



PEORIA COUNTY, IL 2010

Report of Demographic Subgroup Comparisons

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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. Peoria County 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. Peoria County staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Peoria County chose was to have crosstabulations of evaluative questions 1-18 by demographic questions D5 (rent or own home), D9 (annual household income), D11 (race of respondent), and D12 (age of respondent).

UNDERSTANDING THE RESULTS

“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.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")										
Please rate each of the following aspects of quality of life in Peoria County:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Peoria County as a place to live	55%	69%	60%	66%	73%	68%	48%	51%	65%	77%
Your neighborhood as a place to live	64%	79%	64%	76%	94%	80%	51%	65%	74%	83%
Peoria County as a place to raise children	38%	60%	46%	56%	71%	57%	42%	41%	59%	63%
Peoria County as a place to work	52%	64%	49%	68%	73%	65%	40%	59%	57%	65%
Peoria County as a place to retire	30%	38%	39%	35%	34%	38%	25%	25%	27%	54%
The overall quality of life in Peoria County	48%	63%	50%	61%	75%	62%	42%	51%	57%	69%

Question 2: Community Characteristics (Percent "excellent" or "good")										
Please rate each of the following characteristics as they relate to Peoria County as a whole:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Sense of community	38%	50%	47%	43%	49%	48%	41%	34%	47%	58%
Openness and acceptance of the community towards people of diverse backgrounds	44%	49%	41%	55%	50%	49%	43%	45%	48%	51%
Overall appearance of Peoria County	41%	43%	39%	45%	46%	42%	44%	36%	41%	50%
Cleanliness of Peoria County	40%	37%	35%	39%	40%	37%	42%	39%	32%	43%
Overall quality of new development in Peoria County	42%	48%	44%	45%	56%	48%	39%	45%	44%	50%
Variety of housing options	39%	58%	46%	56%	57%	56%	35%	41%	57%	58%
Overall quality of business and service establishments in Peoria County	54%	60%	57%	64%	54%	61%	47%	52%	58%	64%
Shopping opportunities	68%	65%	67%	67%	61%	67%	56%	64%	63%	69%
Opportunities to attend cultural activities	42%	56%	50%	52%	58%	55%	38%	42%	51%	62%
Recreational opportunities	40%	50%	47%	46%	53%	50%	35%	35%	46%	60%
Employment opportunities	22%	28%	20%	27%	42%	30%	13%	27%	27%	27%
Educational opportunities	47%	57%	48%	55%	67%	57%	39%	45%	56%	61%

Question 2: Community Characteristics (Percent "excellent" or "good")										
Please rate each of the following characteristics as they relate to Peoria County as a whole:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Opportunities to participate in social events and activities	37%	57%	47%	51%	61%	56%	31%	34%	54%	63%
Opportunities to volunteer	74%	74%	70%	76%	80%	76%	67%	70%	73%	77%
Opportunities to participate in community matters	48%	56%	51%	52%	64%	57%	45%	46%	57%	59%
Ease of bus travel in Peoria County	49%	34%	46%	31%	27%	38%	41%	35%	39%	40%
Ease of bicycle travel in Peoria County	38%	23%	31%	28%	19%	24%	40%	33%	24%	25%
Ease of walking in Peoria County	32%	30%	29%	31%	30%	31%	30%	28%	31%	31%
Availability of paths and walking trails	34%	27%	29%	32%	28%	27%	42%	27%	29%	32%
Traffic flow on major streets	39%	47%	38%	47%	53%	46%	42%	40%	45%	50%
Availability of affordable quality housing	33%	48%	36%	46%	58%	47%	32%	40%	45%	49%
Availability of affordable quality child care	32%	44%	32%	44%	61%	43%	30%	35%	42%	43%
Availability of affordable quality health care	40%	58%	40%	57%	70%	57%	36%	46%	52%	60%
Availability of affordable quality food	52%	67%	51%	69%	75%	67%	44%	50%	66%	71%
Availability of preventive health services	50%	65%	48%	64%	81%	65%	45%	58%	60%	64%
Air quality	50%	55%	46%	57%	61%	55%	47%	54%	54%	53%
Quality of overall natural environment in Peoria County	53%	53%	44%	63%	55%	54%	50%	52%	52%	56%
Overall image or reputation of Peoria County	36%	40%	37%	42%	40%	40%	36%	33%	42%	42%

Question 3: Growth (Percent "too fast")										
Please rate the speed of growth in the following categories in Peoria over the past 2 years:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Population growth	23%	18%	21%	18%	18%	20%	18%	29%	18%	13%
Retail growth (stores, restaurants, etc.)	12%	15%	15%	14%	12%	14%	12%	10%	17%	15%
Jobs growth	0%	1%	1%	0%	1%	1%	1%	0%	1%	2%

Question 4: Code Enforcement (Percent at least a "minor" problem)										
	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Peoria County?	94%	98%	95%	98%	99%	98%	91%	97%	97%	95%

