



THE NCSTM
The National Citizen SurveyTM

Collinsville, IL

Trends over Time

2019



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2019 ratings for the City of Collinsville to its previous survey results in 2011, 2009 and 2007. Additional reports and technical appendices are available under separate cover.

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

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2011 and 2019 surveys, otherwise the comparisons between 2011 and 2019 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Collinsville for 2019 generally remained stable or increased. Of the 89 items for which comparisons were available, 43 items were rated similarly in 2011 and 2019, 15 items showed a decrease in ratings and 31 showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, ratings for sixteen aspects increased from 2011 to 2019, with most concentrated in the facets of Natural Environment (overall natural environment, air quality and cleanliness) and Recreation and Wellness (availability of affordable health care, food and preventive health services). The most notable improvements since 2011 were traffic flow on major streets (45% increase), ease of travel by car (42%) and availability of affordable quality child care (30%); however, large increases were also observed for other aspects.
- Other areas of Community Characteristics where improvements were seen in 2019 included employment opportunities, availability of affordable quality housing, Collinsville as a place to work and overall appearance of the city. Assessments of three aspects decreased from 2011 to 2019: shopping opportunities, overall quality of businesses and service establishments and opportunities to attend cultural/arts/music activities.
- In Governance, evaluations for a total of twelve aspects improved from 2011 to 2019. Ratings for three items related to government performance increased: the overall direction the City is taking, value of services for taxes paid and the government welcoming citizen involvement. Improvements were seen within the facets of Mobility (traffic enforcement, snow removal and traffic signal timing) and Natural Environment (garbage collection, recycling and yard waste pick-up). Ratings for City parks, recreation centers or facilities, and recreation programs or classes decreased.
- From 2011 to 2019, levels of participation for most items remained stable or declined in Collinsville. An increased proportion of residents had recycled at home, voted in local elections and believed the economy would have a positive impact on their income in the future. Levels of participation decreased for several aspects of Community Engagement: attending or watching local public meetings, volunteering or participating in a club. Fewer residents in 2019 reported they had used Collinsville recreation centers, visited a City park or contacted Collinsville employees for help or information.

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Table 1: Community Characteristics General

| | Percent rating positively (e.g., excellent/good) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|-------------------------|--|------|------|------|------------------------------|-------------------------|------------|------------|---------|
| | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Overall quality of life | 59% | 63% | 62% | 65% | Similar | Much lower | Much lower | Much lower | Similar |
| Overall image | 44% | 49% | 42% | 45% | Similar | Much lower | Much lower | Much lower | Lower |
| Place to live | 68% | 72% | 73% | 73% | Similar | Much lower | Much lower | Much lower | Lower |
| Neighborhood | 64% | 71% | 68% | 72% | Similar | Much lower | Much lower | Much lower | Similar |
| Place to raise children | 53% | 59% | 58% | 60% | Similar | Much lower | Much lower | Much lower | Lower |
| Place to retire | 46% | 45% | 42% | 50% | Higher | Much lower | Much lower | Much lower | Similar |
| Overall appearance | 45% | 52% | 52% | 61% | Higher | Much lower | Much lower | Much lower | Similar |

