WORK SESSION MEETING
AGENDA
CITY OF CREVE COEUR
CITY COUNCIL
300 NORTH NEW BALLAS RD
NOVEMBER 25, 2024
6:00 PM

CALL TO ORDER

ROLL CALL

DISCUSSION ITEMS

1. **Approval of November 12, 2024, City Council and Economic Development Committee Joint Work Session Minutes**

2. **2024 Citizen Survey - Presentation of Results**
   Summary: Robert Heacock of ETC Institute will present the results of the recently completed 2024 Citizen Survey and answer questions.

ADJOURNMENT

Pursuant to Section 610.022 RSMo., the City Council could, at any time during the meeting, vote to close the public meeting and move to closed session to discuss matters relating to litigation, legal actions and/or communications from the City Attorney as provided under Section 610.021(1) RSMo. and/or personnel matters under Section 610.021(13) RSMo. And/or employee matters under Section 610.021(3) RSMo. and/or real estate matters under Section 610.021(2) or other matters as permitted by Chapter 610.

Posted by: _____

Date/Time posted: _____

If you need special accommodations to attend a meeting, services may be arranged by contacting the Office of the City Administrator in advance.

JOINT WORK SESSION MEETING
MINUTES
CITY OF CREVE COEUR
CITY COUNCIL & ECONOMIC DEVELOPMENT COMMITTEE
300 NORTH NEW BALLAS RD
NOVEMBER 12, 2024
6:00 PM

CALL TO ORDER

A joint work session meeting of the City Council and the Economic Development Committee of the City of Creve Coeur was called to order by Mayor Robert Hoffman at the City Council Chamber, 300 North New Ballas Rd, City of Creve Coeur Government Center, Creve Coeur, MO 63141 on Tuesday, November 12, 2024, at 6:01 PM.

ROLL CALL

Mayor Robert Hoffman
Council Member, Ward 1 Mark Manlin
Council Member, Ward 1 Donna Spence
Council Member, Ward 2 Tim Carney
Council Member, Ward 3 David Hoffman
Council Member, Ward 3 Drew Newman
Council Member, Ward 4 Joseph Martinich
Council Member, Ward 4 Scott Saunders

DRAFT

Council Member, Ward 2 Kimberly Norwood was absent.

Economic Development Committee Members Present: Chair Ned Maniscalco, Robert Huekler, Roger Levy, and Ramaa Vissa.

Staff Present: City Administrator Mark Perkins, City Attorney Carl Lumley, Director of Community Development Jason Jaggi, Director of Public Works Jim Heines, Assistant City Administrator Sharon Stott, Chief of Police Jeffrey Hartman, and City Clerk Kellie Henke.

Others Present: Emily Lohse-Busch, Executive Director of 39 North AgTech Innovation District.

DISCUSSION ITEMS

1. 39 North AgTech Innovation District Update

Emily Lohse-Busch, Executive Director of the 39 North AgTech Innovation District, provided an overview of the district's background and strategic pillars. These include expanding its physical footprint, fostering the growth of start-up and scale-up companies, and amplifying St. Louis's agri-food tech narrative (see Exhibit A). She also summarized key economic development initiatives led by 39 North, highlighting

successes in marketing, business retention and expansion, business attraction, and strengthening partnerships with state and regional organizations.

Ms. Lohse-Busch discussed the seven anchor partners that formed the district's founding Board of Directors and noted that Missouri Technology Corporation (MTC), Chris Danforth, and Hermann Companies have since joined. She shared that 39 North was awarded a $480,000 grant from MTC over three years to expand staff and enhance capacity. Recently, the district hired its first Program Director, Dr. Rishi Masalia, and Sarah LaPlante as Community Manager.

Ms. Lohse-Busch discussed infrastructure constraints, noting that the district is currently managing a backlog of companies eager to establish a presence in the area. To address this, discussions with developers are ongoing regarding the sale of 92 acres on the Bayer Campus, with potential agtech uses in partnership with Bayer Crop Science. Additionally, the district is exploring opportunities for warehouse spaces along Warson Road.

DRAFT

Ms. Lohse-Busch also highlighted the opening of *The Hub at 39 North*, a central venue for community events involving tenants, investors, and regional agtech groups. The Hub has become a key marketing asset for the district, attracting agtech companies and fostering networking opportunities for industry leaders. A $180,000 grant from MTC was awarded to support operations at The Hub, further enabling 39 North's growth. She explained that while MTC invests taxpayer funds in companies through a venture capital structure, returns are reinvested into grant programs, including initiatives within 39 North.

Promoting Creve Coeur's economic development, 39 North has engaged in high-profile events such as the World AgriTech panel and the XPRIZE Moonshot Workshop. A recent event hosted by the district featured the XPRIZE Moonshot Workshop on agriculture, bringing together 50-60 global experts, as well as an AgTech Investor Conference in partnership with the Association for Corporate Growth, which drew participants from across the nation. Ms. Lohse-Busch emphasized the district's growing visibility through its monthly newsletter, which highlights developments in agtech and agri-food tech, and its increasing presence in local and national media outlets.

In response to a question from Economic Development Committee Chair Ned Maniscalco, Ms. Lohse-Busch identified infrastructure limitations and the inability to meet demand promptly as significant challenges for 39 North. She emphasized that

these issues could hinder the district's momentum and its ability to sustain interest and growth.

City Administrator Mark Perkins recognized Ms. Lohse-Busch for her impressive accomplishments as executive director of 39 North.

ADJOURNMENT

The meeting adjourned at 6:55 p.m.

Submitted by:

DRAFT

Kellie Henke
City Clerk

Dr. Robert Hoffman
Mayor

Presentation to the City of Creve Coeur

November 12, 2024

Strategic Pillars

Develop the physical footprint of the 39 North community

- Point of contact/liaison with developers, brokers and potential investors for the district
- Creation of physical connections within 39 North – walkable, bikeable paths; small connecting roads
- Continuum of space options for agri-food tech companies within the district (Helix, graduation space, etc.)
- "Front-door" for 39 North, including administrative offices, event space, shared meeting space and co-working
- District amenities – coffeeshop(s), café(s), etc.

Support the start-up/scale-up of companies within 39 North

- Events and convenings for tenants, prospective tenants, guests
- Ongoing roster of companies including product/service offering, stage, business model, point of contact
- Venture capital investor relationships and connections
- Resource guide for 39 North companies (e.g. options for back-office support, housing recommendations, equipment deals)

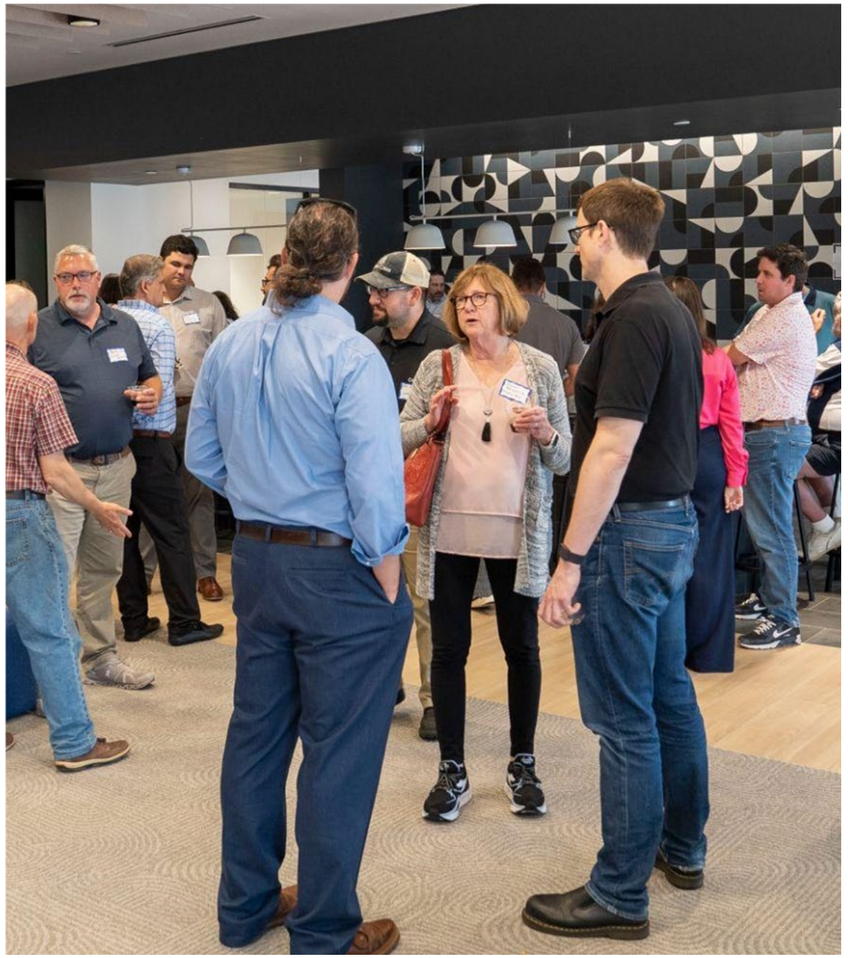
Cultivate the development/amplification of the St. Louis agri-food tech narrative

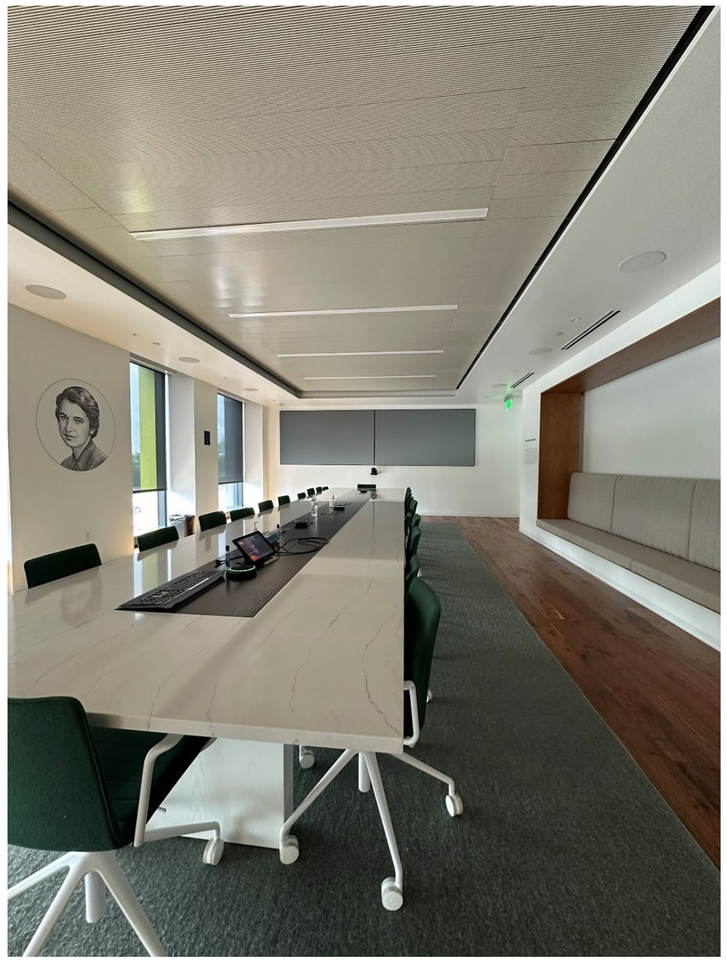
- Tours of 39 North and the Greater St. Louis agtech ecosystem for visitors
- Cultivation and recruitment of companies to relocate to St. Louis (and to 39 North, as applicable)
- Marketing materials and messaging for local, national, and global audiences
- Regional, national, and international networks and partnerships (e.g. UK, RTP, UC-Davis SBA Network)
- **St. Louis innovation district collaboration**

Expanding Capacity

The Team

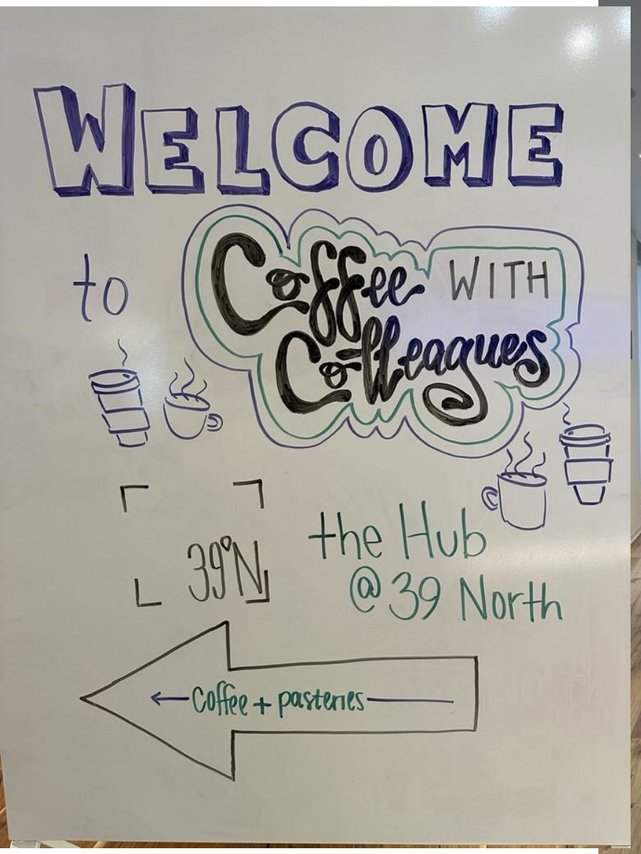
The Hub at EDGE@BRDG





THE HUB IS

> A vibrant gathering space, with a casual coffee shop atmosphere. The go-to space when convening the regional AgTech community.


WELCOME
to
Coffee WITH Colleagues
39°N
the Hub
@39 North
←Coffee + pastries

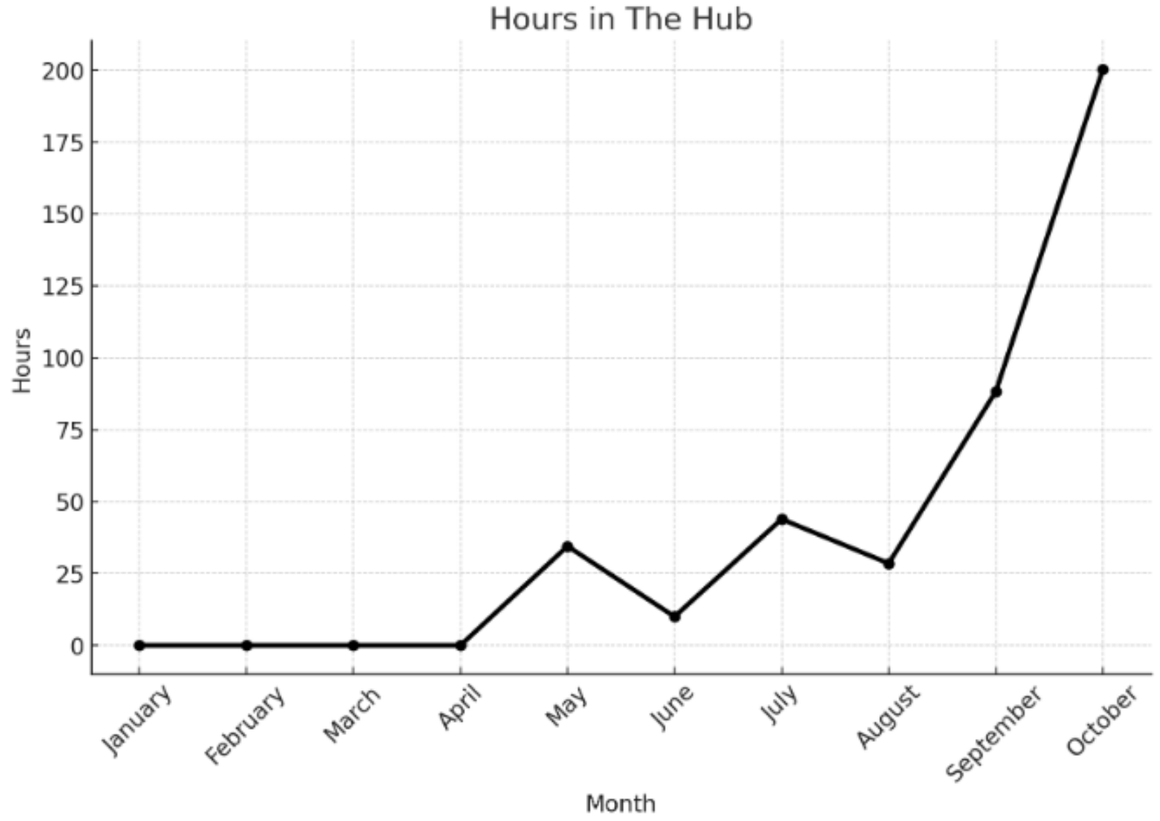
39°N

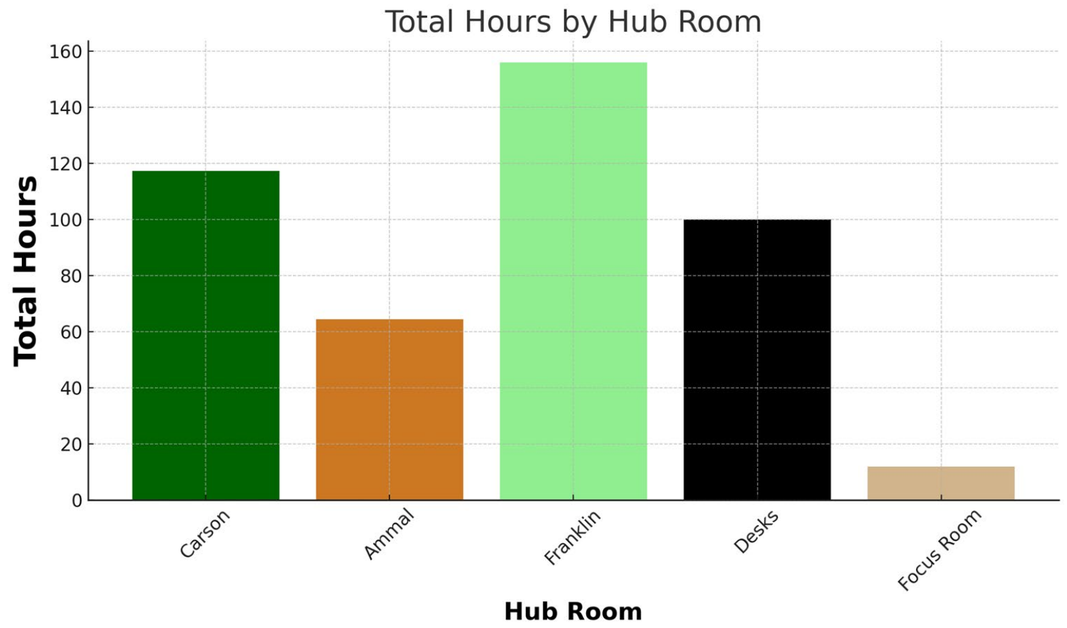
WELCOME
to the
PRIZE
MOONSHOT-
WORKSHOP
Lindbergh + 39°N
Foundation
SPIRIT OF ST. LOUIS 100
Our Legacy
Our Future
Our Spirit

Standard Amenities

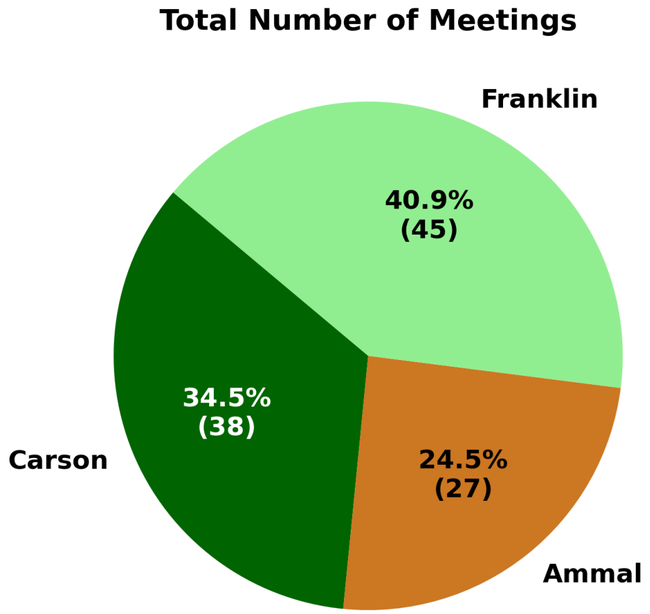
Wi-Fi, Fiber Internet	Printing / Scanning	Added to the 39N listserv for events and content	Library of books and publications
Parking	Vending	Desks w/ Monitor	On-site support
Free Coffee, Tea, & Soda	Small and Large Meeting Rooms	Plenty of Outlets	
Free Snacks	Call/Zoom Rooms	Proximity to the 39N event space	
Hangout & Networking Space	Access to 22 person Board Room	Proximity to DDPSC	

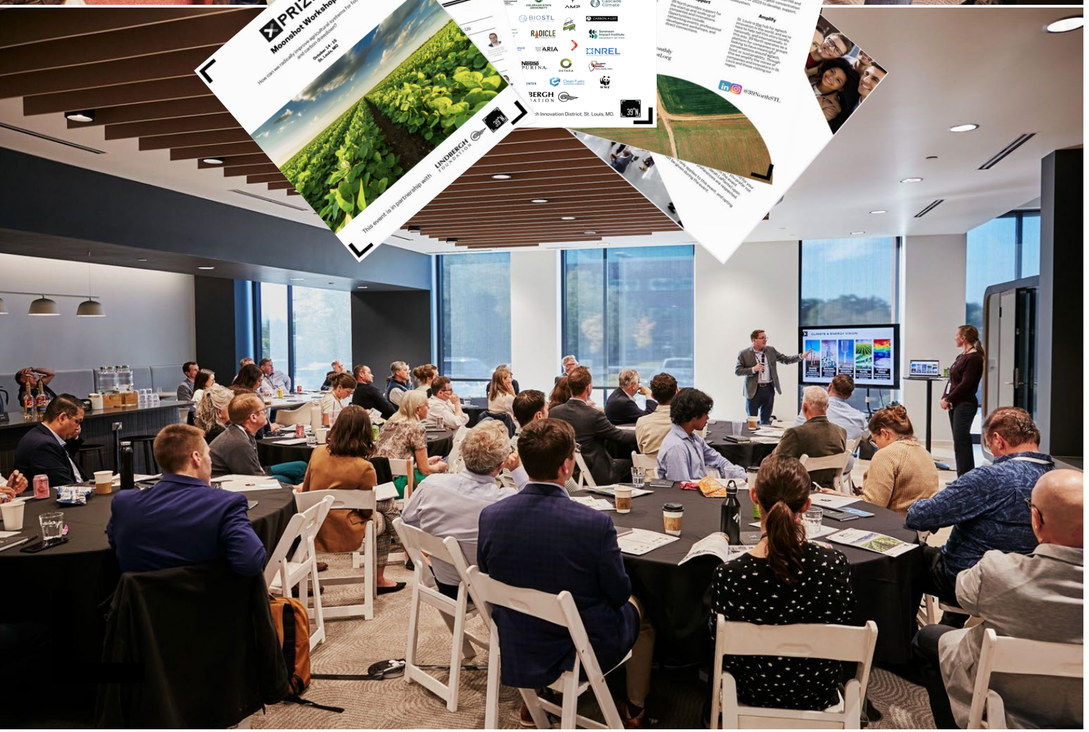
Activating The Hub for Business Attraction/ Awareness-Building





Total Hours in The Hub (through Oct)	406.5 Hours
Total Mtgs in The Hub (through Oct)	122 Meetings
Total Orgs who have used The Hub	58 Organizations
Usage by 39N, Anchors or paid Partners	46%





Moonshot Workshop

A series of firsts:

- First crop agriculture workshop in XPRIZE’s 30 year history.
- First major platform event for 39 North, quickly followed by our second (ACG).
- First interaction with 39 North and/or The Hub for many attendees (workshop & happy hour).
- First time setting up the event space with round tables and a “stage” and first time using The Hub for happy hour.
- First all day event for 39 North

Donald Danforth Plant Science Center
Bayer
CoverCress
Benson Hill
PLUTON BIOSCIENCES
BUNGE
Lewis & Clark AgriFood
USDA ARS
HABITERRE
University of Arkansas
C-SAM Strategy
TGI
Marquis Incorporated
Rabobank
Galvanize Climate Solutions
arpa·e
Chippin
Water Environment Federation
Colorado State University
AMP
Cascade Climate
BIOSTL
Carbon A List
Farmhand Ventures
Missouri Botanical Garden
RADICLE Consulting
Sorenson Impact Institute University of Utah
Saint Louis University
ARIA
NREL National Renewable Energy Laboratory
United Soybean Board
Nestlé Purina
OSTARA
Illinois Farm Bureau. Farm. Family. Food.
NewLeaf Symbiotics
Saint Louis Science Center
Clean Fuels Alliance America
WWF
Lindbergh Foundation

Hosted in the 39 North AgTech Innovation District, St. Louis, MO.

39°N

ACG AgTech CONFERENCE

Presented by ACG St. Louis

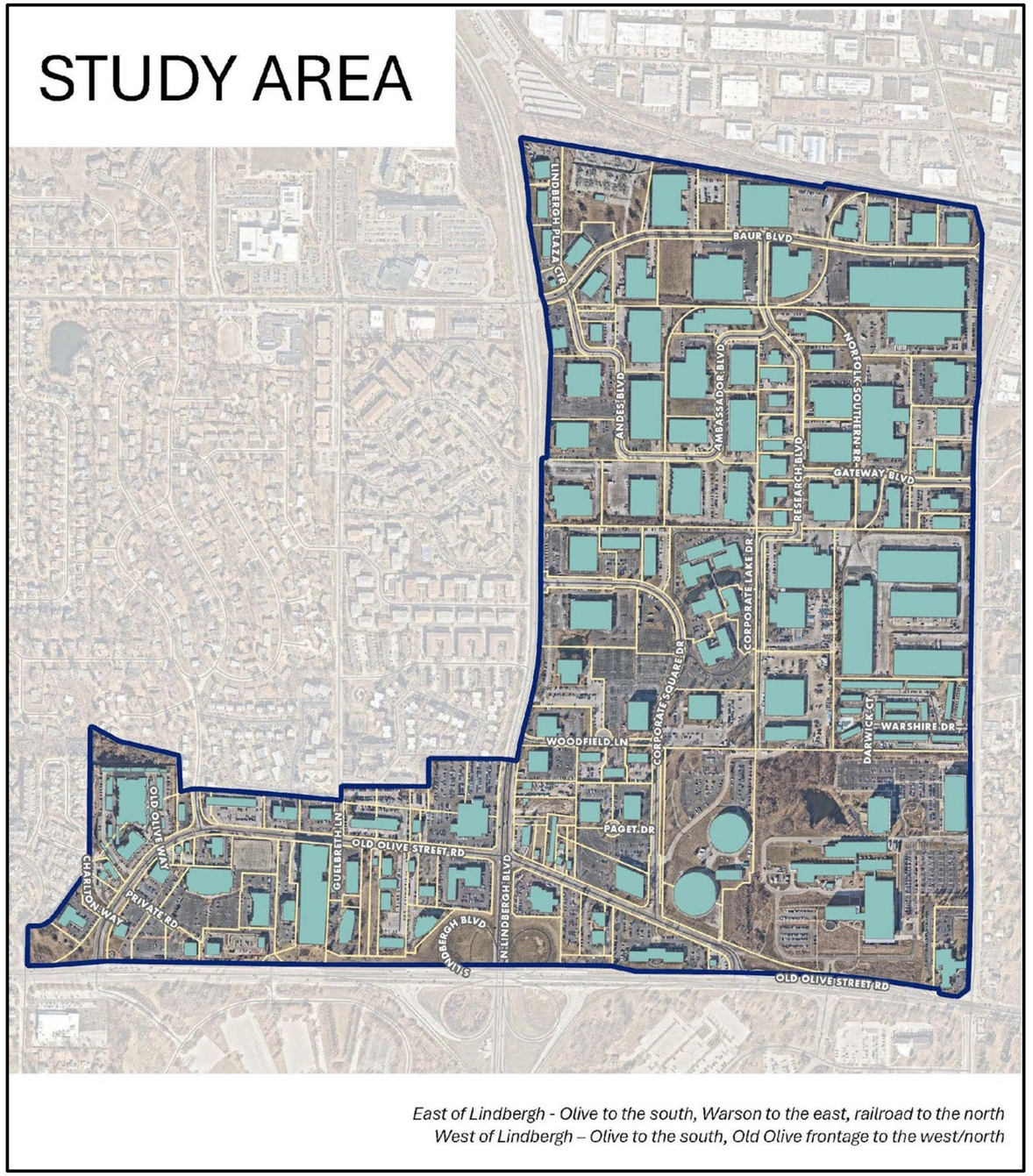
Another series of firsts:

- First time ACG has hosted this national conference in St. Louis
- 39 North and Benson Hill partnership to host reception on the 3rd floor at EDGE@BRDG
- First pilot of an exhibition space for companies
- First time many attendees had visited St. Louis

Additional Infrastructure/ Real-Estate Projects

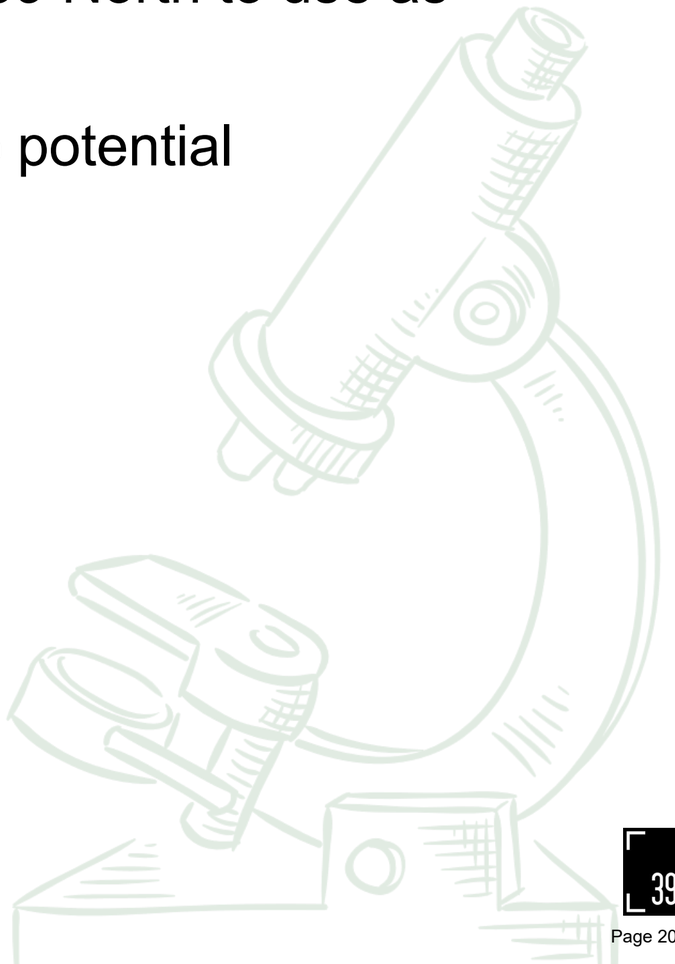
EXISTING CONDITIONS ASSESSMENT

Study funded through MOBEC grant intended to help us better understand the ownership, tenancy, zoning, land usage, and transportation/connectivity throughout 39 North so that we can make informed decisions about developing the footprint.



