



# PEORIA COUNTY, IL 2010



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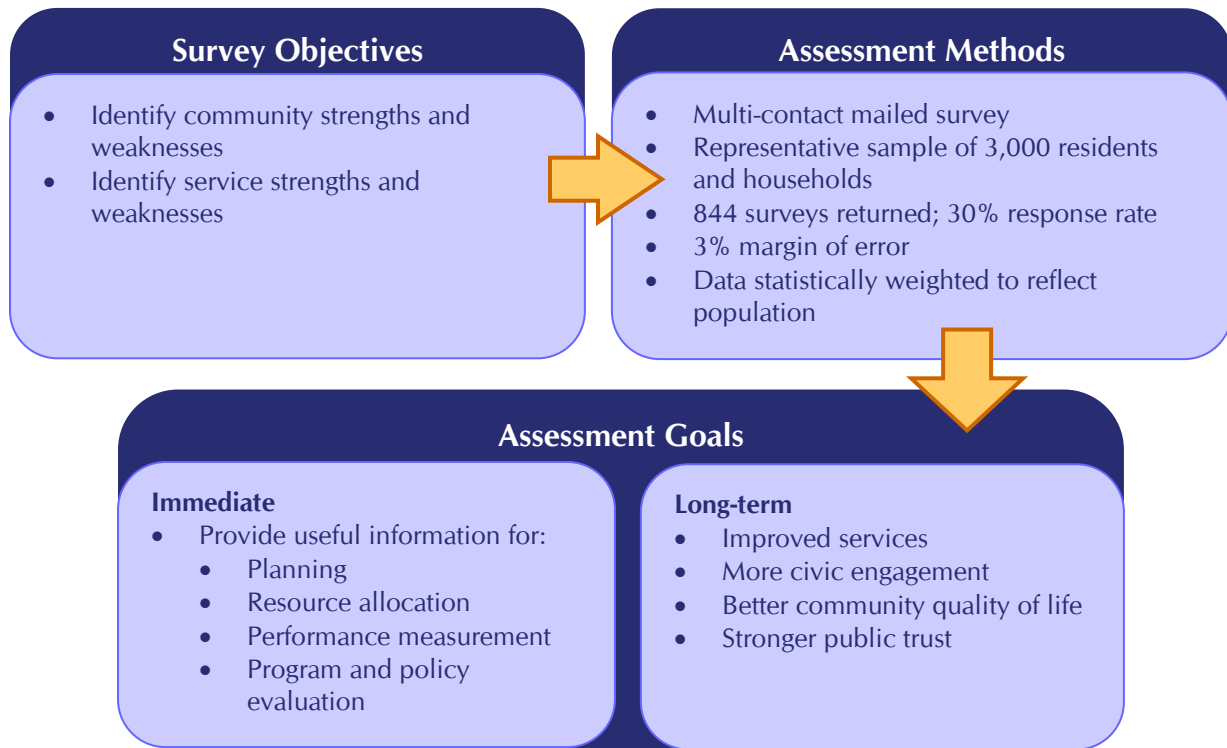
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# SURVEY BACKGROUND

## 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 NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly 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. A total of 844 completed surveys were obtained, providing an overall response rate of 30%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for Peoria County was developed in close cooperation with local jurisdiction staff. Peoria County staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. Peoria County staff also augmented The National Citizen Survey™ basic service through a variety of options including crosstabulation of results, an open-ended question and several policy questions.

## UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' reports about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

### Margin of Error

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional confidence level, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the estimates made from the survey results. The confidence interval for the Peoria County survey is no greater than plus or minus three percentage points around any given percent reported for the entire sample (844 completed surveys). A 95% confidence interval indicates that for every 100 random samples of this many residents, the population response to that question would be within the stated interval 95 times. For example, if 75% of residents rate a service as "excellent" or "good," then the 5% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 70% and 80%

### Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American counties. Where possible, the better comparison is not from one service to another in Peoria County, but from Peoria County services to services like them provided by other jurisdictions.

### Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than five percentage points. Trend data for your jurisdiction represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

### Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. Peoria County chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Peoria County Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons were available, Peoria County results were noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Peoria County's rating to the benchmark.

### **“Don’t Know” Responses and Rounding**

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 some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

## EXECUTIVE SUMMARY

This report of Peoria County survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experience a good quality of life in Peoria County and believe the county is a good place to live. The overall quality of life in Peoria County was rated as “excellent” or “good” by 59% of respondents. About three quarters of respondents report they plan on staying in Peoria County for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. The three characteristics receiving the most favorable ratings were opportunities to volunteer, shopping opportunities, and the availability of affordable quality food. Among characteristics receiving the least positive ratings were employment opportunities, availability of affordable quality child care and the ease of bicycle travel in Peoria County.

Ratings of community characteristics were compared to the benchmark database. Of the 28 characteristics for which comparisons were available, four were above the benchmark comparison, six were similar to the benchmark comparison and 18 were below.

Residents in Peoria County were civically engaged. While only 26% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 96% had provided help to a friend or neighbor. A majority had volunteered their time to some group or activity in Peoria County, which was higher than the benchmark.

In general, survey respondents demonstrated mild trust in local government. About one third rated the overall direction being taken by Peoria County as “good” or “excellent.” This was lower than the benchmark. Those residents who had interacted with an employee of Peoria County in the previous 12 months gave high marks to those employees. Most rated their overall impression of employees as “excellent” or “good.”

County services rated were able to be compared to the benchmark database. Of the 37 services for which comparisons were available, one was above the benchmark comparison, three were similar to the benchmark comparison and 33 were below.

A Key Driver Analysis was conducted for Peoria County which examined the relationships between ratings of each service and ratings of Peoria County's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall county service quality have been identified. By targeting improvements in key services, Peoria County can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Sheriff services
- Code enforcement
- Drinking water
- Health services
- Public schools
- Snow removal

Of these services, those deserving the most attention may be those that have experienced declining ratings over time or those that were below the benchmark comparisons: sheriff services, code enforcement, drinking water, public schools and snow removal. For health services, Peoria County is above the benchmark and should continue to ensure high quality performance.



## COMMUNITY RATINGS

### OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in Peoria County – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to Peoria County. Residents were asked whether they planned to move soon or if they would recommend Peoria County to others. Intentions to stay and willingness to make recommendations provide evidence that Peoria County offers services and amenities that work.

A majority of Peoria County’s residents gave favorable ratings to their neighborhoods and the community as a place to live. Further, a majority reported they would recommend the community to others and plan to stay for the next five years.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY

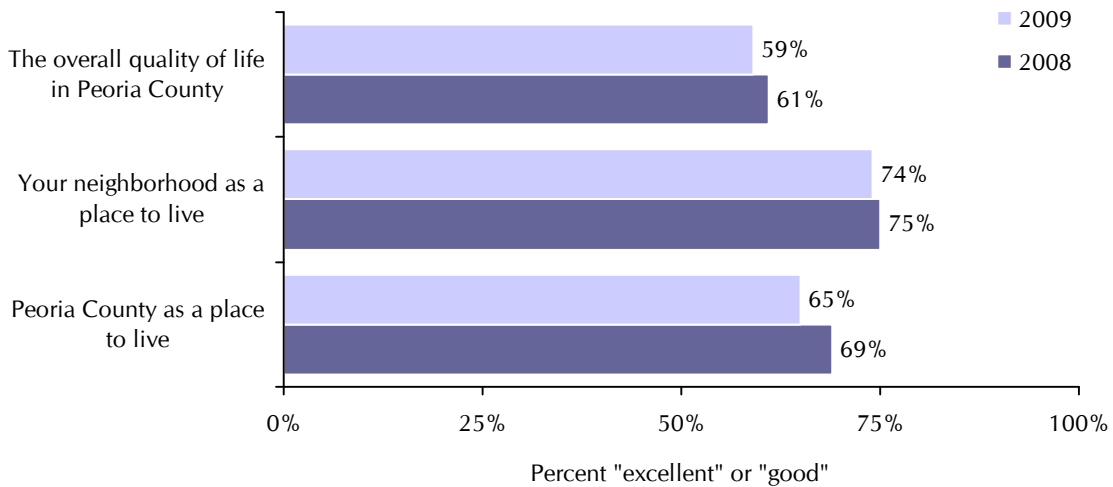


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

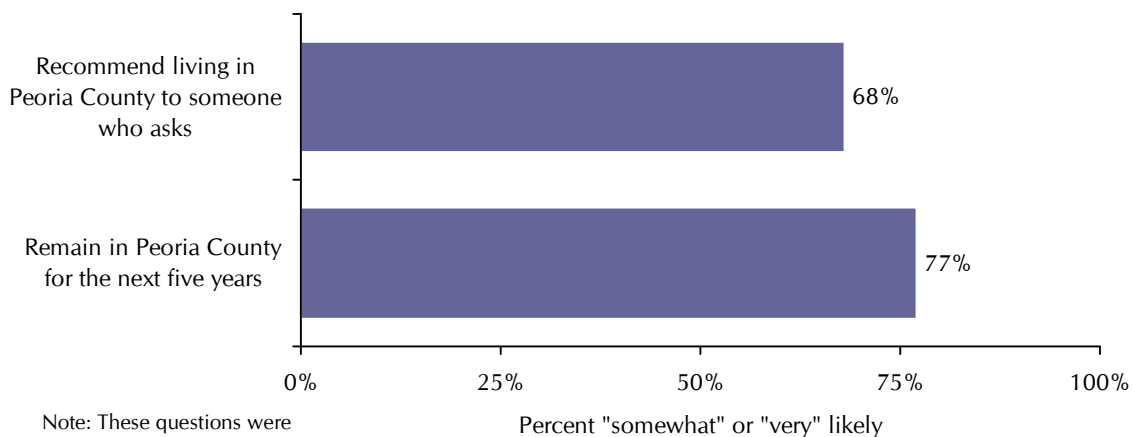


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
The overall quality of life in Peoria County	Below
Your neighborhood as a place to live	Below
Peoria County as a place to live	Below
Remain in Peoria County for the next five years	Below
Recommend living in Peoria County to someone who asks	Below

Overall community quality was compared to survey data from previous years. Average ratings were computed for the previous years' data to make comparison easier. Trends from 2008 to 2009 were generally stable.

## COMMUNITY DESIGN

### Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of five aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” Traffic flow on major streets was given the most positive rating and was similar to the benchmark.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

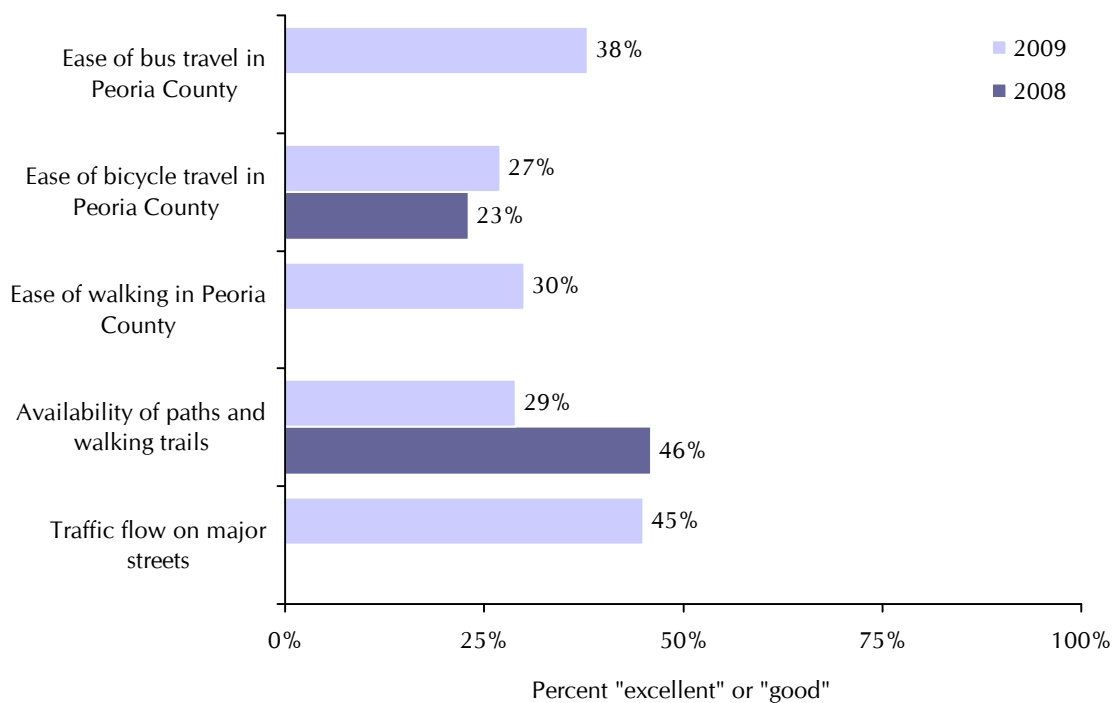


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS BY YEAR

	Comparison to benchmark
Ease of bus travel in Peoria County	Below
Ease of walking in Peoria County	Below
Ease of bicycle travel in Peoria County	Below
Availability of paths and walking trails	Below
Traffic flow on County roads	Similar

Three transportation services were rated in Peoria County. As compared to most communities across America, ratings were below the benchmark.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

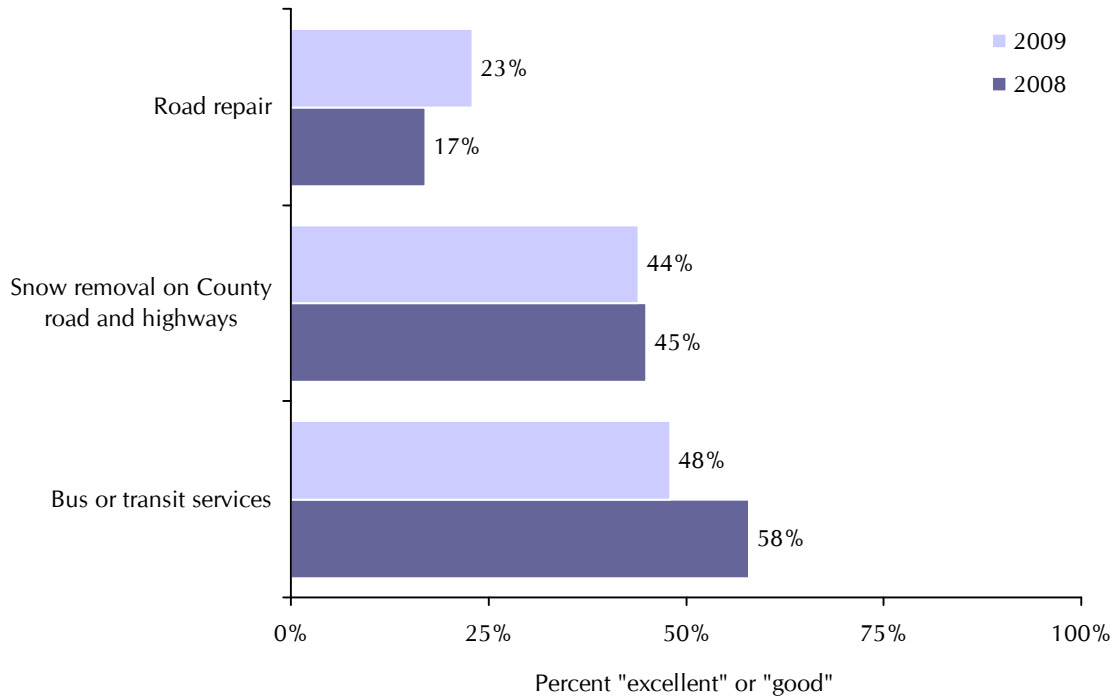


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Road repair	Below
Snow removal on County roads and highways	Below
Bus or transit services	Below

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use. However, 2% of work commute trips were made by transit, 1% by bicycle and 1% by foot.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS BY YEAR

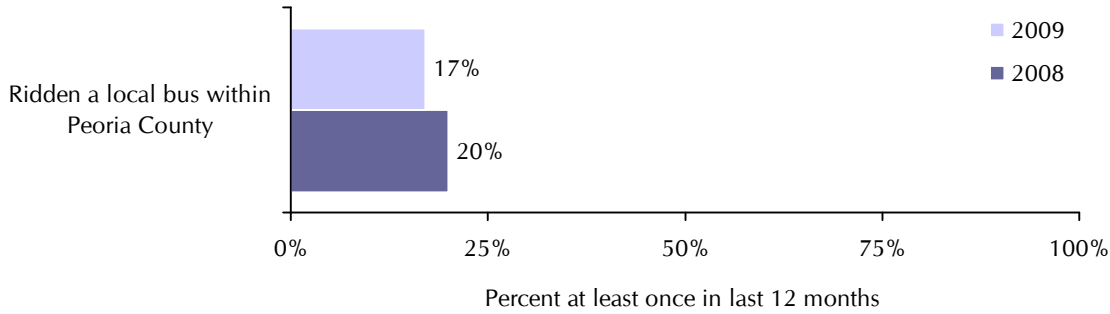
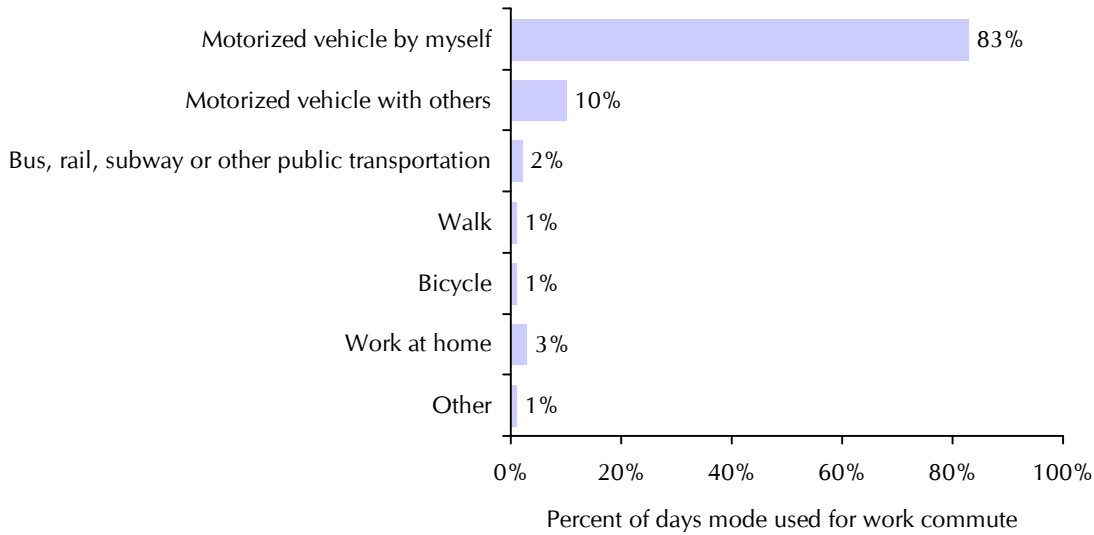


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

Comparison to benchmark	
Ridden a local bus within Peoria County	Less

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE



## Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of Peoria County residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 44% of respondents, while the variety of housing options was rated as “excellent” or “good” by 52% of respondents. The rating of perceived affordable housing availability was better in Peoria County than the ratings, on average, in comparison jurisdictions.