Table 2: Community Characteristics by Facet

| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|-------------------|----------------------------------|--|------|------|------|------------------------------|-------------------------|-------------|------------|------------|
| | | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Safety | Overall feeling of safety | NA | NA | NA | 66% | NA | NA | NA | NA | Lower |
| | Safe in neighborhood | 91% | 92% | 92% | 92% | Similar | Similar | Similar | Similar | Similar |
| | Safe downtown/commercial area | 89% | 89% | 93% | 90% | Similar | Higher | Similar | Similar | Similar |
| Mobility | Overall ease of travel | NA | NA | NA | 83% | NA | NA | NA | NA | Similar |
| | Paths and walking trails | NA | 38% | 46% | 45% | Similar | NA | Much lower | Much lower | Lower |
| | Ease of walking | 53% | 47% | 51% | 56% | Similar | Lower | Much lower | Much lower | Similar |
| | Travel by bicycle | 41% | 46% | 43% | 45% | Similar | Lower | Lower | Lower | Similar |
| | Travel by public transportation | NA | NA | NA | 58% | NA | NA | NA | NA | Higher |
| | Travel by car | 57% | 55% | 46% | 88% | Higher | Higher | Similar | Much lower | Higher |
| | Public parking | NA | NA | NA | 64% | NA | NA | NA | NA | Similar |
| | Traffic flow | 52% | 39% | 33% | 78% | Higher | NA | Similar | Much lower | Higher |
| | Natural Environment | Overall natural environment | NA | 51% | 49% | 61% | Higher | NA | Much lower | Much lower |
| Cleanliness | | NA | 57% | 52% | 64% | Higher | NA | Much lower | Much lower | Similar |
| Air quality | | 64% | 62% | 60% | 71% | Higher | Similar | Lower | Lower | Similar |
| Built Environment | Overall built environment | NA | NA | NA | 56% | NA | NA | NA | NA | Similar |
| | New development in Collinsville | 63% | 62% | 51% | 47% | Similar | Higher | Similar | Lower | Similar |
| | Affordable quality housing | 45% | 48% | 39% | 51% | Higher | Higher | Much higher | Similar | Similar |
| | Housing options | NA | 59% | 54% | 57% | Similar | NA | Similar | Similar | Similar |
| | Public places | NA | NA | NA | 53% | NA | NA | NA | NA | Similar |
| Economy | Overall economic health | NA | NA | NA | 42% | NA | NA | NA | NA | Lower |
| | Vibrant downtown/commercial area | NA | NA | NA | 48% | NA | NA | NA | NA | Similar |

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| | | Percent rating positively (e.g., excellent/good, very/somewhat safe) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|--------------------------|---|--|------|------|------|------------------------------|-------------------------|------------|------------|------------|
| | | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| | Business and services | NA | 56% | 61% | 51% | Lower | NA | Lower | Similar | Similar |
| | Cost of living | NA | NA | NA | 44% | NA | NA | NA | NA | Similar |
| | Shopping opportunities | 56% | 50% | 55% | 40% | Lower | Higher | Similar | Similar | Similar |
| | Employment opportunities | 21% | 13% | 21% | 29% | Higher | Much lower | Much lower | Much lower | Similar |
| | Place to visit | NA | NA | NA | 42% | NA | NA | NA | NA | Lower |
| | Place to work | 42% | 32% | 38% | 48% | Higher | Much lower | Much lower | Much lower | Similar |
| Recreation and Wellness | Health and wellness | NA | NA | NA | 50% | NA | NA | NA | NA | Lower |
| | Mental health care | NA | NA | NA | 37% | NA | NA | NA | NA | Similar |
| | Preventive health services | NA | 42% | 39% | 53% | Higher | NA | Much lower | Much lower | Similar |
| | Health care | 39% | 41% | 34% | 59% | Higher | Lower | Much lower | Much lower | Similar |
| | Food | 67% | 66% | 62% | 71% | Higher | Higher | Similar | Similar | Similar |
| | Recreational opportunities | 46% | 32% | 40% | 44% | Similar | Much lower | Much lower | Much lower | Lower |
| | Fitness opportunities | NA | NA | NA | 56% | NA | NA | NA | NA | Similar |
| | Education and enrichment opportunities | NA | NA | NA | 43% | NA | NA | NA | NA | Lower |
| | Religious or spiritual events and activities | NA | 71% | 68% | 67% | Similar | NA | Lower | Lower | Similar |
| | Cultural/arts/music activities | 39% | 32% | 40% | 27% | Lower | Much lower | Much lower | Much lower | Lower |
| Education and Enrichment | Adult education | NA | NA | NA | 31% | NA | NA | NA | NA | Much lower |
| | K-12 education | NA | 49% | 49% | 62% | Higher | NA | Much lower | Much lower | Similar |
| | Child care/preschool | 39% | 34% | 30% | 61% | Higher | Similar | Lower | Lower | Similar |
| Community Engagement | Social events and activities | NA | 40% | 47% | 49% | Similar | NA | Much lower | Much lower | Similar |
| | Neighborhoodliness | NA | NA | NA | 55% | NA | NA | NA | NA | Similar |
| | Openness and acceptance | 46% | 46% | 50% | 55% | Similar | Much lower | Much lower | Much lower | Similar |
| | Opportunities to participate in community matters | NA | 41% | 42% | 51% | Higher | NA | Much lower | Much lower | Similar |
| | Opportunities to volunteer | NA | 55% | 55% | 60% | Similar | NA | Much lower | Much lower | Similar |