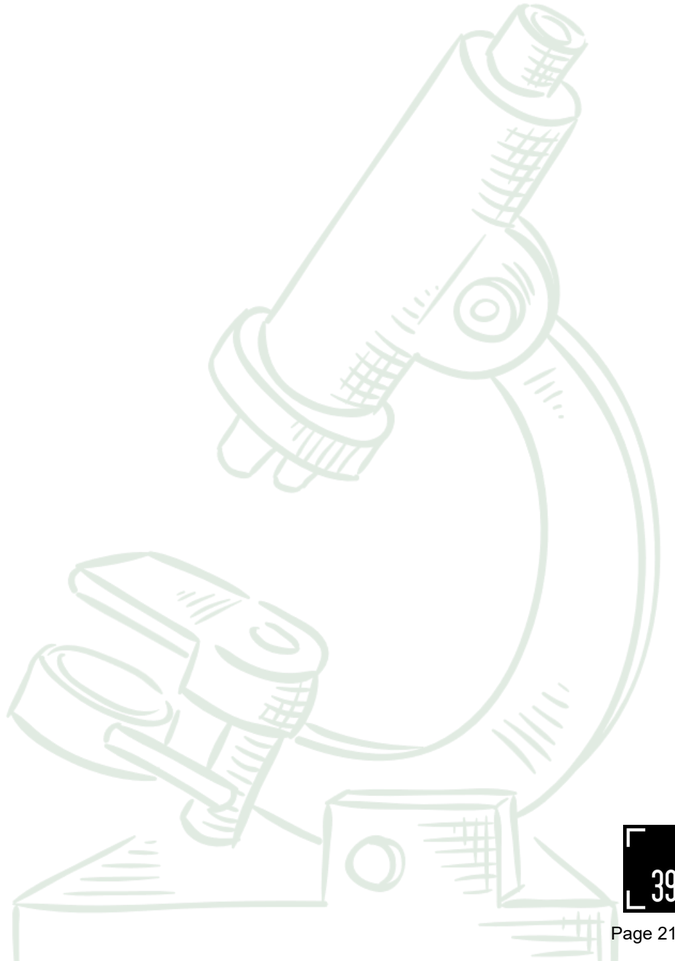
GRADUATION SPACE ASSESSMENT

- Pre-construction planning (e.g. building conditions analysis, survey and zoning confirmation, environmental site assessment, space programming, conceptual design, construction feasibility, etc.) for three buildings within 39 North to use as potential lab space
- Deliverables will include a presentation packet we can shop to potential partners/investors



BAYER CREVE COEUR CAMPUS

- Convened developers September 17 to talk about opportunity
- Continue conversations with Bayer Crop Science



Additional Business Attraction Efforts

CONTENT/ONLINE ACTIVATION

39°N

Newsletter October

EVENTS
NEWS
JOBS
INQUIRIES

Up Coming Events:

Institute of Food Technologists Annual Supplier's Expo
Oct. 2nd..... **INFO**

Enhanced Rock Weather Q&A
Oct. 16th..... **RSVP**

ACG AgTech Investor Conf.
Oct. 21-22nd..... **RSVP**

BioBash 2024
Oct. 24th..... **RSVP**

Pivot to Plants Training Program Application Due
Oct. 25th..... **INFO**

Happy Hour w/ FFAR
Oct. 30th..... **RSVP**

Coffee w/ Colleagues
Oct 31st 👻🎃..... **RSVP**

39 North Board Game Night
Nov. 15th..... **RSVP**

Highlights from last month:

Ag leaders, stakeholders, and scientists from around the globe gathered in September for Climate Innovation Day sponsored by Bayer, The Danforth Center, and Clim-Eat. This event included numerous panels and discussion groups as well as a startup pitch competition.

Topics ranged from agricultural vulnerability in a changing climate to agricultural inputs, and the economics behind sustainable practices. The participants look to continue the conversation through networking and formal collaborations.

The St. Louis region has become the #1 fastest growing major metro for foreign-born populations in the US.

Last month the annual Growing Global event hosted by World Trade Center St. Louis focused on how and why the metro region competes for global talent, particularly in STEM fields. The conference was a celebration of St. Louis' economic growth and dedication to diversity.

Listen here: WTC St. Louis & Mosaic Project on working to bring foreign-born talent to the region. KMOX | Audacy

The 11th
Plasmo
held at t
month.

Scientis
met to s
about th
collabor

Used fo
applied
plasmo
betwee
signaling and transport between cells. Plant development and survival depend on the existence and function of these structures.

FEEDBACK SURVEY
Feedback on the district? Ideas for events? Share your feedback with 39 North.

www.39northstl.org

39°N

Newsletter October

EVENTS 10
NEWS
JOBS 18
INQUIRIES

Up Coming Events:

Institute of Food Technologists Annual Supplier's Expo
Oct. 2nd..... INFO 13

Enhanced Rock Weather Q&A
Oct. 16th..... RSVP 14

ACG AgTech Investor Conf.
Oct. 21-22nd..... RSVP 18

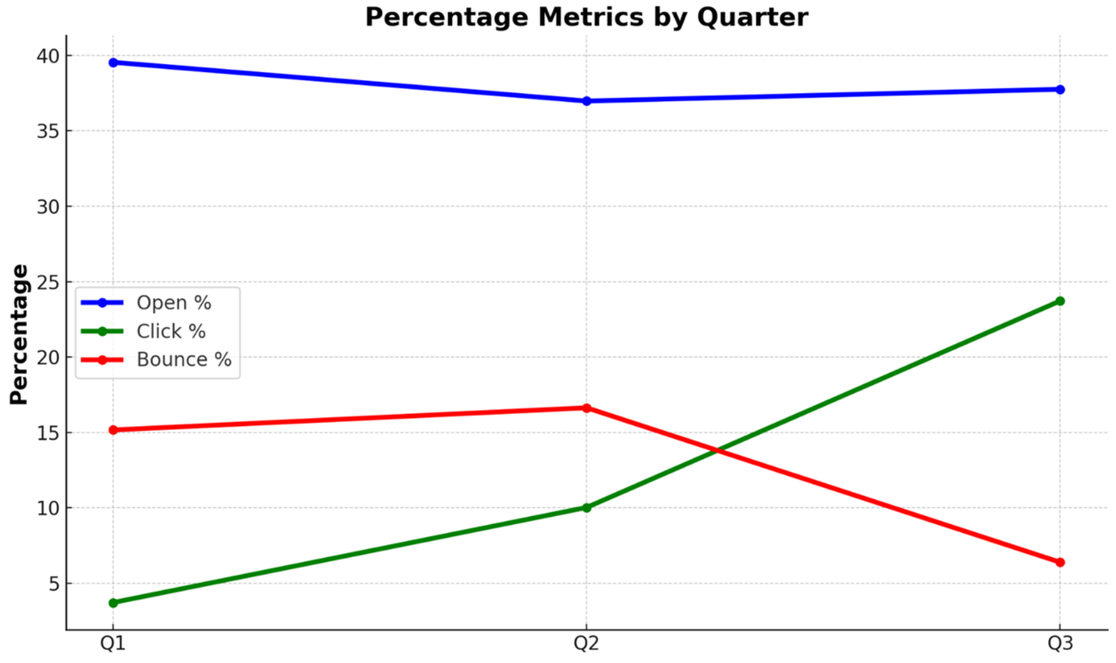
BioBash 2024
Oct. 24th..... RSVP 20

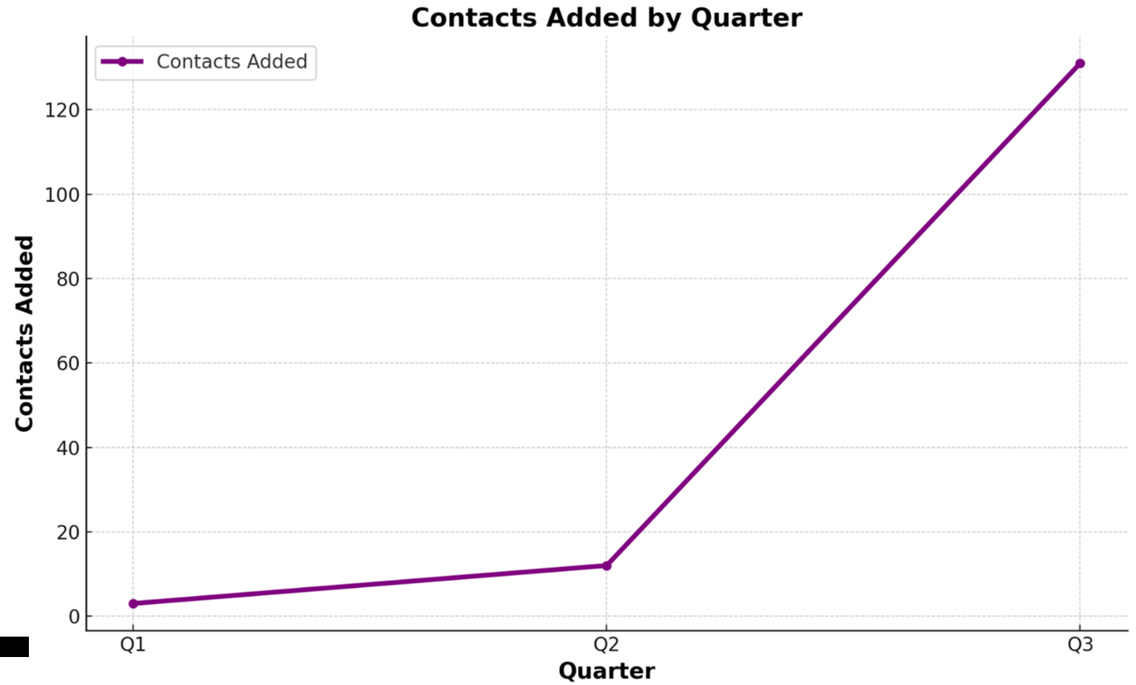
Pivot to Plants Training Program Application Due
Oct. 25th..... INFO 14

Happy Hour w/ FFAR
Oct. 30th..... RSVP 25

Coffee w/ Colleagues
Oct 31st 👻🎃..... RSVP 21

39 North Board Game Night
Nov. 15th..... RSVP 14

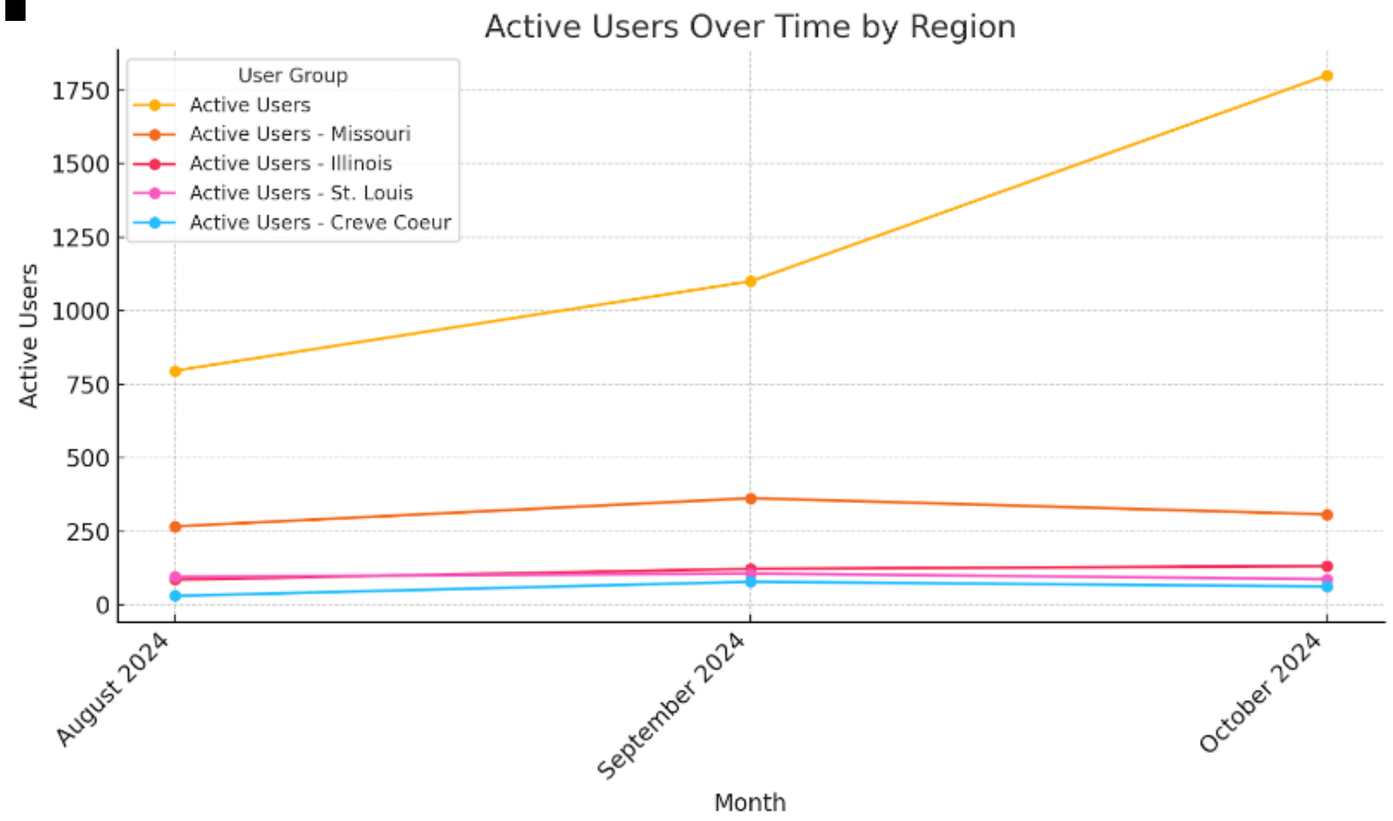




Event & Newsletter engagement

Since January, we have:

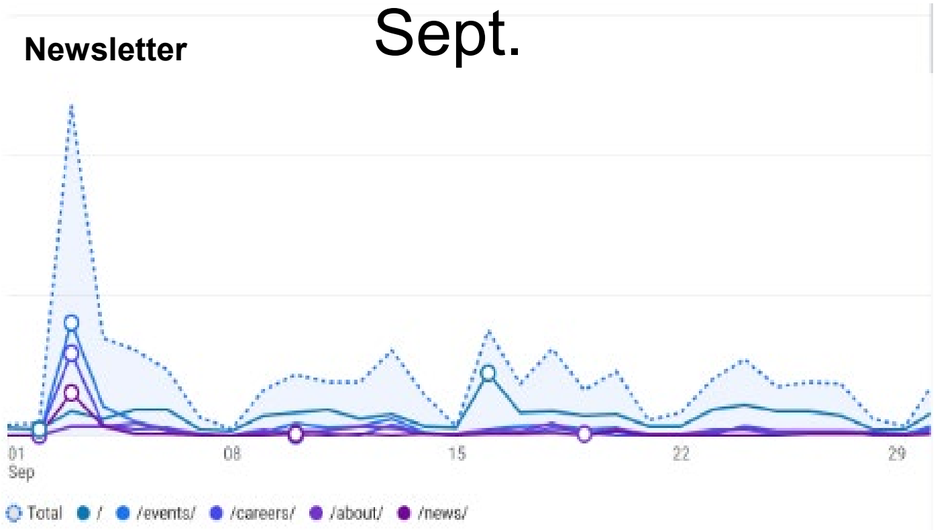
- Reoriented the email distribution lists
- Cleaned the distribution lists to remove old emails, bounces, etc.
  - Paired this with our CRM work
- Create a portal for people to sign up for the (1) Newsletter & (2) Event Reminders



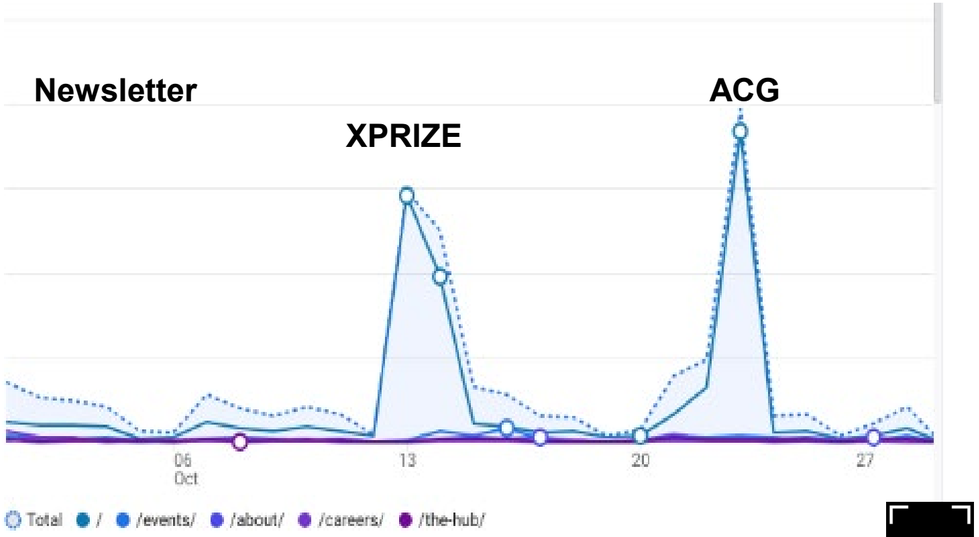
Our **website** metrics are increasing, particularly in active users. Our regional metrics stay grounded to the bi-state region.

Top pages (excluding “home”): Events; About; Careers

Sept.



Oct.



	Q1	Q2	Q3	Oct.
Follower total at end of period	1,248	1,579	1,822	1,936
Impressions	22,571	31,412	24,333	15,577
Engagement rate	7%	8%	13%	19%
Total number of posts	32	41	85	36
Clicks	1,025	3,204	2,582	2,520
Comments	4	12	24	12
Reposts	9	17	7	12

LinkedIN is our **main** social media channel, followed by Instagram/Facebook, then Twitter. These all have different audiences, voices, and purposes - 39 North will hone these into 2025.

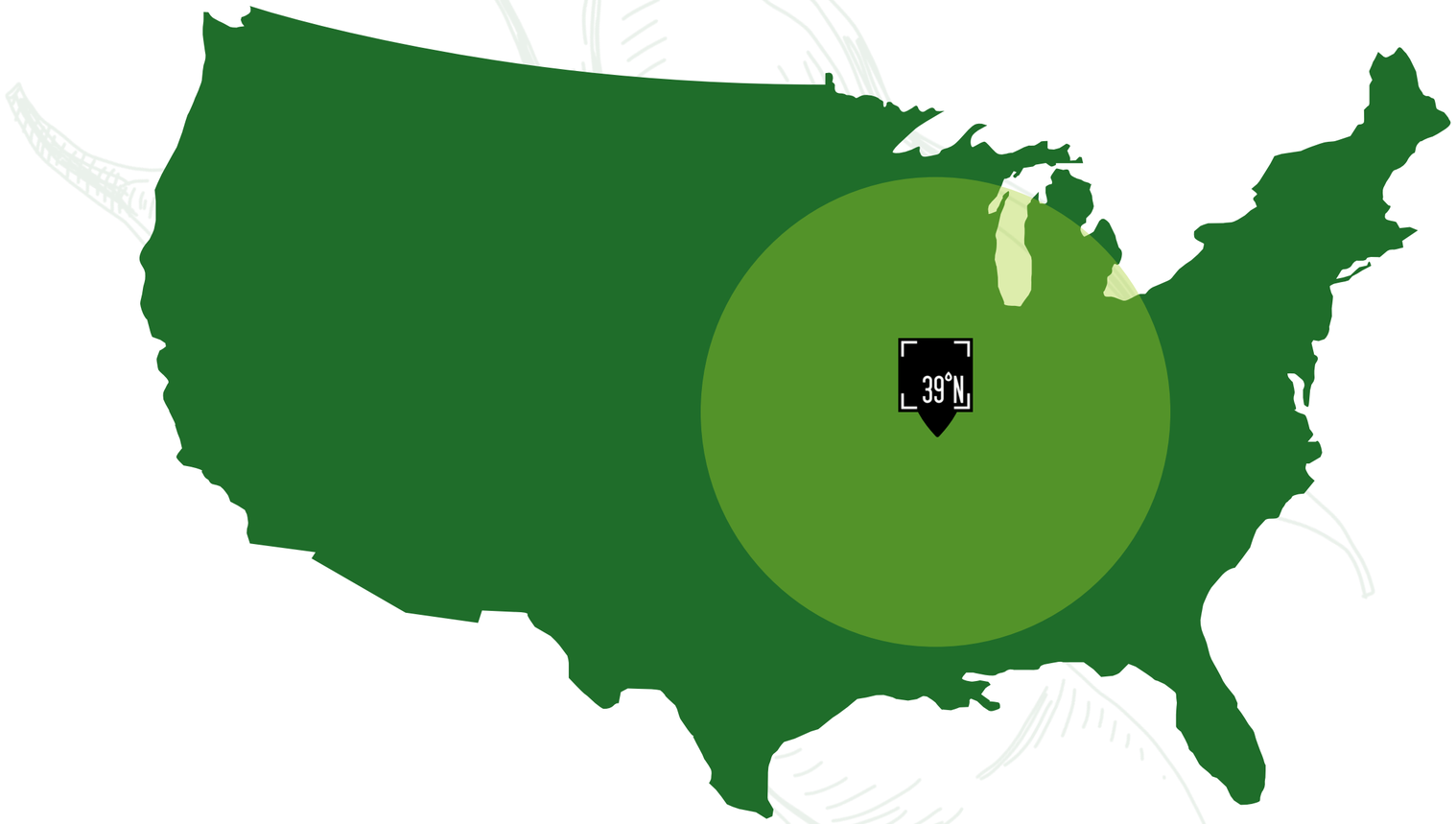
In the month of October we have outpaced previous quarters, showing a health growth of engagement, clicks, and followers. We should clear the internal benchmark of 2,000 followers by year's end.

Pitch Sample

*Why AgTech **in** St. Louis?*

Proximity

Proximity to farms and food producers:



- 50% of all US agriculture is within 500 miles
- 80% of all US corn and soybean production is within 500 miles

Proximity to top tier research institutions and plant-focused organizations:

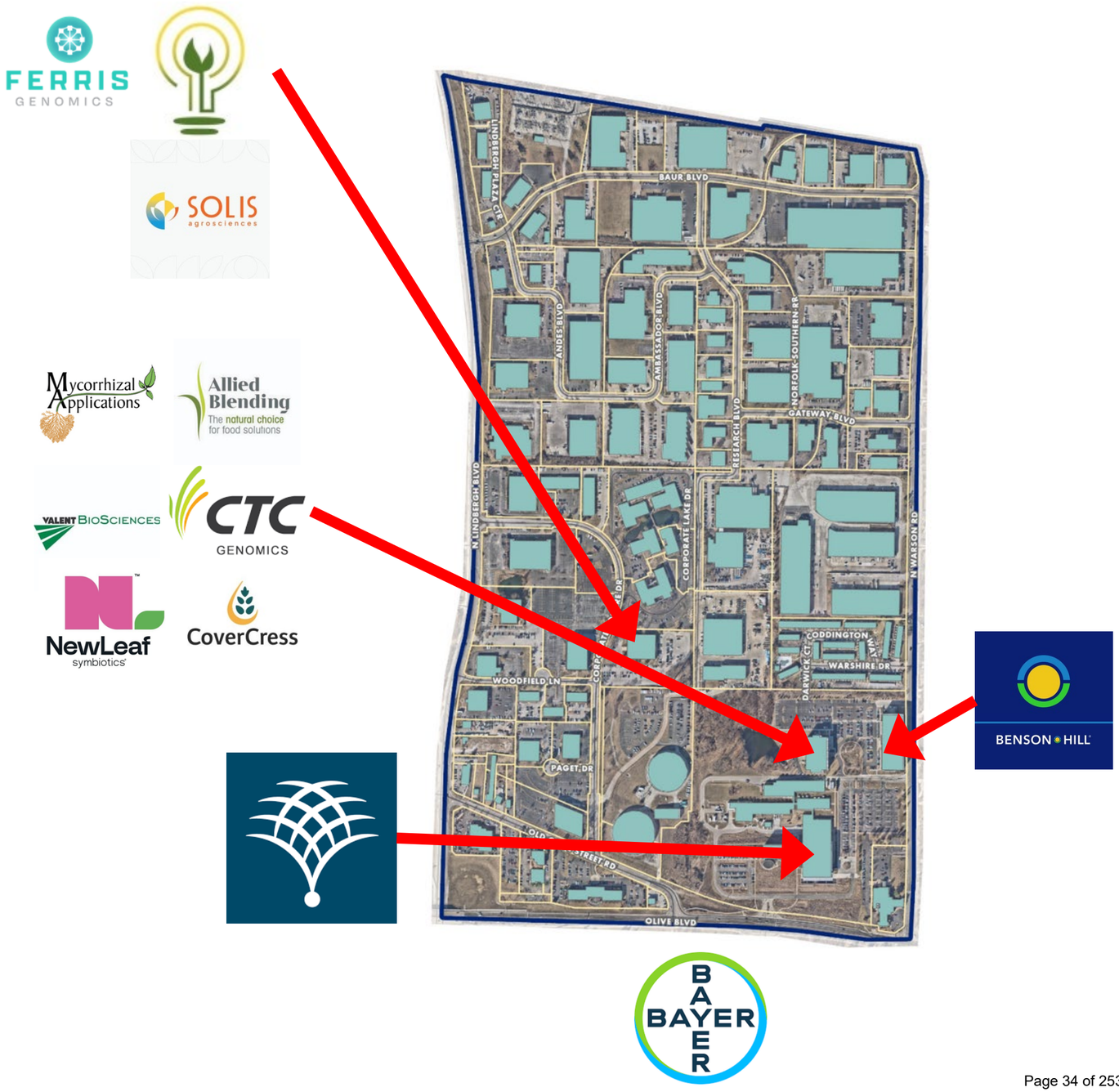
Proximity to ecosystem and economic development organizations, as well as agtech and agri-food financial backers:

Proximity to world-changing companies and innovative startups in the agtech and agri-food sector

... and many others

39 North is St. Louis' AgTech & Agri-food Innovation District.

As a physical district, there is a concentration of companies, innovators, and specialized equipment.



Also, 39 North acts as a non-profit organization to facilitate community building.

2024 City of Creve Coeur Community Survey

Findings Report

Presented to the City of
Creve Coeur, Missouri

November 2024

ETC INSTITUTE

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Executive Summary

2024 City of Creve Coeur Community Survey
Executive Summary

Purpose and Methodology

ETC Institute administered a community survey for the City of Creve Coeur in the fall of 2024. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of city services. This is the fourth time that Creve Coeur has administered a community survey with ETC Institute; the first survey was conducted in 2014.

A seven-page survey was administered by mail and online to a random sample of households in the City of Creve Coeur. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Creve Coeur from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to receive 400 completed surveys. This goal was met, with 401 households completing the survey. The results for the random sample of 401 households have a 95% level of confidence with a precision of at least +/-5.0%.

This report contains:

- a summary of the methodology for administering the survey
- charts and graphs showing the major findings, including comparisons to the 2014 and 2021 results
- benchmarking data that show how the results for Creve Coeur compare to other cities
- Importance-Satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument

Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Creve Coeur with the results from other communities in the *DirectionFinder®* database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

2024 City of Creve Coeur Community Survey
Executive Summary

Major Findings

How Residents Rate the City of Creve Coeur. Nearly all (98%) of the residents surveyed, who had an opinion, indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with the City of Creve Coeur as a place to live; 97% were satisfied with the city as a place to raise children, and 87% were satisfied with the city as a place to work.

