



THE NCSTM
The National Citizen SurveyTM

Collinsville, IL

Technical Appendices

2019



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Collinsville:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Collinsville as a place to live	19%	N=77	54%	N=217	24%	N=96	3%	N=11	100%	N=402
Your neighborhood as a place to live	24%	N=97	47%	N=189	23%	N=92	5%	N=21	100%	N=399
Collinsville as a place to raise children	18%	N=63	41%	N=140	35%	N=119	6%	N=19	100%	N=340
Collinsville as a place to work	13%	N=37	35%	N=98	31%	N=86	21%	N=57	100%	N=278
Collinsville as a place to visit	12%	N=45	31%	N=115	38%	N=143	19%	N=73	100%	N=377
Collinsville as a place to retire	18%	N=56	32%	N=103	31%	N=98	19%	N=62	100%	N=319
The overall quality of life in Collinsville	15%	N=60	50%	N=202	31%	N=125	4%	N=16	100%	N=402

Table 2: Question 2

Please rate each of the following characteristics as they relate to Collinsville as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Collinsville	16%	N=64	49%	N=195	28%	N=112	6%	N=24	100%	N=396
Overall ease of getting to the places you usually have to visit	28%	N=113	55%	N=220	14%	N=54	4%	N=14	100%	N=402
Quality of overall natural environment in Collinsville	14%	N=56	47%	N=183	31%	N=119	8%	N=31	100%	N=389
Overall “built environment” of Collinsville (including overall design, buildings, parks and transportation systems)	13%	N=50	43%	N=172	35%	N=140	9%	N=37	100%	N=398
Health and wellness opportunities in Collinsville	9%	N=34	41%	N=150	41%	N=149	9%	N=33	100%	N=367
Overall opportunities for education and enrichment	11%	N=39	32%	N=115	41%	N=147	15%	N=55	100%	N=356
Overall economic health of Collinsville	8%	N=31	33%	N=122	45%	N=165	13%	N=48	100%	N=365
Sense of community	10%	N=37	44%	N=172	36%	N=139	10%	N=41	100%	N=388
Overall image or reputation of Collinsville	10%	N=37	36%	N=140	46%	N=180	8%	N=32	100%	N=389

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Collinsville to someone who asks	29%	N=115	47%	N=186	14%	N=55	9%	N=35	100%	N=391
Remain in Collinsville for the next five years	47%	N=185	33%	N=128	12%	N=48	8%	N=30	100%	N=391

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	62%	N=246	30%	N=116	5%	N=21	1%	N=6	1%	N=6	100%	N=394
In Collinsville’s downtown/commercial area during the day	52%	N=200	38%	N=146	8%	N=29	2%	N=8	1%	N=3	100%	N=386

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Collinsville as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	18%	N=71	60%	N=238	19%	N=76	3%	N=13	100%	N=398
Ease of public parking	16%	N=65	48%	N=190	29%	N=113	7%	N=27	100%	N=395
Ease of travel by car in Collinsville	31%	N=122	57%	N=227	11%	N=44	1%	N=5	100%	N=399
Ease of travel by public transportation in Collinsville	20%	N=36	38%	N=68	31%	N=56	12%	N=21	100%	N=181
Ease of travel by bicycle in Collinsville	11%	N=26	34%	N=79	35%	N=80	20%	N=47	100%	N=232
Ease of walking in Collinsville	13%	N=47	43%	N=152	31%	N=109	13%	N=46	100%	N=354
Availability of paths and walking trails	12%	N=41	33%	N=112	36%	N=121	19%	N=64	100%	N=339
Air quality	17%	N=64	54%	N=201	27%	N=102	2%	N=8	100%	N=375
Cleanliness of Collinsville	13%	N=50	52%	N=207	30%	N=119	6%	N=24	100%	N=401
Overall appearance of Collinsville	10%	N=40	51%	N=204	34%	N=135	5%	N=19	100%	N=399
Public places where people want to spend time	13%	N=50	40%	N=149	39%	N=147	8%	N=28	100%	N=375
Variety of housing options	10%	N=38	47%	N=172	36%	N=130	7%	N=26	100%	N=367
Availability of affordable quality housing	12%	N=44	39%	N=136	34%	N=119	15%	N=55	100%	N=353
Fitness opportunities (including exercise classes and paths or trails, etc.)	15%	N=54	41%	N=147	33%	N=117	12%	N=42	100%	N=361
Recreational opportunities	10%	N=34	34%	N=123	40%	N=145	16%	N=57	100%	N=359
Availability of affordable quality food	23%	N=94	48%	N=191	24%	N=95	5%	N=21	100%	N=400
Availability of affordable quality health care	12%	N=42	47%	N=160	27%	N=92	14%	N=48	100%	N=342
Availability of preventive health services	12%	N=39	41%	N=136	33%	N=111	14%	N=47	100%	N=333
Availability of affordable quality mental health care	9%	N=19	27%	N=56	30%	N=62	33%	N=68	100%	N=206

Table 6: Question 6

Please rate each of the following characteristics as they relate to Collinsville as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	13%	N=26	47%	N=90	34%	N=65	5%	N=10	100%	N=192
K-12 education	17%	N=44	45%	N=119	28%	N=75	10%	N=26	100%	N=264
Adult educational opportunities	3%	N=6	29%	N=63	34%	N=75	35%	N=76	100%	N=219
Opportunities to attend cultural/arts/music activities	8%	N=26	19%	N=61	48%	N=156	25%	N=79	100%	N=322
Opportunities to participate in religious or spiritual events and activities	20%	N=59	47%	N=137	29%	N=84	5%	N=14	100%	N=294
Employment opportunities	2%	N=4	28%	N=74	48%	N=129	23%	N=60	100%	N=268
Shopping opportunities	7%	N=26	33%	N=128	45%	N=174	15%	N=59	100%	N=386
Cost of living in Collinsville	5%	N=19	39%	N=154	46%	N=181	10%	N=37	100%	N=391
Overall quality of business and service establishments in Collinsville	7%	N=26	44%	N=171	45%	N=172	5%	N=18	100%	N=386
Vibrant downtown/commercial area	9%	N=33	39%	N=146	39%	N=147	13%	N=49	100%	N=376
Overall quality of new development in Collinsville	11%	N=41	35%	N=129	38%	N=140	15%	N=56	100%	N=366
Opportunities to participate in social events and activities	9%	N=32	40%	N=140	43%	N=151	8%	N=26	100%	N=349
Opportunities to volunteer	11%	N=27	49%	N=126	33%	N=83	7%	N=19	100%	N=254
Opportunities to participate in community matters	8%	N=22	43%	N=124	38%	N=111	11%	N=32	100%	N=289
Openness and acceptance of the community toward people of diverse backgrounds	10%	N=33	44%	N=141	28%	N=90	17%	N=54	100%	N=317
Neighborliness of residents in Collinsville	9%	N=33	46%	N=174	33%	N=123	12%	N=46	100%	N=376
Entertainment opportunities	5%	N=19	22%	N=79	48%	N=171	25%	N=88	100%	N=356

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	27%	N=105	73%	N=289	100%	N=395
Made efforts to make your home more energy efficient	23%	N=91	77%	N=305	100%	N=396
Observed a code violation or other hazard in Collinsville (weeds, abandoned buildings, etc.)	47%	N=184	53%	N=208	100%	N=392
Household member was a victim of a crime in Collinsville	88%	N=347	12%	N=48	100%	N=395
Reported a crime to the police in Collinsville	74%	N=295	26%	N=101	100%	N=396
Stocked supplies in preparation for an emergency	56%	N=224	44%	N=173	100%	N=397
Campaigned or advocated for an issue, cause or candidate	83%	N=329	17%	N=68	100%	N=396
Contacted the City of Collinsville (in-person, phone, email or web) for help or information	57%	N=225	43%	N=170	100%	N=395
Contacted Collinsville elected officials (in-person, phone, email or web) to express your opinion	84%	N=335	16%	N=62	100%	N=397

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Collinsville?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Collinsville recreation centers or their services	5%	N=19	14%	N=54	30%	N=120	51%	N=201	100%	N=394
Visited a neighborhood park or City park	10%	N=38	18%	N=72	44%	N=173	28%	N=111	100%	N=395
Used Collinsville public libraries or their services	8%	N=30	20%	N=78	36%	N=142	37%	N=147	100%	N=396
Participated in religious or spiritual activities in Collinsville	10%	N=38	11%	N=45	14%	N=56	64%	N=252	100%	N=392
Attended a City-sponsored event	4%	N=15	3%	N=12	49%	N=195	44%	N=172	100%	N=394
Used bus, rail, subway or other public transportation instead of driving	4%	N=16	2%	N=7	4%	N=15	90%	N=358	100%	N=396
Carpooled with other adults or children instead of driving alone	7%	N=26	10%	N=41	17%	N=66	66%	N=263	100%	N=396
Walked or biked instead of driving	8%	N=32	9%	N=35	28%	N=110	55%	N=218	100%	N=395
Volunteered your time to some group/activity in Collinsville	5%	N=18	5%	N=21	21%	N=82	69%	N=273	100%	N=394
Participated in a club	3%	N=12	5%	N=20	8%	N=31	84%	N=332	100%	N=395
Talked to or visited with your immediate neighbors	30%	N=116	35%	N=137	25%	N=100	10%	N=39	100%	N=392
Done a favor for a neighbor	19%	N=76	18%	N=69	43%	N=171	20%	N=79	100%	N=395
Attended an event at or utilized Gateway Convention Center	1%	N=4	2%	N=8	37%	N=144	61%	N=238	100%	N=393

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	3%	N=10	10%	N=40	87%	N=341	100%	N=392
Watched (online or on television) a local public meeting	1%	N=3	5%	N=18	15%	N=57	80%	N=313	100%	N=391

Table 10: Question 10

Please rate the quality of each of the following services in Collinsville:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	40%	N=145	49%	N=176	9%	N=33	2%	N=7	100%	N=362
Fire services	47%	N=153	48%	N=157	5%	N=15	0%	N=1	100%	N=325
Ambulance or emergency medical services	45%	N=137	51%	N=154	4%	N=13	0%	N=0	100%	N=304
Crime prevention	19%	N=61	45%	N=144	31%	N=97	5%	N=15	100%	N=317
Fire prevention and education	28%	N=73	50%	N=132	19%	N=50	3%	N=9	100%	N=263