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Table 3: Governance General

| | Percent rating positively (e.g., excellent/good) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|---|--|------|------|------|------------------------------|-------------------------|------------|------------|---------|
| | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Services provided by Collinsville | 66% | 61% | 60% | 68% | Higher | Similar | Lower | Lower | Similar |
| Customer service | 68% | 75% | 70% | 77% | Higher | Similar | Similar | Similar | Similar |
| Value of services for taxes paid | 43% | 42% | 35% | 42% | Higher | Lower | Much lower | Much lower | Similar |
| Overall direction | 55% | 53% | 48% | 55% | Higher | Similar | Similar | Lower | Similar |
| Welcoming citizen involvement | 47% | 42% | 38% | 47% | Higher | Lower | Lower | Much lower | Similar |
| Confidence in City government | NA | NA | NA | 47% | NA | NA | NA | NA | Similar |
| Acting in the best interest of Collinsville | NA | NA | NA | 52% | NA | NA | NA | NA | Similar |
| Being honest | NA | NA | NA | 48% | NA | NA | NA | NA | Similar |
| Treating all residents fairly | NA | NA | NA | 53% | NA | NA | NA | NA | Similar |
| Services provided by the Federal Government | 44% | 29% | 28% | 32% | Similar | Similar | Lower | Much lower | Similar |

Table 4: Governance by Facet

| | | Percent rating positively (e.g., excellent/good) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|---------------------|----------------------------|--|------|------|------|------------------------------|-------------------------|------------|------------|---------|
| | | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Safety | Police | 76% | 74% | 76% | 89% | Higher | Higher | Similar | Similar | Similar |
| | Fire | 93% | 93% | 93% | 95% | Similar | Higher | Similar | Similar | Similar |
| | Ambulance/EMS | 91% | 93% | 91% | 96% | Similar | Higher | Higher | Similar | Similar |
| | Crime prevention | 54% | 57% | 62% | 65% | Similar | Lower | Lower | Lower | Similar |
| | Fire prevention | 71% | 78% | 77% | 78% | Similar | Similar | Similar | Similar | Similar |
| | Animal control | 56% | 57% | 61% | 60% | Similar | Similar | Lower | Similar | Similar |
| | Emergency preparedness | NA | 54% | 58% | 56% | Similar | NA | Lower | Similar | Similar |
| | Traffic enforcement | 62% | 61% | 60% | 73% | Higher | Similar | Similar | Similar | Similar |
| | Street repair | 50% | 51% | 48% | 46% | Similar | Higher | Higher | Similar | Similar |
| | Street cleaning | 58% | 67% | 57% | 63% | Similar | Similar | Higher | Similar | Similar |
| | Street lighting | 54% | 63% | 61% | 62% | Similar | Similar | Similar | Similar | Similar |
| | Snow removal | 56% | 64% | 60% | 76% | Higher | Similar | Similar | Similar | Higher |
| Mobility | Sidewalk maintenance | 51% | 50% | 50% | 56% | Similar | Similar | Similar | Similar | Similar |
| | Traffic signal timing | 55% | 55% | 46% | 69% | Higher | Much higher | Higher | Similar | Higher |
| | Bus or transit services | NA | NA | NA | 80% | NA | NA | NA | NA | Higher |
| | Garbage collection | 79% | 85% | 76% | 88% | Higher | Similar | Similar | Lower | Similar |
| | Recycling | 72% | 74% | 75% | 83% | Higher | Similar | Similar | Similar | Similar |
| | Yard waste pick-up | 62% | 63% | 52% | 66% | Higher | Lower | Much lower | Much lower | Similar |
| | Drinking water | 59% | 58% | 58% | 59% | Similar | Similar | Lower | Lower | Similar |
| | Natural areas preservation | NA | 42% | 43% | 46% | Similar | NA | Much lower | Much lower | Similar |
| Natural Environment | Open space | NA | NA | NA | 43% | NA | NA | NA | NA | Lower |

