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The City of Collinsville, Illinois

Report of Results

2007



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SURVEY BACKGROUND

About The National Citizen Survey™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Collinsville staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Collinsville staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

UNDERSTANDING THE RESULTS

Survey Administration

Following the mailing of a pre-survey notification postcard to a random sample of 1,200 households, surveys were mailed to the same residences approximately one week later. A reminder letter and a new survey were sent to the same households after two weeks. Of the mailed postcards, 67 were undeliverable due to vacant or “not found” addresses. Completed surveys were received from 412 residents, for a response rate of 36%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey of 412 residents is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the demographic profile of all residents in the City of Collinsville. (For more information on the survey methodology, see Appendix B. A copy of the survey materials can be found in Appendix C.)

Survey Validity

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey 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, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

1. Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
2. Selecting households at random within the jurisdiction.
3. Over-sampling attached units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
4. Selecting the respondent within the household using an unbiased sampling procedure¹.

¹ The birthday method requests 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.

5. 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.
6. Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
7. Providing a self-addressed, postage-paid return envelope.
8. Offering the survey in Spanish when appropriate and requested by City officials.
9. Using the most recent available information about the characteristics of jurisdiction residents to weight the data 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 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 a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that 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 tend to be ambiguous, 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 fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

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 body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, “don’t know” responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime within the last year. If they were, they were then asked whether the crime had been reported to police.

Putting Evaluations Onto a 100-Point Scale

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 3 points based on all respondents.

COMMUNITY LIFE

The National Citizen Survey™ contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Collinsville. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Collinsville. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Collinsville.

Quality of Life

When asked to rate the overall quality of life in Collinsville, 59% of respondents thought it was “excellent.” Only 5% rated overall quality of life as “poor.” All of the responses of residents who had an opinion about the overall quality of life in Collinsville are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

Figure 1: Overall Quality of Life in Collinsville

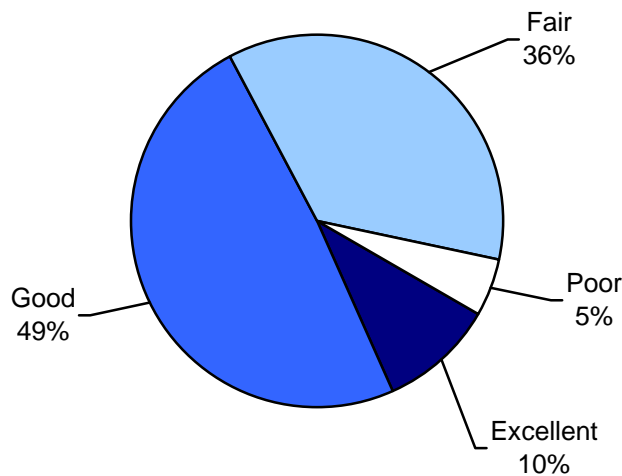
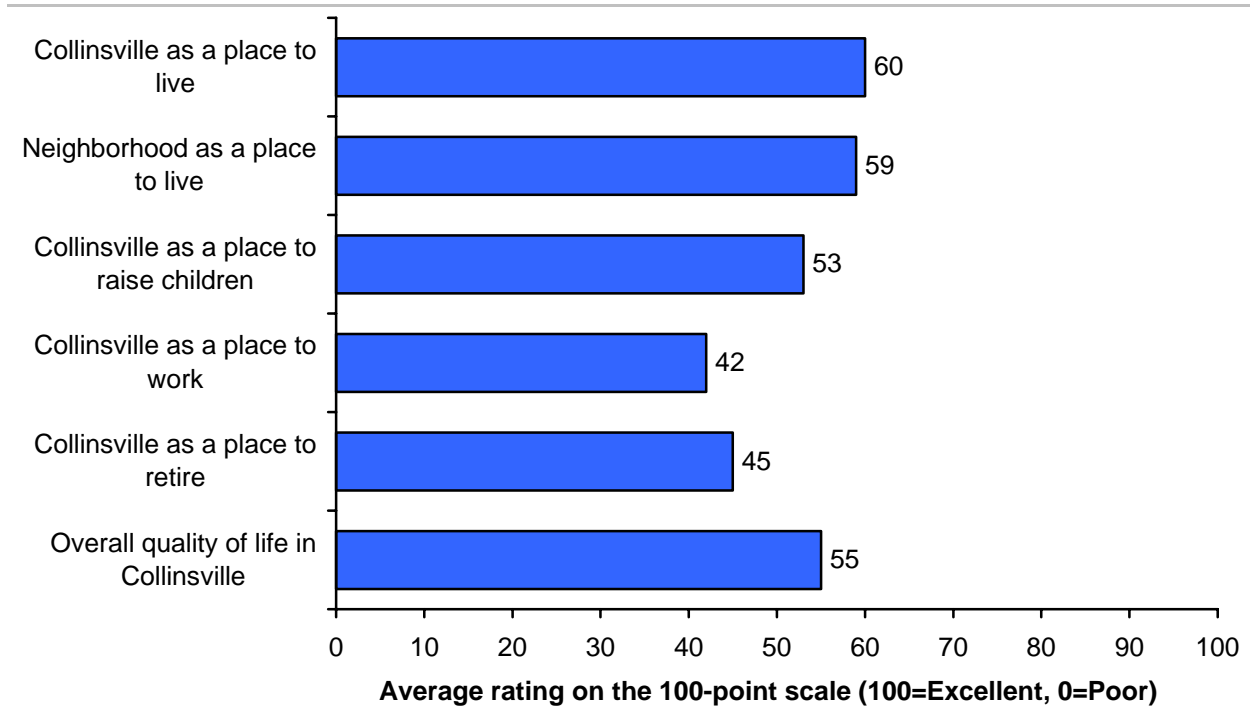


Figure 2: Quality of Life Ratings



Quality of Life Ratings

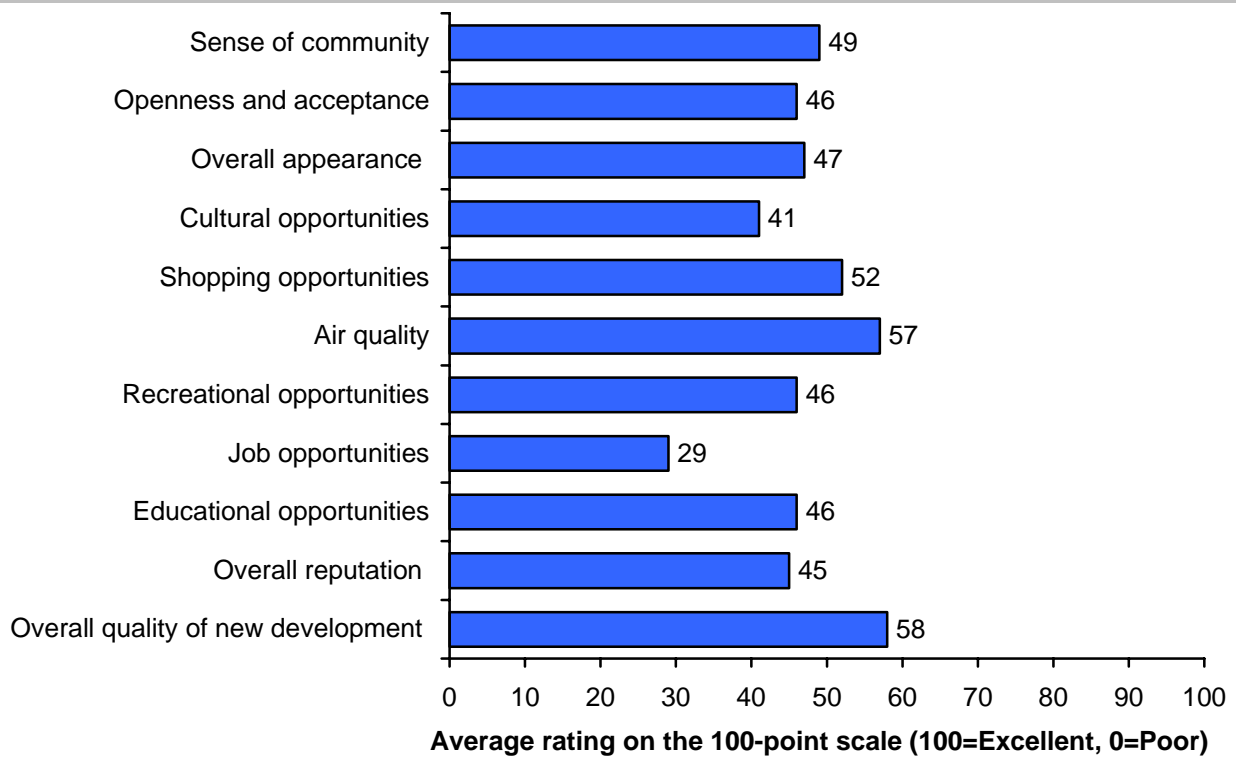
	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate Collinsville as a place to live?	14%	55%	29%	3%	100%	60
How do you rate your neighborhood as a place to live?	21%	43%	27%	9%	100%	59
How do you rate Collinsville as a place to raise children?	11%	42%	40%	7%	100%	53
How do you rate Collinsville as a place to work?	9%	32%	32%	26%	100%	42
How do you rate Collinsville as a place to retire?	11%	36%	32%	22%	100%	45
How do you rate the overall quality of life in Collinsville?	10%	49%	36%	5%	100%	55

Note: "don't know" responses have been removed.

Ratings of Community Characteristics in Collinsville

The highest rated characteristics of Collinsville were overall quality of new development, air quality, and shopping opportunities. When asked about potential problems in Collinsville, the three concerns rated by the highest proportion of respondents as a “major problem” were taxes, drugs, and unsupervised youth. The rate of population growth in Collinsville was viewed as “too fast” by 28% of respondents, while 10% thought it was “too slow.”

Figure 3: Characteristics of the Community: General and Opportunities

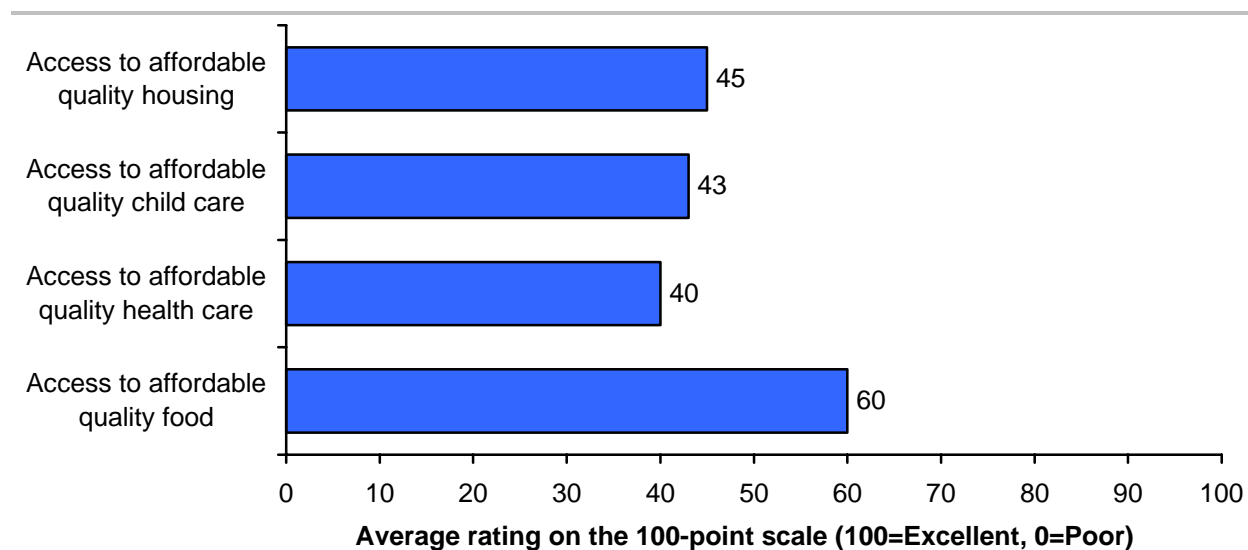


Characteristics of the Community: General and Opportunities

Please rate each of the following characteristics as they relate to Collinsville as a whole:	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Sense of community	8%	43%	38%	11%	100%	49
Openness and acceptance of the community towards people of diverse backgrounds	7%	39%	40%	14%	100%	46
Overall appearance of Collinsville	6%	38%	45%	10%	100%	47
Opportunities to attend cultural activities	5%	34%	38%	22%	100%	41
Shopping opportunities	13%	42%	31%	13%	100%	52
Air quality	12%	52%	33%	3%	100%	57
Recreational opportunities	8%	37%	40%	15%	100%	46
Job opportunities	2%	19%	42%	37%	100%	29
Educational opportunities	9%	35%	41%	15%	100%	46
Overall image/reputation of Collinsville	6%	38%	42%	15%	100%	45
Overall quality of new development in Collinsville	18%	45%	29%	8%	100%	58

Note: "don't know" responses have been removed.