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Please rate the quality of each of the following services in Collinsville:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	23%	N=75	50%	N=161	21%	N=67	7%	N=21	100%	N=323
Street repair	13%	N=49	33%	N=123	38%	N=142	15%	N=57	100%	N=371
Street cleaning	17%	N=63	46%	N=169	31%	N=114	6%	N=22	100%	N=368
Street lighting	14%	N=53	48%	N=182	27%	N=101	11%	N=42	100%	N=378
Snow removal	29%	N=112	47%	N=180	21%	N=81	3%	N=10	100%	N=383
Sidewalk maintenance	12%	N=37	45%	N=145	30%	N=97	14%	N=45	100%	N=325
Traffic signal timing	19%	N=71	49%	N=183	23%	N=85	8%	N=31	100%	N=371
Bus or transit services	21%	N=32	59%	N=90	15%	N=23	5%	N=8	100%	N=153
Garbage collection	35%	N=131	53%	N=198	11%	N=40	2%	N=6	100%	N=375
Recycling	39%	N=137	44%	N=152	13%	N=45	4%	N=14	100%	N=347
Yard waste pick-up	27%	N=74	39%	N=106	16%	N=43	18%	N=49	100%	N=272
Storm drainage	17%	N=56	45%	N=151	24%	N=82	14%	N=46	100%	N=334
Drinking water	19%	N=70	41%	N=152	29%	N=107	12%	N=46	100%	N=375
Sewer services	22%	N=76	51%	N=174	22%	N=73	5%	N=18	100%	N=341
Power (electric and/or gas) utility	26%	N=101	51%	N=194	18%	N=67	5%	N=18	100%	N=380
Utility billing	16%	N=62	47%	N=177	26%	N=99	10%	N=39	100%	N=377
City parks	18%	N=60	38%	N=127	37%	N=125	8%	N=27	100%	N=339
Recreation programs or classes	9%	N=19	29%	N=61	46%	N=99	17%	N=36	100%	N=215
Recreation centers or facilities	9%	N=21	31%	N=73	43%	N=103	17%	N=40	100%	N=236
Land use, planning and zoning	9%	N=22	27%	N=63	43%	N=100	20%	N=46	100%	N=230
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=24	30%	N=91	40%	N=119	22%	N=64	100%	N=298
Animal control	12%	N=33	48%	N=130	29%	N=80	11%	N=30	100%	N=273
Economic development	12%	N=36	33%	N=104	40%	N=124	16%	N=49	100%	N=313
Health services	11%	N=32	43%	N=128	38%	N=113	9%	N=25	100%	N=298
Public library services	42%	N=138	45%	N=149	9%	N=31	3%	N=11	100%	N=329
Public information services	14%	N=39	50%	N=137	28%	N=79	8%	N=23	100%	N=277
Cable television	15%	N=41	40%	N=111	32%	N=90	14%	N=39	100%	N=281
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=35	42%	N=103	36%	N=87	8%	N=19	100%	N=244
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=25	37%	N=97	37%	N=97	17%	N=46	100%	N=264
Collinsville open space	9%	N=24	34%	N=96	41%	N=115	16%	N=45	100%	N=280
City-sponsored special events	18%	N=55	46%	N=136	31%	N=91	5%	N=15	100%	N=297
Overall customer service by Collinsville employees (police, receptionists, planners, etc.)	25%	N=89	52%	N=187	19%	N=69	3%	N=12	100%	N=357

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Collinsville	17%	N=63	51%	N=193	28%	N=106	4%	N=16	100%	N=378
The Federal Government	6%	N=20	26%	N=87	45%	N=151	23%	N=79	100%	N=337

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Table 12: Question 12

Please rate the following categories of Collinsville government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Collinsville	4%	N=15	38%	N=134	38%	N=133	20%	N=71	100%	N=353
The overall direction that Collinsville is taking	13%	N=46	42%	N=141	34%	N=117	11%	N=36	100%	N=340
The job Collinsville government does at welcoming citizen involvement	5%	N=14	42%	N=114	28%	N=76	25%	N=69	100%	N=273
Overall confidence in Collinsville government	8%	N=26	39%	N=129	33%	N=108	19%	N=63	100%	N=326
Generally acting in the best interest of the community	11%	N=37	41%	N=137	34%	N=114	15%	N=49	100%	N=338
Being honest	10%	N=28	38%	N=112	35%	N=103	17%	N=51	100%	N=294
Treating all residents fairly	10%	N=31	43%	N=128	29%	N=86	18%	N=55	100%	N=300

Table 13: Question 13

Please rate how important, if at all, you think it is for the Collinsville community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Collinsville	59%	N=239	35%	N=140	5%	N=19	1%	N=4	100%	N=402
Overall ease of getting to the places you usually have to visit	25%	N=101	42%	N=169	28%	N=111	5%	N=20	100%	N=400
Quality of overall natural environment in Collinsville	23%	N=90	51%	N=201	23%	N=92	4%	N=15	100%	N=399
Overall "built environment" of Collinsville (including overall design, buildings, parks and transportation systems)	26%	N=102	48%	N=191	25%	N=101	1%	N=5	100%	N=399
Health and wellness opportunities in Collinsville	26%	N=102	44%	N=174	27%	N=107	4%	N=15	100%	N=398
Overall opportunities for education and enrichment	41%	N=166	39%	N=155	16%	N=65	3%	N=13	100%	N=399
Overall economic health of Collinsville	50%	N=197	45%	N=178	5%	N=19	1%	N=4	100%	N=398
Sense of community	33%	N=131	49%	N=197	17%	N=67	1%	N=3	100%	N=398

Table 14: Question 14

Please rate the quality of each of the following aspects of housing within the City:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The overall housing stock in Collinsville	4%	N=13	47%	N=160	41%	N=140	7%	N=24	100%	N=338
Single-family residential homes	6%	N=22	51%	N=180	38%	N=135	4%	N=15	100%	N=353
Multi-family apartment complexes	6%	N=17	35%	N=103	37%	N=111	22%	N=66	100%	N=297

Table 15: Question 15

Please rate the amount of each of the following in Collinsville:	Far too much		Somewhat too much		Right amount		Somewhat too few		Far too few		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
New single-family residential developments	4%	N=12	9%	N=28	44%	N=135	27%	N=82	16%	N=48	100%	N=305
New multi-family residential developments	28%	N=79	19%	N=53	30%	N=84	14%	N=38	9%	N=24	100%	N=278

Table 16: Question 16

Please rate how important, if at all, you think parks and recreation is to the community overall:	Percent		Number	
	%	N	%	N
Essential	44%	N=164		
Very important	45%	N=170		
Somewhat important	10%	N=38		
Not at all important	0%	N=2		
Total	100%	N=374		

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Table 17: Question 17

Please tell us if you have heard of or visited each of the following parks in Collinsville in the last two years:	I have heard of this and have visited		I have heard of this and have not visited, but would like to		I have heard of this, but have not visited and do not plan to		I have not heard of this		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Glidden Park	48%	N=190	17%	N=69	16%	N=62	19%	N=74	100%	N=395
Morris Hills Park	13%	N=51	16%	N=61	13%	N=51	59%	N=230	100%	N=392
Schnucks Park	30%	N=120	19%	N=75	16%	N=63	35%	N=137	100%	N=395
Sports Complex	28%	N=110	23%	N=89	22%	N=87	27%	N=108	100%	N=394
Water Park	50%	N=196	20%	N=79	22%	N=85	8%	N=33	100%	N=393
Willoughby Farm	61%	N=243	22%	N=86	8%	N=32	9%	N=37	100%	N=398
Woodland Park	81%	N=321	7%	N=29	7%	N=26	5%	N=21	100%	N=397

Table 18: Question 18

When is the last time you visited Willoughby Park?	Percent	Number
Within the last year	48%	N=185
2 to 4 years ago	18%	N=71
5 to 10 years ago	5%	N=19
Never	29%	N=113
Total	100%	N=388

Table 19: Question 19

Please rate how important, if at all, each of the following are to you in regards to City parks and the water park:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Appearance/beautification	40%	N=154	51%	N=200	9%	N=35	0%	N=0	100%	N=389
Safety	73%	N=283	24%	N=93	4%	N=14	0%	N=0	100%	N=390
Price/affordability	44%	N=171	44%	N=171	10%	N=37	2%	N=8	100%	N=386
Location	36%	N=136	43%	N=164	21%	N=80	1%	N=3	100%	N=383
Customer service	42%	N=161	44%	N=166	12%	N=44	2%	N=8	100%	N=379

Table 20: Question 20

When is the last time you visited the water park?	Percent	Number
Within the last year	19%	N=75
2 to 4 years ago	21%	N=85
5 to 10 years ago	24%	N=97
Never	35%	N=140
Total	100%	N=397

Table 21: Question 21

Please tell us if you have ever heard of or attended each of the following City-sponsored events in Collinsville:	I have heard of this and have visited		I have heard of this and have not visited, but would like to		I have heard of this, but have not visited and do not plan to		I have not heard of this		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Horseradish Festival	71%	N=283	14%	N=56	12%	N=49	3%	N=13	100%	N=400
Smokin' on Main	45%	N=178	25%	N=101	13%	N=53	16%	N=64	100%	N=397
Italian Fest	86%	N=346	7%	N=28	4%	N=17	2%	N=9	100%	N=401

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Please tell us if you have ever heard of or attended each of the following City-sponsored events in Collinsville:	I have heard of this and have visited		I have heard of this and have not visited, but would like to		I have heard of this, but have not visited and do not plan to		I have not heard of this		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Fall Festival	43%	N=172	28%	N=112	10%	N=41	19%	N=75	100%	N=401
Christmas Parade	32%	N=129	35%	N=139	16%	N=66	17%	N=66	100%	N=400

Table 22: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Recycle at home	6%	N=25	4%	N=15	11%	N=44	15%	N=61	63%	N=251	100%	N=396
Purchase goods or services from a business located in Collinsville	1%	N=3	1%	N=4	15%	N=59	56%	N=224	28%	N=111	100%	N=401
Eat at least 5 portions of fruits and vegetables a day	4%	N=14	16%	N=64	45%	N=180	24%	N=96	11%	N=45	100%	N=400
Participate in moderate or vigorous physical activity	4%	N=15	17%	N=67	40%	N=160	20%	N=79	20%	N=78	100%	N=399
Read or watch local news (via television, paper, computer, etc.)	3%	N=10	11%	N=42	20%	N=79	27%	N=109	40%	N=157	100%	N=397
Vote in local elections	11%	N=45	5%	N=19	9%	N=37	24%	N=96	51%	N=203	100%	N=399

Table 23: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	10%	N=41
Very good	40%	N=160
Good	41%	N=164
Fair	8%	N=33
Poor	0%	N=2
Total	100%	N=400

Table 24: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=32
Somewhat positive	25%	N=99
Neutral	52%	N=206
Somewhat negative	14%	N=54
Very negative	2%	N=7
Total	100%	N=399

Table 25: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=249
Working part time for pay	11%	N=43
Unemployed, looking for paid work	2%	N=9
Unemployed, not looking for paid work	2%	N=6
Fully retired	22%	N=88
Total	100%	N=396

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Table 26: Question D5

Do you work inside the boundaries of Collinsville?	Percent	Number
Yes, outside the home	21%	N=80
Yes, from home	7%	N=26
No	72%	N=276
Total	100%	N=381

Table 27: Question D6

How many years have you lived in Collinsville?	Percent	Number
Less than 2 years	10%	N=38
2 to 5 years	16%	N=63
6 to 10 years	12%	N=47
11 to 20 years	21%	N=83
More than 20 years	42%	N=170
Total	100%	N=402

Table 28: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	68%	N=272
Building with two or more homes (duplex, townhome, apartment or condominium)	30%	N=119
Mobile home	1%	N=3
Other	2%	N=8
Total	100%	N=402

Table 29: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=133
Owned	67%	N=268
Total	100%	N=401

Table 30: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=18
\$300 to \$599 per month	19%	N=72
\$600 to \$999 per month	36%	N=137
\$1,000 to \$1,499 per month	30%	N=115
\$1,500 to \$2,499 per month	10%	N=38
\$2,500 or more per month	0%	N=2
Total	100%	N=382

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Table 31: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=262
Yes	34%	N=136
Total	100%	N=398

Table 32: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=291
Yes	27%	N=106
Total	100%	N=397