FIGURE 13: RATINGS OF HOUSING IN COMMUNITY BY YEAR

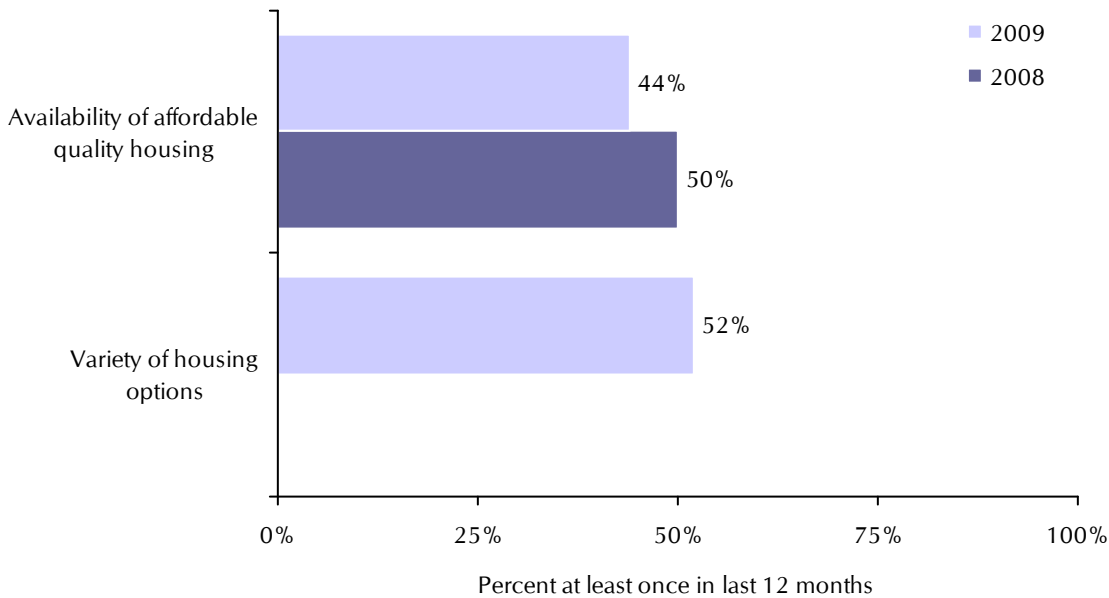
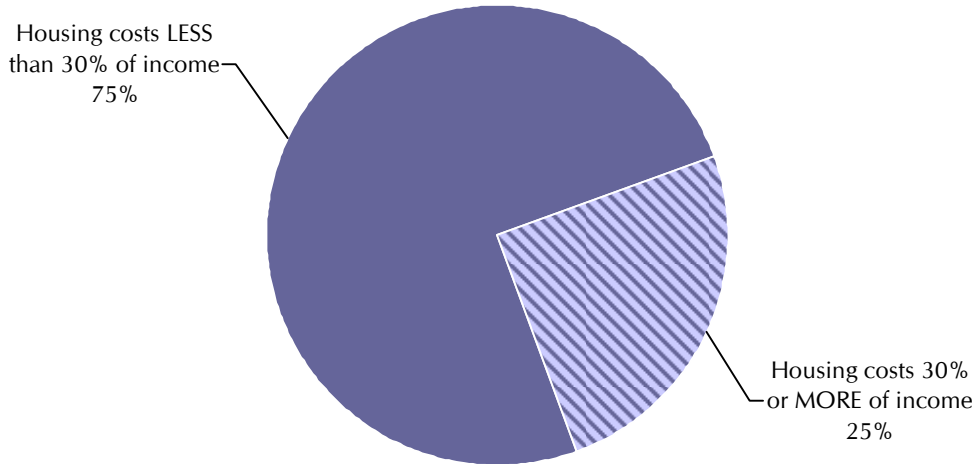


FIGURE 14: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Above
Variety of housing options	Below

To augment the perceptions of affordable housing in Peoria County, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of Peoria County experiencing housing cost stress. About 25% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 15: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"



Note: This question was not asked in previous surveys.

FIGURE 16: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	Less

## Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community’s overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of Peoria County and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in Peoria County was rated as “excellent” or “good” by 47% of respondents. The overall appearance of Peoria County was rated as “excellent” or “good” by 43% of respondents. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in Peoria County, 25% thought they were a “major” or “moderate problem. The services of land use, planning and zoning, code enforcement and animal control were rated above the benchmark. Ratings showed a flat when compared to past years.

FIGURE 17: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

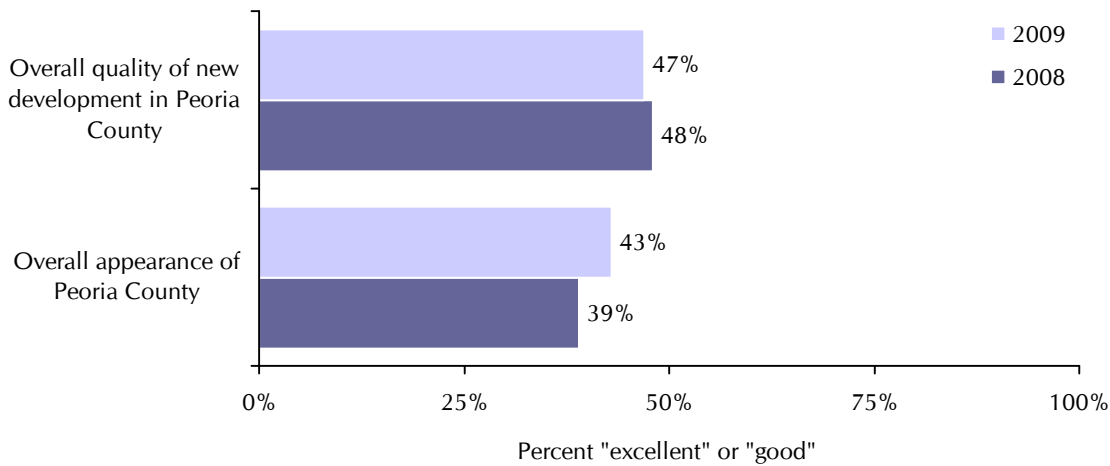


FIGURE 18: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Overall quality of new development in Peoria County	Below
Overall appearance of Peoria County	Below



FIGURE 19: RATINGS OF POPULATION GROWTH BY YEAR

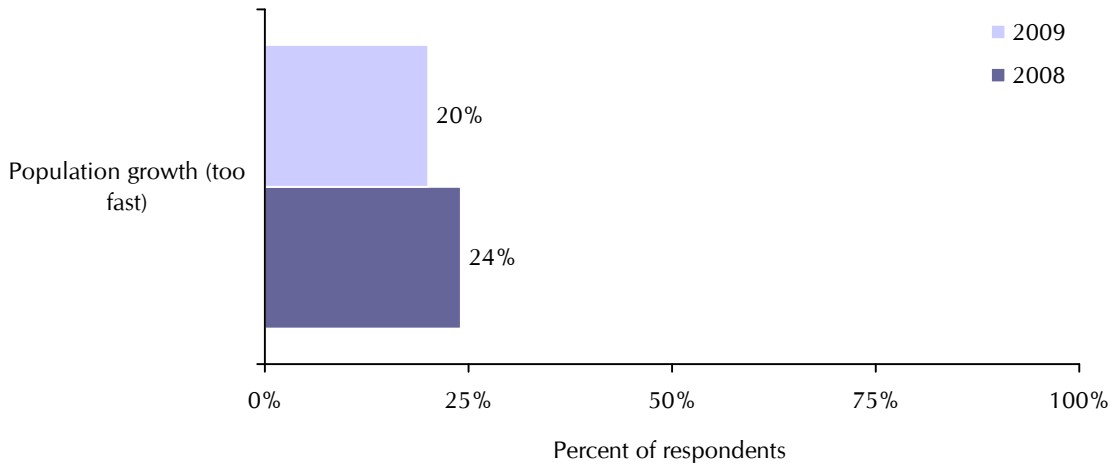


FIGURE 20: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Less

FIGURE 21: RATINGS OF NUISANCE PROBLEMS BY YEAR

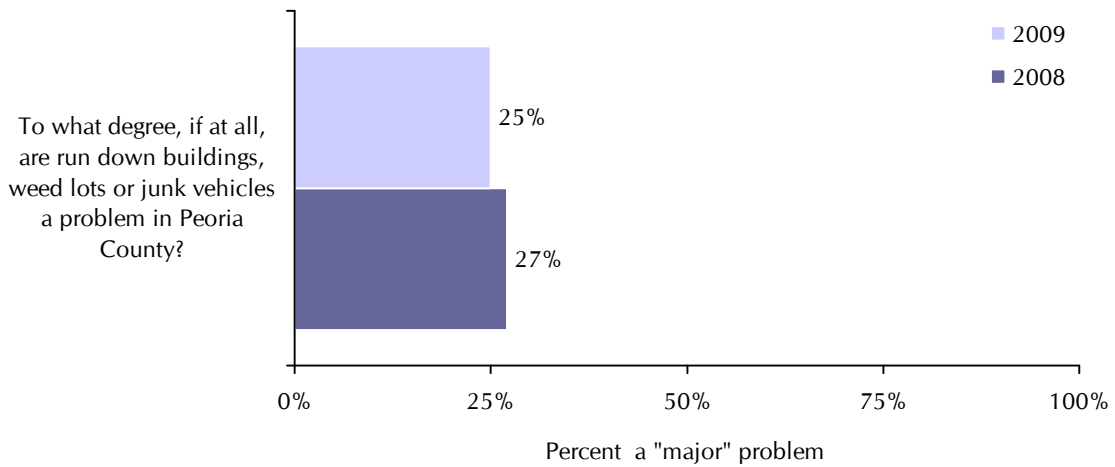


FIGURE 22: NUISANCE PROBLEMS BENCHMARKS

Comparison to benchmark	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Peoria County?	More

FIGURE 23: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

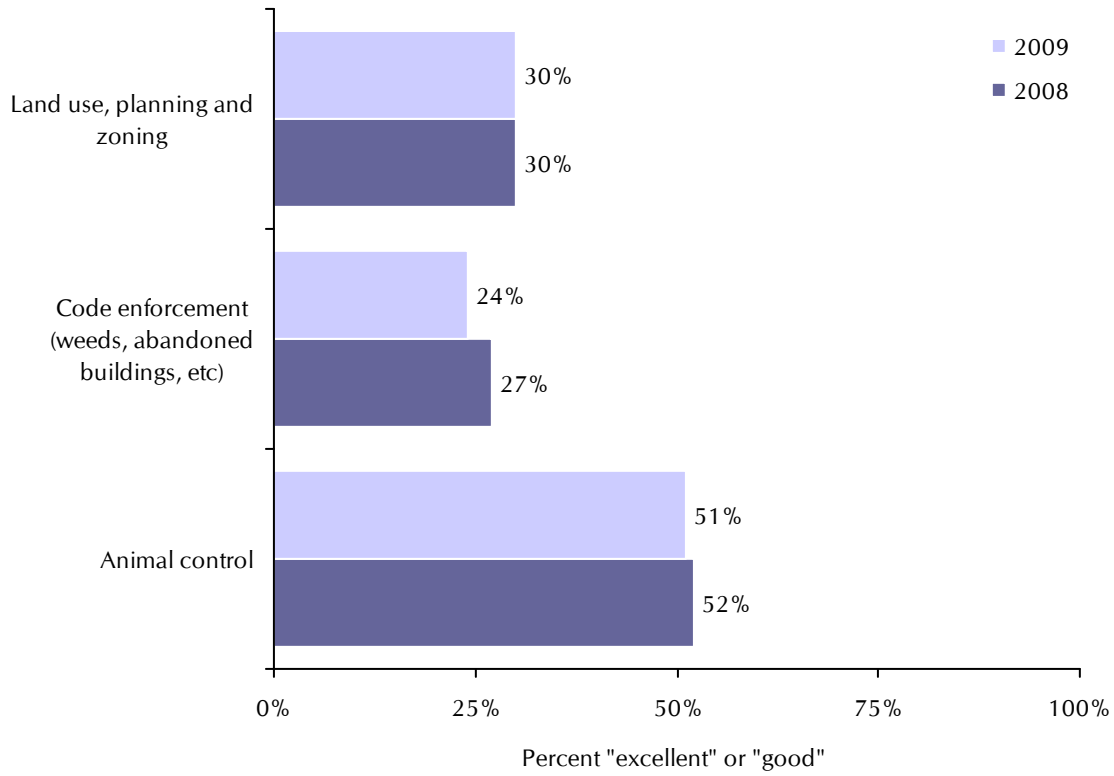


FIGURE 24: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Below
Code enforcement (weeds, abandoned buildings, etc)	Below
Animal control	Below

## ECONOMIC SUSTAINABILITY

The health of the economy may color how residents perceive their environment and all the services that local government delivers. In particular, a strong or weak local economy will shape what residents think about job and shopping opportunities. Just as residents have an idea about the speed of local population growth, they have a sense of how fast job and shopping opportunities are growing.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were shopping opportunities and Peoria County as a place to work. Receiving the lowest rating was employment opportunities.

FIGURE 25: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

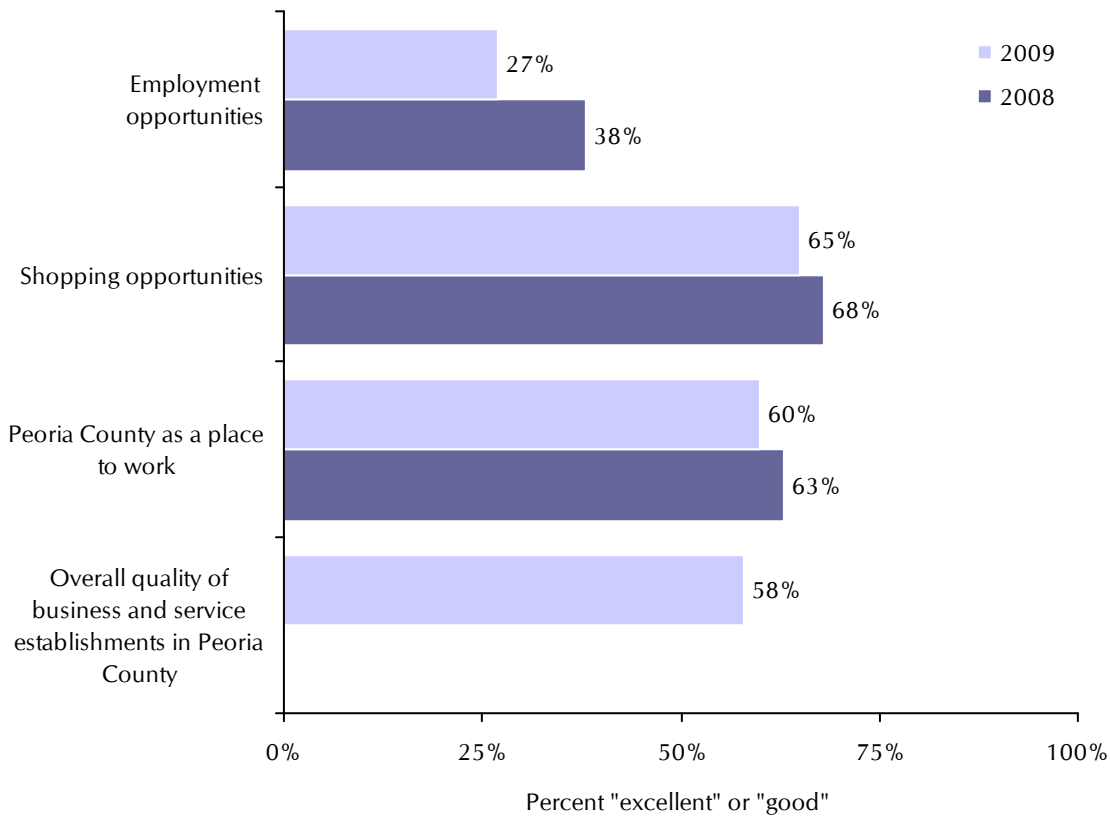


FIGURE 26: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Below
Shopping opportunities	Above
Peoria County as a place to work	Similar
Overall quality of business and service establishments in Peoria County	Similar

When asked to evaluate the rate of job growth in Peoria County, 86% responded that it was “too slow,” while 36% reported retail growth as “too slow.” About the same number of residents in Peoria County compared to other jurisdictions believed that retail growth was too slow and more residents believed that job growth was too slow.

FIGURE 27: RATINGS OF RETAIL AND JOB GROWTH BY YEAR

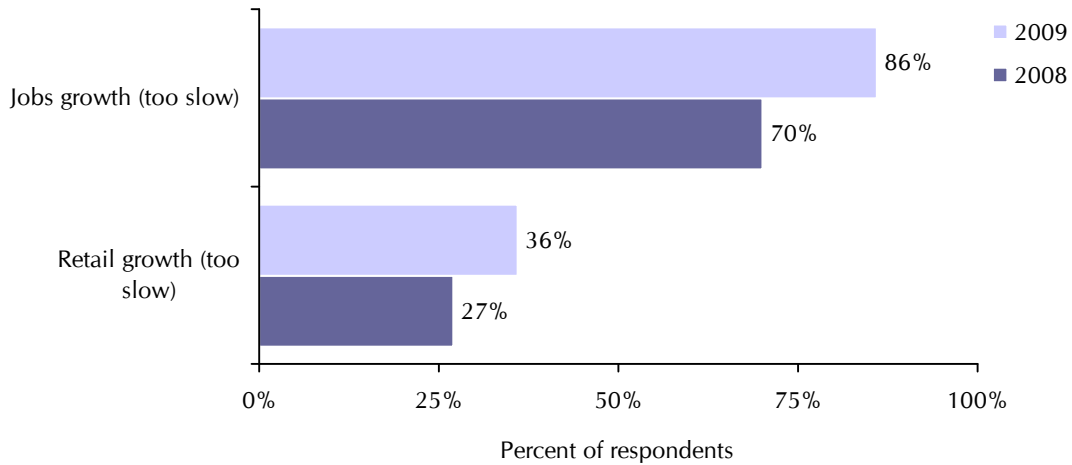


FIGURE 28: RETAIL AND JOB GROWTH BENCHMARKS

	Comparison to benchmark
Jobs growth seen as too slow	More
Retail growth seen as too slow	Similar

FIGURE 29: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

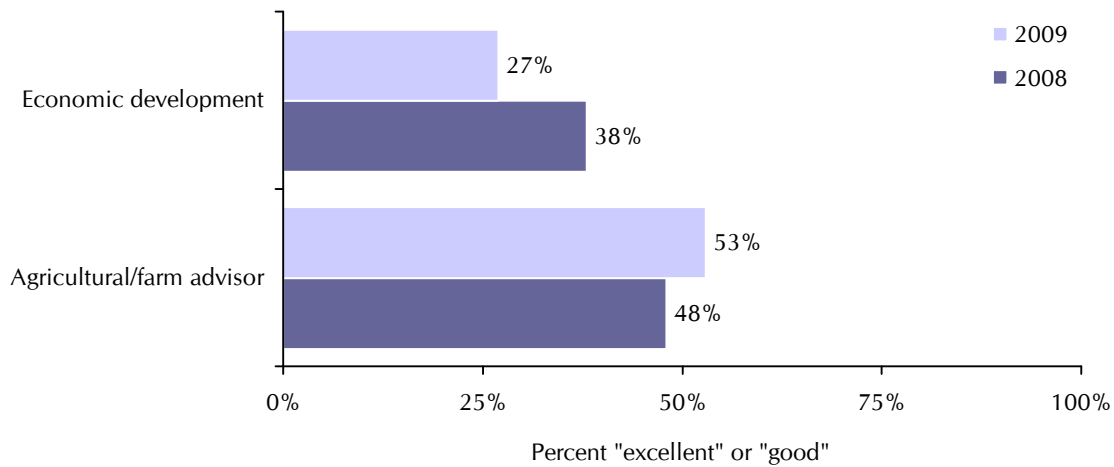


FIGURE 30: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Below
Agricultural/farm advisor	Below

Residents were asked to reflect on their economic prospects in the near term. Eighteen percent of Peoria County residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family. The percent of residents with an optimistic outlook on their household income was the same as comparison jurisdictions.