Figure 4: Characteristics of the Community: Access

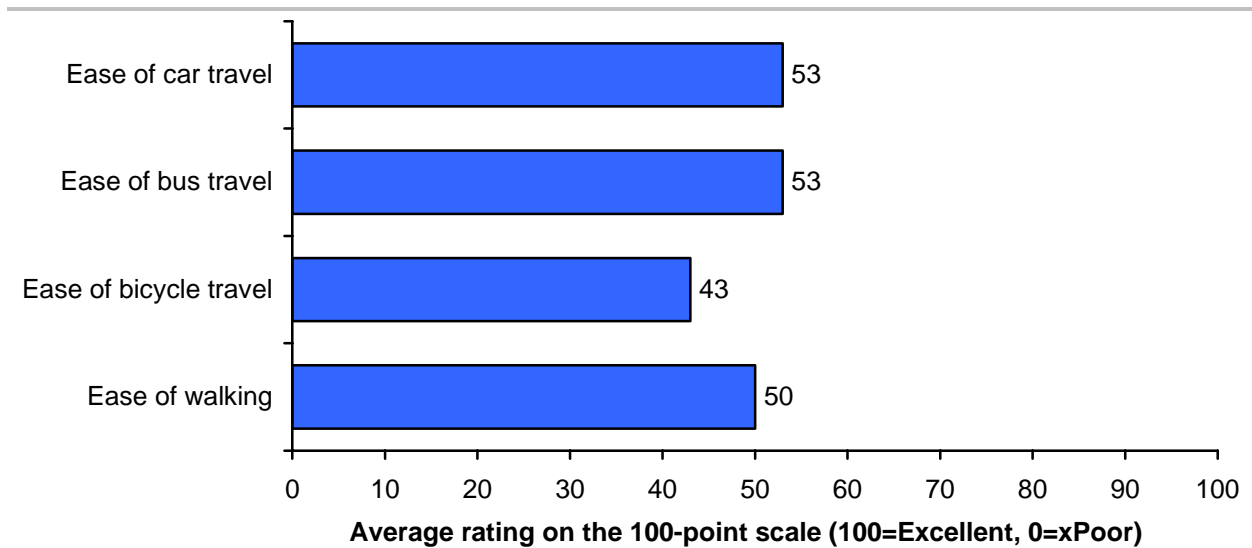


Characteristics of the Community: Access

Please rate each of the following characteristics as they relate to Collinsville as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Access to affordable quality housing	5%	40%	41%	14%	100%	45
Access to affordable quality child care	4%	35%	46%	15%	100%	43
Access to affordable quality health care	5%	34%	39%	23%	100%	40
Access to affordable quality food	19%	48%	28%	5%	100%	60

Note: "don't know" responses have been removed.

Figure 5: Characteristics of the Community: Mobility



Characteristics of the Community: Mobility

Please rate each of the following characteristics as they relate to Collinsville as a whole:						Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
Ease of car travel in Collinsville	13%	44%	32%	11%	100%	53
Ease of bus travel in Collinsville	13%	45%	32%	10%	100%	53
Ease of bicycle travel in Collinsville	11%	30%	37%	22%	100%	43
Ease of walking in Collinsville	11%	42%	33%	14%	100%	50

Note: "don't know" responses have been removed.

Figure 6: Ratings of Potential Problems in Collinsville

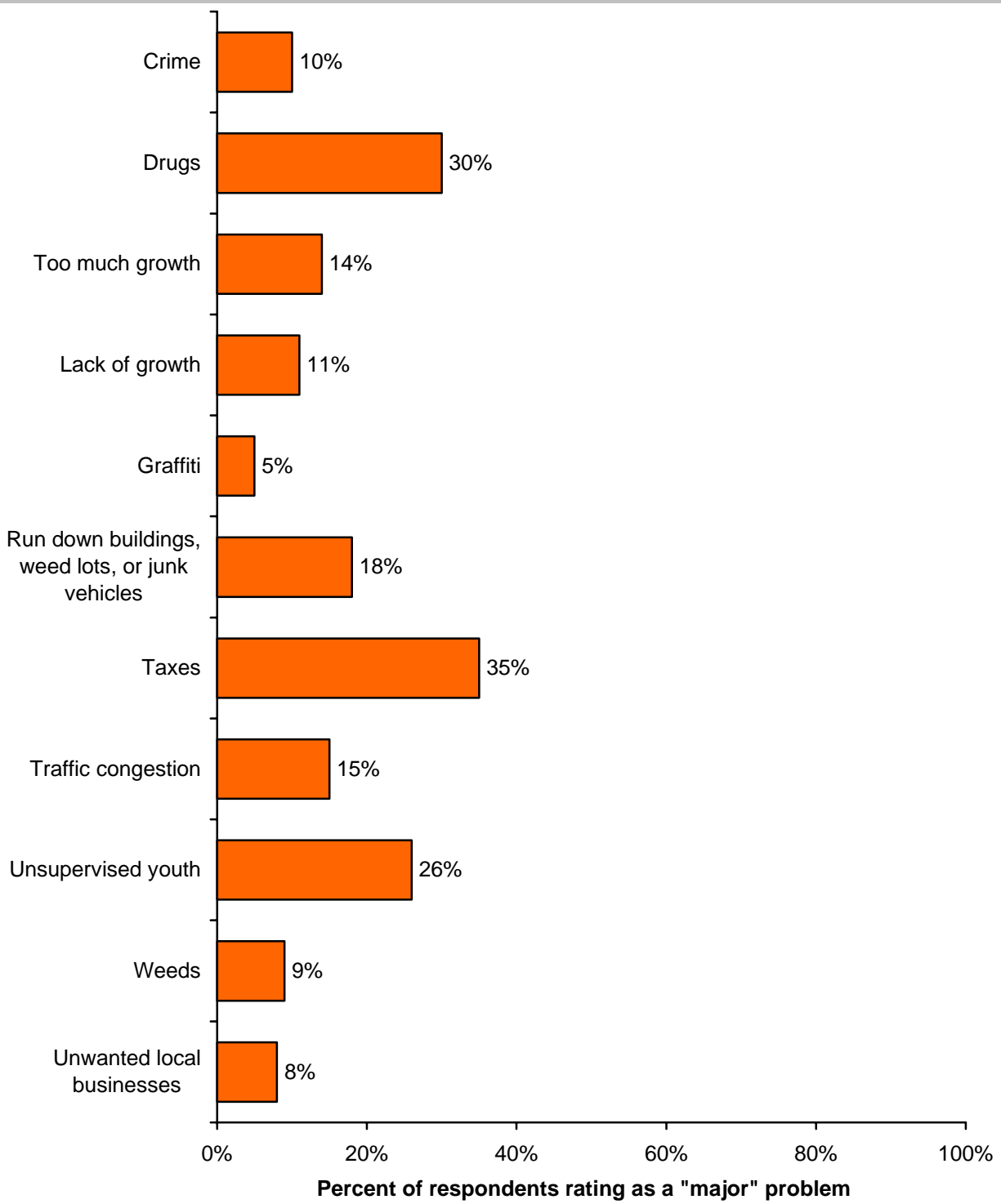
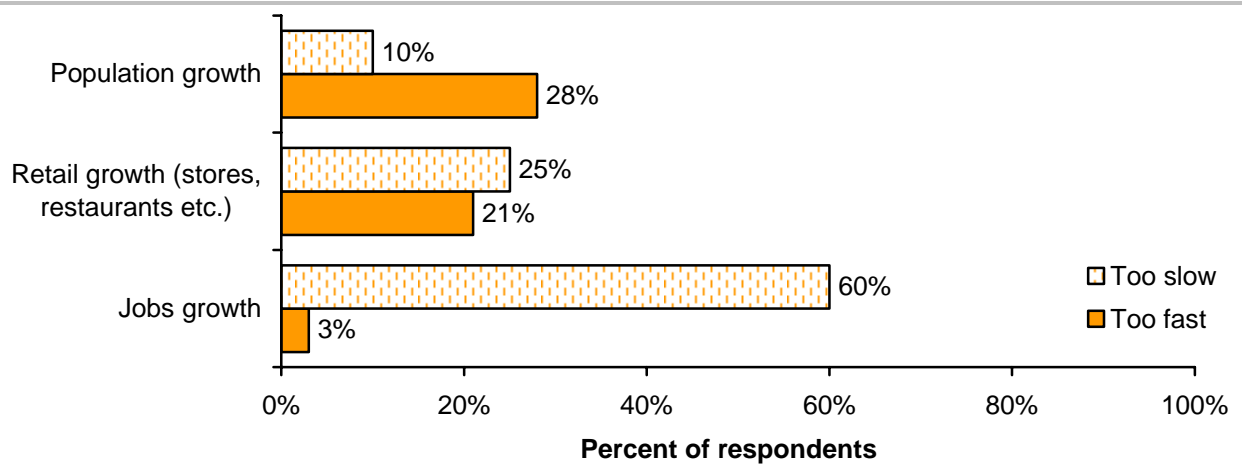


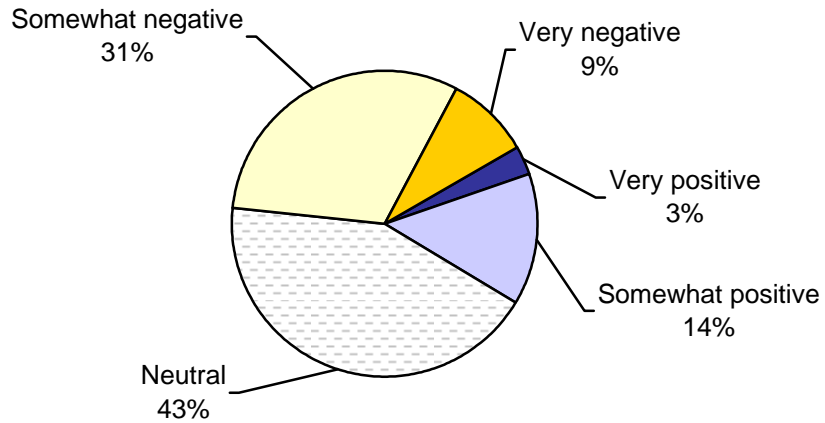
Figure 7: Ratings of Rates of Growth in Collinsville



Seventeen percent of Collinsville residents expected that the coming six months would have a somewhat or very positive impact on their family, while 40% felt that the economic future would be somewhat or very negative.