Table 33: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	15%	N=55
\$25,000 to \$49,999	23%	N=85
\$50,000 to \$99,999	35%	N=133
\$100,000 to \$149,999	19%	N=72
\$150,000 or more	8%	N=30
Total	100%	N=376

Table 34: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=380
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=14
Total	100%	N=393

Table 35: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	0%	N=1
Black or African American	8%	N=30
White	89%	N=349
Other	5%	N=18

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

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Table 36: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=21
25 to 34 years	26%	N=105
35 to 44 years	16%	N=65
45 to 54 years	19%	N=75
55 to 64 years	13%	N=53
65 to 74 years	11%	N=42
75 years or older	10%	N=38
Total	100%	N=400

Table 37: Question D16

What is your sex?	Percent	Number
Female	53%	N=210
Male	47%	N=183
Total	100%	N=394

Table 38: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=299
Land line	12%	N=47
Both	12%	N=48
Total	100%	N=394

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 39: Question 1

Please rate each of the following aspects of quality of life in Collinsville:	Excellent		Good		Fair		Poor		Don't know		Total	
Collinsville as a place to live	19%	N=77	54%	N=217	24%	N=96	3%	N=11	0%	N=0	100%	N=402
Your neighborhood as a place to live	24%	N=97	47%	N=189	23%	N=92	5%	N=21	0%	N=0	100%	N=399
Collinsville as a place to raise children	16%	N=63	35%	N=140	30%	N=119	5%	N=19	14%	N=58	100%	N=398
Collinsville as a place to work	9%	N=37	25%	N=98	22%	N=86	14%	N=57	30%	N=119	100%	N=397
Collinsville as a place to visit	11%	N=45	29%	N=115	36%	N=143	18%	N=73	5%	N=21	100%	N=398
Collinsville as a place to retire	14%	N=56	26%	N=103	25%	N=98	16%	N=62	19%	N=77	100%	N=396
The overall quality of life in Collinsville	15%	N=60	50%	N=202	31%	N=125	4%	N=16	0%	N=0	100%	N=402

Table 40: Question 2

Please rate each of the following characteristics as they relate to Collinsville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Collinsville	16%	N=64	48%	N=195	28%	N=112	6%	N=24	2%	N=8	100%	N=404
Overall ease of getting to the places you usually have to visit	28%	N=113	55%	N=220	13%	N=54	4%	N=14	0%	N=1	100%	N=403
Quality of overall natural environment in Collinsville	14%	N=56	46%	N=183	30%	N=119	8%	N=31	3%	N=12	100%	N=400
Overall “built environment” of Collinsville (including overall design, buildings, parks and transportation systems)	12%	N=50	43%	N=172	35%	N=140	9%	N=37	1%	N=4	100%	N=403
Health and wellness opportunities in Collinsville	8%	N=34	37%	N=150	37%	N=149	8%	N=33	9%	N=37	100%	N=404
Overall opportunities for education and enrichment	10%	N=39	29%	N=115	37%	N=147	14%	N=55	11%	N=45	100%	N=401
Overall economic health of Collinsville	8%	N=31	30%	N=122	41%	N=165	12%	N=48	9%	N=35	100%	N=400
Sense of community	9%	N=37	43%	N=172	35%	N=139	10%	N=41	3%	N=13	100%	N=401
Overall image or reputation of Collinsville	9%	N=37	35%	N=140	45%	N=180	8%	N=32	2%	N=10	100%	N=399

Table 41: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Collinsville to someone who asks	29%	N=115	46%	N=186	14%	N=55	9%	N=35	3%	N=11	100%	N=402
Remain in Collinsville for the next five years	46%	N=185	32%	N=128	12%	N=48	7%	N=30	3%	N=11	100%	N=402

Table 42: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	61%	N=246	29%	N=116	5%	N=21	1%	N=6	1%	N=6	1%	N=5	100%	N=400
In Collinsville’s downtown/commercial area during the day	50%	N=200	36%	N=146	7%	N=29	2%	N=8	1%	N=3	3%	N=14	100%	N=400

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Table 43: Question 5

Please rate each of the following characteristics as they relate to Collinsville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	18%	N=71	59%	N=238	19%	N=76	3%	N=13	1%	N=2	100%	N=400
Ease of public parking	16%	N=65	47%	N=190	28%	N=113	7%	N=27	1%	N=6	100%	N=401
Ease of travel by car in Collinsville	30%	N=122	57%	N=227	11%	N=44	1%	N=5	1%	N=2	100%	N=401
Ease of travel by public transportation in Collinsville	9%	N=36	17%	N=68	14%	N=56	5%	N=21	54%	N=214	100%	N=395
Ease of travel by bicycle in Collinsville	6%	N=26	20%	N=79	20%	N=80	12%	N=47	42%	N=167	100%	N=398
Ease of walking in Collinsville	12%	N=47	38%	N=152	27%	N=109	11%	N=46	11%	N=46	100%	N=400
Availability of paths and walking trails	10%	N=41	28%	N=112	30%	N=121	16%	N=64	15%	N=59	100%	N=397
Air quality	16%	N=64	51%	N=201	26%	N=102	2%	N=8	5%	N=19	100%	N=394
Cleanliness of Collinsville	13%	N=50	52%	N=207	30%	N=119	6%	N=24	0%	N=0	100%	N=401
Overall appearance of Collinsville	10%	N=40	51%	N=204	34%	N=135	5%	N=19	0%	N=0	100%	N=399
Public places where people want to spend time	13%	N=50	37%	N=149	37%	N=147	7%	N=28	6%	N=26	100%	N=401
Variety of housing options	10%	N=38	43%	N=172	33%	N=130	7%	N=26	8%	N=33	100%	N=400
Availability of affordable quality housing	11%	N=44	34%	N=136	30%	N=119	14%	N=55	12%	N=48	100%	N=401
Fitness opportunities (including exercise classes and paths or trails, etc.)	14%	N=54	37%	N=147	29%	N=117	11%	N=42	10%	N=40	100%	N=401
Recreational opportunities	9%	N=34	31%	N=123	37%	N=145	14%	N=57	9%	N=37	100%	N=396
Availability of affordable quality food	23%	N=94	48%	N=191	24%	N=95	5%	N=21	0%	N=1	100%	N=401
Availability of affordable quality health care	11%	N=42	40%	N=160	23%	N=92	12%	N=48	14%	N=58	100%	N=400
Availability of preventive health services	10%	N=39	34%	N=136	28%	N=111	12%	N=47	17%	N=67	100%	N=400
Availability of affordable quality mental health care	5%	N=19	14%	N=56	16%	N=62	17%	N=68	48%	N=190	100%	N=395

Table 44: Question 6

Please rate each of the following characteristics as they relate to Collinsville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	7%	N=26	23%	N=90	16%	N=65	3%	N=10	51%	N=203	100%	N=395
K-12 education	11%	N=44	30%	N=119	19%	N=75	7%	N=26	33%	N=131	100%	N=395
Adult educational opportunities	1%	N=6	16%	N=63	19%	N=75	20%	N=76	44%	N=172	100%	N=391
Opportunities to attend cultural/arts/music activities	7%	N=26	16%	N=61	40%	N=156	20%	N=79	17%	N=64	100%	N=387
Opportunities to participate in religious or spiritual events and activities	15%	N=59	35%	N=137	21%	N=84	4%	N=14	26%	N=102	100%	N=396
Employment opportunities	1%	N=4	19%	N=74	33%	N=129	15%	N=60	32%	N=124	100%	N=392
Shopping opportunities	7%	N=26	33%	N=128	45%	N=174	15%	N=59	1%	N=3	100%	N=389
Cost of living in Collinsville	5%	N=19	39%	N=154	46%	N=181	9%	N=37	1%	N=2	100%	N=393
Overall quality of business and service establishments in Collinsville	6%	N=26	43%	N=171	44%	N=172	4%	N=18	2%	N=8	100%	N=394
Vibrant downtown/commercial area	8%	N=33	37%	N=146	37%	N=147	12%	N=49	5%	N=18	100%	N=394
Overall quality of new development in Collinsville	10%	N=41	33%	N=129	36%	N=140	14%	N=56	7%	N=28	100%	N=394
Opportunities to participate in social events and activities	8%	N=32	36%	N=140	38%	N=151	7%	N=26	11%	N=45	100%	N=394
Opportunities to volunteer	7%	N=27	32%	N=126	21%	N=83	5%	N=19	36%	N=140	100%	N=394
Opportunities to participate in community matters	6%	N=22	32%	N=124	29%	N=111	8%	N=32	25%	N=99	100%	N=388
Openness and acceptance of the community toward people of diverse backgrounds	8%	N=33	36%	N=141	23%	N=90	14%	N=54	19%	N=76	100%	N=393
Neighborliness of residents in Collinsville	8%	N=33	44%	N=174	31%	N=123	12%	N=46	5%	N=18	100%	N=394
Entertainment opportunities	5%	N=19	20%	N=79	43%	N=171	22%	N=88	10%	N=38	100%	N=394

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Table 45: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	27%	N=105	73%	N=289	100%	N=395
Made efforts to make your home more energy efficient	23%	N=91	77%	N=305	100%	N=396
Observed a code violation or other hazard in Collinsville (weeds, abandoned buildings, etc.)	47%	N=184	53%	N=208	100%	N=392
Household member was a victim of a crime in Collinsville	88%	N=347	12%	N=48	100%	N=395
Reported a crime to the police in Collinsville	74%	N=295	26%	N=101	100%	N=396
Stocked supplies in preparation for an emergency	56%	N=224	44%	N=173	100%	N=397
Campaigned or advocated for an issue, cause or candidate	83%	N=329	17%	N=68	100%	N=396
Contacted the City of Collinsville (in-person, phone, email or web) for help or information	57%	N=225	43%	N=170	100%	N=395
Contacted Collinsville elected officials (in-person, phone, email or web) to express your opinion	84%	N=335	16%	N=62	100%	N=397

Table 46: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Collinsville?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Collinsville recreation centers or their services	5%	N=19	14%	N=54	30%	N=120	51%	N=201	100%	N=394
Visited a neighborhood park or City park	10%	N=38	18%	N=72	44%	N=173	28%	N=111	100%	N=395
Used Collinsville public libraries or their services	8%	N=30	20%	N=78	36%	N=142	37%	N=147	100%	N=396
Participated in religious or spiritual activities in Collinsville	10%	N=38	11%	N=45	14%	N=56	64%	N=252	100%	N=392
Attended a City-sponsored event	4%	N=15	3%	N=12	49%	N=195	44%	N=172	100%	N=394
Used bus, rail, subway or other public transportation instead of driving	4%	N=16	2%	N=7	4%	N=15	90%	N=358	100%	N=396
Carpooled with other adults or children instead of driving alone	7%	N=26	10%	N=41	17%	N=66	66%	N=263	100%	N=396
Walked or biked instead of driving	8%	N=32	9%	N=35	28%	N=110	55%	N=218	100%	N=395
Volunteered your time to some group/activity in Collinsville	5%	N=18	5%	N=21	21%	N=82	69%	N=273	100%	N=394
Participated in a club	3%	N=12	5%	N=20	8%	N=31	84%	N=332	100%	N=395
Talked to or visited with your immediate neighbors	30%	N=116	35%	N=137	25%	N=100	10%	N=39	100%	N=392
Done a favor for a neighbor	19%	N=76	18%	N=69	43%	N=171	20%	N=79	100%	N=395
Attended an event at or utilized Gateway Convention Center	1%	N=4	2%	N=8	37%	N=144	61%	N=238	100%	N=393