Question 5: Community Safety (Percent "very" or "somewhat" safe)										
Please rate how safe or unsafe you feel from the following in Peoria:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Violent crime (e.g., rape, assault, robbery)	37%	40%	37%	37%	52%	39%	42%	43%	37%	40%
Property crimes (e.g., burglary, theft)	30%	33%	26%	33%	44%	32%	29%	27%	36%	33%
Environmental hazards, including toxic waste	56%	54%	51%	56%	64%	55%	55%	59%	56%	49%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)										
Please rate how safe or unsafe you feel:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
In your neighborhood during the day	84%	91%	87%	87%	97%	90%	82%	88%	90%	89%
In your neighborhood after dark	54%	73%	58%	67%	86%	71%	49%	63%	71%	67%
In Peoria County's downtown area(s) during the day	68%	64%	65%	63%	72%	64%	69%	74%	61%	60%
In Peoria County's downtown area(s) after dark	24%	13%	20%	13%	16%	13%	33%	21%	14%	15%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")										
	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
During the past twelve months, were you or anyone in your household the victim of any crime?	12%	12%	14%	10%	12%	11%	15%	16%	13%	7%
If yes, was this crime (these crimes) reported to the police?	94%	88%	86%	92%	94%	89%	88%	100%	78%	85%

Question 9: Resident Behaviors (Percent at least once in past 12 months)										
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Peoria?	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Used public libraries or their services in Peoria County	53%	70%	67%	60%	73%	65%	65%	53%	75%	65%
Used recreation centers in Peoria County	63%	69%	59%	68%	82%	67%	69%	64%	79%	57%
Participated in a recreation program or activity	49%	57%	47%	55%	72%	53%	63%	55%	62%	46%
Visited a neighborhood park or County park	83%	86%	82%	85%	96%	84%	88%	87%	90%	77%
Ridden a local bus within Peoria County	32%	11%	27%	12%	8%	13%	39%	18%	18%	17%
Attended a meeting of local elected officials or other local public meeting	16%	31%	22%	27%	33%	27%	25%	12%	33%	33%
Watched a meeting of local elected officials or other local public meeting on cable television	42%	54%	57%	45%	49%	49%	58%	29%	60%	63%
Read Peoria County Newsletter	39%	50%	51%	45%	41%	44%	58%	33%	50%	55%
Visited the Peoria County Web site (at www.peoriacounty.org)	43%	44%	31%	52%	53%	43%	47%	56%	50%	24%
Recycled used paper, cans or bottles from your home	55%	69%	60%	64%	74%	67%	58%	58%	69%	69%
Volunteered your time to some group or activity in Peoria County	42%	57%	44%	53%	69%	54%	47%	44%	63%	51%
Participated in religious or spiritual activities in Peoria County	60%	70%	61%	67%	75%	65%	75%	53%	73%	73%
Participated in a club or civic group in Peoria County	33%	45%	36%	41%	55%	42%	40%	29%	48%	46%
Provided help to a friend or neighbor	92%	98%	96%	94%	100%	96%	95%	93%	99%	96%

Question 10: Neighborliness (Percent at least once per month)										
	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	69%	88%	82%	78%	90%	86%	63%	73%	87%	87%

Question 11: Service Quality (Percent "excellent" or "good")										
Please rate the quality of each of the following services in Peoria:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Sheriff services	64%	71%	65%	71%	74%	71%	57%	56%	68%	81%
Fire services	82%	87%	86%	83%	90%	87%	80%	84%	82%	91%
Ambulance or emergency medical services	82%	85%	85%	82%	86%	86%	79%	81%	79%	92%
Crime prevention	31%	31%	31%	29%	36%	32%	29%	20%	32%	41%
Municipal courts	27%	37%	36%	31%	40%	36%	28%	24%	31%	48%
Traffic enforcement on County road and highways	44%	51%	46%	49%	54%	51%	38%	43%	49%	55%
Road repair	24%	22%	25%	21%	21%	24%	18%	19%	22%	27%
Snow removal on County road and highways	40%	45%	46%	40%	49%	46%	35%	39%	40%	53%
Bus or transit services	53%	45%	61%	33%	44%	45%	57%	40%	50%	53%
Garbage collection	71%	84%	78%	78%	86%	81%	79%	71%	79%	90%
Recycling	40%	41%	47%	36%	38%	40%	46%	36%	39%	49%
Yard waste pick-up	61%	67%	62%	68%	69%	66%	66%	62%	62%	72%
Storm drainage	46%	45%	44%	46%	50%	46%	43%	44%	44%	49%
Drinking water	33%	54%	45%	47%	54%	52%	30%	28%	53%	62%
Sewer services	52%	63%	57%	59%	72%	63%	45%	55%	59%	66%
Power (electric and/or gas) utility	54%	63%	57%	65%	63%	64%	49%	55%	59%	69%
Recreation programs or classes	43%	65%	54%	59%	69%	60%	55%	53%	59%	65%
Recreation centers or facilities	53%	62%	53%	61%	72%	61%	53%	60%	59%	60%
Availability of historic sites	45%	42%	43%	43%	43%	43%	42%	44%	39%	47%
Land use, planning and zoning	38%	27%	30%	31%	31%	29%	35%	34%	26%	32%
Code enforcement (weeds, abandoned buildings, etc)	21%	26%	23%	26%	28%	25%	22%	25%	25%	22%
Animal control	45%	55%	47%	56%	56%	53%	48%	52%	51%	53%
Economic development	30%	26%	25%	27%	31%	28%	27%	24%	29%	28%
Health services	59%	66%	57%	64%	76%	66%	57%	62%	60%	70%
Services to seniors	56%	50%	47%	56%	59%	52%	51%	53%	44%	56%
Services to youth	43%	39%	33%	42%	53%	41%	36%	46%	36%	39%
Services to low-income people	37%	45%	37%	43%	60%	46%	26%	36%	43%	45%
Public library services	69%	74%	71%	75%	73%	76%	58%	65%	73%	78%