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| | | Percent rating positively (e.g., excellent/good) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|--------------------------|-------------------------------|--|------|------|------|------------------------------|-------------------------|------------|------------|---------|
| | | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Built Environment | Storm drainage | 60% | 50% | 55% | 62% | Similar | Higher | Similar | Similar | Similar |
| | Sewer services | 66% | 67% | 70% | 73% | Similar | Similar | Similar | Similar | Similar |
| | Power utility | NA | NA | NA | 78% | NA | NA | NA | NA | Similar |
| | Utility billing | NA | NA | NA | 63% | NA | NA | NA | NA | Similar |
| | Land use, planning and zoning | 39% | 40% | 36% | 37% | Similar | Similar | Similar | Lower | Similar |
| | Code enforcement | 37% | 35% | 38% | 38% | Similar | Lower | Much lower | Lower | Similar |
| | Cable television | 37% | 44% | 56% | 54% | Similar | Much lower | Lower | Similar | Similar |
| Economy | Economic development | 54% | 49% | 44% | 45% | Similar | Much higher | Higher | Similar | Similar |
| Recreation and Wellness | City parks | NA | 64% | 69% | 55% | Lower | NA | Much lower | Much lower | Lower |
| | Recreation programs | NA | 60% | 61% | 37% | Lower | NA | Much lower | Lower | Lower |
| | Recreation centers | NA | 59% | 57% | 40% | Lower | NA | Lower | Lower | Lower |
| | Health services | NA | NA | NA | 54% | NA | NA | NA | NA | Similar |
| Education and Enrichment | Special events | NA | NA | NA | 64% | NA | NA | NA | NA | Similar |
| | Public libraries | NA | 84% | 87% | 87% | Similar | NA | Similar | Similar | Similar |
| Community Engagement | Public information | NA | 59% | 60% | 63% | Similar | NA | Similar | Similar | Similar |

Table 5: Participation General

| | | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|----------------------------------|--|---|------|------|------|------------------------------|-------------------------|------------|------------|---------|
| | | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Sense of community | | 51% | 52% | 53% | 54% | Similar | Much lower | Much lower | Much lower | Similar |
| Recommend Collinsville | | NA | 79% | 76% | 77% | Similar | NA | Much lower | Much lower | Similar |
| Remain in Collinsville | | NA | 80% | 80% | 80% | Similar | NA | Similar | Lower | Similar |
| Contacted Collinsville employees | | NA | 62% | 53% | 43% | Lower | NA | Higher | Similar | Similar |

