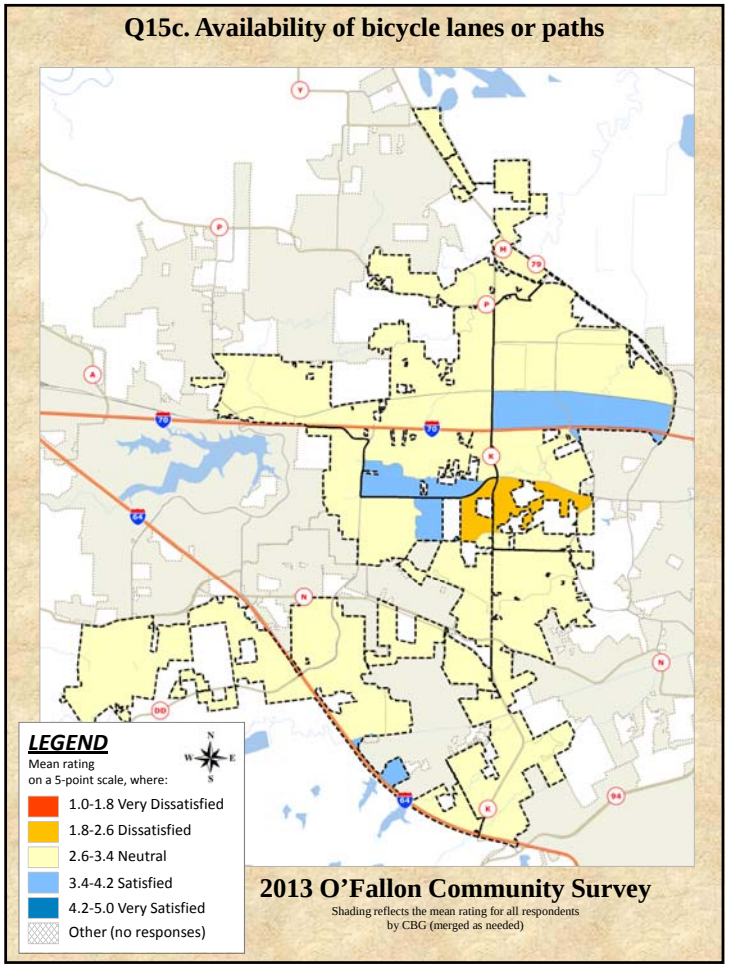
Q15a. Ease of North/South travel in O'Fallon



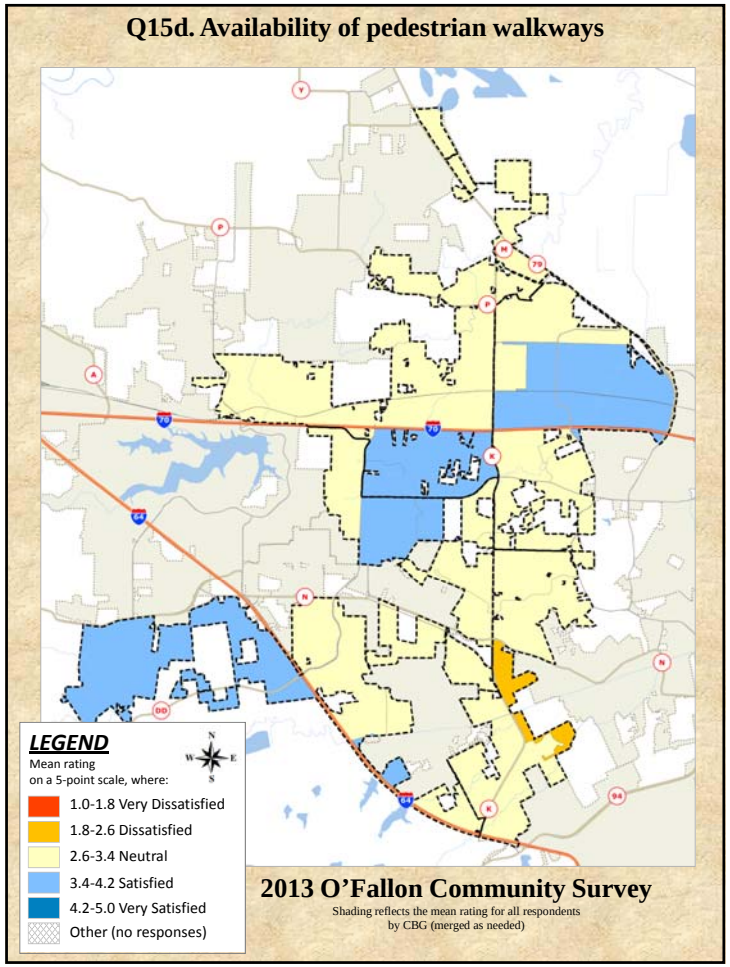
Q15b. Ease of East/West travel in O'Fallon



Q15c. Availability of bicycle lanes or paths



Q15d. Availability of pedestrian walkways



Section 3:

Importance/Satisfaction Analysis

Importance-Satisfaction Analysis

O'Fallon, Missouri

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the Major City services they thought were the most important for the City to provide. Approximately fifty-four percent (53.9%) of residents selected "flow of traffic and congestion management" as the most important Major City services to provide.

With regard to satisfaction, forty-one percent (41%) of the residents surveyed rated their overall satisfaction with "flow of traffic and congestion management" as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"). The I-S rating for "flow of traffic and congestion management" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 53.9% was multiplied by 59% (1-0.41). This calculation yielded an I-S rating of 0.3180, which ranked first out of nineteen Major City Services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS>=0.20)
- Increase Current Emphasis (0.10<=IS<0.20)
- Maintain Current Emphasis (IS<0.10)

The results for O'Fallon are provided on the following page.

Importance-Satisfaction Rating
O'Fallon, MO
OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic and congestion management	54%	1	41%	13	0.3180	**1**
Maintenance of City streets	48%	2	56%	11	0.2085	**2**
High Priority (IS .10-.20)						
Level of public involvement in local decision-making	20%	5	42%	12	0.1147	**3**
Community planning and development	28%	3	59%	10	0.1141	**4**
Medium Priority (IS <.10)						
Enforcing building/property/maintenance ordinances	16%	6	59%	9	0.0647	**5**
Efforts to keep you informed about local issues	13%	8	64%	8	0.0485	**6**
Quality of the City's stormwater runoff/mgmt. system	11%	10	66%	7	0.0383	**7**
Enforcement of traffic ordinances	11%	9	67%	6	0.0374	**8**
Quality of police services	25%	4	87%	2	0.0331	**9**
Quality of services provided	10%	11	75%	4	0.0253	**10**
Quality of City parks & rec programs/facilities	15%	7	88%	1	0.0183	**11**
Quality of customer service from City employees	6%	12	74%	5	0.0145	**12**
Maintenance of City buildings and facilities	3%	13	79%	3	0.0070	**13**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:
The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
O'Fallon, MO
PUBLIC SAFETY & SECURITY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The City's efforts to prevent crime	52%	1	75%	5	0.1329	**1**
The level of safety/security in your neighborhood	51%	2	80%	2	0.1023	**2**
Medium Priority (IS <.10)						
Public safety education programs	21%	7	61%	7	0.0822	**3**
Enforcement of local traffic laws	24%	5	70%	6	0.0713	**4**
Quality of animal control	16%	8	61%	8	0.0608	**5**
Competence of O'Fallon Police personnel	25%	4	80%	3	0.0516	**6**
How quickly Police Dept. responds to emergencies	22%	6	78%	4	0.0467	**7**
Overall performance of the O'Fallon Police Dept.	26%	3	85%	1	0.0389	**8**
The City's municipal courts	8%	9	54%	9	0.0387	**9**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:
The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
O'Fallon, MO
MAINTENANCE

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets	62%	1	59%	7	0.2581	**1**
High Priority (IS .10-.20)						
Snow removal in your subdivision	35%	2	59%	8	0.1465	**2**
Maintenance of sidewalks in the City	28%	4	58%	9	0.1197	**3**
Medium Priority (IS <.10)						
Street lighting	29%	3	67%	5	0.0968	**4**
Maintenance of stormwater drainage systems	21%	8	64%	6	0.0738	**5**
Overall cleanliness of City streets and other public areas	27%	6	73%	4	0.0724	**6**
Snow removal on major City streets	27%	5	74%	3	0.0692	**7**
Maintenance of City traffic signals/street signs	21%	7	75%	2	0.0535	**8**
Maintenance of City buildings	5%	9	76%	1	0.0130	**9**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:
The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
O'Fallon, MO
CODE ENFORCEMENT

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcing the mowing/trimming of grass/weeds	49%	2	50%	3	0.2449	**1**
Enforcing the maintenance of private property	46%	3	47%	4	0.2445	**2**
High Priority (IS .10-.20)						
Enforcing the clean up of litter and debris	49%	1	59%	1	0.2000	**3**
Medium Priority (IS <.10)						
Enforcing sign regulations	17%	4	56%	2	0.0756	**4**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:
The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
O'Fallon, MO
PARKS & RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking/biking trails	36%	1	59%	16	0.1487	**1**
Medium Priority (IS <.10)						
The City's youth programs	19%	4	67%	12	0.0614	**2**
The City's adult programs	13%	8	64%	13	0.0449	**3**
Special events and festivals	19%	3	80%	4	0.0396	**4**
Availability of meeting space/rental facilities	9%	12	62%	14	0.0362	**5**
Maintenance of City parks	27%	2	87%	1	0.0345	**6**
Availability of info about City parks/rec programs	14%	6	75%	7	0.0344	**7**
Alligator's Creek Aquatic Center	11%	10	69%	11	0.0331	**8**
Quality of playgrounds	14%	5	78%	5	0.0306	**9**
The Renaud Spirit Center	11%	9	74%	10	0.0280	**10**
Number of playgrounds	10%	11	74%	8	0.0253	**11**
Number of City parks	13%	7	83%	3	0.0218	**12**
Quality of meeting space/rental facilities	5%	16	60%	15	0.0215	**13**
Quality of athletic fields	7%	13	76%	6	0.0175	**14**
Number of athletic fields	7%	15	75%	9	0.0173	**15**
T.R. Hughes Ballpark (the Rascals stadium)	7%	14	86%	2	0.0103	**16**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:
The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:
The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

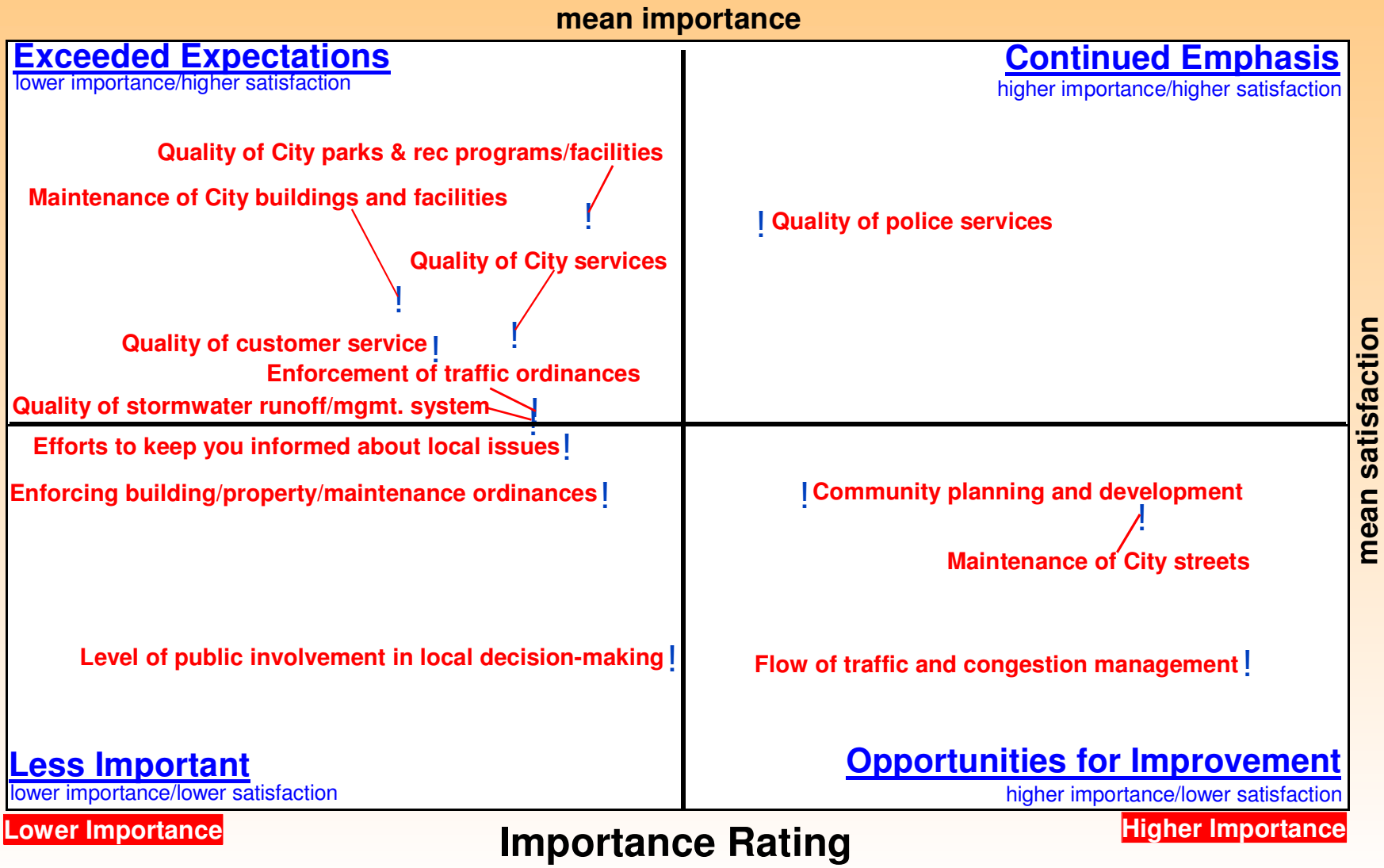
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for O'Fallon are provided on the following pages.

2013 City of O'Fallon DirectionFinder
Importance-Satisfaction Assessment Matrix
-Overall-

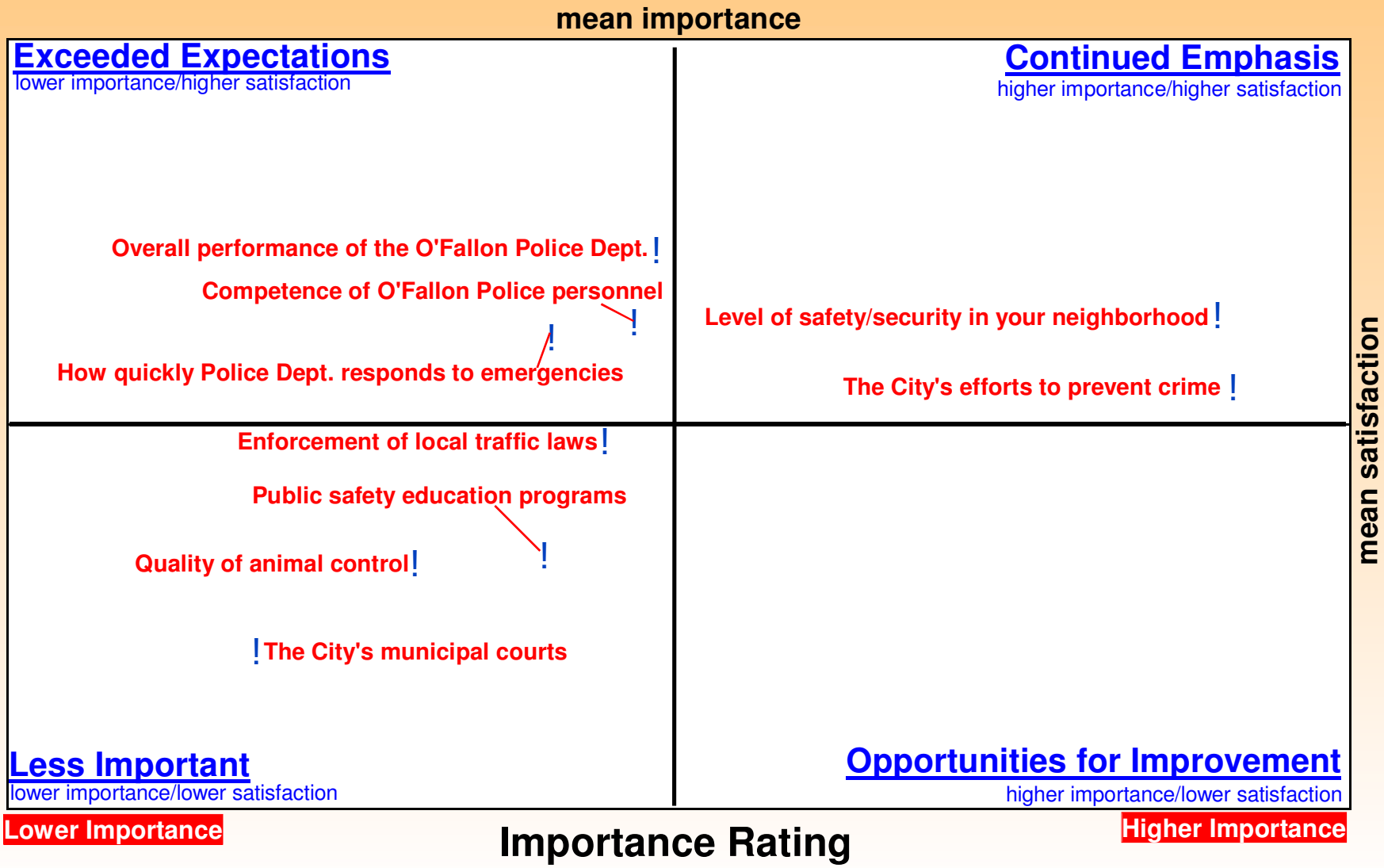
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2013)

2013 City of O'Fallon DirectionFinder
Importance-Satisfaction Assessment Matrix
-Public Safety & Security-

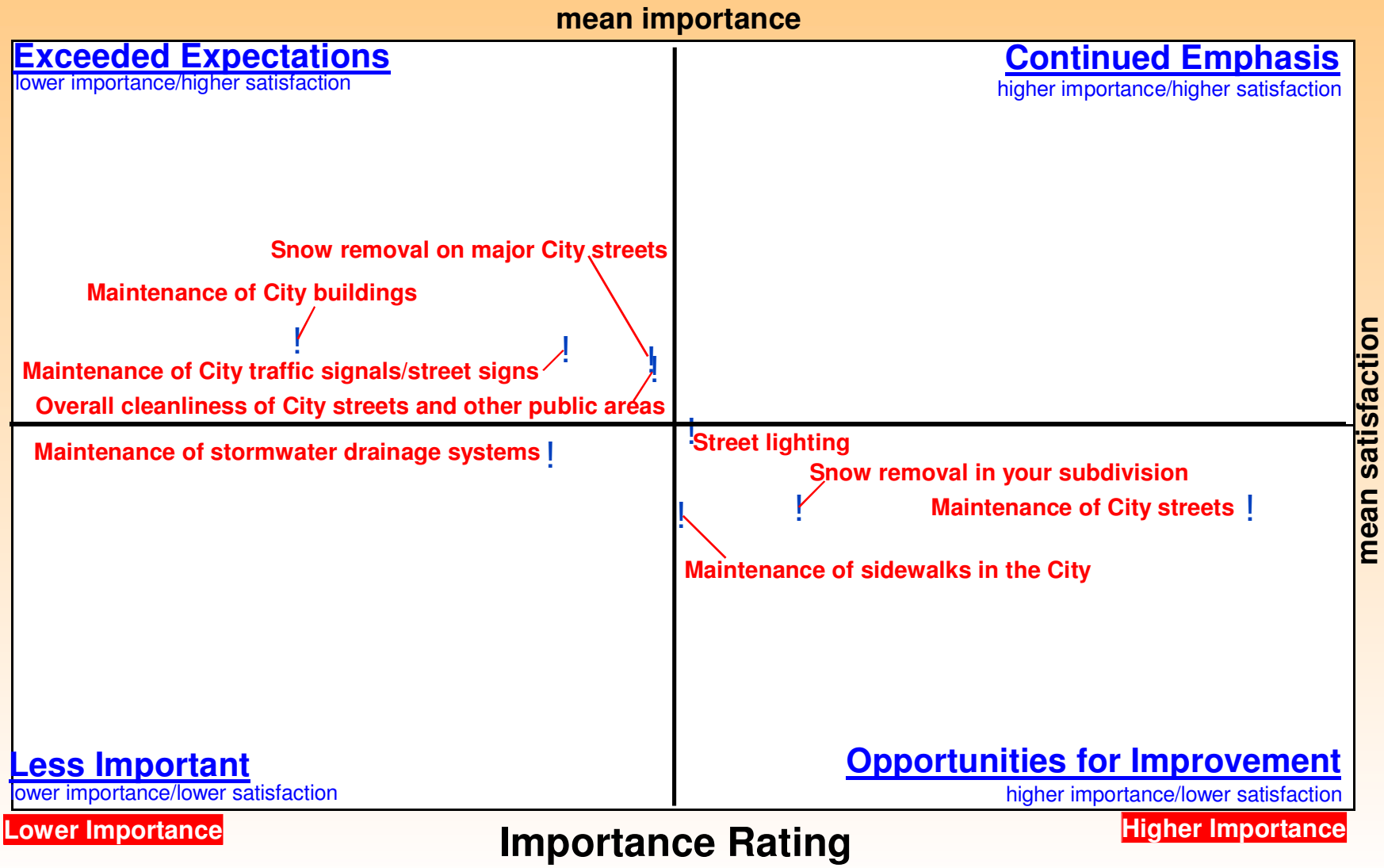
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2013)

2013 City of O'Fallon DirectionFinder
Importance-Satisfaction Assessment Matrix
-Maintenance-

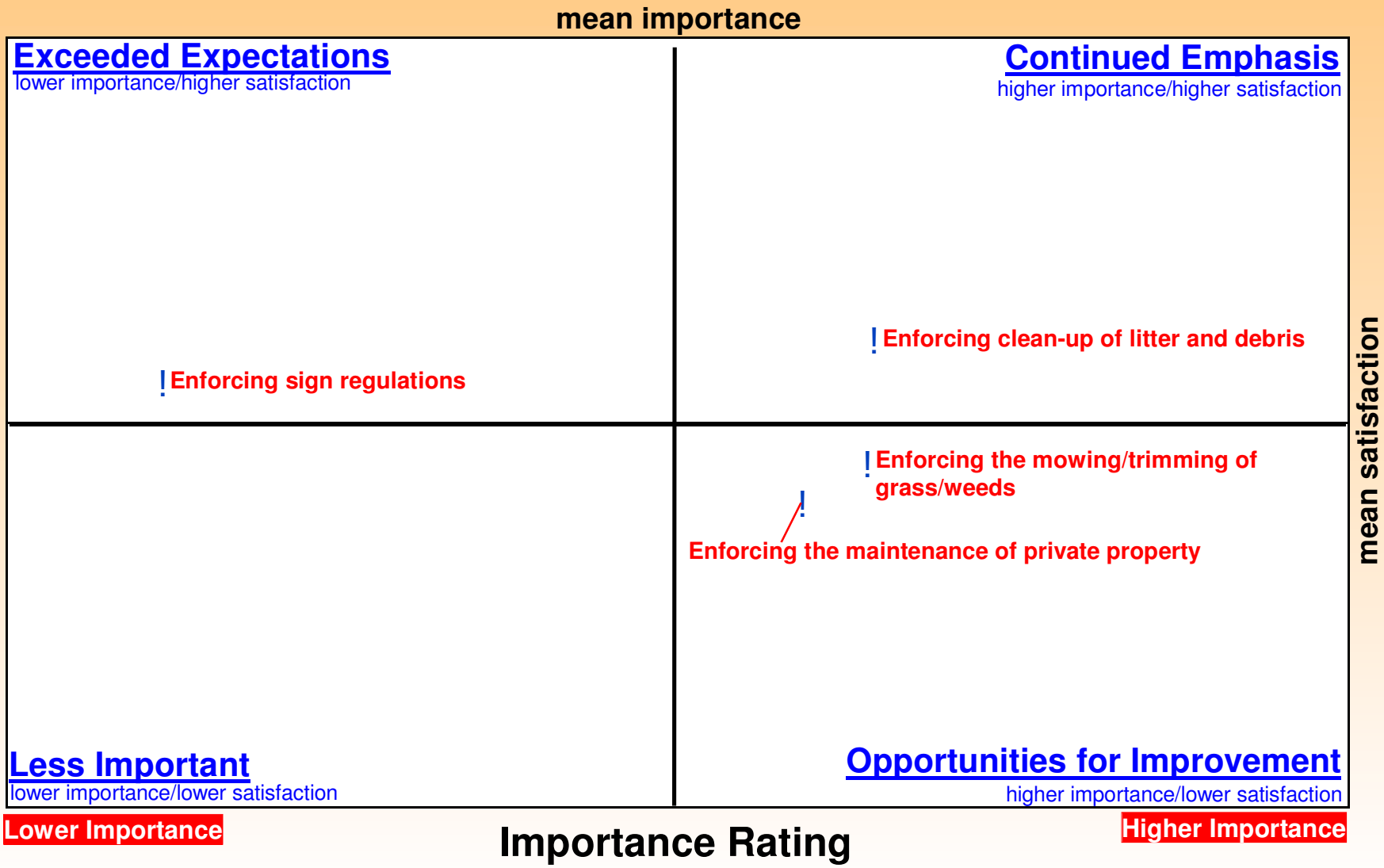
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2013)

2013 City of O'Fallon DirectionFinder
Importance-Satisfaction Assessment Matrix
-Code Enforcement-

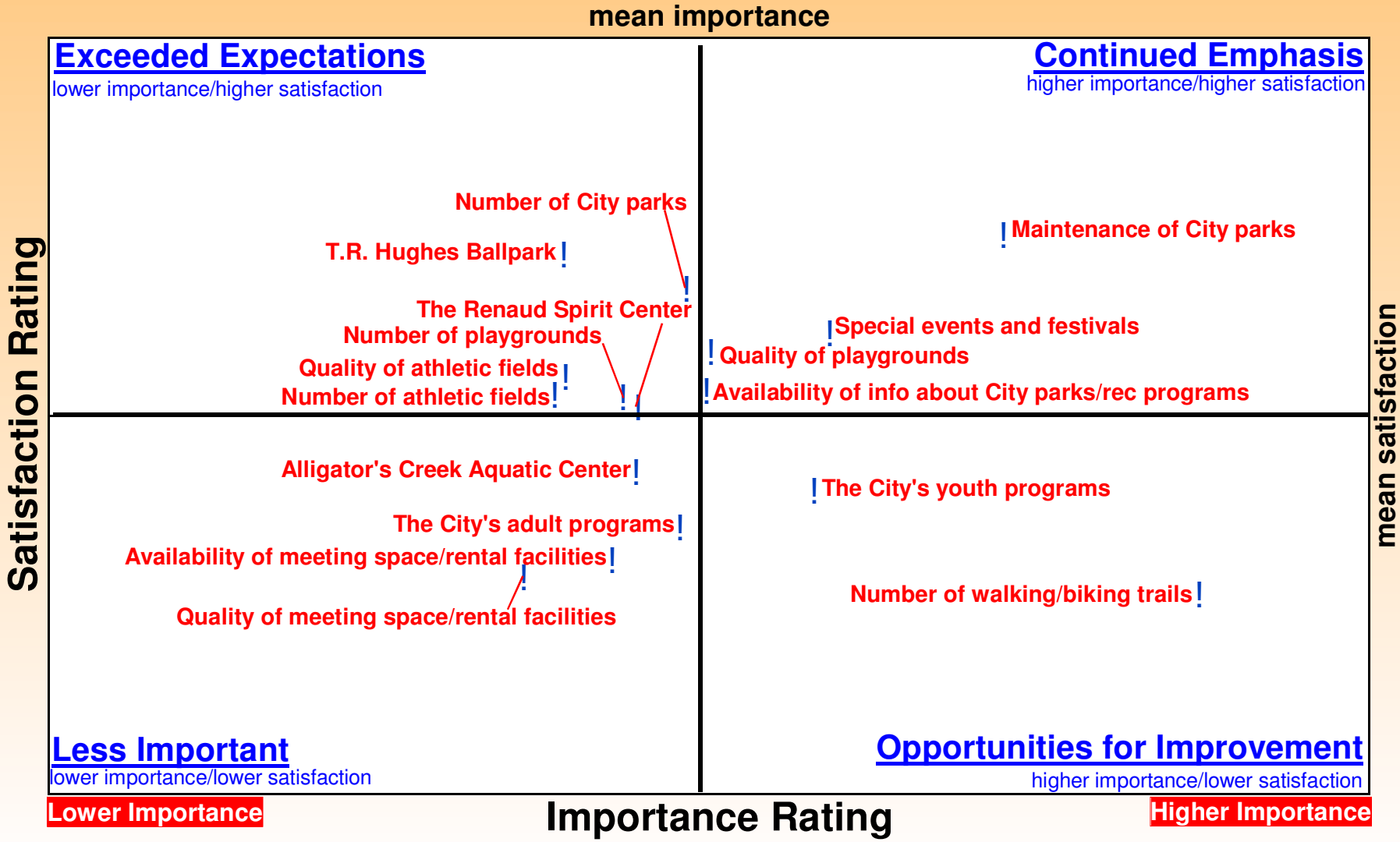
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2013)