FIGURE 31: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

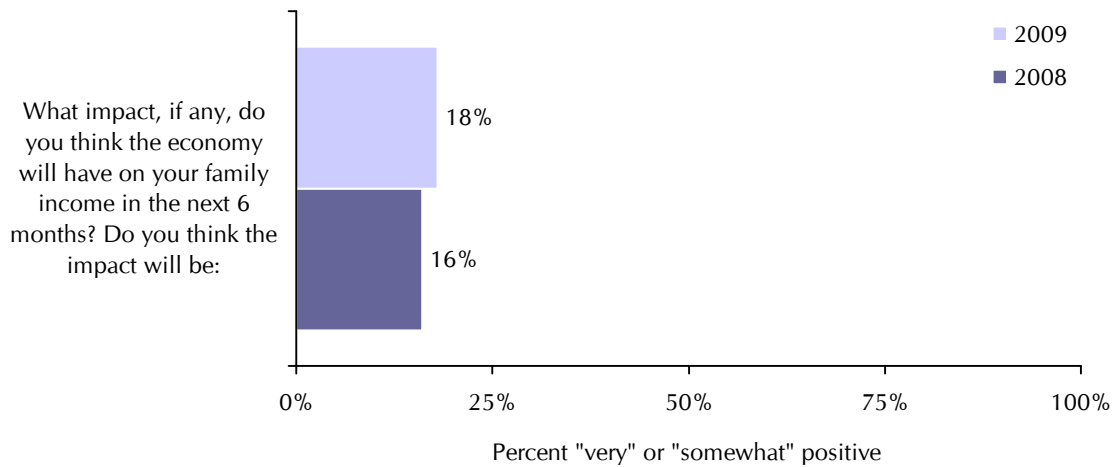


FIGURE 32: PERSONAL ECONOMIC FUTURE BENCHMARKS

	Comparison to benchmark
Positive impact of economy on household income	Similar

## PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Some gave positive ratings of safety in Peoria County. About 39% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 54% felt “very” or “somewhat” safe from environmental hazards. Daytime sense of safety was better than nighttime safety and neighborhoods felt safer than downtown.

FIGURE 33: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

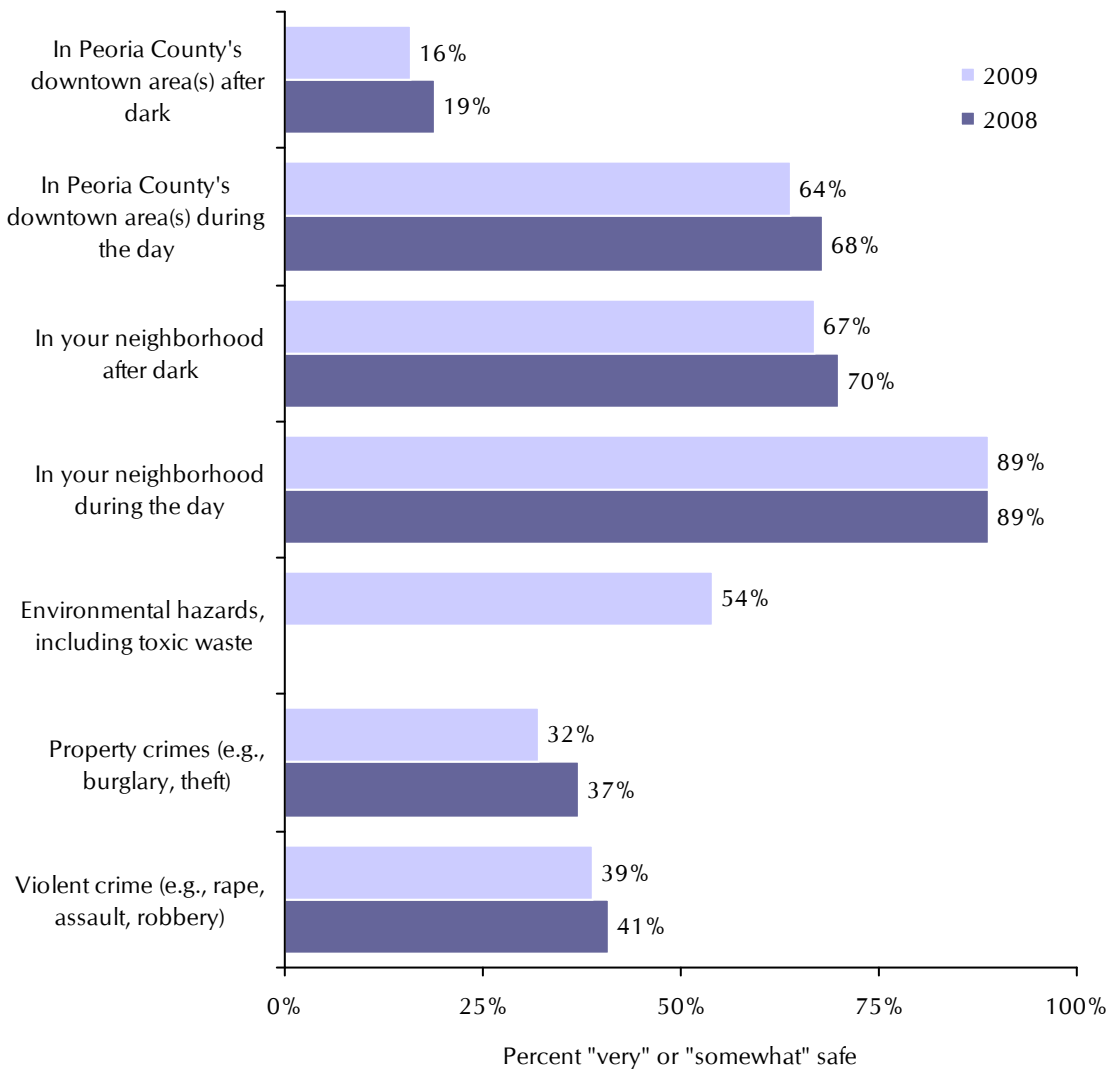


FIGURE 34: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
Safety in your neighborhood during the day	Below
Safety in your neighborhood after dark	Below
Safety in Peoria County's downtown area during the day	Below
Safety in Peoria County's downtown area after dark	Below
Safety from violent crime (e.g., rape, assault, robbery)	Below
Safety from property crimes (e.g., burglary, theft)	Below
Environmental hazards, including toxic waste	Below

As assessed by the survey, 12% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 89% had reported it to police. Compared to other jurisdictions fewer Peoria County residents had been victims of crime in the 12 months preceding the survey and more residents had reported their most recent crime victimization to the police.

FIGURE 35: CRIME VICTIMIZATION AND REPORTING BY YEAR

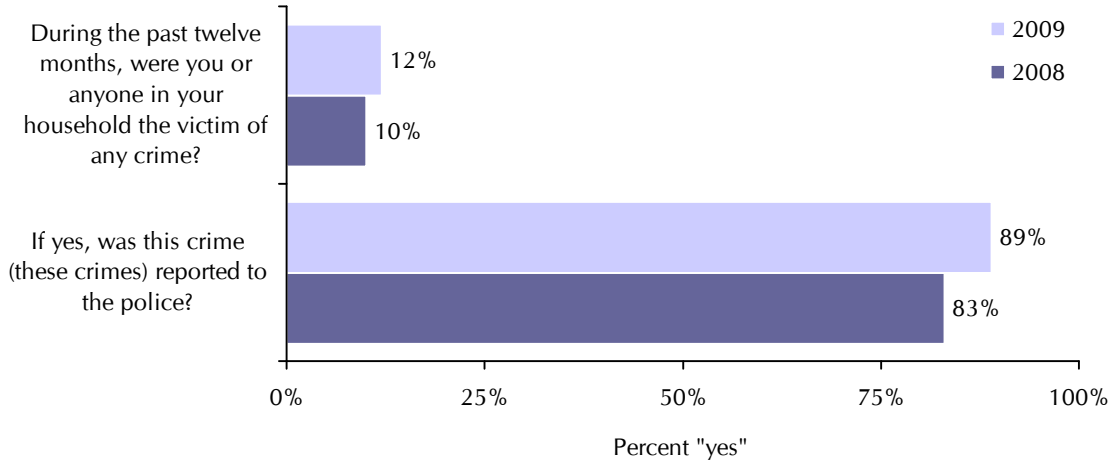


FIGURE 36: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Less
Reported crimes	More



Residents rated seven County public safety services; of these, seven were rated below the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while municipal courts and crime prevention received the lowest ratings.

FIGURE 37: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

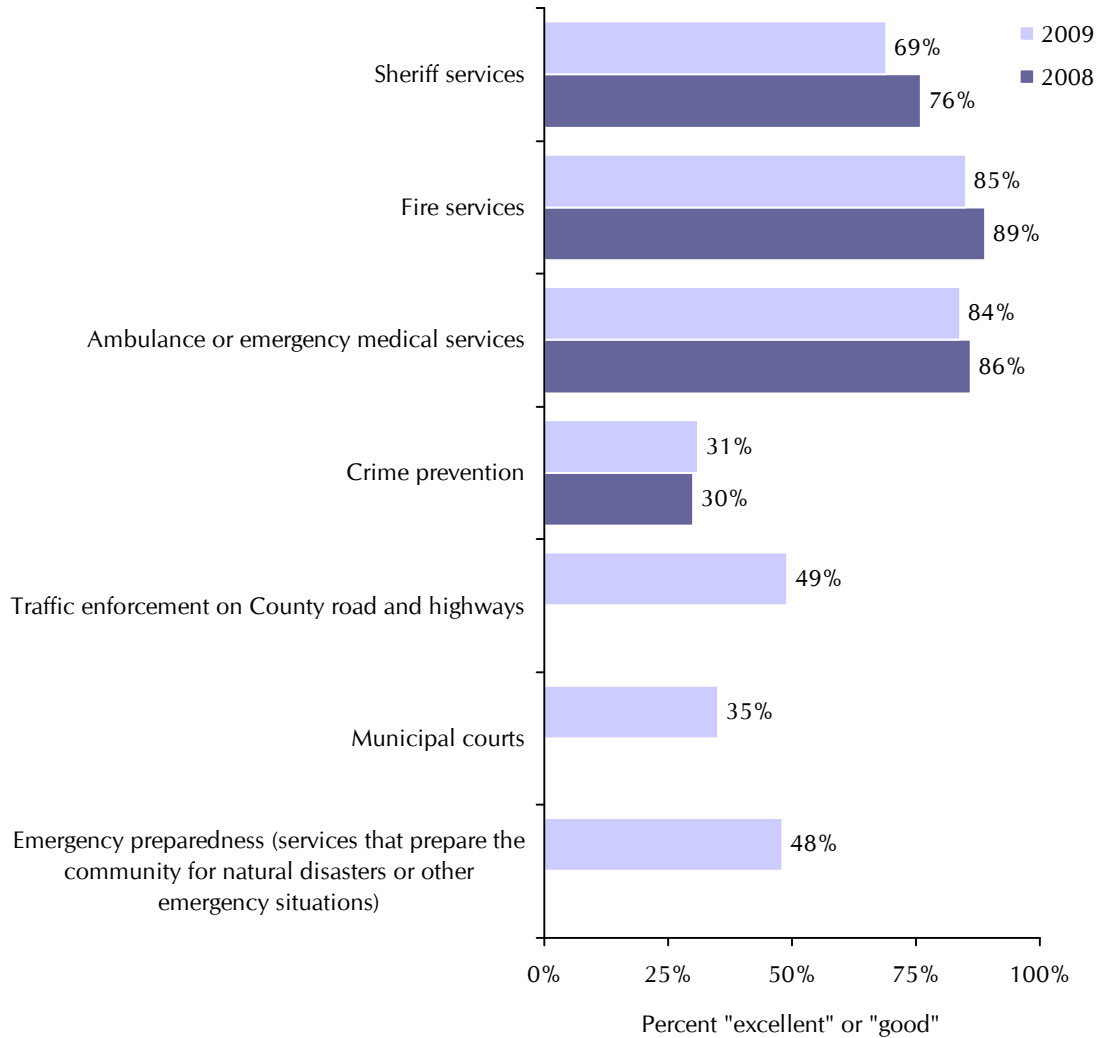


FIGURE 38: PUBLIC SAFETY SERVICES BENCHMARKS

Service	Comparison to benchmark
Sheriff services	Below
Fire services	Below
Ambulance or emergency medical services	Below
Crime prevention	Below
Traffic enforcement on County roads and highways	Below
Municipal courts	Below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Below

## ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green.” These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of Peoria County were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 53% of survey respondents.

FIGURE 39: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

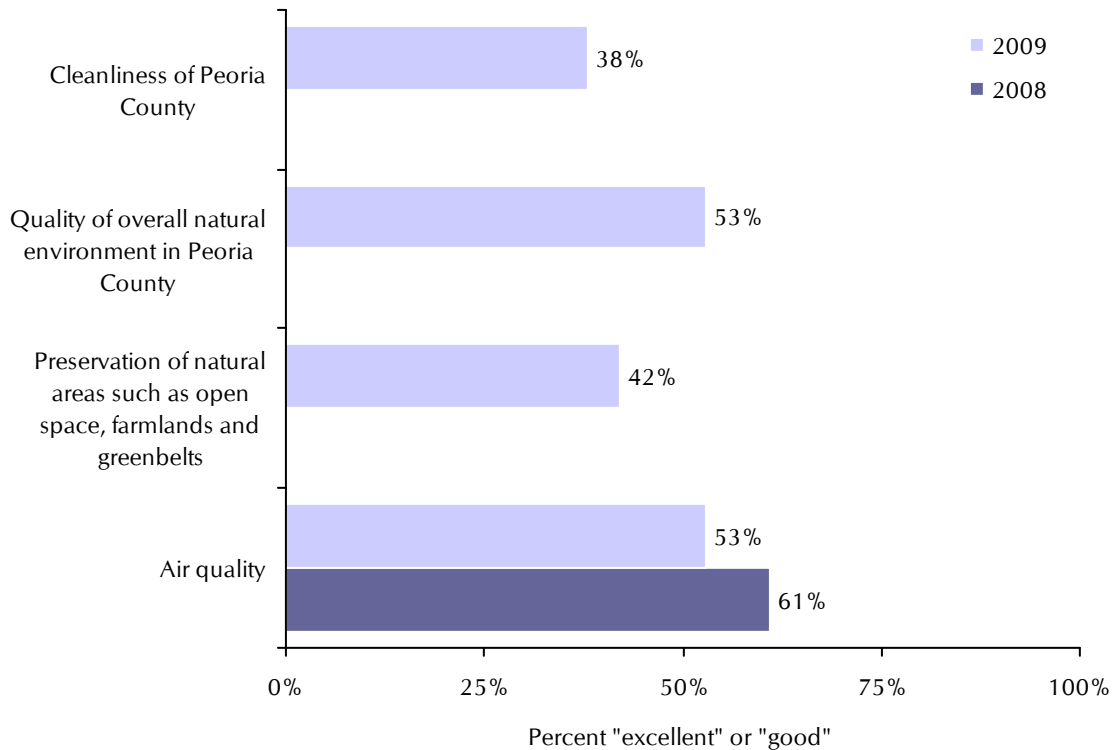


FIGURE 40: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Cleanliness of Peoria County	Below
Quality of overall natural environment in Peoria County	Below
Preservation of natural areas such as open space, farmlands and greenbelts	Below
Air quality	Below

Resident recycling was less than recycling reported in comparison communities.

FIGURE 41: FREQUENCY OF RECYCLING IN LAST 12 MONTHS BY YEAR

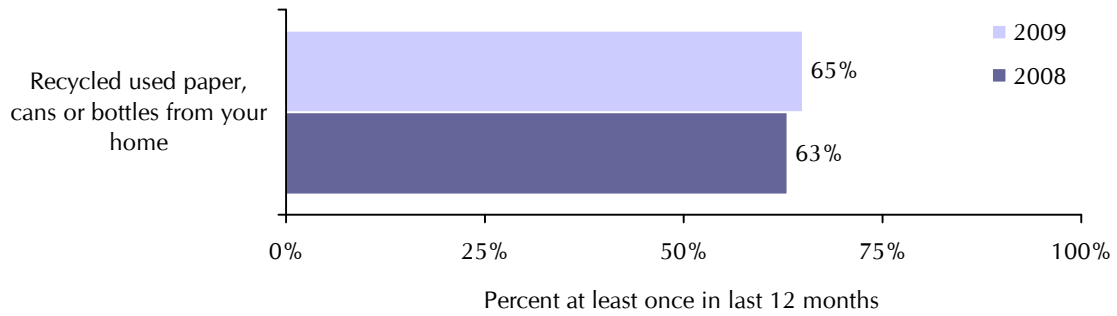


FIGURE 42: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	Less

Of the seven utility services rated by those completing the questionnaire, one was similar and six were below the benchmark comparison.