Table 47: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	3%	N=10	10%	N=40	87%	N=341	100%	N=392
Watched (online or on television) a local public meeting	1%	N=3	5%	N=18	15%	N=57	80%	N=313	100%	N=391

Table 48: Question 10

Please rate the quality of each of the following services in Collinsville:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	37%	N=145	45%	N=176	9%	N=33	2%	N=7	7%	N=27	100%	N=389
Fire services	40%	N=153	40%	N=157	4%	N=15	0%	N=1	16%	N=62	100%	N=387
Ambulance or emergency medical services	35%	N=137	40%	N=154	3%	N=13	0%	N=0	22%	N=85	100%	N=389
Crime prevention	16%	N=61	37%	N=144	25%	N=97	4%	N=15	18%	N=69	100%	N=386
Fire prevention and education	19%	N=73	34%	N=132	13%	N=50	2%	N=9	31%	N=119	100%	N=382

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Please rate the quality of each of the following services in Collinsville:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic enforcement	19%	N=75	42%	N=161	17%	N=67	6%	N=21	16%	N=60	100%	N=383
Street repair	13%	N=49	32%	N=123	37%	N=142	15%	N=57	4%	N=15	100%	N=386
Street cleaning	16%	N=63	44%	N=169	29%	N=114	6%	N=22	5%	N=19	100%	N=387
Street lighting	14%	N=53	47%	N=182	26%	N=101	11%	N=42	2%	N=9	100%	N=387
Snow removal	29%	N=112	46%	N=180	21%	N=81	3%	N=10	2%	N=6	100%	N=389
Sidewalk maintenance	10%	N=37	38%	N=145	25%	N=97	12%	N=45	15%	N=57	100%	N=382
Traffic signal timing	18%	N=71	47%	N=183	22%	N=85	8%	N=31	4%	N=16	100%	N=387
Bus or transit services	8%	N=32	23%	N=90	6%	N=23	2%	N=8	60%	N=231	100%	N=384
Garbage collection	34%	N=131	51%	N=198	10%	N=40	2%	N=6	3%	N=14	100%	N=389
Recycling	35%	N=137	39%	N=152	11%	N=45	4%	N=14	11%	N=41	100%	N=389
Yard waste pick-up	19%	N=74	27%	N=106	11%	N=43	13%	N=49	30%	N=114	100%	N=386
Storm drainage	14%	N=56	39%	N=151	21%	N=82	12%	N=46	14%	N=53	100%	N=387
Drinking water	18%	N=70	39%	N=152	28%	N=107	12%	N=46	3%	N=11	100%	N=387
Sewer services	20%	N=76	45%	N=174	19%	N=73	5%	N=18	12%	N=46	100%	N=387
Power (electric and/or gas) utility	26%	N=101	50%	N=194	17%	N=67	5%	N=18	2%	N=8	100%	N=387
Utility billing	16%	N=62	46%	N=177	26%	N=99	10%	N=39	3%	N=11	100%	N=388
City parks	16%	N=60	33%	N=127	32%	N=125	7%	N=27	12%	N=46	100%	N=385
Recreation programs or classes	5%	N=19	16%	N=61	26%	N=99	9%	N=36	44%	N=172	100%	N=387
Recreation centers or facilities	5%	N=21	19%	N=73	27%	N=103	10%	N=40	38%	N=147	100%	N=383
Land use, planning and zoning	6%	N=22	16%	N=63	26%	N=100	12%	N=46	40%	N=155	100%	N=386
Code enforcement (weeds, abandoned buildings, etc.)	6%	N=24	24%	N=91	31%	N=119	17%	N=64	23%	N=87	100%	N=385
Animal control	9%	N=33	34%	N=130	21%	N=80	8%	N=30	29%	N=113	100%	N=386
Economic development	9%	N=36	27%	N=104	32%	N=124	13%	N=49	18%	N=70	100%	N=382
Health services	8%	N=32	34%	N=128	30%	N=113	7%	N=25	22%	N=82	100%	N=380
Public library services	36%	N=138	38%	N=149	8%	N=31	3%	N=11	15%	N=59	100%	N=389
Public information services	10%	N=39	36%	N=137	20%	N=79	6%	N=23	28%	N=107	100%	N=385
Cable television	11%	N=41	29%	N=111	23%	N=90	10%	N=39	27%	N=105	100%	N=386
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=35	27%	N=103	23%	N=87	5%	N=19	37%	N=142	100%	N=387
Preservation of natural areas such as open space, farmlands and greenbelts	7%	N=25	26%	N=97	26%	N=97	12%	N=46	30%	N=115	100%	N=380
Collinsville open space	6%	N=24	25%	N=96	30%	N=115	12%	N=45	27%	N=103	100%	N=383
City-sponsored special events	15%	N=55	37%	N=136	25%	N=91	4%	N=15	20%	N=75	100%	N=372
Overall customer service by Collinsville employees (police, receptionists, planners, etc.)	23%	N=89	48%	N=187	18%	N=69	3%	N=12	7%	N=29	100%	N=386

Table 49: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Collinsville	16%	N=63	50%	N=193	27%	N=106	4%	N=16	3%	N=11	100%	N=389
The Federal Government	5%	N=20	23%	N=87	39%	N=151	20%	N=79	13%	N=50	100%	N=387

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Table 50: Question 12

Please rate the following categories of Collinsville government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Collinsville	4%	N=15	35%	N=134	34%	N=133	18%	N=71	8%	N=33	100%	N=385
The overall direction that Collinsville is taking	12%	N=46	37%	N=141	30%	N=117	9%	N=36	12%	N=47	100%	N=386
The job Collinsville government does at welcoming citizen involvement	4%	N=14	30%	N=114	20%	N=76	18%	N=69	29%	N=112	100%	N=385
Overall confidence in Collinsville government	7%	N=26	33%	N=129	28%	N=108	16%	N=63	16%	N=60	100%	N=386
Generally acting in the best interest of the community	10%	N=37	36%	N=137	30%	N=114	13%	N=49	12%	N=48	100%	N=386
Being honest	7%	N=28	29%	N=112	27%	N=103	13%	N=51	23%	N=89	100%	N=383
Treating all residents fairly	8%	N=31	33%	N=128	22%	N=86	14%	N=55	22%	N=86	100%	N=386

Table 51: Question 13

Please rate how important, if at all, you think it is for the Collinsville community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Collinsville	59%	N=239	35%	N=140	5%	N=19	1%	N=4	100%	N=402
Overall ease of getting to the places you usually have to visit	25%	N=101	42%	N=169	28%	N=111	5%	N=20	100%	N=400
Quality of overall natural environment in Collinsville	23%	N=90	51%	N=201	23%	N=92	4%	N=15	100%	N=399
Overall "built environment" of Collinsville (including overall design, buildings, parks and transportation systems)	26%	N=102	48%	N=191	25%	N=101	1%	N=5	100%	N=399
Health and wellness opportunities in Collinsville	26%	N=102	44%	N=174	27%	N=107	4%	N=15	100%	N=398
Overall opportunities for education and enrichment	41%	N=166	39%	N=155	16%	N=65	3%	N=13	100%	N=399
Overall economic health of Collinsville	50%	N=197	45%	N=178	5%	N=19	1%	N=4	100%	N=398
Sense of community	33%	N=131	49%	N=197	17%	N=67	1%	N=3	100%	N=398

Table 52: Question 14

Please rate the quality of each of the following aspects of housing within the City:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The overall housing stock in Collinsville	3%	N=13	40%	N=160	35%	N=140	6%	N=24	16%	N=63	100%	N=400
Single-family residential homes	6%	N=22	45%	N=180	34%	N=135	4%	N=15	12%	N=48	100%	N=401
Multi-family apartment complexes	4%	N=17	26%	N=103	28%	N=111	17%	N=66	26%	N=102	100%	N=400

Table 53: Question 15

Please rate the amount of each of the following in Collinsville:	Far too much		Somewhat too much		Right amount		Somewhat too few		Far too few		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
New single-family residential developments	3%	N=12	7%	N=28	34%	N=135	21%	N=82	12%	N=48	23%	N=90	100%	N=395
New multi-family residential developments	20%	N=79	13%	N=53	21%	N=84	10%	N=38	6%	N=24	30%	N=117	100%	N=396

Table 54: Question 16

Please rate how important, if at all, you think parks and recreation is to the community overall:	Percent		Number	
	%	N	%	N
Essential	43%	N=164		
Very important	44%	N=170		
Somewhat important	10%	N=38		
Not at all important	0%	N=2		
Don't know	3%	N=10		
Total	100%	N=384		

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Table 55: Question 17

Please tell us if you have heard of or visited each of the following parks in Collinsville in the last two years:	I have heard of this and have visited		I have heard of this and have not visited, but would like to		I have heard of this, but have not visited and do not plan to		I have not heard of this		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Glidden Park	48%	N=190	17%	N=69	16%	N=62	19%	N=74	100%	N=395
Morris Hills Park	13%	N=51	16%	N=61	13%	N=51	59%	N=230	100%	N=392
Schnucks Park	30%	N=120	19%	N=75	16%	N=63	35%	N=137	100%	N=395
Sports Complex	28%	N=110	23%	N=89	22%	N=87	27%	N=108	100%	N=394
Water Park	50%	N=196	20%	N=79	22%	N=85	8%	N=33	100%	N=393
Willoughby Farm	61%	N=243	22%	N=86	8%	N=32	9%	N=37	100%	N=398
Woodland Park	81%	N=321	7%	N=29	7%	N=26	5%	N=21	100%	N=397

Table 56: Question 18

When is the last time you visited Willoughby Park?	Percent	Number
Within the last year	48%	N=185
2 to 4 years ago	18%	N=71
5 to 10 years ago	5%	N=19
Never	29%	N=113
Total	100%	N=388

Table 57: Question 19

Please rate how important, if at all, each of the following are to you in regards to City parks and the water park:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Appearance/beautification	38%	N=154	50%	N=200	9%	N=35	0%	N=0	3%	N=12	100%	N=401
Safety	71%	N=283	23%	N=93	3%	N=14	0%	N=0	2%	N=9	100%	N=400
Price/affordability	43%	N=171	43%	N=171	9%	N=37	2%	N=8	3%	N=12	100%	N=399
Location	34%	N=136	41%	N=164	20%	N=80	1%	N=3	4%	N=14	100%	N=397
Customer service	40%	N=161	42%	N=166	11%	N=44	2%	N=8	5%	N=19	100%	N=398

Table 58: Question 20

When is the last time you visited the water park?	Percent	Number
Within the last year	19%	N=75
2 to 4 years ago	21%	N=85
5 to 10 years ago	24%	N=97
Never	35%	N=140
Total	100%	N=397

Table 59: Question 21

Please tell us if you have ever heard of or attended each of the following City-sponsored events in Collinsville:	I have heard of this and have visited		I have heard of this and have not visited, but would like to		I have heard of this, but have not visited and do not plan to		I have not heard of this		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Horseradish Festival	71%	N=283	14%	N=56	12%	N=49	3%	N=13	100%	N=400
Smokin' on Main	45%	N=178	25%	N=101	13%	N=53	16%	N=64	100%	N=397
Italian Fest	86%	N=346	7%	N=28	4%	N=17	2%	N=9	100%	N=401