2013 City of O'Fallon DirectionFinder
Importance-Satisfaction Assessment Matrix
-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2013)

Section 4:
Benchmarking

DirectionFinder® Survey

Year 2013 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 43 states. This
report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the Summer of 2012 to a random sample of 3,926 residents in the continental United States, (2) a regional survey that was administered by ETC Institute in the Summer of 2012 to a random sample of 456
residents in Kansas and Missouri communities, and (3) surveys that have been administered by ETC Institute in 30 communities in Kansas and Missouri between January 2009 and September 2013. Some of the Kansas and Missouri communities represented in this report include:

- Ballwin, Missouri
- Blue Springs, Missouri
- Bonner Springs, Kansas
- Butler, Missouri
- Columbia, Missouri
- Excelsior Springs, Missouri
- Gardner, Kansas
- Grandview, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- O'Fallon, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Spring Hill, Kansas
- Unified Government of Kansas City and Wyandotte County

Interpreting the Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding "don't knows." The two sets of charts are briefly described below:

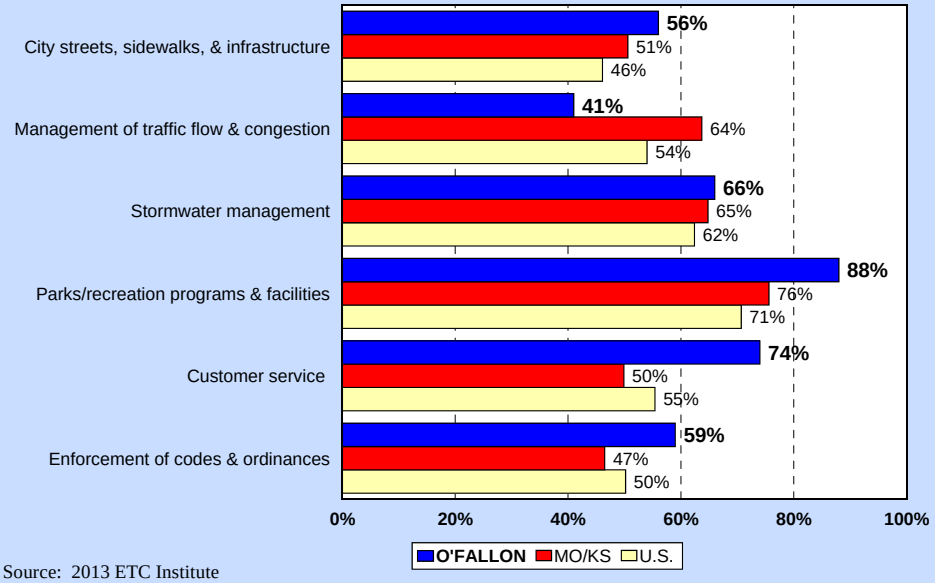
- On the first set of charts, the blue bar shows the results for O'Fallon, the red bar shows the results for the Kansas/Missouri regional data, and the tan bar shows the results of the national survey.
- On the second set of charts, the horizontal bar shows the range of performance among medium size communities in ETC Institute's DirectionFinder® database with a population between 20,000 and 275,000. The yellow dot on each chart shows the rating for O'Fallon. The vertical green line shows the average rating for the medium size communities.

National Benchmarks

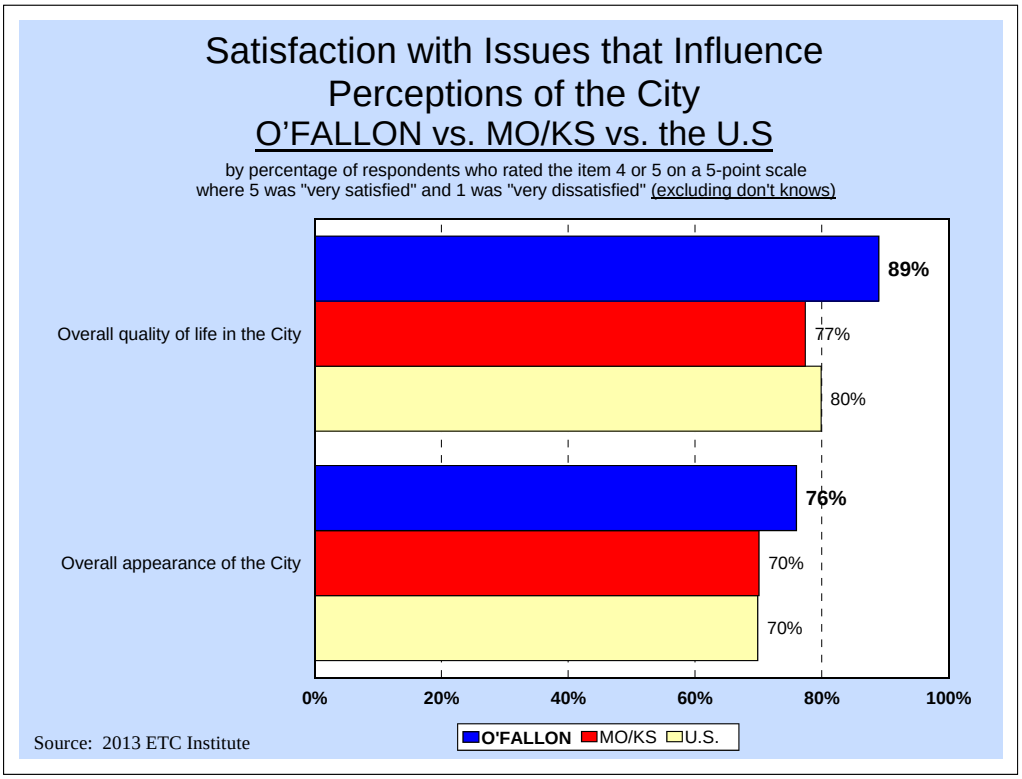
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of O'Fallon, Missouri is not authorized without written consent from ETC Institute.

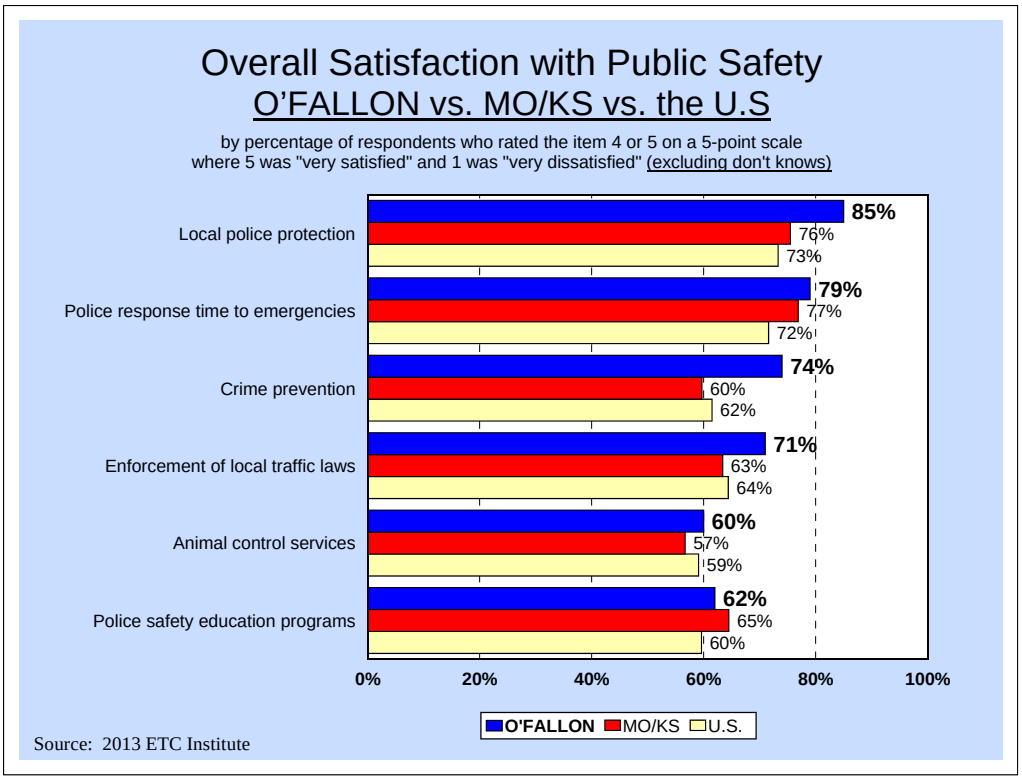
Overall Satisfaction with Various City Services
O'FALLON vs. MO/KS vs. the U.S

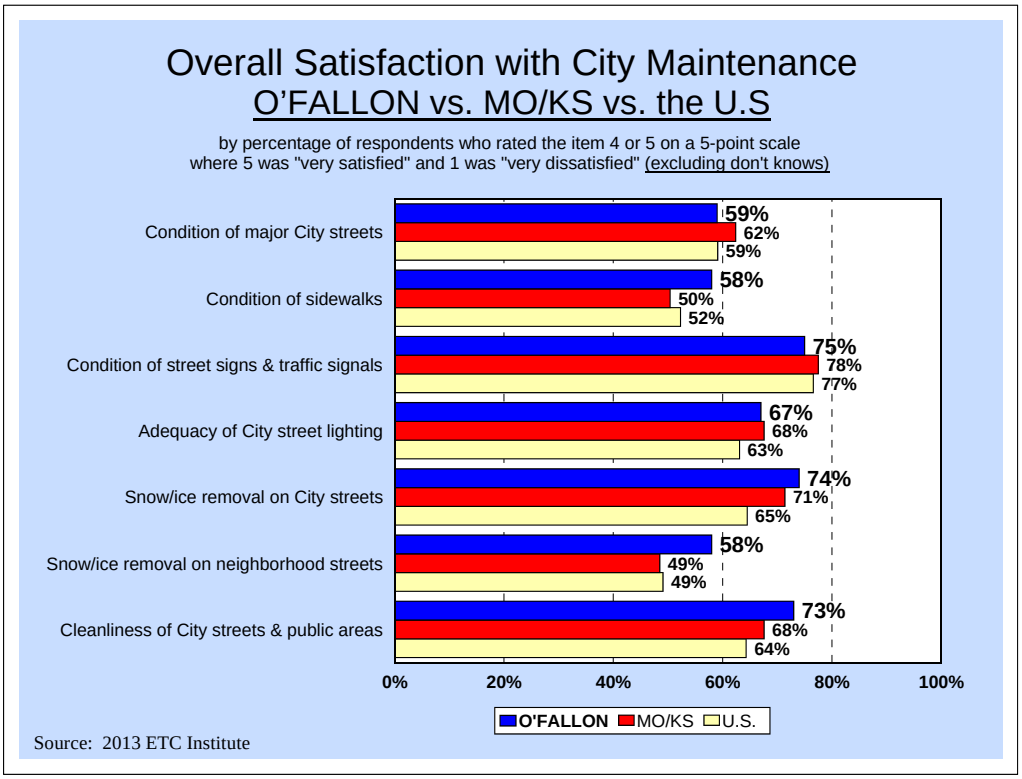
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

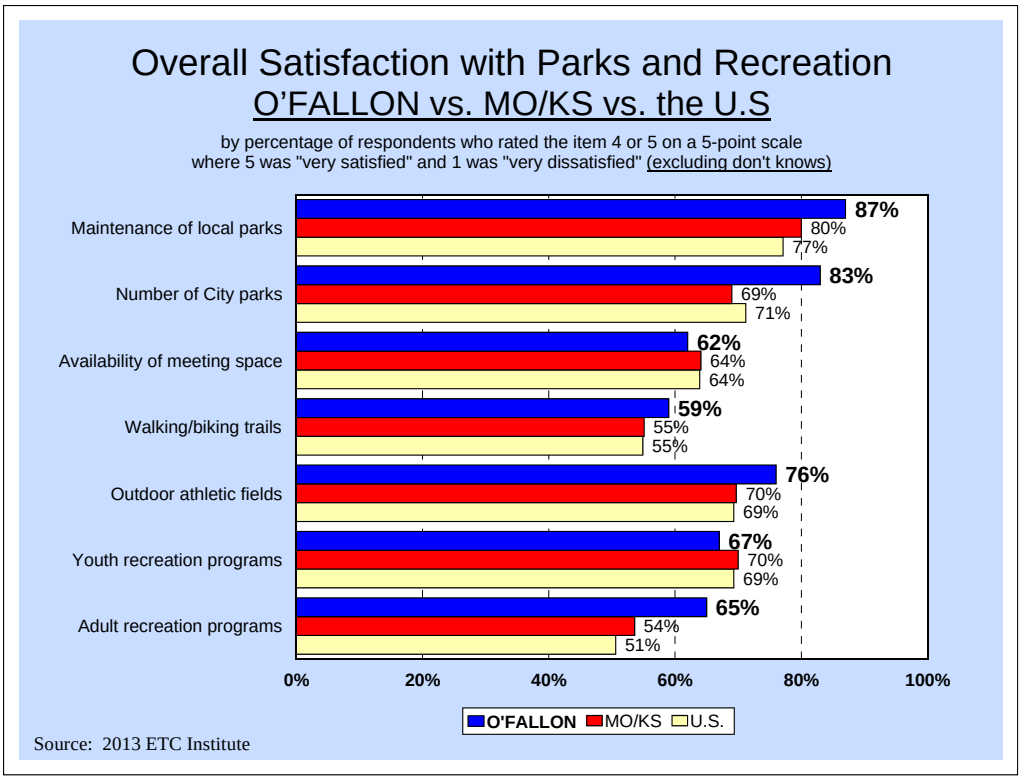


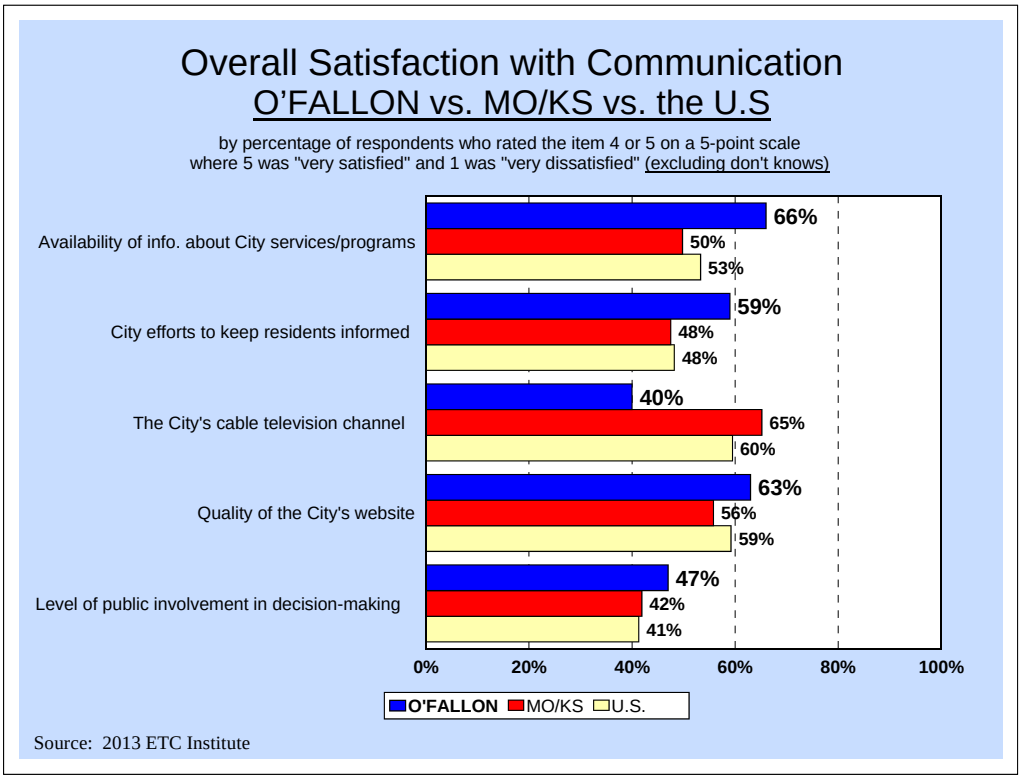
Source: 2013 ETC Institute

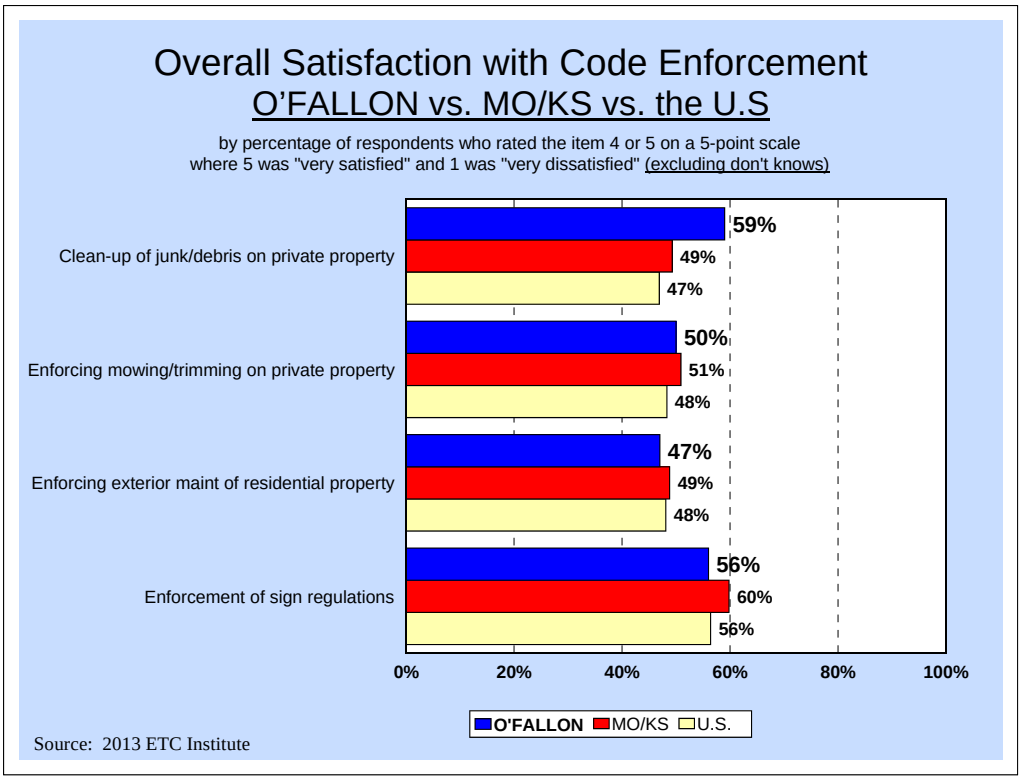

Satisfaction with Issues that Influence Perceptions of the City
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Overall quality of life in the City
89%
77%
80%
Overall appearance of the City
76%
70%
70%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute

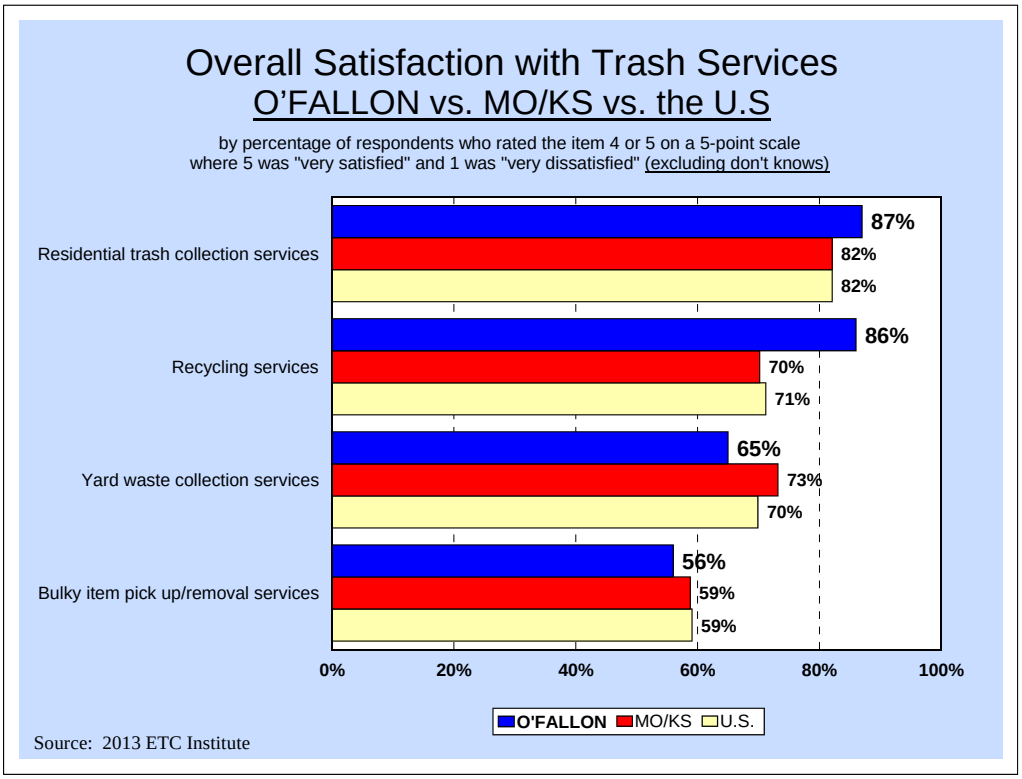

Overall Satisfaction with Public Safety
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Local police protection
85%
76%
73%
Police response time to emergencies
79%
77%
72%
Crime prevention
74%
60%
62%
Enforcement of local traffic laws
71%
63%
64%
Animal control services
60%
57%
59%
Police safety education programs
62%
65%
60%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute

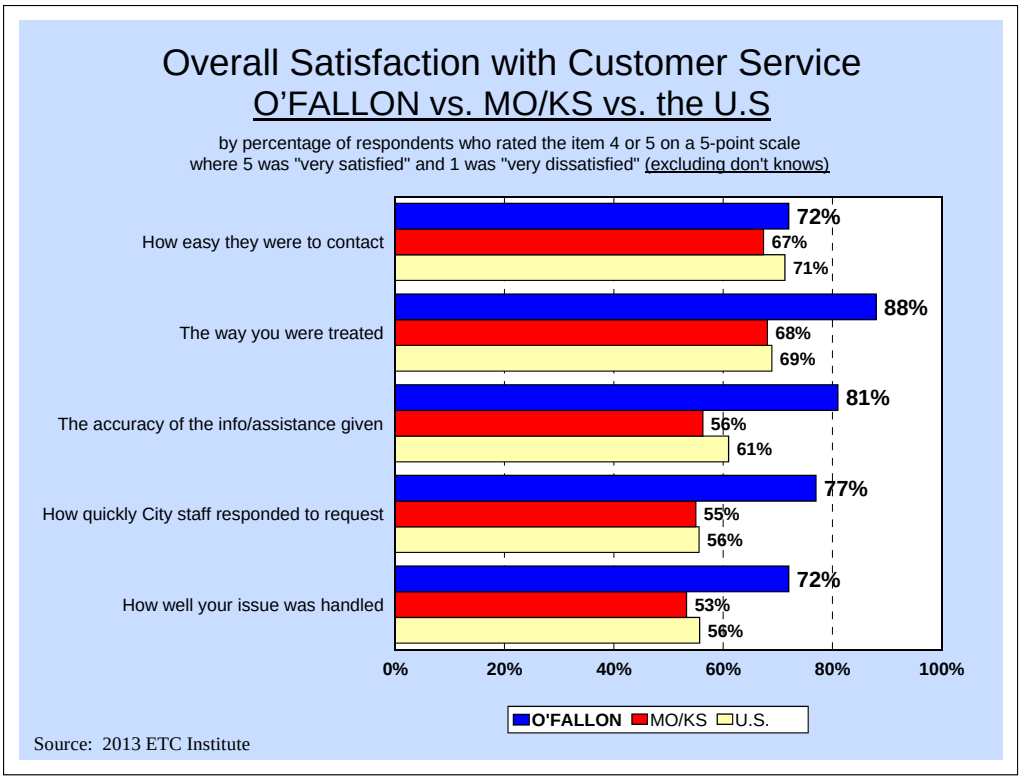

Overall Satisfaction with City Maintenance
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Condition of major City streets
59%
62%
59%
Condition of sidewalks
58%
50%
52%
Condition of street signs & traffic signals
75%
78%
77%
Adequacy of City street lighting
67%
68%
63%
Snow/ice removal on City streets
74%
71%
65%
Snow/ice removal on neighborhood streets
58%
49%
49%
Cleanliness of City streets & public areas
73%
68%
64%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute

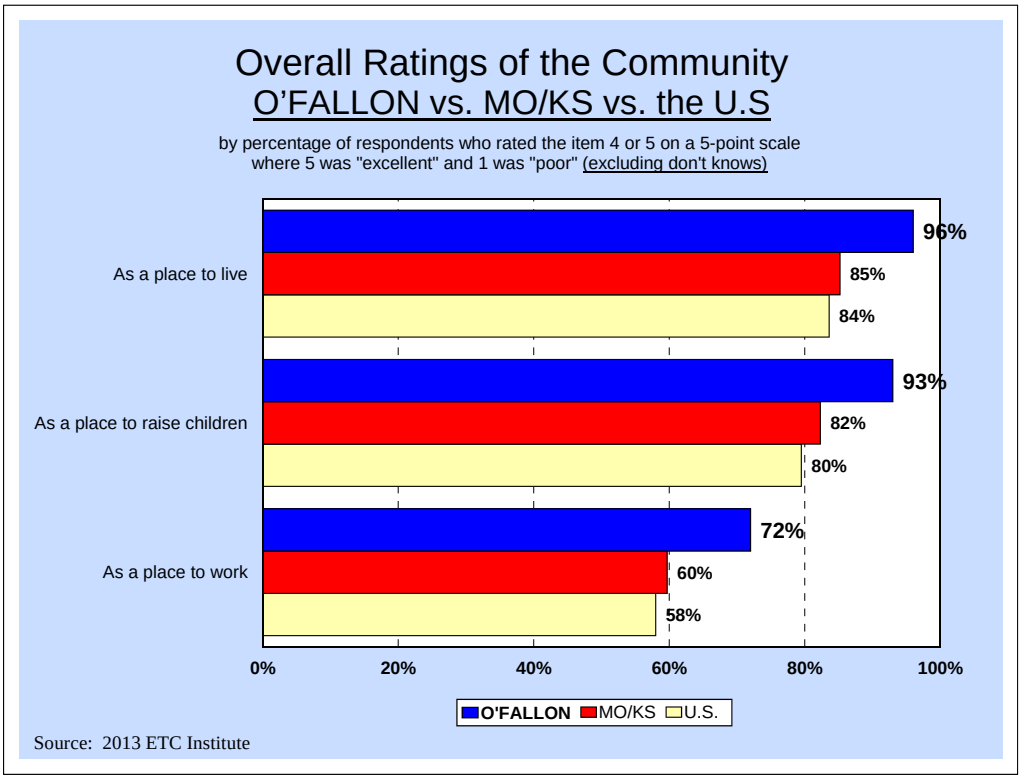

Overall Satisfaction with Parks and Recreation
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Maintenance of local parks
87%
80%
77%
Number of City parks
83%
69%
71%
Availability of meeting space
62%
64%
64%
Walking/biking trails
59%
55%
55%
Outdoor athletic fields
76%
70%
69%
Youth recreation programs
67%
70%
69%
Adult recreation programs
65%
54%
51%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute


Overall Satisfaction with Communication
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Availability of info. about City services/programs
66%
50%
53%
City efforts to keep residents informed
59%
48%
48%
The City's cable television channel
40%
65%
60%
Quality of the City's website
63%
56%
59%
Level of public involvement in decision-making
47%
42%
41%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute


Overall Satisfaction with Code Enforcement
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Clean-up of junk/debris on private property
59%
49%
47%
Enforcing mowing/trimming on private property
50%
51%
48%
Enforcing exterior maint of residential property
47%
49%
48%
Enforcement of sign regulations
56%
60%
56%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute


Overall Satisfaction with Trash Services
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Residential trash collection services
87%
82%
82%
Recycling services
86%
70%
71%
Yard waste collection services
65%
73%
70%
Bulky item pick up/removal services
56%
59%
59%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute


Overall Satisfaction with Customer Service
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
How easy they were to contact
72%
67%
71%
The way you were treated
88%
68%
69%
The accuracy of the info/assistance given
81%
56%
61%
How quickly City staff responded to request
77%
55%
56%
How well your issue was handled
72%
53%
56%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute


Overall Ratings of the Community
O'FALLON vs. MO/KS vs. the U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)
As a place to live
96%
85%
84%
As a place to raise children
93%
82%
80%
As a place to work
72%
60%
58%
0%
20%
40%
60%
80%
100%
O'FALLON
MO/KS
U.S.
Source: 2013 ETC Institute

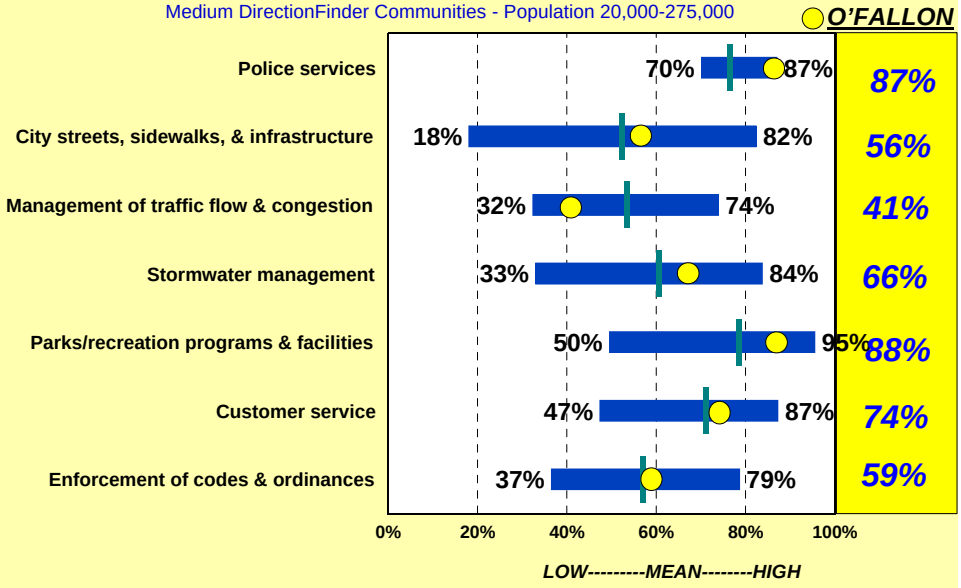
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of O'Fallon, Missouri is not authorized without written consent from ETC Institute.