FIGURE 43: RATINGS OF UTILITY SERVICES BY YEAR

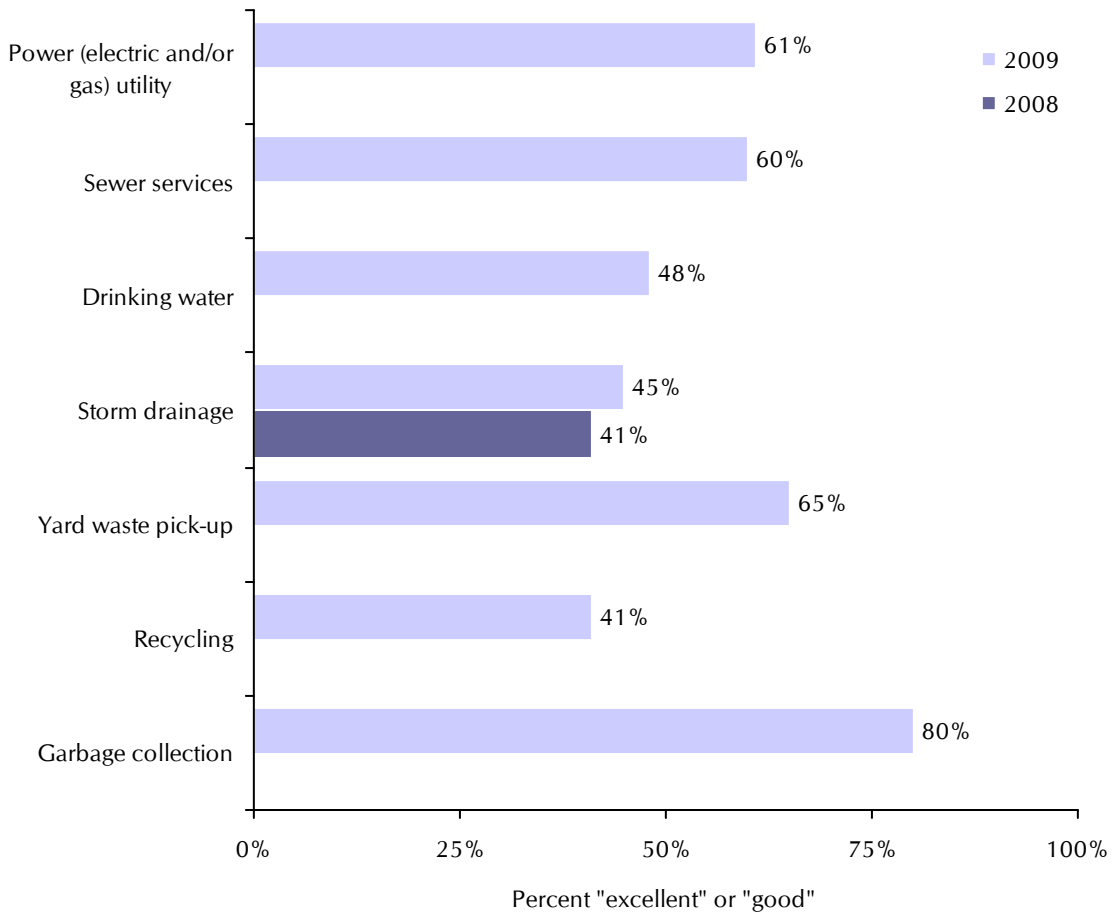


FIGURE 44: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Power (electric and/or gas) utility	Below
Sewer services	Below
Drinking water	Below
Storm drainage	Below
Yard waste pick-up	Below
Recycling	Below
Garbage collection	Similar

## RECREATION AND WELLNESS

### Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in Peoria County were rated moderately as were services related to parks and recreation. Availability of historic sites received the lowest rating and was lower than the national benchmark. Parks and recreation ratings have varied over time.

Resident use of County parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Peoria County recreation centers was greater than the percent of users in comparison jurisdictions. Similarly, recreation program use in Peoria County was higher than use in comparison jurisdictions.

FIGURE 45: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

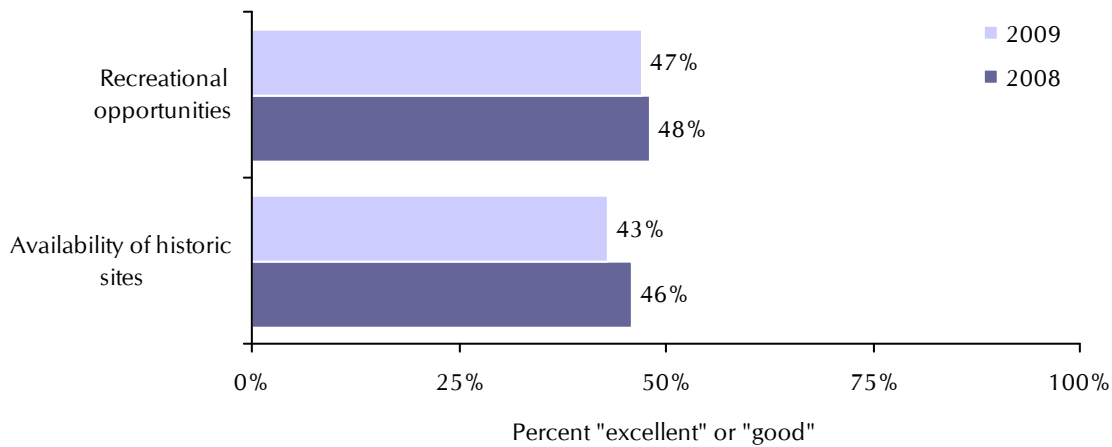


FIGURE 46: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Recreational opportunities	Below
Availability of historic sites	Below

FIGURE 47: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

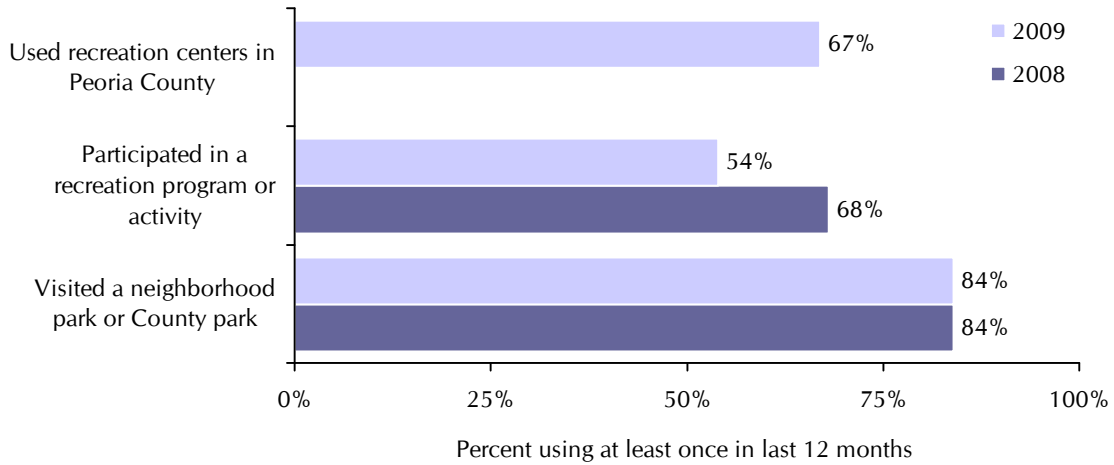


FIGURE 48: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Peoria County recreation centers	More
Participated in a recreation program or activity	More
Visited a neighborhood park or County park	Similar

FIGURE 49: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

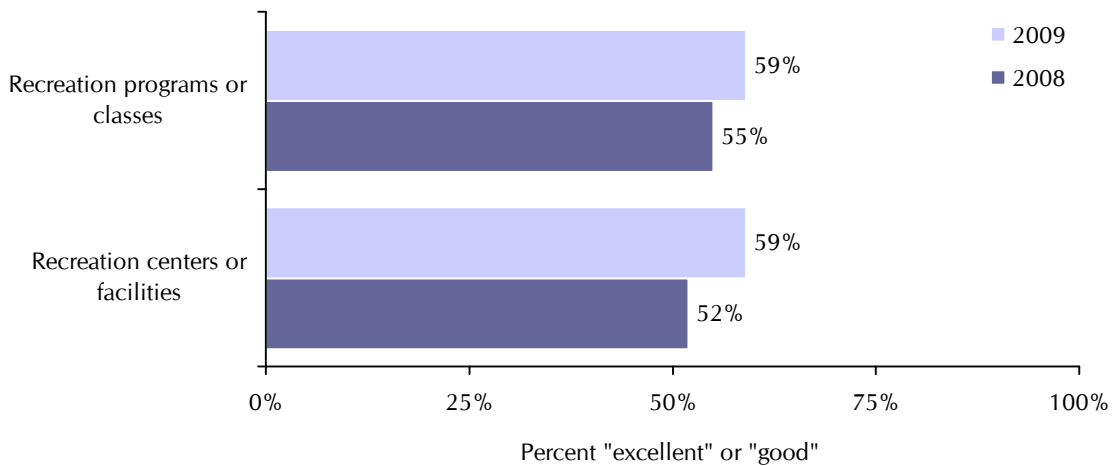


FIGURE 50: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
Recreation programs or classes	Below
Recreation centers or facilities	Below

## Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like an individual who simply goes to the office and returns home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and individuals. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 52% of respondents. Educational opportunities were rated as “excellent” or “good” by 54% of respondents. Compared to the benchmark data, educational opportunities were below the average of comparison jurisdictions, while cultural activity opportunities were rated similar to the benchmark comparison.

About 65% of Peoria residents used a County library at least once in the 12 months preceding the survey. This participation rate for library use was below comparison jurisdictions.

FIGURE 51: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

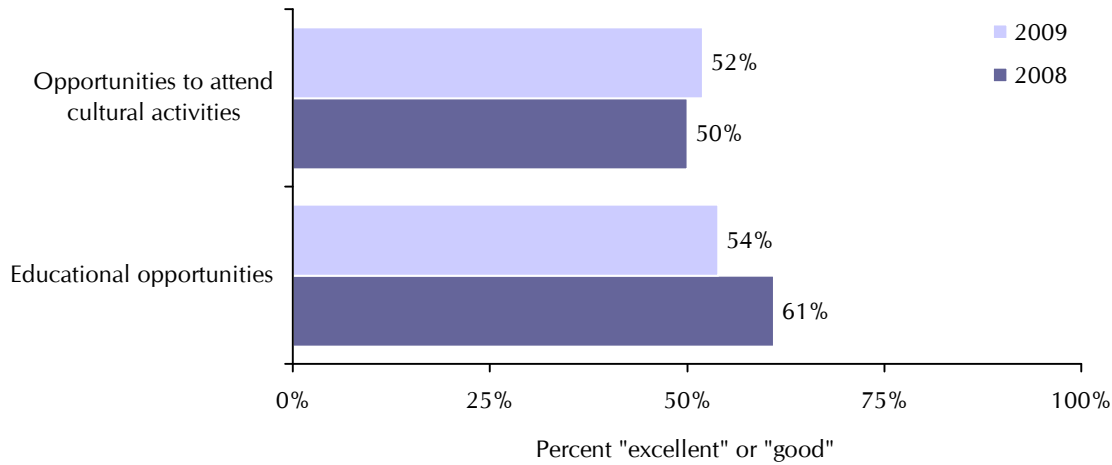


FIGURE 52: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Similar
Educational opportunities	Below

FIGURE 53: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES

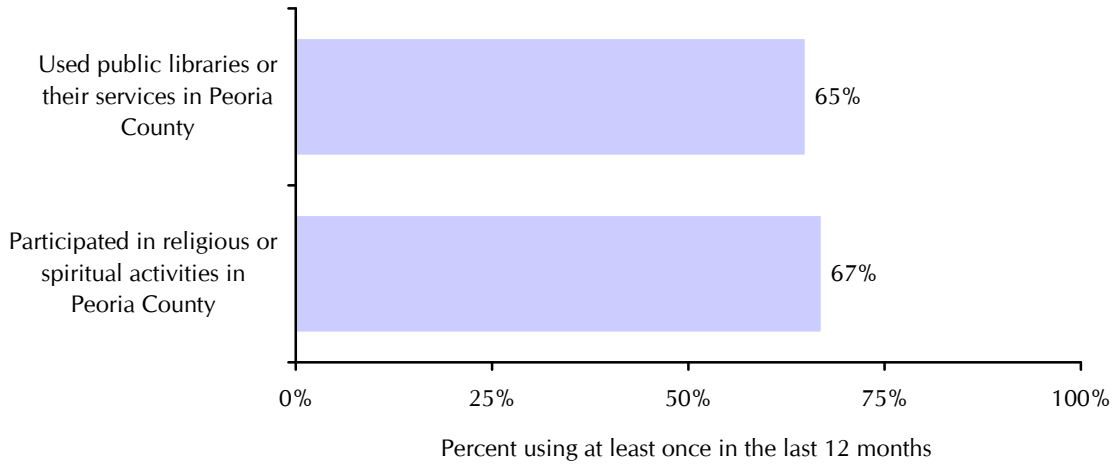


FIGURE 54: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Peoria County public libraries or their services	Less
Participated in religious or spiritual activities in Peoria County	More

FIGURE 55: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

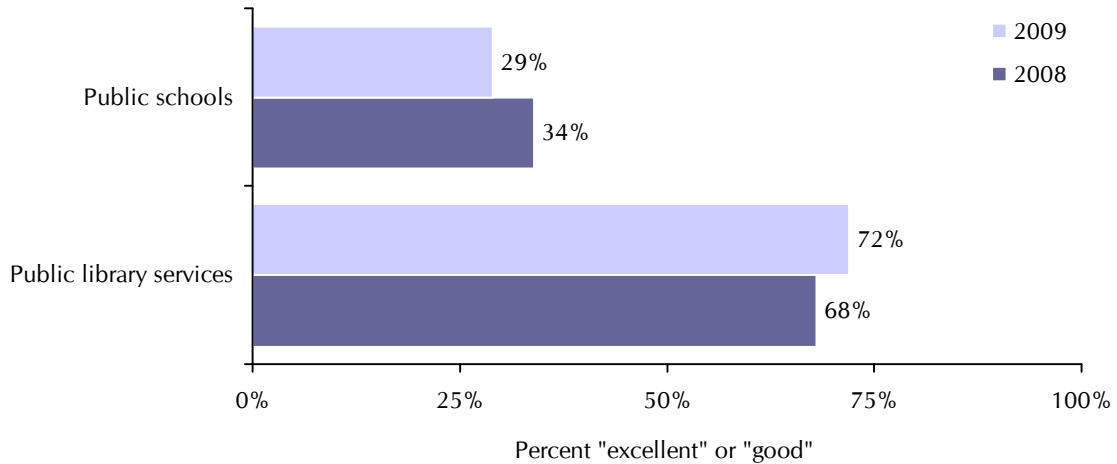


FIGURE 56: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Below
Public library services	Below



## Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of Peoria County were asked to rate the community’s health services as well as the availability of health care, high quality affordable food and preventive health care services. The availability of affordable quality food and preventive health services were rated most positively for Peoria County, while the availability for affordable quality health care was rated less favorably by residents.

Among Peoria County residents, 52% rated affordable quality health care as “excellent” or “good.” Those ratings were above the ratings of comparison communities.

FIGURE 57: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BY YEAR

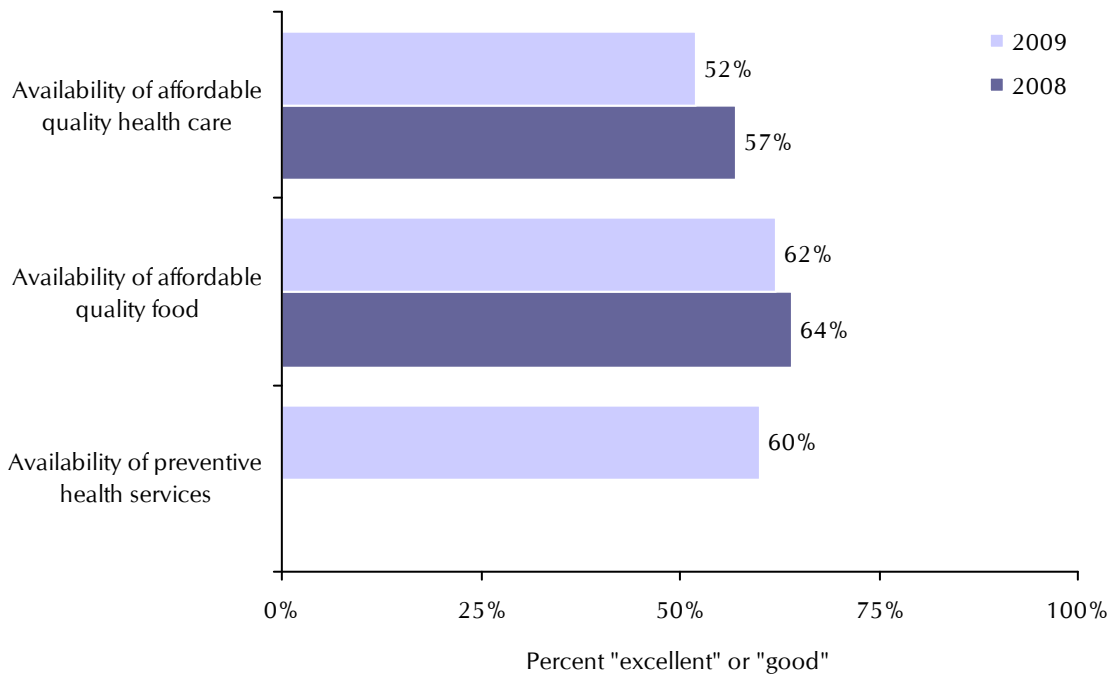


FIGURE 58: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Above
Availability of affordable quality food	Similar
Availability of preventive health services	Above

Of the three health related services offered in Peoria County, one was above the benchmark and three were below the benchmark.

FIGURE 59: RATINGS OF HEALTH AND WELLNESS SERVICES BY YEAR

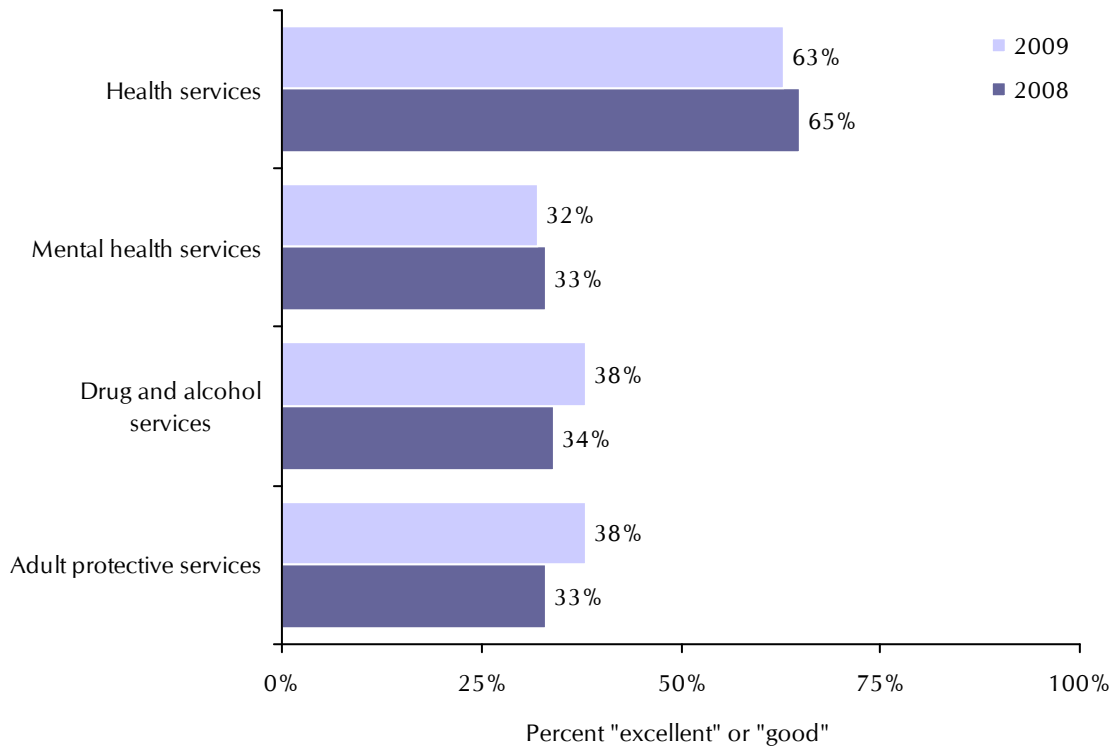


FIGURE 60: HEALTH AND WELLNESS SERVICES BENCHMARKS

	Comparison to benchmark
Health services	Above
Mental health services	Below
Drug and alcohol services	Below
Adult protective services	Below

## COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of Peoria County as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults, youth and residents with few resources. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

A majority of residents rated Peoria County as an excellent or good place to raise kids and a about a third of residents rated it as an “excellent” or “good” place to retire. Many residents felt that the local sense of community was “excellent” or “good.” About half of survey respondents felt Peoria County was open and accepting towards people of diverse backgrounds.