Perceptions of the City. Ninety-five percent (95%) of the residents surveyed, who had an opinion, indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of services provided by the City; 95% were satisfied with the overall quality of life in the City, and 91% were satisfied with overall image of the City.

Overall City Services. Ninety-five percent (95%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall maintenance of City parks; 94% were satisfied with the quality of police services; 90% were satisfied with limb chipping services, and 89% were satisfied with leaf vacuuming services. Residents were least satisfied with the overall quality of building inspections and permits (56%).

Services That Should Receive the Most Emphasis Over the Next Two Years. Based on the sum of their top three choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) quality of Police services, 2) overall maintenance of City parks, and 3) overall enforcement of City codes and ordinances.

City Communication. Eighty-nine percent (89%) of the residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the City's newsletter; 87% were satisfied with the City's efforts to keep residents informed about important issues, and 79% were satisfied with the availability of information about City programs and services. Residents were least satisfied with the quality of the City's social media (56%).

Communication Issues That Should Receive the Most Emphasis Over the Next Two Years. Based on the sum of their top two choices, the communication issues that residents thought should receive the most emphasis over the next two years were: 1) City efforts to keep residents informed about important issues, and 2) City efforts to keep residents informed about planning and zoning matters.

Parks and Recreation. Ninety-three percent (93%) of the residents, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of City parks; 89% were satisfied with the number of City parks, and 75% were satisfied with the golf course. Residents were least satisfied with adult, senior, and youth recreation programs (55% each).

2024 City of Creve Coeur Community Survey
Executive Summary

Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years. Based on the sum of their top two choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) the maintenance of City parks and 2) the number of walking and biking trails.

Public Safety. Ninety-four percent (94%) of the residents, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of local police protection; 91% were satisfied with how quickly police respond to emergencies, and 80% were satisfied with the City's efforts to prevent crime. Residents were least satisfied with the enforcement of local traffic laws (72%).

Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years. Based on the sum of their top two choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) efforts to prevent crime and 2) visibility of police in neighborhoods.

Community Development. Sixty-six percent (66%) of the residents, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of the city's building code; 66% were satisfied with the overall quality of new commercial development, and 63% were satisfied with the overall quality of new residential development. Residents were least satisfied with the enforcement of exterior maintenance of residential property (53%).

Community Development Services That Should Receive the Most Emphasis Over the Next Two Years. Based on the sum of their top two choices, the community development services that residents thought should receive the most emphasis over the next two years were: 1) overall quality of new commercial development and 2)) overall quality of new residential development.

Public Works. Eighty-six percent (86%) of the residents, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with the cleanliness of City streets; 85% were satisfied with the appearance of landscaped medians, and 82% were satisfied with snow and ice removal on City streets. Residents were least satisfied with the adequacy of street lighting (60%).

Public Works Services That Should Receive the Most Emphasis Over the Next Two Years. Based on the sum of their top two choices, the public works services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of City streets and 2) adequacy of street lighting.

2024 City of Creve Coeur Community Survey
Executive Summary

Other Findings

- 87% of households read the City's newsletter every month; 12% read it a few times a year, and 1% indicated they never read it.

- 29% of residents indicated they have visited one of the City's parks between one and four times in the past two years; 18% visited a park five to nine times, and 44% visited 10 times or more. The remaining 10% indicated they did not visit a City park in the last two years.

- Of the 38% of residents who called or visited the City with a question, problem or complaint during the past year, 30% of them most recently contacted Public Works/Streets; 27% contacted Building Permits and Inspections, and 14% contacted the police.

- Of the 38% of residents who called or visited the City with a question, problem or complaint during the past year, 84% of them indicated that it was easy to address their issue. With regard to specific behaviors, 96% indicated that employees were "always" or "usually" courteous and polite, and 89% indicated that employees "always" or "usually" gave accurate answers to questions.

2024 City of Creve Coeur Community Survey
Executive Summary

Trends Since 2021

Since 2021, satisfaction ratings for the City of Creve Coeur stayed the same or increased in 40 of the 57 areas assessed. The City showed significant increases (5% or more) in 18 of these areas. The tables below and on the following page show the comparisons between the 2021 and 2024 survey results.

Service	2024	2021	Difference	Category
Senior recreation programs	55%	42%	13%	Parks and Recreation
Overall enforcement of City codes and ordinances	60%	48%	12%	Major Categories of City Services
Overall satisfaction with the ice arena	72%	60%	12%	Parks and Recreation
Adult recreation programs	55%	44%	11%	Parks and Recreation
Overall quality of building inspections & permits	56%	47%	9%	Major Categories of City Services
In City parks	78%	69%	9%	Feeling of Safety
Youth recreation programs	55%	48%	7%	Parks and Recreation
Overall satisfaction with the golf course	75%	68%	7%	Parks and Recreation
Number of City parks	89%	83%	6%	Parks and Recreation
Overall quality of recreation services	84%	78%	6%	Major Categories of City Services
The quality of the City's website	72%	66%	6%	City Communication
Overall satisfaction with the dog park	69%	63%	6%	Parks and Recreation
Overall quality of municipal court services	64%	59%	5%	Major Categories of City Services
Level of public involvement in decision making	62%	57%	5%	City Communication
Quality of the City's social media	56%	51%	5%	City Communication
Number of walking/biking trails	68%	63%	5%	Parks and Recreation
Overall quality of new commercial development	66%	61%	5%	Community Development
Maintenance of City streets	75%	70%	5%	Public Works
Availability of info about City programs/services	79%	75%	4%	City Communication
Enforcing the city's building code	66%	62%	4%	Community Development
Quality of limb chipping	90%	87%	3%	Major Categories of City Services
Maintenance of City parks	93%	90%	3%	Parks and Recreation
Enforcing exterior maintenance of commercial/business property	63%	60%	3%	Community Development
How well community is planning for the future	69%	66%	3%	Perceptions of the City
Overall maintenance of City parks	95%	92%	3%	Major Categories of City Services
Quality of leaf vacuuming	89%	87%	2%	Major Categories of City Services
City efforts to inform about important issues	87%	85%	2%	City Communication
Walking alone in neighborhood at night	77%	75%	2%	Feeling of Safety
Overall quality of new residential development	63%	61%	2%	Community Development
Enforcing mowing/cutting of weeds/grass on	57%	55%	2%	Community Development
Overall effectiveness of City communication	83%	82%	1%	Major Categories of City Services
Enforcing exterior maintenance of residential property	53%	52%	1%	Community Development
Cleanliness of City streets	86%	85%	1%	Public Works
Quality of customer service from City employees	82%	81%	1%	Major Categories of City Services

2024 City of Creve Coeur Community Survey
Executive Summary

Trends Since 2021 (Cont.)

Service	2024	2021	Difference	Category
As a place to raise children	97%	97%	0%	Ratings of the City
As a City that is moving the right direction	77%	77%	0%	Ratings of the City
Overall quality of services provided by the City	95%	95%	0%	Perceptions of the City
The quality of the City's newsletter	89%	89%	0%	City Communication
Appearance of landscaped medians	85%	85%	0%	Public Works
Condition of City sidewalks	68%	68%	0%	Public Works
As a place to live	98%	99%	-1%	Ratings of the City
As a place to work	87%	88%	-1%	Ratings of the City
Overall quality of life in the City	95%	96%	-1%	Perceptions of the City
Overall quality of police services	94%	95%	-1%	Major Categories of City Services
City efforts to inform about planning/zoning	73%	74%	-1%	City Communication
Walking alone in neighborhood during day	98%	99%	-1%	Feeling of Safety
How quickly police respond to emergencies	91%	92%	-1%	Public Safety
Visibility of police in neighborhoods	79%	80%	-1%	Public Safety
Snow/ice removal on City streets	82%	83%	-1%	Public Works
Adequacy of street lighting	60%	61%	-1%	Public Works
Overall image of the City	91%	93%	-2%	Perceptions of the City
Overall quality of local police protection	94%	96%	-2%	Public Safety
Visibility of police in commercial/retail areas	72%	74%	-2%	Public Safety
Efforts to prevent crime	80%	83%	-3%	Public Safety
Efforts to conserve energy/protect the environment	64%	67%	-3%	Perceptions of the City
Overall value received for local tax dollars/fees	76%	80%	-4%	Perceptions of the City
Enforcement of local traffic laws	72%	77%	-5%	Public Safety

2024 City of Creve Coeur Community Survey
Executive Summary

How the City of Creve Coeur Compares to Other Communities Regionally

Satisfaction ratings for the City of Creve Coeur **rated above the Missouri/Kansas average in 31 of the 32 areas** that were assessed. The City of Creve Coeur rated significantly higher than the Missouri/Kansas average (difference of 5% or more) in 28 of these areas. Listed below are the comparisons between the City of Creve Coeur and the Missouri/Kansas average:

Service	Creve Coeur	MO/KS Region	Difference	Category
City efforts to inform about important issues	87%	59%	28%	Communication
As a place to raise children	97%	74%	23%	Overall Ratings of the Community
Overall value received for local tax dollars/fees	76%	53%	23%	Perceptions of the Community
In City parks	78%	55%	23%	Feeling of Safety in the City
Level of public involvement in decision making	62%	41%	21%	Communication
How well community is planning for the future	69%	48%	21%	Perceptions of the Community
Overall quality of services provided by the City	95%	75%	20%	Perceptions of the Community
Cleanliness of City streets	86%	66%	20%	Public Works
Overall image of the City	91%	72%	19%	Perceptions of the Community
As a place to work	87%	68%	19%	Overall Ratings of the Community
Overall effectiveness of City communication	83%	64%	19%	Major City Services
Availability of info about City programs/services	79%	62%	17%	Communication
Efforts to prevent crime	80%	63%	17%	Public Safety
Maintenance of City streets	75%	58%	17%	Public Works
Walking alone in neighborhood during day	98%	81%	17%	Feeling of Safety in the City
Walking alone in neighborhood at night	77%	61%	16%	Feeling of Safety in the City
Condition of City sidewalks	68%	53%	15%	Public Works
Overall quality of local police protection	94%	79%	15%	Public Safety
As a place to live	98%	84%	14%	Overall Ratings of the Community
The quality of the City's website	72%	58%	14%	Communication
How quickly police respond to emergencies	91%	77%	14%	Public Safety
Enforcement of local traffic laws	72%	60%	12%	Public Safety
Visibility of police in neighborhoods	79%	69%	10%	Public Safety
Quality of customer service from City employees	82%	72%	10%	Major City Services
Overall enforcement of City codes and ordinances	60%	51%	9%	Major City Services
Visibility of police in commercial/retail areas	72%	64%	8%	Public Safety
Enforcing mowing/cutting of weeds/grass on private property	57%	50%	7%	Community Development
Enforcing exterior maintenance of commercial/business property	63%	57%	6%	Community Development
Quality of the City's social media	56%	53%	3%	Communication
Enforcing exterior maintenance of residential property	53%	50%	3%	Community Development
Snow/ice removal on City streets	82%	81%	1%	Public Works
Adequacy of street lighting	60%	69%	-9%	Public Works

2024 City of Creve Coeur Community Survey
Executive Summary

How the City of Creve Coeur Compares to Other Communities Nationally

Satisfaction ratings for the City of Creve Coeur **rated above the U.S. average in all 32 areas** that were assessed. The City of Creve Coeur rated significantly higher than the U.S. average (difference of 5% or more) in 30 of these areas. Listed below are the comparisons between the City of Creve Coeur and the U.S. average:

Service	Creve Coeur	U.S.	Difference	Category
As a place to live	98%	49%	49%	Overall Ratings of the Community
Overall quality of services provided by the City	95%	49%	46%	Perceptions of the Community
Overall effectiveness of City communication	83%	37%	46%	Major City Services
City efforts to inform about important issues	87%	43%	44%	Communication
Overall value received for local tax dollars/fees	76%	33%	43%	Perceptions of the Community
Quality of customer service from City employees	82%	39%	43%	Major City Services
Overall quality of local police protection	94%	53%	41%	Public Safety
Overall image of the City	91%	53%	38%	Perceptions of the Community
As a place to raise children	97%	61%	36%	Overall Ratings of the Community
How quickly police respond to emergencies	91%	56%	35%	Public Safety
Availability of info about City programs/services	79%	46%	33%	Communication
Cleanliness of City streets	86%	53%	33%	Public Works
Efforts to prevent crime	80%	49%	31%	Public Safety
As a place to work	87%	57%	30%	Overall Ratings of the Community
The quality of the City's website	72%	42%	30%	Communication
How well community is planning for the future	69%	39%	30%	Perceptions of the Community
Level of public involvement in decision making	62%	34%	28%	Communication
Visibility of police in neighborhoods	79%	54%	25%	Public Safety
Maintenance of City streets	75%	50%	25%	Public Works
Snow/ice removal on City streets	82%	58%	24%	Public Works
Enforcement of local traffic laws	72%	50%	22%	Public Safety
Condition of City sidewalks	68%	47%	21%	Public Works
Visibility of police in commercial/retail areas	72%	51%	21%	Public Safety
Overall enforcement of City codes and ordinances	60%	40%	20%	Major City Services
Quality of the City's social media	56%	39%	17%	Communication
Enforcing exterior maintenance of commercial/business property	63%	46%	17%	Community Development
Enforcing mowing/cutting of weeds/grass on private property	57%	46%	11%	Community Development
Enforcing exterior maintenance of residential property	53%	44%	9%	Community Development
In City parks	78%	70%	8%	Feeling of Safety in the City
Walking alone in neighborhood during day	98%	93%	5%	Feeling of Safety in the City
Walking alone in neighborhood at night	77%	76%	1%	Feeling of Safety in the City
Adequacy of street lighting	60%	59%	1%	Public Works

2024 City of Creve Coeur Community Survey
Executive Summary

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

- Overall enforcement of City codes and ordinances (I-S = 0.1208)
- Overall quality of building inspections and permits (I-S = 0.1109)

The table below shows the Importance-Satisfaction rating for the 10 major categories of City services that were rated.

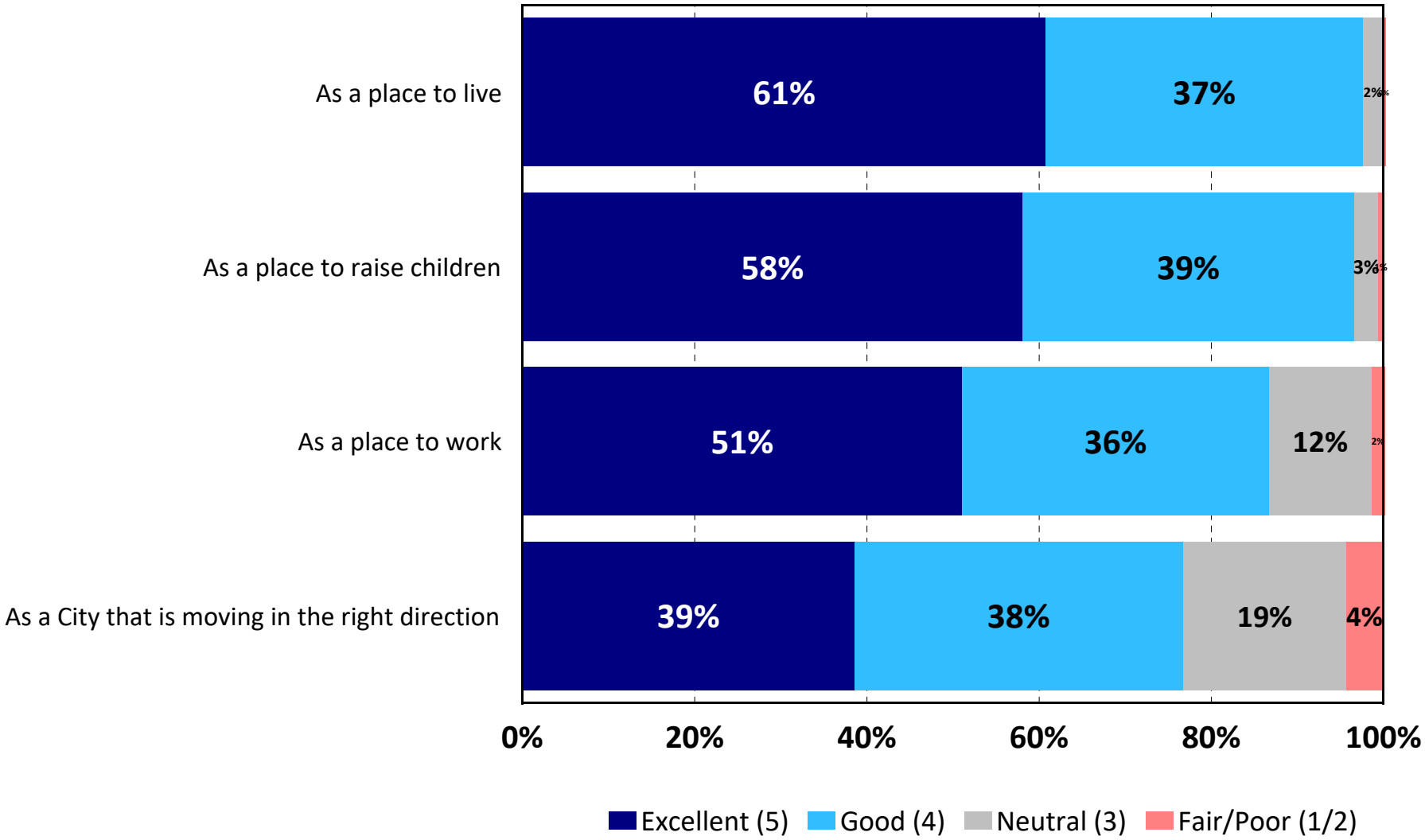
Importance-Satisfaction Rating
City of Creve Coeur, MO
Major Categories of City Services

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall enforcement of City codes and ordinances	30%	3	60%	9	0.1208	1
Overall quality of building inspections & permits	25%	5	56%	10	0.1109	2
Medium Priority (IS <.10)						
Overall quality of recreation services	30%	4	84%	5	0.0475	3
Overall effectiveness of City communication	23%	6	83%	6	0.0386	4
Quality of customer service from City employees	21%	7	82%	7	0.0385	5
Overall quality of police services	50%	1	94%	2	0.0299	6
Overall quality of municipal court services	6%	10	64%	8	0.0216	7
Overall maintenance of City parks	30%	2	95%	1	0.0151	8
Quality of leaf vacuuming	11%	8	89%	4	0.0123	9
Quality of limb chipping	10%	9	90%	3	0.0095	10

1 Charts and Graphs

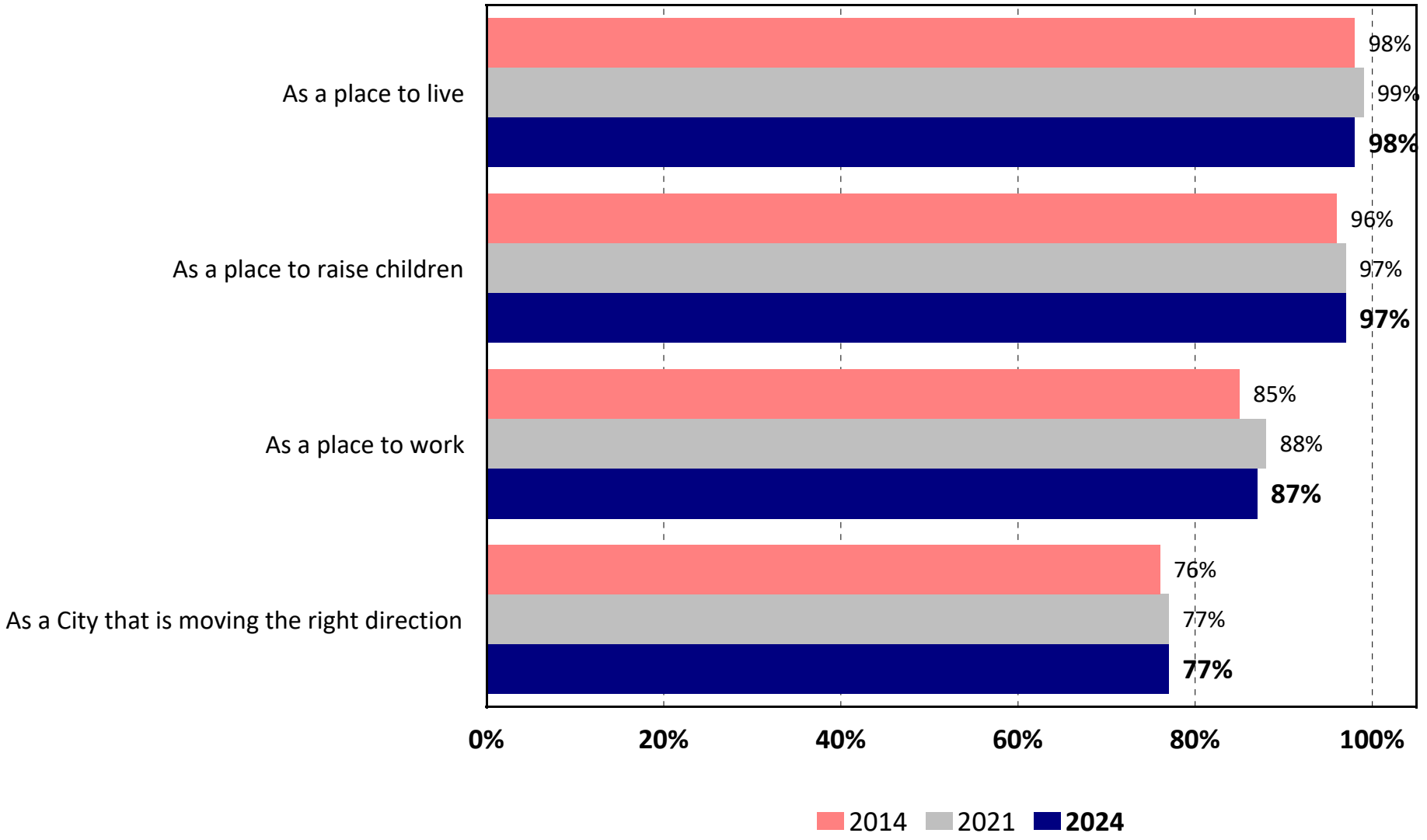
Q1. How Residents Rate the City of Creve Coeur in the Following Areas

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



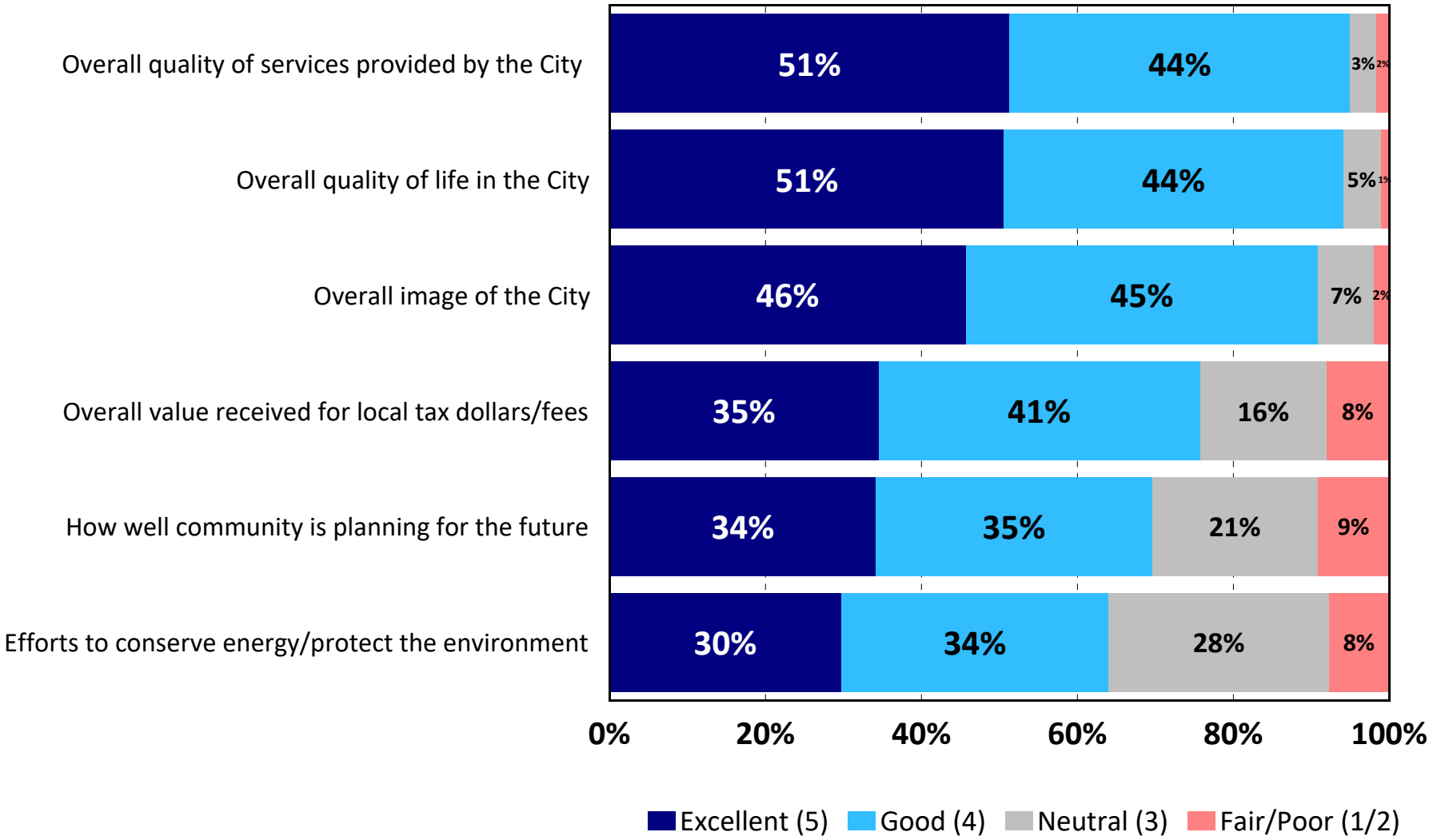
TRENDS: How Residents Rate the City of Creve Coeur in the Following Areas - 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



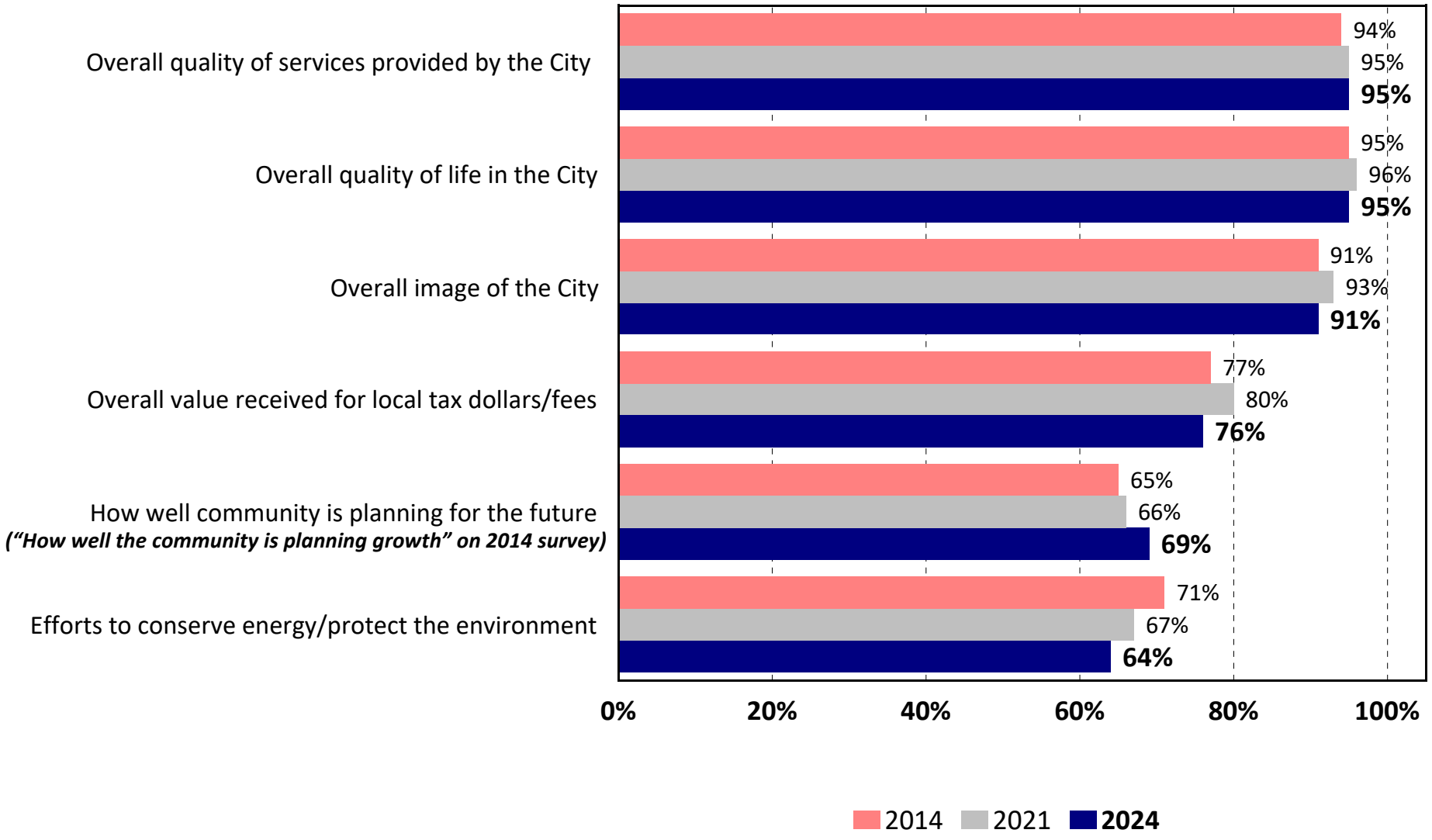
Q2. Ratings of Items That Influence the Perceptions Residents Have of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