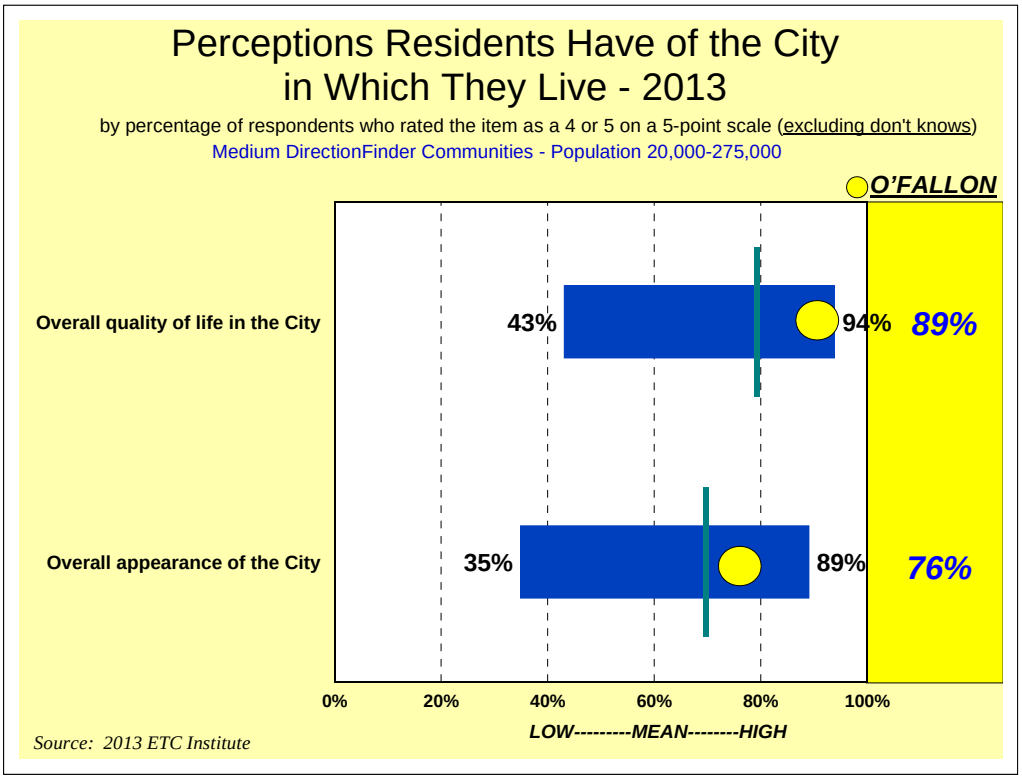
Overall Satisfaction With Various City Services
2013

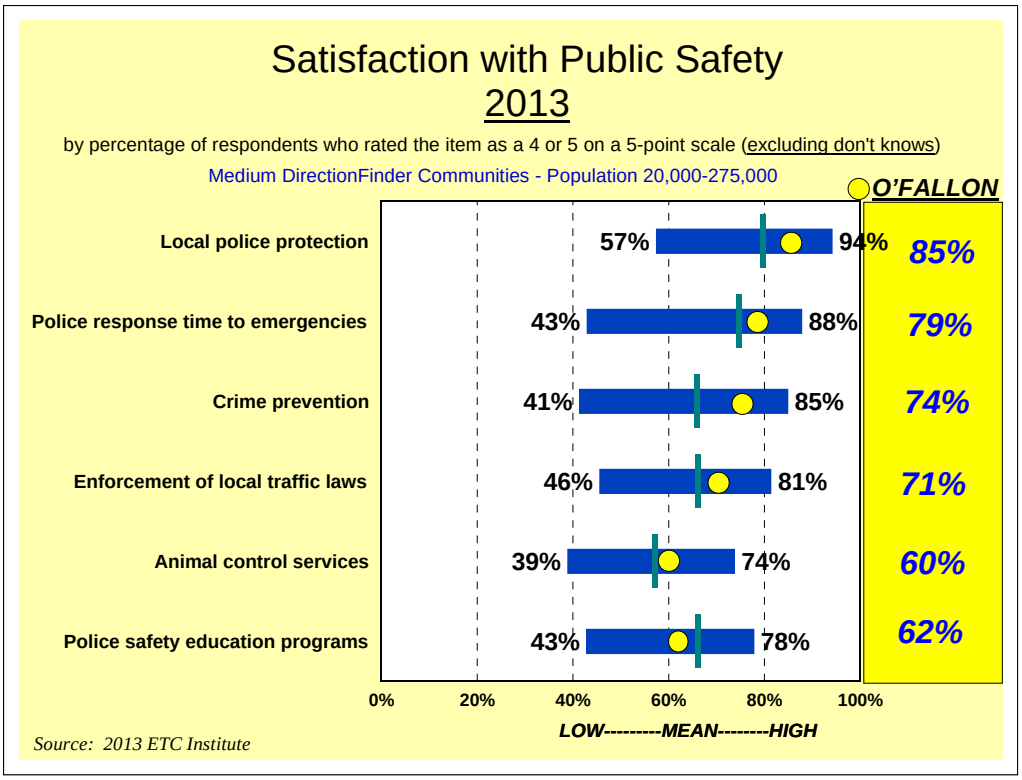
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

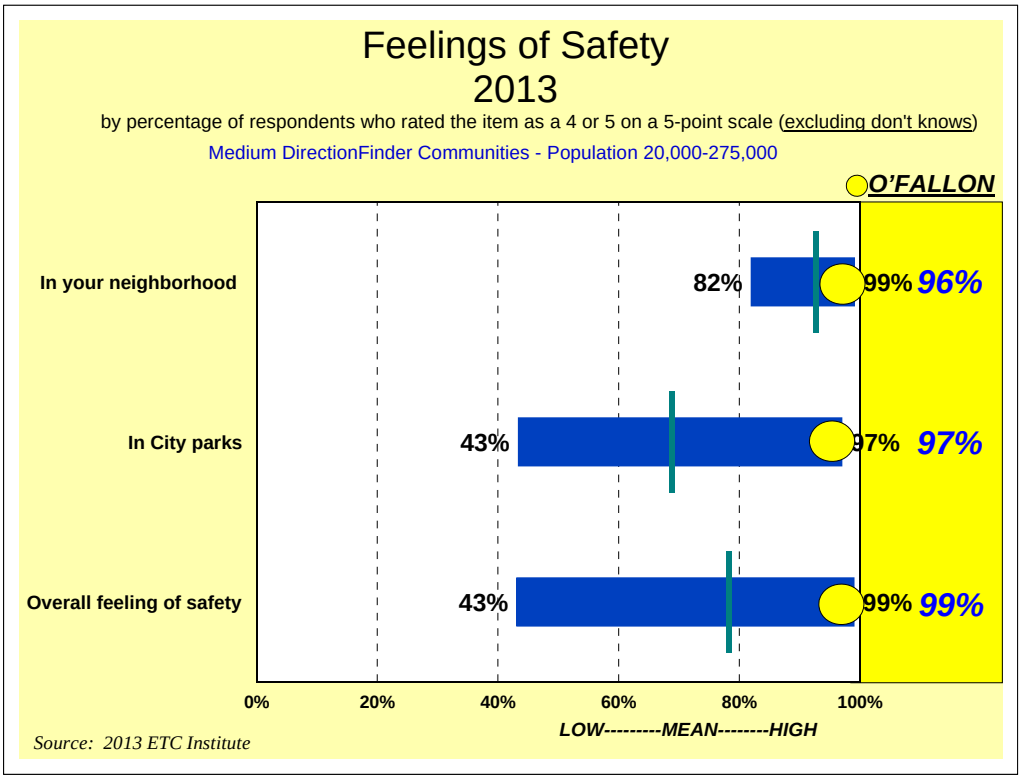
Medium DirectionFinder Communities - Population 20,000-275,000

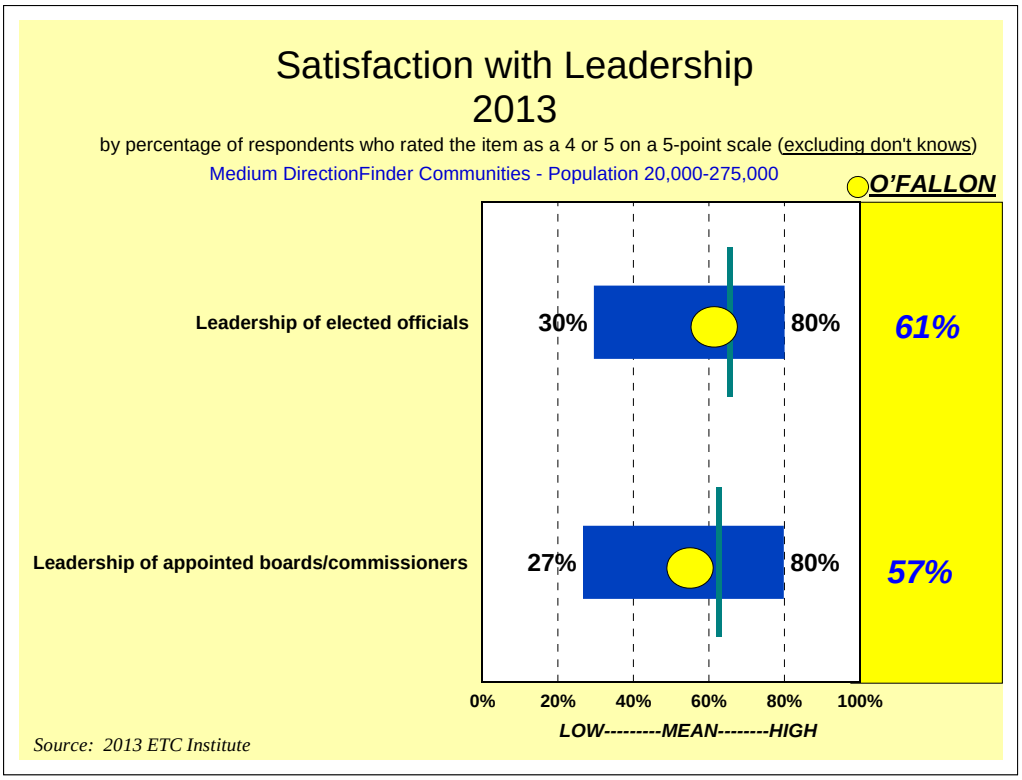


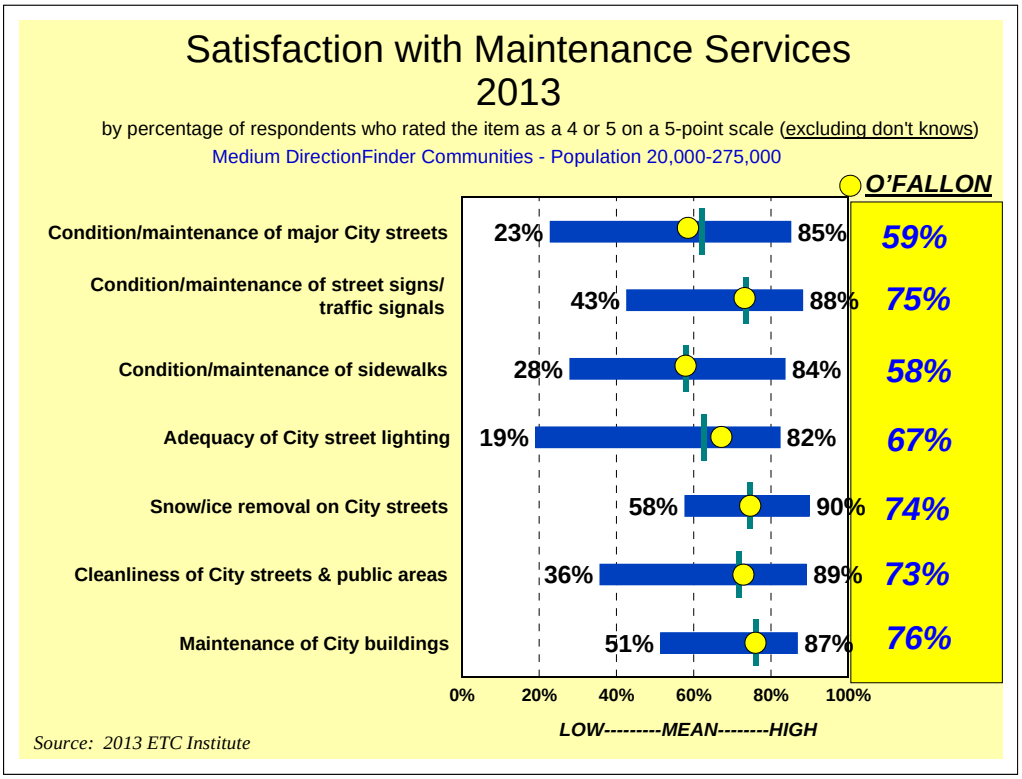
Source: 2013 ETC Institute

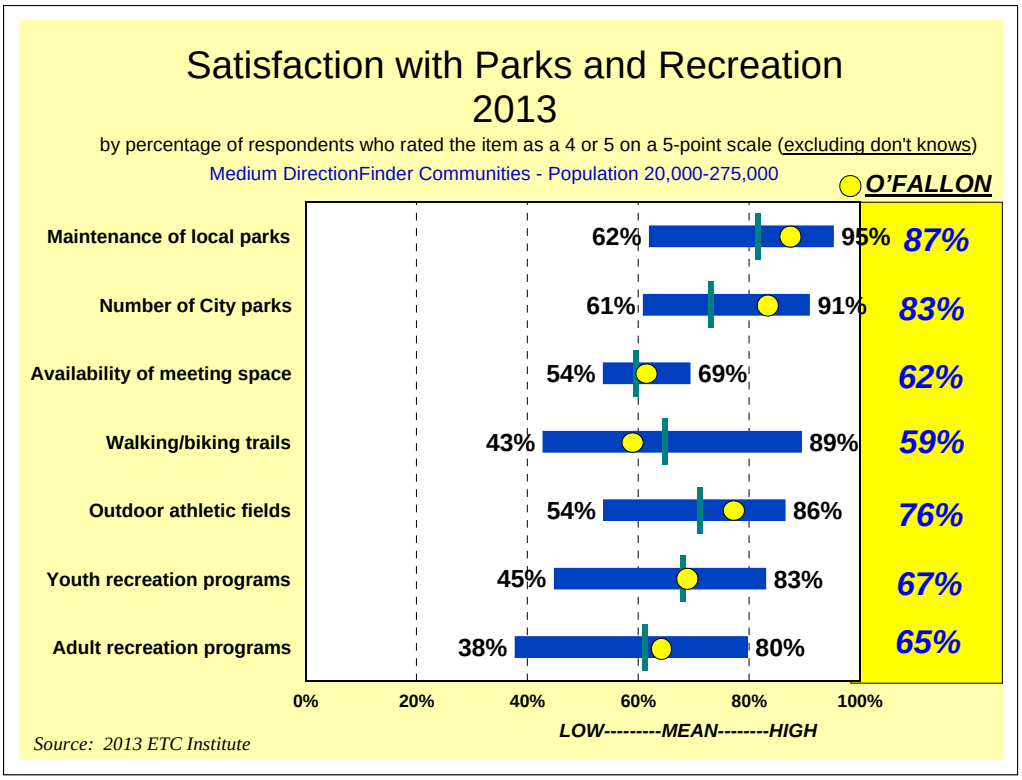

Perceptions Residents Have of the City
in Which They Live - 2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Overall quality of life in the City
43%
94%
89%
Overall appearance of the City
35%
89%
76%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute

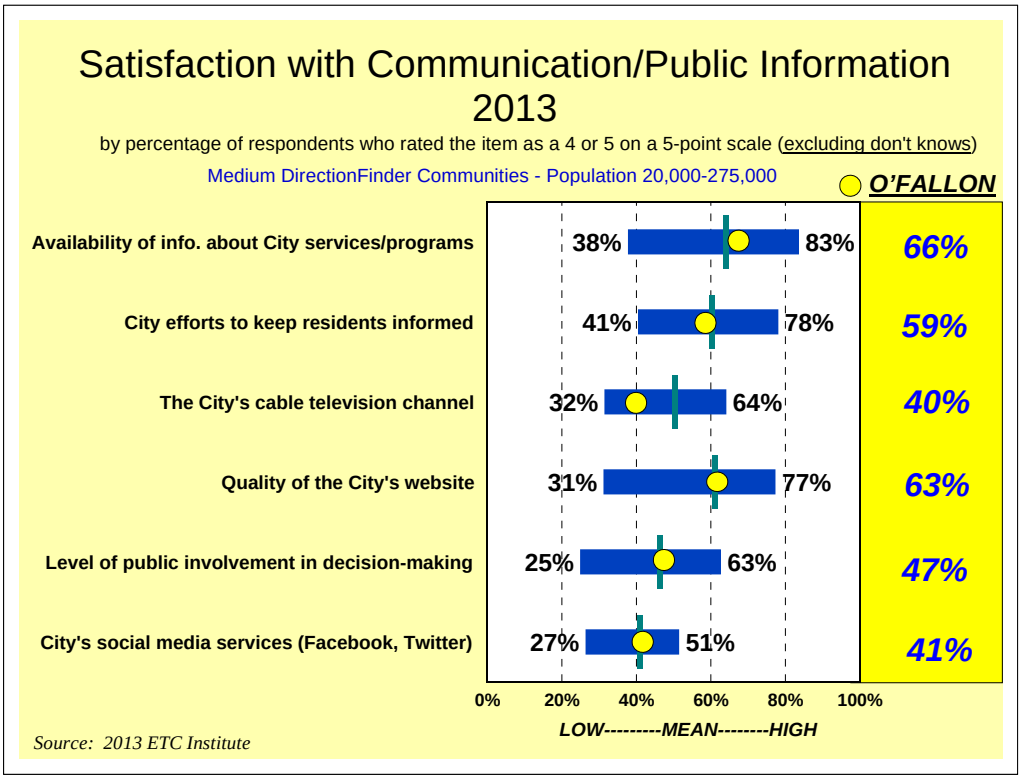

Satisfaction with Public Safety
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Local police protection
57%
94%
85%
Police response time to emergencies
43%
88%
79%
Crime prevention
41%
85%
74%
Enforcement of local traffic laws
46%
81%
71%
Animal control services
39%
74%
60%
Police safety education programs
43%
78%
62%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute

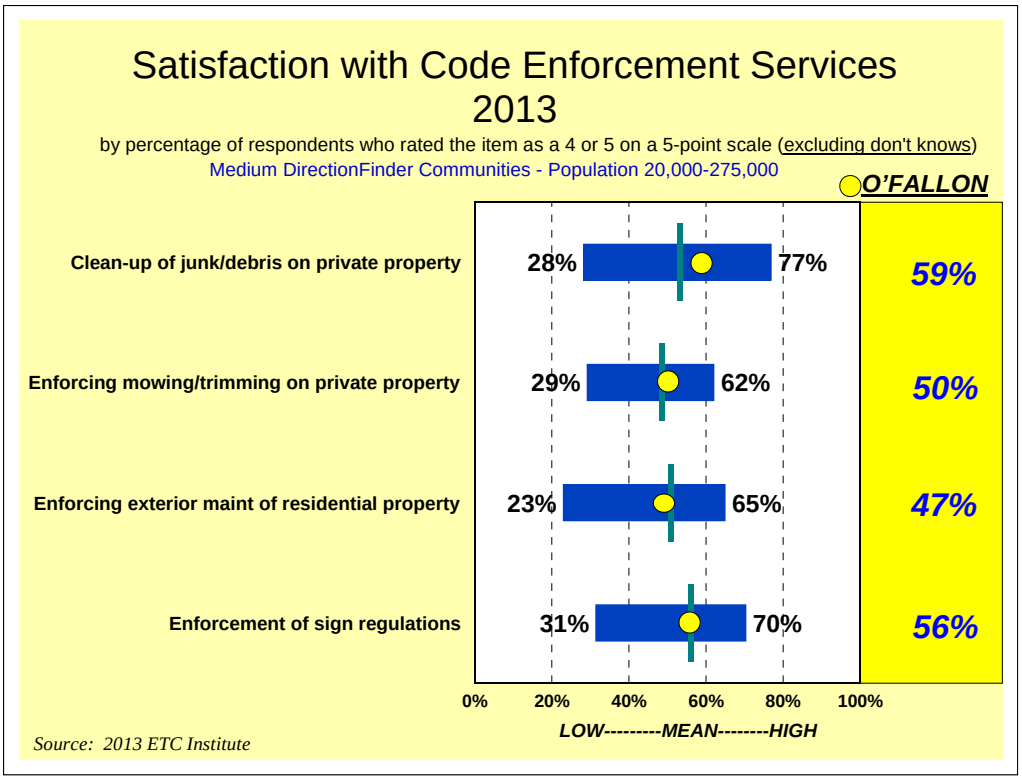

Feelings of Safety
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
In your neighborhood
82%
99%
96%
In City parks
43%
97%
97%
Overall feeling of safety
43%
99%
99%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute

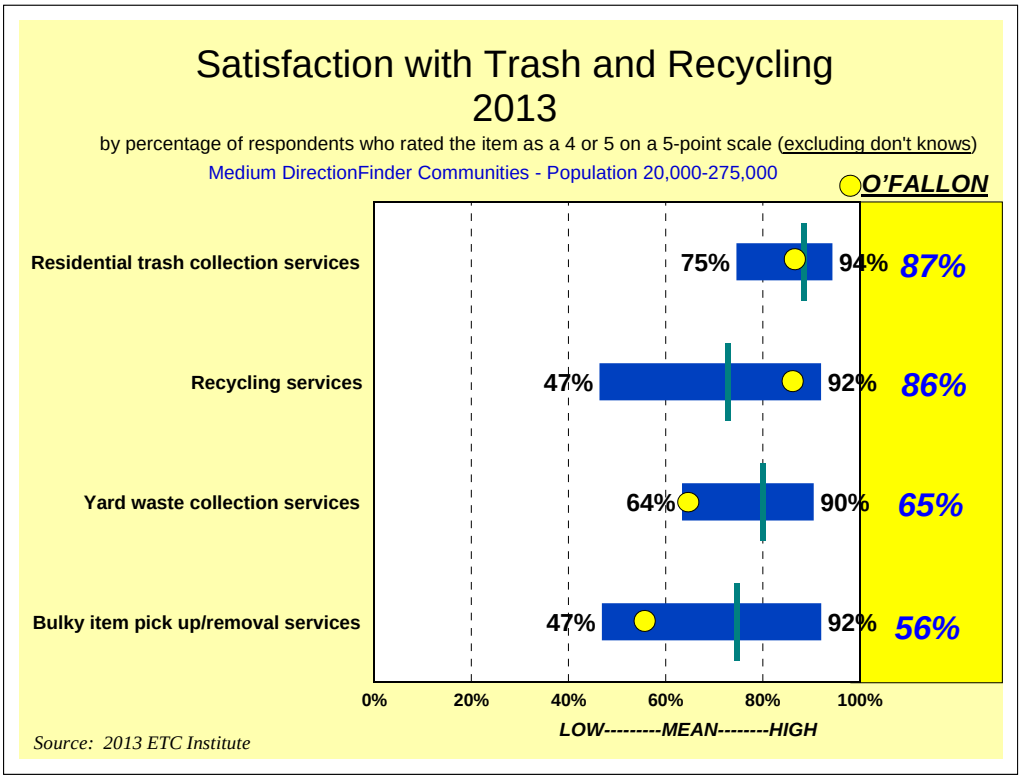

Satisfaction with Leadership
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Leadership of elected officials
30%
80%
61%
Leadership of appointed boards/commissioners
27%
80%
57%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute

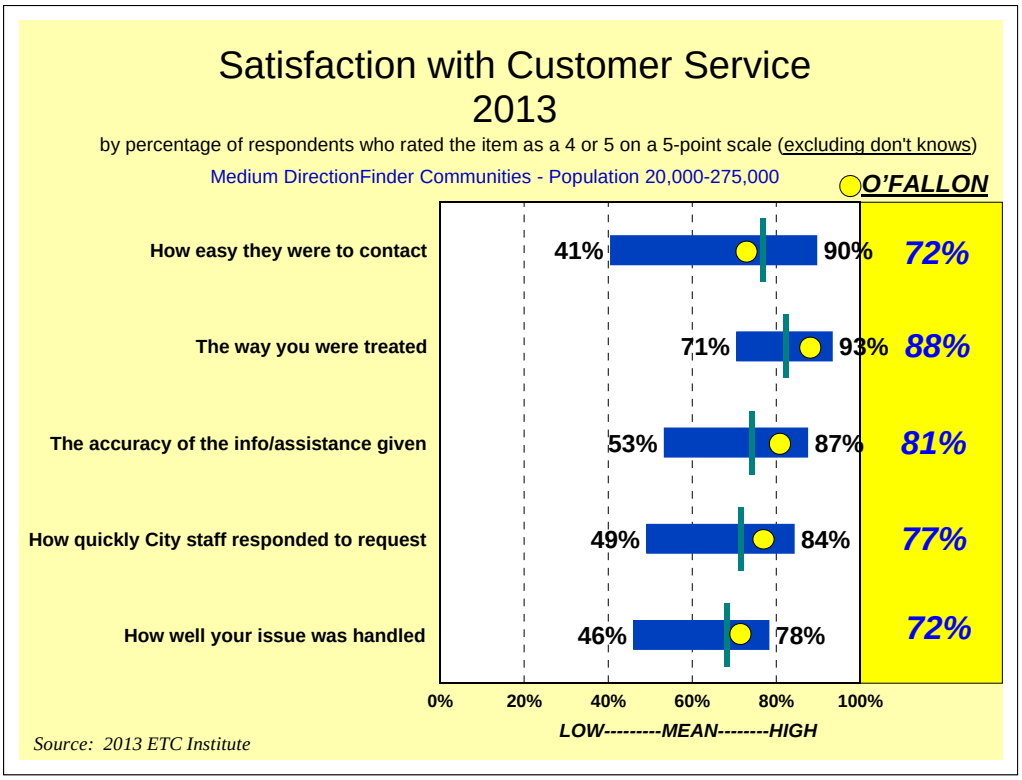

Satisfaction with Maintenance Services
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Condition/maintenance of major City streets
23%
85%
59%
Condition/maintenance of street signs/ traffic signals
43%
88%
75%
Condition/maintenance of sidewalks
28%
84%
58%
Adequacy of City street lighting
19%
82%
67%
Snow/ice removal on City streets
58%
90%
74%
Cleanliness of City streets & public areas
36%
89%
73%
Maintenance of City buildings
51%
87%
76%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute

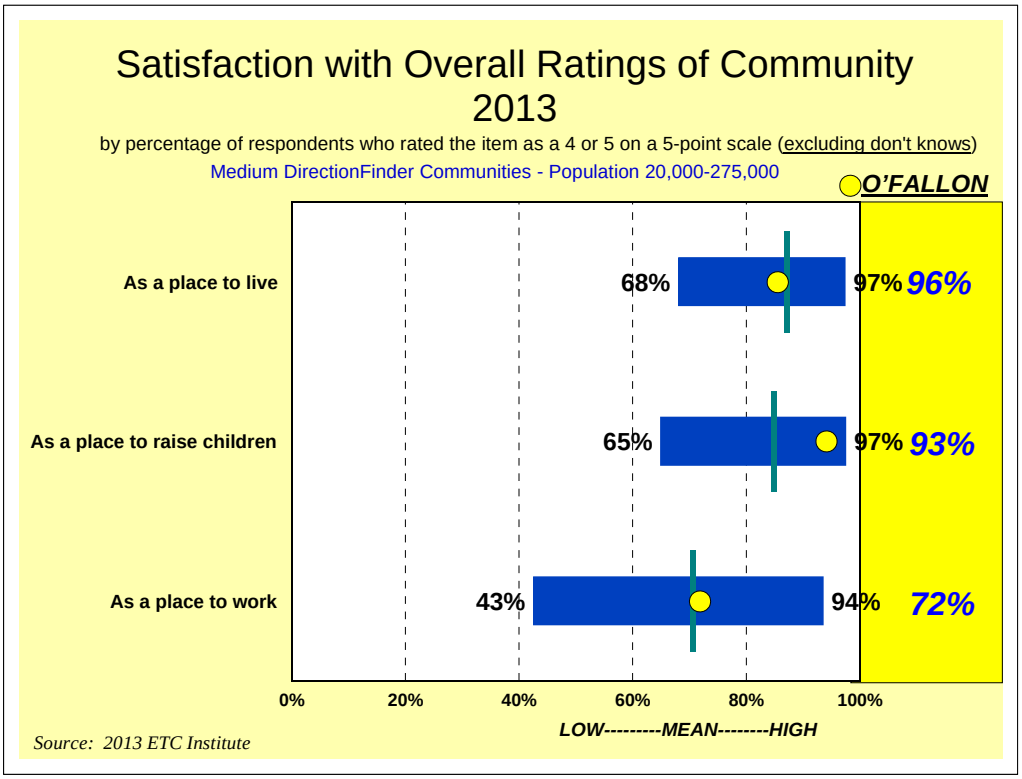

Satisfaction with Parks and Recreation
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Maintenance of local parks
62%
95%
87%
Number of City parks
61%
91%
83%
Availability of meeting space
54%
69%
62%
Walking/biking trails
43%
89%
59%
Outdoor athletic fields
54%
86%
76%
Youth recreation programs
45%
83%
67%
Adult recreation programs
38%
80%
65%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute


Satisfaction with Communication/Public Information
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Availability of info. about City services/programs
38%
83%
66%
City efforts to keep residents informed
41%
78%
59%
The City's cable television channel
32%
64%
40%
Quality of the City's website
31%
77%
63%
Level of public involvement in decision-making
25%
63%
47%
City's social media services (Facebook, Twitter)
27%
51%
41%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute


Satisfaction with Code Enforcement Services
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Clean-up of junk/debris on private property
28%
77%
59%
Enforcing mowing/trimming on private property
29%
62%
50%
Enforcing exterior maint of residential property
23%
65%
47%
Enforcement of sign regulations
31%
70%
56%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute


Satisfaction with Trash and Recycling
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
Residential trash collection services
75%
94%
87%
Recycling services
47%
92%
86%
Yard waste collection services
64%
90%
65%
Bulky item pick up/removal services
47%
92%
56%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute


Satisfaction with Customer Service
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
How easy they were to contact
41%
90%
72%
The way you were treated
71%
93%
88%
The accuracy of the info/assistance given
53%
87%
81%
How quickly City staff responded to request
49%
84%
77%
How well your issue was handled
46%
78%
72%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute


Satisfaction with Overall Ratings of Community
2013
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Medium DirectionFinder Communities - Population 20,000-275,000
O'FALLON
As a place to live
68%
97%
96%
As a place to raise children
65%
97%
93%
As a place to work
43%
94%
72%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2013 ETC Institute

Section 5:
Crosstabs by Ward

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q1a. Overall quality of police services						
5=Very satisfied	41.8%	35.5%	33.2%	39.2%	39.9%	37.9%
4=Satisfied	45.1%	50.5%	54.0%	45.6%	48.1%	48.8%
3=Neutral	8.9%	9.8%	10.0%	8.9%	9.7%	9.4%
2=Dissatisfied	2.5%	2.3%	2.4%	5.5%	1.5%	2.9%
1=Very dissatisfied	1.7%	1.9%	0.5%	0.8%	0.7%	1.1%
Q1b. Overall quality of City parks and recreation programs and facilities						
5=Very satisfied	37.5%	32.6%	32.2%	32.8%	37.9%	34.7%
4=Satisfied	44.6%	56.7%	53.8%	57.0%	51.7%	52.8%
3=Neutral	11.7%	8.4%	12.0%	6.8%	7.1%	9.0%
2=Dissatisfied	5.4%	2.3%	1.9%	3.0%	2.2%	3.0%
1=Very dissatisfied	0.8%	0.0%	0.0%	0.4%	1.1%	0.5%

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q1c. Overall maintenance of City streets						
5=Very satisfied	14.1%	9.6%	12.1%	13.3%	16.3%	13.2%
4=Satisfied	45.4%	49.3%	41.1%	36.7%	42.2%	43.0%
3=Neutral	21.3%	25.1%	26.2%	27.5%	23.3%	24.5%
2=Dissatisfied	13.3%	12.3%	15.4%	15.8%	15.6%	14.6%
1=Very dissatisfied	6.0%	3.7%	5.1%	6.7%	2.6%	4.7%
Q1d. Overall maintenance of City buildings and facilities						
5=Very satisfied	28.1%	19.5%	23.1%	24.6%	26.0%	24.4%
4=Satisfied	53.6%	57.9%	55.4%	51.3%	53.2%	54.4%
3=Neutral	17.4%	22.6%	20.0%	21.9%	18.8%	19.8%
2=Dissatisfied	0.4%	0.0%	1.5%	2.2%	1.6%	1.2%
1=Very dissatisfied	0.4%	0.0%	0.0%	0.0%	0.4%	0.2%

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q1e. Overall enforcement of building, property, and maintenance ordinances						
5=Very satisfied	20.4%	16.4%	14.7%	14.7%	18.1%	16.9%
4=Satisfied	37.8%	42.1%	45.3%	41.3%	40.7%	41.6%
3=Neutral	22.2%	33.3%	29.5%	28.9%	31.9%	28.9%
2=Dissatisfied	15.1%	7.7%	7.9%	11.5%	7.7%	10.0%
1=Very dissatisfied	4.4%	0.5%	2.6%	3.7%	1.6%	2.6%
Q1f. Overall enforcement of traffic ordinances						
5=Very satisfied	21.5%	15.1%	14.6%	18.0%	22.1%	18.4%
4=Satisfied	46.8%	52.7%	53.4%	48.5%	43.9%	48.8%
3=Neutral	24.1%	23.4%	25.2%	24.9%	24.4%	24.2%
2=Dissatisfied	3.8%	7.3%	6.8%	5.6%	6.5%	6.2%
1=Very dissatisfied	3.8%	1.5%	0.0%	3.0%	3.1%	2.4%

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q1g. Overall quality of customer service you receive from City employees						
5=Very satisfied	31.6%	27.1%	26.7%	32.1%	29.1%	29.2%
4=Satisfied	43.9%	47.4%	49.2%	41.7%	40.9%	44.5%
3=Neutral	21.1%	19.8%	19.9%	23.4%	25.9%	22.3%
2=Dissatisfied	2.1%	3.6%	3.7%	2.3%	3.2%	3.0%
1=Very dissatisfied	1.3%	2.1%	0.5%	0.5%	0.8%	1.0%
Q1h. Overall community planning and development						
5=Very satisfied	22.0%	14.2%	15.0%	18.3%	17.6%	17.4%
4=Satisfied	42.1%	40.1%	46.6%	39.4%	37.8%	41.1%
3=Neutral	26.2%	33.0%	27.5%	27.5%	34.9%	29.7%
2=Dissatisfied	7.5%	9.1%	8.3%	12.8%	8.4%	9.4%
1=Very dissatisfied	2.3%	3.6%	2.6%	1.8%	1.3%	2.3%

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q1i. Overall quality of the City's stormwater runoff/stormwater management system						
5=Very satisfied	22.5%	14.2%	16.2%	19.6%	18.5%	18.2%
4=Satisfied	49.8%	48.7%	51.3%	42.4%	46.9%	47.9%
3=Neutral	18.9%	26.9%	26.4%	26.8%	21.3%	23.7%
2=Dissatisfied	7.0%	6.1%	3.0%	6.3%	10.2%	6.7%
1=Very dissatisfied	1.8%	4.1%	3.0%	4.9%	3.1%	3.5%
Q1j. Overall flow of traffic and congestion management in O'Fallon						
5=Very satisfied	12.3%	6.5%	9.8%	9.7%	12.0%	10.0%
4=Satisfied	31.7%	27.0%	31.8%	31.9%	32.2%	31.0%
3=Neutral	31.3%	27.4%	27.6%	25.6%	24.0%	27.2%
2=Dissatisfied	17.3%	25.6%	23.4%	26.5%	22.8%	23.1%
1=Very dissatisfied	7.4%	13.5%	7.5%	6.3%	9.0%	8.7%

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q1k. Overall quality of services provided by the City of O'Fallon						
5=Very satisfied	23.0%	16.5%	17.5%	21.0%	22.6%	20.1%
4=Satisfied	51.0%	58.0%	57.1%	53.4%	55.6%	55.1%
3=Neutral	21.8%	21.2%	19.8%	21.0%	17.7%	20.1%
2=Dissatisfied	3.3%	3.3%	5.2%	3.8%	3.0%	3.8%
1=Very dissatisfied	0.8%	0.9%	0.5%	0.8%	1.1%	0.9%
Q1l. City efforts to keep you informed about local issues						
5=Very satisfied	21.6%	19.0%	22.4%	23.1%	22.7%	21.7%
4=Satisfied	42.3%	40.3%	44.8%	38.0%	43.6%	41.8%
3=Neutral	29.9%	32.4%	21.4%	29.1%	24.6%	27.5%
2=Dissatisfied	5.0%	6.9%	10.5%	8.1%	6.1%	7.3%
1=Very dissatisfied	1.2%	1.4%	1.0%	1.7%	3.0%	1.7%

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q1m. The level of public involvement in local decision-making						
5=Very satisfied	12.1%	9.1%	8.7%	10.2%	13.8%	10.9%
4=Satisfied	30.8%	33.9%	31.7%	29.6%	28.8%	30.6%
3=Neutral	42.1%	44.6%	44.8%	40.3%	40.4%	42.3%
2=Dissatisfied	11.2%	10.2%	11.5%	15.5%	12.1%	12.4%
1=Very dissatisfied	3.7%	2.2%	3.3%	4.4%	5.0%	3.8%

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? (Top Three)

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q2. Most Emphasis						
A=Overall quality of police services	28.2%	22.5%	24.8%	24.0%	22.2%	24.8%
B=Overall quality of City parks and recreation programs and facilities	16.3%	14.9%	15.6%	15.3%	12.0%	14.6%
C=Overall maintenance of City streets	48.8%	43.7%	49.1%	49.6%	46.5%	47.6%
D=Overall maintenance of City buildings and facilities	6.3%	1.4%	2.3%	2.1%	4.4%	3.3%
E=Overall enforcement of building, property, and maintenance ordinances	19.4%	11.7%	11.9%	20.7%	13.5%	15.6%
F=Overall enforcement of traffic ordinances	12.7%	11.7%	5.5%	14.5%	11.3%	11.4%
G=Overall quality of customer service you receive from City employees	5.6%	5.0%	5.5%	5.8%	6.2%	5.5%
H=Overall community planning and development	22.6%	29.7%	31.7%	27.3%	26.9%	27.5%
I=Overall quality of the City's stormwater runoff/stormwater management system	10.3%	11.3%	10.1%	8.7%	14.9%	11.3%
J=Overall flow of traffic and congestion management in O'Fallon	45.2%	64.0%	53.2%	56.2%	53.5%	53.9%

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? (Top Three)

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q2. Most Emphasis (Cont.)						
K=Overall quality of services provided by the City of O'Fallon	12.3%	7.2%	11.5%	7.9%	11.3%	10.1%
L=City efforts to keep you informed about local issues	13.1%	17.1%	13.8%	9.5%	13.1%	13.3%
M=The level of public involvement in local decision-making	22.6%	18.0%	14.7%	16.9%	23.6%	19.6%
Z=None Chosen	7.9%	10.4%	14.7%	11.2%	8.4%	10.2%

Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of O'Fallon with regard to the following: (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q3a. As a place to live						
5=Excellent	49.6%	51.1%	55.9%	53.3%	57.9%	53.6%
4=Good	44.8%	44.8%	40.4%	41.7%	37.6%	41.9%
3=Neutral	4.8%	3.2%	2.8%	4.6%	3.7%	3.8%
2=Below average	0.8%	0.9%	0.9%	0.4%	0.7%	0.7%
Q3b. As a place to raise children						
5=Excellent	48.3%	53.0%	56.9%	53.0%	52.5%	52.7%
4=Good	42.5%	41.4%	37.3%	38.4%	39.9%	39.9%
3=Neutral	8.3%	4.7%	4.8%	7.8%	6.1%	6.4%
2=Below average	0.8%	0.9%	1.0%	0.9%	1.5%	1.0%
Q3c. As a place to work						
5=Excellent	33.3%	27.9%	33.1%	36.4%	35.5%	33.2%
4=Good	31.9%	46.8%	42.7%	33.5%	37.7%	38.5%
3=Neutral	27.8%	20.5%	19.1%	27.2%	24.1%	23.9%
2=Below average	5.1%	3.7%	3.9%	1.5%	2.7%	3.3%
1=Poor	1.9%	1.1%	1.1%	1.5%	0.0%	1.1%

Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of O'Fallon with regard to the following: (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q3d. As a place to shop for goods and services						
5=Excellent	30.9%	26.0%	32.1%	36.1%	33.0%	31.5%
4=Good	46.6%	50.7%	48.8%	47.1%	46.3%	48.2%
3=Neutral	17.7%	14.6%	12.1%	11.8%	14.1%	13.9%
2=Below average	4.8%	8.2%	5.6%	4.6%	6.3%	5.9%
1=Poor	0.0%	0.5%	1.4%	0.4%	0.4%	0.5%
Q3e. As a place to dine						
5=Excellent	30.0%	23.6%	22.9%	30.8%	30.4%	27.8%
4=Good	44.8%	46.4%	42.5%	39.6%	46.3%	43.9%
3=Neutral	14.4%	15.5%	18.2%	18.8%	13.7%	15.8%
2=Below average	10.4%	12.3%	10.7%	9.6%	7.8%	10.3%
1=Poor	0.4%	2.3%	5.6%	1.3%	1.9%	2.1%
Q3f. Overall quality of life in the City						
5=Excellent	38.2%	34.1%	36.6%	38.9%	38.1%	37.4%
4=Good	51.0%	55.5%	52.6%	51.9%	51.5%	52.3%
3=Neutral	9.2%	8.6%	9.4%	7.5%	8.9%	8.7%
2=Below average	1.2%	1.8%	0.9%	1.7%	1.5%	1.5%
1=Poor	0.4%	0.0%	0.5%	0.0%	0.0%	0.2%

Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of O'Fallon with regard to the following: (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q3g. Overall quality of new development in the City						
5=Excellent	18.8%	16.4%	21.2%	19.7%	19.1%	18.9%
4=Good	42.9%	44.6%	44.8%	44.9%	38.9%	43.3%
3=Neutral	30.4%	29.6%	23.6%	25.2%	30.2%	27.9%
2=Below average	5.4%	8.9%	7.1%	7.3%	11.1%	8.0%
1=Poor	2.5%	0.5%	3.3%	3.0%	0.8%	1.9%
Q3h. Overall rate of growth in O'Fallon						
5=Excellent	18.3%	18.0%	19.7%	23.5%	22.2%	20.3%
4=Good	44.8%	44.1%	55.3%	44.9%	43.3%	46.4%
3=Neutral	30.3%	34.1%	21.2%	26.5%	29.9%	28.6%
2=Below average	5.0%	3.8%	2.9%	3.4%	4.6%	3.9%
1=Poor	1.7%	0.0%	1.0%	1.7%	0.0%	0.9%
Q3i. Quality of business growth						
5=Excellent	15.5%	12.5%	17.3%	14.5%	16.3%	15.2%
4=Good	36.1%	39.4%	41.6%	37.9%	37.5%	38.4%
3=Neutral	33.0%	34.6%	26.7%	33.9%	31.5%	32.0%
2=Below average	13.3%	12.0%	11.9%	10.6%	13.5%	12.4%
1=Poor	2.1%	1.4%	2.5%	3.1%	1.2%	2.0%

Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of O'Fallon with regard to the following: (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q3j. Quality of residential growth						
5=Excellent	19.3%	14.7%	19.6%	20.7%	21.3%	19.2%
4=Good	42.4%	49.8%	49.8%	41.8%	43.0%	45.3%
3=Neutral	31.9%	31.8%	25.4%	32.8%	29.8%	30.3%
2=Below average	4.6%	3.3%	5.3%	3.0%	5.4%	4.4%
1=Poor	1.7%	0.5%	0.0%	1.7%	0.4%	0.9%
Q3k. Overall appearance of the City						
5=Excellent	26.0%	18.2%	24.3%	25.6%	25.1%	24.0%
4=Good	50.4%	57.3%	49.5%	51.3%	49.4%	51.5%
3=Neutral	17.2%	18.2%	19.2%	13.0%	15.1%	16.3%
2=Below average	5.6%	6.4%	6.5%	8.4%	8.5%	7.2%
1=Poor	0.8%	0.0%	0.5%	1.7%	1.8%	1.0%

Q4. PUBLIC SAFETY & SECURITY: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q4a. Overall performance of the O'Fallon Police Department						
5=Very satisfied	39.4%	31.8%	36.1%	36.6%	36.3%	36.0%
4=Satisfied	46.1%	54.7%	49.0%	47.5%	48.7%	49.2%
3=Neutral	8.7%	8.4%	12.0%	8.4%	11.2%	9.9%
2=Dissatisfied	4.6%	3.7%	2.4%	5.5%	3.4%	3.9%
1=Very dissatisfied	1.2%	1.4%	0.5%	2.1%	0.4%	1.1%
Q4b. Competence of O'Fallon Police personnel						
5=Very satisfied	35.7%	29.4%	31.1%	36.3%	32.5%	33.0%
4=Satisfied	40.0%	54.9%	49.2%	42.0%	47.1%	46.6%
3=Neutral	18.7%	10.3%	15.5%	14.6%	16.5%	15.1%
2=Dissatisfied	3.0%	3.4%	3.1%	4.0%	2.7%	3.3%
1=Very dissatisfied	2.6%	2.0%	1.0%	3.1%	1.2%	2.0%
Q4c. The level of safety and security in your neighborhood						
5=Very satisfied	36.4%	24.3%	29.3%	25.3%	35.7%	30.3%
4=Satisfied	39.6%	61.0%	54.0%	49.0%	46.7%	49.8%
3=Neutral	16.0%	9.2%	9.8%	14.1%	14.0%	12.9%
2=Dissatisfied	6.8%	4.6%	6.0%	9.1%	2.9%	5.8%
1=Very dissatisfied	1.2%	0.9%	0.9%	2.5%	0.7%	1.2%

Q4. PUBLIC SAFETY & SECURITY: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q4d. The City's efforts to prevent crime						
5=Very satisfied	32.6%	23.2%	28.8%	23.8%	31.6%	28.2%
4=Satisfied	36.5%	51.7%	51.7%	45.9%	46.1%	46.3%
3=Neutral	25.3%	23.2%	15.6%	20.8%	18.4%	20.6%
2=Dissatisfied	4.3%	1.4%	3.4%	7.4%	3.1%	3.9%
1=Very dissatisfied	1.3%	0.5%	0.5%	2.2%	0.8%	1.0%
Q4e. Enforcement of local traffic laws						
5=Very satisfied	26.7%	16.7%	22.8%	20.3%	26.6%	22.7%
4=Satisfied	42.5%	54.8%	52.4%	47.2%	43.2%	47.6%
3=Neutral	20.8%	20.0%	17.5%	19.9%	18.1%	19.6%
2=Dissatisfied	7.5%	8.1%	5.8%	8.7%	10.4%	8.2%
1=Very dissatisfied	2.5%	0.5%	1.5%	3.9%	1.5%	2.1%
Q4f. How quickly the Police Department responds to emergencies						
5=Very satisfied	37.9%	35.0%	36.1%	37.0%	37.9%	36.7%
4=Satisfied	40.9%	41.7%	47.6%	38.5%	40.5%	41.7%
3=Neutral	16.7%	19.4%	14.5%	21.6%	17.7%	18.2%
2=Dissatisfied	3.0%	3.3%	1.8%	1.9%	2.6%	2.5%
1=Very dissatisfied	1.5%	0.6%	0.0%	1.0%	1.3%	0.9%

Q4. PUBLIC SAFETY & SECURITY: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q4g. Public safety education programs						
5=Very satisfied	28.0%	19.8%	23.9%	17.6%	25.8%	22.9%
4=Satisfied	37.1%	37.2%	42.8%	42.2%	34.3%	38.5%
3=Neutral	31.7%	38.4%	30.2%	35.2%	35.7%	34.6%
2=Dissatisfied	2.7%	4.7%	3.1%	3.5%	4.2%	3.6%
1=Very dissatisfied	0.5%	0.0%	0.0%	1.5%	0.0%	0.4%
Q4h. Quality of animal control						
5=Very satisfied	21.5%	18.4%	14.8%	18.3%	18.5%	18.4%
4=Satisfied	43.5%	44.8%	47.3%	39.9%	38.2%	42.4%
3=Neutral	25.4%	28.7%	29.0%	32.1%	32.2%	29.6%
2=Dissatisfied	7.7%	5.7%	5.9%	5.5%	7.7%	6.7%
1=Very dissatisfied	1.9%	2.3%	3.0%	4.1%	3.4%	2.9%
Q4i. The City's municipal courts						
5=Very satisfied	24.5%	16.3%	17.1%	16.3%	18.7%	18.7%
4=Satisfied	32.7%	30.2%	43.1%	33.8%	37.4%	35.2%
3=Neutral	36.5%	49.6%	35.8%	44.4%	38.0%	40.8%
2=Dissatisfied	5.0%	3.1%	3.3%	1.3%	4.7%	3.5%
1=Very dissatisfied	1.3%	0.8%	0.8%	4.4%	1.2%	1.9%

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Top Three)

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q5. Most Emphasis						
A=Overall performance of the O'Fallon Police Depart.	26.2%	32.0%	29.8%	20.2%	24.4%	26.3%
B=Competence of O'Fallon Police personnel	22.2%	31.5%	23.9%	22.7%	26.5%	25.3%
C=The level of safety and security in your neighborhood	48.0%	50.9%	57.3%	57.4%	44.7%	51.4%
D=The City's efforts to prevent crime	46.4%	51.4%	60.1%	52.5%	50.9%	52.2%
E=Enforcement of local traffic laws	26.2%	22.5%	24.8%	23.1%	22.2%	24.0%
F=How quickly the Police Department responds to emergencies	21.4%	24.8%	19.3%	21.9%	18.9%	21.6%
G=Public safety education programs	20.2%	14.4%	17.0%	28.5%	24.7%	21.2%
H=Quality of animal control	14.3%	12.2%	12.8%	18.6%	19.6%	15.5%
I=The City's municipal courts	4.8%	8.1%	7.8%	10.3%	10.5%	8.4%
Z=None chosen	18.7%	14.0%	13.3%	12.4%	14.5%	14.4%

Q6. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q6a. In your neighborhood						
4=Very safe	64.9%	73.3%	74.5%	63.1%	72.2%	69.3%
3=Somewhat safe	29.8%	24.0%	22.2%	32.0%	24.9%	26.9%
2=Somewhat unsafe	4.8%	2.3%	2.8%	4.6%	2.6%	3.4%
1=Very unsafe	0.4%	0.5%	0.5%	0.4%	0.4%	0.4%
Q6b. In City parks						
4=Very safe	47.9%	51.9%	58.4%	51.8%	56.3%	53.4%
3=Somewhat safe	50.0%	46.6%	39.1%	43.0%	39.8%	43.6%
2=Somewhat unsafe	2.1%	1.4%	2.5%	4.8%	3.5%	2.9%
1=Very unsafe	0.0%	0.0%	0.0%	0.4%	0.4%	0.2%
Q6c. In other public areas in O'Fallon						
4=Very safe	53.9%	51.6%	56.1%	53.6%	59.0%	54.9%
3=Somewhat safe	44.9%	44.7%	40.2%	41.8%	38.3%	41.9%
2=Somewhat unsafe	1.2%	3.7%	3.7%	4.2%	2.3%	3.0%
1=Very unsafe	0.0%	0.0%	0.0%	0.4%	0.4%	0.2%

Q6. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q6d. In O'Fallon's shops and restaurants						
4=Very safe	70.9%	70.1%	75.5%	67.2%	72.0%	71.1%
3=Somewhat safe	28.7%	29.0%	24.1%	31.5%	26.2%	27.9%
2=Somewhat unsafe	0.4%	0.9%	0.5%	1.2%	1.5%	1.0%
1=Very unsafe	0.0%	0.0%	0.0%	0.0%	0.4%	0.1%
Q6e. Your overall feeling of safety in O'Fallon						
4=Very safe	62.3%	64.4%	67.6%	64.4%	67.0%	65.3%
3=Somewhat safe	36.4%	34.7%	31.5%	34.3%	31.9%	33.5%
2=Somewhat unsafe	1.2%	0.9%	0.9%	1.3%	0.7%	1.1%
1=Very unsafe	0.0%	0.0%	0.0%	0.0%	0.4%	0.1%