Figure 8: Perceptions of Economy

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...



Perceptions of Safety

When evaluating safety in the community, 61% of respondents felt “somewhat” or “very safe” from violent crimes in Collinsville. In their neighborhood after dark, 69% of survey participants felt “somewhat” or “very safe.”

As assessed by the survey, 19% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 66% had reported it to police.

Figure 9: Ratings of Safety from Various Problems in Collinsville

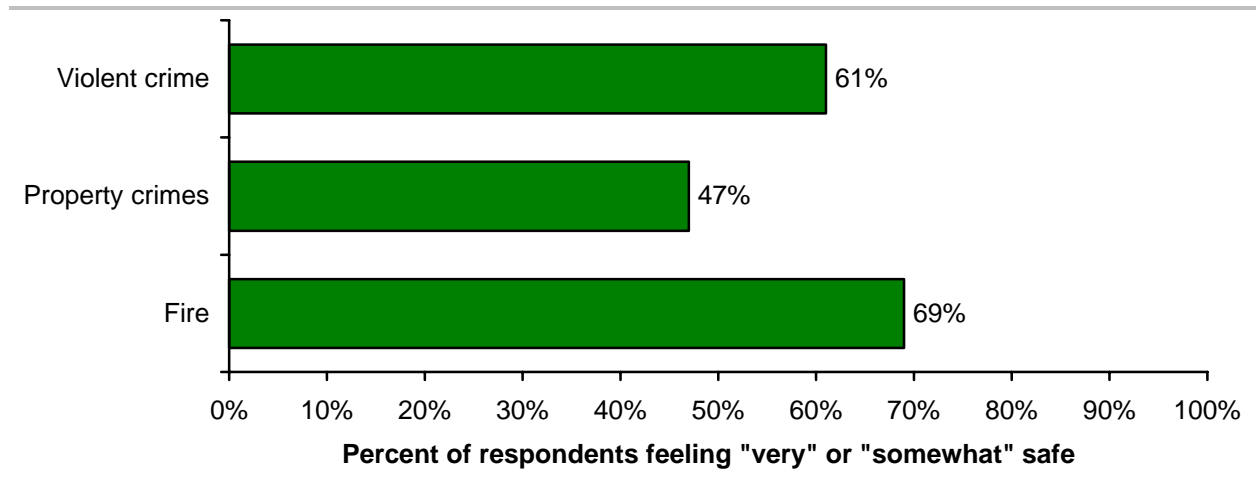


Figure 10: Ratings of Safety in Various Areas in Collinsville

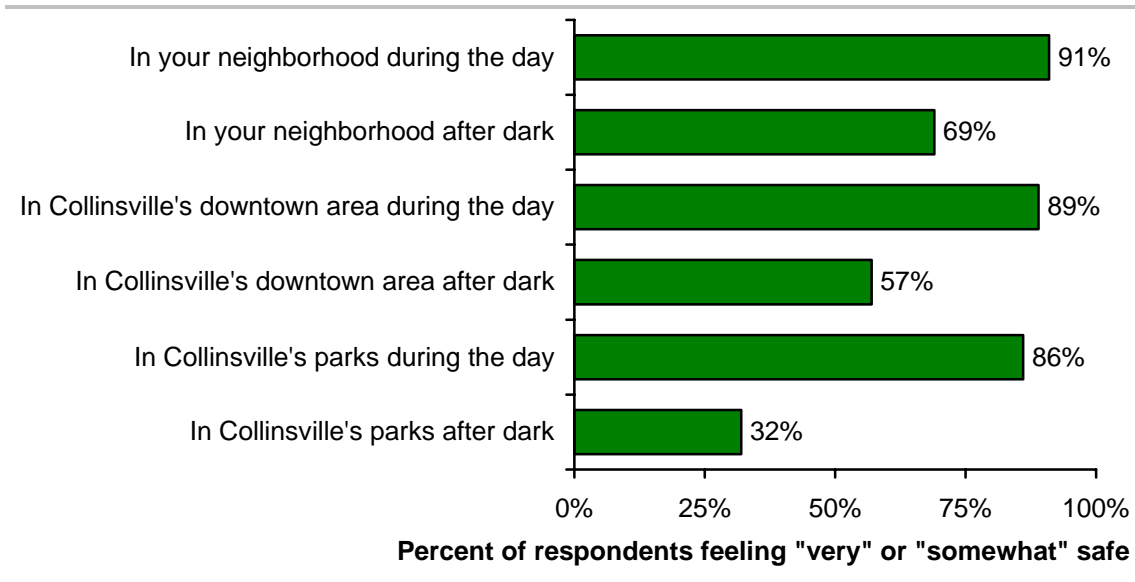


Figure 11: Percent of Respondents' Households That Were Victim of a Crime in the Last 12 Months

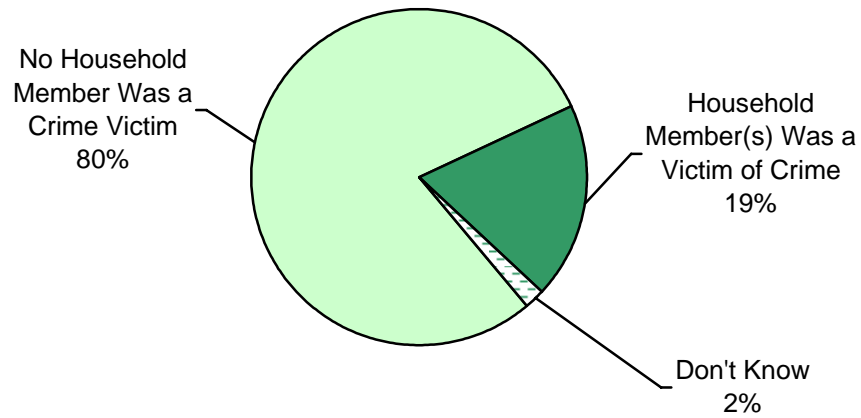
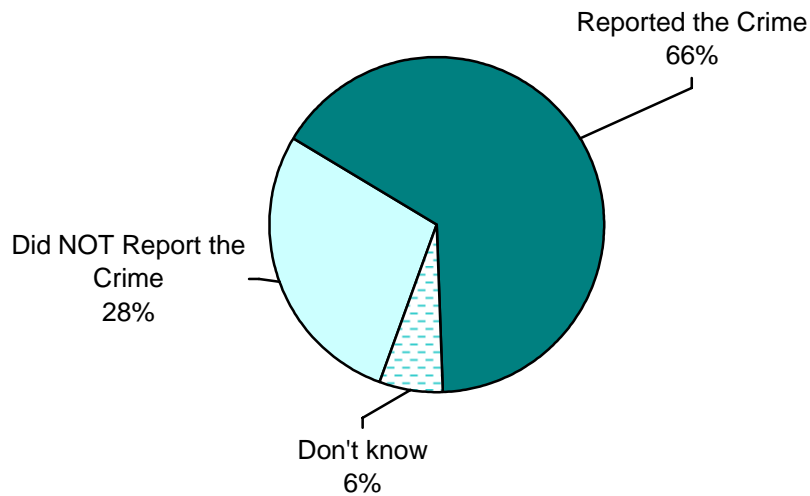


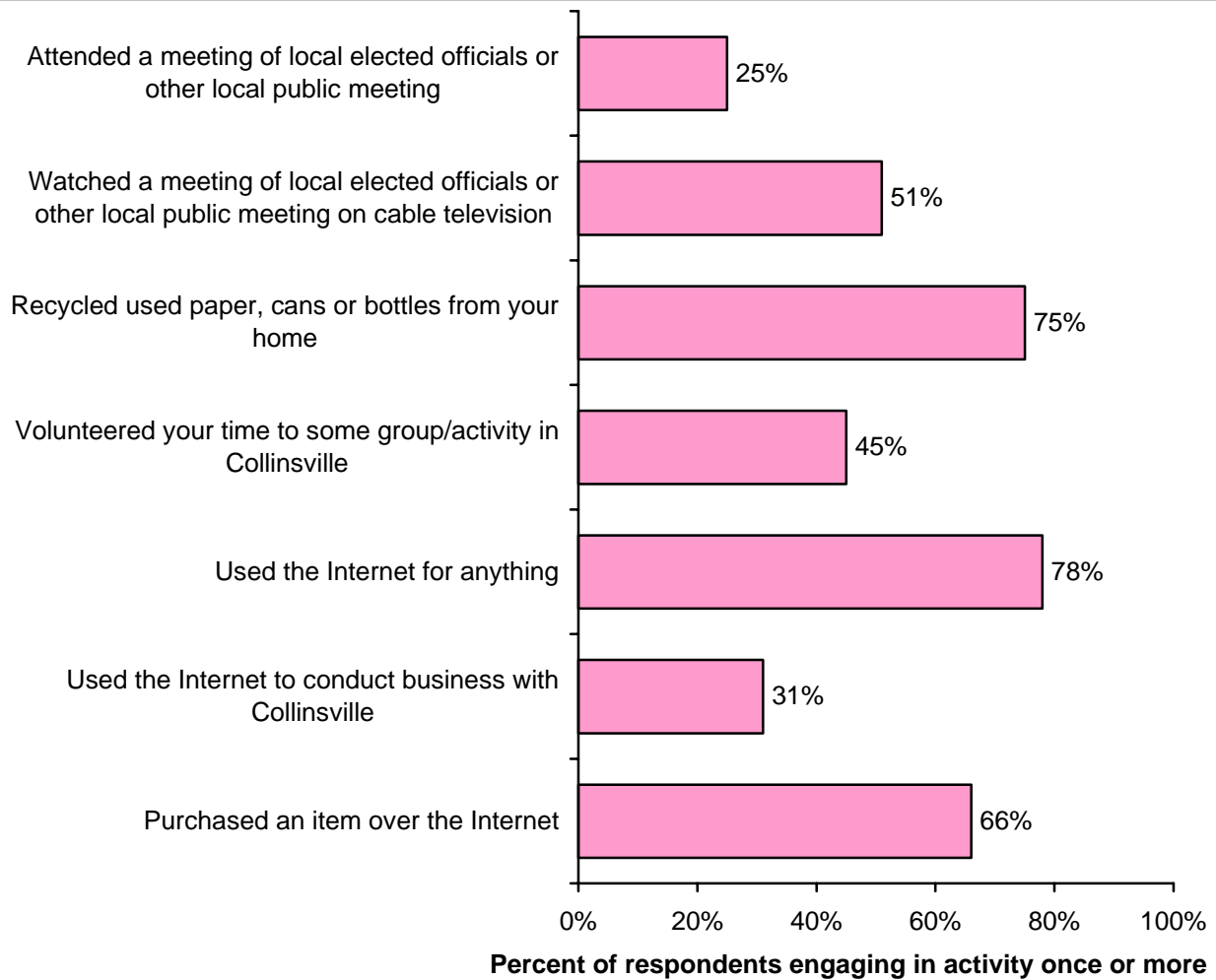
Figure 12: Percent of Respondents' Households That Were Victim of a Crime Who Reported the Crime



Community Participation

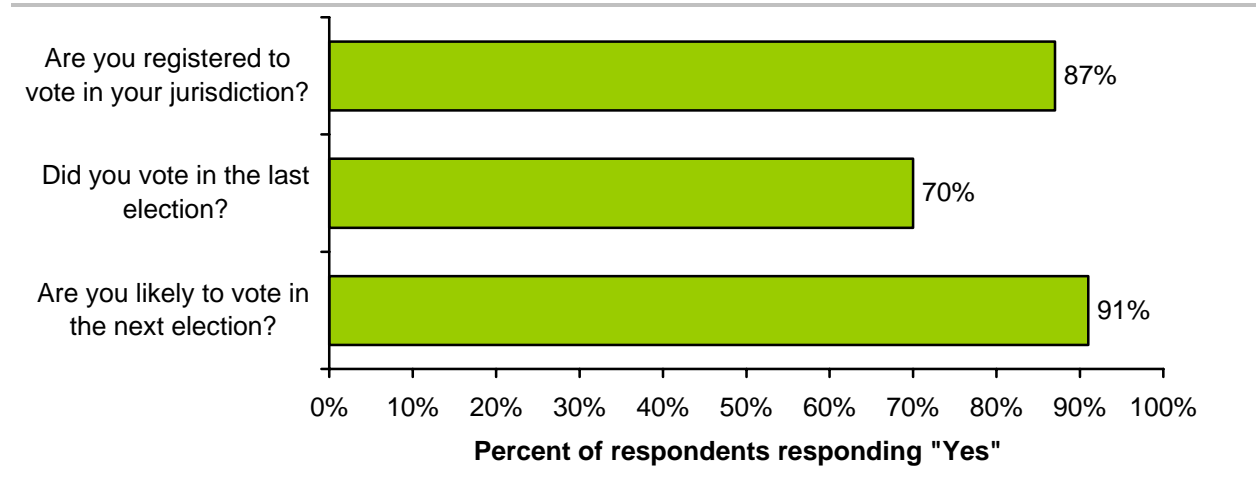
Participation in the civic, social and economic life of Collinsville during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 45% reported volunteering to some group/activity in Collinsville in the past year and 25% had attended a meeting of elected officials or other local public meeting.