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Please tell us if you have ever heard of or attended each of the following City-sponsored events in Collinsville:	I have heard of this and have visited		I have heard of this and have not visited, but would like to		I have heard of this, but have not visited and do not plan to		I have not heard of this		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Fall Festival	43%	N=172	28%	N=112	10%	N=41	19%	N=75	100%	N=401
Christmas Parade	32%	N=129	35%	N=139	16%	N=66	17%	N=66	100%	N=400

Table 60: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Recycle at home	6%	N=25	4%	N=15	11%	N=44	15%	N=61	63%	N=251	100%	N=396
Purchase goods or services from a business located in Collinsville	1%	N=3	1%	N=4	15%	N=59	56%	N=224	28%	N=111	100%	N=401
Eat at least 5 portions of fruits and vegetables a day	4%	N=14	16%	N=64	45%	N=180	24%	N=96	11%	N=45	100%	N=400
Participate in moderate or vigorous physical activity	4%	N=15	17%	N=67	40%	N=160	20%	N=79	20%	N=78	100%	N=399
Read or watch local news (via television, paper, computer, etc.)	3%	N=10	11%	N=42	20%	N=79	27%	N=109	40%	N=157	100%	N=397
Vote in local elections	11%	N=45	5%	N=19	9%	N=37	24%	N=96	51%	N=203	100%	N=399

Table 61: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	10%	N=41
Very good	40%	N=160
Good	41%	N=164
Fair	8%	N=33
Poor	0%	N=2
Total	100%	N=400

Table 62: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=32
Somewhat positive	25%	N=99
Neutral	52%	N=206
Somewhat negative	14%	N=54
Very negative	2%	N=7
Total	100%	N=399

Table 63: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=249
Working part time for pay	11%	N=43
Unemployed, looking for paid work	2%	N=9
Unemployed, not looking for paid work	2%	N=6
Fully retired	22%	N=88
Total	100%	N=396

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Table 64: Question D5

Do you work inside the boundaries of Collinsville?	Percent	Number
Yes, outside the home	21%	N=80
Yes, from home	7%	N=26
No	72%	N=276
Total	100%	N=381

Table 65: Question D6

How many years have you lived in Collinsville?	Percent	Number
Less than 2 years	10%	N=38
2 to 5 years	16%	N=63
6 to 10 years	12%	N=47
11 to 20 years	21%	N=83
More than 20 years	42%	N=170
Total	100%	N=402

Table 66: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	68%	N=272
Building with two or more homes (duplex, townhome, apartment or condominium)	30%	N=119
Mobile home	1%	N=3
Other	2%	N=8
Total	100%	N=402

Table 67: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	33%	N=133
Owned	67%	N=268
Total	100%	N=401

Table 68: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=18
\$300 to \$599 per month	19%	N=72
\$600 to \$999 per month	36%	N=137
\$1,000 to \$1,499 per month	30%	N=115
\$1,500 to \$2,499 per month	10%	N=38
\$2,500 or more per month	0%	N=2
Total	100%	N=382

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Table 69: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	66%	N=262
Yes	34%	N=136
Total	100%	N=398

Table 70: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=291
Yes	27%	N=106
Total	100%	N=397

Table 71: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	15%	N=55
\$25,000 to \$49,999	23%	N=85
\$50,000 to \$99,999	35%	N=133
\$100,000 to \$149,999	19%	N=72
\$150,000 or more	8%	N=30
Total	100%	N=376

Table 72: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=380
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=14
Total	100%	N=393

Table 73: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	0%	N=1
Black or African American	8%	N=30
White	89%	N=349
Other	5%	N=18

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

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Table 74: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=21
25 to 34 years	26%	N=105
35 to 44 years	16%	N=65
45 to 54 years	19%	N=75
55 to 64 years	13%	N=53
65 to 74 years	11%	N=42
75 years or older	10%	N=38
Total	100%	N=400

Table 75: Question D16

What is your sex?	Percent	Number
Female	53%	N=210
Male	47%	N=183
Total	100%	N=394

Table 76: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=299
Land line	12%	N=47
Both	12%	N=48
Total	100%	N=394

Appendix B: Benchmark Comparisons

Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Collinsville chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Collinsville's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Collinsville's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Collinsville's rating to the benchmark.

In that final column, Collinsville's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Collinsville residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Collinsville's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Collinsville's average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 77: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Collinsville	65%	374	455	Similar
Overall image or reputation of Collinsville	45%	286	350	Lower
Collinsville as a place to live	73%	329	392	Lower
Your neighborhood as a place to live	72%	272	315	Similar
Collinsville as a place to raise children	60%	310	381	Lower
Collinsville as a place to retire	50%	284	356	Similar
Overall appearance of Collinsville	61%	259	358	Similar

Table 78: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Collinsville	66%	280	350	Lower
	In your neighborhood during the day	92%	232	357	Similar
	In Collinsville's downtown/commercial area during the day	90%	187	318	Similar
Mobility	Overall ease of getting to the places you usually have to visit	83%	88	266	Similar
	Availability of paths and walking trails	45%	263	319	Lower
	Ease of walking in Collinsville	56%	213	307	Similar
	Ease of travel by bicycle in Collinsville	45%	196	307	Similar
	Ease of travel by public transportation in Collinsville	58%	27	226	Higher
	Ease of travel by car in Collinsville	88%	21	306	Higher
	Ease of public parking	64%	64	225	Similar
	Traffic flow on major streets	78%	14	342	Higher
Natural Environment	Quality of overall natural environment in Collinsville	61%	249	279	Lower
	Cleanliness of Collinsville	64%	206	286	Similar
	Air quality	71%	176	248	Similar
Built Environment	Overall "built environment" of Collinsville (including overall design, buildings, parks and transportation systems)	56%	169	256	Similar
	Overall quality of new development in Collinsville	47%	209	294	Similar
	Availability of affordable quality housing	51%	87	304	Similar
	Variety of housing options	57%	118	281	Similar
	Public places where people want to spend time	53%	174	249	Similar
Economy	Overall economic health of Collinsville	42%	205	263	Lower
	Vibrant downtown/commercial area	48%	123	238	Similar
	Overall quality of business and service establishments in Collinsville	51%	198	275	Similar
	Cost of living in Collinsville	44%	119	259	Similar
	Shopping opportunities	40%	206	298	Similar
	Employment opportunities	29%	210	311	Similar
	Collinsville as a place to visit	42%	233	276	Lower
	Collinsville as a place to work	48%	276	362	Similar
	Health and wellness opportunities in Collinsville	50%	222	257	Lower
	Availability of affordable quality mental health care	37%	171	226	Similar
Recreation and Wellness	Availability of preventive health services	53%	182	240	Similar
	Availability of affordable quality health care	59%	177	261	Similar
	Availability of affordable quality food	71%	83	246	Similar
	Recreational opportunities	44%	270	299	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	56%	200	247	Similar
	Overall opportunities for education and enrichment	43%	229	259	Lower
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	67%	174	208	Similar
	Opportunities to attend cultural/arts/music activities	27%	274	297	Lower
	Adult educational opportunities	31%	227	236	Much lower
	K-12 education	62%	197	275	Similar
	Availability of affordable quality child care/preschool	61%	75	258	Similar
	Opportunities to participate in social events and activities	49%	207	266	Similar
Community Engagement	Neighborhoodliness of Collinsville	55%	203	251	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	55%	239	295	Similar
	Opportunities to participate in community matters	51%	240	277	Similar
	Opportunities to volunteer	60%	225	267	Similar

Table 79: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Collinsville	68%	273	430	Similar
Overall customer service by Collinsville employees (police, receptionists, planners, etc.)	77%	159	381	Similar
Value of services for the taxes paid to Collinsville	42%	320	405	Similar
Overall direction that Collinsville is taking	55%	162	319	Similar
Job Collinsville government does at welcoming citizen involvement	47%	263	324	Similar
Overall confidence in Collinsville government	47%	179	262	Similar
Generally acting in the best interest of the community	52%	161	262	Similar
Being honest	48%	185	254	Similar
Treating all residents fairly	53%	164	260	Similar
Services provided by the Federal Government	32%	193	253	Similar

Table 80: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	89%	118	463	Similar
	Fire services	95%	150	389	Similar
	Ambulance or emergency medical services	96%	126	349	Similar
	Crime prevention	65%	210	364	Similar
	Fire prevention and education	78%	169	286	Similar
	Animal control	60%	215	343	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	56%	184	280	Similar
	Traffic enforcement	73%	83	372	Similar
	Street repair	46%	178	389	Similar
	Street cleaning	63%	149	324	Similar
Mobility	Street lighting	62%	161	328	Similar
	Snow removal	76%	47	287	Higher
	Sidewalk maintenance	56%	163	324	Similar
	Traffic signal timing	69%	20	266	Higher
	Bus or transit services	80%	17	232	Higher
Natural	Garbage collection	88%	132	357	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Environment	Recycling	83%	104	361	Similar
	Yard waste pick-up	66%	217	271	Similar
	Drinking water	59%	229	316	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	46%	219	259	Similar
	Collinsville open space	43%	206	236	Lower
	Storm drainage	62%	214	354	Similar
	Sewer services	73%	193	322	Similar
	Power (electric and/or gas) utility	78%	107	182	Similar
	Utility billing	63%	170	228	Similar
	Land use, planning and zoning	37%	211	303	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	38%	280	392	Similar
	Built Environment	Cable television	54%	80	205
Economy	Economic development	45%	182	287	Similar
Recreation and Wellness	City parks	55%	295	327	Lower
	Recreation programs or classes	37%	315	328	Lower
	Recreation centers or facilities	40%	263	280	Lower
	Health services	54%	168	222	Similar
	Education and Enrichment	City-sponsored special events	64%	153	279
	Public library services	87%	136	341	Similar
Community Engagement	Public information services	63%	198	289	Similar

Table 81: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	54%	237	313	Similar
Recommend living in Collinsville to someone who asks	77%	236	289	Similar
Remain in Collinsville for the next five years	80%	209	282	Similar
Contacted Collinsville (in-person, phone, email or web) for help or information	43%	187	325	Similar

Table 82: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	44%	70	228	Similar
	Did NOT report a crime to the police	74%	183	254	Similar
	Household member was NOT a victim of a crime	88%	170	275	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	10%	148	206	Lower
	Carpooled with other adults or children instead of driving alone	34%	215	241	Lower
	Walked or biked instead of driving	45%	193	250	Lower
Natural Environment	Made efforts to conserve water	73%	210	235	Similar
	Made efforts to make your home more energy efficient	77%	88	237	Similar
	Recycle at home	90%	146	261	Similar
Built Environment	Did NOT observe a code violation or other hazard in Collinsville	47%	163	244	Similar
	NOT experiencing housing costs stress	79%	39	260	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Purchase goods or services from a business located in Collinsville	98%	55	247	Similar
	Economy will have positive impact on income	33%	127	261	Similar
	Work inside boundaries of Collinsville	28%	202	248	Lower
Recreation and Wellness	Used Collinsville recreation centers or their services	49%	201	239	Similar
	Visited a neighborhood park or City park	72%	250	271	Lower
	Eat at least 5 portions of fruits and vegetables a day	80%	167	239	Similar
	Participate in moderate or vigorous physical activity	79%	214	243	Similar
	In very good to excellent health	50%	213	243	Similar
	Used Collinsville public libraries or their services	63%	124	250	Similar
Education and Enrichment	Participated in religious or spiritual activities in Collinsville	36%	170	206	Similar
	Attended City-sponsored event	56%	112	249	Similar
	Campaigned or advocated for an issue, cause or candidate	17%	194	231	Similar
Community Engagement	Contacted Collinsville elected officials (in-person, phone, email or web) to express your opinion	16%	158	245	Similar
	Volunteered your time to some group/activity in Collinsville	31%	196	267	Similar
	Participated in a club	16%	226	246	Lower
	Talked to or visited with your immediate neighbors	90%	150	245	Similar
	Done a favor for a neighbor	80%	146	240	Similar
	Attended a local public meeting	13%	249	265	Similar
	Watched (online or on television) a local public meeting	20%	147	232	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	82	248	Similar
	Vote in local elections	84%	142	261	Similar