Q7. MAINTENANCE:For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q7a. Maintenance of City streets						
5=Very satisfied	16.2%	10.9%	9.7%	11.6%	14.7%	12.8%
4=Satisfied	45.3%	51.6%	45.8%	41.7%	44.7%	45.7%
3=Neutral	18.2%	17.2%	20.8%	21.9%	22.0%	19.9%
2=Dissatisfied	15.4%	17.6%	19.0%	17.8%	16.1%	17.2%
1=Very dissatisfied	4.9%	2.7%	4.6%	7.0%	2.6%	4.3%
Q7b. Maintenance of sidewalks in the City						
5=Very satisfied	17.0%	9.5%	10.0%	15.3%	15.0%	13.5%
4=Satisfied	42.7%	53.3%	46.4%	38.7%	41.2%	44.2%
3=Neutral	23.7%	26.2%	23.9%	26.0%	27.7%	25.5%
2=Dissatisfied	13.3%	10.0%	13.9%	16.6%	12.7%	13.4%
1=Very dissatisfied	3.3%	1.0%	5.7%	3.4%	3.4%	3.4%
Q7c. Maintenance of City traffic signals/street signs						
5=Very satisfied	24.6%	15.6%	17.7%	22.1%	20.1%	20.1%
4=Satisfied	52.5%	58.3%	60.0%	52.5%	52.4%	54.9%
3=Neutral	16.8%	20.2%	16.3%	17.9%	19.0%	18.0%
2=Dissatisfied	5.3%	4.6%	5.6%	5.4%	7.1%	5.6%
1=Very dissatisfied	0.8%	1.4%	0.5%	2.1%	1.5%	1.3%

Q7. MAINTENANCE:For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q7d. Street lighting						
5=Very satisfied	22.4%	12.8%	14.5%	16.2%	17.9%	16.7%
4=Satisfied	45.5%	47.9%	48.1%	52.3%	54.0%	49.8%
3=Neutral	23.6%	26.9%	23.4%	19.5%	18.6%	22.3%
2=Dissatisfied	6.9%	10.5%	10.7%	10.4%	7.7%	9.1%
1=Very dissatisfied	1.6%	1.8%	3.3%	1.7%	1.8%	2.1%
Q7e. Maintenance of City buildings						
5=Very satisfied	29.2%	18.5%	20.4%	24.6%	24.5%	23.5%
4=Satisfied	50.9%	54.5%	55.4%	48.3%	52.7%	52.4%
3=Neutral	18.5%	27.0%	23.1%	25.1%	21.2%	22.8%
2=Dissatisfied	1.4%	0.0%	1.1%	1.4%	0.8%	1.0%
1=Very dissatisfied	0.0%	0.0%	0.0%	0.5%	0.8%	0.3%
Q7f. Snow removal on major City streets						
5=Very satisfied	29.7%	21.4%	23.1%	26.6%	27.6%	25.8%
4=Satisfied	46.2%	52.7%	46.3%	46.5%	48.5%	48.1%
3=Neutral	14.5%	14.5%	17.1%	14.1%	15.4%	15.1%
2=Dissatisfied	7.6%	9.5%	9.3%	9.1%	6.6%	8.3%
1=Very dissatisfied	2.0%	1.8%	4.2%	3.7%	1.8%	2.7%

Q7. MAINTENANCE:For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q7g. Snow removal in your subdivision						
5=Very satisfied	24.4%	13.7%	18.8%	19.6%	24.3%	20.3%
4=Satisfied	33.7%	46.1%	39.0%	37.1%	35.3%	38.2%
3=Neutral	20.3%	13.7%	16.9%	17.9%	15.8%	16.9%
2=Dissatisfied	15.9%	21.9%	13.6%	19.2%	16.2%	17.3%
1=Very dissatisfied	5.7%	4.6%	11.7%	6.3%	8.5%	7.4%
Q7h. Overall cleanliness of City streets and other public areas						
5=Very satisfied	28.1%	18.3%	19.8%	19.6%	18.8%	20.9%
4=Satisfied	43.8%	55.3%	54.8%	52.1%	53.7%	52.0%
3=Neutral	20.1%	22.4%	14.3%	16.3%	20.2%	18.7%
2=Dissatisfied	6.4%	3.7%	11.1%	11.3%	5.5%	7.4%
1=Very dissatisfied	1.6%	0.5%	0.0%	0.8%	1.8%	1.1%
Q7i. Maintenance of stormwater drainage systems						
5=Very satisfied	23.0%	18.6%	18.2%	21.0%	15.2%	19.0%
4=Satisfied	41.6%	47.3%	49.2%	37.0%	49.4%	45.0%
3=Neutral	26.5%	25.5%	25.1%	28.8%	24.7%	26.1%
2=Dissatisfied	8.0%	4.8%	4.8%	9.1%	7.8%	7.0%
1=Very dissatisfied	0.9%	3.7%	2.7%	4.1%	2.9%	2.9%

Q8. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?(Top Three)

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q8. Most Emphasis						
A=Maintenance of City streets	61.9%	58.1%	64.2%	69.4%	57.1%	62.2%
B=Maintenance of sidewalks in the City	29.4%	23.4%	28.0%	31.8%	28.4%	28.2%
C=Maintenance of City traffic signals/street signs	17.9%	24.8%	18.3%	19.4%	25.8%	21.3%
D=Street lighting	26.6%	34.2%	32.6%	27.3%	24.7%	28.9%
E=Maintenance of City buildings	6.3%	4.1%	4.6%	5.8%	6.5%	5.5%
F=Snow removal on major City streets	25.0%	28.8%	27.5%	26.4%	25.1%	26.5%
G=Snow removal in your subdivision	33.7%	32.9%	32.6%	39.3%	36.7%	35.2%
H=Overall cleanliness of City streets and other public areas	26.2%	19.4%	31.7%	28.5%	26.9%	26.7%
I=Maintenance of stormwater drainage systems	21.0%	18.0%	18.8%	22.3%	21.8%	20.6%
Z=None chosen	12.3%	14.9%	10.6%	6.2%	10.9%	10.7%

Q9. ENFORCEMENT OF CODES AND ORDINANCES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q9a. Enforcing the cleanup of litter and debris						
5=Very satisfied	16.8%	11.7%	11.5%	11.4%	14.7%	13.2%
4=Satisfied	45.3%	46.2%	51.6%	46.8%	41.2%	45.9%
3=Neutral	22.0%	32.0%	23.4%	25.9%	24.5%	25.7%
2=Dissatisfied	12.1%	8.1%	12.5%	11.4%	17.1%	12.2%
1=Very dissatisfied	3.9%	2.0%	1.0%	4.5%	2.4%	2.9%
Q9b. Enforcing the mowing and trimming of grass and weeds						
5=Very satisfied	16.0%	11.9%	13.4%	9.3%	13.1%	12.6%
4=Satisfied	36.8%	38.8%	37.1%	36.1%	36.3%	37.0%
3=Neutral	24.7%	24.4%	26.8%	25.1%	24.3%	25.2%
2=Dissatisfied	17.3%	21.9%	17.5%	20.3%	22.8%	20.0%
1=Very dissatisfied	5.2%	3.0%	5.2%	9.3%	3.5%	5.1%
Q9c. Enforcing the maintenance of private property						
5=Very satisfied	14.2%	10.8%	11.5%	10.1%	11.9%	11.6%
4=Satisfied	35.4%	38.5%	35.6%	33.0%	32.5%	34.9%
3=Neutral	28.8%	26.7%	29.8%	32.6%	34.6%	30.9%
2=Dissatisfied	13.7%	19.5%	18.3%	17.0%	14.8%	16.4%
1=Very dissatisfied	8.0%	4.6%	4.7%	7.3%	6.2%	6.2%

Q9. ENFORCEMENT OF CODES AND ORDINANCES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied. (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q9d. Enforcing sign regulations						
5=Very satisfied	16.6%	13.0%	12.1%	13.7%	13.8%	13.7%
4=Satisfied	40.3%	44.3%	43.4%	40.1%	42.2%	42.1%
3=Neutral	31.3%	30.3%	32.4%	33.5%	32.8%	32.4%
2=Dissatisfied	8.1%	9.7%	9.3%	8.0%	8.2%	8.5%
1=Very dissatisfied	3.8%	2.7%	2.7%	4.7%	3.0%	3.4%

Q10. Which TWO of the codes and ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Top Two)

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q10. Most Emphasis						
A=Enforcing the cleanup of litter and debris	47.6%	48.2%	52.3%	43.0%	50.9%	48.9%
B=Enforcing the mowing and trimming of grass and weeds	49.6%	46.4%	46.3%	50.8%	50.2%	48.6%
C=Enforcing the maintenance of private property	42.9%	43.2%	44.5%	50.4%	47.3%	45.6%
D=Enforcing sign regulations	18.7%	17.1%	17.9%	20.2%	13.1%	17.2%
Z=None chosen	17.1%	20.7%	17.9%	15.3%	17.5%	17.6%

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q11a. Number of City parks						
5=Very satisfied	38.8%	24.2%	28.2%	33.0%	39.1%	33.0%
4=Satisfied	44.7%	59.9%	50.5%	46.7%	48.7%	50.0%
3=Neutral	13.5%	9.2%	13.9%	12.3%	8.0%	11.2%
2=Dissatisfied	1.7%	4.8%	5.9%	6.2%	3.8%	4.4%
1=Very dissatisfied	1.3%	1.9%	1.5%	1.8%	0.4%	1.3%
Q11b. Maintenance of City parks						
5=Very satisfied	34.9%	28.5%	29.1%	33.3%	39.5%	33.4%
4=Satisfied	49.6%	60.9%	56.3%	51.8%	51.6%	53.9%
3=Neutral	13.0%	10.1%	12.6%	14.0%	7.0%	11.1%
2=Dissatisfied	2.1%	0.5%	1.0%	0.9%	1.6%	1.2%
1=Very dissatisfied	0.4%	0.0%	1.0%	0.0%	0.4%	0.4%
Q11c. Number of walking/biking trails						
5=Very satisfied	19.3%	18.3%	19.7%	19.7%	19.6%	19.1%
4=Satisfied	39.9%	40.6%	34.7%	37.6%	43.3%	39.7%
3=Neutral	21.5%	22.3%	21.2%	26.1%	20.0%	22.1%
2=Dissatisfied	12.6%	14.7%	21.8%	12.8%	14.7%	15.1%
1=Very dissatisfied	6.7%	4.1%	2.6%	3.7%	2.4%	3.9%

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q11d. Number of athletic fields						
5=Very satisfied	32.6%	20.8%	23.1%	28.7%	30.3%	27.3%
4=Satisfied	44.8%	50.5%	46.2%	42.1%	51.3%	47.3%
3=Neutral	19.9%	23.4%	22.0%	25.4%	15.5%	20.9%
2=Dissatisfied	1.8%	4.7%	8.1%	2.9%	2.9%	3.8%
1=Very dissatisfied	0.9%	0.5%	0.5%	1.0%	0.0%	0.6%
Q11e. Quality of athletic fields						
5=Very satisfied	34.2%	23.8%	26.9%	31.5%	32.9%	30.1%
4=Satisfied	42.3%	52.4%	45.6%	40.4%	48.1%	45.9%
3=Neutral	23.0%	20.6%	23.1%	26.1%	16.5%	21.6%
2=Dissatisfied	0.0%	3.2%	4.4%	2.0%	1.7%	2.1%
1=Very dissatisfied	0.5%	0.0%	0.0%	0.0%	0.9%	0.3%
Q11f. Number of playgrounds						
5=Very satisfied	29.3%	19.8%	20.7%	27.6%	34.4%	26.9%
4=Satisfied	50.9%	52.1%	48.9%	41.9%	43.6%	47.5%
3=Neutral	17.6%	22.9%	25.5%	22.4%	19.1%	21.1%
2=Dissatisfied	1.4%	4.2%	3.8%	7.1%	2.9%	3.8%
1=Very dissatisfied	0.9%	1.0%	1.1%	1.0%	0.0%	0.7%

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q11g. Quality of playgrounds						
5=Very satisfied	34.4%	19.8%	24.9%	29.9%	37.9%	29.9%
4=Satisfied	47.8%	57.8%	51.4%	43.6%	41.2%	48.1%
3=Neutral	13.8%	19.8%	21.5%	20.4%	18.5%	18.5%
2=Dissatisfied	3.1%	2.6%	1.1%	4.7%	1.6%	2.6%
1=Very dissatisfied	0.9%	0.0%	1.1%	1.4%	0.8%	0.8%
Q11h. Availability of information about City parks and recreation programs						
5=Very satisfied	28.6%	25.2%	29.9%	32.1%	31.0%	29.3%
4=Satisfied	45.5%	49.5%	45.2%	41.2%	44.7%	45.6%
3=Neutral	22.3%	20.3%	17.3%	20.8%	19.6%	20.0%
2=Dissatisfied	2.7%	4.5%	6.6%	4.1%	3.5%	4.1%
1=Very dissatisfied	0.9%	0.5%	1.0%	1.8%	1.2%	1.1%
Q11i. Availability of meeting space/rental facilities						
5=Very satisfied	22.6%	17.2%	19.6%	21.1%	21.5%	20.5%
4=Satisfied	38.2%	47.0%	43.0%	38.3%	39.7%	41.0%
3=Neutral	32.8%	29.8%	33.5%	34.4%	30.1%	32.1%
2=Dissatisfied	4.8%	5.3%	3.8%	5.6%	6.2%	5.2%
1=Very dissatisfied	1.6%	0.7%	0.0%	0.6%	2.4%	1.1%

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q11j. Quality of meeting space/rental facilities						
5=Very satisfied	23.5%	17.7%	20.4%	19.3%	21.4%	20.6%
4=Satisfied	37.2%	41.8%	38.2%	38.0%	42.3%	39.5%
3=Neutral	35.0%	34.8%	40.1%	39.2%	30.8%	35.8%
2=Dissatisfied	2.7%	5.0%	1.3%	2.9%	3.0%	3.0%
1=Very dissatisfied	1.6%	0.7%	0.0%	0.6%	2.5%	1.2%
Q11k. The City's youth programs						
5=Very satisfied	28.3%	15.5%	22.8%	21.7%	24.6%	22.8%
4=Satisfied	37.0%	46.5%	47.7%	43.4%	45.8%	44.2%
3=Neutral	31.5%	34.8%	25.5%	32.0%	26.1%	29.6%
2=Dissatisfied	1.1%	2.6%	2.7%	2.3%	3.4%	2.5%
1=Very dissatisfied	2.2%	0.6%	1.3%	0.6%	0.0%	0.9%
Q11l. The City's adult programs						
5=Very satisfied	28.1%	14.3%	21.9%	20.7%	22.1%	21.5%
4=Satisfied	34.4%	45.3%	45.6%	39.7%	46.4%	42.6%
3=Neutral	30.2%	33.5%	29.4%	35.9%	26.1%	30.6%
2=Dissatisfied	4.7%	5.6%	1.9%	3.3%	5.0%	4.1%
1=Very dissatisfied	2.6%	1.2%	1.3%	0.5%	0.5%	1.2%

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q11m. Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)						
5=Very satisfied	35.6%	28.4%	31.1%	34.2%	36.4%	33.2%
4=Satisfied	46.4%	44.8%	44.0%	46.1%	47.7%	46.3%
3=Neutral	12.4%	21.4%	21.8%	16.4%	12.8%	16.4%
2=Dissatisfied	3.0%	5.5%	2.6%	2.7%	2.7%	3.3%
1=Very dissatisfied	2.6%	0.0%	0.5%	0.5%	0.4%	0.8%
Q11n. The Renaud Spirit Center						
5=Very satisfied	36.8%	31.9%	35.7%	34.1%	29.5%	33.3%
4=Satisfied	33.2%	42.9%	46.7%	41.2%	38.4%	40.3%
3=Neutral	21.2%	19.9%	14.8%	19.0%	20.1%	19.2%
2=Dissatisfied	6.7%	3.1%	2.2%	4.3%	8.0%	5.0%
1=Very dissatisfied	2.1%	2.1%	0.5%	1.4%	4.0%	2.2%
Q11o. Alligator's Creek Aquatic Center						
5=Very satisfied	31.4%	20.8%	24.3%	26.8%	27.4%	26.3%
4=Satisfied	35.3%	48.7%	44.7%	40.2%	42.9%	42.2%
3=Neutral	24.5%	27.9%	23.0%	25.8%	22.4%	24.4%
2=Dissatisfied	6.9%	2.6%	3.9%	6.2%	7.3%	5.7%
1=Very dissatisfied	2.0%	0.0%	3.9%	1.0%	0.0%	1.4%

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q11p. T. R. Hughes Ballpark (the Rascals stadium)						
5=Very satisfied	50.0%	34.0%	40.1%	39.9%	43.9%	41.9%
4=Satisfied	36.6%	48.2%	47.4%	46.0%	41.6%	43.8%
3=Neutral	10.3%	16.8%	11.5%	13.1%	13.3%	12.8%
2=Dissatisfied	2.2%	1.0%	0.5%	0.9%	0.4%	1.0%
1=Very dissatisfied	0.9%	0.0%	0.5%	0.0%	0.8%	0.5%

Q12. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Top Three)

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q12. Most Emphasis						
A=Number of City parks	7.1%	14.4%	21.6%	14.0%	8.4%	12.8%
B=Maintenance of City parks	26.2%	30.2%	32.6%	22.7%	24.7%	27.2%
C=Number of walking/biking trails	31.0%	36.9%	40.8%	37.6%	34.5%	36.1%
D=Number of athletic fields	4.8%	8.1%	10.1%	7.4%	4.7%	6.8%
E=Quality of athletic fields	7.5%	9.0%	9.2%	6.6%	4.7%	7.3%
F=Number of playgrounds	7.5%	11.3%	11.9%	15.3%	5.1%	9.9%
G=Quality of playgrounds	11.1%	13.5%	15.6%	14.5%	15.3%	13.9%
H=Availability of information about City parks and recreation programs	13.5%	11.7%	12.8%	14.9%	15.3%	13.7%
I=Availability of meeting space/rental facilities	9.9%	9.0%	3.7%	9.9%	12.7%	9.4%
J=Quality of meeting space/ rental facilities	4.8%	4.5%	2.8%	6.6%	8.0%	5.5%
K=The City's youth programs	17.1%	18.9%	19.7%	16.9%	20.7%	18.6%
L=The City's adult programs	14.7%	11.3%	8.7%	12.4%	14.5%	12.5%
M=Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	20.6%	20.3%	18.3%	15.7%	20.4%	19.3%
N=The Renaud Spirit Center	7.5%	12.2%	11.0%	11.6%	10.5%	10.6%
O=Alligator's Creek Aquatic Center	15.1%	5.0%	11.0%	10.3%	10.5%	10.5%
P=T. R. Hughes Ballpark (the Rascals stadium)	14.3%	5.0%	3.7%	5.8%	6.5%	7.2%
Z=None chosen	23.4%	20.3%	19.3%	22.3%	22.9%	21.6%

Q13. CITY LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q13a. Overall quality of leadership provided by your elected officials						
5=Very satisfied	17.0%	13.1%	12.0%	14.0%	18.3%	15.1%
4=Satisfied	40.8%	46.1%	51.1%	49.1%	44.4%	46.0%
3=Neutral	33.2%	33.5%	28.3%	24.8%	27.0%	29.4%
2=Dissatisfied	7.2%	6.8%	6.5%	10.7%	8.7%	8.0%
1=Very dissatisfied	1.8%	0.5%	2.2%	1.4%	1.6%	1.5%
Q13b. Overall effectiveness of appointed boards and commissions						
5=Very satisfied	16.3%	9.7%	12.5%	12.7%	17.2%	13.8%
4=Satisfied	35.1%	47.8%	45.5%	46.3%	41.0%	42.9%
3=Neutral	39.9%	33.9%	33.5%	28.8%	29.5%	33.1%
2=Dissatisfied	6.7%	8.1%	6.8%	9.3%	10.7%	8.4%
1=Very dissatisfied	1.9%	0.5%	1.7%	2.9%	1.6%	1.8%

Q14. TRASH AND RECYCLING. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q14a. Residential trash collection services						
5=Very satisfied	43.5%	37.0%	46.2%	43.0%	43.2%	42.7%
4=Satisfied	44.0%	45.2%	41.0%	45.6%	43.2%	43.8%
3=Neutral	8.9%	10.0%	8.0%	6.3%	8.4%	8.4%
2=Dissatisfied	3.2%	7.3%	2.4%	4.6%	4.8%	4.4%
1=Very dissatisfied	0.4%	0.5%	2.4%	0.4%	0.4%	0.7%
Q14b. Residential recycling collection services						
5=Very satisfied	44.9%	39.9%	45.8%	43.0%	44.9%	43.9%
4=Satisfied	40.1%	45.0%	42.5%	42.6%	42.3%	42.4%
3=Neutral	11.7%	9.2%	6.1%	8.5%	8.6%	8.8%
2=Dissatisfied	2.0%	6.0%	2.4%	4.7%	3.4%	3.6%
1=Very dissatisfied	1.2%	0.0%	3.3%	1.3%	0.7%	1.3%
Q14c. Amount you pay for trash and recycling services						
5=Very satisfied	20.3%	16.2%	22.4%	19.9%	22.0%	20.1%
4=Satisfied	32.9%	42.1%	48.6%	36.0%	35.6%	39.0%
3=Neutral	25.6%	29.2%	17.6%	25.8%	25.8%	24.7%
2=Dissatisfied	15.9%	9.7%	7.6%	14.0%	14.4%	12.6%
1=Very dissatisfied	5.3%	2.8%	3.8%	4.2%	2.3%	3.7%

Q14. TRASH AND RECYCLING. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q14d. Bulk item collection/Free bulk waste drop-off						
5=Very satisfied	26.0%	19.4%	23.3%	25.9%	26.0%	24.2%
4=Satisfied	30.6%	31.6%	39.4%	30.7%	30.3%	32.4%
3=Neutral	25.1%	23.0%	22.8%	22.6%	21.2%	22.8%
2=Dissatisfied	11.0%	17.9%	10.6%	16.5%	16.9%	14.5%
1=Very dissatisfied	7.3%	8.2%	3.9%	4.2%	5.6%	6.1%
Q14e. Yard waste collection						
5=Very satisfied	29.8%	25.9%	27.3%	26.0%	24.2%	26.5%
4=Satisfied	32.2%	36.0%	43.2%	38.5%	38.1%	37.6%
3=Neutral	24.0%	22.2%	18.2%	20.7%	26.5%	22.3%
2=Dissatisfied	10.1%	12.2%	7.4%	11.5%	8.4%	9.9%
1=Very dissatisfied	3.8%	3.7%	4.0%	3.4%	2.8%	3.7%

Q15. EASE OF TRAVEL THROUGH O'FALLON: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q15a. Ease of North/South travel in O'Fallon						
5=Very satisfied	11.0%	3.2%	6.1%	8.1%	10.0%	7.9%
4=Satisfied	31.4%	24.1%	36.0%	34.7%	34.7%	32.2%
3=Neutral	22.9%	27.3%	22.9%	19.9%	19.9%	22.5%
2=Dissatisfied	24.9%	35.6%	27.6%	30.5%	26.6%	29.0%
1=Very dissatisfied	9.8%	9.7%	7.5%	6.8%	8.9%	8.5%
Q15b. Ease of East/West travel in O'Fallon						
5=Very satisfied	14.3%	5.6%	7.5%	11.1%	12.8%	10.6%
4=Satisfied	44.9%	45.8%	50.0%	51.1%	50.5%	48.3%
3=Neutral	28.6%	31.0%	25.5%	21.3%	24.2%	26.1%
2=Dissatisfied	9.8%	15.7%	14.2%	13.6%	9.5%	12.4%
1=Very dissatisfied	2.4%	1.9%	2.8%	3.0%	2.9%	2.7%
Q15c. Availability of bicycle lanes or paths						
5=Very satisfied	8.7%	9.3%	9.8%	9.7%	11.2%	9.7%
4=Satisfied	25.6%	24.7%	30.1%	29.7%	22.3%	26.4%
3=Neutral	37.9%	37.9%	32.2%	35.4%	42.0%	37.1%
2=Dissatisfied	18.5%	21.4%	23.0%	21.5%	18.3%	20.4%
1=Very dissatisfied	9.2%	6.6%	4.9%	3.6%	6.3%	6.3%

Q15. EASE OF TRAVEL THROUGH O'FALLON: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q15d. Availability of pedestrian walkways						
5=Very satisfied	11.3%	5.2%	8.9%	12.0%	10.3%	9.7%
4=Satisfied	32.9%	28.0%	31.4%	32.3%	28.9%	31.1%
3=Neutral	36.9%	36.3%	34.0%	32.7%	34.7%	34.6%
2=Dissatisfied	15.8%	26.9%	21.5%	18.9%	20.2%	20.4%
1=Very dissatisfied	3.2%	3.6%	4.2%	4.1%	5.8%	4.2%

Q16. CITY COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q16a. The availability of information about City programs and services						
5=Very satisfied	20.3%	16.1%	20.0%	19.7%	20.7%	19.3%
4=Satisfied	44.1%	48.2%	53.2%	43.7%	47.0%	47.3%
3=Neutral	27.9%	29.6%	21.0%	29.3%	23.1%	26.0%
2=Dissatisfied	7.7%	5.5%	5.9%	6.6%	8.8%	7.0%
1=Very dissatisfied	0.0%	0.5%	0.0%	0.9%	0.4%	0.4%
Q16b. City efforts to keep you informed about local issues						
5=Very satisfied	19.2%	13.6%	16.8%	16.2%	18.9%	17.0%
4=Satisfied	38.0%	42.7%	43.1%	38.9%	44.5%	41.5%
3=Neutral	30.1%	32.2%	26.2%	31.0%	23.2%	28.4%
2=Dissatisfied	11.8%	9.5%	13.4%	13.1%	10.6%	11.7%
1=Very dissatisfied	0.9%	2.0%	0.5%	0.9%	2.8%	1.4%
Q16c. How open the City is to public involvement and input from residents						
5=Very satisfied	15.4%	10.7%	10.2%	11.9%	16.1%	12.9%
4=Satisfied	29.4%	36.1%	35.0%	35.2%	31.8%	33.5%
3=Neutral	39.3%	41.4%	40.1%	36.3%	37.2%	38.7%
2=Dissatisfied	13.4%	8.9%	10.7%	13.5%	12.1%	12.0%
1=Very dissatisfied	2.5%	3.0%	4.0%	3.1%	2.7%	3.0%

Q16. CITY COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q16d. The quality of programming on the City's cable television channel Charter Channel 991/U-Verse Channel 99)						
5=Very satisfied	14.8%	16.2%	11.3%	10.5%	14.9%	13.7%
4=Satisfied	19.5%	34.3%	31.1%	26.3%	19.1%	25.6%
3=Neutral	53.1%	44.8%	49.1%	54.1%	54.6%	51.1%
2=Dissatisfied	6.3%	2.9%	5.7%	6.8%	5.0%	5.3%
1=Very dissatisfied	6.3%	1.9%	2.8%	2.3%	6.4%	4.2%
Q16e. The quality of the City's web page(s)						
5=Very satisfied	17.1%	12.7%	12.6%	19.8%	21.5%	16.9%
4=Satisfied	45.1%	43.4%	53.3%	42.6%	43.8%	45.9%
3=Neutral	34.7%	40.4%	31.9%	32.0%	30.1%	33.4%
2=Dissatisfied	2.6%	3.0%	1.1%	4.1%	2.3%	2.6%
1=Very dissatisfied	0.5%	0.6%	1.1%	1.5%	2.3%	1.2%
Q16f. The O'Fallon Update e-newsletter						
5=Very satisfied	19.7%	20.4%	20.5%	19.7%	27.3%	21.5%
4=Satisfied	43.9%	38.9%	50.3%	42.0%	42.9%	43.5%
3=Neutral	34.7%	37.7%	27.8%	34.7%	27.8%	32.4%
2=Dissatisfied	1.7%	1.9%	1.3%	3.1%	1.0%	1.9%
1=Very dissatisfied	0.0%	1.2%	0.0%	0.5%	1.0%	0.6%

Q16. CITY COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q16g. The O'Fallon Update Quarterly Newsletter and Rec Guide						
5=Very satisfied	25.2%	23.7%	23.9%	23.5%	27.9%	25.0%
4=Satisfied	46.4%	46.4%	52.1%	48.4%	49.2%	48.7%
3=Neutral	27.0%	28.4%	22.9%	24.9%	20.8%	24.4%
2=Dissatisfied	1.4%	0.5%	1.1%	2.8%	1.3%	1.5%
1=Very dissatisfied	0.0%	1.0%	0.0%	0.5%	0.8%	0.5%
Q16h. Twitter, Facebook or other social media						
5=Very satisfied	12.9%	11.3%	9.6%	11.1%	14.7%	11.9%
4=Satisfied	31.9%	28.9%	31.7%	24.6%	26.5%	28.9%
3=Neutral	51.7%	57.7%	55.8%	64.3%	57.4%	57.4%
2=Dissatisfied	1.7%	2.1%	2.9%	0.0%	1.5%	1.5%
1=Very dissatisfied	1.7%	0.0%	0.0%	0.0%	0.0%	0.3%

Q17. Which of the following do you use to get information about the City of O'Fallon?