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Table 6: Participation by Facet

| | | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|--------------------------|--|---|------|------|------|------------------------------|-------------------------|------------|------------|---------|
| | | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Safety | Stocked supplies for an emergency | NA | NA | NA | 44% | NA | NA | NA | NA | Similar |
| | Did NOT report a crime | NA | NA | NA | 74% | NA | NA | NA | NA | Similar |
| | Was NOT the victim of a crime | NA | 88% | 88% | 88% | Similar | NA | Similar | Similar | Similar |
| Mobility | Used public transportation instead of driving | NA | NA | NA | 10% | NA | NA | NA | NA | Lower |
| | Carpooled instead of driving alone | NA | NA | NA | 34% | NA | NA | NA | NA | Lower |
| | Walked or biked instead of driving | NA | NA | NA | 45% | NA | NA | NA | NA | Lower |
| Natural Environment | Conserved water | NA | NA | NA | 73% | NA | NA | NA | NA | Similar |
| | Made home more energy efficient | NA | NA | NA | 77% | NA | NA | NA | NA | Similar |
| | Recycled at home | NA | 77% | 72% | 90% | Higher | NA | Lower | Much lower | Similar |
| Built Environment | Did NOT observe a code violation | NA | NA | NA | 47% | NA | NA | NA | NA | Similar |
| | NOT under housing cost stress | NA | 75% | 72% | 79% | Similar | NA | Much lower | Much lower | Similar |
| Economy | Purchased goods or services in Collinsville | NA | NA | NA | 98% | NA | NA | NA | NA | Similar |
| | Economy will have positive impact on income | NA | 13% | 11% | 33% | Higher | NA | Lower | Lower | Similar |
| | Work in Collinsville | NA | NA | NA | 28% | NA | NA | NA | NA | Lower |
| Recreation and Wellness | Used Collinsville recreation centers | NA | 49% | 56% | 49% | Lower | NA | Much lower | Similar | Similar |
| | Visited a City park | NA | 82% | 84% | 72% | Lower | NA | Lower | Similar | Lower |
| | Ate 5 portions of fruits and vegetables | NA | NA | NA | 80% | NA | NA | NA | NA | Similar |
| | Participated in moderate or vigorous physical activity | NA | NA | NA | 79% | NA | NA | NA | NA | Similar |
| | In very good to excellent health | NA | NA | NA | 50% | NA | NA | NA | NA | Similar |
| Education and Enrichment | Used Collinsville public libraries | NA | 66% | 71% | 63% | Lower | NA | Lower | Similar | Similar |
| | Participated in religious or spiritual activities | NA | 44% | 46% | 36% | Lower | NA | Much lower | Lower | Similar |
| | Attended a City-sponsored event | NA | NA | NA | 56% | NA | NA | NA | NA | Similar |
| Community Engagement | Campaigned for an issue, cause or candidate | NA | NA | NA | 17% | NA | NA | NA | NA | Similar |
| | Contacted Collinsville elected officials | NA | NA | NA | 16% | NA | NA | NA | NA | Similar |
| | Volunteered | NA | 34% | 39% | 31% | Lower | NA | Much lower | Lower | Similar |
| | Participated in a club | NA | 27% | 24% | 16% | Lower | NA | Lower | Much lower | Lower |

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| | Percent rating positively (e.g., always/sometimes, more than once a month, yes) | | | | 2019 rating compared to 2011 | Comparison to benchmark | | | |
|-------------------------------------|---|------|------|------|------------------------------|-------------------------|-------------|------------|---------|
| | 2007 | 2009 | 2011 | 2019 | | 2007 | 2009 | 2011 | 2019 |
| Talked to or visited with neighbors | NA | NA | NA | 90% | NA | NA | NA | NA | Similar |
| Done a favor for a neighbor | NA | NA | NA | 80% | NA | NA | NA | NA | Similar |
| Attended a local public meeting | NA | 21% | 20% | 13% | Lower | NA | Much lower | Much lower | Similar |
| Watched a local public meeting | NA | 38% | 29% | 20% | Lower | NA | Much lower | Much lower | Similar |
| Read or watched local news | NA | NA | NA | 87% | NA | NA | NA | NA | Similar |
| Voted in local elections | NA | 82% | 72% | 84% | Higher | NA | Much higher | Similar | Similar |