Communities included in national comparisons

The communities included in Collinsville’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO	441,603	Ashland town, VA	7,225
Airway Heights city, WA	6,114	Aspen city, CO	6,658
Albany city, OR	50,158	Athens-Clarke County, GA	115,452
Albemarle County, VA	98,970	Auburn city, AL	53,380
Albert Lea city, MN	18,016	Augusta CCD, GA	134,777
Alexandria city, VA	139,966	Aurora city, CO	325,078
Algonquin village, IL	30,046	Austin city, TX	790,390
Aliso Viejo city, CA	47,823	Avon town, CO	6,447
American Canyon city, CA	19,454	Avon town, IN	12,446
Ames city, IA	58,965	Avondale city, AZ	76,238
Ankeny city, IA	45,582	Azusa city, CA	46,361
Ann Arbor city, MI	113,934	Bainbridge Island city, WA	23,025
Apache Junction city, AZ	35,840	Baltimore city, MD	620,961
Arapahoe County, CO	572,003	Baltimore County, MD	805,029
Arkansas City city, AR	366	Bartonville town, TX	1,469
Arlington city, TX	365,438	Battle Creek city, MI	52,347
Arvada city, CO	106,433	Bay City city, MI	34,932
Asheville city, NC	83,393	Bay Village city, OH	15,651
Ashland city, OR	20,078	Baytown city, TX	71,802
Ashland town, MA	16,593	Bedford city, TX	46,979

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Bedford town, MA	13,320	Colleyville city, TX	22,807
Bellevue city, WA	122,363	Collinsville city, IL	25,579
Bellingham city, WA	80,885	Columbia city, MO	108,500
Benbrook city, TX	21,234	Columbia city, SC	129,272
Bend city, OR	76,639	Columbia Falls city, MT	4,688
Bethlehem township, PA	23,730	Commerce City city, CO	45,913
Bettendorf city, IA	33,217	Concord city, CA	122,067
Billings city, MT	104,170	Concord town, MA	17,668
Bloomington city, IN	80,405	Conshohocken borough, PA	7,833
Bloomington city, MN	82,893	Coolidge city, AZ	11,825
Blue Springs city, MO	52,575	Coon Rapids city, MN	61,476
Boise City city, ID	205,671	Copperas Cove city, TX	32,032
Bonner Springs city, KS	7,314	Coral Springs city, FL	121,096
Boone County, KY	118,811	Coronado city, CA	18,912
Boulder city, CO	97,385	Corvallis city, OR	54,462
Bowling Green city, KY	58,067	Cottonwood Heights city, UT	33,433
Bozeman city, MT	37,280	Creve Coeur city, MO	17,833
Brentwood city, MO	8,055	Cupertino city, CA	58,302
Brentwood city, TN	37,060	Dacono city, CO	4,152
Brighton city, CO	33,352	Dakota County, MN	398,552
Brighton city, MI	7,444	Dallas city, OR	14,583
Bristol city, TN	26,702	Dallas city, TX	1,197,816
Broken Arrow city, OK	98,850	Danville city, KY	16,218
Brookline CDP, MA	58,732	Dardenne Prairie city, MO	11,494
Brooklyn Center city, MN	30,104	Darien city, IL	22,086
Brooklyn city, OH	11,169	Davenport city, FL	2,888
Broomfield city, CO	55,889	Davidson town, NC	10,944
Brownsburg town, IN	21,285	Dayton city, OH	141,527
Buffalo Grove village, IL	41,496	Dayton town, WY	757
Burlingame city, CA	28,806	Dearborn city, MI	98,153
Cabarrus County, NC	178,011	Decatur city, GA	19,335
Cambridge city, MA	105,162	Del Mar city, CA	4,161
Canandaigua city, NY	10,545	DeLand city, FL	27,031
Cannon Beach city, OR	1,690	Delaware city, OH	34,753
Cañon City city, CO	16,400	Denison city, TX	22,682
Canton city, SD	3,057	Denton city, TX	113,383
Cape Coral city, FL	154,305	Denver city, CO	600,158
Carlisle borough, PA	18,682	Des Moines city, IA	203,433
Carlsbad city, CA	105,328	Des Peres city, MO	8,373
Carroll city, IA	10,103	Destin city, FL	12,305
Cartersville city, GA	19,731	Dover city, NH	29,987
Cary town, NC	135,234	Dublin city, CA	46,036
Castine town, ME	1,366	Dublin city, OH	41,751
Castle Rock town, CO	48,231	Duluth city, MN	86,265
Cedar Hill city, TX	45,028	Durham city, NC	228,330
Cedar Rapids city, IA	126,326	Durham County, NC	267,587
Celina city, TX	6,028	Dyer town, IN	16,390
Centennial city, CO	100,377	Eagan city, MN	64,206
Chandler city, AZ	236,123	Eagle Mountain city, UT	21,415
Chandler city, TX	2,734	Eagle town, CO	6,508
Chanhassen city, MN	22,952	Eau Claire city, WI	65,883
Chapel Hill town, NC	57,233	Eden Prairie city, MN	60,797
Chardon city, OH	5,148	Eden town, VT	1,323
Charles County, MD	146,551	Edgerton city, KS	1,671
Charlotte city, NC	731,424	Edgewater city, CO	5,170
Charlotte County, FL	159,978	Edina city, MN	47,941
Charlottesville city, VA	43,475	Edmond city, OK	81,405
Chattanooga city, TN	167,674	Edmonds city, WA	39,709
Chautauqua town, NY	4,464	El Cerrito city, CA	23,549
Chesterfield County, VA	316,236	El Dorado County, CA	181,058
Clackamas County, OR	375,992	El Paso de Robles (Paso Robles) city, CA	29,793
Clarendon Hills village, IL	8,427	Elk Grove city, CA	153,015
Clayton city, MO	15,939	Elko New Market city, MN	4,110
Clearwater city, FL	107,685	Elmhurst city, IL	44,121
Cleveland Heights city, OH	46,121	Englewood city, CO	30,255
Clinton city, SC	8,490	Erie town, CO	18,135
Clive city, IA	15,447	Escambia County, FL	297,619
Clovis city, CA	95,631	Estes Park town, CO	5,858
College Park city, MD	30,413	Euclid city, OH	48,920
College Station city, TX	93,857	Fairview town, TX	7,248

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Farmers Branch city, TX	28,616	Indianola city, IA	14,782
Farmersville city, TX	3,301	Indio city, CA	76,036
Farmington Hills city, MI	79,740	Iowa City city, IA	67,862
Farmington town, CT	25,340	Irving city, TX	216,290
Fayetteville city, GA	15,945	Issaquah city, WA	30,434
Fayetteville city, NC	200,564	Jackson city, MO	13,758
Fernandina Beach city, FL	11,487	Jackson County, MI	160,248
Flagstaff city, AZ	65,870	James City County, VA	67,009
Flower Mound town, TX	64,669	Jefferson County, NY	116,229
Forest Grove city, OR	21,083	Jefferson Parish, LA	432,552
Fort Collins city, CO	143,986	Johnson City city, TN	63,152
Franklin city, TN	62,487	Johnston city, IA	17,278
Frederick town, CO	8,679	Jupiter town, FL	55,156
Fremont city, CA	214,089	Kalamazoo city, MI	74,262
Friendswood city, TX	35,805	Kansas City city, KS	145,786
Fruita city, CO	12,646	Kansas City city, MO	459,787
Gahanna city, OH	33,248	Keizer city, OR	36,478
Gaithersburg city, MD	59,933	Kenmore city, WA	20,460
Galveston city, TX	47,743	Kennedale city, TX	6,763
Gardner city, KS	19,123	Kent city, WA	92,411
Georgetown city, TX	47,400	Kerrville city, TX	22,347
Germantown city, TN	38,844	Kettering city, OH	56,163
Gilbert town, AZ	208,453	Key West city, FL	24,649
Gillette city, WY	29,087	King City city, CA	12,874
Glen Ellyn village, IL	27,450	Kingman city, AZ	28,068
Glendora city, CA	50,073	Kirkland city, WA	48,787
Glenview village, IL	44,692	Kirkwood city, MO	27,540
Golden city, CO	18,867	Knoxville city, IA	7,313
Golden Valley city, MN	20,371	La Plata town, MD	8,753
Goodyear city, AZ	65,275	La Vista city, NE	15,758
Grafton village, WI	11,459	Laguna Niguel city, CA	62,979
Grand Blanc city, MI	8,276	Lake Forest city, IL	19,375
Grants Pass city, OR	34,533	Lake in the Hills village, IL	28,965
Grass Valley city, CA	12,860	Lake Stevens city, WA	28,069
Greeley city, CO	92,889	Lake Worth city, FL	34,910
Greenville city, NC	84,554	Lake Zurich village, IL	19,631
Greenwich town, CT	61,171	Lakeville city, MN	55,954
Greenwood Village city, CO	13,925	Lakewood city, CO	142,980
Greer city, SC	25,515	Lakewood city, WA	58,163
Gunnison County, CO	15,324	Lancaster County, SC	76,652
Haltom City city, TX	42,409	Lane County, OR	351,715
Hamilton city, OH	62,477	Lansing city, MI	114,297
Hamilton town, MA	7,764	Laramie city, WY	30,816
Hampton city, VA	137,436	Larimer County, CO	299,630
Hanover County, VA	99,863	Las Cruces city, NM	97,618
Harrisburg city, SD	4,089	Las Vegas city, NM	13,753
Harrisburg city, VA	48,914	Lawrence city, KS	87,643
Harrisonville city, MO	10,019	Lawrenceville city, GA	28,546
Hastings city, MN	22,172	Lee's Summit city, MO	91,364
Hayward city, CA	144,186	Lehi city, UT	47,407
Henderson city, NV	257,729	Lenexa city, KS	48,190
Herndon town, VA	23,292	Lewisville city, TX	95,290
High Point city, NC	104,371	Lewisville town, NC	12,639
Highland Park city, IL	29,763	Libertyville village, IL	20,315
Highlands Ranch CDP, CO	96,713	Lincolnwood village, IL	12,590
Homer Glen village, IL	24,220	Lindsborg city, KS	3,458
Honolulu County, HI	953,207	Little Chute village, WI	10,449
Hooksett town, NH	13,451	Littleton city, CO	41,737
Hopkins city, MN	17,591	Livermore city, CA	80,968
Hopkinton town, MA	14,925	Lombard village, IL	43,165
Hoquiam city, WA	8,726	Lone Tree city, CO	10,218
Horry County, SC	269,291	Long Grove village, IL	8,043
Howard village, WI	17,399	Longmont city, CO	86,270
Hudson town, CO	2,356	Longview city, TX	80,455
Huntley village, IL	24,291	Lonsdale city, MN	3,674
Huntsville city, TX	38,548	Los Alamos County, NM	17,950
Hurst city, TX	37,337	Los Altos Hills town, CA	7,922
Hutchinson city, MN	14,178	Loudoun County, VA	312,311
Hutto city, TX	14,698	Louisville city, CO	18,376
Independence city, MO	116,830	Lower Merion township, PA	57,825