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q17. Which of the following do you use to get information about the City of O'Fallon?						
A=The O'Fallon Update Quarterly Newsletter and Rec Guide	69.4%	67.1%	67.0%	69.0%	70.9%	69.0%
B=The City's web pages	56.3%	55.0%	58.7%	56.6%	54.9%	56.6%
C=The O'Fallon Update e-newsletter	22.6%	28.8%	30.3%	28.5%	26.2%	26.9%
D=Twitter, Facebook, YouTube or other social media	5.6%	5.9%	7.8%	8.3%	7.3%	7.0%
E=City's cable television channel (Charter Channel 991/ U-Verse Channel 99)	7.9%	6.3%	6.0%	7.0%	5.1%	6.3%
F=Attending or watching public meetings	4.8%	4.1%	7.3%	5.0%	9.1%	6.3%
G=St. Louis Post-Dispatch / www.stltoday.com	27.8%	32.0%	29.8%	35.1%	32.7%	31.2%
H=MidRivers Newsmagazine	24.2%	52.3%	49.5%	55.0%	18.2%	38.6%
I=Community News	27.0%	23.0%	28.0%	31.8%	27.3%	27.4%
J=Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)	56.0%	58.1%	56.4%	63.6%	58.5%	58.1%
K=Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)	25.0%	27.0%	23.9%	28.5%	27.3%	26.1%
L=www.ofallon.patch.com	16.3%	12.2%	15.1%	14.5%	16.7%	15.2%
Z=None chosen	4.0%	4.1%	3.7%	1.7%	3.3%	3.3%

Q18. from the list above, please rank your top THREE sources of information regarding the City of O'Fallon. (Top Three)

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q18. Top Source						
A=The O'Fallon Update Quarterly Newsletter and Rec Guide	54.0%	53.2%	53.7%	51.7%	57.8%	54.4%
B=The City's web pages	46.8%	41.0%	45.9%	41.7%	41.5%	43.7%
C=The O'Fallon Update e-newsletter	16.3%	19.4%	23.9%	19.8%	17.5%	19.0%
D=Twitter, Facebook, YouTube or other social media	5.6%	3.6%	5.5%	4.5%	4.0%	4.7%
E=City's cable television channel (Charter Channel 991/ U-Verse Channel 99)	2.4%	2.7%	2.8%	3.7%	2.2%	2.7%
F=Attending or watching public meetings	2.0%	1.4%	1.8%	0.8%	3.6%	2.0%
G=St. Louis Post-Dispatch / www.stltoday.com	16.3%	17.6%	17.0%	20.2%	18.5%	17.8%
H=MidRivers Newsmagazine	15.9%	35.6%	32.6%	34.3%	12.0%	25.2%
I=Community News	18.3%	11.3%	15.1%	11.6%	13.5%	14.1%
J=Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)	36.9%	36.5%	35.3%	38.8%	40.4%	37.4%
K=Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)	12.3%	10.4%	6.9%	11.2%	10.9%	10.3%
L=www.ofallon.patch.com	9.1%	5.9%	8.7%	9.9%	11.3%	9.1%
Z=None chosen	15.9%	16.7%	12.4%	14.5%	16.0%	15.1%

Q19. Have you used O'Fallon's Citizens First Center, which is a service that allows residents to contact the City via phone, email or through our website (www.ofallon.mo.us), with comments or questions about O'Fallon? (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q19. Have you used O'Fallon's Citizens First Center, which is a service that allows residents to contact the City via phone, email or through our website (www.ofallon.mo.us), with comments or questions about O'Fallon?						
1=Yes	19.3%	9.3%	11.3%	16.3%	16.7%	14.8%
2=No	80.7%	90.7%	88.7%	83.7%	83.3%	85.2%

Q20. Have you called or visited O'Fallon Municipal Centre (City Hall) with a question, problem, or complaint during the past year?

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q20. Have you called or visited O'Fallon Municipal Centre (City Hall) with a question, problem, or complaint during the past year?						
1=Yes	36.1%	25.7%	27.1%	33.9%	33.1%	31.7%
2=No	63.9%	74.3%	72.9%	66.1%	66.9%	68.3%

Q20a-e. Referring to the department you last contacted: Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees (not elected officials) on the following behaviors: (Without "Don't Know")

N=390	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q20a. They were courteous and polite						
5=Always	59.3%	56.1%	61.4%	57.3%	64.4%	60.2%
4=Usually	26.4%	33.3%	31.6%	23.2%	28.9%	27.6%
3=Sometimes	9.9%	7.0%	7.0%	14.6%	3.3%	8.8%
2=Seldom	3.3%	3.5%	0.0%	4.9%	3.3%	3.1%
1=Never	1.1%	0.0%	0.0%	0.0%	0.0%	0.3%
Q20b. They gave prompt, accurate, and complete answers to questions						
5=Always	54.9%	43.9%	52.6%	51.2%	52.2%	51.9%
4=Usually	25.3%	45.6%	31.6%	22.0%	31.1%	29.5%
3=Sometimes	12.1%	3.5%	14.0%	17.1%	12.2%	12.1%
2=Seldom	4.4%	5.3%	1.8%	9.8%	3.3%	5.2%
1=Never	3.3%	1.8%	0.0%	0.0%	1.1%	1.3%
Q20c. They did what they said they would do in a timely manner						
5=Always	47.3%	40.0%	50.9%	51.3%	51.1%	48.5%
4=Usually	31.9%	34.5%	30.2%	21.3%	28.4%	28.6%
3=Sometimes	14.3%	12.7%	18.9%	17.5%	9.1%	14.3%
2=Seldom	2.2%	7.3%	0.0%	10.0%	9.1%	5.8%
1=Never	4.4%	5.5%	0.0%	0.0%	2.3%	2.7%

Q20a-e. Referring to the department you last contacted: Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees (not elected officials) on the following behaviors: (Without "Don't Know")

N=390	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q20d. They helped you resolve your issue to your satisfaction						
5=Always	48.4%	39.3%	48.2%	50.0%	48.9%	47.0%
4=Usually	28.6%	33.9%	19.6%	18.8%	23.3%	25.1%
3=Sometimes	9.9%	12.5%	21.4%	12.5%	13.3%	13.3%
2=Seldom	4.4%	7.1%	3.6%	12.5%	6.7%	7.3%
1=Never	8.8%	7.1%	7.1%	6.3%	7.8%	7.3%
Q20e. It was easy to contact the person you needed						
5=Always	41.8%	35.1%	39.7%	46.9%	47.2%	42.2%
4=Usually	26.4%	43.9%	27.6%	24.7%	28.1%	29.3%
3=Sometimes	16.5%	10.5%	22.4%	13.6%	11.2%	14.5%
2=Seldom	8.8%	7.0%	6.9%	9.9%	9.0%	9.1%
1=Never	6.6%	3.5%	3.4%	4.9%	4.5%	4.9%

Q21. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live where you live? (Without "Not Provided")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q21a. Sense of community						
4=Very important	53.8%	42.3%	49.3%	49.4%	49.2%	48.6%
3=Somewhat important	38.3%	46.5%	44.5%	43.3%	43.5%	43.5%
2=Not sure	4.6%	6.6%	4.3%	3.0%	3.8%	4.4%
1=Not important	3.3%	4.7%	1.9%	4.3%	3.4%	3.5%
Q21b. Quality of public education						
4=Very important	70.7%	77.2%	81.8%	75.7%	72.1%	75.1%
3=Somewhat important	19.2%	14.9%	13.4%	13.6%	15.3%	15.4%
2=Not sure	2.9%	2.8%	1.4%	3.0%	5.7%	3.5%
1=Not important	7.1%	5.1%	3.3%	7.7%	6.9%	6.0%
Q21c. Employment opportunities						
4=Very important	41.2%	39.7%	41.1%	42.9%	42.5%	41.7%
3=Somewhat important	31.1%	29.9%	35.3%	32.9%	31.0%	31.7%
2=Not sure	9.2%	11.2%	8.7%	7.4%	10.0%	9.5%
1=Not important	18.5%	19.2%	15.0%	16.9%	16.5%	17.1%

Q21. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live where you live? (Without "Not Provided")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q21d. Types of housing						
4=Very important	72.6%	71.4%	79.7%	75.3%	75.2%	75.0%
3=Somewhat important	25.7%	24.4%	18.9%	21.7%	22.9%	22.7%
2=Not sure	0.8%	2.3%	0.9%	2.1%	0.4%	1.3%
1=Not important	0.8%	1.8%	0.5%	0.9%	1.5%	1.1%
Q21e. Quality of housing						
4=Very important	80.9%	83.4%	90.1%	86.4%	81.7%	84.5%
3=Somewhat important	17.0%	15.2%	9.9%	12.7%	17.5%	14.5%
2=Not sure	1.7%	0.9%	0.0%	0.8%	0.4%	0.8%
1=Not important	0.4%	0.5%	0.0%	0.0%	0.4%	0.3%
Q21f. Access to quality shopping						
4=Very important	48.3%	47.7%	56.9%	55.3%	56.7%	53.1%
3=Somewhat important	42.6%	45.4%	37.9%	37.0%	36.2%	39.6%
2=Not sure	5.0%	2.3%	2.8%	3.0%	3.0%	3.2%
1=Not important	4.1%	4.6%	2.4%	4.7%	4.1%	4.1%

Q21. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live where you live? (Without "Not Provided")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q21g. Availability of parks and recreation opportunities						
4=Very important	53.5%	44.0%	50.7%	50.2%	52.7%	50.5%
3=Somewhat important	34.9%	43.1%	42.2%	42.1%	38.6%	40.0%
2=Not sure	5.4%	5.6%	4.7%	3.4%	4.9%	4.8%
1=Not important	6.2%	7.4%	2.4%	4.3%	3.8%	4.7%
Q21h. Proximity to family or friends						
4=Very important	46.9%	36.6%	39.2%	48.7%	49.8%	44.8%
3=Somewhat important	33.1%	38.9%	40.7%	33.9%	37.1%	36.8%
2=Not sure	5.9%	7.4%	7.7%	3.4%	4.1%	5.5%
1=Not important	14.2%	17.1%	12.4%	14.0%	9.0%	13.0%
Q21i. Safety and security						
4=Very important	84.6%	89.4%	93.4%	91.9%	86.5%	89.1%
3=Somewhat important	12.9%	9.7%	6.6%	5.5%	12.7%	9.6%
2=Not sure	2.1%	0.9%	0.0%	2.6%	0.7%	1.3%
1=Not important	0.4%	0.0%	0.0%	0.0%	0.0%	0.1%

Q21. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live where you live? (Without "Not Provided")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q21j. Accessibility to airport and other communities						
4=Very important	27.2%	21.2%	27.0%	24.8%	31.3%	26.5%
3=Somewhat important	49.4%	49.3%	53.6%	50.4%	49.1%	50.3%
2=Not sure	7.5%	11.5%	8.1%	7.3%	6.8%	8.3%
1=Not important	15.9%	18.0%	11.4%	17.5%	12.8%	14.9%
Q21k. Quality health care						
4=Very important	55.6%	50.2%	53.8%	60.9%	59.7%	56.4%
3=Somewhat important	32.6%	37.7%	38.6%	29.8%	31.7%	33.7%
2=Not sure	7.5%	5.6%	6.7%	3.0%	4.5%	5.5%
1=Not important	4.2%	6.5%	1.0%	6.4%	4.1%	4.4%
Q21l. Opportunities and/or resources for senior citizens						
4=Very important	32.1%	25.2%	25.6%	35.8%	41.8%	32.7%
3=Somewhat important	36.3%	27.6%	35.1%	27.2%	29.7%	31.0%
2=Not sure	13.8%	15.4%	14.7%	12.5%	8.7%	12.9%
1=Not important	17.9%	31.8%	24.6%	24.6%	19.8%	23.4%

Q21. Please indicate if your needs are being met in O'Fallon. (Without "None Chosen")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q21a. Sense of community						
A=Yes	85.5%	84.1%	90.5%	82.4%	92.1%	87.0%
B=No	14.5%	15.9%	9.5%	17.6%	7.9%	13.0%
Q21b. Quality of public education						
A=Yes	84.8%	90.4%	90.2%	83.3%	93.3%	88.6%
B=No	15.2%	9.6%	9.8%	16.7%	6.7%	11.4%
Q21c. Employment opportunities						
A=Yes	70.5%	74.2%	68.0%	66.9%	73.8%	70.8%
B=No	29.5%	25.8%	32.0%	33.1%	26.2%	29.2%
Q21d. Types of housing						
A=Yes	94.0%	93.9%	94.9%	93.8%	95.6%	94.5%
B=No	6.0%	6.1%	5.1%	6.3%	4.4%	5.5%
Q21e. Quality of housing						
A=Yes	92.6%	93.2%	91.3%	91.9%	95.7%	93.1%
B=No	7.4%	6.8%	8.7%	8.1%	4.3%	6.9%

Q21. Please indicate if your needs are being met in O'Fallon. (Without "None Chosen")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q21f. Access to quality shopping						
A=Yes	84.4%	88.2%	82.4%	84.3%	82.5%	84.6%
B=No	15.6%	11.8%	17.6%	15.7%	17.5%	15.4%
Q21g. Availability of parks and recreation opportunities						
A=Yes	89.4%	91.5%	90.4%	88.0%	94.8%	90.9%
B=No	10.6%	8.5%	9.6%	12.0%	5.2%	9.1%
Q21h. Proximity to family or friends						
A=Yes	89.4%	83.7%	89.1%	87.5%	93.5%	88.9%
B=No	10.6%	16.3%	10.9%	12.5%	6.5%	11.1%
Q21i. Safety and security						
A=Yes	93.9%	93.9%	94.2%	91.3%	96.3%	94.0%
B=No	6.1%	6.1%	5.8%	8.7%	3.7%	6.0%
Q21j. Accessibility to airport and other communities						
A=Yes	89.8%	90.4%	92.3%	90.0%	90.6%	90.6%
B=No	10.2%	9.6%	7.7%	10.0%	9.4%	9.4%

Q21. Please indicate if your needs are being met in O'Fallon. (Without "None Chosen")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q21k. Quality health care						
A=Yes	90.5%	95.9%	92.5%	88.2%	90.3%	91.6%
B=No	9.5%	4.1%	7.5%	11.8%	9.7%	8.4%
Q21l. Opportunities and/or resources for senior citizens						
A=Yes	89.4%	80.6%	84.4%	82.0%	85.5%	84.5%
B=No	10.6%	19.4%	15.6%	18.0%	14.5%	15.5%

Q22. The City is considering building a new 55-acre park along Hwy DD. The following features are being considered for the park. Which of the following features are most important to consider for this new park?

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q22. The following features are being considered for the park. Which of the following features are most important to consider for this new park?						
A=A lodge for rentals and recreation programs	29.8%	39.2%	38.5%	42.1%	38.9%	37.5%
B=Adventure playground, pavilions and picnic area	55.2%	62.6%	66.5%	70.2%	60.4%	62.4%
C=Outdoor amphitheater	39.3%	37.8%	42.7%	41.7%	29.8%	37.8%
D=Hiking trails	57.9%	65.3%	74.8%	64.0%	59.3%	63.6%
E=Restoration of meadows, prairies and wetlands	42.9%	36.0%	47.7%	46.3%	45.1%	43.4%
F=Overnight group camping	22.6%	23.4%	17.4%	21.5%	19.3%	20.6%
Z=None chosen	16.7%	11.3%	9.2%	11.6%	13.8%	12.8%

Q23. If the park included the features that you thought were most important, would you support a slight increase in your property taxes so this project can be completed?

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q23. Would you support a slight increase in your property taxes so this project can be completed						
1=Yes	46.1%	49.7%	58.2%	49.1%	41.6%	48.4%
2=No	53.9%	50.3%	41.8%	50.9%	58.4%	51.6%

Q24. The City is considering a new recreational facility in Civic Park to replace Civic Hall. The following features are being considered for the new recreational facility. Which of these features are most important to include in this recreational facility?

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q24. Which of these features are most important to include in this recreational facility?						
A=A lodge for rentals and some recreation programs	33.7%	29.3%	22.0%	29.3%	40.0%	31.2%
B=Single gymnasium	20.6%	12.2%	17.9%	16.5%	16.7%	16.7%
C=Fitness area with equipment	46.8%	32.0%	36.2%	37.6%	42.9%	39.2%
D=Indoor walking track	50.8%	30.2%	38.1%	42.1%	48.4%	42.4%
E=Expansion of Alligator's Creek Aquatic Center and replacement of bath house	46.4%	41.0%	44.0%	47.5%	40.0%	44.0%
Z=None chosen	17.5%	27.5%	27.1%	20.7%	16.0%	21.3%

Q25. If the recreational facility included the features that you thought were most important, would you support an increase in your property taxes so this project can be completed? (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q25. Would you support an increase in your property taxes so this project can be completed?						
1=Yes	49.2%	29.3%	37.9%	43.3%	50.5%	42.6%
2=No	50.8%	70.7%	62.1%	56.7%	49.5%	57.4%

Q26. The City is considering building a new, more centrally-located Justice Center that would house the Police Department and the City's Municipal Courts. This building will replace the current outdated facility and be designed to meet the needs of the Department for the next 25 years. Would you support an increase in your property taxes so this project can be completed? (Without "Don't Know")

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q26. Would you support an increase in your property taxes so this project can be completed?						
1=Yes	29.0%	51.8%	54.3%	45.3%	34.7%	42.7%
2=No	71.0%	48.2%	45.7%	54.7%	65.3%	57.3%

Q27. As noted in the previous questions, an increase in property taxes will be required to support the construction of a new Justice Center, a new park in southern O'Fallon and a new recreational facility in northern O'Fallon to replace Civic Hall. How much of a property tax increase would you support to complete these projects?

N=1229	Ward					Total
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Q27. How much of a property tax increase would you support to complete these projects?						
A=$25 per year	27.4%	38.1%	31.3%	33.5%	28.0%	31.4%
B=$50 per year	19.4%	17.2%	21.6%	19.1%	17.4%	18.8%
C=$75 per	1.7%	3.3%	4.3%	1.3%	4.5%	3.0%
D=$100 per year	5.5%	7.0%	10.1%	5.9%	7.6%	7.2%
E=I would not support any increase in my property taxes	46.0%	34.4%	32.7%	40.3%	42.4%	39.7%

Section 6:
Tabular Data

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1a. Overall quality of police services	36.5%	47.1%	9.0%	2.8%	1.1%	3.5%
Q1b. Overall quality of City parks and recreation programs and facilities	33.5%	51.0%	8.7%	2.9%	0.5%	3.5%
Q1c. Overall maintenance of City streets	13.0%	42.4%	24.2%	14.4%	4.6%	1.3%
Q1d. Overall maintenance of City buildings and facilities	21.9%	48.7%	17.7%	1.1%	0.2%	10.4%
Q1e. Overall enforcement of building, property, and maintenance ordinances	15.1%	37.0%	25.8%	9.0%	2.3%	10.9%
Q1f. Overall enforcement of traffic ordinances	17.4%	46.2%	23.0%	5.9%	2.3%	5.3%
Q1g. Overall quality of customer service you receive from City employees	26.2%	40.0%	20.0%	2.7%	0.9%	10.3%
Q1h. Overall community planning and development	15.3%	36.1%	26.1%	8.2%	2.0%	12.2%
Q1i. Overall quality of the City's stormwater runoff/ stormwater management system	16.6%	43.6%	21.6%	6.1%	3.2%	8.9%
Q1j. Overall flow of traffic and congestion management in O'Fallon	9.8%	30.2%	26.5%	22.6%	8.5%	2.4%
Q1k. Overall quality of services provided by the City of O'Fallon	19.5%	53.4%	19.5%	3.7%	0.9%	3.1%
Q1l. City efforts to keep you informed about local issues	20.9%	40.3%	26.5%	7.0%	1.6%	3.6%
Q1m. The level of public involvement in local decision-making	9.3%	26.1%	36.1%	10.6%	3.3%	14.7%

Q1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below. (Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1a. Overall quality of police services	37.9%	48.8%	9.4%	2.9%	1.1%
Q1b. Overall quality of City parks and recreation programs and facilities	34.7%	52.8%	9.0%	3.0%	0.5%
Q1c. Overall maintenance of City streets	13.2%	43.0%	24.5%	14.6%	4.7%
Q1d. Overall maintenance of City buildings and facilities	24.4%	54.4%	19.8%	1.2%	0.2%
Q1e. Overall enforcement of building, property, and maintenance ordinances	16.9%	41.6%	28.9%	10.0%	2.6%
Q1f. Overall enforcement of traffic ordinances	18.4%	48.8%	24.2%	6.2%	2.4%
Q1g. Overall quality of customer service you receive from City employees	29.2%	44.5%	22.3%	3.0%	1.0%
Q1h. Overall community planning and development	17.4%	41.1%	29.7%	9.4%	2.3%
Q1i. Overall quality of the City's stormwater runoff/stormwater management system	18.2%	47.9%	23.7%	6.7%	3.5%
Q1j. Overall flow of traffic and congestion management in O'Fallon	10.0%	31.0%	27.2%	23.1%	8.7%
Q1k. Overall quality of services provided by the City of O'Fallon	20.1%	55.1%	20.1%	3.8%	0.9%
Q1l. City efforts to keep you informed about local issues	21.7%	41.8%	27.5%	7.3%	1.7%
Q1m. The level of public involvement in local decision-making	10.9%	30.6%	42.3%	12.4%	3.8%

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. Most Emphasis	Number	Percent
Overall quality of police services	184	15.0 %
Overall quality of City parks and recreation programs and facilities	49	4.0 %
Overall maintenance of City streets	210	17.1 %
Overall maintenance of City buildings and facilities	4	0.3 %
Overall enforcement of building, property, and maintenance ordinances	51	4.1 %
Overall enforcement of traffic ordinances	38	3.1 %
Overall quality of customer service you receive from City employees	10	0.8 %
Overall community planning and development	103	8.4 %
Overall quality of the City's stormwater runoff/stormwater management system	40	3.3 %
Overall flow of traffic and congestion management in O'Fallon	314	25.5 %
Overall quality of services provided by the City of O'Fallon	24	2.0 %
City efforts to keep you informed about local issues	25	2.0 %
The level of public involvement in local decision-making	52	4.2 %
None Chosen	125	10.2 %
Total	1229	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 2nd Emphasis	Number	Percent
Overall quality of police services	61	5.0 %
Overall quality of City parks and recreation programs and facilities	64	5.2 %
Overall maintenance of City streets	229	18.6 %
Overall maintenance of City buildings and facilities	18	1.5 %
Overall enforcement of building, property, and maintenance ordinances	70	5.7 %
Overall enforcement of traffic ordinances	60	4.9 %
Overall quality of customer service you receive from City employees	21	1.7 %
Overall community planning and development	116	9.4 %
Overall quality of the City's stormwater runoff/stormwater management system	52	4.2 %
Overall flow of traffic and congestion management in O'Fallon	208	16.9 %
Overall quality of services provided by the City of O'Fallon	34	2.8 %
City efforts to keep you informed about local issues	63	5.1 %
The level of public involvement in local decision-making	69	5.6 %
None Chosen	164	13.3 %
Total	1229	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 3rd Emphasis	Number	Percent
Overall quality of police services	60	4.9 %
Overall quality of City parks and recreation programs and facilities	66	5.4 %
Overall maintenance of City streets	146	11.9 %
Overall maintenance of City buildings and facilities	19	1.5 %
Overall enforcement of building, property, and maintenance ordinances	71	5.8 %
Overall enforcement of traffic ordinances	42	3.4 %
Overall quality of customer service you receive from City employees	37	3.0 %
Overall community planning and development	119	9.7 %
Overall quality of the City's stormwater runoff/stormwater management system	47	3.8 %
Overall flow of traffic and congestion management in O'Fallon	141	11.5 %
Overall quality of services provided by the City of O'Fallon	66	5.4 %
City efforts to keep you informed about local issues	76	6.2 %
The level of public involvement in local decision-making	120	9.8 %
None Chosen	219	17.8 %
Total	1229	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of choices)

Q2. Sum of the top 3 choices	Number	Percent
Overall quality of police services	305	24.8 %
Overall quality of City parks and recreation programs and facilities	179	14.6 %
Overall maintenance of City streets	585	47.6 %
Overall maintenance of City buildings and facilities	41	3.3 %
Overall enforcement of building, property, and maintenance ordinances	192	15.6 %
Overall enforcement of traffic ordinances	140	11.4 %
Overall quality of customer service you receive from City employees	68	5.5 %
Overall community planning and development	338	27.5 %
Overall quality of the City's stormwater runoff/stormwater management system	139	11.3 %
Overall flow of traffic and congestion management in O'Fallon	663	53.9 %
Overall quality of services provided by the City of O'Fallon	124	10.1 %
City efforts to keep you informed about local issues	164	13.3 %
The level of public involvement in local decision-making	241	19.6 %
None Chosen	125	10.2 %
Total	3304	

Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of O'Fallon with regard to the following:

(N=1229)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3a. As a place to live	53.0%	41.4%	3.7%	0.7%	0.0%	1.1%
Q3b. As a place to raise children	50.5%	38.3%	6.1%	1.0%	0.0%	4.1%
Q3c. As a place to work	27.7%	32.2%	20.0%	2.8%	0.9%	16.4%
Q3d. As a place to shop for goods and services	31.1%	47.5%	13.7%	5.8%	0.5%	1.5%
Q3e. As a place to dine	27.5%	43.4%	15.6%	10.2%	2.1%	1.2%
Q3f. Overall quality of life in the City	36.9%	51.5%	8.5%	1.5%	0.2%	1.5%
Q3g. Overall quality of new development in the City	18.1%	41.6%	26.8%	7.7%	1.9%	3.9%
Q3h. Overall rate of growth in O'Fallon	19.4%	44.3%	27.3%	3.7%	0.8%	4.4%
Q3i. Quality of business growth	14.2%	35.6%	29.7%	11.5%	1.9%	7.2%
Q3j. Quality of residential growth	18.2%	43.0%	28.8%	4.1%	0.8%	5.0%
Q3k. Overall appearance of the City	23.7%	50.9%	16.1%	7.1%	1.0%	1.3%

Q3. OVERALL PERCEPTION OF THE CITY: Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of O'Fallon with regard to the following: (Without "Don't Know")

(N=1229)