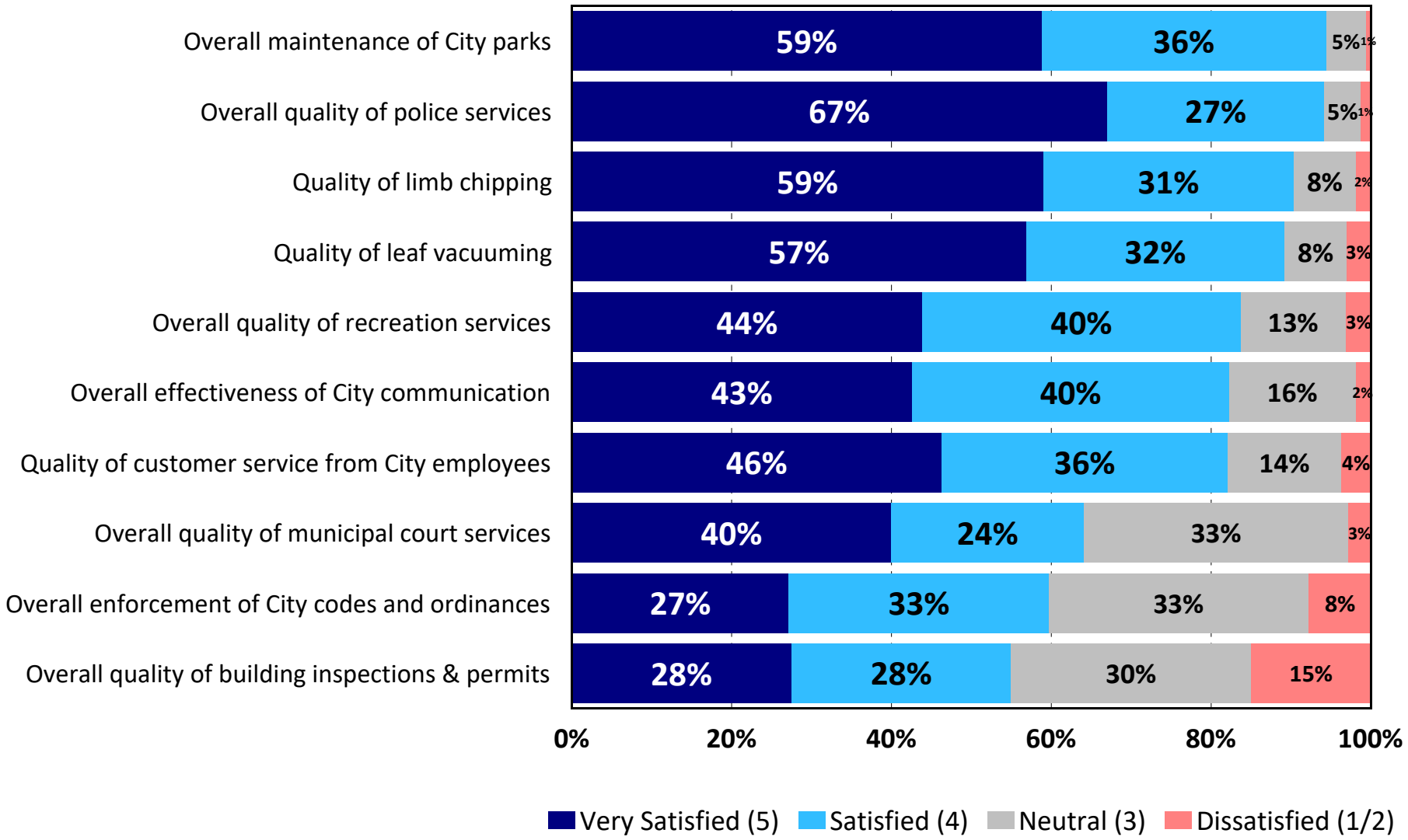
TRENDS: Ratings of Items That Influence the Perceptions Residents Have of the City - 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



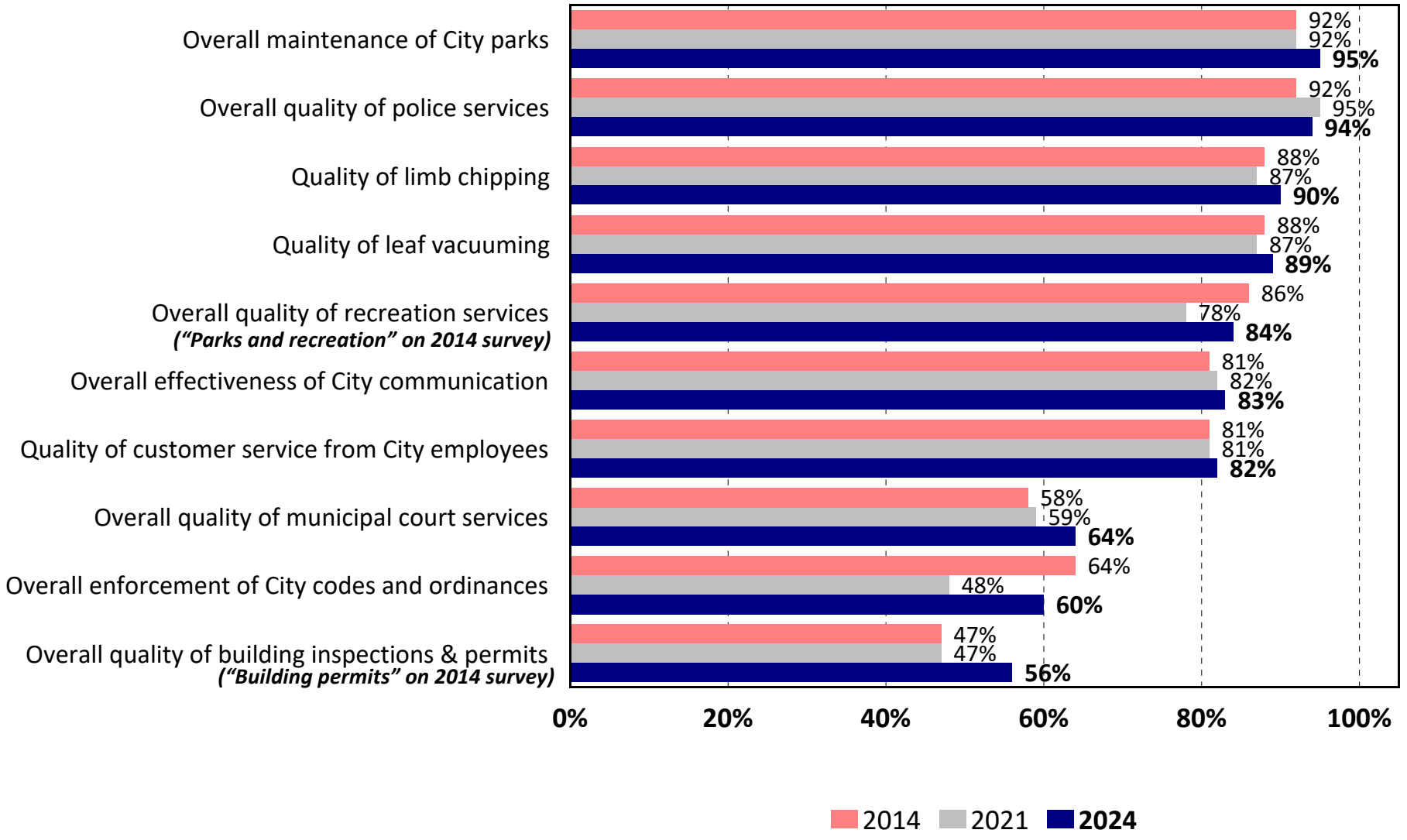
Q3. Satisfaction with Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



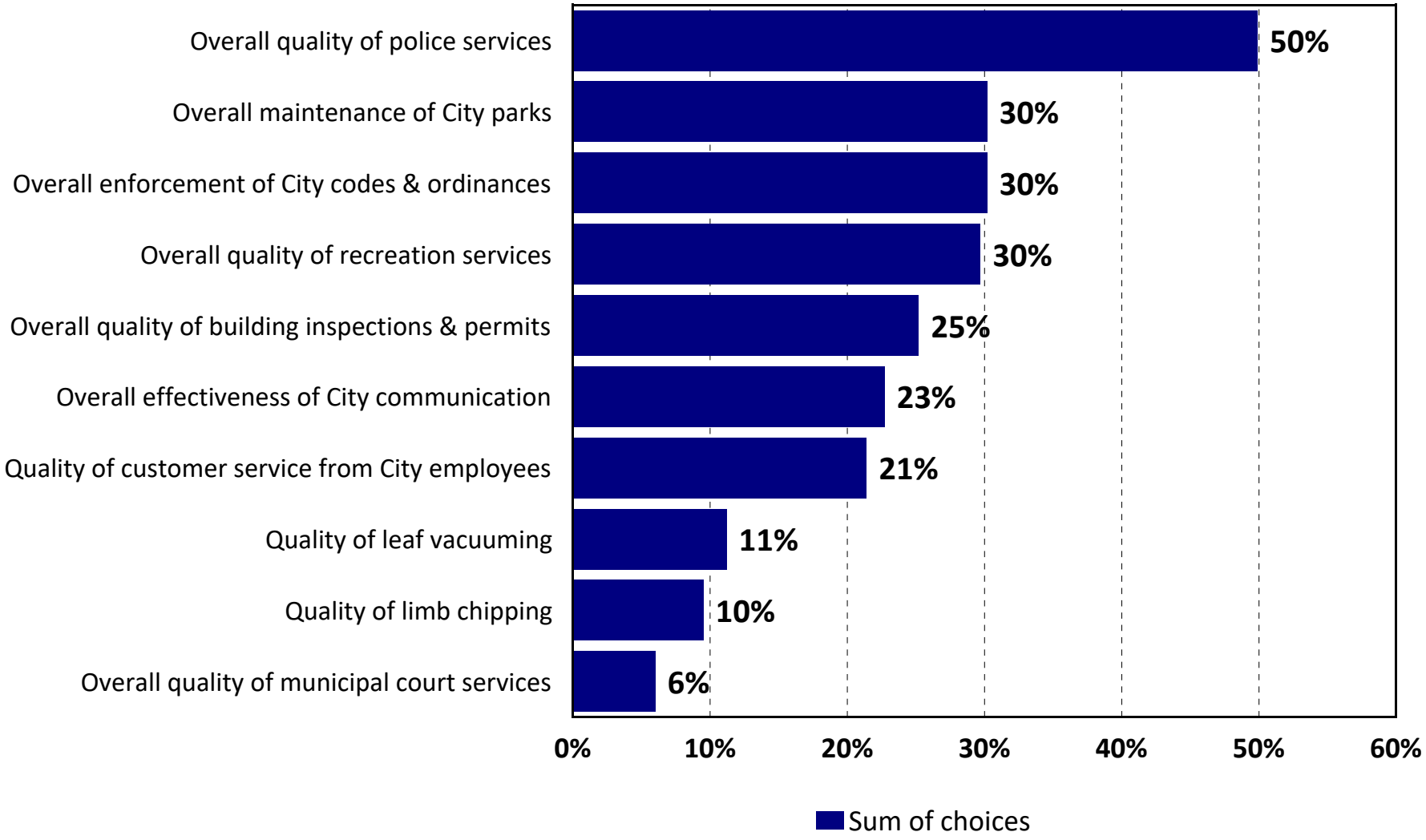
TRENDS: Satisfaction with Major Categories of City Services - 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



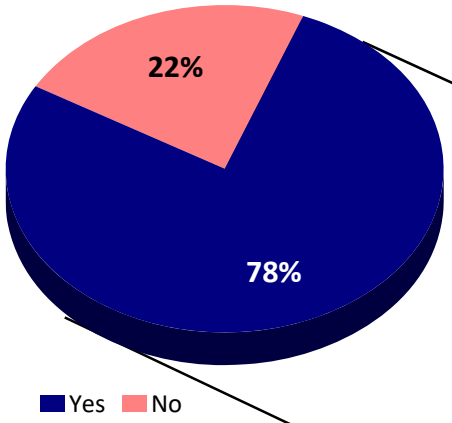
Q4. City Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

by percentage of respondents who selected the item as one of their top three choices



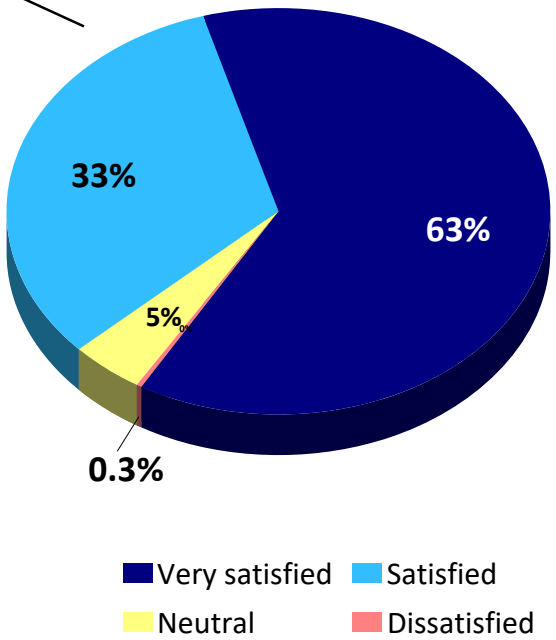
Q6. Do you live in a single-family home or townhome?

by percentage of respondents (excluding "not provided")



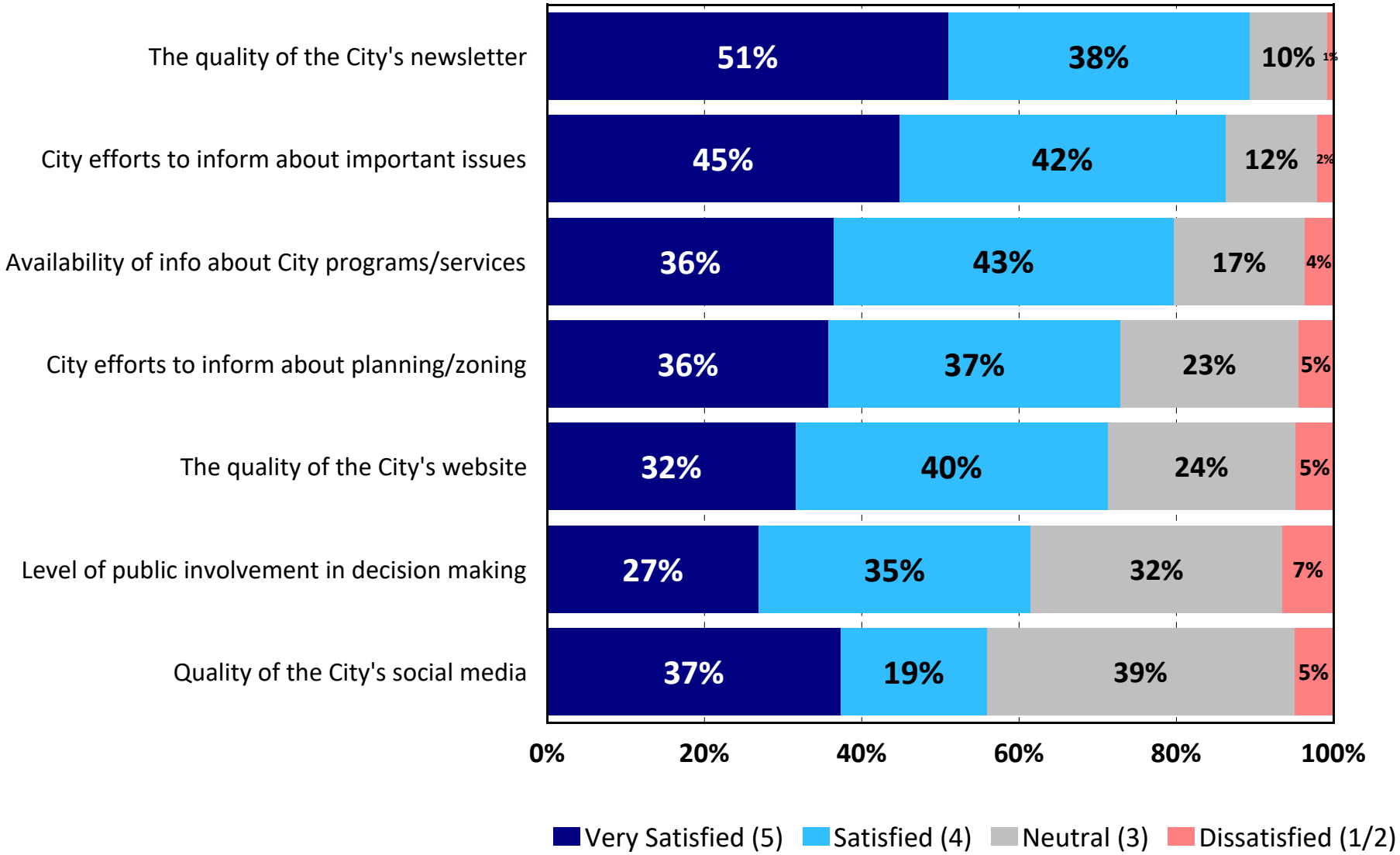
Q6a. How satisfied are you with the City's trash and recycling service?

(excluding "don't know")



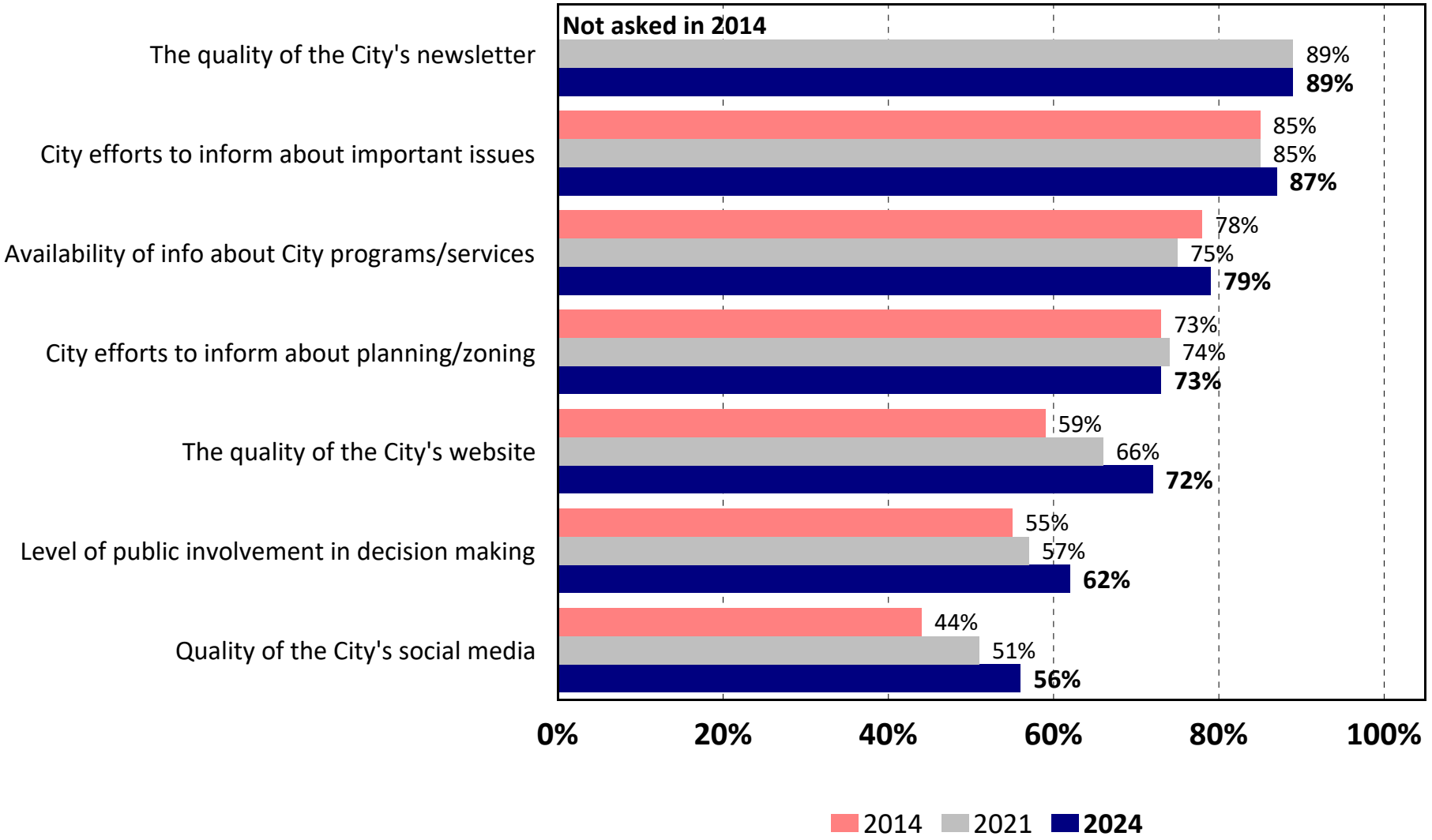
Q7. Satisfaction with City Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



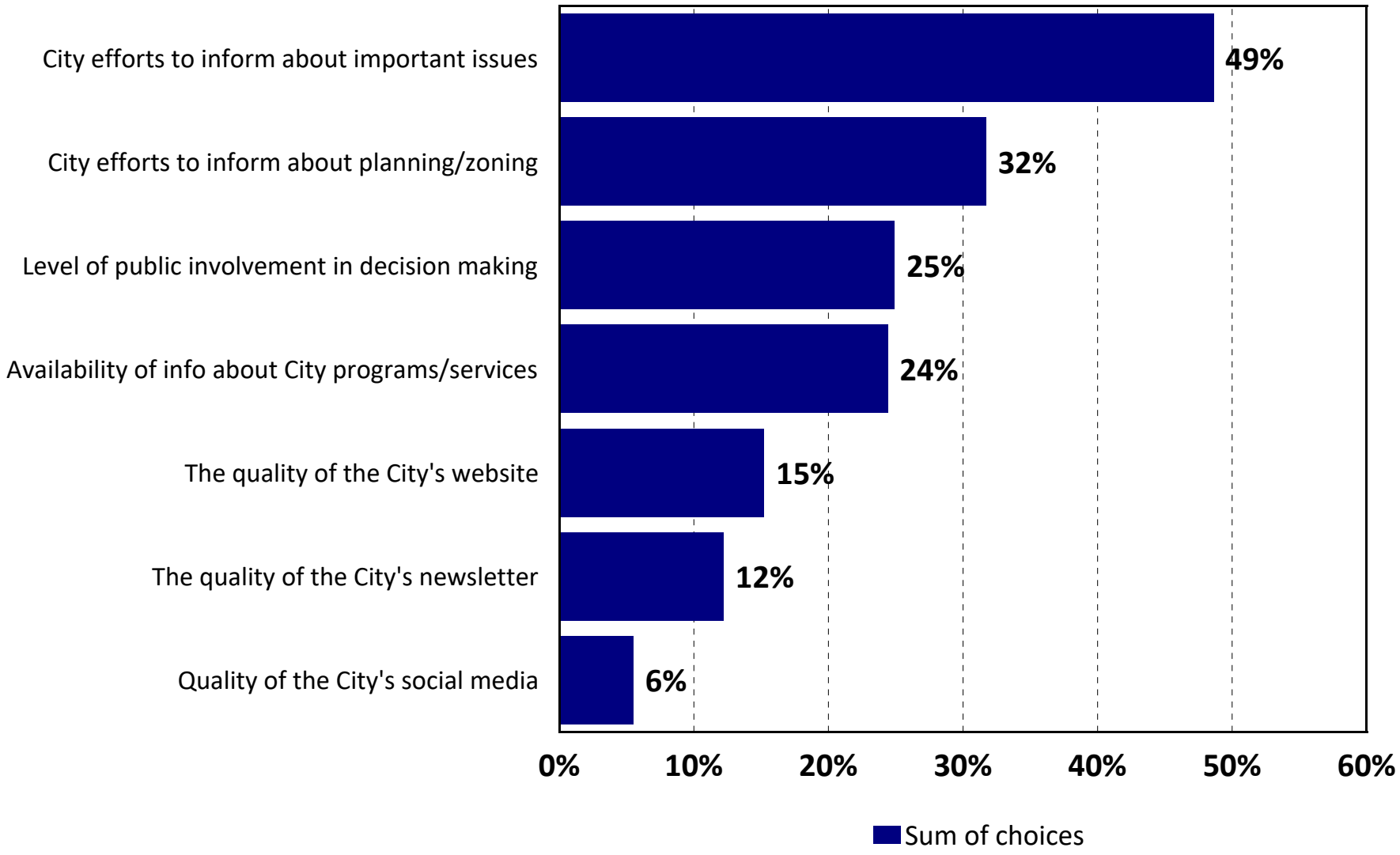
TRENDS: Satisfaction with City Communication 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



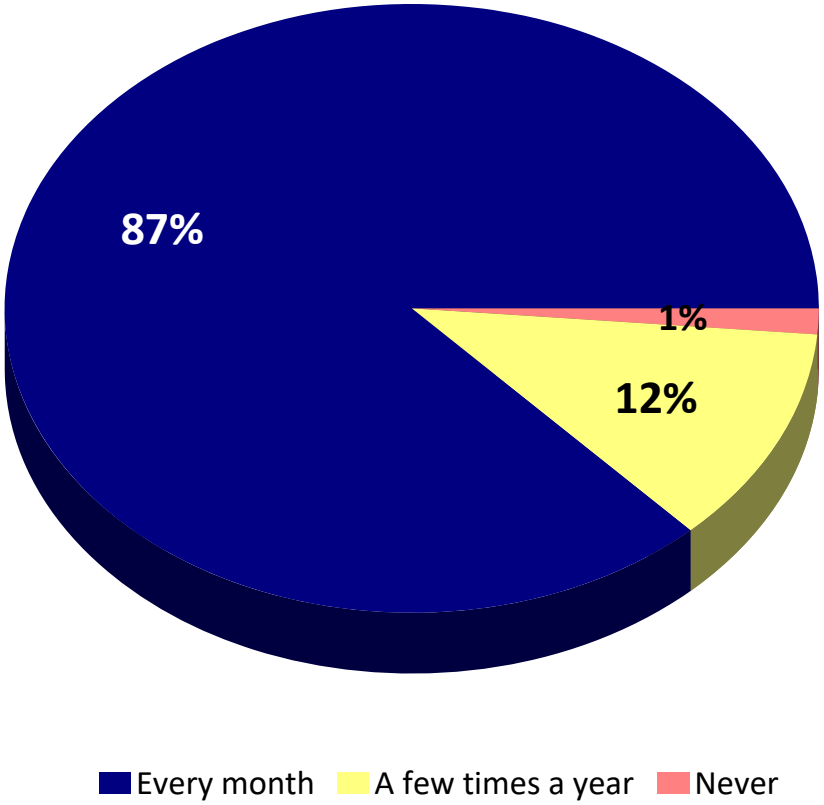
Q8. Communication Issues That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top two choices



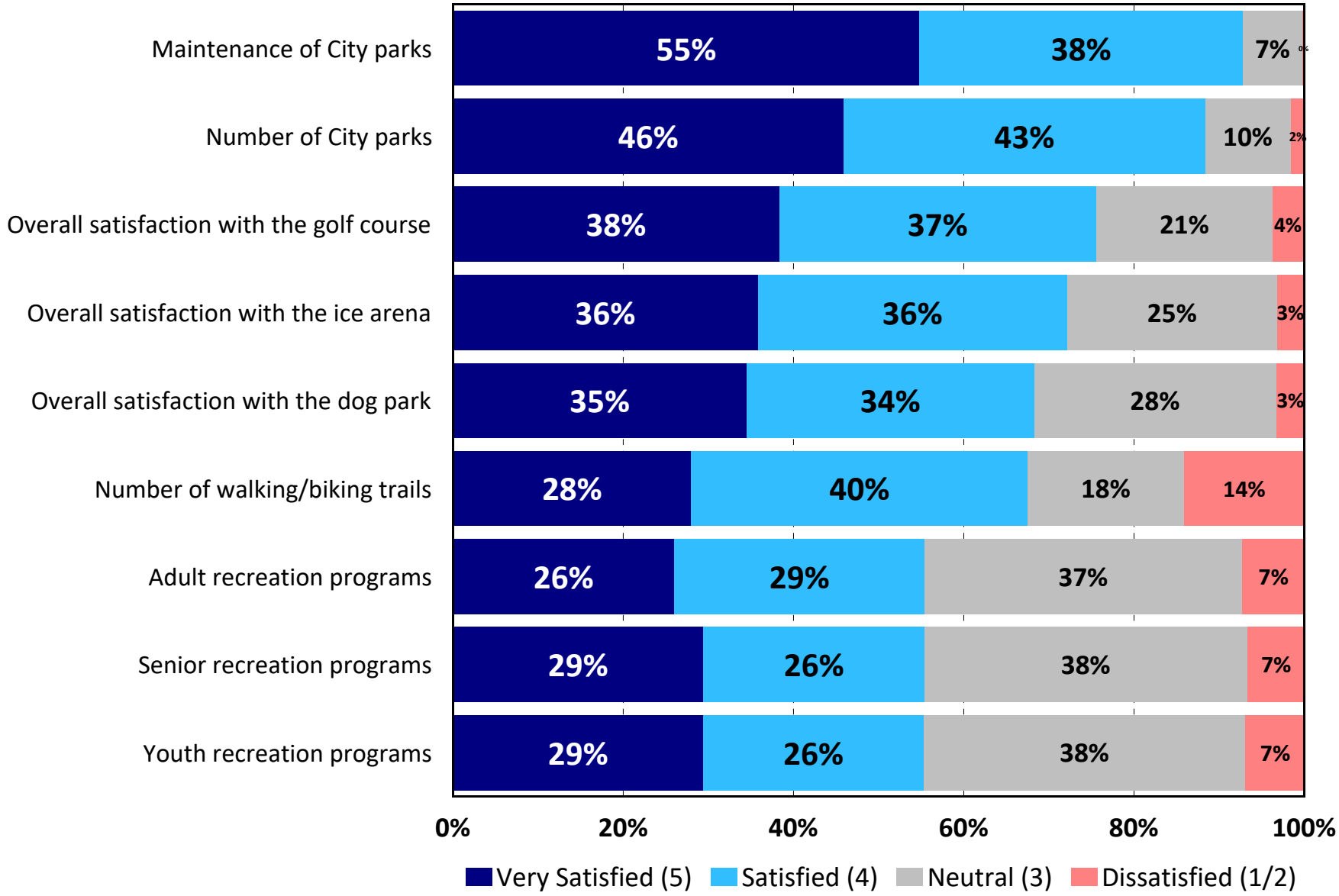
Q9. How often do you read the City's newsletter?