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Lynchburg city, VA	75,568	Newport News city, VA	180,719
Lynnwood city, WA	35,836	Newton city, IA	15,254
Macomb County, MI	840,978	Noblesville city, IN	51,969
Manassas city, VA	37,821	Norcross city, GA	9,116
Manhattan Beach city, CA	35,135	Norfolk city, NE	24,210
Manhattan city, KS	52,281	Norfolk city, VA	242,803
Mankato city, MN	39,309	North Mankato city, MN	13,394
Maple Grove city, MN	61,567	North Port city, FL	57,357
Maplewood city, MN	38,018	North Richland Hills city, TX	63,343
Maricopa County, AZ	3,817,117	North Yarmouth town, ME	3,565
Marin County, CA	252,409	Novato city, CA	51,904
Marion city, IA	34,768	Novi city, MI	55,224
Mariposa County, CA	18,251	O'Fallon city, IL	28,281
Marshfield city, WI	19,118	O'Fallon city, MO	79,329
Martinez city, CA	35,824	Oak Park village, IL	51,878
Marysville city, WA	60,020	Oakland city, CA	390,724
Matthews town, NC	27,198	Oakley city, CA	35,432
Maui County, HI	154,834	Oklahoma City city, OK	579,999
McAllen city, TX	129,877	Olathe city, KS	125,872
McKinney city, TX	131,117	Old Town city, ME	7,840
McMinnville city, OR	32,187	Olmsted County, MN	144,248
Mecklenburg County, NC	919,628	Olympia city, WA	46,478
Menlo Park city, CA	32,026	Orange village, OH	3,323
Menomonee Falls village, WI	35,626	Orland Park village, IL	56,767
Mercer Island city, WA	22,699	Orleans Parish, LA	343,829
Meridian charter township, MI	39,688	Oshkosh city, WI	66,083
Meridian city, ID	75,092	Oshtemo charter township, MI	21,705
Merriam city, KS	11,003	Oswego village, IL	30,355
Mesa city, AZ	439,041	Ottawa County, MI	263,801
Mesa County, CO	146,723	Overland Park city, KS	173,372
Miami Beach city, FL	87,779	Paducah city, KY	25,024
Miami city, FL	399,457	Palm Beach Gardens city, FL	48,452
Middleton city, WI	17,442	Palm Coast city, FL	75,180
Midland city, MI	41,863	Palo Alto city, CA	64,403
Milford city, DE	9,559	Palos Verdes Estates city, CA	13,438
Milton city, GA	32,661	Papillion city, NE	18,894
Minneapolis city, MN	382,578	Paradise Valley town, AZ	12,820
Minnetrista city, MN	6,384	Park City city, UT	7,558
Missouri City city, TX	67,358	Parker town, CO	45,297
Modesto city, CA	201,165	Parkland city, FL	23,962
Moline city, IL	43,483	Pasco city, WA	59,781
Monroe city, MI	20,733	Pasco County, FL	464,697
Monterey city, CA	27,810	Payette city, ID	7,433
Montgomery city, MN	2,956	Pearland city, TX	91,252
Montgomery County, MD	971,777	Peoria city, AZ	154,065
Monticello city, UT	1,972	Peoria city, IL	115,007
Montrose city, CO	19,132	Pflugerville city, TX	46,936
Monument town, CO	5,530	Pinehurst village, NC	13,124
Moraga town, CA	16,016	Piqua city, OH	20,522
Morristown city, TN	29,137	Pitkin County, CO	17,148
Morrisville town, NC	18,576	Plano city, TX	259,841
Morro Bay city, CA	10,234	Platte City city, MO	4,691
Mountain Village town, CO	1,320	Pleasant Hill city, IA	8,785
Mountlake Terrace city, WA	19,909	Pleasanton city, CA	70,285
Murphy city, TX	17,708	Polk County, IA	430,640
Naperville city, IL	141,853	Pompano Beach city, FL	99,845
Napoleon city, OH	8,749	Port Orange city, FL	56,048
Nederland city, TX	17,547	Port St. Lucie city, FL	164,603
Needham CDP, MA	28,886	Portland city, OR	583,776
Nevada City city, CA	3,068	Powell city, OH	11,500
Nevada County, CA	98,764	Powhatan County, VA	28,046
New Braunfels city, TX	57,740	Prince William County, VA	402,002
New Brighton city, MN	21,456	Prior Lake city, MN	22,796
New Concord village, OH	2,491	Pueblo city, CO	106,595
New Hope city, MN	20,339	Purcellville town, VA	7,727
New Orleans city, LA	343,829	Queen Creek town, AZ	26,361
New Smyrna Beach city, FL	22,464	Raleigh city, NC	403,892
New Ulm city, MN	13,522	Ramsey city, MN	23,668
Newberg city, OR	22,068	Raymond town, ME	4,436
Newport city, RI	24,672	Raymore city, MO	19,206

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Redmond city, OR.....	26,215	Spearfish city, SD.....	10,494
Redmond city, WA.....	54,144	Spring Hill city, KS.....	5,437
Redwood City city, CA.....	76,815	Springfield city, MO.....	159,498
Reno city, NV.....	225,221	Springville city, UT.....	29,466
Reston CDP, VA.....	58,404	St. Augustine city, FL.....	12,975
Richland city, WA.....	48,058	St. Charles city, IL.....	32,974
Richmond city, CA.....	103,701	St. Cloud city, FL.....	35,183
Richmond Heights city, MO.....	8,603	St. Joseph city, MO.....	76,780
Rio Rancho city, NM.....	87,521	St. Joseph town, WI.....	3,842
River Falls city, WI.....	15,000	St. Louis County, MN.....	200,226
Riverside city, CA.....	303,871	State College borough, PA.....	42,034
Roanoke city, VA.....	97,032	Steamboat Springs city, CO.....	12,088
Roanoke County, VA.....	92,376	Sugar Grove village, IL.....	8,997
Rochester city, NY.....	210,565	Sugar Land city, TX.....	78,817
Rochester Hills city, MI.....	70,995	Suisun City city, CA.....	28,111
Rock Hill city, SC.....	66,154	Summit County, UT.....	36,324
Rockville city, MD.....	61,209	Summit village, IL.....	11,054
Roeland Park city, KS.....	6,731	Sunnyvale city, CA.....	140,081
Rogers city, MN.....	8,597	Surprise city, AZ.....	117,517
Rohnert Park city, CA.....	40,971	Suwanee city, GA.....	15,355
Rolla city, MO.....	19,559	Tacoma city, WA.....	198,397
Roselle village, IL.....	22,763	Takoma Park city, MD.....	16,715
Rosemount city, MN.....	21,874	Tamarac city, FL.....	60,427
Rosenberg city, TX.....	30,618	Temecula city, CA.....	100,097
Roseville city, MN.....	33,660	Tempe city, AZ.....	161,719
Round Rock city, TX.....	99,887	Temple city, TX.....	66,102
Royal Oak city, MI.....	57,236	Texarkana city, TX.....	36,411
Royal Palm Beach village, FL.....	34,140	The Woodlands CDP, TX.....	93,847
Sacramento city, CA.....	466,488	Thousand Oaks city, CA.....	126,683
Sahuarita town, AZ.....	25,259	Tigard city, OR.....	48,035
Sammamish city, WA.....	45,780	Tracy city, CA.....	82,922
San Anselmo town, CA.....	12,336	Trinidad CCD, CO.....	12,017
San Diego city, CA.....	1,307,402	Tualatin city, OR.....	26,054
San Francisco city, CA.....	805,235	Tulsa city, OK.....	391,906
San Jose city, CA.....	945,942	Tustin city, CA.....	75,540
San Marcos city, CA.....	83,781	Twin Falls city, ID.....	44,125
San Marcos city, TX.....	44,894	Unalaska city, AK.....	4,376
San Rafael city, CA.....	57,713	University Heights city, OH.....	13,539
Sangamon County, IL.....	197,465	University Park city, TX.....	23,068
Santa Fe city, NM.....	67,947	Upper Arlington city, OH.....	33,771
Santa Fe County, NM.....	144,170	Urbandale city, IA.....	39,463
Santa Monica city, CA.....	89,736	Vail town, CO.....	5,305
Sarasota County, FL.....	379,448	Ventura CCD, CA.....	111,889
Savage city, MN.....	26,911	Vernon Hills village, IL.....	25,113
Schaumburg village, IL.....	74,227	Vestavia Hills city, AL.....	34,033
Schertz city, TX.....	31,465	Victoria city, MN.....	7,345
Scott County, MN.....	129,928	Vienna town, VA.....	15,687
Scottsdale city, AZ.....	217,385	Virginia Beach city, VA.....	437,994
Sedona city, AZ.....	10,031	Walnut Creek city, CA.....	64,173
Sevierville city, TN.....	14,807	Warrensburg city, MO.....	18,838
Shakopee city, MN.....	37,076	Washington County, MN.....	238,136
Sharonville city, OH.....	13,560	Washington town, NH.....	1,123
Shawnee city, KS.....	62,209	Washoe County, NV.....	421,407
Shawnee city, OK.....	29,857	Washougal city, WA.....	14,095
Sherborn town, MA.....	4,119	Wauwatosa city, WI.....	46,396
Shoreline city, WA.....	53,007	Waverly city, IA.....	9,874
Shoreview city, MN.....	25,043	Wentzville city, MO.....	29,070
Shorewood village, IL.....	15,615	West Carrollton city, OH.....	13,143
Shorewood village, WI.....	13,162	Western Springs village, IL.....	12,975
Sierra Vista city, AZ.....	43,888	Westerville city, OH.....	36,120
Silverton city, OR.....	9,222	Westlake town, TX.....	992
Sioux Center city, IA.....	7,048	Westminster city, CO.....	106,114
Sioux Falls city, SD.....	153,888	Weston town, MA.....	11,261
Skokie village, IL.....	64,784	Wheat Ridge city, CO.....	30,166
Snoqualmie city, WA.....	10,670	White House city, TN.....	10,255
Snowmass Village town, CO.....	2,826	Wichita city, KS.....	382,368
Somerset town, MA.....	18,165	Williamsburg city, VA.....	14,068
South Jordan city, UT.....	50,418	Willowbrook village, IL.....	8,540
South Lake Tahoe city, CA.....	21,403	Wilmington city, NC.....	106,476
Southlake city, TX.....	26,575	Wilsonville city, OR.....	19,509

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Windsor town, CO.....	18,644	Wyandotte County, KS	157,505
Windsor town, CT	29,044	Yakima city, WA.....	91,067
Winnetka village, IL	12,187	York County, VA.....	65,464
Winter Garden city, FL.....	34,568	Yorktown town, IN.....	9,405
Woodbury city, MN.....	61,961	Yorkville city, IL	16,921
Woodinville city, WA.....	10,938	Yountville city, CA	2,933
Woodland city, CA.....	55,468		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Collinsville funded this research. Please contact Collinsville Assistant City Manager Derek Jackson at djackson@collinsvilleil.org if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