	Excellent	Good	Neutral	Below average	Poor
Q3a. As a place to live	53.6%	41.9%	3.8%	0.7%	0.0%
Q3b. As a place to raise children	52.7%	39.9%	6.4%	1.0%	0.0%
Q3c. As a place to work	33.2%	38.5%	23.9%	3.3%	1.1%
Q3d. As a place to shop for goods and services	31.5%	48.2%	13.9%	5.9%	0.5%
Q3e. As a place to dine	27.8%	43.9%	15.8%	10.3%	2.1%
Q3f. Overall quality of life in the City	37.4%	52.3%	8.7%	1.5%	0.2%
Q3g. Overall quality of new development in the City	18.9%	43.3%	27.9%	8.0%	1.9%
Q3h. Overall rate of growth in O'Fallon	20.3%	46.4%	28.6%	3.9%	0.9%
Q3i. Quality of business growth	15.2%	38.4%	32.0%	12.4%	2.0%
Q3j. Quality of residential growth	19.2%	45.3%	30.3%	4.4%	0.9%
Q3k. Overall appearance of the City	24.0%	51.5%	16.3%	7.2%	1.0%

Q4. PUBLIC SAFETY & SECURITY: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4a. Overall performance of the O'Fallon Police Department	34.8%	47.6%	9.5%	3.7%	1.1%	3.3%
Q4b. Competence of O'Fallon Police personnel	30.4%	43.0%	13.9%	3.0%	1.9%	7.7%
Q4c. The level of safety and security in your neighborhood	30.0%	49.3%	12.8%	5.7%	1.2%	1.0%
Q4d. The City's efforts to prevent crime	26.4%	43.3%	19.3%	3.7%	1.0%	6.4%
Q4e. Enforcement of local traffic laws	21.5%	45.1%	18.6%	7.7%	2.0%	5.1%
Q4f. How quickly the Police Department responds to emergencies	30.0%	34.0%	14.8%	2.0%	0.7%	18.4%
Q4g. Public safety education programs	17.6%	29.6%	26.5%	2.8%	0.3%	23.2%
Q4h. Quality of animal control	15.3%	35.2%	24.6%	5.5%	2.4%	17.0%
Q4i. The City's municipal courts	11.4%	21.5%	24.9%	2.1%	1.1%	38.9%

Q4. PUBLIC SAFETY & SECURITY: Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:(Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4a. Overall performance of the O'Fallon Police Department	36.0%	49.2%	9.9%	3.9%	1.1%
Q4b. Competence of O'Fallon Police personnel	33.0%	46.6%	15.1%	3.3%	2.0%
Q4c. The level of safety and security in your neighborhood	30.3%	49.8%	12.9%	5.8%	1.2%
Q4d. The City's efforts to prevent crime	28.2%	46.3%	20.6%	3.9%	1.0%
Q4e. Enforcement of local traffic laws	22.7%	47.6%	19.6%	8.2%	2.1%
Q4f. How quickly the Police Department responds to emergencies	36.7%	41.7%	18.2%	2.5%	0.9%
Q4g. Public safety education programs	22.9%	38.5%	34.6%	3.6%	0.4%
Q4h. Quality of animal control	18.4%	42.4%	29.6%	6.7%	2.9%
Q4i. The City's municipal courts	18.7%	35.2%	40.8%	3.5%	1.9%

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. Most Emphasis	Number	Percent
Overall performance of the O'Fallon Police Depart.	162	13.2 %
Competence of O'Fallon Police personnel	110	9.0 %
The level of safety and security in your neighborhood	304	24.7 %
The City's efforts to prevent crime	196	15.9 %
Enforcement of local traffic laws	93	7.6 %
How quickly the Police Department responds to emergencies	55	4.5 %
Public safety education programs	61	5.0 %
Quality of animal control	55	4.5 %
The City's municipal courts	16	1.3 %
None chosen	177	14.4 %
Total	1229	100.0 %

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 2nd Emphasis	Number	Percent
Overall performance of the O'Fallon Police Depart.	70	5.7 %
Competence of O'Fallon Police personnel	107	8.7 %
The level of safety and security in your neighborhood	201	16.4 %
The City's efforts to prevent crime	288	23.4 %
Enforcement of local traffic laws	106	8.6 %
How quickly the Police Department responds to emergencies	80	6.5 %
Public safety education programs	86	7.0 %
Quality of animal control	51	4.1 %
The City's municipal courts	21	1.7 %
None chosen	219	17.8 %
Total	1229	100.0 %

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 3rd Emphasis	Number	Percent
Overall performance of the O'Fallon Police Depart.	91	7.4 %
Competence of O'Fallon Police personnel	94	7.6 %
The level of safety and security in your neighborhood	127	10.3 %
The City's efforts to prevent crime	157	12.8 %
Enforcement of local traffic laws	96	7.8 %
How quickly the Police Department responds to emergencies	130	10.6 %
Public safety education programs	114	9.3 %
Quality of animal control	85	6.9 %
The City's municipal courts	66	5.4 %
None chosen	269	21.9 %
Total	1229	100.0 %

Q5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of choices)

Q5. Sum of the top 3 choices	Number	Percent
Overall performance of the O'Fallon Police Depart.	323	26.3 %
Competence of O'Fallon Police personnel	311	25.3 %
The level of safety and security in your neighborhood	632	51.4 %
The City's efforts to prevent crime	641	52.2 %
Enforcement of local traffic laws	295	24.0 %
How quickly the Police Department responds to emergencies	265	21.6 %
Public safety education programs	261	21.2 %
Quality of animal control	191	15.5 %
The City's municipal courts	103	8.4 %
None chosen	177	14.4 %
Total	3199	

Q6. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=1229)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q6a. In your neighborhood	68.8%	26.7%	3.3%	0.4%	0.8%
Q6b. In City parks	49.7%	40.6%	2.7%	0.2%	6.8%
Q6c. In other public areas in O'Fallon	53.4%	40.7%	2.9%	0.2%	2.8%
Q6d. In O'Fallon's shops and restaurants	70.3%	27.6%	1.0%	0.1%	1.1%
Q6e. Your overall feeling of safety in O'Fallon	64.7%	33.2%	1.1%	0.1%	1.0%

Q6. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:(Without "Don't Know")

(N=1229)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q6a. In your neighborhood	69.3%	26.9%	3.4%	0.4%
Q6b. In City parks	53.4%	43.6%	2.9%	0.2%
Q6c. In other public areas in O'Fallon	54.9%	41.9%	3.0%	0.2%
Q6d. In O'Fallon's shops and restaurants	71.1%	27.9%	1.0%	0.1%
Q6e. Your overall feeling of safety in O'Fallon	65.3%	33.5%	1.1%	0.1%

Q7. MAINTENANCE:For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7a. Maintenance of City streets	12.7%	45.3%	19.8%	17.1%	4.3%	0.8%
Q7b. Maintenance of sidewalks in the City	13.0%	42.6%	24.5%	12.9%	3.3%	3.8%
Q7c. Maintenance of City traffic signals/street signs	19.8%	53.9%	17.7%	5.5%	1.3%	1.8%
Q7d. Street lighting	16.5%	49.2%	22.1%	9.0%	2.0%	1.1%
Q7e. Maintenance of City buildings	20.1%	44.8%	19.5%	0.8%	0.2%	14.5%
Q7f. Snow removal on major City streets	25.5%	47.7%	15.0%	8.2%	2.7%	0.9%
Q7g. Snow removal in your subdivision	20.0%	37.6%	16.6%	17.0%	7.2%	1.5%
Q7h. Overall cleanliness of City streets and other public areas	20.7%	51.5%	18.5%	7.3%	1.1%	0.9%
Q7i. Maintenance of stormwater drainage systems	16.8%	39.7%	23.0%	6.2%	2.5%	11.7%

Q7. MAINTENANCE:For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7a. Maintenance of City streets	12.8%	45.7%	19.9%	17.2%	4.3%
Q7b. Maintenance of sidewalks in the City	13.5%	44.2%	25.5%	13.4%	3.4%
Q7c. Maintenance of City traffic signals/ street signs	20.1%	54.9%	18.0%	5.6%	1.3%
Q7d. Street lighting	16.7%	49.8%	22.3%	9.1%	2.1%
Q7e. Maintenance of City buildings	23.5%	52.4%	22.8%	1.0%	0.3%
Q7f. Snow removal on major City streets	25.8%	48.1%	15.1%	8.3%	2.7%
Q7g. Snow removal in your subdivision	20.3%	38.2%	16.9%	17.3%	7.4%
Q7h. Overall cleanliness of City streets and other public areas	20.9%	52.0%	18.7%	7.4%	1.1%
Q7i. Maintenance of stormwater drainage systems	19.0%	45.0%	26.1%	7.0%	2.9%

Q8. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q8. Most Emphasis	Number	Percent
Maintenance of City streets	534	43.4 %
Maintenance of sidewalks in the City	69	5.6 %
Maintenance of City traffic signals/street signs	66	5.4 %
Street lighting	85	6.9 %
Maintenance of City buildings	10	0.8 %
Snow removal on major City streets	76	6.2 %
Snow removal in your subdivision	129	10.5 %
Overall cleanliness of City streets and other public areas	55	4.5 %
Maintenance of stormwater drainage systems	73	5.9 %
None chosen	132	10.7 %
Total	1229	100.0 %

Q8. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q8. 2nd Emphasis	Number	Percent
Maintenance of City streets	131	10.7 %
Maintenance of sidewalks in the City	174	14.2 %
Maintenance of City traffic signals/street signs	99	8.1 %
Street lighting	142	11.6 %
Maintenance of City buildings	26	2.1 %
Snow removal on major City streets	150	12.2 %
Snow removal in your subdivision	169	13.8 %
Overall cleanliness of City streets and other public areas	101	8.2 %
Maintenance of stormwater drainage systems	57	4.6 %
None chosen	180	14.6 %
Total	1229	100.0 %

Q8. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q8. 3rd Emphasis	Number	Percent
Maintenance of City streets	100	8.1 %
Maintenance of sidewalks in the City	104	8.5 %
Maintenance of City traffic signals/street signs	97	7.9 %
Street lighting	128	10.4 %
Maintenance of City buildings	31	2.5 %
Snow removal on major City streets	100	8.1 %
Snow removal in your subdivision	135	11.0 %
Overall cleanliness of City streets and other public areas	172	14.0 %
Maintenance of stormwater drainage systems	123	10.0 %
None chosen	239	19.4 %
Total	1229	100.0 %

Q8. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of choices)

Q8. Sum of the top 3 choices	Number	Percent
Maintenance of City streets	765	62.2 %
Maintenance of sidewalks in the City	347	28.2 %
Maintenance of City traffic signals/street signs	262	21.3 %
Street lighting	355	28.9 %
Maintenance of City buildings	67	5.5 %
Snow removal on major City streets	326	26.5 %
Snow removal in your subdivision	433	35.2 %
Overall cleanliness of City streets and other public areas	328	26.7 %
Maintenance of stormwater drainage systems	253	20.6 %
None chosen	132	10.7 %
Total	3268	

Q9. ENFORCEMENT OF CODES AND ORDINANCES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied.

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9a. Enforcing the cleanup of litter and debris	11.9%	41.3%	23.1%	11.0%	2.6%	10.2%
Q9b. Enforcing the mowing and trimming of grass and weeds	11.6%	34.0%	23.2%	18.4%	4.7%	8.1%
Q9c. Enforcing the maintenance of private property	10.3%	30.9%	27.4%	14.6%	5.5%	11.3%
Q9d. Enforcing sign regulations	11.6%	35.6%	27.4%	7.2%	2.8%	15.5%

Q9. ENFORCEMENT OF CODES AND ORDINANCES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied. (Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9a. Enforcing the cleanup of litter and debris	13.2%	45.9%	25.7%	12.2%	2.9%
Q9b. Enforcing the mowing and trimming of grass and weeds	12.6%	37.0%	25.2%	20.0%	5.1%
Q9c. Enforcing the maintenance of private property	11.6%	34.9%	30.9%	16.4%	6.2%
Q9d. Enforcing sign regulations	13.7%	42.1%	32.4%	8.5%	3.4%

Q10. Which TWO of the codes and ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q10. Most Emphasis	Number	Percent
Enforcing the cleanup of litter and debris	412	33.5 %
Enforcing the mowing and trimming of grass and weeds	274	22.3 %
Enforcing the maintenance of private property	237	19.3 %
Enforcing sign regulations	90	7.3 %
None chosen	216	17.6 %
Total	1229	100.0 %

Q10. Which TWO of the codes and ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q10. 2nd Emphasis	Number	Percent
Enforcing the cleanup of litter and debris	189	15.4 %
Enforcing the mowing and trimming of grass and weeds	323	26.3 %
Enforcing the maintenance of private property	324	26.4 %
Enforcing sign regulations	121	9.8 %
None chosen	272	22.1 %
Total	1229	100.0 %

Q10. Which TWO of the codes and ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of choices)

Q10. Sum of the top 2 choices	Number	Percent
Enforcing the cleanup of litter and debris	601	48.9 %
Enforcing the mowing and trimming of grass and weeds	597	48.6 %
Enforcing the maintenance of private property	561	45.6 %
Enforcing sign regulations	211	17.2 %
None chosen	216	17.6 %
Total	2186	

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11a. Number of City parks	31.0%	47.0%	10.5%	4.2%	1.2%	6.1%
Q11b. Maintenance of City parks	31.0%	50.1%	10.3%	1.1%	0.3%	7.1%
Q11c. Number of walking/ biking trails	17.0%	35.3%	19.7%	13.4%	3.5%	11.0%
Q11d. Number of athletic fields	23.7%	41.0%	18.2%	3.3%	0.5%	13.3%
Q11e. Quality of athletic fields	25.6%	39.0%	18.4%	1.8%	0.2%	15.0%
Q11f. Number of playgrounds	23.4%	41.3%	18.3%	3.3%	0.7%	13.0%
Q11g. Quality of playgrounds	26.1%	41.9%	16.1%	2.3%	0.7%	12.9%
Q11h. Availability of information about City parks and recreation programs	26.6%	41.4%	18.2%	3.7%	1.0%	9.0%
Q11i. Availability of meeting space/rental facilities	15.0%	30.0%	23.5%	3.8%	0.8%	27.0%
Q11j. Quality of meeting space/rental facilities	14.4%	27.7%	25.1%	2.1%	0.8%	29.9%
Q11k. The City's youth programs	16.3%	31.6%	21.2%	1.8%	0.7%	28.5%
Q11l. The City's adult programs	16.4%	32.4%	23.3%	3.1%	0.9%	23.9%
Q11m. Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	30.3%	42.2%	15.0%	3.0%	0.7%	8.7%
Q11n. The Renaud Spirit Center	27.6%	33.4%	15.9%	4.2%	1.8%	17.1%
Q11o. Alligator's Creek Aquatic Center	20.1%	32.2%	18.6%	4.3%	1.1%	23.6%
Q11p. T. R. Hughes Ballpark (the Rascals stadium)	37.5%	39.3%	11.5%	0.9%	0.4%	10.4%

Q11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."(Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11a. Number of City parks	33.0%	50.0%	11.2%	4.4%	1.3%
Q11b. Maintenance of City parks	33.4%	53.9%	11.1%	1.2%	0.4%
Q11c. Number of walking/biking trails	19.1%	39.7%	22.1%	15.1%	3.9%
Q11d. Number of athletic fields	27.3%	47.3%	20.9%	3.8%	0.6%
Q11e. Quality of athletic fields	30.1%	45.9%	21.6%	2.1%	0.3%
Q11f. Number of playgrounds	26.9%	47.5%	21.1%	3.8%	0.7%
Q11g. Quality of playgrounds	29.9%	48.1%	18.5%	2.6%	0.8%
Q11h. Availability of information about City parks and recreation programs	29.3%	45.6%	20.0%	4.1%	1.1%
Q11i. Availability of meeting space/rental facilities	20.5%	41.0%	32.1%	5.2%	1.1%
Q11j. Quality of meeting space/rental facilities	20.6%	39.5%	35.8%	3.0%	1.2%
Q11k. The City's youth programs	22.8%	44.2%	29.6%	2.5%	0.9%
Q11l. The City's adult programs	21.5%	42.6%	30.6%	4.1%	1.2%
Q11m. Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	33.2%	46.3%	16.4%	3.3%	0.8%
Q11n. The Renaud Spirit Center	33.3%	40.3%	19.2%	5.0%	2.2%
Q11o. Alligator's Creek Aquatic Center	26.3%	42.2%	24.4%	5.7%	1.4%
Q11p. T. R. Hughes Ballpark (the Rascals stadium)	41.9%	43.8%	12.8%	1.0%	0.5%

Q12. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. Most Emphasis	Number	Percent
Number of City parks	80	6.5 %
Maintenance of City parks	163	13.3 %
Number of walking/biking trails	250	20.3 %
Number of athletic fields	23	1.9 %
Quality of athletic fields	10	0.8 %
Number of playgrounds	29	2.4 %
Quality of playgrounds	19	1.5 %
Availability of information about City parks and recreation programs	58	4.7 %
Availability of meeting space/rental facilities	40	3.3 %
Quality of meeting space/rental facilities	16	1.3 %
The City's youth programs	74	6.0 %
The City's adult programs	26	2.1 %
Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	55	4.5 %
The Renaud Spirit Center	44	3.6 %
Alligator's Creek Aquatic Center	48	3.9 %
T. R. Hughes Ballpark (the Rascals stadium)	29	2.4 %
None chosen	265	21.6 %
Total	1229	100.0 %

Q12. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 2nd Emphasis	Number	Percent
Number of City parks	43	3.5 %
Maintenance of City parks	93	7.6 %
Number of walking/biking trails	114	9.3 %
Number of athletic fields	34	2.8 %
Quality of athletic fields	41	3.3 %
Number of playgrounds	47	3.8 %
Quality of playgrounds	80	6.5 %
Availability of information about City parks and recreation programs	55	4.5 %
Availability of meeting space/rental facilities	43	3.5 %
Quality of meeting space/rental facilities	35	2.8 %
The City's youth programs	82	6.7 %
The City's adult programs	55	4.5 %
Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	87	7.1 %
The Renaud Spirit Center	34	2.8 %
Alligator's Creek Aquatic Center	34	2.8 %
T. R. Hughes Ballpark (the Rascals stadium)	24	2.0 %
None chosen	328	26.7 %
Total	1229	100.0 %

Q12. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 3rd Emphasis	Number	Percent
Number of City parks	34	2.8 %
Maintenance of City parks	78	6.3 %
Number of walking/biking trails	80	6.5 %
Number of athletic fields	26	2.1 %
Quality of athletic fields	39	3.2 %
Number of playgrounds	46	3.7 %
Quality of playgrounds	72	5.9 %
Availability of information about City parks and recreation programs	55	4.5 %
Availability of meeting space/rental facilities	32	2.6 %
Quality of meeting space/rental facilities	16	1.3 %
The City's youth programs	73	5.9 %
The City's adult programs	73	5.9 %
Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	95	7.7 %
The Renaud Spirit Center	52	4.2 %
Alligator's Creek Aquatic Center	47	3.8 %
T. R. Hughes Ballpark (the Rascals stadium)	35	2.8 %
None chosen	376	30.6 %
Total	1229	100.0 %

Q12. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of choices)

Q12. Sum of the top 3 choices	Number	Percent
Number of City parks	157	12.8 %
Maintenance of City parks	334	27.2 %
Number of walking/biking trails	444	36.1 %
Number of athletic fields	83	6.8 %
Quality of athletic fields	90	7.3 %
Number of playgrounds	122	9.9 %
Quality of playgrounds	171	13.9 %
Availability of information about City parks and recreation programs	168	13.7 %
Availability of meeting space/rental facilities	115	9.4 %
Quality of meeting space/rental facilities	67	5.5 %
The City's youth programs	229	18.6 %
The City's adult programs	154	12.5 %
Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	237	19.3 %
The Renaud Spirit Center	130	10.6 %
Alligator's Creek Aquatic Center	129	10.5 %
T. R. Hughes Ballpark (the Rascals stadium)	88	7.2 %
None chosen	265	21.6 %
Total	2983	

Q13. CITY LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13a. Overall quality of leadership provided by your elected officials	13.3%	40.4%	25.9%	7.1%	1.3%	12.0%
Q13b. Overall effectiveness of appointed boards and commissions	11.6%	36.2%	27.9%	7.1%	1.5%	15.6%

Q13. CITY LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13a. Overall quality of leadership provided by your elected officials	15.1%	46.0%	29.4%	8.0%	1.5%
Q13b. Overall effectiveness of appointed boards and commissions	13.8%	42.9%	33.1%	8.4%	1.8%

Q14. TRASH AND RECYCLING. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14a. Residential trash collection services	42.0%	43.1%	8.2%	4.3%	0.7%	1.6%
Q14b. Residential recycling collection services	42.8%	41.3%	8.6%	3.5%	1.3%	2.4%
Q14c. Amount you pay for trash and recycling services	19.4%	37.8%	23.9%	12.2%	3.6%	3.0%
Q14d. Bulk item collection/ Free bulk waste drop-off	20.8%	27.9%	19.5%	12.5%	5.2%	14.2%
Q14e. Yard waste collection	21.9%	31.1%	18.5%	8.2%	3.0%	17.3%

Q14. TRASH AND RECYCLING. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14a. Residential trash collection services	42.7%	43.8%	8.4%	4.4%	0.7%
Q14b. Residential recycling collection services	43.9%	42.4%	8.8%	3.6%	1.3%
Q14c. Amount you pay for trash and recycling services	20.1%	39.0%	24.7%	12.6%	3.7%
Q14d. Bulk item collection/Free bulk waste drop-off	24.2%	32.4%	22.8%	14.5%	6.1%
Q14e. Yard waste collection	26.5%	37.6%	22.3%	9.9%	3.7%

Q15. EASE OF TRAVEL THROUGH O'FALLON: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15a. Ease of North/South travel in O'Fallon	7.7%	31.5%	22.0%	28.3%	8.3%	2.2%
Q15b. Ease of East/West travel in O'Fallon	10.4%	47.3%	25.5%	12.1%	2.6%	2.1%
Q15c. Availability of bicycle lanes or paths	7.9%	21.4%	30.1%	16.5%	5.1%	19.0%
Q15d. Availability of pedestrian walkways	8.5%	27.4%	30.5%	18.0%	3.7%	11.8%

Q15. EASE OF TRAVEL THROUGH O'FALLON: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15a. Ease of North/South travel in O'Fallon	7.9%	32.2%	22.5%	29.0%	8.5%
Q15b. Ease of East/West travel in O'Fallon	10.6%	48.3%	26.1%	12.4%	2.7%
Q15c. Availability of bicycle lanes or paths	9.7%	26.4%	37.1%	20.4%	6.3%
Q15d. Availability of pedestrian walkways	9.7%	31.1%	34.6%	20.4%	4.2%

Q16. CITY COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16a. The availability of information about City programs and services	17.7%	43.3%	23.8%	6.4%	0.3%	8.4%
Q16b. City efforts to keep you informed about local issues	15.6%	38.2%	26.2%	10.8%	1.3%	7.9%
Q16c. How open the City is to public involvement and input from residents	10.3%	26.7%	30.9%	9.5%	2.4%	20.2%
Q16d. The quality of programming on the City's cable television channel Charter Channel 991/U-Verse Channel 99)	6.9%	13.0%	25.9%	2.7%	2.1%	49.4%
Q16e. The quality of the City's web page(s)	13.5%	36.5%	26.5%	2.0%	1.0%	20.6%
Q16f. The O'Fallon Update e-newsletter	15.7%	31.6%	23.6%	1.4%	0.4%	27.3%
Q16g. The O'Fallon Update Quarterly Newsletter and Rec Guide	21.9%	42.7%	21.5%	1.3%	0.4%	12.2%
Q16h. Twitter, Facebook or other social media	5.7%	13.9%	27.5%	0.7%	0.2%	52.0%

Q16. CITY COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "Don't Know")

(N=1229)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16a. The availability of information about City programs and services	19.3%	47.3%	26.0%	7.0%	0.4%
Q16b. City efforts to keep you informed about local issues	17.0%	41.5%	28.4%	11.7%	1.4%
Q16c. How open the City is to public involvement and input from residents	12.9%	33.5%	38.7%	12.0%	3.0%
Q16d. The quality of programming on the City's cable television channel Charter Channel 991/U-Verse Channel 99)	13.7%	25.6%	51.1%	5.3%	4.2%
Q16e. The quality of the City's web page(s)	16.9%	45.9%	33.4%	2.6%	1.2%
Q16f. The O'Fallon Update e-newsletter	21.5%	43.5%	32.4%	1.9%	0.6%
Q16g. The O'Fallon Update Quarterly Newsletter and Rec Guide	25.0%	48.7%	24.4%	1.5%	0.5%
Q16h. Twitter, Facebook or other social media	11.9%	28.9%	57.4%	1.5%	0.3%

Q17. Which of the following do you use to get information about the City of O'Fallon?

Q17. Which of the following do you use to get information about the City of O'Fallon?	Number	Percent
The O'Fallon Update Quarterly Newsletter and Rec Guide	848	69.0 %
The City's web pages	695	56.6 %
The O'Fallon Update e-newsletter	330	26.9 %
Twitter, Facebook, YouTube or other social media	86	7.0 %
City's cable television channel (Charter Channel 991/U-Verse Channel 99)	78	6.3 %
Attending or watching public meetings	77	6.3 %
St. Louis Post-Dispatch / www.stltoday.com	383	31.2 %
MidRivers Newsmagazine	474	38.6 %
Community News	337	27.4 %
Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)	714	58.1 %
Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)	321	26.1 %
www.ofallon.patch.com	187	15.2 %
None chosen	41	3.3 %
Total	4571	

Q18. From the list above, please rank your top THREE sources of information regarding the City of O'Fallon.

Q18. Top Source	Number	Percent
The O'Fallon Update Quarterly Newsletter and Rec Guide	384	31.2 %
The City's web pages	229	18.6 %
The O'Fallon Update e-newsletter	74	6.0 %
Twitter, Facebook, YouTube or other social media	19	1.5 %
City's cable television channel (Charter Channel 991/U-Verse Channel 99)	5	0.4 %
Attending or watching public meetings	5	0.4 %
St. Louis Post-Dispatch / www.stltoday.com	62	5.0 %
MidRivers Newsmagazine	80	6.5 %
Community News	22	1.8 %
Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)	120	9.8 %
Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)	12	1.0 %
www.ofallon.patch.com	31	2.5 %
None chosen	186	15.1 %
Total	1229	100.0 %

Q18. From the list above, please rank your top THREE sources of information regarding the City of O'Fallon.

Q18. 2nd Source	Number	Percent
The O'Fallon Update Quarterly Newsletter and Rec Guide	178	14.5 %
The City's web pages	202	16.4 %
The O'Fallon Update e-newsletter	78	6.3 %
Twitter, Facebook, YouTube or other social media	23	1.9 %
City's cable television channel (Charter Channel 991/U-Verse Channel 99)	10	0.8 %
Attending or watching public meetings	8	0.7 %
St. Louis Post-Dispatch / www.stltoday.com	84	6.8 %
MidRivers Newsmagazine	135	11.0 %
Community News	60	4.9 %
Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)	149	12.1 %
Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)	48	3.9 %
www.ofallon.patch.com	26	2.1 %
None chosen	228	18.6 %
Total	1229	100.0 %

Q18. From the list above, please rank your top THREE sources of information regarding the City of O'Fallon.

Q18. 3rd Source	Number	Percent
The O'Fallon Update Quarterly Newsletter and Rec Guide	106	8.6 %
The City's web pages	106	8.6 %
The O'Fallon Update e-newsletter	82	6.7 %
Twitter, Facebook, YouTube or other social media	16	1.3 %
City's cable television channel (Charter Channel 991/U-Verse Channel 99)	18	1.5 %
Attending or watching public meetings	12	1.0 %
St. Louis Post-Dispatch / www.stltoday.com	73	5.9 %
MidRivers Newsmagazine	95	7.7 %
Community News	91	7.4 %
Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)	191	15.5 %
Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)	66	5.4 %
www.ofallon.patch.com	55	4.5 %
None chosen	318	25.9 %
Total	1229	100.0 %

Q18. From the list above, please rank your top THREE sources of information regarding the City of O'Fallon. (Sum of choices)

Q18. Sum of the top 3 choices	Number	Percent
The O'Fallon Update Quarterly Newsletter and Rec Guide	668	54.4 %
The City's web pages	537	43.7 %
The O'Fallon Update e-newsletter	234	19.0 %
Twitter, Facebook, YouTube or other social media	58	4.7 %
City's cable television channel (Charter Channel 991/U-Verse Channel 99)	33	2.7 %
Attending or watching public meetings	25	2.0 %
St. Louis Post-Dispatch / www.stltoday.com	219	17.8 %
MidRivers Newsmagazine	310	25.2 %
Community News	173	14.1 %
Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)	460	37.4 %
Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)	126	10.3 %
www.ofallon.patch.com	112	9.1 %
None chosen	186	15.1 %
Total	3141	

Q19. Have you used O'Fallon's Citizens First Center, which is a service that allows residents to contact the City via phone, email or through our website (www.ofallon.mo.us), with comments or questions about O'Fallon? (Without "Don't Know")

Q19. Have you used O'Fallon's Citizens First Center, which is a service that allows residents to contact the City via phone, email or through our website (www.ofallon.mo.us), with comments or questions about O'Fallon?	Number	Percent
Yes	169	14.8 %
No	971	85.2 %
Total	1140	100.0 %

Q20. Have you called or visited O'Fallon Municipal Centre (City Hall) with a question, problem, or complaint during the past year?