Figure 13: Percent of Respondents Engaging in Various Activities in Collinsville in the Past Year



Voter status was also estimated,² with 70% saying that they had voted in the last election.

Figure 14: Voter Status and Activity



Voter Status and Activity

	No	Yes	Total
Are you registered to vote in your jurisdiction?	13%	87%	100%
Did you vote in the last election?	30%	70%	100%
Are you likely to vote in the next election?	9%	91%	100%

² In general on a survey, a greater proportion of people will report having voted, than actual voting records verify.

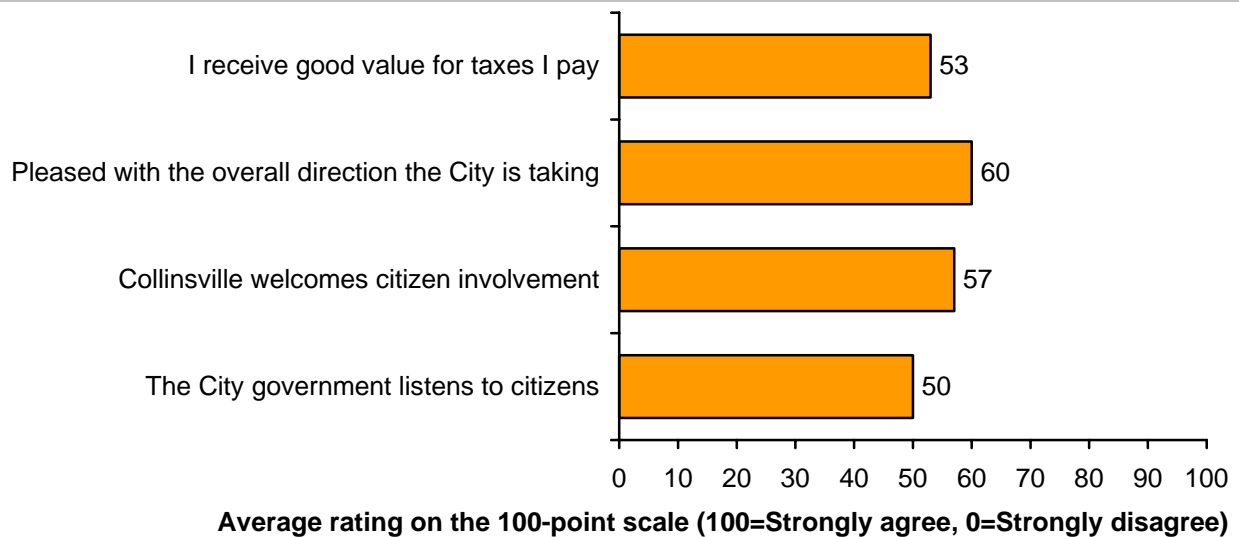
LOCAL GOVERNMENT

Several aspects of the government of the City of Collinsville were evaluated by residents completing The National Citizen Survey™. They were asked how much trust they placed in their local government, and what they felt about the services they receive from the City of Collinsville. Those who had any contact with a City of Collinsville employee in the past year gave their impressions of the most recent encounter.

Public Trust

When asked to evaluate whether they felt they received good value for taxes they pay, residents gave an average rating of 53 on a 100-point scale.

Figure 15: Ratings of Public Trust



Ratings of Public Trust

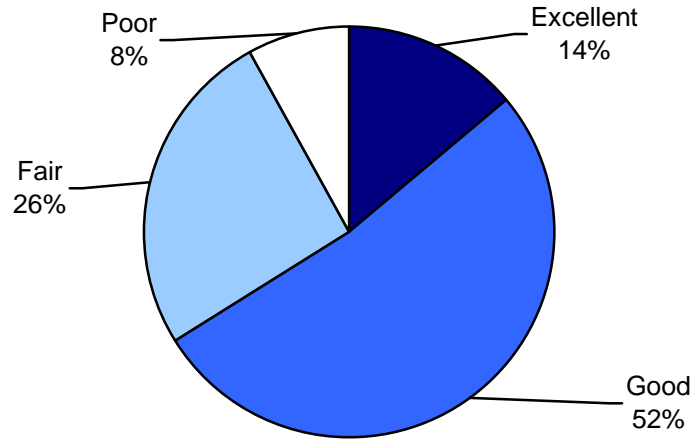
Please rate the following statements:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total	Average rating on a 100-point scale (100=Strongly agree, 0=Strongly disagree)
I receive good value for the City of Collinsville taxes I pay	11%	32%	27%	18%	12%	100%	53
I am pleased with the overall direction that the City of Collinsville is taking	16%	40%	20%	15%	9%	100%	60
The City of Collinsville government welcomes citizen involvement	17%	30%	28%	14%	11%	100%	57
The City of Collinsville government listens to citizens	11%	26%	29%	20%	14%	100%	50

Note: "don't know" responses have been removed.

Service Provided by Collinsville

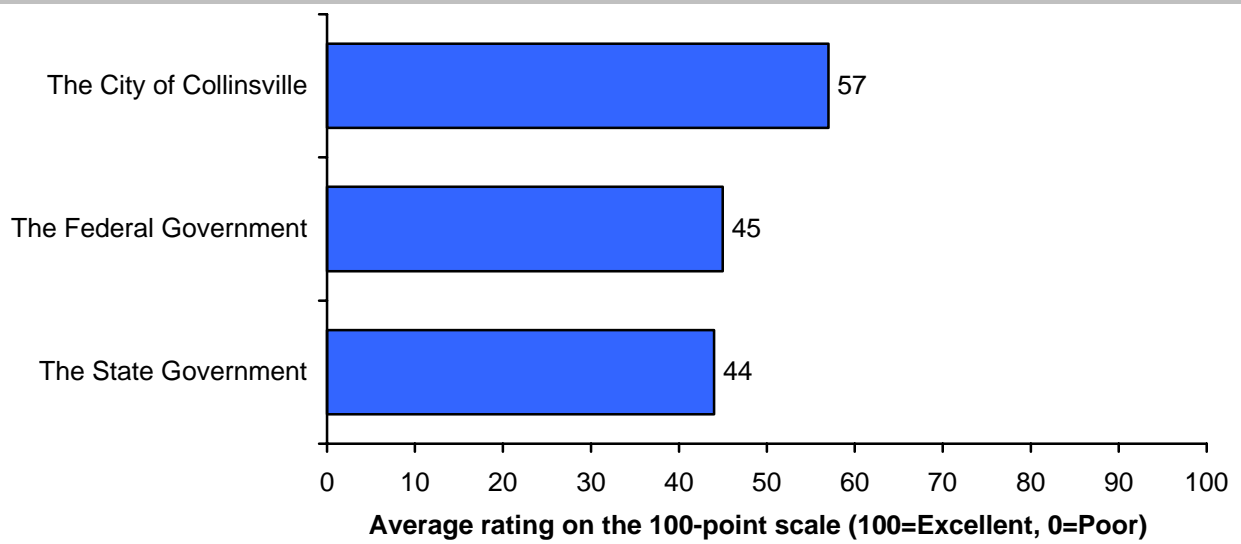
The responses of residents with an opinion about the overall quality of services provided by Collinsville are shown in Figure 16 below. These responses result in an average rating of 57 on the 100-point scale. Average ratings given to specific services are shown on the following pages.

Figure 16: Overall Quality of Services Provided by the City of Collinsville



On average, residents of Collinsville gave the highest evaluations to their own local government and the lowest average rating to the State government.

Figure 17: Rating of Overall Quality of Services Provided by Various Levels of Government

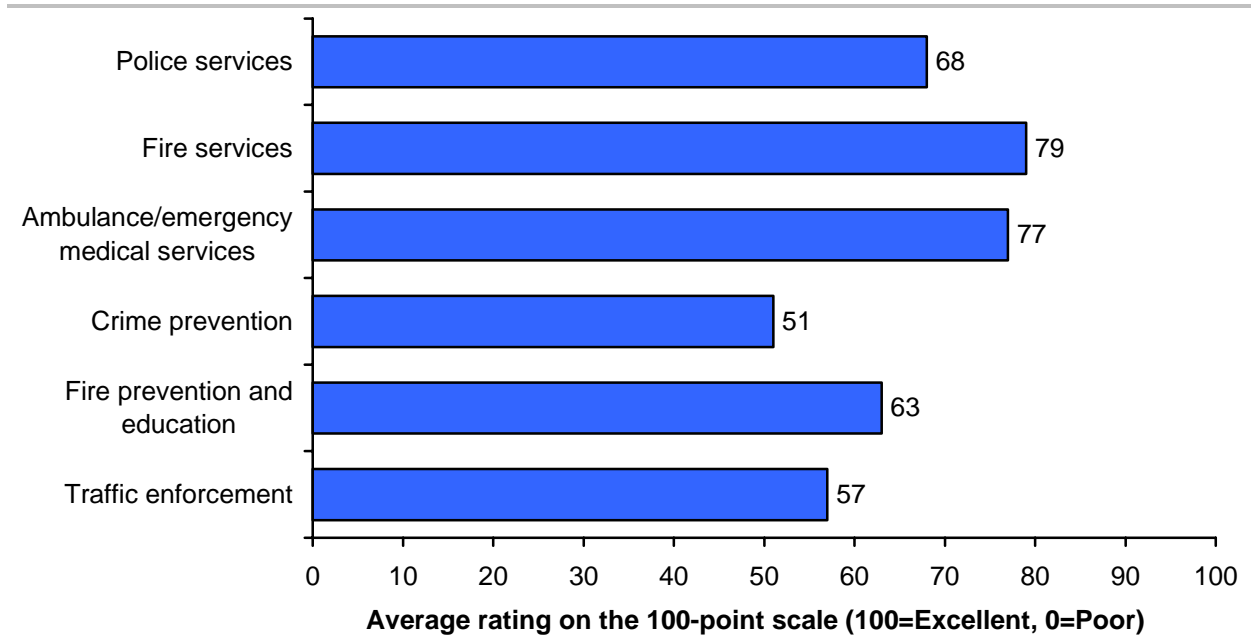


Overall Quality of Services: City of Collinsville, Federal Government and State Government

Overall, how would you rate the quality of services provided by...	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
The City of Collinsville	14%	52%	26%	8%	100%	57
The Federal Government	6%	39%	41%	15%	100%	45
The State Government	7%	38%	38%	18%	100%	44

Note: "don't know" responses have been removed.