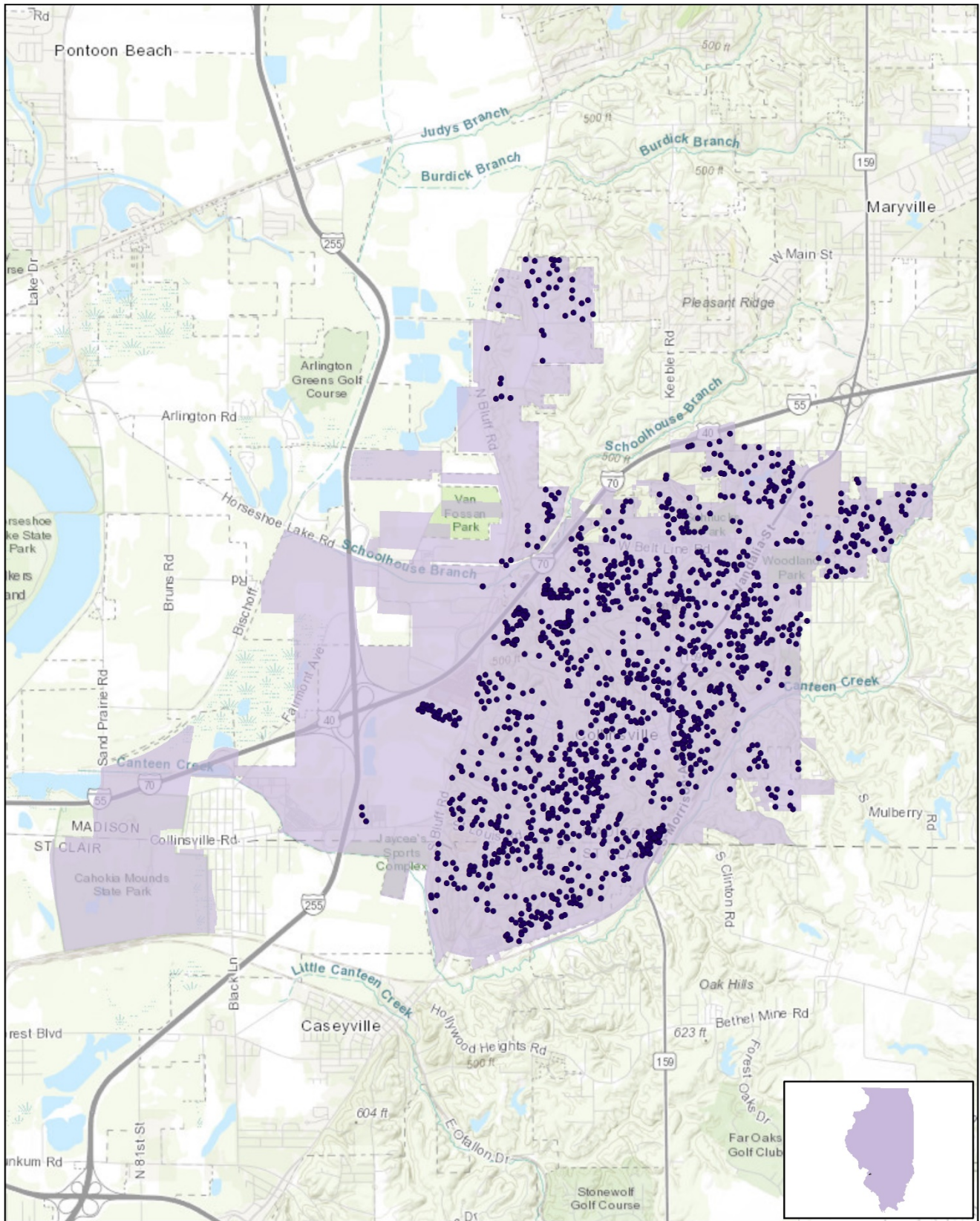
Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Collinsville were eligible to participate in the survey. A list of all households within the zip codes serving Collinsville was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Collinsville households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Collinsville boundaries were removed from consideration.

To choose the 1,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Recipients in Collinsville, IL

- Survey Recipients

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on February 1, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following seven weeks.

About 4% of the 1,600 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,534 eligible households that received the survey, 405 completed the survey, providing an overall response rate of 26%.

Table 83: Survey Response Rates

	Overall
Total sample used	1,600
I=Complete Interviews	399
P=Partial Interviews	6
R=Refusal and break off	2
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,127
NE=Not eligible	66
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	26%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the City of Collinsville survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (405 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Collinsville. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), and sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 84: Collinsville, IL 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	35%	16%	33%
Own home	65%	84%	67%
Detached unit*	68%	81%	68%
Attached unit*	32%	19%	32%
Race and Ethnicity			
White	88%	89%	87%
Not white	12%	11%	13%
Not Hispanic	96%	97%	97%
Hispanic	4%	3%	3%
Sex and Age			
Female	52%	55%	53%
Male	48%	45%	47%
18-34 years of age	34%	11%	32%
35-54 years of age	35%	19%	35%
55+ years of age	32%	70%	33%
Females 18-34	17%	7%	17%
Females 35-54	18%	11%	18%
Females 55+	18%	37%	18%
Males 18-34	17%	4%	15%
Males 35-54	17%	9%	17%
Males 55+	14%	33%	14%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Appendix D: Survey Materials

Dear Collinsville Resident,

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

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better City!

Sincerely,



Mitch Bair
City Manager/Economic Development Director

Dear Collinsville Resident,

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Thank you for helping create a better City!

Sincerely,



Mitch Bair
City Manager/Economic Development Director



City of Collinsville
125 South Center Street
Collinsville, IL 62234

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



City of Collinsville
125 South Center Street
Collinsville, IL 62234

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



City of Collinsville
125 South Center Street
Collinsville, IL 62234

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



City of Collinsville
125 South Center Street
Collinsville, IL 62234

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



City of Collinsville
125 South Center Street
Collinsville, IL 62234

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



February 2019

Dear City of Collinsville Resident:

Please help us shape the future of Collinsville! You have been selected at random to participate in the 2019 Collinsville Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Collinsville make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/collinsville2019>

If you have any questions about the survey please call 618-346-5200 (ext. 1129).

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Mitch Bair". The signature is stylized and cursive.

Mitch Bair, AICP
City Manager/Economic Development Director



February 2019

Dear City of Collinsville Resident:

Here's a second chance if you haven't already responded to the 2019 Collinsville Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Collinsville! You have been selected at random to participate in the 2019 Collinsville Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Collinsville make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/collinsville2019>

If you have any questions about the survey please call 618-346-5200 (ext. 1129).

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Mitch Bair". The signature is stylized and cursive.

Mitch Bair, AICP
City Manager/Economic Development Director

The City of Collinsville 2019 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Collinsville:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Collinsville as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Collinsville as a place to raise children.....	1	2	3	4	5
Collinsville as a place to work.....	1	2	3	4	5
Collinsville as a place to visit.....	1	2	3	4	5
Collinsville as a place to retire.....	1	2	3	4	5
The overall quality of life in Collinsville	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Collinsville as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Collinsville.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Collinsville.....	1	2	3	4	5
Overall "built environment" of Collinsville (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Collinsville	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Collinsville	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Collinsville.....	1	2	3	4	5

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

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Collinsville to someone who asks.....	1	2	3	4	5
Remain in Collinsville for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Collinsville's downtown/commercial area during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Collinsville as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Collinsville	1	2	3	4	5
Ease of travel by public transportation in Collinsville.....	1	2	3	4	5
Ease of travel by bicycle in Collinsville	1	2	3	4	5
Ease of walking in Collinsville.....	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Collinsville	1	2	3	4	5
Overall appearance of Collinsville	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Collinsville as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Collinsville.....	1	2	3	4	5
Overall quality of business and service establishments in Collinsville.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Collinsville.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in Collinsville.....	1	2	3	4	5
Entertainment opportunities.....	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Collinsville (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Collinsville.....	1	2
Reported a crime to the police in Collinsville.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of Collinsville (in-person, phone, email or web) for help or information.....	1	2
Contacted Collinsville elected officials (in-person, phone, email or web) to express your opinion.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Collinsville?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Collinsville recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used Collinsville public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Collinsville.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Collinsville.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4
Attended an event at or utilized Gateway Convention Center.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting.....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Collinsville 2019 Citizen Survey

10. Please rate the quality of each of the following services in Collinsville:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Collinsville open space	1	2	3	4	5
City-sponsored special events	1	2	3	4	5
Overall customer service by Collinsville employees (police, receptionists, planners, etc.).....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Collinsville.....	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Collinsville government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Collinsville.....	1	2	3	4	5
The overall direction that Collinsville is taking.....	1	2	3	4	5
The job Collinsville government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Collinsville government	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Collinsville community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Collinsville.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Collinsville.....	1	2	3	4
Overall “built environment” of Collinsville (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Collinsville	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Collinsville	1	2	3	4
Sense of community.....	1	2	3	4

14. Please rate the quality of each of the following aspects of housing within the City:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The overall housing stock in Collinsville.....	1	2	3	4	5
Single-family residential homes	1	2	3	4	5
Multi-family apartment complexes	1	2	3	4	5

15. Please rate the amount of each of the following in Collinsville:

	<i>Far too much</i>	<i>Somewhat too much</i>	<i>Right amount</i>	<i>Somewhat too few</i>	<i>Far too few</i>	<i>Don't know</i>
New single-family residential developments	1	2	3	4	5	6
New multi-family residential developments.....	1	2	3	4	5	6

16. Please rate how important, if at all, you think parks and recreation is to the community overall:

- Essential Very important Somewhat important Not at all important Don't know

17. Please tell us if you have heard of or visited each of the following parks in Collinsville in the last two years:

	<i>I have heard of this and have visited</i>	<i>I have heard of this and have not visited, but would like to</i>	<i>I have heard of this, but have not visited and do not plan to</i>	<i>I have not heard of this</i>
Glidden Park.....	1	2	3	4
Morris Hills Park	1	2	3	4
Schnucks Park.....	1	2	3	4
Sports Complex	1	2	3	4
Water Park.....	1	2	3	4
Willoughby Farm.....	1	2	3	4
Woodland Park.....	1	2	3	4

18. When is the last time you visited Willoughby Park?

- Within the last year 2 to 4 years ago 5 to 10 years ago Never

19. Please rate how important, if at all, each of the following are to you in regards to City parks and the water park:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Appearance/beautification	1	2	3	4	5
Safety	1	2	3	4	5
Price/affordability.....	1	2	3	4	5
Location.....	1	2	3	4	5
Customer service.....	1	2	3	4	5

20. When is the last time you visited the water park?

- Within the last year 2 to 4 years ago 5 to 10 years ago Never

21. Please tell us if you have ever heard of or attended each of the following City-sponsored events in Collinsville:

	<i>I have heard of this and have attended</i>	<i>I have heard of this and have not attended, but would like to</i>	<i>I have heard of this, but have not attended and do not plan to</i>	<i>I have not heard of this</i>
Horseradish Festival.....	1	2	3	4
Smokin' on Main	1	2	3	4
Italian Fest	1	2	3	4
Fall Festival	1	2	3	4
Christmas Parade.....	1	2	3	4

The City of Collinsville 2019 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Collinsville.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day.....	1	2	3	4	5
Participate in moderate or vigorous physical activity.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent Very good Good Fair Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Collinsville?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Collinsville?

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

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

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