Q20. Have you called or visited O'Fallon Municipal Centre (City Hall) with a question, problem, or complaint during the past year?	Number	Percent
Yes	390	31.7 %
No	839	68.3 %
Total	1229	100.0 %

Q20a-e. Referring to the department you last contacted: Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees (not elected officials) on the following behaviors:

(N=390)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q20a. They were courteous and polite	59.7%	27.4%	8.7%	3.1%	0.3%	0.8%
Q20b. They gave prompt, accurate, and complete answers to questions	51.5%	29.2%	12.1%	5.1%	1.3%	0.8%
Q20c. They did what they said they would do in a timely manner	46.9%	27.7%	13.8%	5.6%	2.6%	3.3%
Q20d. They helped you resolve your issue to your satisfaction	46.2%	24.6%	13.1%	7.2%	7.2%	1.8%
Q20e. It was easy to contact the person you needed	41.8%	29.0%	14.4%	9.0%	4.9%	1.0%

Q20a-e. Referring to the department you last contacted: Using a 5-point scale, where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees (not elected officials) on the following behaviors: (Without "Don't Know")

(N=390)

	Always	Usually	Sometimes	Seldom	Never
Q20a. They were courteous and polite	60.2%	27.6%	8.8%	3.1%	0.3%
Q20b. They gave prompt, accurate, and complete answers to questions	51.9%	29.5%	12.1%	5.2%	1.3%
Q20c. They did what they said they would do in a timely manner	48.5%	28.6%	14.3%	5.8%	2.7%
Q20d. They helped you resolve your issue to your satisfaction	47.0%	25.1%	13.3%	7.3%	7.3%
Q20e. It was easy to contact the person you needed	42.2%	29.3%	14.5%	9.1%	4.9%

Q21. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live where you live?

(N=1229)

	Very important	Somewhat important	Not sure	Not important	Not provided
Q21a. Sense of community	46.5%	41.7%	4.2%	3.3%	4.2%
Q21b. Quality of public education	72.1%	14.7%	3.3%	5.8%	4.0%
Q21c. Employment opportunities	39.7%	30.2%	9.0%	16.3%	4.7%
Q21d. Types of housing	72.7%	22.0%	1.2%	1.1%	3.0%
Q21e. Quality of housing	82.1%	14.1%	0.7%	0.2%	2.9%
Q21f. Access to quality shopping	51.5%	38.5%	3.1%	4.0%	2.9%
Q21g. Availability of parks and recreation opportunities	48.8%	38.6%	4.6%	4.6%	3.4%
Q21h. Proximity to family or friends	43.2%	35.5%	5.3%	12.5%	3.4%
Q21i. Safety and security	86.3%	9.3%	1.2%	0.1%	3.1%
Q21j. Accessibility to airport and other communities	25.6%	48.5%	8.0%	14.4%	3.5%
Q21k. Quality health care	54.6%	32.6%	5.3%	4.2%	3.3%
Q21l. Opportunities and/or resources for senior citizens	31.4%	29.7%	12.4%	22.5%	4.0%

Q21. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live where you live? (Without "Not Provided")

(N=1229)

	Very important	Somewhat important	Not sure	Not important
Q21a. Sense of community	48.6%	43.5%	4.4%	3.5%
Q21b. Quality of public education	75.1%	15.4%	3.5%	6.0%
Q21c. Employment opportunities	41.7%	31.7%	9.5%	17.1%
Q21d. Types of housing	75.0%	22.7%	1.3%	1.1%
Q21e. Quality of housing	84.5%	14.5%	0.8%	0.3%
Q21f. Access to quality shopping	53.1%	39.6%	3.2%	4.1%
Q21g. Availability of parks and recreation opportunities	50.5%	40.0%	4.8%	4.7%
Q21h. Proximity to family or friends	44.8%	36.8%	5.5%	13.0%
Q21i. Safety and security	89.1%	9.6%	1.3%	0.1%
Q21j. Accessibility to airport and other communities	26.5%	50.3%	8.3%	14.9%
Q21k. Quality health care	56.4%	33.7%	5.5%	4.4%
Q21l. Opportunities and/or resources for senior citizens	32.7%	31.0%	12.9%	23.4%

Q21. Please indicate if your needs are being met in O'Fallon.

(N=1229)

	Yes	No	None Chosen
Q21a. Sense of community	54.6%	8.1%	37.3%
Q21b. Quality of public education	53.7%	6.9%	39.4%
Q21c. Employment opportunities	39.2%	16.2%	44.6%
Q21d. Types of housing	59.0%	3.4%	37.6%
Q21e. Quality of housing	58.3%	4.3%	37.3%
Q21f. Access to quality shopping	52.5%	9.5%	38.0%
Q21g. Availability of parks and recreation opportunities	55.2%	5.5%	39.2%
Q21h. Proximity to family or friends	52.6%	6.6%	40.8%
Q21i. Safety and security	59.0%	3.7%	37.3%
Q21j. Accessibility to airport and other communities	52.6%	5.5%	41.9%
Q21k. Quality health care	55.0%	5.0%	40.0%
Q21l. Opportunities and/or resources for senior citizens	45.6%	8.4%	46.0%

Q21. Please indicate if your needs are being met in O'Fallon. (Without "None Chosen")

(N=1229)

	Yes	No
Q21a. Sense of community	87.0%	13.0%
Q21b. Quality of public education	88.6%	11.4%
Q21c. Employment opportunities	70.8%	29.2%
Q21d. Types of housing	94.5%	5.5%
Q21e. Quality of housing	93.1%	6.9%
Q21f. Access to quality shopping	84.6%	15.4%
Q21g. Availability of parks and recreation opportunities	90.9%	9.1%
Q21h. Proximity to family or friends	88.9%	11.1%
Q21i. Safety and security	94.0%	6.0%
Q21j. Accessibility to airport and other communities	90.6%	9.4%
Q21k. Quality health care	91.6%	8.4%
Q21l. Opportunities and/or resources for senior citizens	84.5%	15.5%

Q22. The City is considering building a new 55-acre park along Hwy DD. The following features are being considered for the park. Which of the following features are most important to consider for this new park?

Q22. The following features are being considered for the park. Which of the following features are most important to consider for this new park?	Number	Percent
A lodge for rentals and recreation programs	461	37.5 %
Adventure playground, pavilions and picnic area	767	62.4 %
Outdoor amphitheater	464	37.8 %
Hiking trails	782	63.6 %
Restoration of meadows, prairies and wetlands	534	43.4 %
Overnight group camping	253	20.6 %
None chosen	157	12.8 %
Total	3418	

Q23. If the park included the features that you thought were most important, would you support a slight increase in your property taxes so this project can be completed? (Without "Don't Know")

Q23. Would you support a slight increase in your property taxes so this project can be completed	Number	Percent
Yes	441	48.4 %
No	470	51.6 %
Total	911	100.0 %

Q24. The City is considering a new recreational facility in Civic Park to replace Civic Hall. The following features are being considered for the new recreational facility. Which of these features are most important to include in this recreational facility?

Q24. Which of these features are most important to include in this recreational facility?	Number	Percent
A lodge for rentals and some recreation programs	384	31.2 %
Single gymnasium	205	16.7 %
Fitness area with equipment	482	39.2 %
Indoor walking track	521	42.4 %
Expansion of Alligator's Creek Aquatic Center and replacement of bath house	541	44.0 %
None chosen	262	21.3 %
Total	2395	

Q25. If the recreational facility included the features that you thought were most important, would you support an increase in your property taxes so this project can be completed? (Without "Don't Know")

Q25. Would you support an increase in your property taxes so this project can be completed?	Number	Percent
Yes	388	42.6 %
No	522	57.4 %
Total	910	100.0 %

Q26. The City is considering building a new, more centrally-located Justice Center that would house the Police Department and the City's Municipal Courts. This building will replace the current outdated facility and be designed to meet the needs of the Department for the next 25 years. Would you support an increase in your property taxes so this project can be completed? (Without "Don't Know")

Q26. Would you support an increase in your property taxes so this project can be completed?	Number	Percent
Yes	405	42.7 %
No	544	57.3 %
Total	949	100.0 %

Q27. As noted in the previous questions, an increase in property taxes will be required to support the construction of a new Justice Center, a new park in southern O'Fallon and a new recreational facility in northern O'Fallon to replace Civic Hall. How much of a property tax increase would you support to complete these projects? (Without "None Chosen")

Q27. How much of a property tax increase would you support to complete these projects?	Number	Percent
$25 per year	370	31.4 %
$50 per year	222	18.8 %
$75 per	35	3.0 %
$100 per year	85	7.2 %
I would not support any increase in my property taxes	468	39.7 %
Total	1180	100.0 %

Q28. Counting yourself, how many people live in your household? (Without "Not Provided")

Q28. Counting yourself, how many people live in your household?	Number	Percent
1	124	10.2 %
2	450	36.9%
3	224	18.3 %
4	269	22.0 %
5	113	9.3%
6	28	2.3 %
7	9	0.7 %
8	4	0.3 %
Total	1221	100.0 %

Q29. Which of the following best describes your race? (Without "Not Provided")

Q29. Which of the following best describes your race?	Number	Percent
African American/Black	14	1.1 %
American Indian or Alaska Native	6	0.5 %
Asian, Hawaiian or other Pacific Islander	18	1.5 %
Caucasian/White	1151	93.7 %
Hispanic or Latino	14	1.1 %
Other	3	0.2 %
Total	1206	

Q29. Other

Q29 Other

ISN'T THIS DISCRIMINATION
MIXED
FILIPINO

Q30. Which of the following age groups are you in? (Without "Not Provided")

Q30. Which of the following age groups are you in?	Number	Percent
18 to 24	23	1.9 %
25 to 34	97	8.0 %
35 to 44	261	21.5 %
45 to 54	325	26.8 %
55 to 64	314	25.9 %
65 and over	194	16.0 %
Total	1214	100.0 %

Q31. Which of the following best describes your current employment status? (Without "Not Provided")

Q31. Which of the following best describes your current employment status?	Number	Percent
Employed outside the home	857	69.7 %
Employed in the home	52	4.2 %
Student	9	0.7 %
Retired	240	19.5 %
Not currently employed outside the home	64	5.2 %
Total	1222	

Q31. Where do you work? (Without "None Chosen")

Q31. Where do you work?	Number	Percent
In O'Fallon	167	19.8 %
Outside O'Fallon but inside St. Charles County, MO	180	21.4 %
St. Louis City, MO	69	8.2 %
St. Louis County, MO	343	40.7 %
Elsewhere in Missouri	31	3.7 %
Several Locations	53	6.3 %
Total	843	100.0 %

Q32. Do you own or rent your current residence? (Without "Not Provided")

Q32. Do you own or rent your current residence?	Number	Percent
Own	1176	96.7 %
Rent	40	3.3 %
Total	1216	100.0 %

Q33. How many years have you lived in the City of O'Fallon? (Without "Not Provided")

Q33. How many years have you lived in the City of O'Fallon?	Number	Percent
Less than 5 years	110	9.0 %
5 - 10 years	281	23.1 %
11 - 20 years	584	47.9 %
More than 20 years	244	20.0 %
Total	1219	100.0 %

Q34. Approximately how many years have you lived at your current residence? (Without "Not Provided")

Q34. Approximately how many years have you lived at your current residence?	Number	Percent
Less than 3 years	66	5.6 %
3 to 5 years	184	15.7 %
6 to 10 years	271	23.1 %
11 to 15 years	358	30.5 %
16 to 20 years	164	14.0 %
21 to 30 years	96	8.2 %
31 years or more	36	3.1 %
Total	1175	100.0 %

Q35. What is the range of your total household income? (Without "Not Provided")

Q35. What is the range of your total household income?	Number	Percent
Under $15,000	16	1.5 %
$15,000 to 24,999	40	3.7 %
$25,000 to $34,999	44	4.1 %
$35,000 to $49,999	122	11.4 %
$50,000 to $74,999	212	19.8 %
$75,000 to $99,999	208	19.4 %
$100,000 to $124,999	189	17.7 %
$125,000 or more	239	22.3 %
Total	1070	100.0 %

Q36. Your gender (Without "Not Provided"):

Q36. Your gender	Number	Percent
Male	634	51.8 %
Female	589	48.2 %
Total	1223	100.0 %

Ward Number (Without "No Response")

Ward	Number	Percent
Ward 1	252	20.8 %
Ward 2	222	18.4 %
Ward 3	218	18.0 %
Ward 4	242	20.0 %
Ward 5	275	22.7 %
Total	1209	100.0 %

Section 7:
Survey Instrument

100 NORTH MAIN STREET
O'FALLON, MISSOURI 63366
636.240.2000
www.ofallon.mo.us

Dear O'Fallon Resident,

You have been selected, as a part of a statistically valid random sample of residents, to participate in an important survey, designed to gather resident feedback about current city government services. The information requested in this survey will be used to improve our existing services and help determine future needs of O'Fallon residents.

We realize it will take several minutes to complete this survey but the time you invest will influence decisions made about the City's future.

Please return your completed survey using the postage-paid envelope provided. The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local governmental research. Individual responses to the survey are confidential and will not be released to the City.

If you have any questions about this survey, please contact our City's Communications Director Tom Drabelle at 636-379-5508 or tdrabelle@ofallon.mo.us, and **if you choose to complete the survey electronically, please go to** www.ofalloncommunitysurvey.com.

On behalf of your O'Fallon City Council, thank you for making O'Fallon an even better place to live!

Sincerely,

Bill Hennessy

Bill Hennessy
Mayor

2013 City of O'Fallon Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. If you have questions, please contact the City of O'Fallon's Communications Director Tom Drabelle via phone at (636) 379-5508 or via email at tdrabelle@ofallon.mo.us.

1. OVERALL SATISFACTION WITH MAJOR CITY SERVICES **Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the services listed below.**		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of police services	5	4	3	2	1	9
B.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
C.	Overall maintenance of City streets	5	4	3	2	1	9
D.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
E.	Overall enforcement of building, property, and maintenance ordinances	5	4	3	2	1	9
F.	Overall enforcement of traffic ordinances	5	4	3	2	1	9
G.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
H.	Overall community planning and development	5	4	3	2	1	9
I.	Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
J.	Overall flow of traffic and congestion management in O'Fallon	5	4	3	2	1	9
K.	Overall quality of services provided by the City of O'Fallon	5	4	3	2	1	9
L.	City efforts to keep you informed about local issues	5	4	3	2	1	9
M.	The level of public involvement in local decision-making	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]

_____ 1st _____ 2nd _____ 3rd

3. OVERALL PERCEPTION OF THE CITY **Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor", please rate the City of O'Fallon with regard to the following:**		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9
D.	As a place to shop for goods and services	5	4	3	2	1	9
E.	As a place to dine	5	4	3	2	1	9
F.	Overall quality of life in the City	5	4	3	2	1	9
G.	Overall quality of new development in the City	5	4	3	2	1	9
H.	Overall rate of growth in O'Fallon	5	4	3	2	1	9
I.	Quality of business growth	5	4	3	2	1	9
J.	Quality of residential growth	5	4	3	2	1	9
K.	Overall appearance of the City	5	4	3	2	1	9

4. PUBLIC SAFETY & SECURITY Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following public safety services:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall performance of the O'Fallon Police Department	5	4	3	2	1	9
B.	Competence of O'Fallon Police personnel	5	4	3	2	1	9
C.	The level of safety and security in your neighborhood	5	4	3	2	1	9
D.	The City's efforts to prevent crime	5	4	3	2	1	9
E.	Enforcement of local traffic laws	5	4	3	2	1	9
F.	How quickly the Police Department responds to emergencies	5	4	3	2	1	9
G.	Public safety education programs	5	4	3	2	1	9
H.	Quality of animal control	5	4	3	2	1	9
I.	The City's municipal courts	5	4	3	2	1	9

5. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 4 above.]

1st _____ 2nd _____ 3rd _____

6. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

How safe do you feel:		*Very Safe*	*Somewhat Safe*	*Somewhat Unsafe*	*Very Unsafe*	*Don't Know*
A.	In your neighborhood	4	3	2	1	9
B.	In City parks	4	3	2	1	9
C.	In other public areas in O'Fallon	4	3	2	1	9
D.	In O'Fallon's shops and restaurants	4	3	2	1	9
E.	Your overall feeling of safety in O'Fallon	4	3	2	1	9

7. MAINTENANCE For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City streets	5	4	3	2	1	9
B.	Maintenance of sidewalks in the City	5	4	3	2	1	9
C.	Maintenance of City traffic signals/street signs	5	4	3	2	1	9
D.	Street lighting	5	4	3	2	1	9
E.	Maintenance of City buildings	5	4	3	2	1	9
F.	Snow removal on major City streets	5	4	3	2	1	9
G.	Snow removal in your subdivision	5	4	3	2	1	9
H.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
I.	Maintenance of stormwater drainage systems	5	4	3	2	1	9

8. Which THREE of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 7 above.]

1st _____ 2nd _____ 3rd _____

9. ENFORCEMENT OF CODES AND ORDINANCES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Codes and Ordinances		*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Enforcing the cleanup of litter and debris	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of grass and weeds	5	4	3	2	1	9
C.	Enforcing the maintenance of private property	5	4	3	2	1	9
D.	Enforcing sign regulations	5	4	3	2	1	9

10. Which TWO of the codes and ordinances items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 9 above.]

_____ 1st _____ 2nd

11. PARKS AND RECREATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

Parks and Recreation		*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Number of City parks	5	4	3	2	1	9
B.	Maintenance of City parks	5	4	3	2	1	9
C.	Number of walking/biking trails	5	4	3	2	1	9
D.	Number of athletic fields	5	4	3	2	1	9
E.	Quality of athletic fields	5	4	3	2	1	9
F.	Number of playgrounds	5	4	3	2	1	9
G.	Quality of playgrounds	5	4	3	2	1	9
H.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
I.	Availability of meeting space/rental facilities	5	4	3	2	1	9
J.	Quality of meeting space/rental facilities	5	4	3	2	1	9
K.	The City's youth programs	5	4	3	2	1	9
L.	The City's adult programs	5	4	3	2	1	9
M.	Special events and festivals (Heritage & Freedom Fest, Jammin' concerts, etc.)	5	4	3	2	1	9
N.	The Renaud Spirit Center	5	4	3	2	1	9
O.	Alligator's Creek Aquatic Center	5	4	3	2	1	9
P.	T. R. Hughes Ballpark (the Rascals stadium)	5	4	3	2	1	9

12. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 11 above.]

_____ 1st _____ 2nd _____ 3rd

13. CITY LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

CITY LEADERSHIP		*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Overall quality of leadership provided by your elected officials	5	4	3	2	1	9
B.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9

14. TRASH AND RECYCLING. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	Trash and Recycling	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Residential trash collection services	5	4	3	2	1	9
B.	Residential recycling collection services	5	4	3	2	1	9
C.	Amount you pay for trash and recycling services	5	4	3	2	1	9
D.	Bulk item collection/Free bulk waste drop-off	5	4	3	2	1	9
E.	Yard waste collection	5	4	3	2	1	9

15. EASE OF TRAVEL THROUGH O'FALLON

	For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Ease of North/South travel in O'Fallon	5	4	3	2	1	9
B.	Ease of East/West travel in O'Fallon	5	4	3	2	1	9
C.	Availability of bicycle lanes or paths	5	4	3	2	1	9
D.	Availability of pedestrian walkways	5	4	3	2	1	9

16. CITY COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	City Communication	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
D.	The quality of programming on the City's cable television channel (Charter Channel 991/U-Verse Channel 99)	5	4	3	2	1	9
E.	The quality of the City's web page(s)	5	4	3	2	1	9
F.	The *O'Fallon Update* e-newsletter	5	4	3	2	1	9
G.	The *O'Fallon Update* Quarterly Newsletter and Rec Guide	5	4	3	2	1	9
H	Twitter, Facebook or other Social Media	5	4	3	2	1	9

17. Which of the following do you use to get information about the City of O'Fallon? [Select all that apply.]

____ (A) The *O'Fallon Update* Quarterly Newsletter and Rec Guide
____ (B) The City's web pages: www.ofallon.mo.us, www.ofallon.mo.us/parks&rec, www.ofallon.mo.us/police, www.renaudspiritcenter.com, www.heritageandfreedomfest.com
____ (C) The *O'Fallon Update* e-newsletter
____ (D) Twitter, Facebook, YouTube or other social media
____ (E) City's cable television channel (Charter Channel 991/U-Verse Channel 99)
____ (F) Attending or watching public meetings
____ (G) *St. Louis Post-Dispatch* / www.stltoday.com
____ (H) *MidRivers Newsmagazine*
____ (I) *Community News*
____ (J) Local television (KSDK Channel 5, KMOV Channel 4, KTVI Channel 2, KPLR Channel 11, KDNL Channel 30)
____ (K) Local radio (KMOX Channel AM-1120, KTRS Channel AM-550, KFAV Channel FM-99.9, etc.)
____ (L) www.ofallon.patch.com

18. From the list above, please rank your top THREE sources of information regarding the City of O'Fallon.

_____ 1st _____ 2nd _____ 3rd

19. Have you used O'Fallon's Citizens First Center, which is a service that allows residents to contact the City via phone, email or through our website (www.ofallon.mo.us), with comments or questions about O'Fallon?

___(1) Yes ___(2) No ___(3) Don't know

20. Have you called or visited O'Fallon Municipal Centre (City Hall) with a question, problem, or complaint during the past year?

___(1) Yes [answer Q20a-e] ___(2) No [go to Q21]

20 a-e.<u>Referring to the department you last contacted</u>: Using a 5-point scale where 5 means "Always" and 1 means "Never," please rate your satisfaction with City employees (not elected officials) on the following behaviors:

Customer Service Characteristics:		*Always*	*Usually*	*Some-times*	*Seldom*	*Never*	*Don't Know*
A.	They were courteous and polite	5	4	3	2	1	9
B	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
C.	They did what they said they would do in a timely manner	5	4	3	2	1	9
D.	They helped you resolve your issue to your satisfaction	5	4	3	2	1	9
E.	It was easy to contact the person you needed	5	4	3	2	1	9

21. <u>QUALITY OF LIFE</u>. Several reasons for deciding where to live are listed below. On a scale from "1" to "4" where "4" is "very important" and "1" is "unimportant," how important was each reason in your decision to live where you live? Then, please indicate if your needs are being met in O'Fallon. (Please circle your answers.)

	The Reasons for Choosing a Community to Live in	*Very Important*	*Somewhat Important*	*Not sure*	*Not important*	*Are your needs being met in O'Fallon?*	
						Yes	*No*
A.	Sense of community	4	3	2	1	A	B
B.	Quality of public education	4	3	2	1	A	B
C.	Employment opportunities	4	3	2	1	A	B
D.	Types of housing	4	3	2	1	A	B
E.	Quality of housing	4	3	2	1	A	B
F.	Access to quality shopping	4	3	2	1	A	B
G.	Availability of parks and recreation opportunities	4	3	2	1	A	B
H.	Proximity to family or friends	4	3	2	1	A	B
I.	Safety and security	4	3	2	1	A	B
J.	Accessibility to airport and other communities	4	3	2	1	A	B
K.	Quality health care	4	3	2	1	A	B
L.	Opportunities and/or resources for senior citizens	4	3	2	1	A	B

OTHER ISSUES

O'Fallon's property taxes have decreased by more than 50% since the year 2000. This is due to solid financial management, conservative spending and a commitment to provide our residents with the best services at a low rate. However, as the City continues to update our facilities, we recognize that an increase in property tax rates may be required in order to fund these items through bond issues. With this in mind:

22. **The City is considering building a new 55-acre park along Hwy. DD. The following features are being considered for the park. Which of the following features are most important to consider for this new park?** (Check all that apply)
    - ____ (A) A lodge for rentals and recreation programs
    - ____ (B) Adventure playground, pavilions and picnic area
    - ____ (C) Outdoor amphitheater
    - ____ (D) Hiking trails
    - ____ (E) Restoration of meadows, prairies and wetlands
    - ____ (F) Overnight group camping

23. **If the park included the features that you thought were most important, would you support a slight increase in your property taxes so this project can be completed?**

    ___(1) Yes ___(2) No ___(3) Don't know

24. **The City is considering a new recreational facility in Civic Park to replace Civic Hall. The following features are being considered for the new recreational facility. Which of these features are most important to include in this recreational facility?** (Check all that apply)
    - ____ (A) A lodge for rentals and some recreation programs
    - ____ (B) Single gymnasium
    - ____ (C) Fitness area with equipment
    - ____ (D) Indoor walking track
    - ____ (E) Expansion of Alligator's Creek Aquatic Center and replacement of bath house

25. **If the recreational facility included the features that you thought were most important, would you support an increase in your property taxes so this project can be completed?**

    ___(1) Yes ___(2) No ___(3) Don't know

26. **The City is considering building a new, more centrally-located Justice Center that would house the Police Department and the City's Municipal Courts. This building will replace the current outdated facility and be designed to meet the needs of the Department for the next 25 years. Would you support an increase in your property taxes so this project can be completed?**

    ___(1) Yes ___(2) No ___(3) Don't know

27. **As noted in the previous questions, an increase in property taxes will be required to support the construction of a new Justice Center, a new park in southern O'Fallon and a new recreational facility in northern O'Fallon to replace Civic Hall. How much of a property tax increase would you support to complete these projects?**
    - ____ (A) $25 per year
    - ____ (B) $50 per year
    - ____ (C) $75 per
    - ____ (D) $100 per year
    - ____ (E) I would not support any increase in my property taxes

DEMOGRAPHICS

28. Counting yourself, how many people live in your household?_____

29. Which of the following best describes your race?

___(1) African American/Black
___(2) American Indian or Alaska Native
___ (3) Asian, Hawaiian or other Pacific Islander
___(4) Caucasian/White
___(5) Hispanic or Latino
___(5) Other: _____

30. Which of the following age groups are you in?

____ (1) 18 to 24
____ (2) 25 to 34
____ (3) 35 to 44
____ (4) 45 to 54
____ (5) 55 to 64
____ (6) 65 and over

31. Which of the following best describes your current employment status?

_____ (1) Employed outside the home

Where do you work?

_____ (a) In O'Fallon
_____ (b) Outside O'Fallon but inside St. Charles County, MO
_____ (c) St. Louis City, MO
_____ (d) St. Louis County, MO
_____ (e) Elsewhere in Missouri

_____ (2) Employed in the home
_____ (3) Student
_____ (4) Retired
_____ (5) Not currently employed outside the home

32. Do you own or rent your current residence?

____(1) Own ____(2) Rent

33. How many years have you lived in the City of O'Fallon?

____ (1) Less than 5 years
____ (2) 5-10 years
____ (3) 11-20 years
____ (4) More than 20 years

34. Approximately how many years have you lived <u>at your current residence</u>? _____ years

35. What is the range of your total household income?

____(1) Under $15,000
____(2) $15,000 to 24,999
____(3) $25,000 to $34,999
____(4) $35,000 to $49,999
____(5) $50,000 to $74,999
____(6) $75,000 to $99,999
____(7) $100,000 to $124,999
____(8) $125,000 or more

36. Your gender: _____ (1) Male _____ (2) Female

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain <u>completely confidential</u>. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.