Figure 18: Quality of Public Safety Services

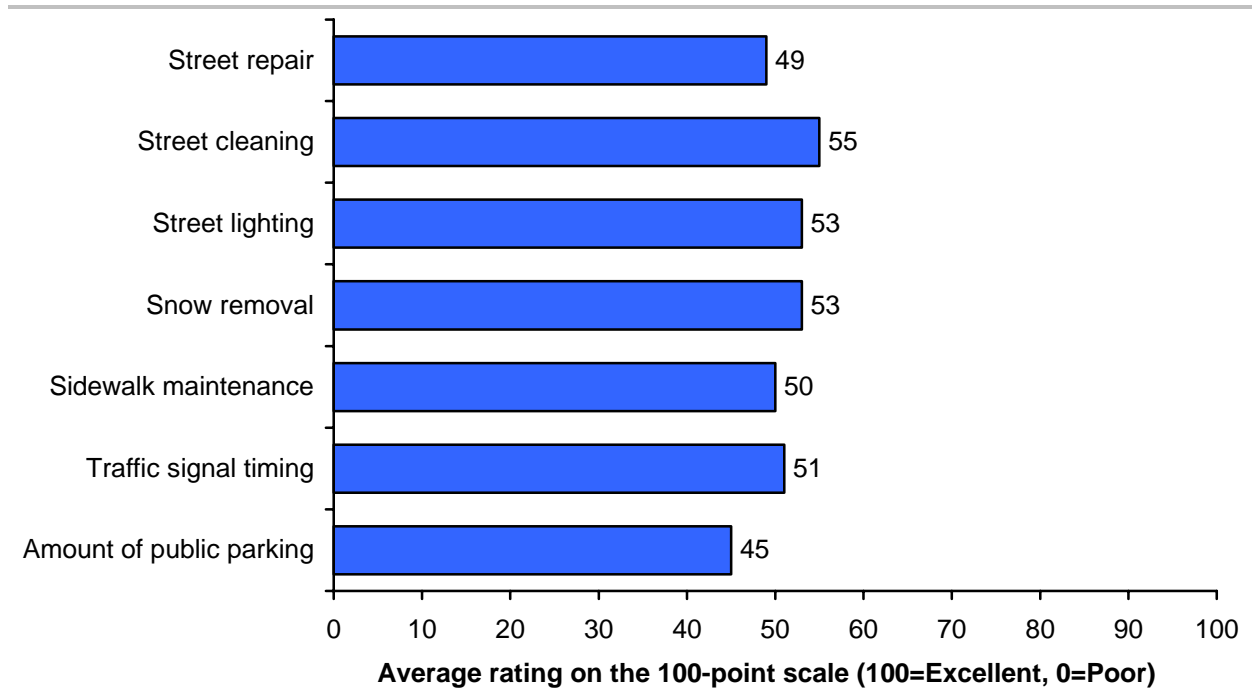


Quality of Public Safety Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)					Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total		
Police services	32%	44%	20%	4%	100%	68	
Fire services	44%	48%	7%	0%	100%	79	
Ambulance/emergency medical services	42%	49%	7%	1%	100%	77	
Crime prevention	11%	43%	35%	11%	100%	51	
Fire prevention and education	23%	48%	24%	5%	100%	63	
Traffic enforcement	18%	44%	29%	9%	100%	57	

Note: "don't know" responses have been removed.

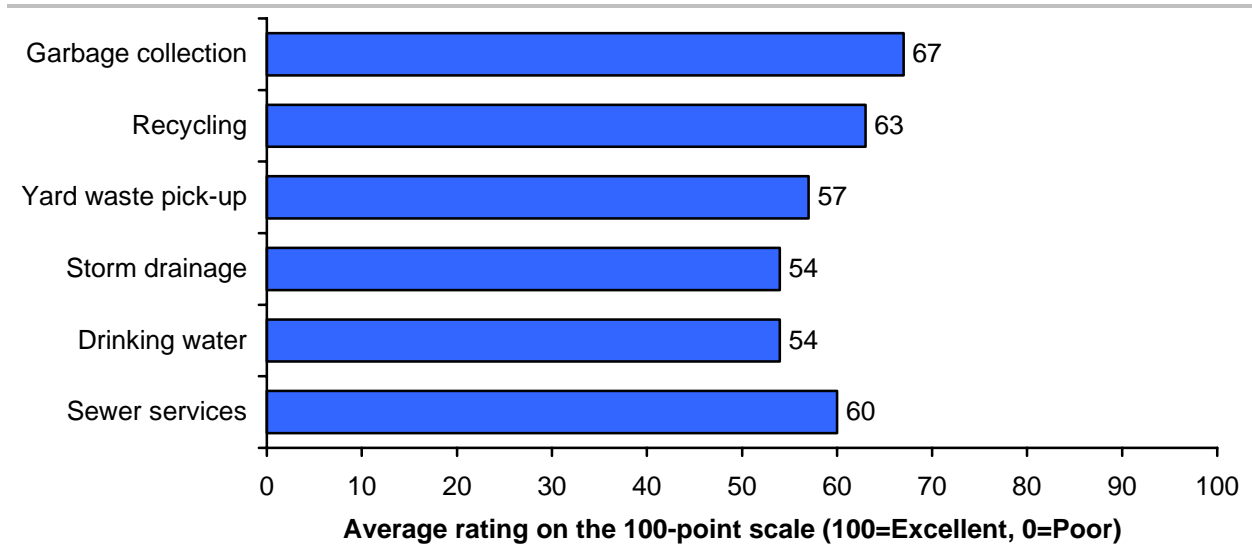
Figure 19: Quality of Transportation Services



Quality of Transportation Services						Average rating on a 100-point scale (100=Excellent, 0=Poor)
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	
Street repair	12%	38%	34%	16%	100%	49
Street cleaning	16%	42%	31%	11%	100%	55
Street lighting	13%	41%	36%	10%	100%	53
Snow removal	14%	42%	33%	11%	100%	53
Sidewalk maintenance	12%	39%	35%	14%	100%	50
Traffic signal timing	10%	45%	32%	13%	100%	51
Amount of public parking	8%	37%	37%	18%	100%	45

Note: "don't know" responses have been removed.

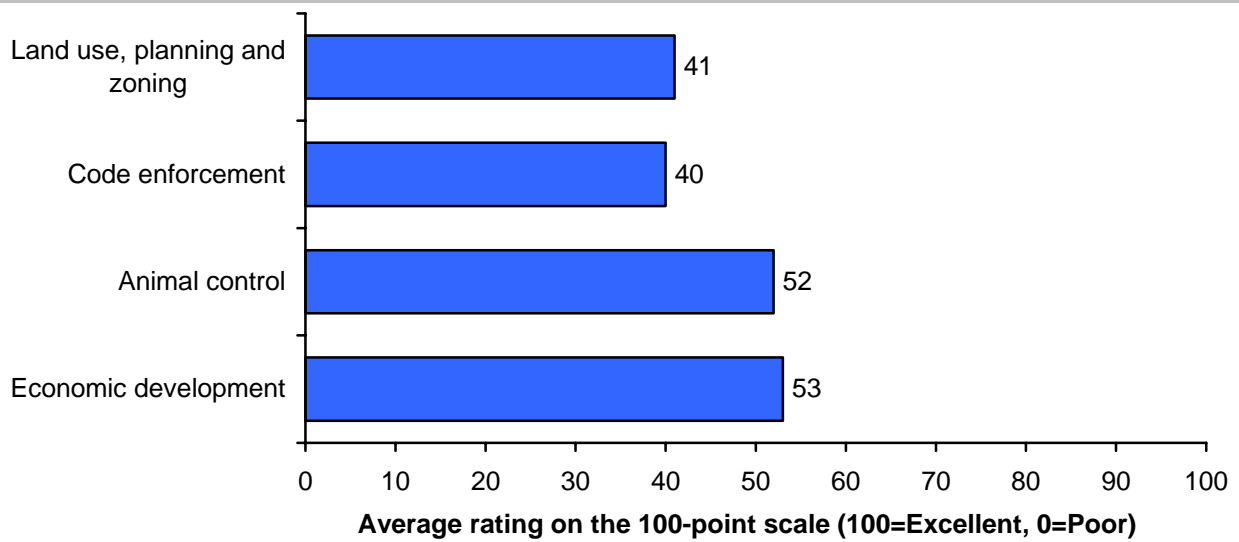
Figure 20: Quality of Utility Services



Quality of Utility Services						
How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Garbage collection	30%	49%	14%	8%	100%	67
Recycling	27%	44%	18%	10%	100%	63
Yard waste pick-up	24%	37%	23%	15%	100%	57
Storm drainage	11%	49%	32%	8%	100%	54
Drinking water	20%	39%	25%	16%	100%	54
Sewer services	18%	48%	29%	5%	100%	60

Note: "don't know" responses have been removed.

Figure 21: Quality of Planning and Code Enforcement Services

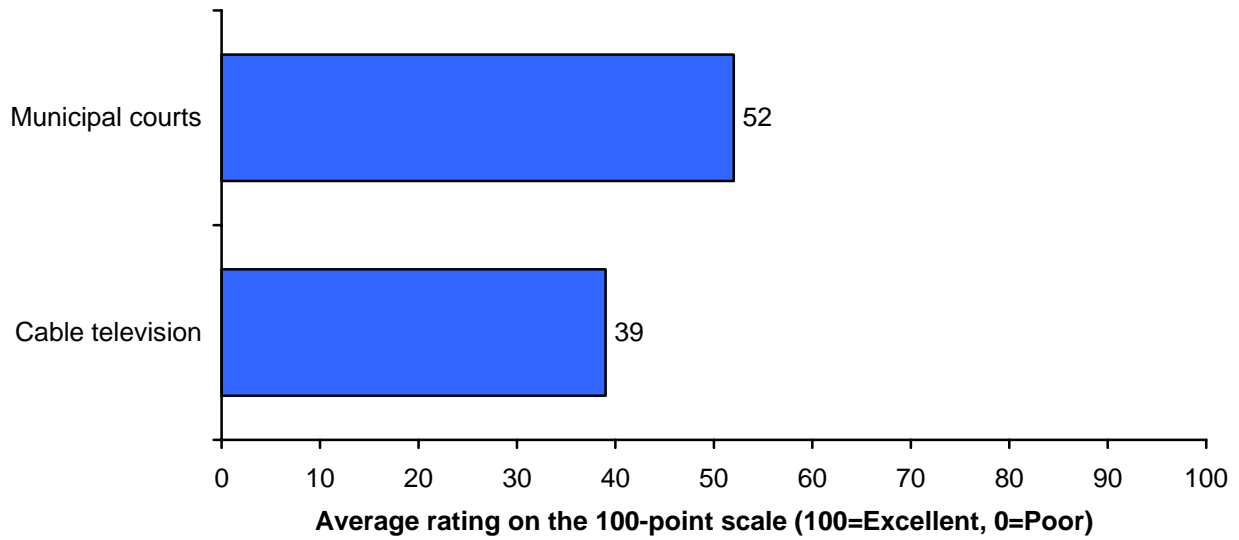


Quality of Planning and Code Enforcement Services

How do you rate the quality of each of the following services?	Average rating on a 100-point scale (100=Excellent, 0=Poor)				Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Land use, planning and zoning	8%	31%	36%	25%	100%	41
Code enforcement (weeds, abandoned buildings, etc)	10%	27%	37%	26%	100%	40
Animal control	13%	43%	32%	12%	100%	52
Economic development	17%	37%	33%	13%	100%	53

Note: "don't know" responses have been removed.

