



PEORIA COUNTY, IL 2010

Custom Benchmark Report
Populations 125,000-300,000

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UNDERSTANDING THE BENCHMARK COMPARISONS

COMPARISON DATA

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 (found under separate cover) and a subset of similar jurisdictions from the database (jurisdictions with populations 125,000 to 300,000). 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.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
Region	
West Coast ¹	17%ile
West ²	20%ile
North Central West ³	11%ile
North Central East ⁴	13%ile
South Central ⁵	9%ile
South ⁶	25%ile
Northeast West ⁷	3%ile
Northeast East ⁸	2%ile
Population	
Less than 40,000	41%ile
40,000 to 74,999	20%ile
75,000 to 149,000	16%ile
150,000 or more	23%ile

¹ Alaska, Washington, Oregon, California, Hawaii

² Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

³ North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

⁴ Illinois, Indiana, Ohio, Michigan, Wisconsin

⁵ Oklahoma, Texas, Louisiana, Arkansas

⁶ West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

⁷ New York, Pennsylvania, New Jersey

⁸ Connecticut, Rhode Island, Massachusetts, New Hampshire, Vermont, Maine

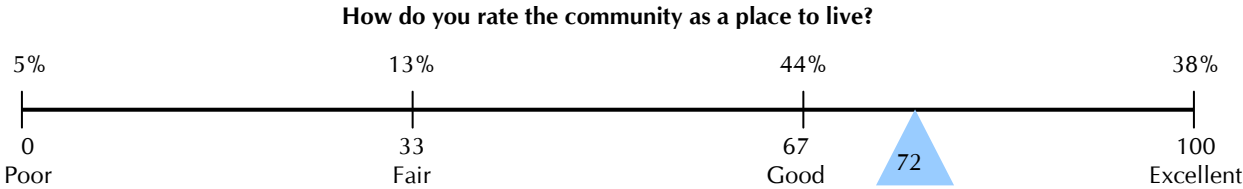
PUTTING EVALUATIONS ONTO THE 100-POINT SCALE

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus two points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent” = 100, “good” = 67, “fair” = 33 and “poor” = 0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor”, the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the community as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%ile	= 36 ÷ (100-5) =	38%ile	100	= 38%ile x 100 =	38
Good	42%ile	= 42 ÷ (100-5) =	44%ile	67	= 44%ile x 67 =	30
Fair	12%ile	= 12 ÷ (100-5) =	13%ile	33	= 13%ile x 33 =	4
Poor	5%ile	= 5 ÷ (100-5) =	5%ile	0	= 5%ile x 0 =	0
Don’t know	5%ile		--			
Total	100%ile		100%ile			72



INTERPRETING THE RESULTS

Average ratings are compared when similar questions are included in NRC's database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is your jurisdiction's rating on the 100-point scale. The second column is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth shows the comparison of your jurisdiction's average rating (column one) to the benchmark.

The comparison: "above," "below" or "similar" comes from a statistical comparison of your jurisdiction's rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than two points on the 100-point scale between your jurisdiction's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the benchmark. When differences between your jurisdiction's ratings and the benchmarks are two points or fewer, they are marked as "similar to" the benchmark.

This report contains benchmark comparisons for populations from 125,000 to 300,000.

CUSTOM BENCHMARK COMPARISONS

Overall Community Quality Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The overall quality of life in Peoria County	53	33	42	Below
Your neighborhood as a place to live	65	14	25	Similar
Peoria County as a place to live	56	29	33	Below
Remain in Peoria County for the next five years	70	8	11	Below
Recommend living in Peoria County to someone who asks	58	9	11	Below

Community Transportation Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ease of bus travel in Peoria County	40	11	23	Similar
Ease of walking in Peoria County	35	20	24	Below
Ease of bicycle travel in Peoria County	32	20	24	Below
Availability of paths and walking trails	34	9	11	Below
Traffic flow on County roads	45	9	19	Above

Transportation and Parking Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Road repair	30	35	41	Below
Snow removal on County roads and highways	45	17	21	Below
Bus or transit services	46	13	25	Similar

Frequency of Bus Use Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Ridden a local bus within Peoria County	17	9	19	Less

Housing Characteristics Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality housing	44	9	26	Above
Variety of housing options	50	5	8	Below

