



PEORIA COUNTY, IL 2010

Report of Geographic 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.

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 geographic 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 geographic 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.

The 95 percent confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (844 completed surveys). For each geographic area (the City of Peoria or Peoria County (excluding the City of Peoria) the margin of error rises to approximately + or - 6% since sample sizes were approximately 538 for the City of Peoria and 304 for Peoria County (excluding the City of Peoria).

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:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Peoria County as a place to live	64%	66%
Your neighborhood as a place to live	69%	84%
Peoria County as a place to raise children	51%	61%
Peoria County as a place to work	59%	62%
Peoria County as a place to retire	33%	42%
The overall quality of life in Peoria County	56%	64%

Question 2: Community Characteristics (Percent "excellent" or "good")		
Please rate each of the following characteristics as they relate to Peoria County as a whole:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Sense of community	45%	49%
Openness and acceptance of the community towards people of diverse backgrounds	47%	50%
Overall appearance of Peoria County	45%	38%
Cleanliness of Peoria County	39%	35%
Overall quality of new development in Peoria County	47%	46%
Variety of housing options	53%	51%
Overall quality of business and service establishments in Peoria County	58%	59%
Shopping opportunities	65%	66%
Opportunities to attend cultural activities	50%	56%
Recreational opportunities	50%	43%
Employment opportunities	27%	27%
Educational opportunities	52%	57%
Opportunities to participate in social events and activities	51%	51%
Opportunities to volunteer	75%	71%
Opportunities to participate in community matters	55%	54%
Ease of bus travel in Peoria County	42%	31%
Ease of bicycle travel in Peoria County	28%	23%
Ease of walking in Peoria County	29%	32%
Availability of paths and walking trails	30%	28%
Traffic flow on major streets	45%	45%
Availability of affordable quality housing	45%	41%
Availability of affordable quality child care	39%	41%
Availability of affordable quality health care	52%	53%
Availability of affordable quality food	62%	64%
Availability of preventive health services	62%	57%
Air quality	56%	48%
Quality of overall natural environment in Peoria County	57%	45%
Overall image or reputation of Peoria County	39%	38%

Question 3: Growth (Percent "too fast")		
Please rate the speed of growth in the following categories in Peoria over the past 2 years:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Population growth	18%	23%
Retail growth (stores, restaurants, etc.)	12%	18%
Jobs growth	1%	1%

Question 4: Code Enforcement (Percent at least a "minor" problem)		
	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Peoria County?	97%	96%

Question 5: Community Safety (Percent "very" or "somewhat" safe)		
Please rate how safe or unsafe you feel from the following in Peoria:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Violent crime (e.g., rape, assault, robbery)	39%	39%
Property crimes (e.g., burglary, theft)	31%	32%
Environmental hazards, including toxic waste	57%	50%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)		
Please rate how safe or unsafe you feel:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
In your neighborhood during the day	87%	92%
In your neighborhood after dark	60%	78%
In Peoria County's downtown area(s) during the day	68%	59%
In Peoria County's downtown area(s) after dark	20%	9%

Questions 7 and 8: Crime Victimization and Reporting (Percent "yes")		
	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
During the past twelve months, were you or anyone in your household the victim of any crime?	10%	14%
If yes, was this crime (these crimes) reported to the police?	88%	91%

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?	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Used public libraries or their services in Peoria County	64%	65%
Used recreation centers in Peoria County	70%	61%
Participated in a recreation program or activity	57%	49%
Visited a neighborhood park or County park	87%	81%
Ridden a local bus within Peoria County	22%	9%
Attended a meeting of local elected officials or other local public meeting	24%	30%
Watched a meeting of local elected officials or other local public meeting on cable television	53%	46%
Read Peoria County Newsletter	49%	43%
Visited the Peoria County Web site (at www.peoriacounty.org)	43%	43%
Recycled used paper, cans or bottles from your home	62%	70%
Volunteered your time to some group or activity in Peoria County	51%	55%
Participated in religious or spiritual activities in Peoria County	68%	64%
Participated in a club or civic group in Peoria County	41%	41%
Provided help to a friend or neighbor	95%	97%

Question 10: Neighborliness (Percent at least once per month)		
	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
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)?	78%	89%

Question 11: Service Quality (Percent "excellent" or "good")		
Please rate the quality of each of the following services in Peoria:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Sheriff services	70%	67%
Fire services	90%	78%
Ambulance or emergency medical services	85%	82%
Crime prevention	29%	35%
Municipal courts	34%	36%
Traffic enforcement on County road and highways	49%	49%
Road repair	22%	23%
Snow removal on County road and highways	43%	45%
Bus or transit services	54%	33%
Garbage collection	83%	74%
Recycling	42%	38%
Yard waste pick-up	76%	40%
Storm drainage	51%	34%
Drinking water	45%	54%
Sewer services	62%	54%
Power (electric and/or gas) utility	63%	58%
Recreation programs or classes	60%	56%
Recreation centers or facilities	61%	56%
Availability of historic sites	46%	37%
Land use, planning and zoning	32%	27%
Code enforcement (weeds, abandoned buildings, etc)	25%	23%
Animal control	56%	43%
Economic development	30%	21%
Health services	66%	59%
Services to seniors	58%	40%
Services to youth	41%	37%
Services to low-income people	44%	37%
Public library services	70%	75%

Question 11: Service Quality (Percent "excellent" or "good")		
Please rate the quality of each of the following services in Peoria:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Public information services	54%	45%
Public schools	25%	35%
Cable television	34%	27%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	46%	52%
Preservation of natural areas such as open space, farmlands and greenbelts	44%	38%
Mental health services	38%	21%
Drug and alcohol services	41%	30%
Adult protective services	43%	29%
Agricultural/farm advisor	61%	41%

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?	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Peoria County	48%	50%
The Federal Government	30%	23%
The State Government	26%	20%

Question 13: Contact with County Employees (Percent "yes")		
	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
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)?	33%	48%

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?	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Knowledge	67%	77%
Responsiveness	68%	70%
Courtesy	69%	74%
Overall impression	64%	71%

Question 15: Government Performance (Percent "excellent" or "good")		
Please rate the following categories of Peoria County government performance:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
The value of services for the taxes paid to Peoria County	30%	34%
The overall direction that Peoria County is taking	31%	33%
The job Peoria County government does at welcoming citizen involvement	28%	25%
The job Peoria County government does at listening to citizens	22%	18%

Question 16: Recommendation and Longevity (Percent "somewhat" or "very" likely)		
Please indicate how likely or unlikely you are to do each of the following:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Recommend living in Peoria County to someone who asks	67%	71%
Remain in Peoria County for the next five years	73%	85%

Question 17: Impact of the Economy (Percent "somewhat" or "very" positive)		
	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
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:	20%	13%

Question 18a: Policy Question 1 (Percent "somewhat" or "strongly" support)		
	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
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?	90%	87%

Question 18b: Policy Question 2 (Percent "somewhat" or "strongly" support)		
	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
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?	90%	84%

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:	Area	
	City of Peoria	Peoria County (excluding City of Peoria)
Providing a safe and healthy community	96%	96%
Attracting jobs and growth to the County	94%	91%
Ensuring the County is a high performing public organization	74%	76%
Providing world class public facilities	56%	50%