FIGURE 61: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

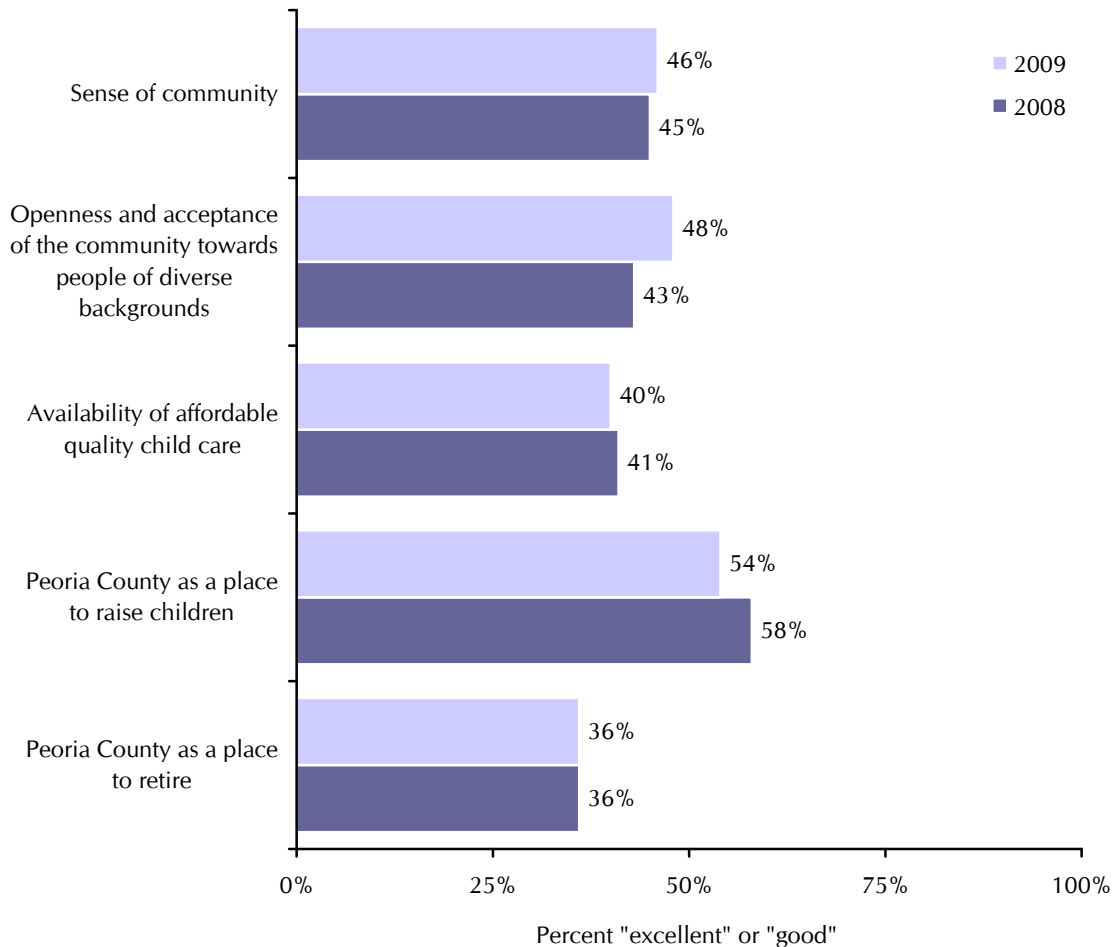


FIGURE 62: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Below
Openness and acceptance of the community towards people of diverse backgrounds	Below
Availability of affordable quality child care	Similar
Peoria County as a place to raise children	Below
Peoria County as a place to retire	Below

Services to more vulnerable populations (e.g., seniors, youth or low-income residents) ranged from 39% to 51% with ratings of “excellent” or “good.” Services to low-income people were the same as the benchmark while services to youth and services to seniors were below the benchmark comparison.

FIGURE 63: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

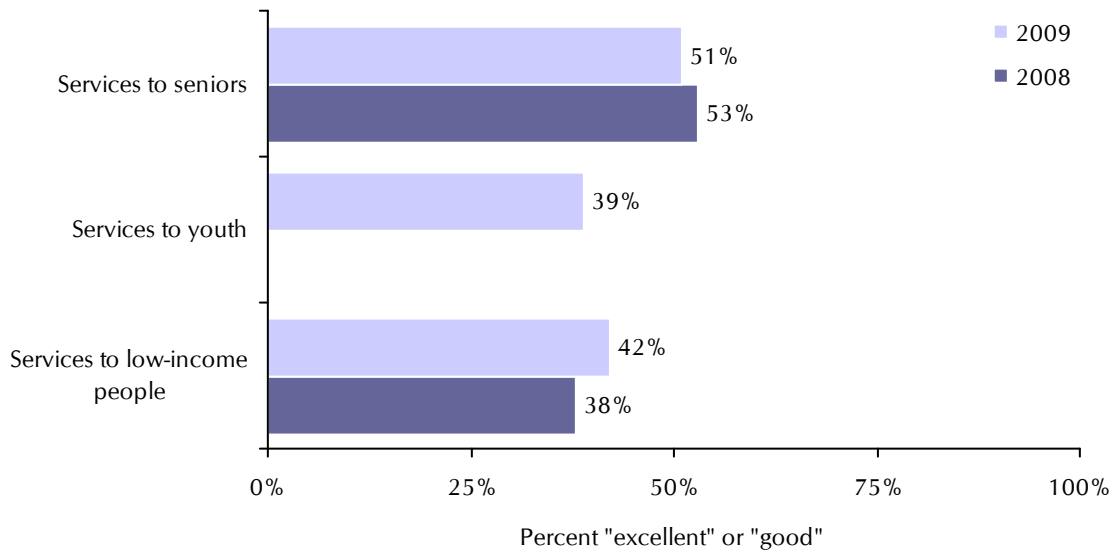


FIGURE 64: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Below
Services to youth	Below
Services to low-income people	Similar

## CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding residents' level of connection to, knowledge of and participation in local government, the County can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs..

### Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of Peoria County. Survey participants rated the volunteer opportunities in Peoria County favorably. Opportunities to attend or participate in community matters were rated less favorably.

The rating for opportunities to participate in community matters was below the benchmark while the rating for opportunities to volunteer was similar to the benchmark.

FIGURE 65: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

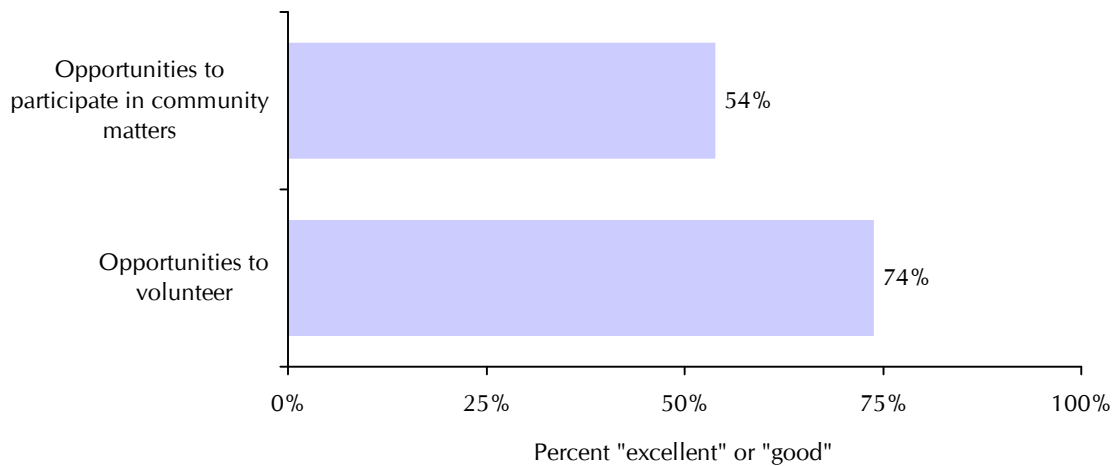


FIGURE 66: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Below
Opportunities to volunteer	Similar

Most of the participants in this survey had not attended a public meeting or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Those who had watched a meeting of local elected officials or other local public meeting on cable television, volunteered your time to some group or activity or participated in a club or civic group in Peoria County showed higher rates of involvement; while those who had provided help to a friend or neighbor showed similar rates. Those who had attended a meeting of local elected officials or other local public meeting showed lower rates of community engagement.

FIGURE 67: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR

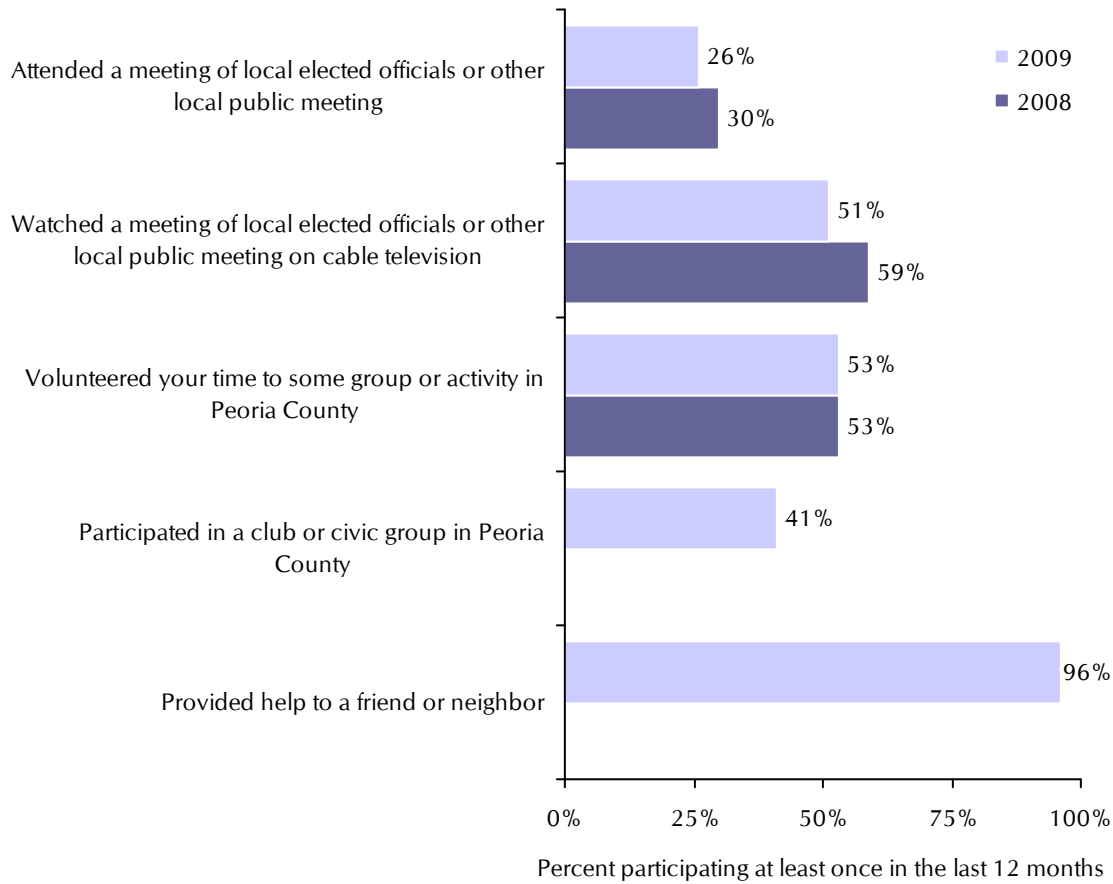
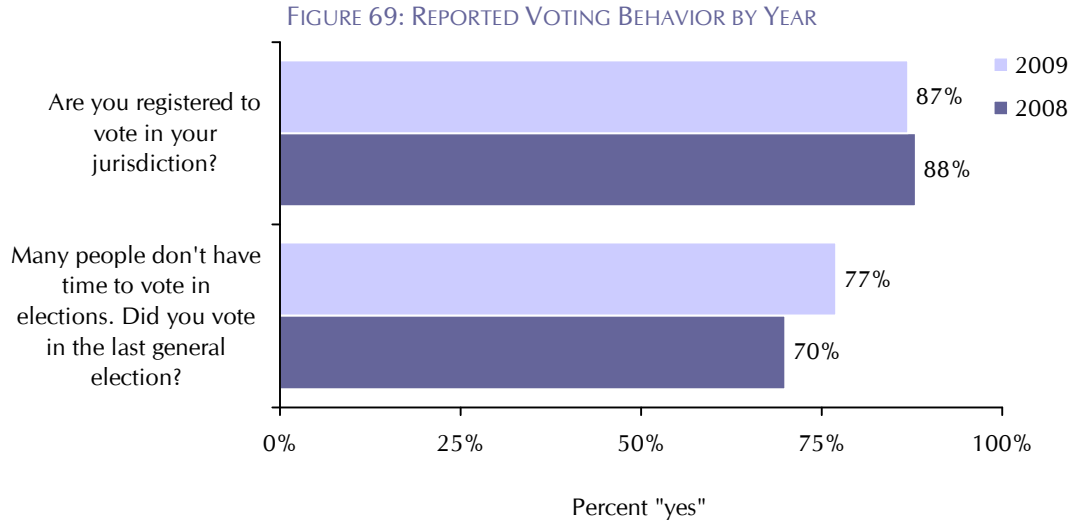


FIGURE 68: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Less
Watched a meeting of local elected officials or other local public meeting on cable television	More
Volunteered your time to some group or activity in Peoria County	More
Participated in a club or civic group in Peoria County	More
Provided help to a friend or neighbor	Similar

Peoria County residents showed the largest amount of civic engagement in the area of electoral participation. Eighty-seven percent reported they were registered to vote and 77% indicated they had voted in the last general election. This rate of self-reported voting was about the same as that of comparison communities.



Note: In addition to the removal of “don’t know” responses, those who said “ineligible to vote” also have been omitted from this calculation. The full frequencies appear in Appendix A.

**FIGURE 70: VOTING BEHAVIOR BENCHMARKS**

	Comparison to benchmark
Registered to vote	More
Voted in last general election	Similar



## Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the Peoria County Web site in the previous 12 months, 43% reported they had done so at least once. Public information services were rated below the benchmark data.

FIGURE 71: USE OF INFORMATION SOURCES BY YEAR

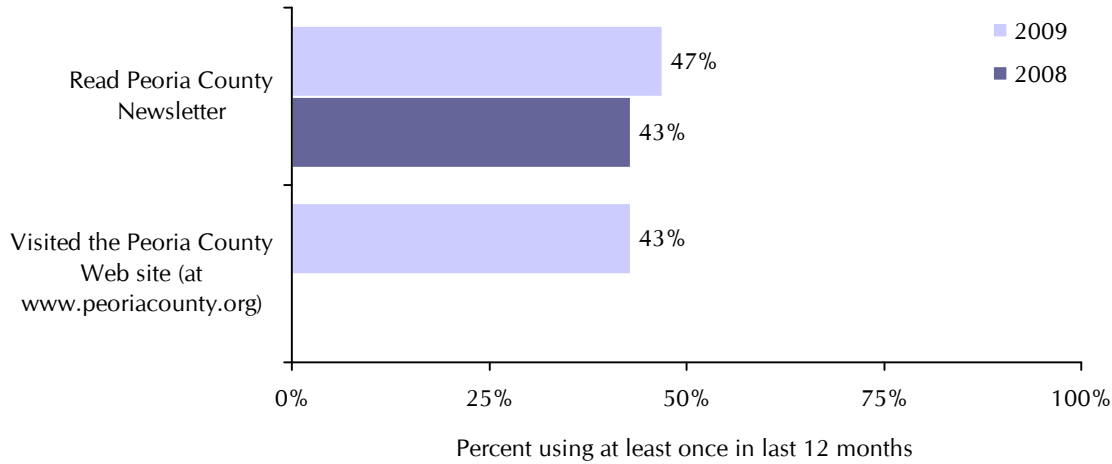


FIGURE 72: USE OF INFORMATION SOURCES BENCHMARKS

Information Source	Comparison to benchmark
Read Peoria County Newsletter	Less
Visited the Peoria County Web site	Less

FIGURE 73: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

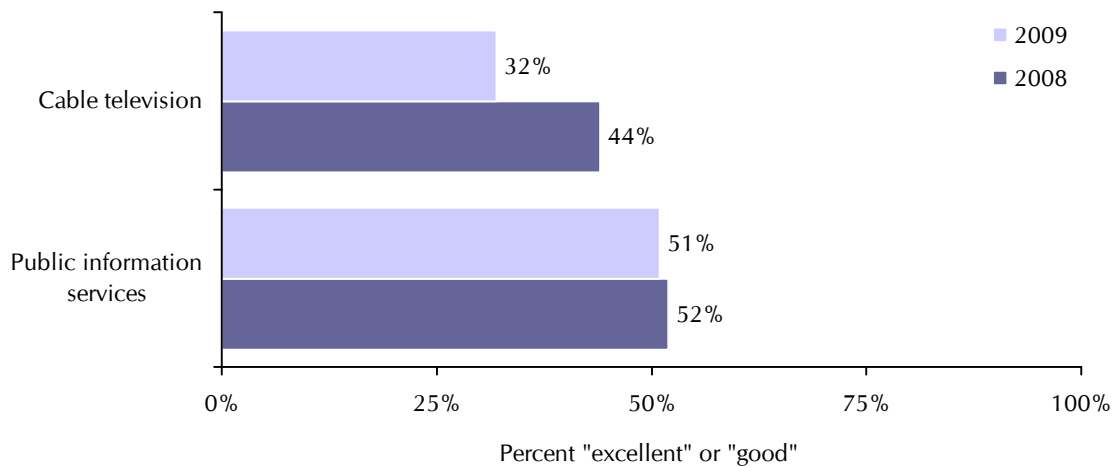


FIGURE 74: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

Service	Comparison to benchmark
Cable television	Below
Public information services	Below

## Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 52% of respondents.