Question 11: Service Quality (Percent "excellent" or "good")										
Please rate the quality of each of the following services in Peoria:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Public information services	49%	51%	51%	49%	56%	51%	49%	43%	53%	54%
Public schools	25%	29%	31%	28%	27%	30%	22%	19%	30%	35%
Cable television	33%	30%	28%	37%	29%	32%	29%	33%	29%	34%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	39%	52%	49%	48%	51%	50%	42%	32%	53%	58%
Preservation of natural areas such as open space, farmlands and greenbelts	46%	40%	41%	40%	51%	41%	50%	44%	38%	46%
Mental health services	36%	30%	33%	29%	39%	32%	35%	36%	25%	37%
Drug and alcohol services	39%	38%	37%	39%	47%	37%	42%	37%	38%	38%
Adult protective services	41%	37%	40%	34%	50%	37%	46%	44%	36%	38%
Agricultural/farm advisor	53%	53%	54%	53%	62%	49%	66%	51%	52%	57%

Question 12: Government Services Overall (Percent "excellent" or "good")										
Overall, how would you rate the quality of the services provided by each of the following?	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Peoria County	42%	51%	46%	50%	50%	52%	34%	39%	46%	60%
The Federal Government	31%	26%	29%	29%	24%	27%	33%	26%	26%	31%
The State Government	28%	22%	25%	28%	17%	22%	33%	25%	22%	26%

Question 13: Contact with County Employees (Percent "yes")										
	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Have you had any in-person or phone contact with an employee of Peoria County within the last 12 months (including police, receptionists, planners or any others)?	37%	40%	41%	36%	44%	39%	34%	41%	44%	30%

Question 14: County Employees (Percent "excellent" or "good")										
What was your impression of the employee(s) of the Peoria County in your most recent contact?	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Knowledge	63%	74%	67%	70%	80%	74%	59%	56%	75%	86%
Responsiveness	55%	74%	64%	69%	76%	70%	65%	55%	73%	81%
Courtesy	52%	79%	67%	65%	90%	74%	58%	55%	74%	89%
Overall impression	53%	73%	60%	66%	81%	69%	59%	54%	69%	82%

Question 15: Government Performance (Percent "excellent" or "good")										
Please rate the following categories of Peoria County government performance:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
The value of services for the taxes paid to Peoria County	34%	30%	31%	33%	34%	33%	27%	30%	25%	41%
The overall direction that Peoria County is taking	33%	31%	29%	36%	32%	34%	25%	32%	27%	38%
The job Peoria County government does at welcoming citizen involvement	23%	28%	26%	24%	36%	27%	25%	22%	24%	34%
The job Peoria County government does at listening to citizens	16%	21%	18%	22%	26%	21%	16%	14%	20%	27%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)										
Please indicate how likely or unlikely you are to do each of the following:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Recommend living in Peoria County to someone who asks	57%	73%	65%	67%	76%	70%	58%	56%	70%	77%
Remain in Peoria County for the next five years	57%	85%	73%	79%	81%	81%	62%	60%	82%	89%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)										
	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
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:	27%	14%	18%	20%	14%	15%	33%	24%	13%	17%

Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" support)										
	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
To what extent do you support or oppose regional storm water regulations to address the impacts of silt and sediment affecting the water quality, wildlife habitats, and river depth of the Illinois River?	87%	89%	85%	94%	86%	90%	80%	91%	85%	91%

Question 18b: Policy Question 2 (Percent "somewhat" or "strongly" support)										
	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Election services (i.e. voter registration, administering elections) are provided by multiple units of government in Peoria County. To what extent do you support or oppose consolidation of election services in an effort to increase the effectiveness and efficiency of these services?	89%	87%	88%	88%	89%	89%	82%	89%	86%	89%

Question 18c: Policy Question 3 (Percent "very important" or "essential")										
Please rate how important you think each of the following initiatives should be for Peoria County Government over the next five years:	Rent or own		Annual household income			Race		Age		
	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	White	Not white	18-34	35-54	55+
Providing a safe and healthy community	94%	97%	96%	96%	97%	97%	95%	95%	97%	98%
Attracting jobs and growth to the County	93%	93%	93%	93%	93%	93%	93%	89%	94%	97%
Ensuring the County is a high performing public organization	73%	75%	76%	75%	70%	74%	78%	65%	74%	85%
Providing world class public facilities	56%	53%	58%	52%	47%	50%	71%	44%	53%	64%