Figure 22: Quality of Services to Special Populations and Other Services



Quality of Services to Special Populations and Other Services

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Municipal courts	12%	41%	37%	9%	100%	52
Cable television	8%	29%	34%	29%	100%	39

Note: "don't know" responses have been removed.

The City of Collinsville Employees

Impressions of the City of Collinsville employees were assessed on the questionnaire. Those who had been in contact with a City of Collinsville employee in the past year (61%) rated their overall impression as 62 on a 100-point scale.

Figure 23: Percent of Respondents Who Had Contact with a City of Collinsville Employee

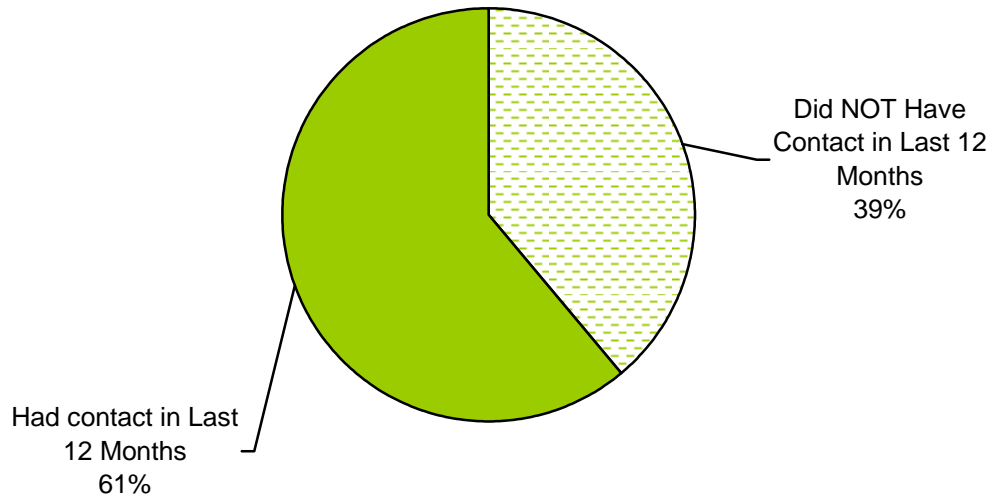
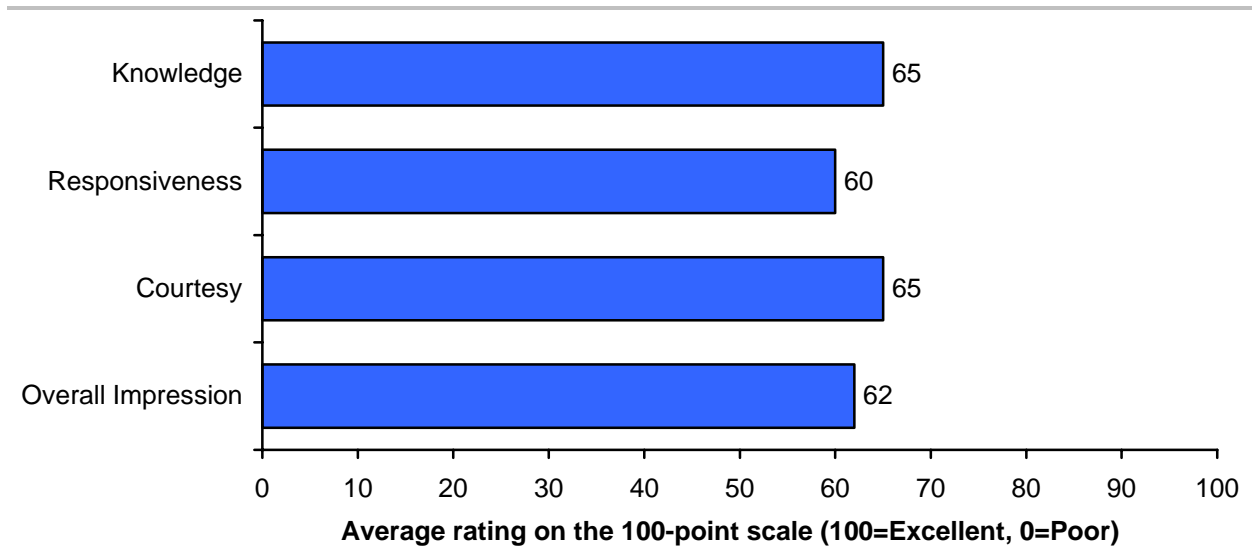


Figure 24: Ratings of Contact with the City of Collinsville Employees



Ratings of Contact with City of Collinsville Employees

What was your impression of employees of the City of Collinsville in your most recent contact?	Excellent	Good	Fair	Poor	Total	Average rating on a 100-point scale (100=Excellent, 0=Poor)
Knowledge	25%	49%	20%	5%	100%	65
Responsiveness	28%	37%	25%	11%	100%	60
Courtesy	34%	37%	18%	11%	100%	65
Overall Impression	28%	40%	22%	10%	100%	62

Note: "don't know" responses have been removed.

ADDITIONAL QUESTIONS

Three additional questions were asked by the City of Collinsville. The results for these questions are displayed below.

Policy Question #1

How would you rate the City's efforts to inform residents on important issues?	Percent of respondents
Excellent	7%
Good	35%
Fair	40%
Poor	18%
Total	100%

Note: "don't know" responses have been removed.

Policy Question #2

To what extent do you support or oppose the City's efforts to partner with the Collinsville Area Recreation District to restore the historic Miner's Theatre?	Percent of respondents
Strongly support	43%
Somewhat support	42%
Somewhat oppose	8%
Strongly oppose	7%
Total	100%

Note: "don't know" responses have been removed.

Policy Question #3

To what extent do you support or oppose the City's efforts to protect neighborhoods from deteriorating rental properties through an occupancy process?	Percent of respondents
Strongly support	59%
Somewhat support	28%
Somewhat oppose	5%
Strongly oppose	8%
Total	100%

Note: "don't know" responses have been removed.

APPENDIX A: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question 1: Quality of Life Ratings												
	Excellent		Good		Fair		Poor		Don't know		Total	
How do you rate Collinsville as a place to live?	14%	N=55	55%	N=223	29%	N=118	3%	N=11	0%	N=1	100%	N=408
How do you rate your neighborhood as a place to live?	21%	N=84	43%	N=176	27%	N=111	9%	N=35	0%	N=0	100%	N=405
How do you rate Collinsville as a place to raise children?	10%	N=40	38%	N=151	36%	N=146	6%	N=24	10%	N=42	100%	N=402
How do you rate Collinsville as a place to work?	7%	N=27	24%	N=94	23%	N=93	19%	N=75	28%	N=110	100%	N=399
How do you rate Collinsville as a place to retire?	9%	N=36	29%	N=118	26%	N=106	18%	N=72	17%	N=69	100%	N=402
How do you rate the overall quality of life in Collinsville?	10%	N=41	49%	N=202	36%	N=146	5%	N=20	0%	N=0	100%	N=408

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	
Sense of community	7%	N=28	42%	N=161	37%	N=141	11%	N=43	2%	N=9	100%	N=381
Openness and acceptance of the community towards people of diverse backgrounds	6%	N=25	36%	N=147	37%	N=151	13%	N=51	7%	N=29	100%	N=404
Overall appearance of Collinsville	6%	N=26	38%	N=155	45%	N=181	10%	N=42	0%	N=1	100%	N=405
Opportunities to attend cultural activities	5%	N=19	31%	N=123	34%	N=139	20%	N=80	11%	N=43	100%	N=403
Shopping opportunities	13%	N=55	42%	N=172	31%	N=125	13%	N=54	0%	N=1	100%	N=407
Air quality	11%	N=46	50%	N=199	31%	N=127	3%	N=13	4%	N=17	100%	N=402
Recreational opportunities	8%	N=31	35%	N=143	37%	N=151	14%	N=57	5%	N=21	100%	N=403
Job opportunities	2%	N=6	15%	N=61	35%	N=138	30%	N=120	18%	N=72	100%	N=397
Access to affordable quality housing	5%	N=20	36%	N=147	37%	N=152	13%	N=52	9%	N=34	100%	N=404
Access to affordable quality child care	3%	N=10	19%	N=78	26%	N=104	8%	N=34	43%	N=173	100%	N=399
Access to affordable quality health care	4%	N=16	28%	N=110	31%	N=125	18%	N=73	19%	N=74	100%	N=399
Access to affordable quality food	19%	N=75	48%	N=192	28%	N=111	5%	N=22	0%	N=1	100%	N=400
Ease of car travel in Collinsville	13%	N=53	43%	N=175	31%	N=127	10%	N=42	2%	N=9	100%	N=406
Ease of bus travel in Collinsville	7%	N=29	25%	N=101	18%	N=73	6%	N=23	43%	N=170	100%	N=396
Ease of bicycle travel in Collinsville	7%	N=30	20%	N=81	25%	N=102	15%	N=61	32%	N=129	100%	N=402
Ease of walking in Collinsville	10%	N=40	40%	N=158	30%	N=122	13%	N=54	6%	N=25	100%	N=399
Educational opportunities	7%	N=29	29%	N=118	35%	N=140	13%	N=52	16%	N=65	100%	N=404
Overall image/reputation of Collinsville	6%	N=25	37%	N=148	41%	N=164	14%	N=58	2%	N=8	100%	N=403
Overall quality of new development in Collinsville	18%	N=72	43%	N=176	28%	N=112	8%	N=32	4%	N=16	100%	N=408

Question 3: Please rate the speed of growth in the following categories in Collinsville over the past two years

	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
Population growth	2%	N=8	6%	N=22	47%	N=188	15%	N=59	6%	N=26	25%	N=100	100%	N=403
Retail growth (stores, restaurants etc.)	5%	N=19	19%	N=76	51%	N=203	14%	N=55	5%	N=22	7%	N=27	100%	N=401
Jobs growth	13%	N=53	27%	N=107	25%	N=100	2%	N=8	0%	N=1	33%	N=134	100%	N=402

Question 4: To what degree are the following problems in Collinsville

	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
Crime	3%	N=12	30%	N=122	49%	N=198	10%	N=39	8%	N=34	100%	N=406
Drugs	2%	N=10	17%	N=68	36%	N=148	24%	N=98	20%	N=82	100%	N=406
Too much growth	30%	N=119	29%	N=115	16%	N=62	12%	N=47	13%	N=53	100%	N=397
Lack of growth	34%	N=135	25%	N=97	16%	N=62	9%	N=36	16%	N=63	100%	N=394
Graffiti	31%	N=124	38%	N=151	14%	N=54	4%	N=17	13%	N=53	100%	N=399
Run down buildings, weed lots, or junk vehicles	16%	N=65	37%	N=148	25%	N=102	17%	N=69	5%	N=20	100%	N=404
Taxes	12%	N=47	18%	N=71	28%	N=112	31%	N=126	12%	N=49	100%	N=404
Traffic congestion	14%	N=55	37%	N=151	32%	N=129	15%	N=61	3%	N=11	100%	N=408
Unsupervised youth	9%	N=38	31%	N=128	26%	N=104	23%	N=95	10%	N=40	100%	N=406
Weeds	22%	N=87	42%	N=170	19%	N=78	8%	N=34	8%	N=33	100%	N=402
Unwanted local businesses	42%	N=171	23%	N=94	10%	N=41	6%	N=25	19%	N=77	100%	N=408

Question 5: Please rate how safe you feel from the following occurring to you in Collinsville

	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
Violent crime (e.g., rape, assault, robbery)	19%	N=78	40%	N=163	15%	N=60	19%	N=77	4%	N=17	3%	N=14	100%	N=408
Property crimes (e.g., burglary, theft)	10%	N=41	35%	N=141	19%	N=75	26%	N=106	7%	N=28	3%	N=13	100%	N=404
Fire	31%	N=126	36%	N=144	24%	N=97	5%	N=20	1%	N=5	3%	N=14	100%	N=405

Question 6: Please rate how safe you feel:

	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	58%	N=239	32%	N=131	5%	N=20	4%	N=14	1%	N=4	0%	N=2	100%	N=410
In your neighborhood after dark	28%	N=116	40%	N=163	12%	N=49	13%	N=54	6%	N=23	1%	N=3	100%	N=407
In Collinsville's downtown area during the day	55%	N=226	32%	N=130	8%	N=31	2%	N=6	1%	N=6	2%	N=9	100%	N=408
In Collinsville's downtown area after dark	16%	N=65	37%	N=152	16%	N=67	20%	N=80	5%	N=19	6%	N=24	100%	N=408
In Collinsville's parks during the day	42%	N=172	36%	N=145	8%	N=34	3%	N=12	1%	N=6	10%	N=40	100%	N=409
In Collinsville's parks after dark	6%	N=23	19%	N=76	16%	N=64	25%	N=101	12%	N=49	23%	N=92	100%	N=405

Question 7: During the past twelve months, were you or anyone in your household the victim of any crime?