FIGURE 75: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

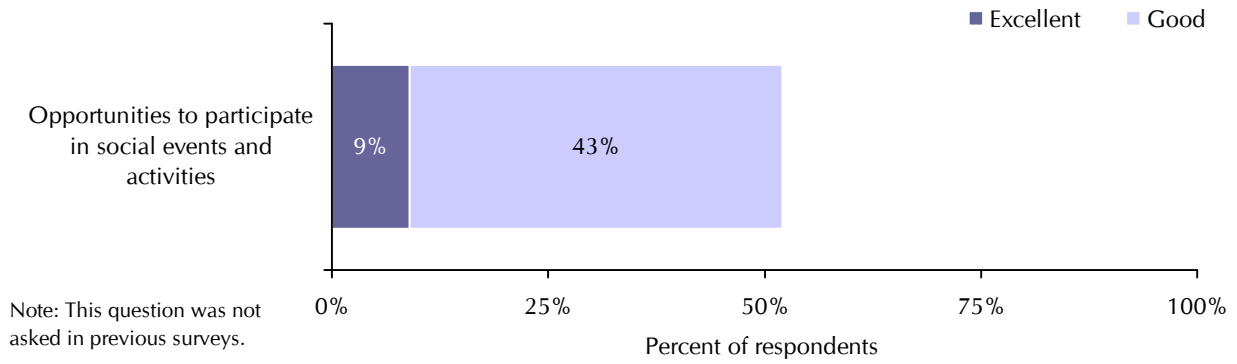
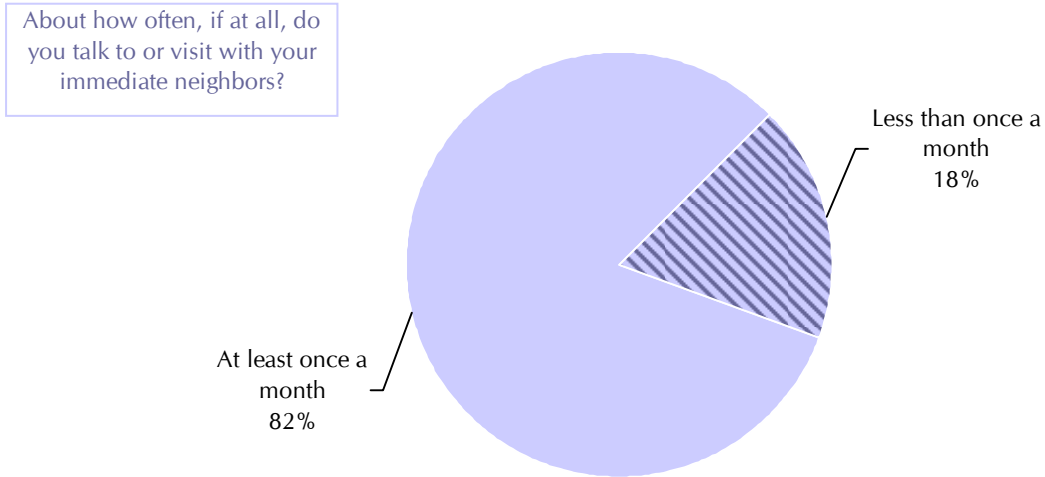


FIGURE 76: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Below

Residents in Peoria County reported a strong amount of neighborliness. More than 82% indicated talking or visiting with their neighbors several times a week or more frequently. This amount of contact with neighbors was about the same as the amount of contact reported in other communities.

FIGURE 77: CONTACT WITH IMMEDIATE NEIGHBORS



Note: This question was not asked in previous surveys.

FIGURE 78: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

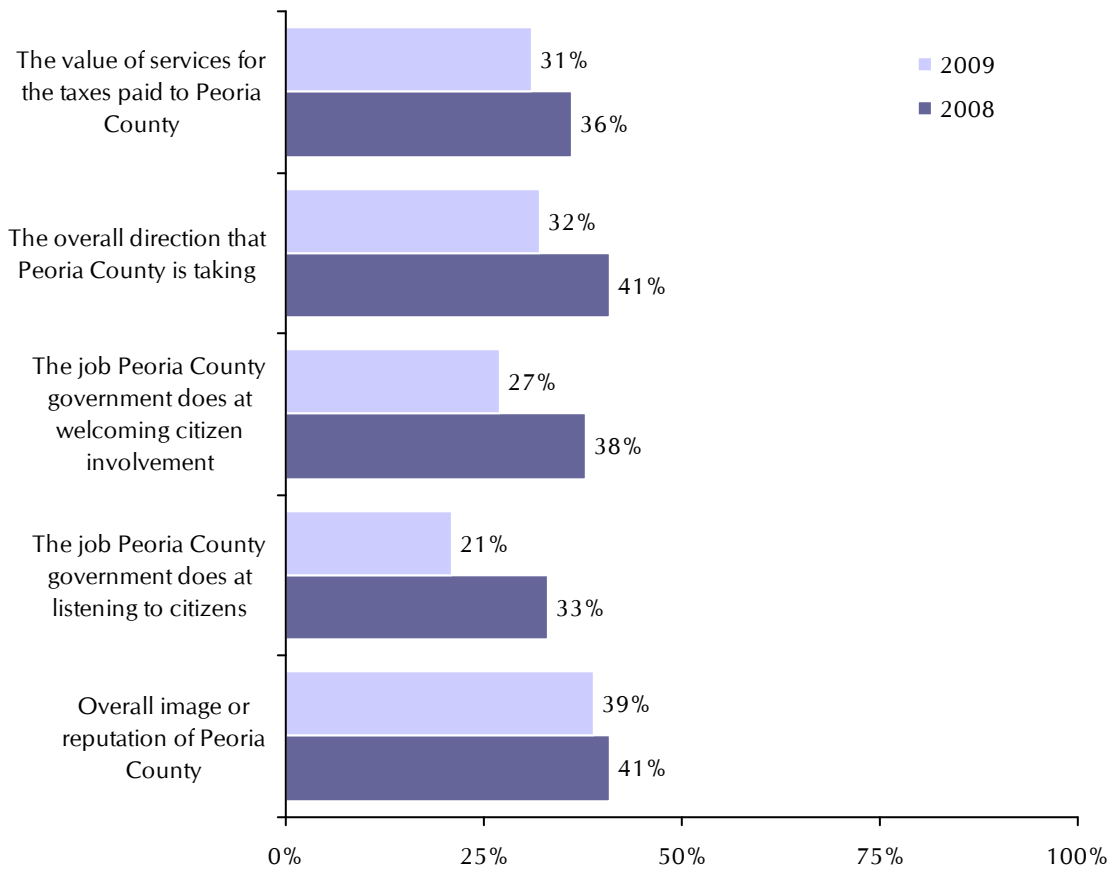
	Comparison to benchmark
Has contact with neighbors at least once per month	Similar

## PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction Peoria County is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by Peoria County could be compared their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about Peoria County may be colored by their dislike of what all levels of government provide.

About a third of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job Peoria County does at listening to citizens, 21% rated it as "excellent" or "good."<sup>1</sup>

FIGURE 79: PUBLIC TRUST RATINGS BY YEAR



Note: In previous years, these questions were asked on an "agree/disagree" scale.

<sup>1</sup> NRC converted the public trust questions from an agree-disagree scale to the excellent-poor scale to remove the positive bias that agreement wording injects into the question. As a result of this modification the ratings (% positive) decline some simply because the excellent, good, fair, poor scale garners fewer respondents reporting excellent or good than report strongly agree or agree on an agree-disagree scale.

FIGURE 80: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
The value of services for the taxes paid to Peoria County	Below
The overall direction that Peoria County is taking	Below
The job Peoria County government does at welcoming citizen involvement	Below
The job Peoria County government does at listening to citizens	Below
Overall image or reputation of Peoria County	Below

On average, residents of Peoria County gave the highest evaluations to their own local government and the lowest average rating to state government. The overall quality of services delivered by Peoria County was rated as “excellent” or “good” by 48% of survey participants. Peoria County’s rating was below the benchmark when compared to other communities. Ratings of overall County services have remained stable since the previous survey.

FIGURE 81: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

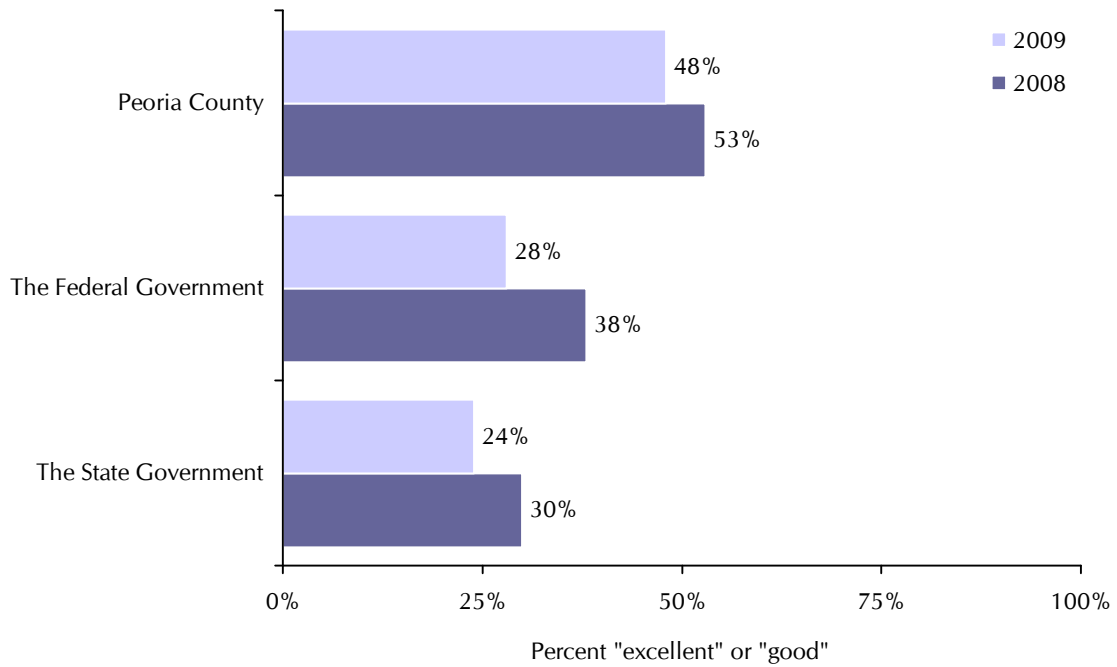


FIGURE 82: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by Peoria County	Below
Services provided by the Federal Government	Below
Services provided by the State Government	Below

## Peoria County Employees

The employees of Peoria County who interact with the public create the first impression that most residents have of Peoria County. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of Peoria County. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with Peoria County staff.

Those completing the survey were asked if they had been in contact with a County employee either in person or over the phone in the last 12 months; the 38% who reported that they had been in contact (a percent that is lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. County employees were rated favorably, 67% of respondents rated their overall impression as "excellent" or "good." Employee ratings were lower than the benchmark and were similar to past survey years.

FIGURE 83: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH COUNTY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

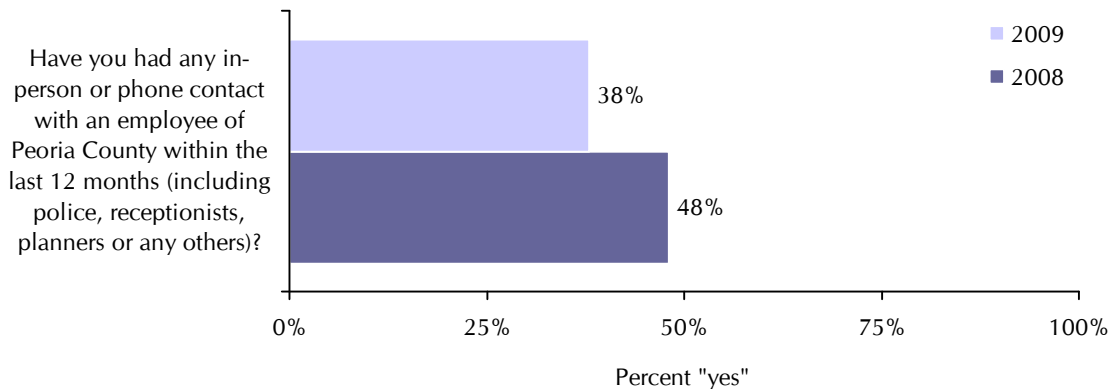


FIGURE 84: CONTACT WITH COUNTY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with county employee(s) in last 12 months	Less

FIGURE 85: RATINGS OF COUNTY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

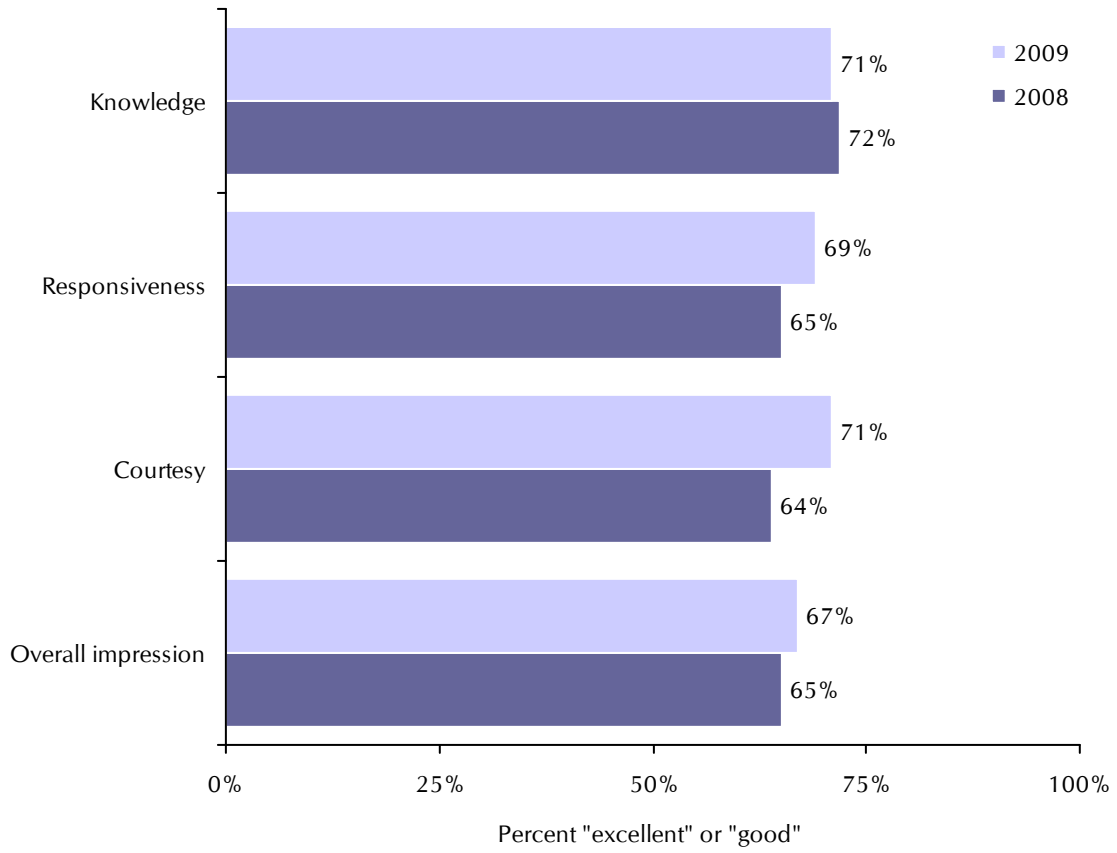


FIGURE 86: RATINGS OF COUNTY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Knowledge	Below
Responsiveness	Below
Courtesy	Below
Overall impression	Below



## FROM DATA TO ACTION

### RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline; yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for Peoria County by examining the relationships between ratings of each service and ratings of Peoria County's overall services. Those key driver services that correlated most highly with residents' perceptions about overall County service quality have been identified. By targeting improvements in key services, Peoria County can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

Services found to be most strongly correlated with ratings of overall service quality from the Peoria County Key Driver Analysis were:

- Sheriff services
- Code enforcement
- Drinking water
- Health services
- Public schools
- Snow removal

## PEORIA COUNTY ACTION CHART

The 2009 Peoria County Action Chart™ on the following page combines three dimensions of performance:

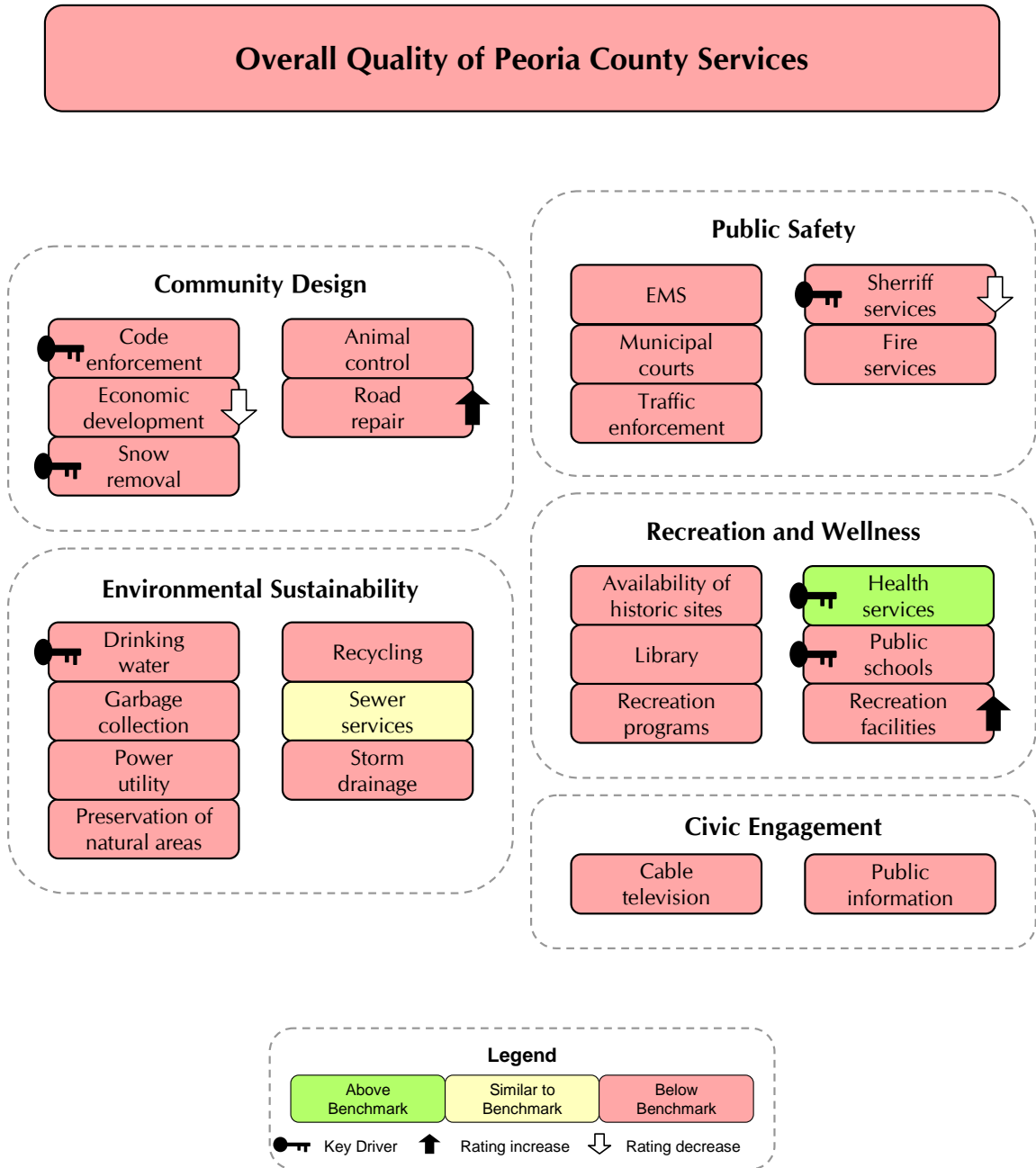
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates that service is key (either core or key driver)
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Twenty-five services were included in the KDA for Peoria County. Of these, one was above the benchmark, 23 were below the benchmark and one was similar to the benchmark. Ratings for two services were trending up and three were trending down, while 20 remained similar to the previous survey. A key icon (🔑) indicates the six key drivers.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least similar to the benchmark. In Peoria County, sheriff services, code enforcement, drinking water, public schools and snow removal were below the benchmark. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies, Frequencies Including “Don’t Know” Responses for the percent “don’t know” for each service.