Housing Costs Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or more of income)	25	10	10	Less

Built Environment Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of new development in Peoria County	46	22	26	Below
Overall appearance of Peoria County	45	21	29	Below

Population Growth Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Population growth seen as too fast	20	20	22	Less

Nuisance Problems Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Peoria County?	25	5	22	More

Planning and Community Code Enforcement Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Land use, planning and zoning	36	15	25	Below
Code enforcement (weeds, abandoned buildings, etc)	31	25	31	Below
Animal control	49	19	32	Similar

Economic Sustainability and Opportunities Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Employment opportunities	33	16	25	Below
Shopping opportunities	57	13	23	Similar
Peoria County as a place to work	52	15	29	Below
Overall quality of business and service establishments in Peoria County	53	4	8	Similar

Economic Development Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Economic development	35	19	24	Below
Agricultural/farm advisor	15	4	7	Below

Job and Retail Growth Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Retail growth seen as too slow	36	6	22	More
Jobs growth seen as too slow	86	7	22	More

Personal Economic Future Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Positive impact of economy on household income	18	11	22	Similar

Community and Personal Public Safety Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Safety in Peoria County's downtown area after dark	28	25	27	Below
Safety in Peoria County's downtown area during the day	64	22	26	Below
Safety in your neighborhood after dark	65	21	33	Similar
Safety in your neighborhood during the day	84	18	34	Similar
Environmental hazards, including toxic waste	62	11	11	Below
Safety from property crimes (e.g., burglary, theft)	43	21	25	Below
Safety from violent crime (e.g., rape, assault, robbery)	47	24	25	Below

Crime Victimization and Reporting Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Victim of crime	12	19	22	Less
Reported crimes	89	1	22	More

Public Safety Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sheriff services	60	27	38	Below
Fire services	72	22	28	Similar
Ambulance or emergency medical services	70	19	26	Below
Crime prevention	36	24	27	Below
Traffic enforcement on County roads and highways	48	23	26	Below
Municipal courts	39	17	17	Below
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	49	9	14	Below

Community Environment Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cleanliness of Peoria County	42	12	12	Below
Quality of overall natural environment in Peoria County	50	7	10	Below
Preservation of natural areas such as open space, farmlands and greenbelts	44	10	11	Below
Air quality	50	10	20	Similar

Utility Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Power (electric and/or gas) utility	55	NA	NA	NA
Sewer services	54	13	19	Below
Drinking water	46	13	22	Below
Storm drainage	46	21	30	Below
Yard waste pick-up	58	13	17	Below
Recycling	40	27	27	Below
Garbage collection	68	11	25	Similar

Community Recreational Opportunities Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreational opportunities	47	17	22	Below
Availability of historic sites	44	5	6	Below

Participation in Parks and Recreation Opportunities Benchmarks				
	Comparison to benchmark	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Peoria County recreation centers	More	2	17	More
Participated in a recreation program or activity	More	4	19	More
Visited a neighborhood park or County park	Similar	10	20	Similar

Parks and Recreation Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Recreation programs or classes	54	24	30	Below
Recreation centers or facilities	53	14	21	Below

Cultural and Educational Opportunities Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to attend cultural activities	51	12	24	Similar
Educational opportunities	52	13	21	Below

Participation in Cultural and Educational Opportunities Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Used Peoria County public libraries or their services	65	15	17	Less
Participated in religious or spiritual activities in Peoria County	67	2	6	More

Cultural and Educational Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Public schools	32	17	17	Below
Public library services	64	19	28	Below

Community Health and Wellness Access and Opportunities Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Availability of affordable quality health care	51	3	21	Above
Availability of affordable quality food	56	7	14	Similar
Availability of preventive health services	55	2	8	Above

Health and Wellness Services Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Health services	57	9	22	Above
Mental health services	19	11	12	Below
Drug and alcohol services	20	8	10	Below
Adult protective services	17	5	7	Below

Community Quality and Inclusiveness Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sense of community	47	17	25	Below
Openness and acceptance of the community towards people of diverse backgrounds	47	17	21	Below
Availability of affordable quality child care	41	10	18	Similar
Peoria County as a place to raise children	51	25	34	Below
Peoria County as a place to retire	40	22	28	Below