	No		Yes		Don't know		Total	
During the past twelve months, were you or anyone in your household the victim of any crime?	80%	N=322	19%	N=75	2%	N=7	100%	N=405

Question 8: If yes, was this crime (these crimes) reported to the police?

	No		Yes		Don't know		Total	
If yes, was this crime (these crimes) reported to the police?	28%	N=24	66%	N=56	6%	N=5	100%	N=86

Question 9: In the last 12 months, about how many times, if ever, have you or other household members done the following things in the City of Collinsville?

	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Attended a meeting of local elected officials or other local public meeting	75%	N=305	18%	N=72	6%	N=25	1%	N=3	0%	N=0	100%	N=406
Watched a meeting of local elected officials or other local public meeting on cable television	49%	N=198	31%	N=125	16%	N=65	4%	N=15	1%	N=5	100%	N=407
Recycled used paper, cans or bottles from your home	25%	N=100	5%	N=22	13%	N=52	13%	N=51	44%	N=179	100%	N=403
Volunteered your time to some group/activity in Collinsville	55%	N=221	19%	N=76	13%	N=51	6%	N=26	8%	N=31	100%	N=405
Used the Internet for anything	22%	N=90	4%	N=17	3%	N=12	4%	N=17	66%	N=267	100%	N=403
Used the Internet to conduct business with Collinsville	69%	N=280	16%	N=64	11%	N=43	1%	N=6	3%	N=14	100%	N=405
Purchased an item over the Internet	34%	N=136	14%	N=55	31%	N=128	8%	N=34	13%	N=53	100%	N=406

The City of Collinsville Citizen Survey

Appendix A: Survey Frequencies

Question 10: How do you rate the quality of each of the following services in Collinsville?												
	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	31%	N=123	42%	N=171	19%	N=78	4%	N=16	4%	N=15	100%	N=404
Fire services	35%	N=141	38%	N=154	6%	N=22	0%	N=1	21%	N=84	100%	N=402
Ambulance/emergency medical services	33%	N=132	39%	N=155	6%	N=23	1%	N=5	22%	N=87	100%	N=402
Crime prevention	9%	N=36	36%	N=142	30%	N=116	9%	N=37	15%	N=60	100%	N=391
Fire prevention and education	17%	N=69	36%	N=142	18%	N=72	4%	N=15	25%	N=98	100%	N=396
Traffic enforcement	17%	N=65	41%	N=161	27%	N=107	9%	N=34	6%	N=25	100%	N=392
Garbage collection	29%	N=117	49%	N=195	13%	N=54	7%	N=30	1%	N=4	100%	N=399
Recycling	24%	N=97	39%	N=156	16%	N=65	9%	N=36	11%	N=44	100%	N=397
Yard waste pick-up	20%	N=79	30%	N=120	19%	N=76	12%	N=48	19%	N=74	100%	N=397
Street repair	12%	N=47	37%	N=147	32%	N=130	16%	N=64	3%	N=13	100%	N=401
Street cleaning	16%	N=62	41%	N=164	30%	N=120	10%	N=41	3%	N=13	100%	N=401
Street lighting	13%	N=52	40%	N=162	35%	N=142	10%	N=39	1%	N=5	100%	N=401
Snow removal	13%	N=53	39%	N=156	30%	N=120	10%	N=41	8%	N=30	100%	N=400
Sidewalk maintenance	11%	N=43	35%	N=142	32%	N=127	12%	N=49	10%	N=40	100%	N=401
Traffic signal timing	10%	N=40	43%	N=171	30%	N=121	13%	N=51	4%	N=15	100%	N=398
Amount of public parking	8%	N=31	35%	N=138	34%	N=137	17%	N=68	6%	N=25	100%	N=400
Storm drainage	10%	N=41	44%	N=178	29%	N=115	7%	N=29	10%	N=40	100%	N=402
Drinking water	19%	N=78	38%	N=152	24%	N=97	16%	N=64	3%	N=12	100%	N=403
Sewer services	16%	N=64	42%	N=169	25%	N=101	5%	N=19	12%	N=48	100%	N=400
Land use, planning and zoning	7%	N=26	25%	N=97	29%	N=115	20%	N=79	20%	N=80	100%	N=397
Code enforcement (weeds, abandoned buildings, etc)	8%	N=32	23%	N=91	31%	N=124	22%	N=89	16%	N=66	100%	N=401
Animal control	11%	N=45	37%	N=149	28%	N=113	10%	N=42	13%	N=53	100%	N=402
Economic development	15%	N=60	32%	N=126	29%	N=114	11%	N=43	14%	N=54	100%	N=397

Question 10: How do you rate the quality of each of the following services in Collinsville?

	Excellent		Good		Fair		Poor		Don't know		Total	
Municipal courts	7%	N=26	22%	N=86	20%	N=78	5%	N=20	46%	N=183	100%	N=393
Cable television	7%	N=26	24%	N=94	28%	N=110	24%	N=94	19%	N=74	100%	N=400

Question 11: Overall, how would you rate the quality of the services provided by...

	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Collinsville	13%	N=53	50%	N=201	25%	N=100	8%	N=30	4%	N=17	100%	N=401
The Federal Government	5%	N=20	34%	N=137	36%	N=144	13%	N=51	12%	N=47	100%	N=398
The State Government	6%	N=24	33%	N=134	34%	N=136	16%	N=63	11%	N=44	100%	N=401

Question 12: Have you had any in-person or phone contact with an employee of the City of Collinsville within the last 12 months?

	No		Yes		Total	
Have you had any in-person or phone contact with an employee of the City of Collinsville within the last 12 months?	39%	N=151	61%	N=241	100%	N=393

Question 13: What was your impression of the employees of the City of Collinsville in your most recent contact?

	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	24%	N=67	47%	N=130	20%	N=54	5%	N=14	4%	N=11	100%	N=276
Responsiveness	27%	N=73	36%	N=98	25%	N=67	10%	N=28	2%	N=7	100%	N=273
Courtesy	34%	N=93	36%	N=99	17%	N=48	11%	N=30	2%	N=6	100%	N=275
Overall Impression	28%	N=76	39%	N=107	21%	N=59	9%	N=26	2%	N=7	100%	N=276

Question 14: Please rate your agreement or disagreement with the following statements.

	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Don't know		Total	
I receive good value for the City of Collinsville taxes I pay	10%	N=39	28%	N=113	24%	N=95	15%	N=62	11%	N=42	13%	N=51	100%	N=401
I am pleased with the overall direction that the City of Collinsville is taking	15%	N=60	38%	N=152	19%	N=79	15%	N=59	8%	N=33	5%	N=21	100%	N=405
The City of Collinsville government welcomes citizen involvement	13%	N=52	24%	N=95	22%	N=89	11%	N=43	9%	N=35	22%	N=89	100%	N=402
The City of Collinsville government listens to citizens	8%	N=33	20%	N=80	22%	N=89	15%	N=60	11%	N=43	24%	N=99	100%	N=404

Question 15: What impact, if any, do you think the economy will have on your family income in the next 6 months?

	Very positive		Somewhat positive		Neutral		Somewhat negative		Very negative		Total	
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:	3%	N=11	14%	N=58	43%	N=174	31%	N=126	9%	N=36	100%	N=404

Question 16a: Policy Question 1

How would you rate the City's efforts to inform residents on important issues?	Percent of respondents	
Excellent	7%	N=27
Good	32%	N=131
Fair	36%	N=148
Poor	17%	N=69
Don't know	8%	N=34
Total	100%	N=409

Question 16b: Policy Question 2

To what extent do you support or oppose the City's efforts to partner with the Collinsville Area Recreation District to restore the historic Miner's Theatre?	Percent of respondents	
Strongly support	34%	N=138
Somewhat support	33%	N=136
Somewhat oppose	6%	N=24
Strongly oppose	6%	N=24
Don't know	21%	N=87
Total	100%	N=410

Question 16c: Policy Question 3

To what extent do you support or oppose the City's efforts to protect neighborhoods from deteriorating rental properties through an occupancy process?	Percent of respondents	
Strongly support	52%	N=213
Somewhat support	25%	N=101
Somewhat oppose	4%	N=17
Strongly oppose	7%	N=31
Don't know	12%	N=49
Total	100%	N=410

Question 17: Do you live within the City limits of the City of Collinsville?

	No		Yes		Total	
Do you live within the limits of the City of Collinsville?	3%	N=12	97%	N=392	100%	N=404

Question 18: Employment Status

	No		Yes		Total	
Are you currently employed?	25%	N=102	75%	N=300	100%	N=402

Question 18a: Usual Mode of Transportation to Work

What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?	Percent of respondents	
Motorized vehicle	91%	N=287
Bus, Rail, Subway, or other public transportation	5%	N=15
Walk	1%	N=3
Work at home	2%	N=6
Other	1%	N=5
Total	100%	N=316

Question 18b: Drive Alone or Carpool

	No		Yes		Total	
If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people usually ride with you to or from work?	85%	N=232	15%	N=41	100%	N=274

Usual Mode of Transportation to Work, Including Carpooling

Usual mode of transportation to work	Percent of respondents	
Motorized vehicle, no others (SOV)	78%	N=248
Motorized vehicle, with others (MOV)	12%	N=39
Bus, rail, subway, or other public transportation	5%	N=15
Walk	1%	N=3
Work at home	2%	N=6
Other	1%	N=5
Total	100%	N=316

Question 19: Length of Residency		
How many years have you lived in Collinsville?	Percent of respondents	
Less than 2 years	12%	N=48
2 to 5 years	16%	N=64
6 to 10 years	11%	N=43
11 to 20 years	16%	N=66
More than 20 years	46%	N=185
Total	100%	N=406

Question 20: Type of Housing Unit		
Which best describes the building you live in?	Percent of respondents	
One family house detached from any other houses	65%	N=263
One family house attached to one or more houses	7%	N=29
Building with two or more apartments or condominiums	25%	N=100
Mobile home	2%	N=6
Other	1%	N=6
Total	100%	N=404

Question 21: Tenure Status					
	Rented for cash or occupied without cash payment?		Owned by you or someone in this house		Total
Is this house, apartment, or mobile home...	33%	N=127	67%	N=262	100% N=390

Questions 22 to 25: Household Characteristics

	No		Yes		Total	
Do any children age 12 or under live in your household?	74%	N=298	26%	N=103	100%	N=401
Do any teenagers ages 13 through 17 live in your household?	88%	N=354	12%	N=48	100%	N=401
Are you or any other members of your household aged 65 or older?	76%	N=307	24%	N=99	100%	N=406
Does any member of your household have a physical handicap or is anyone disabled?	83%	N=335	17%	N=67	100%	N=402

Question 26: Education

What is the highest degree or level of school you have completed?	Percent of respondents	
12th Grade or less, no diploma	8%	N=32
High school diploma	17%	N=70
Some college, no degree	23%	N=91
Associate's degree (e.g. AA, AS)	13%	N=51
Bachelor's degree (e.g. BA, AB, BS)	25%	N=102
Graduate degree or professional degree	14%	N=56
Total	100%	N=401

Question 27: Annual Household Income

How much do you anticipate your household's total income before taxes will be for the current year?	Percent of respondents	
Less than \$24,999	22%	N=85
\$25,000 to \$49,999	32%	N=124
\$50,000 to \$99,999	34%	N=131
\$100,000 or more	13%	N=49
Total	100%	N=388

Question 28: Ethnicity

	No	Yes	Total
Are you Spanish/Hispanic/Latino?	97% N=391	3% N=11	100% N=402

Question 29: Race

What is your race?	Percent of respondents	
American Indian or Alaskan native	2%	N=7
Asian or Pacific Islander	1%	N=2
Black, African American	5%	N=18
White/Caucasian	92%	N=370
Other	3%	N=12
Total may exceed 100% as respondents could select more than one category.		