FIGURE 87: PEORIA COUNTY ACTION CHART™



## Using Your Action Chart™

The key drivers derived for Peoria County provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked by key symbols in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit Peoria County, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC data set. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services. In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated, with shaded rows, Peoria County key drivers that overlap core services or the nationally derived keys.

FIGURE 88: KEY DRIVERS COMPARED

Service	Peoria County Key Drivers	National Key Drivers	Core Services
Animal control			
Code enforcement	✓		✓
Economic development		✓	
Road repair			✓
Snow removal	✓		
Garbage collection			✓
Power utility			
Preservation of natural areas			
Recycling			
Sewer			✓
Storm drainage			✓
Drinking water	✓		✓
Courts			
EMS			✓
Fire			✓
Sheriff services	✓	✓	✓
Traffic enforcement			
Health services	✓		
Public library			
Public schools	✓	✓	
Availability of historic sites			
Recreation centers or facilities			
Recreation programs or classes			
Cable television			
Public information services		✓	

## POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions, when applicable.

Policy Question 1	
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?	Percent of respondents
Strongly support	41%
Somewhat support	47%
Somewhat oppose	8%
Strongly oppose	3%
Total	100%

Policy Question 2	
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?	Percent of respondents
Strongly support	36%
Somewhat support	52%
Somewhat oppose	8%
Strongly oppose	4%
Total	100%

Policy Question 3					
Please rate how important you think each of the following initiatives should be for Peoria County Government over the next five years:	Essential	Very important	Somewhat important	Not at all important	Total
Providing a safe and healthy community	66%	31%	3%	0%	100%
Attracting jobs and growth to the County	62%	31%	6%	1%	100%
Ensuring the County is a high performing public organization	33%	41%	23%	2%	100%
Providing world class public facilities	23%	31%	37%	9%	100%

**APPENDIX A: COMPLETE SURVEY  
FREQUENCIES**

FREQUENCIES EXCLUDING "DON'T KNOW" RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Peoria County:	Excellent	Good	Fair	Poor	Total
Peoria County as a place to live	8%	57%	30%	5%	100%
Your neighborhood as a place to live	26%	48%	20%	6%	100%
Peoria County as a place to raise children	9%	45%	35%	10%	100%
Peoria County as a place to work	8%	52%	28%	12%	100%
Peoria County as a place to retire	7%	29%	39%	25%	100%
The overall quality of life in Peoria County	5%	53%	36%	5%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Peoria County as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	5%	41%	43%	11%	100%
Openness and acceptance of the community towards people of diverse backgrounds	5%	43%	40%	12%	100%
Overall appearance of Peoria County	3%	40%	47%	10%	100%
Cleanliness of Peoria County	3%	35%	48%	14%	100%
Overall quality of new development in Peoria County	6%	41%	40%	13%	100%
Variety of housing options	8%	44%	38%	10%	100%
Overall quality of business and service establishments in Peoria County	8%	50%	37%	5%	100%
Shopping opportunities	14%	51%	27%	7%	100%
Opportunities to attend cultural activities	11%	41%	38%	10%	100%
Recreational opportunities	8%	39%	38%	15%	100%
Employment opportunities	2%	25%	44%	29%	100%
Educational opportunities	10%	44%	38%	9%	100%
Opportunities to participate in social events and activities	9%	43%	42%	7%	100%
Opportunities to volunteer	17%	56%	23%	4%	100%
Opportunities to participate in community matters	9%	45%	39%	7%	100%
Ease of bus travel in Peoria County	6%	32%	37%	25%	100%
Ease of bicycle travel in Peoria County	3%	24%	39%	35%	100%
Ease of walking in Peoria County	4%	27%	40%	29%	100%
Availability of paths and walking trails	5%	24%	38%	33%	100%
Traffic flow on major streets	4%	40%	42%	13%	100%
Availability of affordable quality housing	5%	39%	40%	16%	100%
Availability of affordable quality child care	5%	35%	39%	22%	100%
Availability of affordable quality health care	14%	39%	34%	13%	100%
Availability of affordable quality food	13%	49%	31%	7%	100%
Availability of preventive health services	13%	47%	30%	10%	100%
Air quality	5%	48%	38%	9%	100%
Quality of overall natural environment in Peoria County	5%	48%	39%	8%	100%
Overall image or reputation of Peoria County	3%	37%	45%	16%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Peoria County over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	7%	23%	50%	14%	6%	100%
Retail growth (stores, restaurants, etc.)	7%	29%	49%	11%	4%	100%
Jobs growth	39%	47%	13%	1%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Peoria County?	Percent of respondents
Not a problem	4%
Minor problem	22%
Moderate problem	50%
Major problem	25%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Peoria County:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	6%	33%	18%	30%	13%	100%
Property crimes (e.g., burglary, theft)	5%	27%	19%	34%	15%	100%
Environmental hazards, including toxic waste	19%	36%	26%	15%	5%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	53%	35%	6%	4%	2%	100%
In your neighborhood after dark	24%	43%	12%	13%	8%	100%
In Peoria County's downtown area(s) during the day	18%	47%	16%	14%	5%	100%
In Peoria County's downtown area(s) after dark	1%	15%	13%	36%	35%	100%



Question 7: Crime Victim	
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	88%
Yes	12%
Total	100%

Question 8: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	11%
Yes	89%
Total	100%

Question 9: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Peoria County?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used public libraries or their services in Peoria County	35%	25%	24%	9%	7%	100%
Used recreation centers in Peoria County	33%	27%	24%	7%	9%	100%
Participated in a recreation program or activity	46%	24%	19%	5%	6%	100%
Visited a neighborhood park or County park	16%	26%	38%	10%	9%	100%
Ridden a local bus within Peoria County	83%	8%	4%	2%	3%	100%
Attended a meeting of local elected officials or other local public meeting	74%	17%	7%	1%	1%	100%
Watched a meeting of local elected officials or other local public meeting on cable television	49%	29%	17%	4%	1%	100%
Read Peoria County Newsletter	53%	24%	16%	3%	4%	100%
Visited the Peoria County Web site (at <a href="http://www.peoriacounty.org">www.peoriacounty.org</a> )	57%	23%	16%	3%	2%	100%
Recycled used paper, cans or bottles from your home	35%	15%	17%	10%	23%	100%
Volunteered your time to some group or activity in Peoria County	47%	22%	16%	6%	9%	100%
Participated in religious or spiritual activities in Peoria County	33%	13%	14%	9%	32%	100%
Participated in a club or civic group in Peoria County	59%	16%	14%	5%	6%	100%
Provided help to a friend or neighbor	4%	15%	41%	20%	19%	100%

Question 10: Neighborliness	
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)?	Percent of respondents
Just about everyday	21%
Several times a week	25%
Several times a month	26%
Once a month	9%
Several times a year	10%
Once a year or less	3%
Never	6%
Total	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Peoria County:	Excellent	Good	Fair	Poor	Total
Sheriff services	17%	52%	25%	6%	100%
Fire services	34%	51%	11%	3%	100%
Ambulance or emergency medical services	29%	55%	13%	3%	100%
Crime prevention	3%	28%	44%	25%	100%
Municipal courts	4%	30%	44%	21%	100%
Traffic enforcement on County road and highways	6%	42%	42%	10%	100%
Road repair	3%	19%	40%	37%	100%
Snow removal on County road and highways	7%	37%	41%	16%	100%
Bus or transit services	9%	39%	35%	18%	100%
Garbage collection	26%	54%	17%	3%	100%
Recycling	12%	29%	26%	33%	100%
Yard waste pick-up	21%	44%	24%	11%	100%
Storm drainage	7%	38%	40%	15%	100%
Drinking water	10%	38%	32%	20%	100%
Sewer services	10%	49%	33%	8%	100%
Power (electric and/or gas) utility	12%	49%	31%	8%	100%
Recreation programs or classes	11%	48%	33%	8%	100%
Recreation centers or facilities	10%	50%	32%	9%	100%
Availability of historic sites	6%	37%	41%	16%	100%
Land use, planning and zoning	3%	27%	45%	25%	100%
Code enforcement (weeds, abandoned buildings, etc)	2%	22%	42%	34%	100%
Animal control	6%	46%	38%	11%	100%
Economic development	3%	24%	49%	24%	100%
Health services	14%	49%	31%	6%	100%
Services to seniors	7%	44%	38%	11%	100%
Services to youth	5%	34%	43%	18%	100%

Question 11: Service Quality					
Please rate the quality of each of the following services in Peoria County:	Excellent	Good	Fair	Poor	Total
Services to low-income people	8%	34%	39%	19%	100%
Public library services	22%	50%	25%	3%	100%
Public information services	9%	41%	43%	7%	100%
Public schools	4%	25%	35%	37%	100%
Cable television	5%	27%	37%	31%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	39%	42%	9%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	4%	38%	43%	15%	100%
Mental health services	6%	26%	40%	28%	100%
Drug and alcohol services	5%	32%	46%	16%	100%
Adult protective services	6%	32%	47%	15%	100%
Agricultural/farm advisor	6%	46%	42%	5%	100%

Question 12: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
Peoria County	4%	44%	44%	8%	100%
The Federal Government	1%	26%	48%	24%	100%
The State Government	1%	23%	41%	35%	100%

Question 13: Contact with County Employees	
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)?	Percent of respondents
No	62%
Yes	38%
Total	100%

Question 14: County Employees					
What was your impression of the employee(s) of Peoria County in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	25%	46%	19%	9%	100%
Responsiveness	29%	40%	21%	10%	100%
Courtesy	35%	37%	18%	11%	100%
Overall impression	25%	42%	21%	12%	100%

Question 15: Government Performance					
Please rate the following categories of Peoria County government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Peoria County	2%	30%	42%	27%	100%
The overall direction that Peoria County is taking	2%	30%	48%	20%	100%
The job Peoria County government does at welcoming citizen involvement	2%	24%	51%	22%	100%
The job Peoria County government does at listening to citizens	2%	19%	44%	36%	100%

Question 16: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Peoria County to someone who asks	18%	50%	20%	11%	100%
Remain in Peoria County for the next five years	45%	33%	11%	11%	100%

Question 17: Impact of the 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:	Percent of respondents
Very positive	4%
Somewhat positive	14%
Neutral	36%
Somewhat negative	36%
Very negative	11%
Total	100%

Question 18a: Policy Question 1	
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?	Percent of respondents
Strongly support	41%
Somewhat support	47%
Somewhat oppose	8%
Strongly oppose	3%
Total	100%

Question 18b: Policy Question 2	
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?	Percent of respondents
Strongly support	36%
Somewhat support	52%
Somewhat oppose	8%
Strongly oppose	4%
Total	100%

Question 18c: Policy Question 3					
Please rate how important you think each of the following items should be for Peoria County Government over the next five years:					Total
	Essential	Very important	Somewhat important	Not at all important	
Providing a safe and healthy community	66%	31%	3%	0%	100%
Attracting jobs and growth to the County	62%	31%	6%	1%	100%
Ensuring the County is a high performing public organization	33%	41%	23%	2%	100%
Providing world class public facilities	23%	31%	37%	9%	100%

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	32%
Yes, full-time	58%
Yes, part-time	10%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	83%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, subway or other public transportation	2%
Walk	1%
Bicycle	1%
Work at home	3%
Other	1%

Question D3: Length of Residency	
How many years have you lived in Peoria County?	Percent of respondents
Less than 2 years	12%
2 to 5 years	11%
6 to 10 years	7%
11 to 20 years	10%
More than 20 years	60%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	70%
House attached to one or more houses (e.g., a duplex or townhome)	5%
Building with two or more apartments or condominiums	24%
Mobile home	1%
Other	1%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	30%
Owned by you or someone in this house with a mortgage or free and clear	70%
Total	100%

Question D6: Monthly Housing Cost	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	10%
\$300 to \$599 per month	27%
\$600 to \$999 per month	32%
\$1,000 to \$1,499 per month	14%
\$1,500 to \$2,499 per month	13%
\$2,500 or more per month	5%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	71%
Yes	29%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	77%
Yes	23%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	21%
\$25,000 to \$49,999	20%
\$50,000 to \$99,999	38%
\$100,000 to \$149,000	13%
\$150,000 or more	8%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	96%
Yes, I consider myself to be Spanish, Hispanic or Latino	4%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	2%
Asian, Asian Indian or Pacific Islander	3%
Black or African American	9%
White	84%
Other	5%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	4%
25 to 34 years	27%
35 to 44 years	12%
45 to 54 years	22%
55 to 64 years	13%
65 to 74 years	11%
75 years or older	10%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	54%
Male	46%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	13%
Yes	87%
Ineligible to vote	0%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	23%
Yes	75%
Ineligible to vote	2%
Total	100%



### FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Peoria County:	Excellent		Good		Fair		Poor		Don't know		Total	
	Peoria County as a place to live	8%	67	57%	474	30%	251	5%	43	0%	3	100%
Your neighborhood as a place to live	26%	216	48%	401	20%	162	6%	52	0%	0	100%	832
Peoria County as a place to raise children	9%	72	42%	346	33%	270	10%	81	7%	59	100%	829
Peoria County as a place to work	8%	63	51%	419	27%	226	11%	92	3%	27	100%	826
Peoria County as a place to retire	7%	54	26%	211	34%	282	22%	183	12%	97	100%	827
The overall quality of life in Peoria County	5%	45	52%	436	35%	293	5%	44	2%	13	100%	830

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Peoria County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	5%	40	40%	324	41%	336	10%	84	4%	36	100%
Openness and acceptance of the community towards people of diverse backgrounds	4%	37	41%	340	38%	316	11%	92	6%	46	100%	831
Overall appearance of Peoria County	3%	23	39%	324	47%	387	10%	82	1%	10	100%	827
Cleanliness of Peoria County	3%	25	34%	284	47%	391	14%	117	1%	10	100%	826
Overall quality of new development in Peoria County	5%	45	38%	320	38%	313	12%	104	6%	52	100%	834
Variety of housing options	8%	65	42%	347	36%	297	10%	81	5%	44	100%	834
Overall quality of business and service establishments in Peoria County	7%	61	49%	406	35%	294	5%	43	3%	24	100%	828
Shopping opportunities	14%	114	51%	423	27%	223	7%	61	1%	8	100%	830
Employment opportunities	2%	18	24%	196	42%	349	28%	233	4%	31	100%	828
Opportunities to volunteer	16%	133	52%	429	21%	174	3%	28	8%	65	100%	828
Opportunities to participate in community matters	8%	67	39%	326	34%	281	6%	50	12%	103	100%	826
Ease of bus travel in Peoria County	4%	32	20%	168	23%	193	15%	128	37%	309	100%	829
Ease of bicycle travel in Peoria County	2%	15	16%	132	26%	212	23%	190	33%	276	100%	824
Ease of walking in Peoria County	3%	25	23%	191	35%	289	25%	210	13%	111	100%	826
Availability of paths and walking trails	4%	37	21%	173	33%	273	29%	233	12%	100	100%	817
Traffic flow on major streets	4%	34	39%	323	41%	334	13%	108	2%	19	100%	817
Availability of affordable quality housing	5%	39	36%	293	37%	306	14%	119	8%	67	100%	825
Availability of affordable quality child care	3%	25	19%	160	22%	178	12%	100	44%	361	100%	823
Availability of affordable quality health care	13%	108	36%	300	32%	267	12%	103	6%	50	100%	828
Availability of affordable quality food	13%	106	48%	401	30%	250	7%	56	2%	19	100%	832
Availability of preventive health services	12%	95	42%	349	26%	219	9%	72	11%	92	100%	828
Air quality	5%	43	46%	376	36%	297	8%	68	5%	41	100%	825
Quality of overall natural environment in Peoria County	5%	37	46%	377	37%	308	7%	59	5%	41	100%	823
Overall image or reputation of Peoria County	2%	20	35%	293	43%	360	15%	128	4%	30	100%	831

Question 3: Growth														
Please rate the speed of growth in the following categories in Peoria County over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	5%	44	16%	136	37%	303	10%	84	4%	36	27%	222	100%
Retail growth (stores, restaurants, etc.)	7%	54	26%	215	44%	365	10%	78	3%	27	10%	81	100%	820
Jobs growth	33%	274	40%	334	11%	91	1%	5	0%	2	15%	120	100%	826

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Peoria County?	Percent of respondents	Count
Not a problem	3%	26
Minor problem	19%	159
Moderate problem	44%	362
Major problem	22%	182
Don't know	11%	94
Total	100%	822

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Peoria County:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	6%	47	33%	273	18%	146	30%	249	12%	102	1%	9	100%
Property crimes (e.g., burglary, theft)	5%	40	26%	215	19%	157	34%	277	15%	119	2%	14	100%	821
Environmental hazards, including toxic waste	17%	136	32%	260	23%	186	13%	106	5%	40	11%	94	100%	821

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	53%	443	35%	294	6%	49	4%	32	2%	14	0%	3	100%
In your neighborhood after dark	24%	199	42%	352	12%	99	13%	106	8%	69	1%	6	100%	832
In Peoria County's downtown area(s) during the day	17%	142	45%	377	16%	129	14%	117	5%	42	3%	26	100%	832
In Peoria County's downtown area(s) after dark	1%	9	15%	121	13%	107	34%	287	33%	277	4%	31	100%	833

Question 7: Crime Victim		
During the past twelve months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	87%	720
Yes	12%	96
Don't know	2%	13
Total	100%	828

Question 8: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	11%	10
Yes	86%	83
Don't know	3%	3
Total	100%	96

Question 9: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Peoria County?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used public libraries or their services in Peoria County	35%	291	25%	210	24%	196	9%	76	7%	56	100%
Used recreation centers in Peoria County	33%	275	27%	218	24%	200	7%	57	9%	73	100%	822
Participated in a recreation program or activity	46%	375	24%	195	19%	154	5%	44	6%	45	100%	813
Visited a neighborhood park or County park	16%	128	26%	216	38%	312	10%	85	9%	77	100%	818
Ridden a local bus within Peoria County	83%	685	8%	68	4%	35	2%	15	3%	26	100%	829
Attended a meeting of local elected officials or other local public meeting	74%	609	17%	142	7%	61	1%	7	1%	7	100%	826
Watched a meeting of local elected officials or other local public meeting on cable television	49%	405	29%	235	17%	138	4%	34	1%	9	100%	822
Read Peoria County Newsletter	53%	438	24%	196	16%	128	3%	27	4%	32	100%	822
Visited the Peoria County Web site (at <a href="http://www.peoriacounty.org">www.peoriacounty.org</a> )	57%	459	23%	187	16%	127	3%	22	2%	14	100%	810
Recycled used paper, cans or bottles from your home	35%	287	15%	126	17%	140	10%	83	23%	187	100%	822
Volunteered your time to some group or activity in Peoria County	47%	388	22%	177	16%	133	6%	48	9%	74	100%	820
Participated in religious or spiritual activities in Peoria County	33%	275	13%	103	14%	113	9%	72	32%	259	100%	822
Participated in a club or civic group in Peoria County	59%	483	16%	127	14%	118	5%	38	6%	51	100%	818
Provided help to a friend or neighbor	4%	34	15%	125	41%	342	20%	167	19%	160	100%	827