Services Provided for Population Subgroups Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services to seniors	49	20	29	Below
Services to youth	42	11	18	Below
Services to low-income people	44	7	23	Above

Civic Engagement Opportunities Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in community matters	52	6	10	Similar
Opportunities to volunteer	62	3	9	Similar

Participation in Civic Engagement Opportunities Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	26	11	22	Similar
Watched a meeting of local elected officials or other local public meeting on cable television	51	9	20	More
Volunteered your time to some group or activity in Peoria County	53	10	22	More
Participated in a club or civic group in Peoria County	41	2	7	More
Provided help to a friend or neighbor	96	4	8	More

Voter Behavior Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Registered to vote	87	9	22	More
Voted in last general election	75	12	22	More

Use of Information Sources Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Read Peoria County Newsletter	47	12	12	Less
Visited the Peoria County Web site	43	10	11	Less

Local Government Media Services and Information Dissemination Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Cable television	35	16	16	Below
Public information services	51	21	30	Below

Social Engagement Opportunities Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Opportunities to participate in social events and activities	51	3	7	Similar

Contact with Immediate Neighbors Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Has contact with neighbors at least once per month	82	3	10	Similar

Public Trust Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The value of services for the taxes paid to Peoria County	36	29	37	Below
The overall direction that Peoria County is taking	38	24	28	Below
The job Peoria County government does at welcoming citizen involvement	36	24	28	Below
The job Peoria County government does at listening to citizens	29	23	26	Below
Overall image or reputation of Peoria County	42	23	31	Below

Services Provided by Local, State and Federal Governments Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Services provided by Peoria County	48	36	40	Below
Services provided by the Federal Government	35	23	25	Below
Services provided by the State Government	30	25	26	Below

Contact with County Employees Benchmarks				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Had contact with county employee(s) in last 12 months	38	22	23	Less

Perceptions of County Employees (Among Those Who Had Contact) Normative Comparisons				
	Peoria County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	62	23	29	Below
Responsiveness	62	14	28	Similar
Courtesy	65	15	24	Similar
Overall impression	60	22	36	Similar

JURISDICTIONS INCLUDED IN CUSTOM BENCHMARK COMPARISONS, POPULATIONS 125,000 TO 300,000

Jurisdiction Name	State	2000 Population
Little Rock	AR	183,133
Chandler	AZ	176,581
Scottsdale	AZ	202,705
Tempe	AZ	158,625
Yuma County	AZ	160,026
Chula Vista	CA	173,556
Riverside	CA	255,166
San Luis Obispo County	CA	247,900
Stockton	CA	243,771
Sunnyvale	CA	131,760
Aurora	CO	276,393
Boulder County	CO	291,288
Douglas County	CO	175,766
Lakewood	CO	144,126
Larimer County	CO	251,494
Charlotte County	FL	141,627
Collier County	FL	251,377
Escambia County	FL	294,410
Martin County	FL	126,731
Pasco County	FL	344,765
Tallahassee	FL	150,624
Savannah	GA	131,510
Maui	HI	128,094
Des Moines	IA	198,682
Boise	ID	185,787
Naperville	IL	128,358
Overland Park	KS	149,080
Wichita	KS	344,284
Worcester	MA	172,648
Jackson County	MI	158,422
Ottawa County	MI	238,314
St. Louis County	MN	200,528
Washington County	MN	201,130
Clay County	MO	184,006
Durham	NC	187,038
Winston-Salem	NC	185,776
Henderson	NV	175,381
Reno	NV	180,480
Washoe County	NV	339,486
Eugene	OR	137,893
Jackson County	OR	181,269

Jurisdiction Name	State	2000 Population
Lane County	OR	322,959
Cumberland County	PA	213,674
Arlington	TX	332,969
Corpus Christi	TX	277,454
Grand Prairie	TX	127,427
Irving	TX	191,615
Pasadena	TX	141,674
Plano	TX	222,030
Arlington County	VA	189,453
Chesapeake	VA	199,184
Chesterfield County	VA	259,903
Hampton	VA	146,437
Newport News	VA	180,150
Prince William County	VA	280,813
Chittenden County	VT	146,571
Clark County	WA	345,238
Kitsap County	WA	231,969
Tacoma	WA	193,556
Vancouver	WA	143,560
Madison	WI	208,054