Question 30: Age

In which category is your age?	Percent of respondents	
18 to 24 years	9%	N=36
25 to 34 years	22%	N=90
35 to 44 years	13%	N=51
45 to 54 years	25%	N=103
55 to 64 years	11%	N=44
65 to 74 years	10%	N=39
75 years or older	11%	N=43
Total	100%	N=405

Question 31: Gender

	Female		Male		Total	
What is your gender?	53%	N=216	47%	N=188	100%	N=404

Questions 32 to 34: Voter Status and Activity

	No		Yes		Don't know		Total	
Are you registered to vote in your jurisdiction?	13%	N=52	83%	N=336	4%	N=16	100%	N=404
Did you vote in the last election?	29%	N=118	69%	N=279	2%	N=7	100%	N=404
Are you likely to vote in the next election?	8%	N=34	81%	N=327	11%	N=44	100%	N=405

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The National Citizen Survey™ that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The National Citizen Survey™ is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The National Citizen Survey™ permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

Sampling

All households within Collinsville were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within Collinsville boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve Collinsville households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of Collinsville boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households known to be within Collinsville. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

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.

Survey Administration

Selected households received three mailings, one week apart, beginning November 2007. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the mayor inviting the household to participate, a questionnaire and

postage-paid return envelope. The final mailing contained a reminder letter and another survey and postage-paid return envelope. Completed surveys were collected over the following three weeks.

Response Rate and Confidence Intervals

Of the 1,133 eligible households, 412 completed the survey providing a response rate of 36%. Approximately 67 addresses sampled were “vacant” or “not found.”³ In general, the response rates obtained on citizen surveys range from 25% to 40%. The sample of households was selected systematically and impartially from a list of residences in the United States maintained by the U.S. postal service and sold to NRC through an independent vendor. For each household, one adult, selected in an unbiased fashion, was asked to complete the survey. The sample drawn for Collinsville used USPS data to approximate the geographic boundaries of the jurisdiction, though some households just outside the city limits may have received surveys. The survey completers who technically do not reside in the jurisdiction may choose to respond to the survey because they feel an affiliation with the jurisdiction and its services. Local governments often have a sphere of influence – providing in-jurisdiction services that perimeter-residents use or even providing services outside the jurisdiction boundaries.

In theory, in 95 cases out of 100, the results based on such samples will differ by no more than five percentage points in either direction from what would have been obtained had responses been collected from all Collinsville adults. This difference is also called a “margin of error.”⁴ This difference from the presumed population finding is referred to as the sampling error. For subgroups of responses, the margin of sampling error is larger. In addition to sampling error, the practical difficulties of conducting any survey of the public may introduce other sources of error. For example, the failure of some of the selected adults to participate in the sample or the difficulty of including all sectors of the population, such as residents of some institutions or group residences, may lead to somewhat different results.

Weighting and Analyzing the Data

The surveys were analyzed using the SPSS statistical package. Frequency distributions and average (mean) ratings are presented in the body of the report.

The demographic characteristics of the sample were compared to those of the City of Collinsville as reflected in the information sent by staff to National Research Center, Inc. When necessary, survey results were statistically adjusted to reflect the known population profile.

Generally, two variables are used in a weighting scheme. Known population characteristics are compared to the characteristics of survey respondents. Characteristics chosen as weighting

³ “Eligible” households refer to addresses that belong to residences that are not vacant within the City of Collinsville.

⁴ The margin of error was calculated using the following formula: $1.96 * \text{square root}(0.25/400)$. This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

variables are generally selected because they are not in proportion to what is shown in a jurisdiction's demographic profile and because differences in opinion are observed between subgroups of these characteristics. The socioeconomic characteristics that were used to weight the survey results were age, gender and tenure (rent/own). Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics, although the percentages are not always identical in the sample compared to the population norms. The results of the weighting scheme are presented in the table on the following page.

Weighting Scheme for the City of Collinsville Citizen Survey			
Respondent Characteristics	Population Norm⁵	Unweighted Survey Data	Weighted Survey Data
Tenure			
Rent Home	33%	27%	33%
Own Home	67%	73%	67%
Type of Housing Unit			
Single-Family Detached	65%	70%	67%
Attached	35%	30%	33%
Ethnicity			
Non-Hispanic	98%	97%	97%
Hispanic	2%	3%	3%
Race			
White/Caucasian	92%	92%	90%
Non-White	8%	8%	10%
Gender			
Female	53%	55%	53%
Male	47%	45%	47%
Age			
18-34	32%	19%	31%
35-54	39%	32%	38%
55+	29%	50%	31%
Gender and Age			
Females 18-34	16%	11%	16%
Females 35-54	20%	17%	20%
Females 55+	17%	28%	18%
Males 18-34	16%	8%	15%
Males 35-54	19%	15%	19%
Males 55+	12%	22%	13%

⁵ Source: 2000 Census

APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Collinsville. All households selected for inclusion in the study were first sent a prenotification postcard informing them that they would be receiving a questionnaire within the following week. A week later, a cover letter and survey were sent, with a postage paid return envelope. Two weeks later a second cover letter and survey were sent. The second cover letter asked that those who had responded not do so again, while urging those who had not yet returned their surveys to please do so.



The City of Collinsville
125 South Center Street
Collinsville, IL 62234

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



The City of Collinsville
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Collinsville, IL 62234

Presorted
First Class Mail
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Collinsville, IL 62234

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

Dear Collinsville Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Collinsville. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Stan Schaeffer
Mayor

Dear Collinsville Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Collinsville. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Stan Schaeffer
Mayor

Dear Collinsville Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Collinsville. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

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Sincerely,



Stan Schaeffer
Mayor



November 2007

Dear Collinsville Resident:

The City of Collinsville wants to know what you think about our community and municipal government. You have been randomly selected to participate in Collinsville's 2007 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Collinsville residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey please call (618) 346-5200 ext. 135.

Please help us shape the future of Collinsville. Thank you for your time and participation.

Sincerely,

Stan Schaeffer
Mayor



November 2007

Dear Collinsville Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Collinsville wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Collinsville's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help Collinsville City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Collinsville residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

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Please help us shape the future of Collinsville. Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Stan Schaeffer". The signature is written in a cursive style.

Stan Schaeffer
Mayor

THE CITY OF COLLINSVILLE 2007 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 circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	Excellent	Good	Fair	Poor	Don't know
How do you rate Collinsville as a place to live?	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Collinsville as a place to raise children?	1	2	3	4	5
How do you rate Collinsville as a place to work?	1	2	3	4	5
How do you rate Collinsville as a place to retire?.....	1	2	3	4	5
How do you rate 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:

	Excellent	Good	Fair	Poor	Don't know
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Overall appearance of Collinsville	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Air quality	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Job opportunities	1	2	3	4	5
Access to affordable quality housing.....	1	2	3	4	5
Access to affordable quality child care.....	1	2	3	4	5
Access to affordable quality health care.....	1	2	3	4	5
Access to affordable quality food.....	1	2	3	4	5
Ease of car travel in Collinsville.....	1	2	3	4	5
Ease of bus travel in Collinsville.....	1	2	3	4	5
Ease of bicycle travel in Collinsville.....	1	2	3	4	5
Ease of walking in Collinsville.....	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Overall image/reputation of Collinsville	1	2	3	4	5
Overall quality of new development in Collinsville.....	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Collinsville over the past 2 years:

	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know
Population growth.....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Collinsville:

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles.....	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth.....	1	2	3	4	5
Weeds.....	1	2	3	4	5
Unwanted local businesses	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Collinsville:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Fire	1	2	3	4	5	6

6. Please rate how safe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Collinsville's downtown area during the day	1	2	3	4	5	6
In Collinsville's downtown area after dark	1	2	3	4	5	6
In Collinsville's parks during the day	1	2	3	4	5	6
In Collinsville's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to question #9 Yes → Go to question #8 Don't know

8. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Collinsville?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Attended a meeting of local elected officials or other local public meeting.....	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television.....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Collinsville	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with Collinsville.....	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Collinsville?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance/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
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	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
Amount of public parking	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
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
Municipal courts	1	2	3	4	5
Cable television	1	2	3	4	5

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

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

12. Have you had any in-person or phone contact with an employee of the City of Collinsville within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to question #14 Yes → Go to question #13

13. What was your impression of employees of the City of Collinsville in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I receive good value for the City of Collinsville taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Collinsville is taking	1	2	3	4	5	6
The City of Collinsville government welcomes citizen involvement	1	2	3	4	5	6
The City of Collinsville government listens to citizens	1	2	3	4	5	6

15. 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

16. Please check the response that comes closest to your opinion for each of the following questions:

a. How would you rate the City's efforts to inform residents on important issues?

- Excellent
 Good
 Fair
 Poor
 Don't know

b. To what extent do you support or oppose the City's efforts to partner with the Collinsville Area Recreation District to restore the historic Miner's Theatre?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose
 Don't know

c. To what extent do you support or oppose the City's efforts to protect neighborhoods from deteriorating rental properties through an occupancy permit process?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose
 Don't know

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.

17. Do you live within the City limits of the City of Collinsville?

- No Yes

18. Are you currently employed?

- No → Go to question #19
 Yes → Go to question #18a

18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?

- No Yes

19. 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

20. Which best describes the building you live in?

- One family house detached from any other houses
 House attached to one or more houses (e.g., a duplex or townhome)
 Building with two or more apartments or condominiums
 Mobile home
 Other

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

- Rented for cash or occupied without cash payment?
 Owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- No Yes

23. Do any teenagers aged between 13 and 17 live in your household?

- No Yes

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

- No Yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- No Yes

26. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 High school diploma
 Some college, no degree
 Associate's degree (e.g. AA, AS)
 Bachelor's degree (e.g. BA, AB, BS)
 Graduate degree or professional degree

27. 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 \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- No Yes

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

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

30. 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

31. What is your sex?

- Female Male

32. Are you registered to vote in your jurisdiction?

- No Yes Don't know

33. Did you vote in the last election?

- No Yes Don't know

34. Are you likely to vote in the next election?

- No Yes Don't know

**Thank you for completing this survey. Please return the completed survey in the postage paid envelope to:
National Research Center, Inc., 3005 30th St., Boulder, CO 80301**



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Collinsville, IL 62234

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