Question 10: Neighborliness		
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)?	Percent of respondents	Count
Just about everyday	21%	177
Several times a week	25%	210
Several times a month	26%	218
Once a month	9%	75
Several times a year	10%	79
Once a year or less	3%	25
Never	6%	46
Total	100%	828

Question 11: Service Quality												
Please rate the quality of each of the following services in Peoria County:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sheriff services	12%	101	39%	319	19%	153	5%	37	25%	207	100%
Fire services	26%	217	40%	327	9%	73	2%	20	23%	185	100%	821
Ambulance or emergency medical services	23%	185	43%	355	10%	82	2%	19	22%	177	100%	818
Crime prevention	3%	21	23%	188	36%	294	21%	167	18%	145	100%	814
Municipal courts	3%	25	22%	176	32%	256	15%	122	29%	234	100%	814
Traffic enforcement on County road and highways	6%	47	38%	310	38%	305	9%	70	10%	81	100%	813
Road repair	3%	27	19%	155	39%	322	36%	299	2%	16	100%	819
Snow removal on County road and highways	6%	51	35%	284	38%	309	15%	119	6%	51	100%	814
Bus or transit services	5%	37	20%	159	17%	141	9%	73	50%	402	100%	812
Garbage collection	24%	196	49%	400	15%	124	3%	25	9%	74	100%	819
Recycling	10%	79	23%	187	21%	171	26%	213	20%	165	100%	814
Yard waste pick-up	15%	123	32%	266	18%	144	8%	66	27%	220	100%	818
Storm drainage	6%	45	30%	248	31%	255	12%	97	21%	172	100%	816
Drinking water	9%	78	37%	302	31%	254	19%	158	3%	28	100%	820
Sewer services	8%	67	40%	323	26%	214	6%	51	20%	159	100%	813

Question 11: Service Quality												
Please rate the quality of each of the following services in Peoria County:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Power (electric and/or gas) utility	12%	96	47%	381	30%	244	8%	62	3%	26	100%	810
Recreation programs or classes	8%	65	36%	296	25%	200	6%	52	25%	200	100%	812
Recreation centers or facilities	7%	60	39%	315	25%	201	7%	55	22%	179	100%	811
Availability of historic sites	4%	35	28%	225	31%	251	12%	95	25%	204	100%	810
Land use, planning and zoning	2%	15	19%	150	31%	248	17%	135	32%	262	100%	810
Code enforcement (weeds, abandoned buildings, etc)	2%	14	17%	140	33%	269	26%	213	22%	178	100%	814
Animal control	4%	37	35%	286	29%	236	8%	69	23%	189	100%	816
Economic development	2%	16	19%	157	39%	313	19%	155	21%	169	100%	810
Health services	13%	105	44%	359	28%	226	5%	44	10%	84	100%	817
Services to seniors	4%	34	26%	210	22%	181	6%	53	41%	335	100%	813
Services to youth	3%	25	21%	172	26%	213	11%	88	38%	311	100%	810
Services to low-income people	5%	38	19%	158	23%	184	11%	89	42%	344	100%	813
Public library services	18%	147	42%	339	21%	168	2%	20	17%	140	100%	814
Public information services	7%	54	29%	239	30%	247	5%	39	29%	231	100%	811
Public schools	3%	27	21%	166	29%	234	31%	247	16%	129	100%	803
Cable television	4%	33	23%	184	32%	258	26%	214	15%	124	100%	814
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	6%	52	27%	220	29%	237	6%	52	31%	256	100%	816
Preservation of natural areas such as open space, farmlands and greenbelts	3%	25	27%	217	31%	250	10%	85	29%	236	100%	811
Mental health services	3%	25	13%	107	20%	163	14%	115	50%	402	100%	812
Drug and alcohol services	3%	20	15%	126	22%	181	8%	62	52%	427	100%	817
Adult protective services	2%	20	13%	104	19%	154	6%	47	60%	489	100%	814
Agricultural/farm advisor	2%	15	14%	114	13%	104	2%	13	70%	567	100%	813

Question 12: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	Peoria County	4%	30	42%	344	41%	340	7%	61	5%	44	100%
The Federal Government	1%	10	24%	193	43%	356	21%	176	10%	86	100%	821
The State Government	1%	7	21%	171	37%	305	32%	260	9%	74	100%	818

Question 13: Contact with County Employees		
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)?	Percent of respondents	Count
No	62%	507
Yes	38%	311
Total	100%	818

Question 14: County Employees												
What was your impression of the employee(s) of Peoria County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	24%	75	46%	141	19%	59	9%	28	2%	6	100%
Responsiveness	28%	87	40%	123	20%	63	10%	31	1%	4	100%	309
Courtesy	34%	106	36%	112	17%	54	11%	33	1%	3	100%	308
Overall impression	25%	77	41%	128	21%	64	12%	37	1%	3	100%	310

Question 15: Government Performance												
Please rate the following categories of Peoria County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Peoria County	2%	13	26%	219	37%	310	24%	196	11%	89	100%
The overall direction that Peoria County is taking	2%	16	25%	207	41%	334	17%	143	15%	124	100%	824
The job Peoria County government does at welcoming citizen involvement	2%	15	18%	146	37%	309	16%	133	27%	222	100%	825
The job Peoria County government does at listening to citizens	1%	10	14%	113	32%	264	26%	213	27%	218	100%	818



Question 16: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Peoria County to someone who asks	18%	147	48%	399	20%	164	11%	91	4%	35	100%
Remain in Peoria County for the next five years	43%	357	32%	263	11%	90	11%	91	4%	35	100%	836

Question 17: Impact of the 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:	Percent of respondents	Count
Very positive	4%	30
Somewhat positive	14%	116
Neutral	36%	296
Somewhat negative	36%	295
Very negative	11%	93
Total	100%	829

Question 18a: Policy Question 1		
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?	Percent of respondents	Count
Strongly support	30%	247
Somewhat support	34%	285
Somewhat oppose	6%	50
Strongly oppose	2%	18
Don't know	28%	231
Total	100%	831

Question 18b: Policy Question 2		
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?	Percent of respondents	Count
Strongly support	27%	225
Somewhat support	39%	323
Somewhat oppose	6%	52
Strongly oppose	3%	26
Don't know	24%	199
Total	100%	824

Question 18c: Policy Question 3												
Please rate how important you think each of the following initiatives should be for Peoria County Government over the next five years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Providing a safe and healthy community	65%	541	30%	253	3%	28	0%	2	1%	6	100%
Attracting jobs and growth to the County	61%	510	31%	257	6%	52	1%	7	1%	4	100%	830
Ensuring the County is a high performing public organization	32%	267	40%	329	22%	186	2%	19	3%	27	100%	829
Providing world class public facilities	22%	182	30%	249	36%	301	8%	70	3%	28	100%	830

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	32%	264
Yes, full-time	58%	479
Yes, part-time	10%	78
Total	100%	821

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	83%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	10%
Bus, rail, subway or other public transportation	2%
Walk	1%
Bicycle	1%
Work at home	3%
Other	1%

Question D3: Length of Residency		
How many years have you lived in Peoria County?	Percent of respondents	Count
Less than 2 years	12%	103
2 to 5 years	11%	89
6 to 10 years	7%	56
11 to 20 years	10%	85
More than 20 years	60%	498
Total	100%	833

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	70%	578
House attached to one or more houses (e.g., a duplex or townhome)	5%	40
Building with two or more apartments or condominiums	24%	198
Mobile home	1%	6
Other	1%	9
Total	100%	830

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	30%	242
Owned by you or someone in this house with a mortgage or free and clear	70%	572
Total	100%	814

Question D6: Monthly Housing Cost		
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	10%	81
\$300 to \$599 per month	27%	217
\$600 to \$999 per month	32%	253
\$1,000 to \$1,499 per month	14%	112
\$1,500 to \$2,499 per month	13%	101
\$2,500 or more per month	5%	37
Total	100%	800

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	71%	595
Yes	29%	238
Total	100%	833

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	77%	638
Yes	23%	193
Total	100%	831

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	21%	162
\$25,000 to \$49,999	20%	158
\$50,000 to \$99,999	38%	301
\$100,000 to \$149,000	13%	98
\$150,000 or more	8%	63
Total	100%	783

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	96%	789
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	30
Total	100%	819

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	2%	14
Asian, Asian Indian or Pacific Islander	3%	22
Black or African American	9%	77
White	84%	695
Other	5%	39
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	4%	34
25 to 34 years	27%	224
35 to 44 years	12%	103
45 to 54 years	22%	183
55 to 64 years	13%	111
65 to 74 years	11%	92
75 years or older	10%	79
Total	100%	827

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	54%	441
Male	46%	381
Total	100%	822

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	12%	104
Yes	86%	716
Ineligible to vote	0%	3
Don't know	1%	9
Total	100%	832

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	22%	185
Yes	75%	617
Ineligible to vote	2%	18
Don't know	1%	5
Total	100%	825

## 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.

### SURVEY VALIDITY

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

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

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by County officials.
- 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 his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality 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 firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

## SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within Peoria County were eligible to participate in the survey; 3,000 were selected to receive the survey. These 3,000 households were randomly selected from a comprehensive list of all housing units within Peoria County 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 Peoria County 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 Peoria County boundaries were removed from consideration.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households known to be within Peoria County. 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. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family 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 17, 2009. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the county board chairman inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

## SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

Two hundred and eighteen of the postcards were returned as undeliverable because they either had incorrect addresses or were received by vacant housing units. Of the 2,782 households receiving the survey mailings, 844 completed the survey, providing a response rate of 30%. In general, response rates obtained on local government resident surveys range from 25% to 40%.

In theory, in 95 cases out of 100, the results based on the number of responses obtained will differ by no more than three percentage points in either direction from what would have been obtained had responses been collected from all Peoria County adults. This difference from the presumed population finding is referred to as the sampling error (or the “margin of error” or 95% confidence interval”). 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.

In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders that may affect sample findings. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

## SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

## SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2006 American Community Survey Census estimates for adults in Peoria County. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in each county’s population. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure and gender/age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The historical use of the variables and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the following table

Peoria County Citizen Survey Weighting Table			
Characteristic	Population Norm <sup>2</sup>	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	30%	21%	30%
Own home	70%	79%	70%
Detached unit	78%	76%	70%
Attached unit	22%	24%	30%
<b>Race and Ethnicity</b>			
White alone, not Hispanic	80%	85%	81%
Hispanic and/or other race	20%	15%	19%
<b>Sex and Age</b>			
Female	53%	52%	54%
Male	47%	48%	46%
18-34 years of age	32%	12%	31%
35-54 years of age	35%	31%	35%
55+ years of age	33%	57%	34%
Females 18-34	16%	8%	16%
Females 35-54	18%	16%	18%
Females 55+	19%	28%	20%
Males 18-34	16%	4%	16%
Males 35-54	17%	15%	17%
Males 55+	14%	29%	14%

<sup>2</sup> Source: 2006 ACS

## SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

### 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 was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, 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, NRC has 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.

### Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the Citizen Surveys book, but also in *Public Administration Review, Journal of Policy Analysis and Management*. Scholars who

specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

### The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

### Comparison of Peoria County to the Benchmark Database

Peoria County chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Peoria County Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most

questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons are available, Peoria County results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Peoria County’s rating to the benchmark (the rating from all the comparison jurisdictions where a similar question was asked).

## APPENDIX C: SURVEY MATERIALS

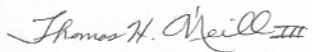
The following pages contain copies of the survey materials sent to randomly selected households within Peoria County.



Dear Peoria County Resident,

Your household has been selected at random to participate in an anonymous citizen survey about Peoria County. 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,

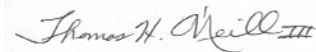


Thomas H O'Neill III  
Chairman, Peoria County Board

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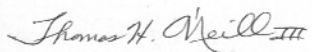


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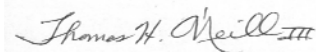


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**County of Peoria, IL**  
Peoria County Administration  
324 Main St.  
Peoria, IL 61602

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



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Thomas O'Neill, III  
County Board Chairman

## County of Peoria County Board

Peoria County Courthouse, Room 502  
324 Main Street, Peoria, Illinois 61602  
Phone (309) 672-6056 Fax (309) 672-6054 TDD (309) 672-6073  
Web: [www.peoriacounty.org](http://www.peoriacounty.org)

November 2009

Dear Peoria County Resident:

Peoria County wants to know what you think about our community and county government. You have been randomly selected to participate in Peoria County's 2009 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the County set benchmarks for tracking the quality of services provided to residents. Your answers will help Peoria County Board Members 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 Peoria County 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 take 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 (309) 672-6918.

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

Sincerely,

Thomas H O'Neill III  
Chairman, Peoria County Board



Thomas O'Neill, III  
County Board Chairman

## County of Peoria County Board

Peoria County Courthouse, Room 502  
324 Main Street, Peoria, Illinois 61602  
Phone (309) 672-6056 Fax (309) 672-6054 TDD (309) 672-6073  
Web: [www.peoriacounty.org](http://www.peoriacounty.org)

December 2009

Dear Peoria County 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. Peoria County wants to know what you think about our community and county government. You have been randomly selected to participate in Peoria County's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your feedback will help the County set benchmarks for tracking the quality of services provided to residents. Your answers will help the Peoria County Board Members make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

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

Sincerely,

Thomas H O'Neill III  
Chairman, Peoria County Board

# Peoria County 2009 Citizen Survey

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

**1. Please rate each of the following aspects of quality of life in Peoria County:**

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds .....	1	2	3	4	5
Overall appearance of Peoria County .....	1	2	3	4	5
Cleanliness of Peoria County .....	1	2	3	4	5
Overall quality of new development in Peoria County .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Overall quality of business and service establishments in Peoria County ..	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Opportunities to attend cultural activities .....	1	2	3	4	5
Recreational opportunities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Educational opportunities .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to volunteer .....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Ease of bus travel in Peoria County .....	1	2	3	4	5
Ease of bicycle travel in Peoria County .....	1	2	3	4	5
Ease of walking in Peoria County .....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Traffic flow on major streets .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Availability of affordable quality child care .....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Quality of overall natural environment in Peoria County .....	1	2	3	4	5
Overall image or reputation of Peoria County .....	1	2	3	4	5

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

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
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 run down buildings, weed lots or junk vehicles a problem in Peoria County?  
 Not a problem     Minor problem     Moderate problem     Major problem     Don't know

5. Please rate how safe or unsafe you feel from the following in Peoria County:

	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
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe 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 Peoria County's downtown area(s) during the day.....	1	2	3	4	5	6
In Peoria County's downtown area(s) 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 → Go to Question 9

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 Peoria County?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used public libraries or their services in Peoria County .....	1	2	3	4	5
Used recreation centers in Peoria County .....	1	2	3	4	5
Participated in a recreation program or activity .....	1	2	3	4	5
Visited a neighborhood park or County park.....	1	2	3	4	5
Ridden a local bus within Peoria County .....	1	2	3	4	5
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
Read Peoria County Newsletter.....	1	2	3	4	5
Visited the Peoria County Web site (at www.peoriacounty.org) .....	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 or activity in Peoria County.....	1	2	3	4	5
Participated in religious or spiritual activities in Peoria County .....	1	2	3	4	5
Participated in a club or civic group in Peoria County.....	1	2	3	4	5
Provided help to a friend or neighbor .....	1	2	3	4	5

10. 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)?

- Just about every day  
 Several times a week  
 Several times a month  
 Once a month  
 Several times a year  
 Once a year or less  
 Never

# Peoria County 2009 Citizen Survey

## 11. Please rate the quality of each of the following services in Peoria County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sheriff services .....	1	2	3	4	5
Fire services .....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention .....	1	2	3	4	5
Court system .....	1	2	3	4	5
Traffic enforcement on County roads and highways .....	1	2	3	4	5
Road repair .....	1	2	3	4	5
Snow removal on County roads and highways .....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Power (electric and/or gas) utility .....	1	2	3	4	5
Recreation programs or classes .....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Availability of historic sites .....	1	2	3	4	5
Land use, planning and zoning .....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Health services .....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people .....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television .....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) .....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts .....	1	2	3	4	5
Mental Health services.....	1	2	3	4	5
Drug and Alcohol services .....	1	2	3	4	5
Adult protective services.....	1	2	3	4	5
Agricultural/Farm advisor .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Peoria County .....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State Government .....	1	2	3	4	5

**13. Have you had any in-person or phone contact with an employee of Peoria County within the last 12 months (including sheriff, receptionists, planners or any others)?**

- No → Go to Question 15                       Yes → Go to Question 14

**14. What was your impression of the employee(s) of Peoria County in your most recent contact? (Rate each characteristic below.)**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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

**15. Please rate the following categories of Peoria County government performance:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Peoria County.....	1	2	3	4	5
The overall direction that Peoria County is taking.....	1	2	3	4	5
The job Peoria County government does at welcoming citizen involvement.....	1	2	3	4	5
The job Peoria County government does at listening to citizens.....	1	2	3	4	5

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

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

**17. 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

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

- 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?**  
 Strongly support     Somewhat support     Somewhat oppose     Strongly oppose     Don't know
- 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?**  
 Strongly support     Somewhat support     Somewhat oppose     Strongly oppose     Don't know
- Please rate how important you think each of the following initiatives should be for Peoria County Government over the next five years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
Providing a safe and healthy community.....	1	2	3	4	5
Attracting jobs and growth to the County.....	1	2	3	4	5
Ensuring the County is a high performing public organization.....	1	2	3	4	5
Providing world class public facilities.....	1	2	3	4	5

**d. What do you think will be the single most important issue facing Peoria County in the next five years?**

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# Peoria County 2009 Citizen Survey

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

**D1. Are you currently employed for pay?**

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

**D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)**

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself ..... days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults ..... days
- Bus, Rail, Subway or other public transportation ..... days
- Walk ..... days
- Bicycle ..... days
- Work at home ..... days
- Other ..... days

**D3. How many years have you lived in Peoria County?**

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

**D4. 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

**D5. 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?

**D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

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

**D7. Do any children 17 or under live in your household?**

- No     Yes

**D8. Are you or any other members of your household aged 65 or older?**

- No     Yes

**D9. 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 to \$149,999
- \$150,000 or more

**Please respond to both question D10 and D11:**

**D10. Are you Spanish, Hispanic or Latino?**

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

**D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be)**

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

**D12. 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

**D13. What is your sex?**

- Female
- Male

**D14. Are you registered to vote in your jurisdiction?**

- No
- Yes
- Ineligible to vote
- Don't know

**D15. Many people don't have time to vote in elections. Did you vote in the last general election?**

- No
- Yes
- Ineligible to vote
- Don't know

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



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