by percentage of respondents (excluding "not provided")



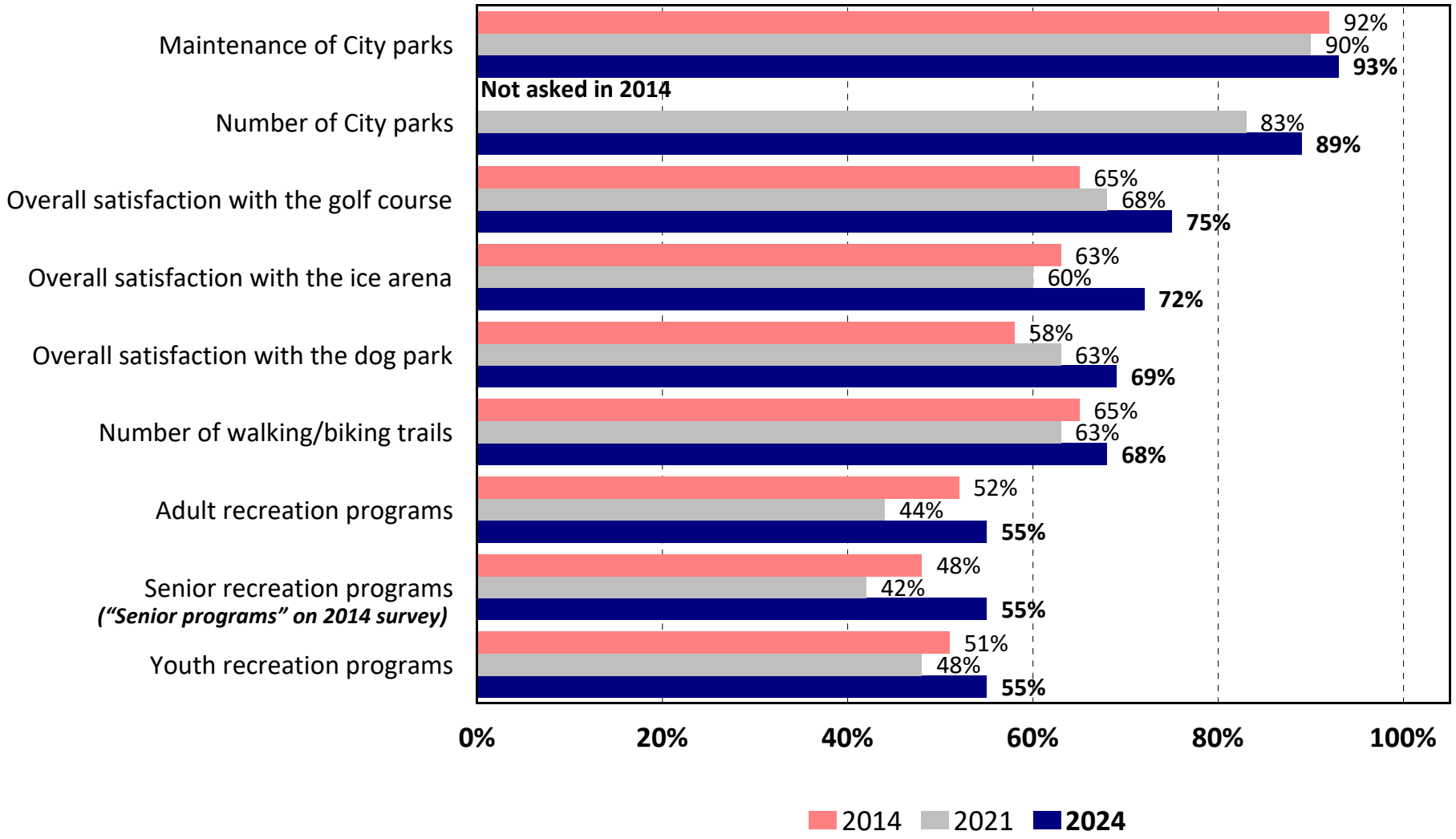
Q11. Satisfaction With the City's Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



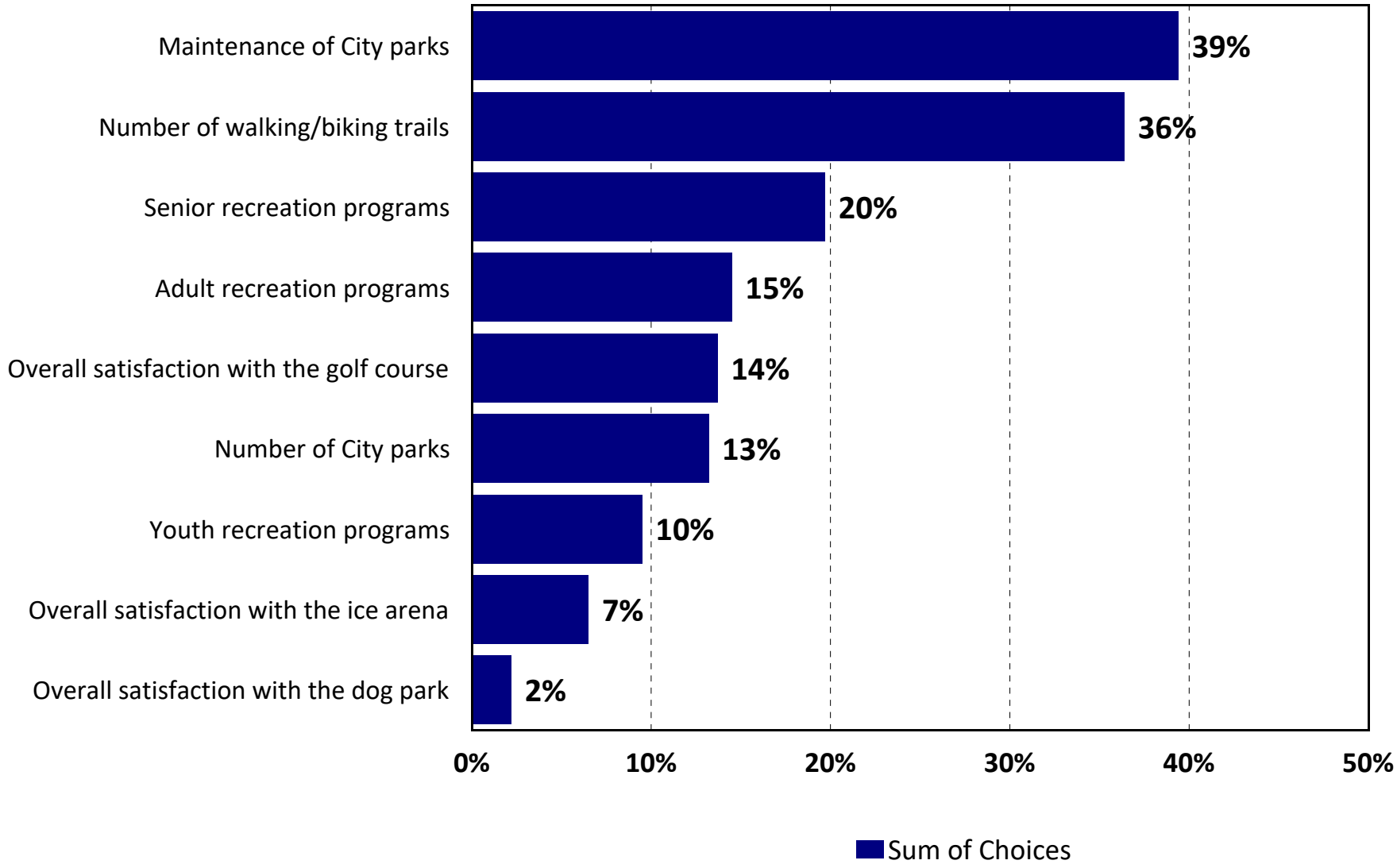
TRENDS: Satisfaction With the City's Parks and Recreation 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



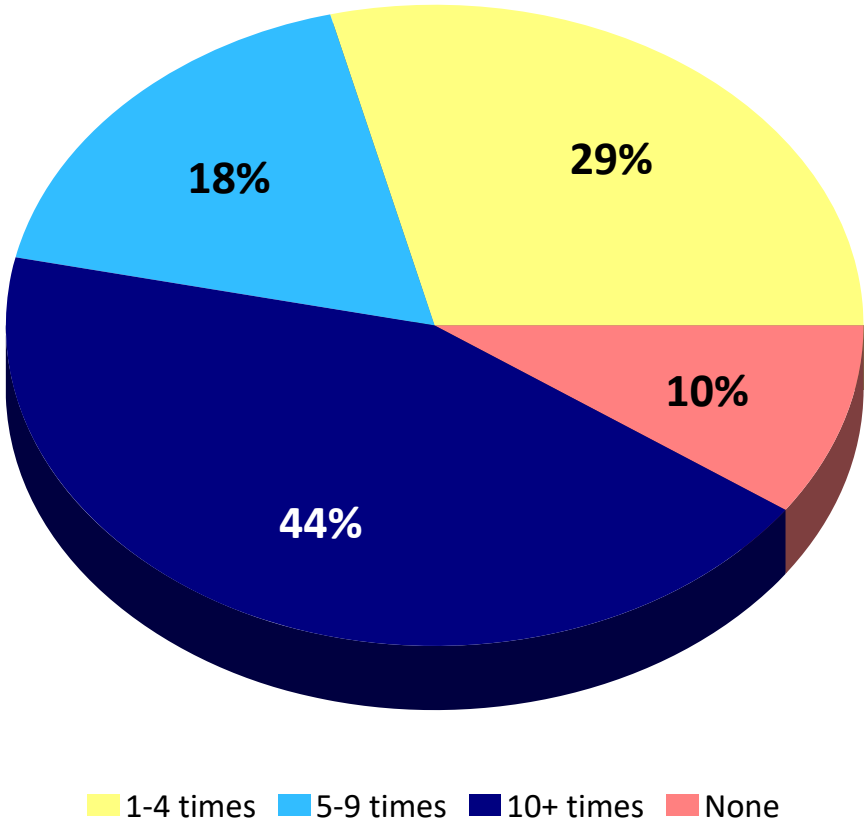
Q12. Parks and Recreation Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

by percentage of respondents who selected the item as one of their top two choices



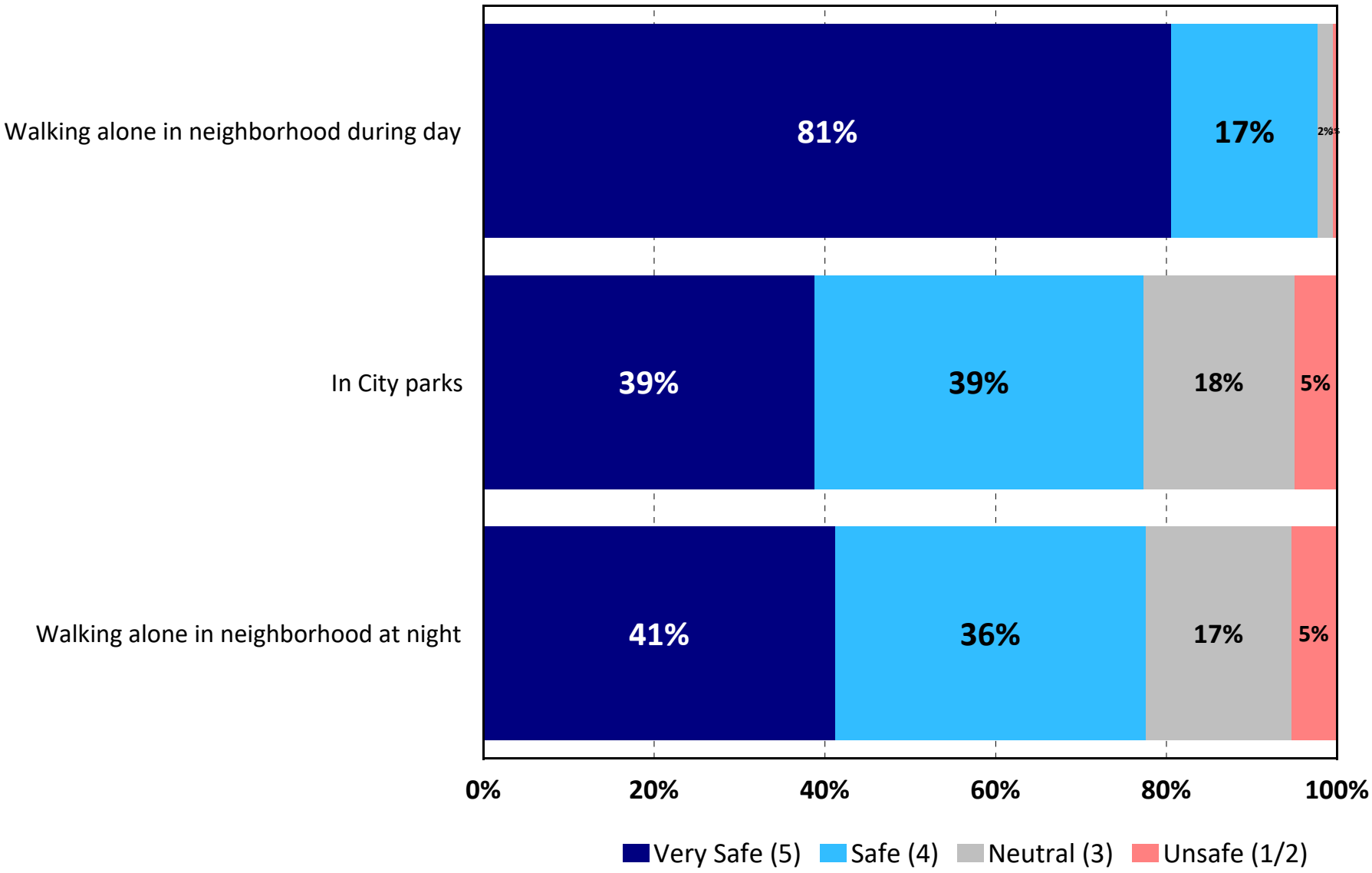
Q13. How many times have you visited one of the City's parks in the last two years?

by percentage of respondents (excluding "not provided")



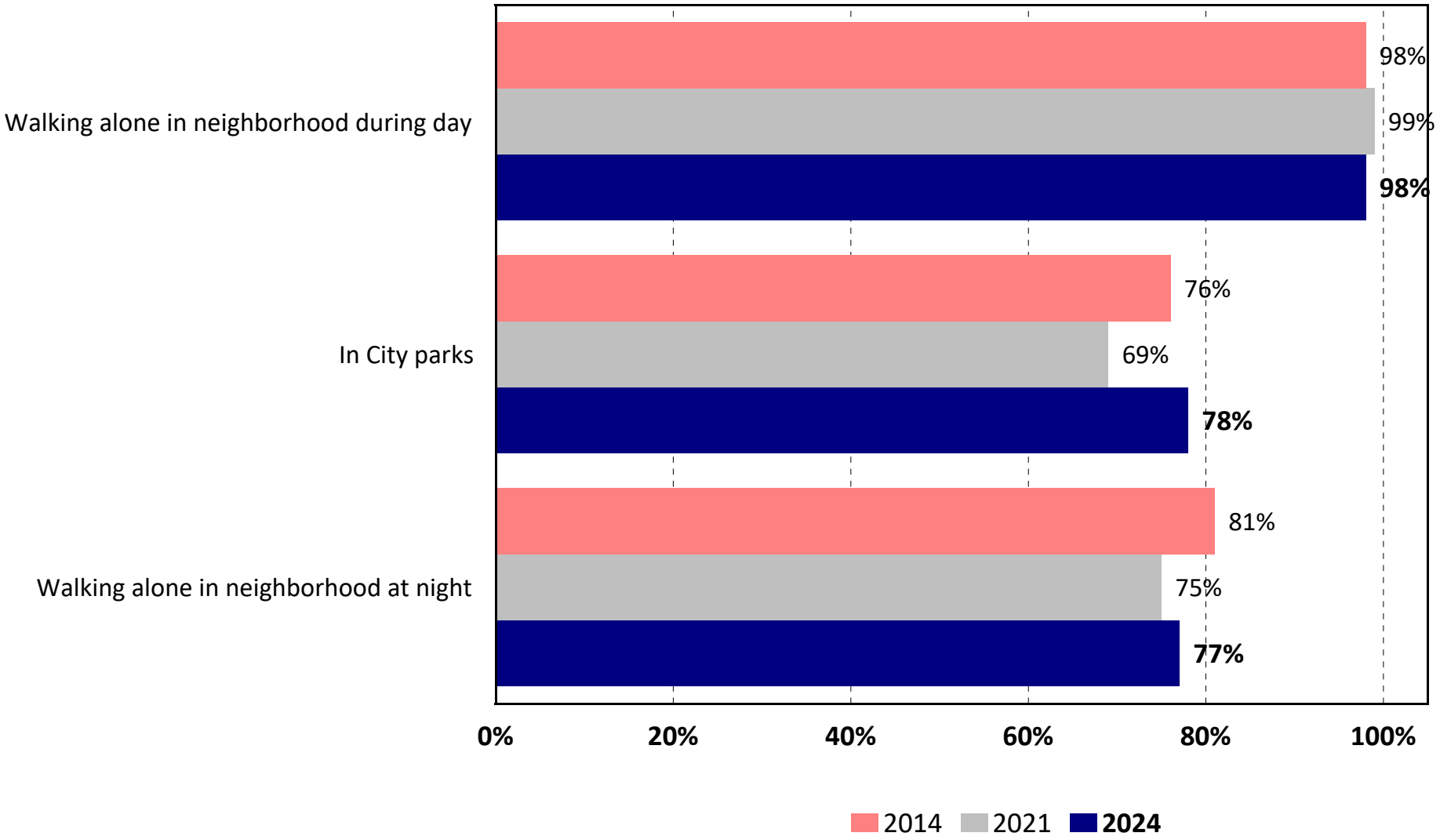
Q15. Feeling of Safety in the Following Situations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



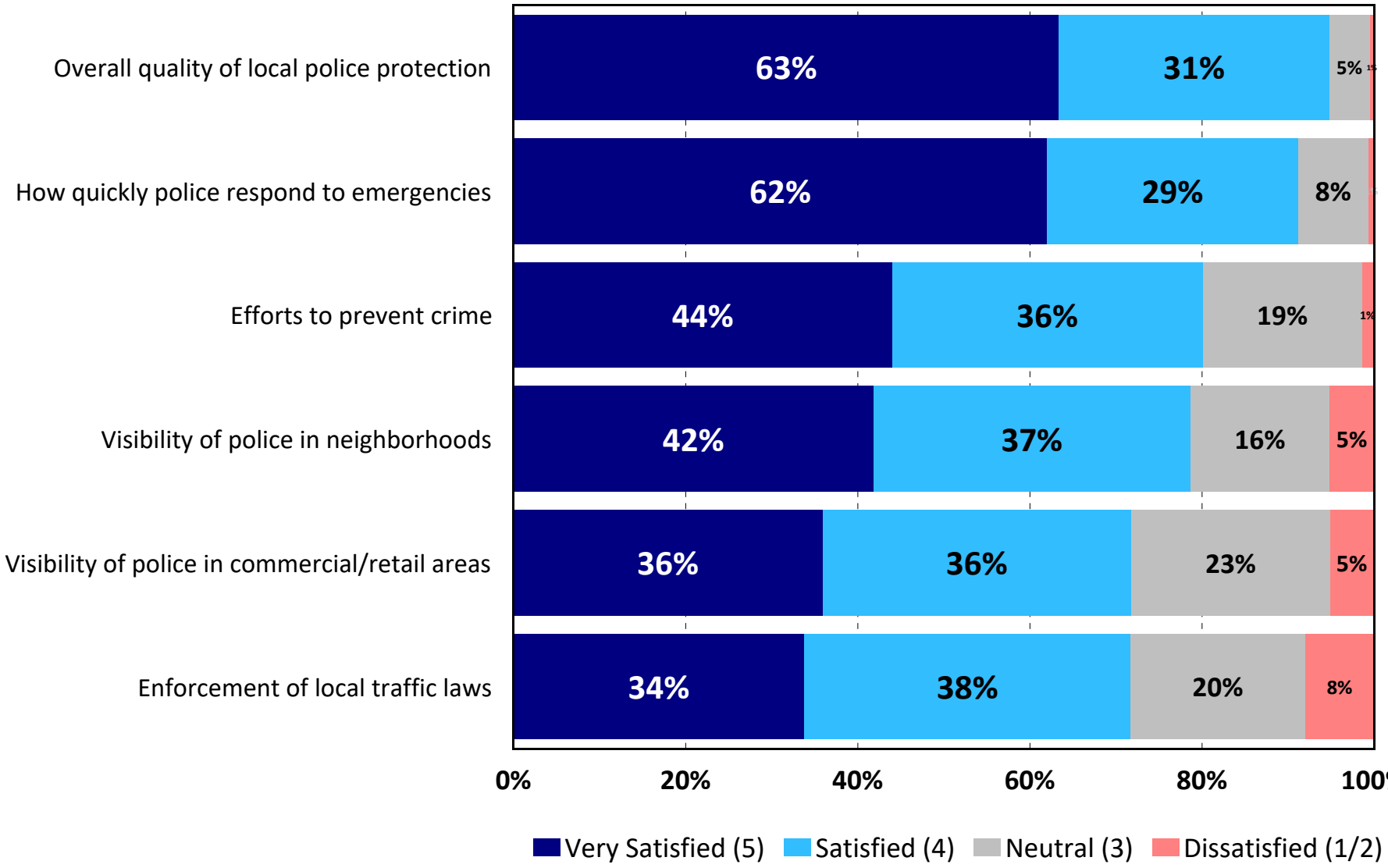
Feeling of Safety in the Following Situations
2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



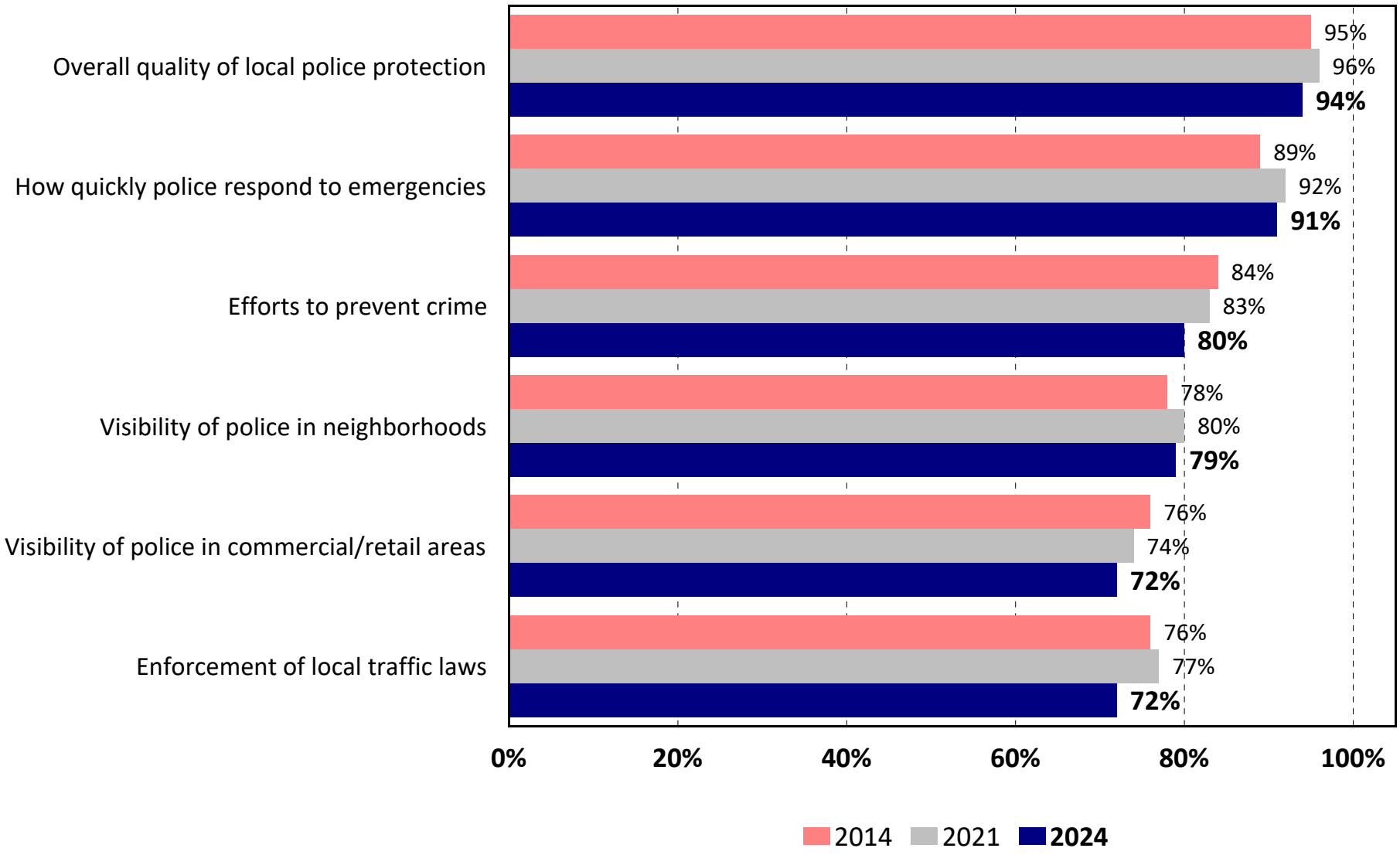
Q16. Satisfaction With Public Safety

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



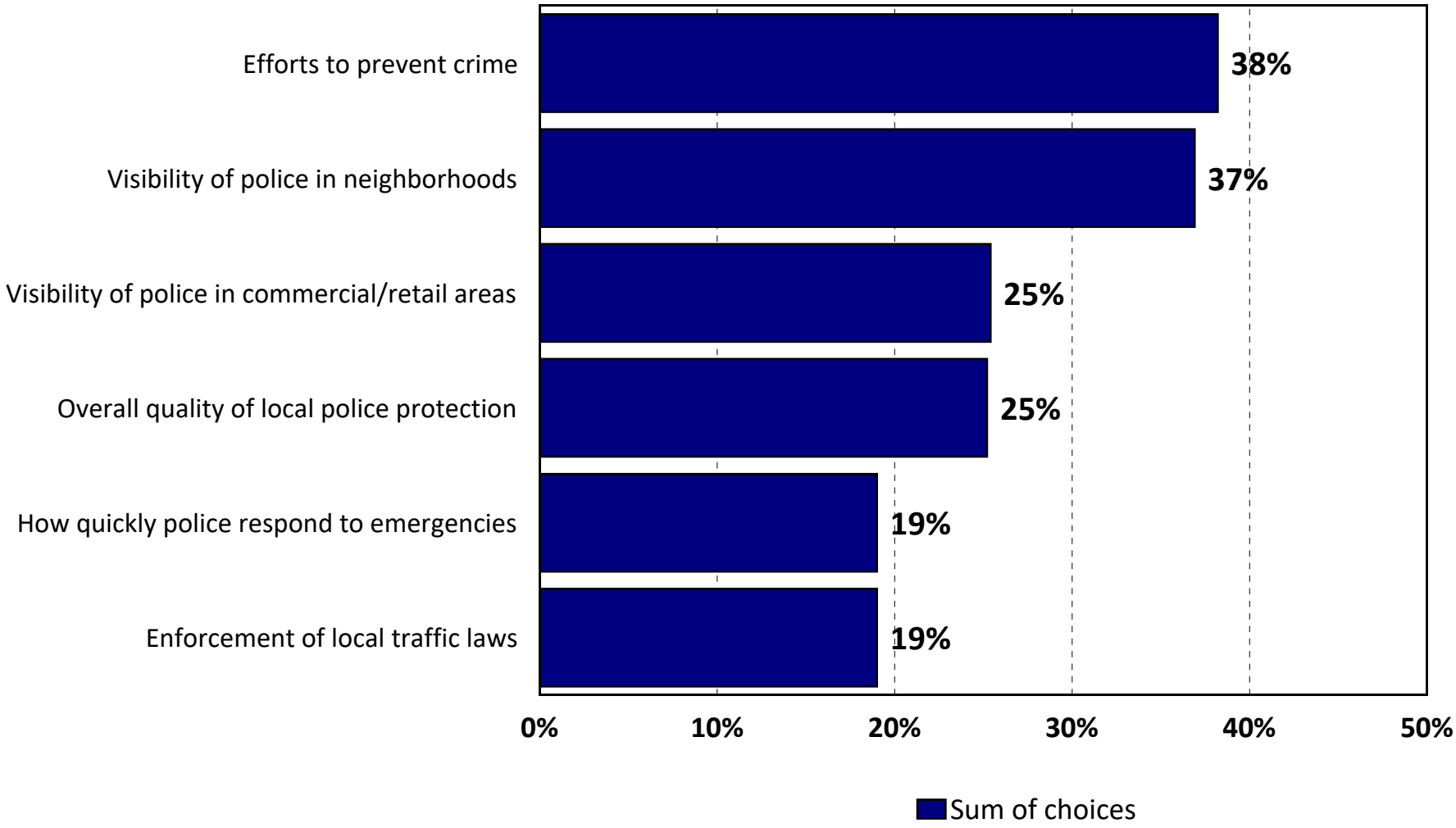
Satisfaction With Public Safety - 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



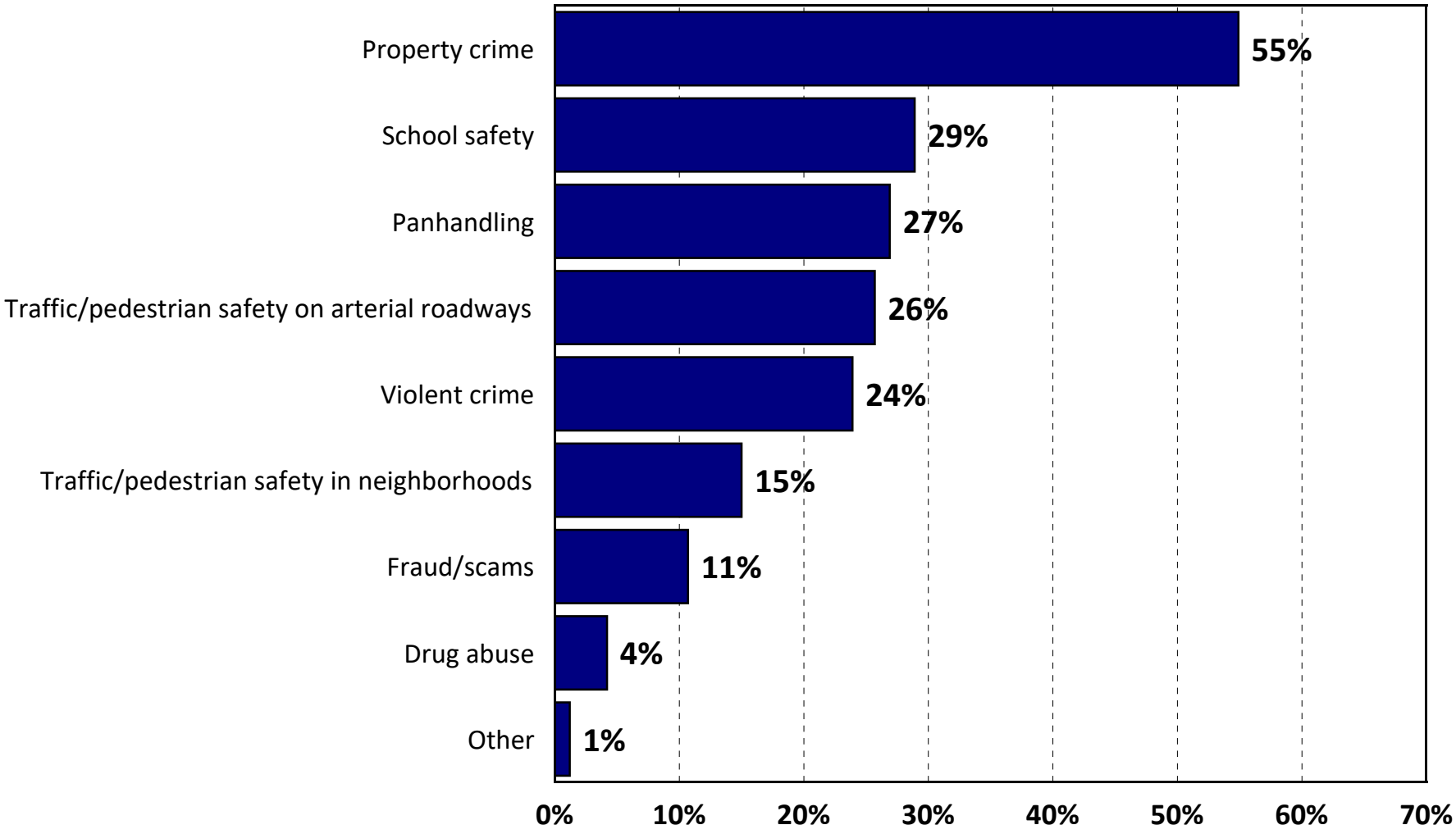
Q17. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top two choices



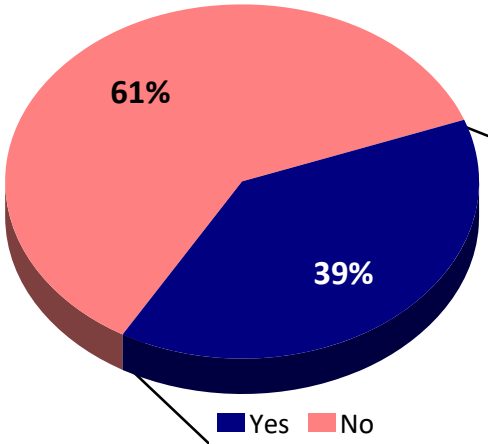
Q18. Public Safety Concerns That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents (two selections could be made)



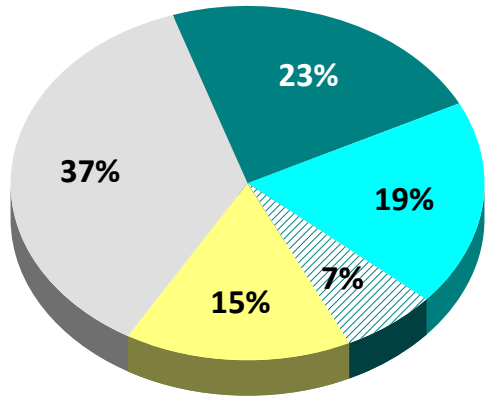
Q19. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents



Q19a. What type of contact?

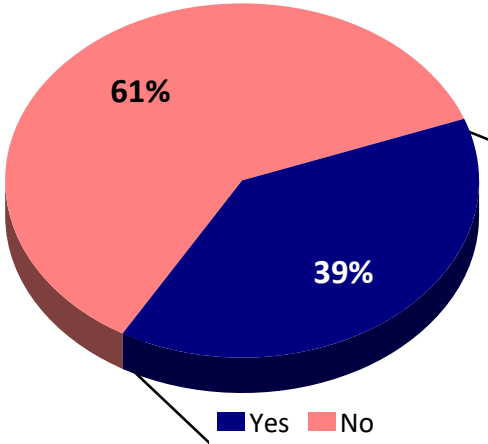
by percentage of respondents
(excluding "not provided")



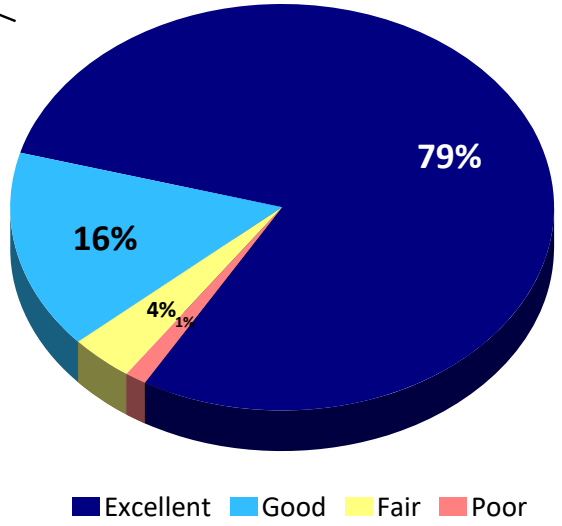
- Reported a crime
- Traffic stop
- Crime prevention/safety promotion program
- Police assistance
- Other

Q19. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents

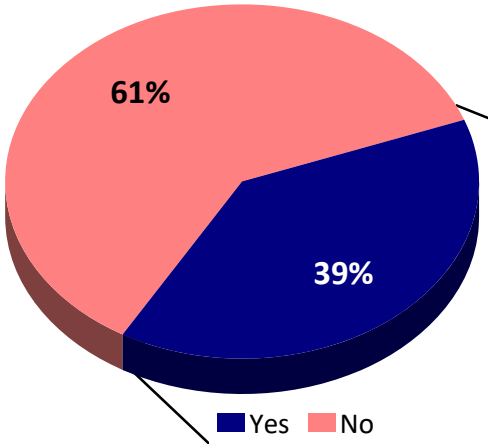


Q19b. How would you rate the quality of contact with the police officer?
(excluding "not provided")

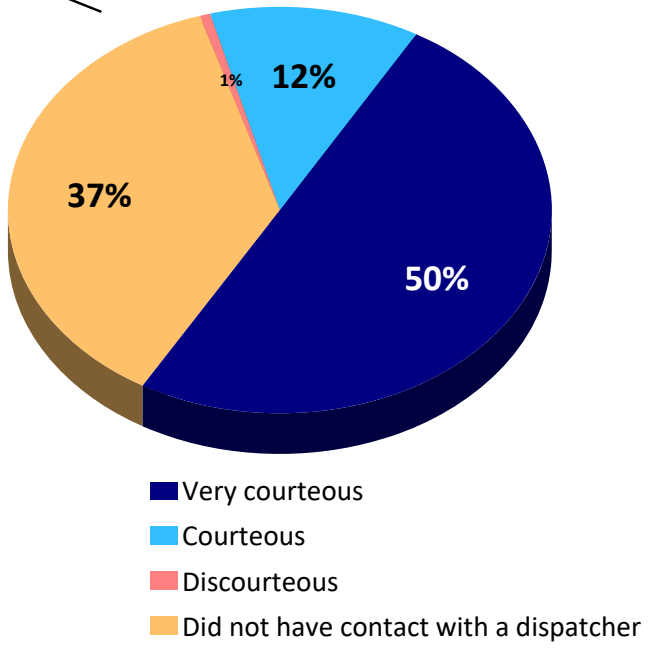


Q19. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents

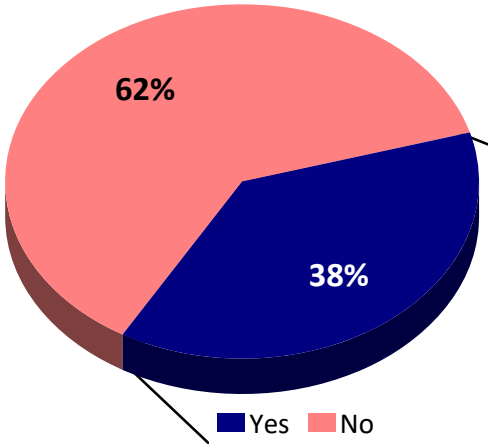


Q19c. How would you rate the dispatcher you interacted with?
(excluding "not provided")

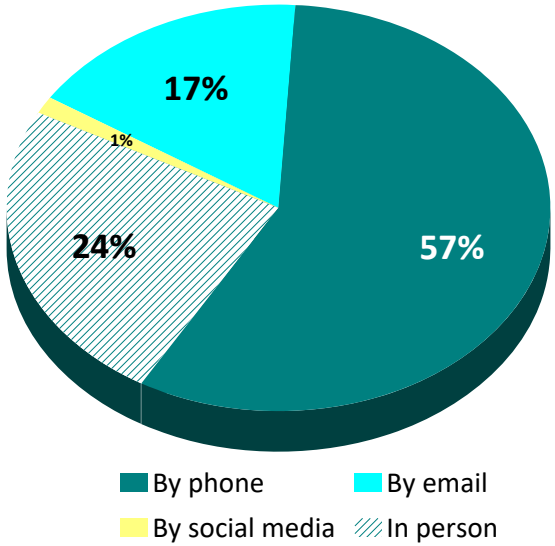


Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

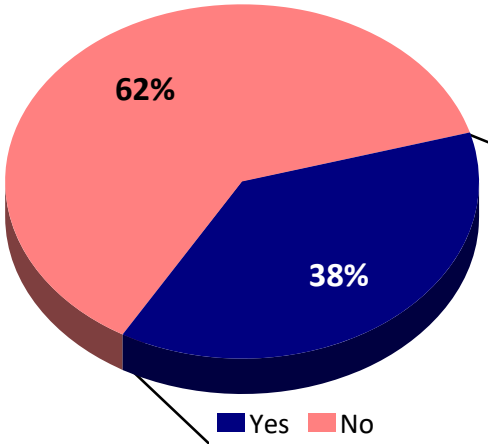


Q21a. How did you contact the City?
(excluding "not provided")



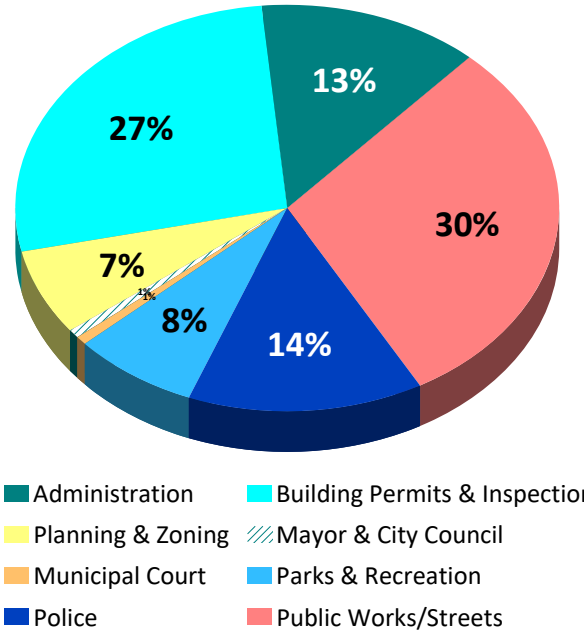
Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding "not provided")



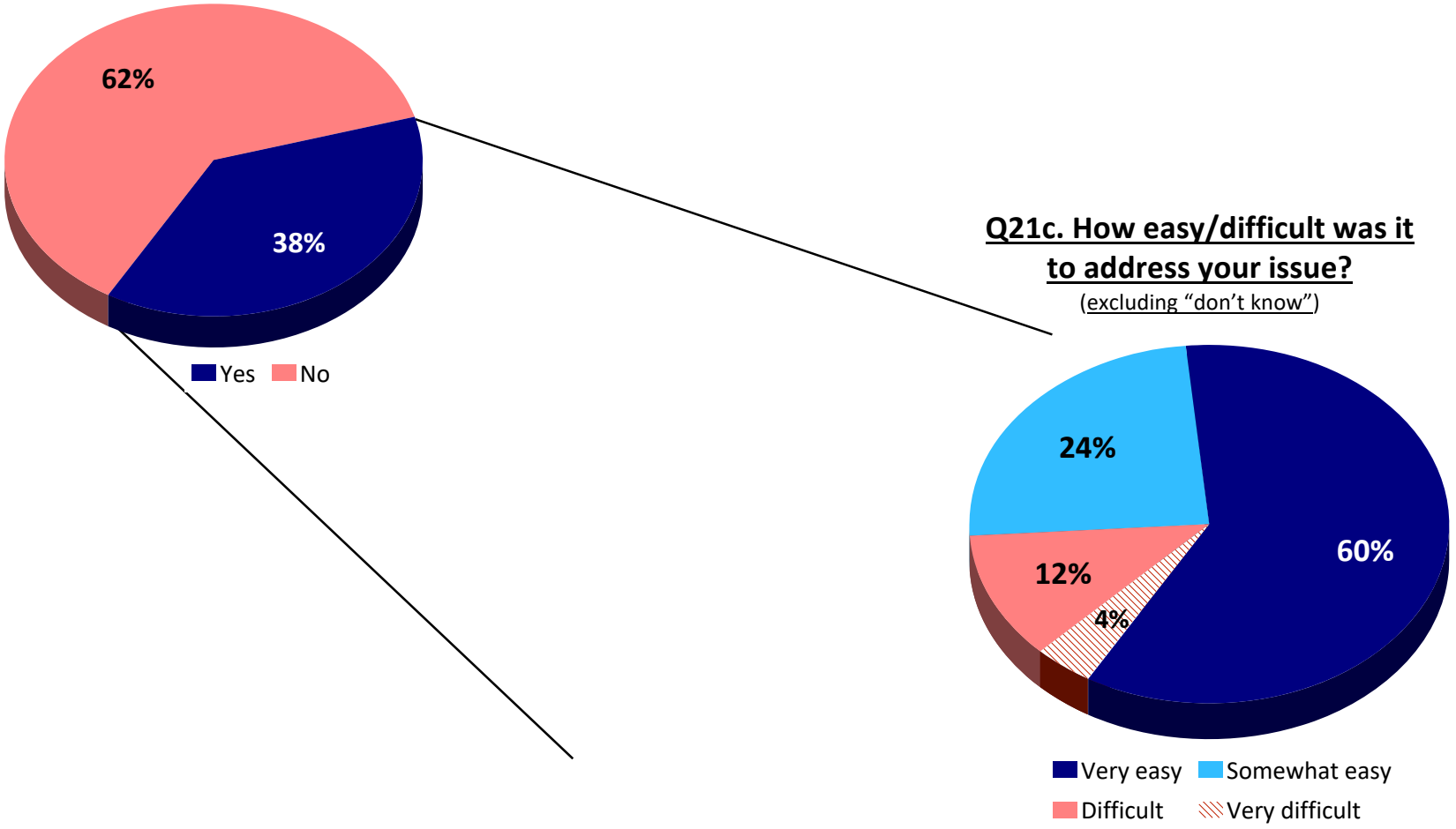
Q21b. Which department did you contact the City about most recently?

by percentage of respondents (excluding "not provided")



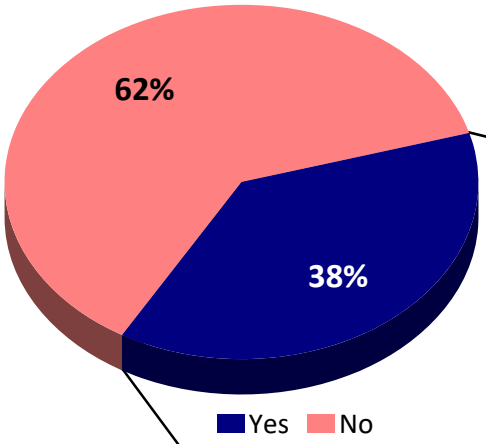
Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding "not provided")



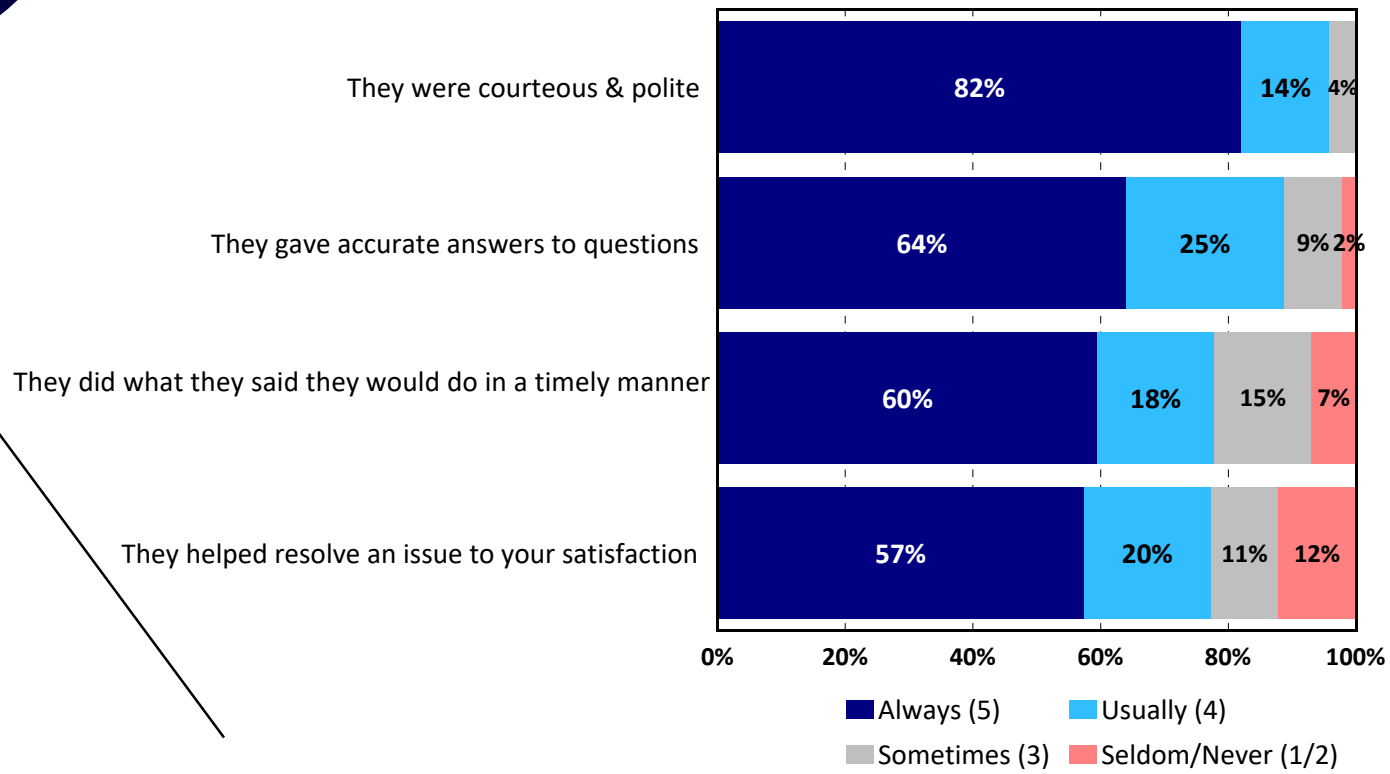
Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding "not provided")



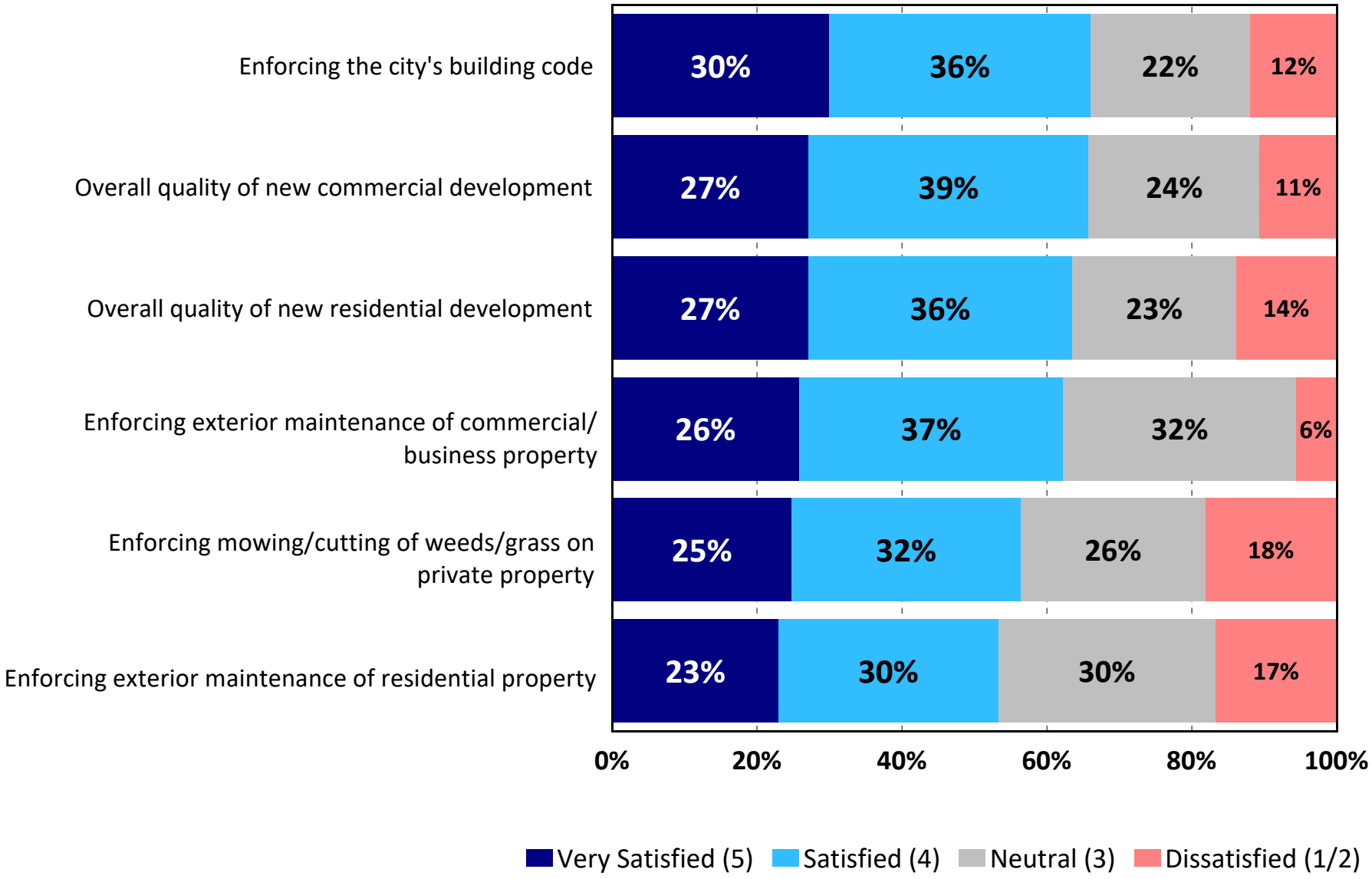
Q21d. Rate how often the employees you have contacted have displayed the following behaviors:

(excluding "don't know")



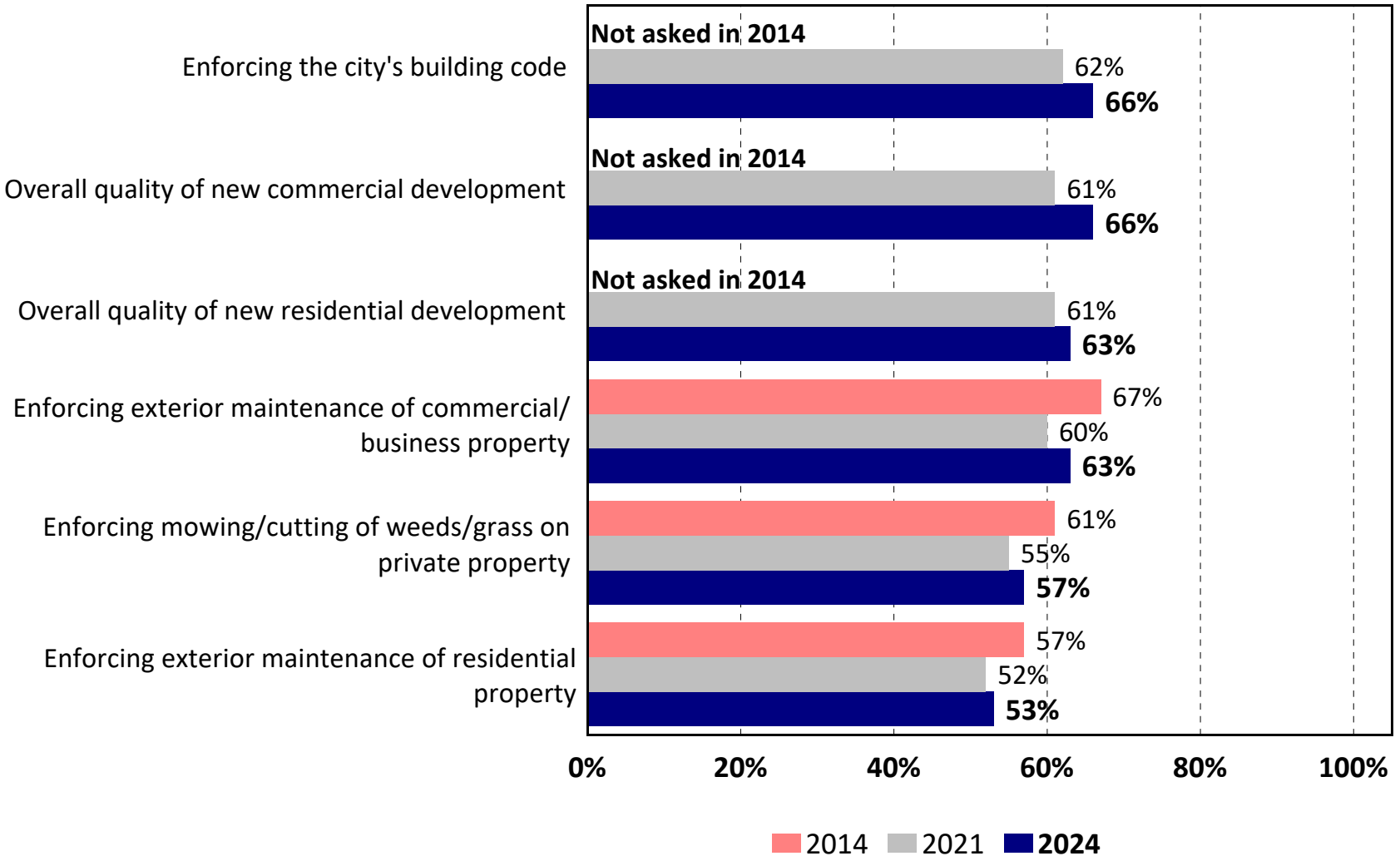
Q22. Satisfaction With Community Development

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



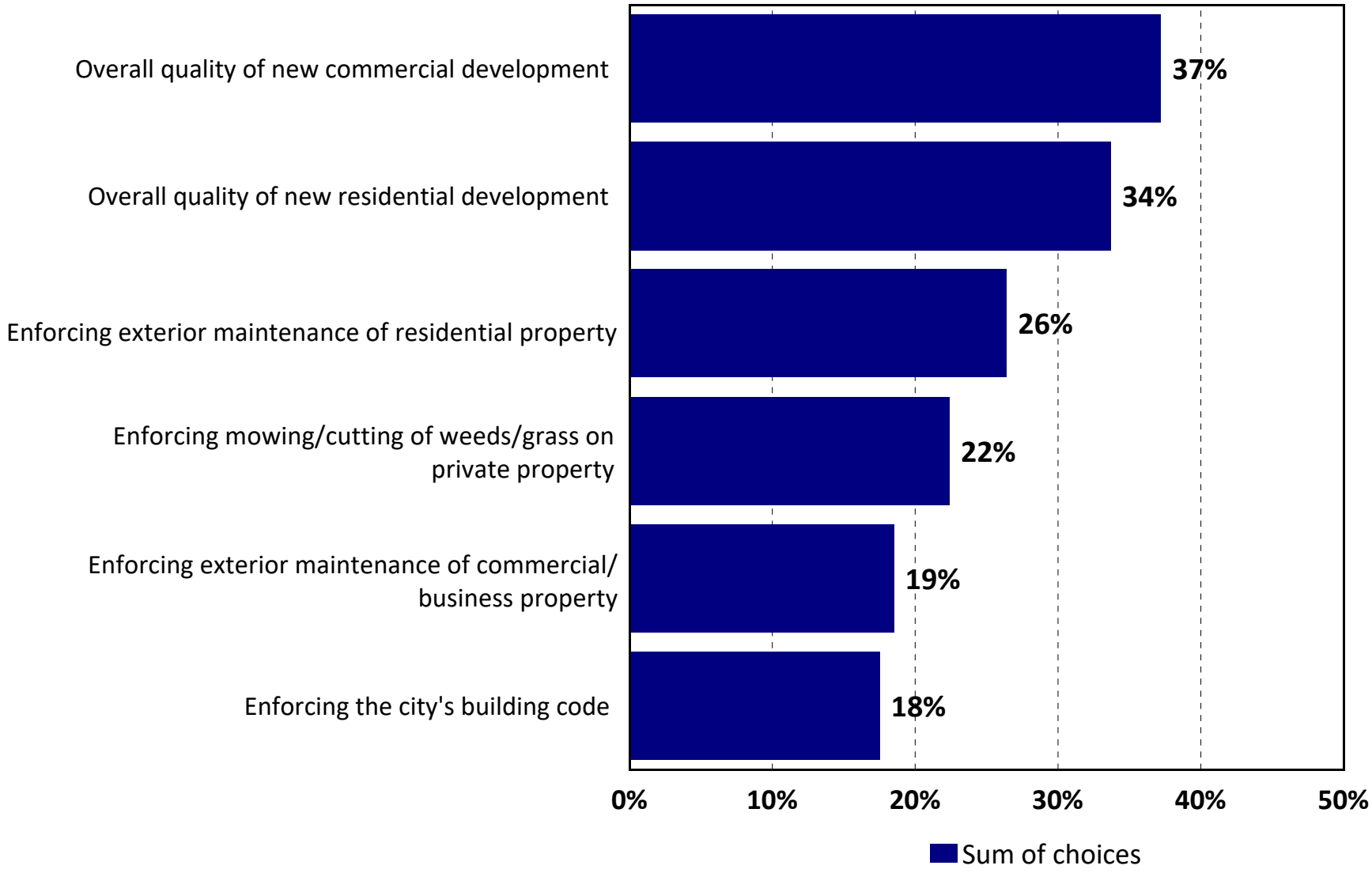
TRENDS: Satisfaction With Community Development 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



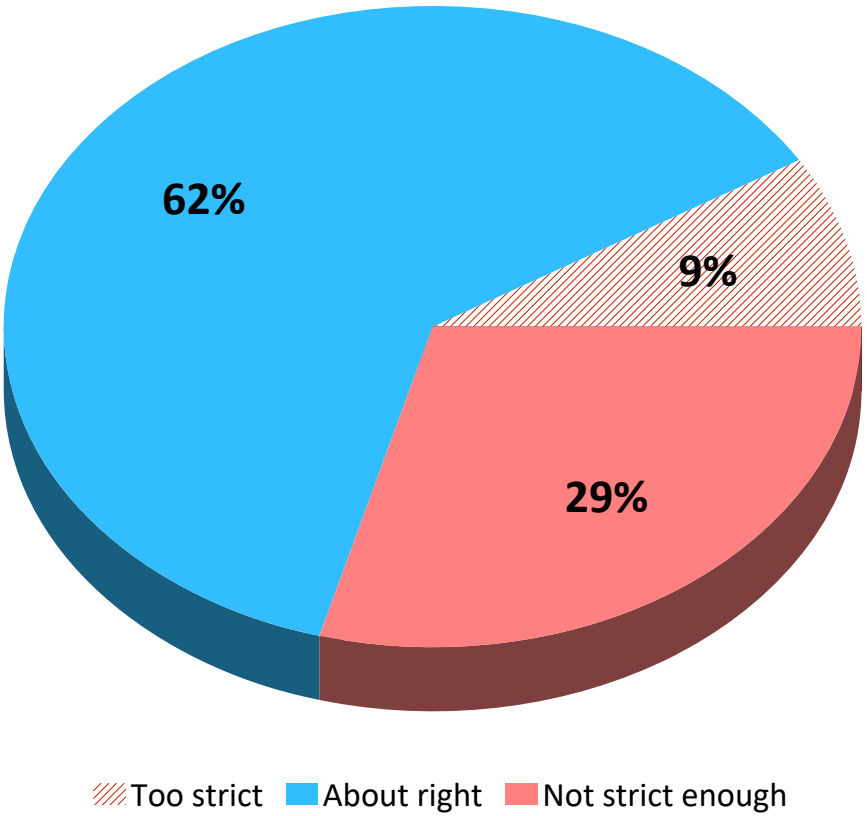
Q23. Community Development Services That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top two choices



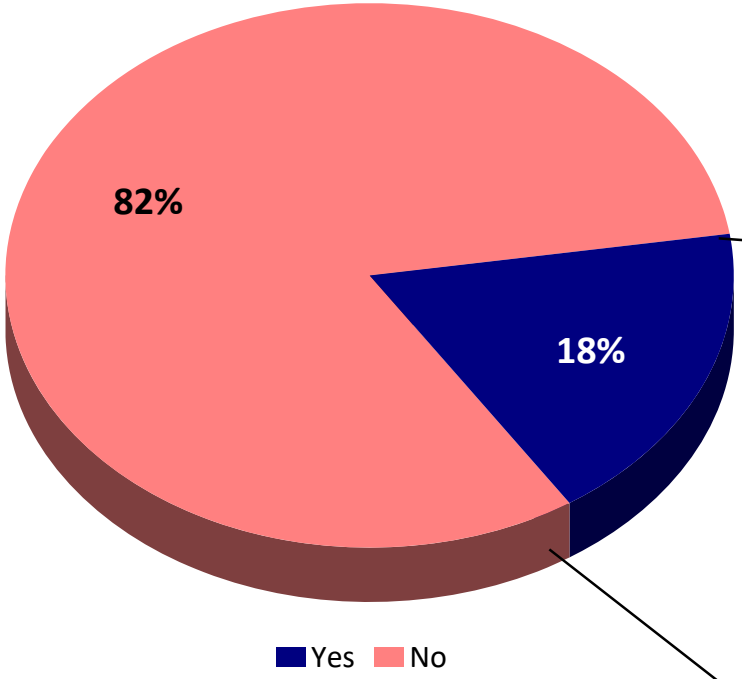
Q24. How would you rate the City's enforcement of exterior property maintenance?

by percentage of respondents (excluding "don't know")

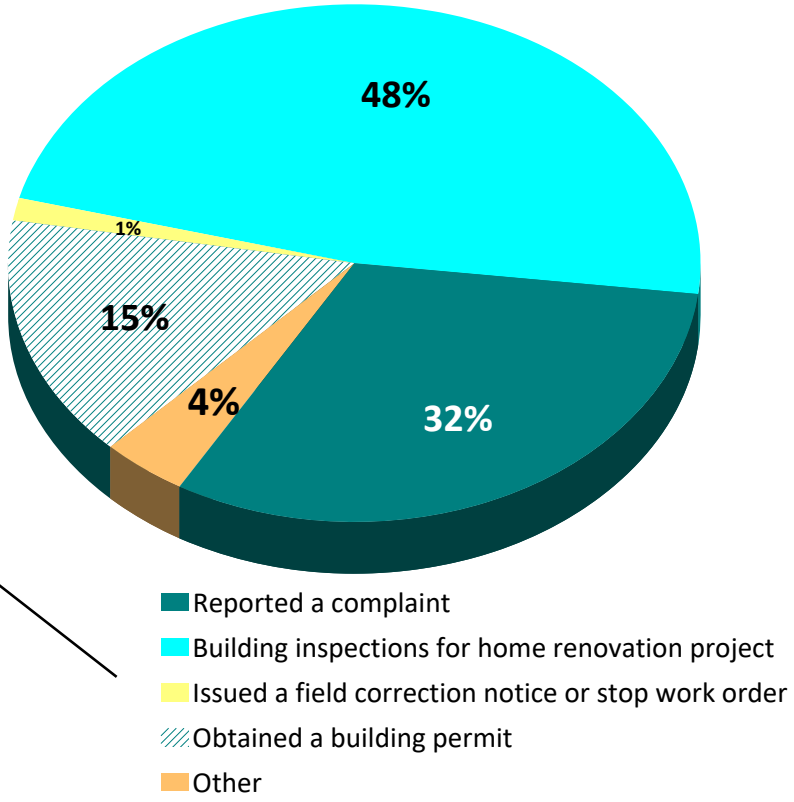


Q25. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents

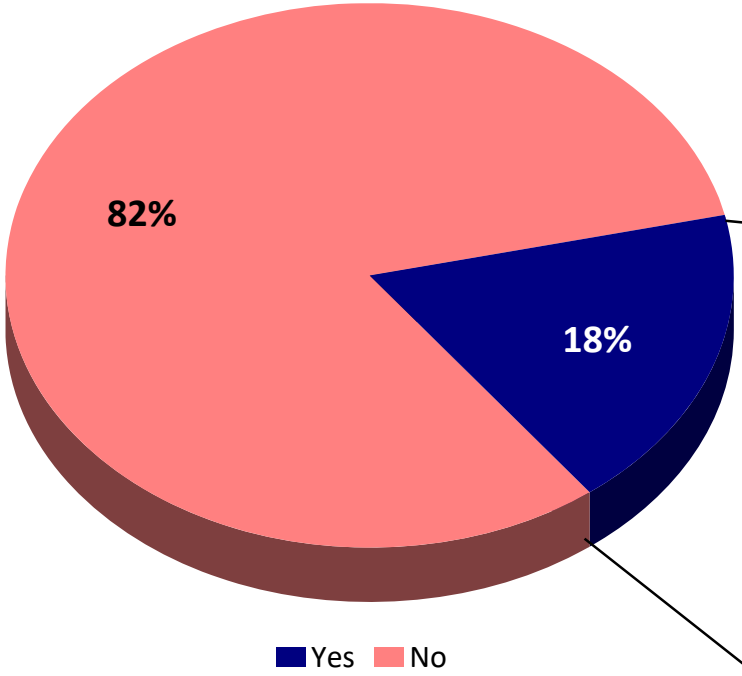


Q25a. What type of contact have you had with the Creve Coeur Building Division most recently?

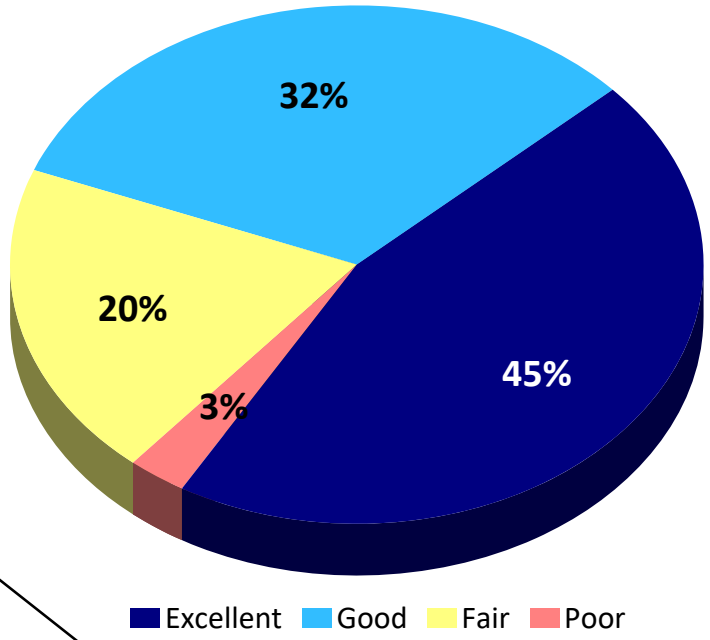


Q25. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents

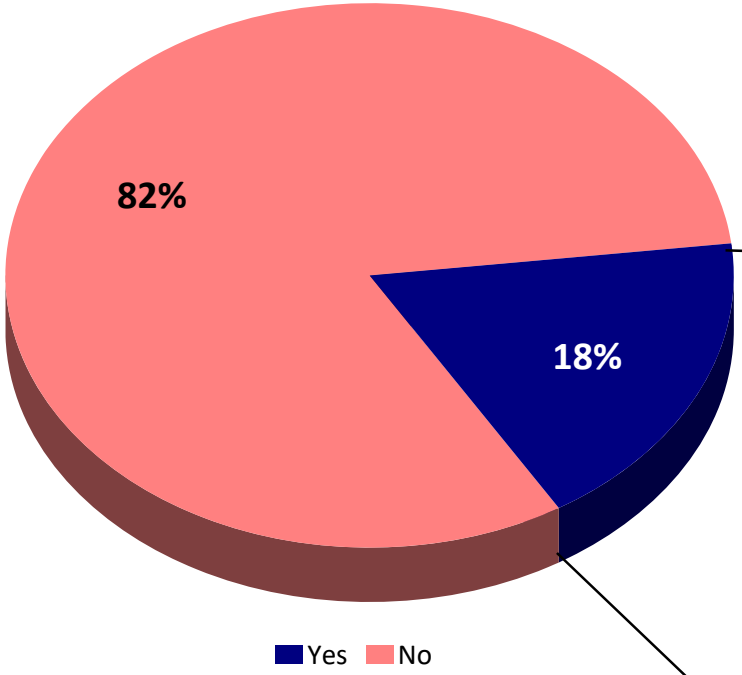


Q25b. How would you rate the quality of your contact with the Building Inspector?
(excluding "not provided")

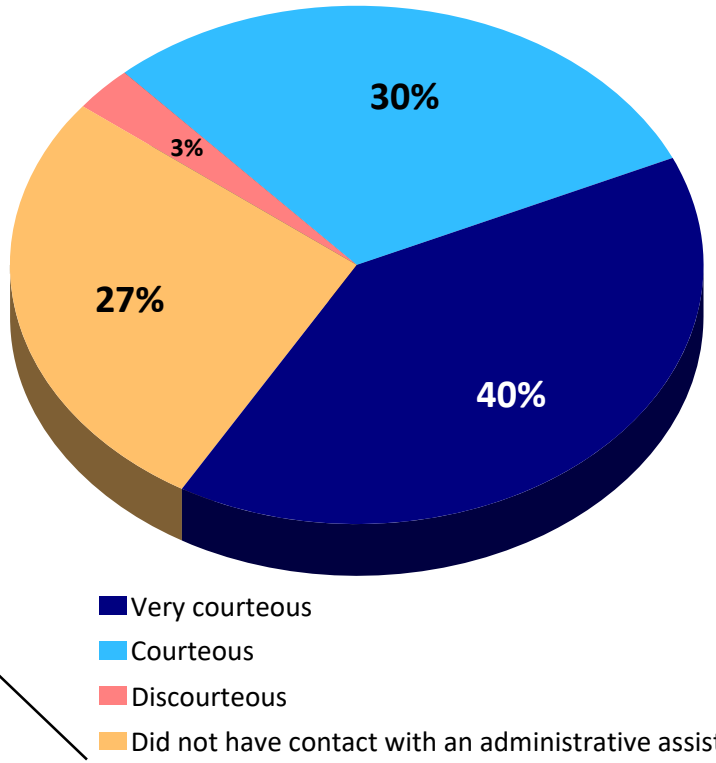


Q25. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents

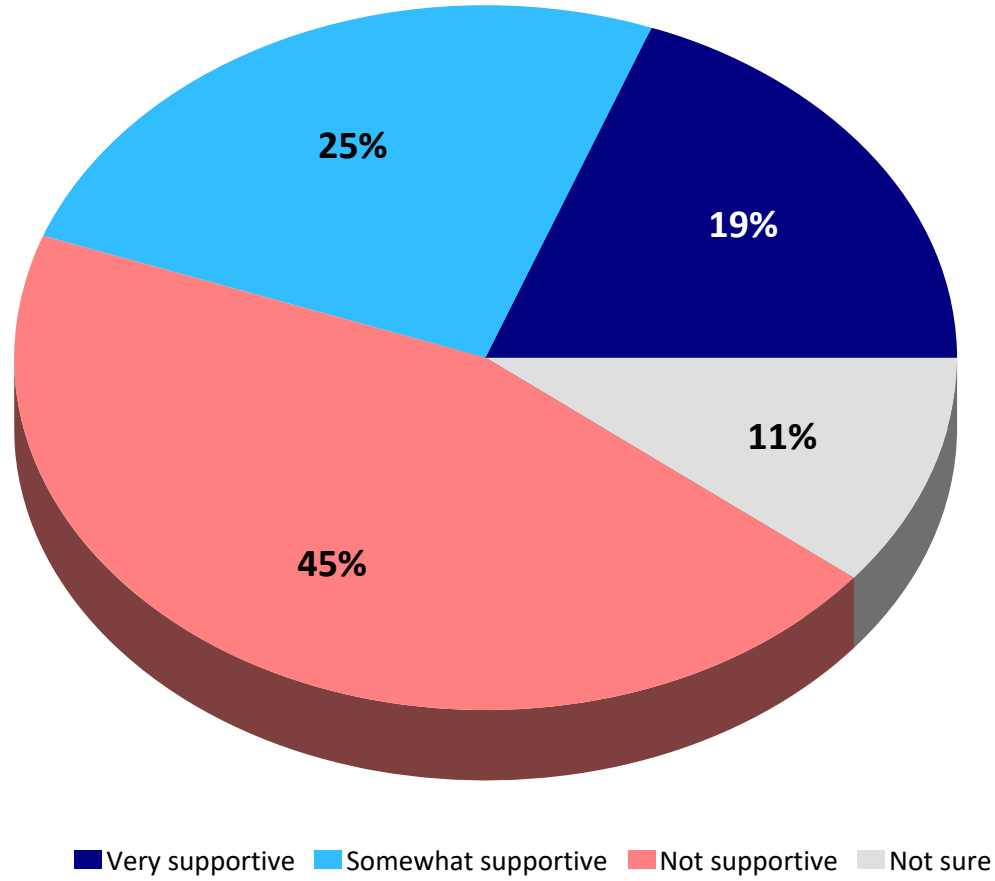


Q25c. How would you rate the administrative assistant you interacted with?
(excluding "not provided")



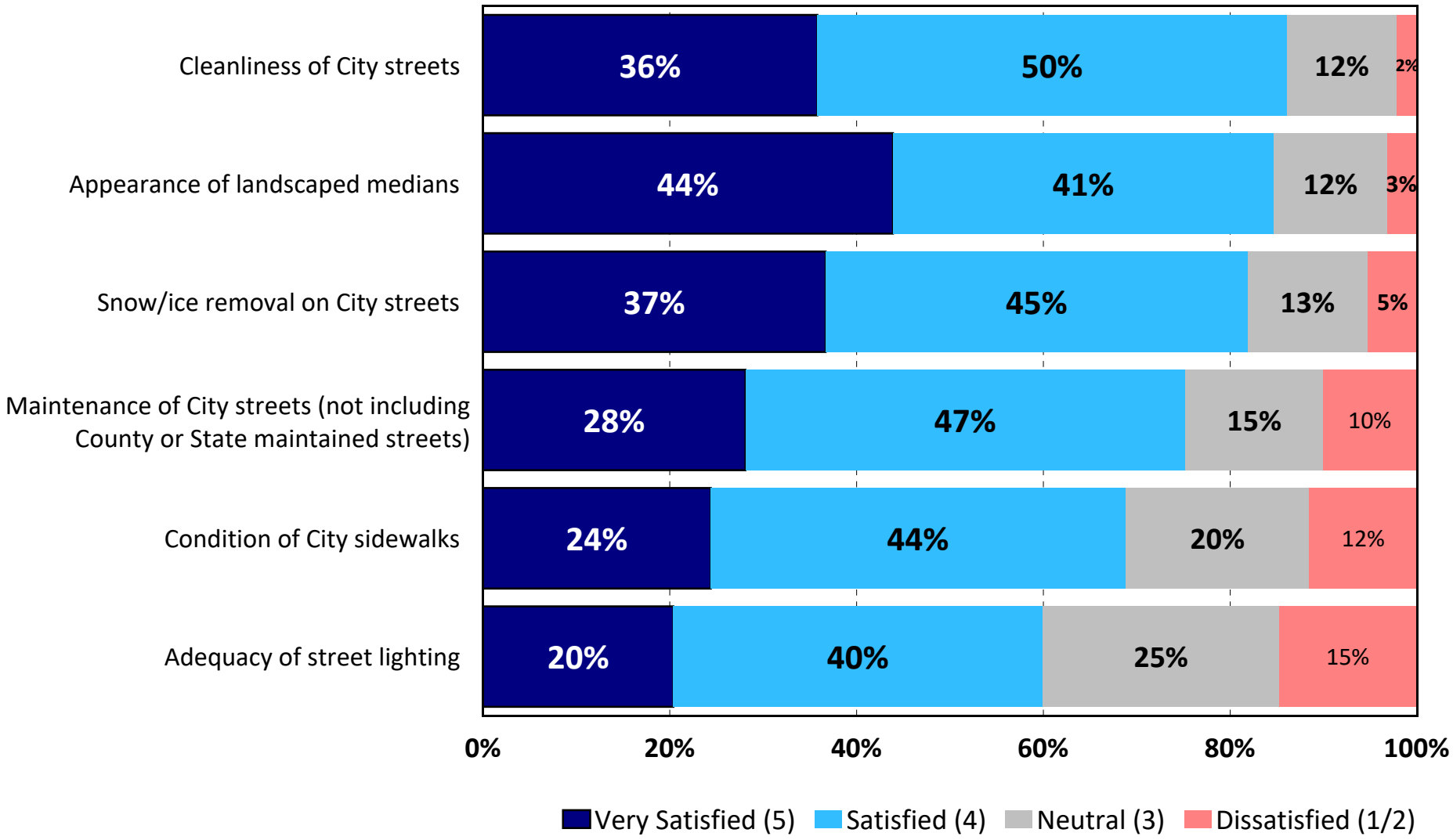
Q26. Level of Support for Requiring Developers to Include Affordable Housing Units as a Component of New Apartment Developments

by percentage of respondents (excluding "not provided")



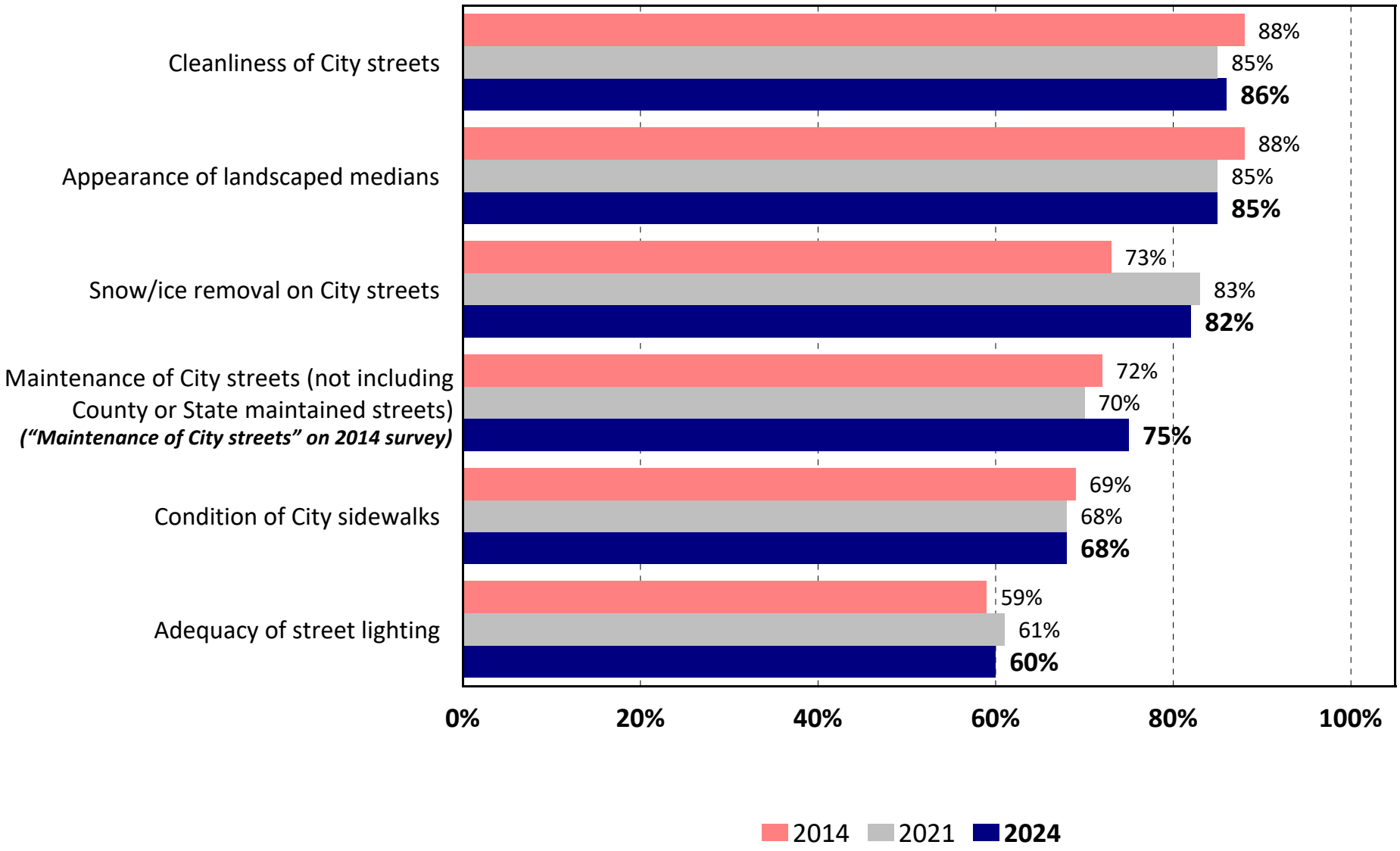
Q27. Satisfaction with Public Works

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



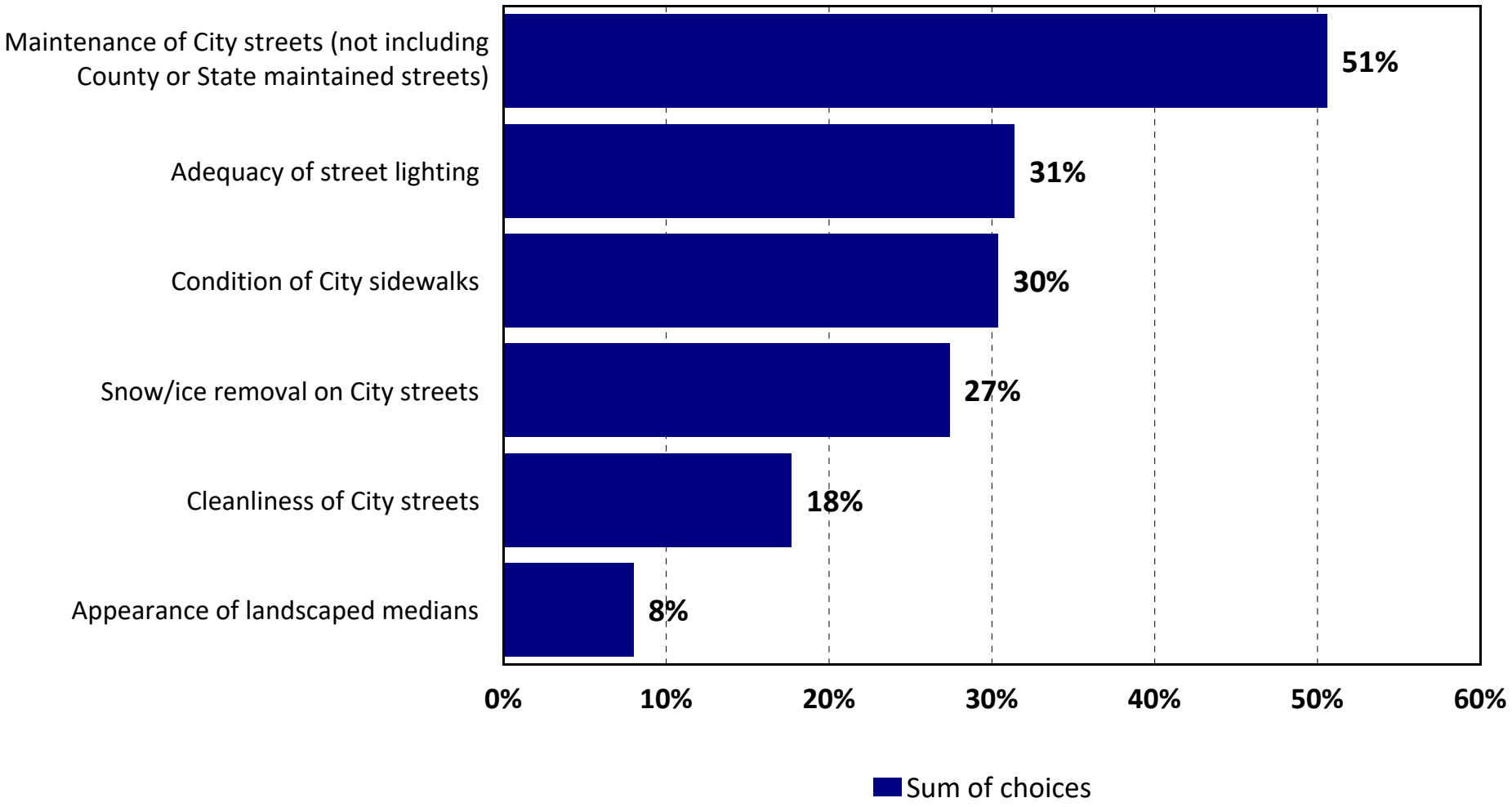
TRENDS: Satisfaction with Public Works 2014 to 2024

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale (excluding "don't know")



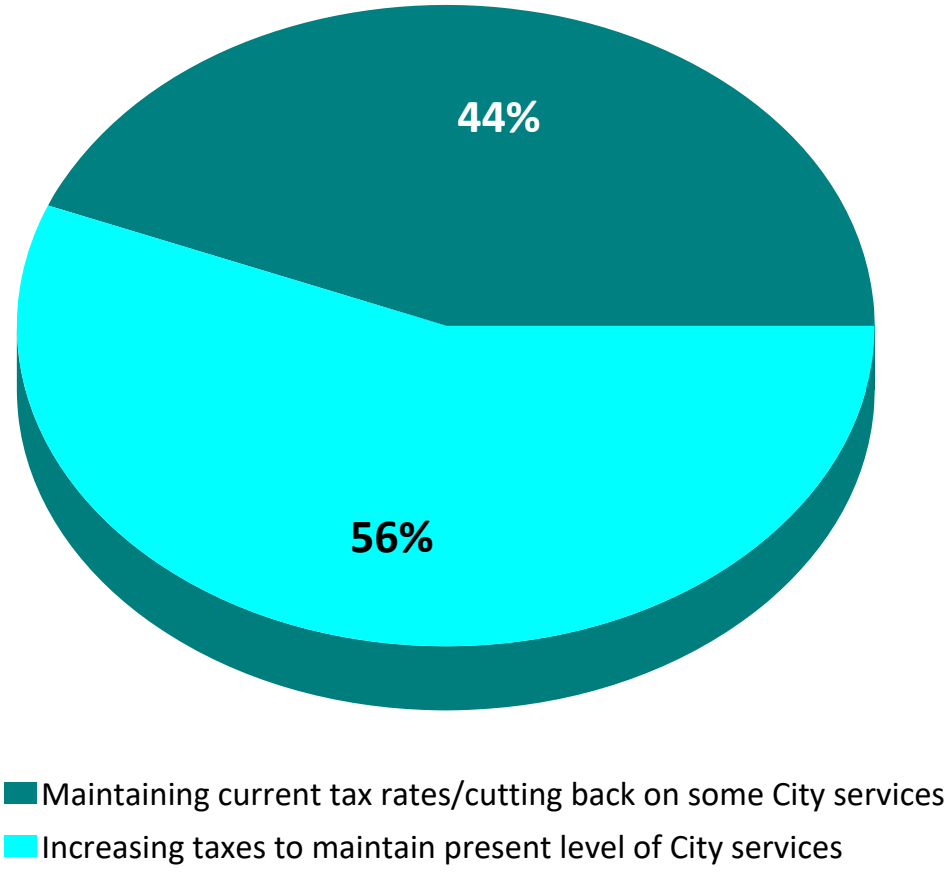
Q28. Public Works Services That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents who selected the item as one of their top two choices



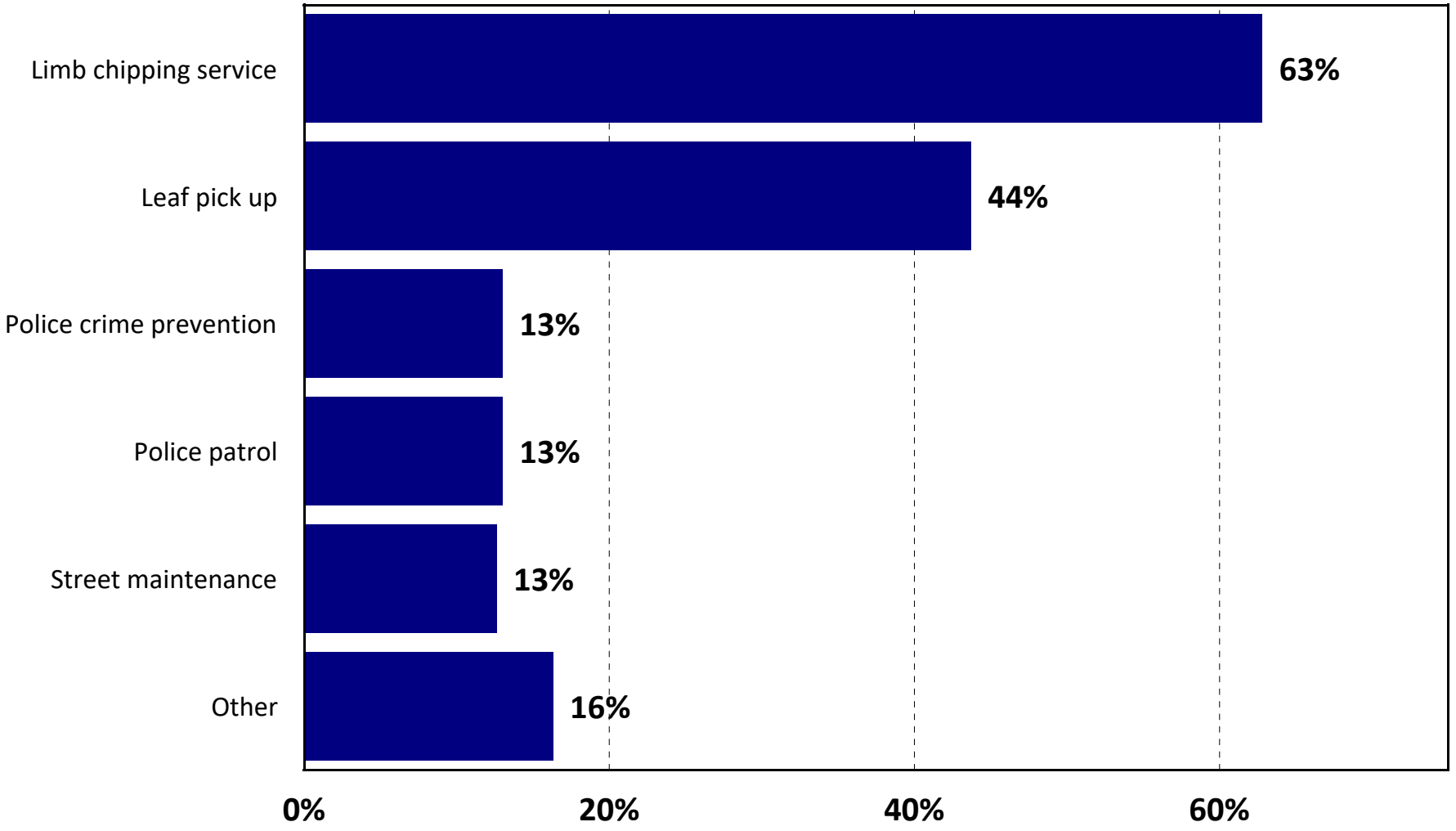
Q29. Options That Residents Would Prefer in Order to Maintain the Current Level of Services

by percentage of respondents (excluding "not provided")



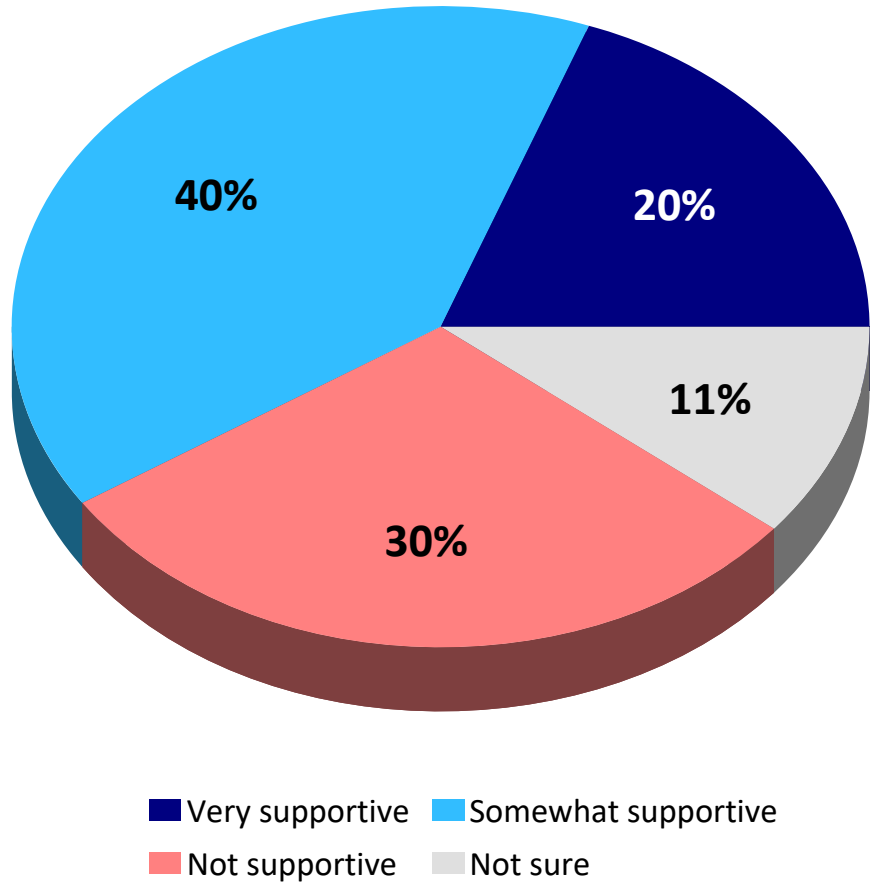
Q30. Services That Residents Would Prefer to Reduce in Order to Maintain Current Tax Rates

by percentage of respondents (excluding "don't know"- two selections could be made)



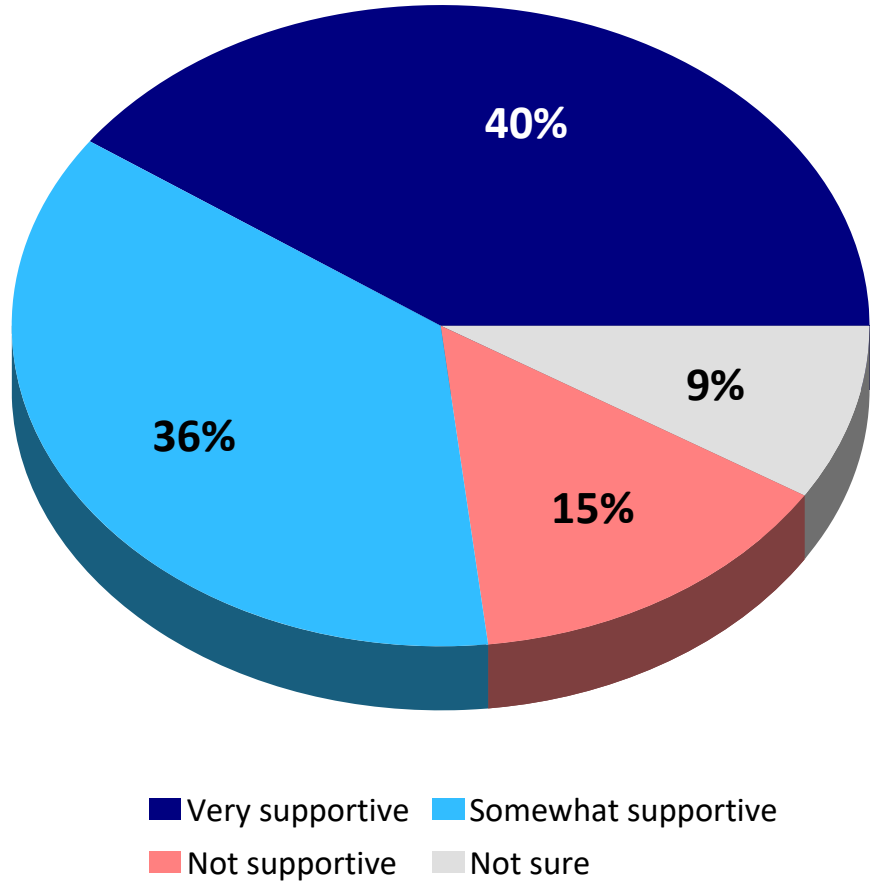
Q31. Level of Support for Adopting a Local Use Tax in an Amount Equal to the Local Sales Tax if Additional Revenue is Necessary to Maintain City Services

by percentage of respondents (excluding "not provided")



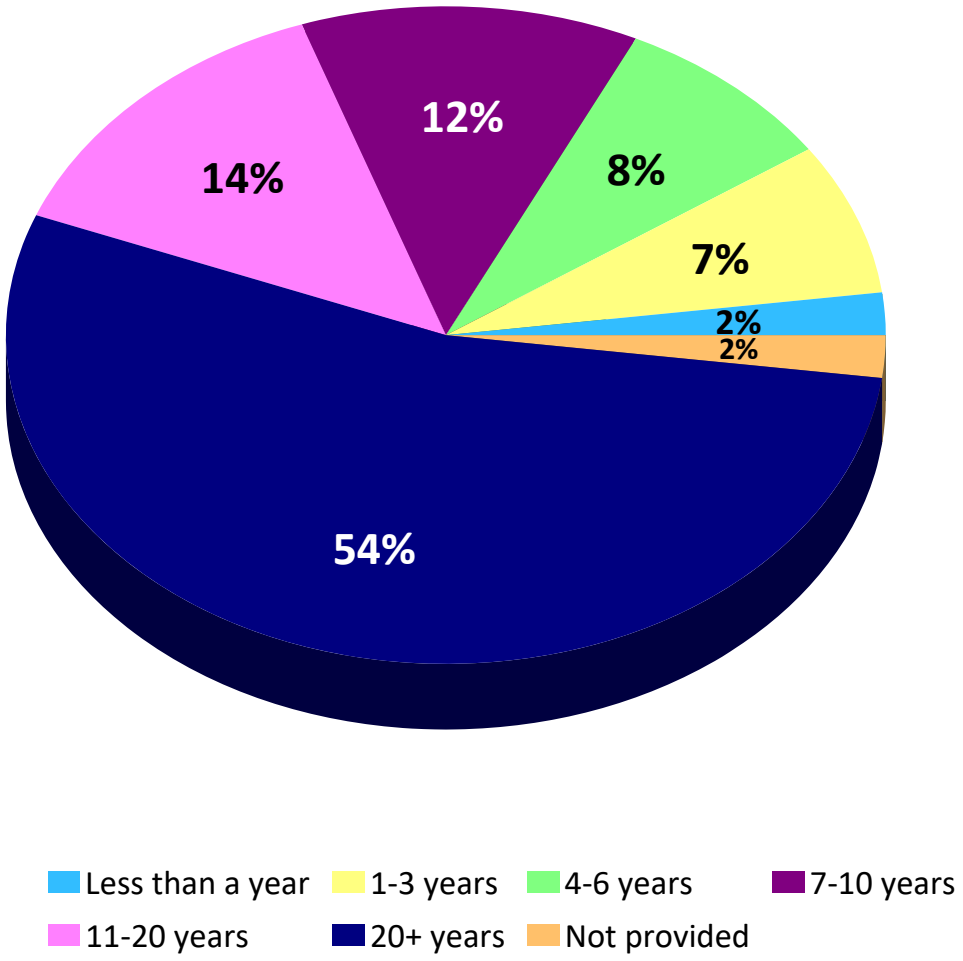
Q32. Level of Support for Extending the City's Current Debt Service Levy With a "No Tax Increase" Bond Issue to Fund Construction of a New Government Center for Creve Coeur

by percentage of respondents (excluding "not provided")



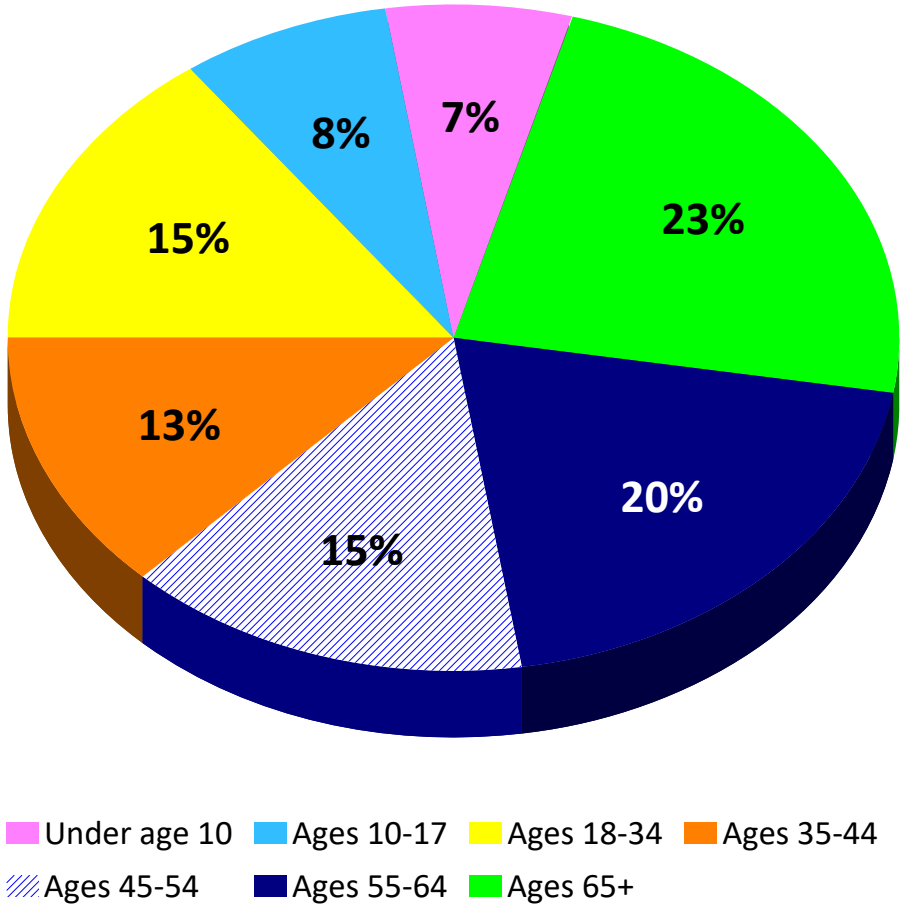
Q34. How long have you lived in Creve Coeur?

by percentage of respondents



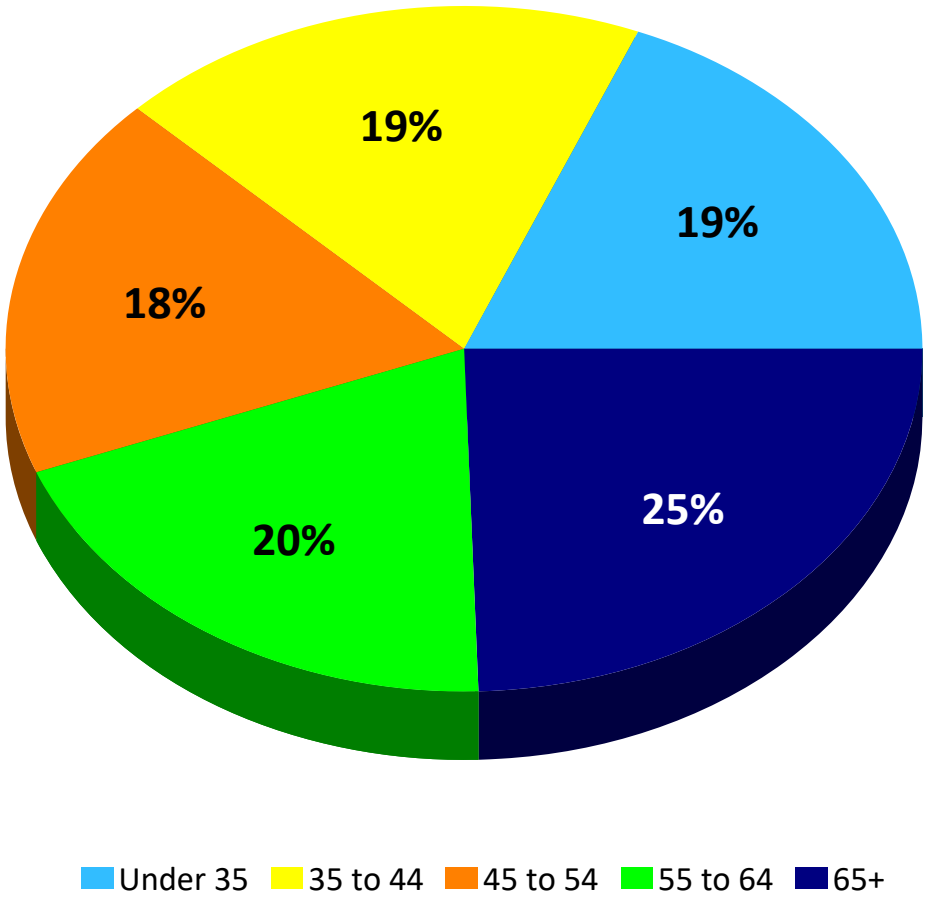
Q35. Including yourself, how many in your household are:

by percentage of persons in the household



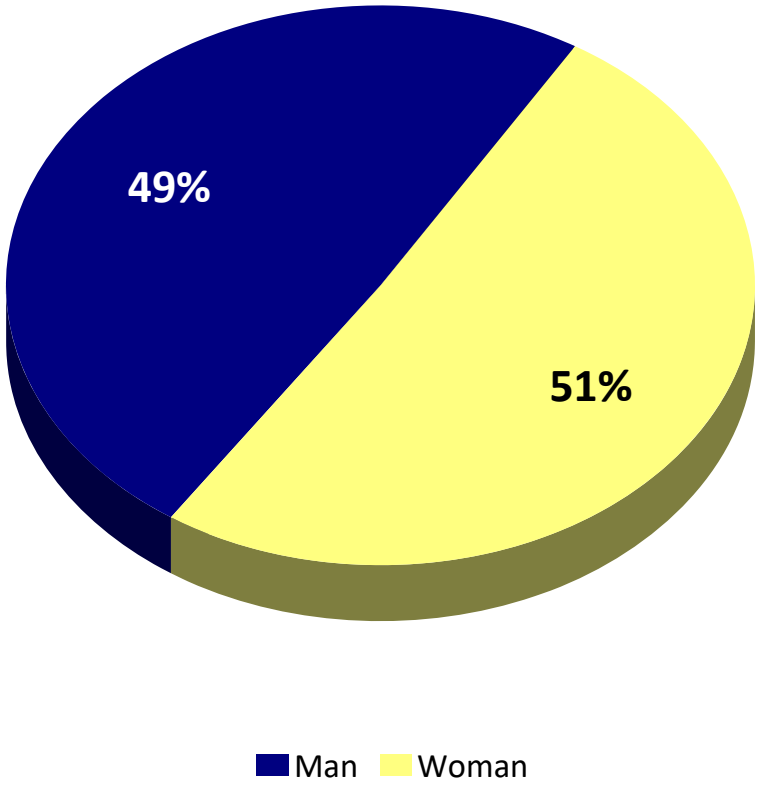
Q36. What is your age?

by percentage of respondents (excluding "not provided")



Q37. Gender

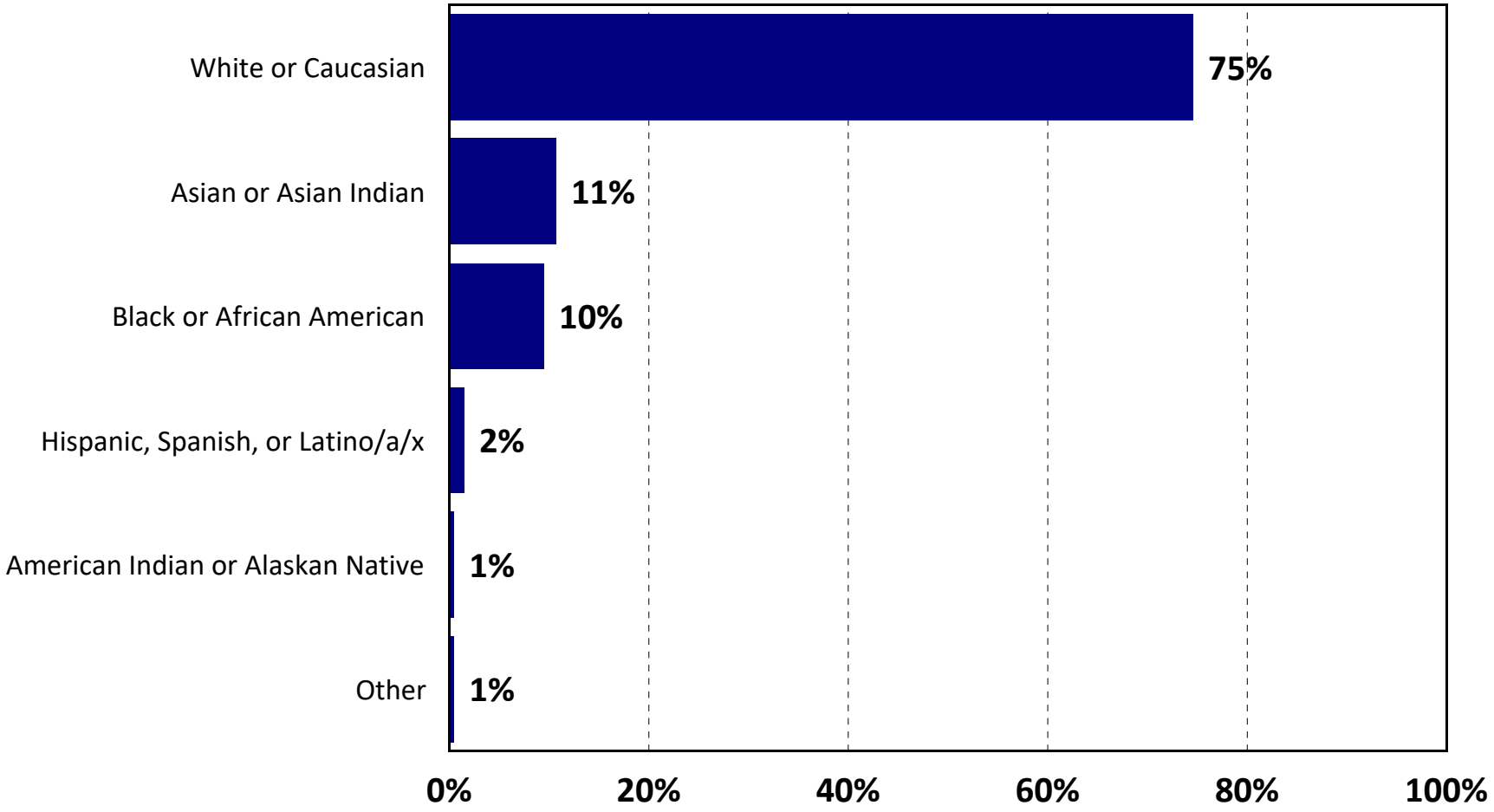
by percentage of respondents (excluding "prefer not to disclose")



0.5% selected non-binary

Q38. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



2 Benchmarking Analysis

Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States and (2) survey results from 25 communities in Missouri and Kansas where the *DirectionFinder®* survey was administered between January 2023 and September 2024. The communities included in the Missouri/Kansas regional averages that are shown in this report are listed below:

- Brown County, KS
- Chesterfield, MO
- Clayton, MO
- Edgerton, KS
- Emporia, KS
- Fairway, KS
- Independence, MO
- Johnson County, KS
- Kansas City, MO
- Kirkwood, MO
- Leawood, KS
- Lebanon, MO
- Lee's Summit, MO
- Lenexa, KS
- Maryland Heights, MO
- Merriam, KS
- North Kansas City, MO
- Olathe, KS
- Overland Park, KS
- Roeland Park, KS
- Springfield, MO
- St. Joseph, MO
- St. Louis County, MO
- University City, MO
- Wentzville, MO

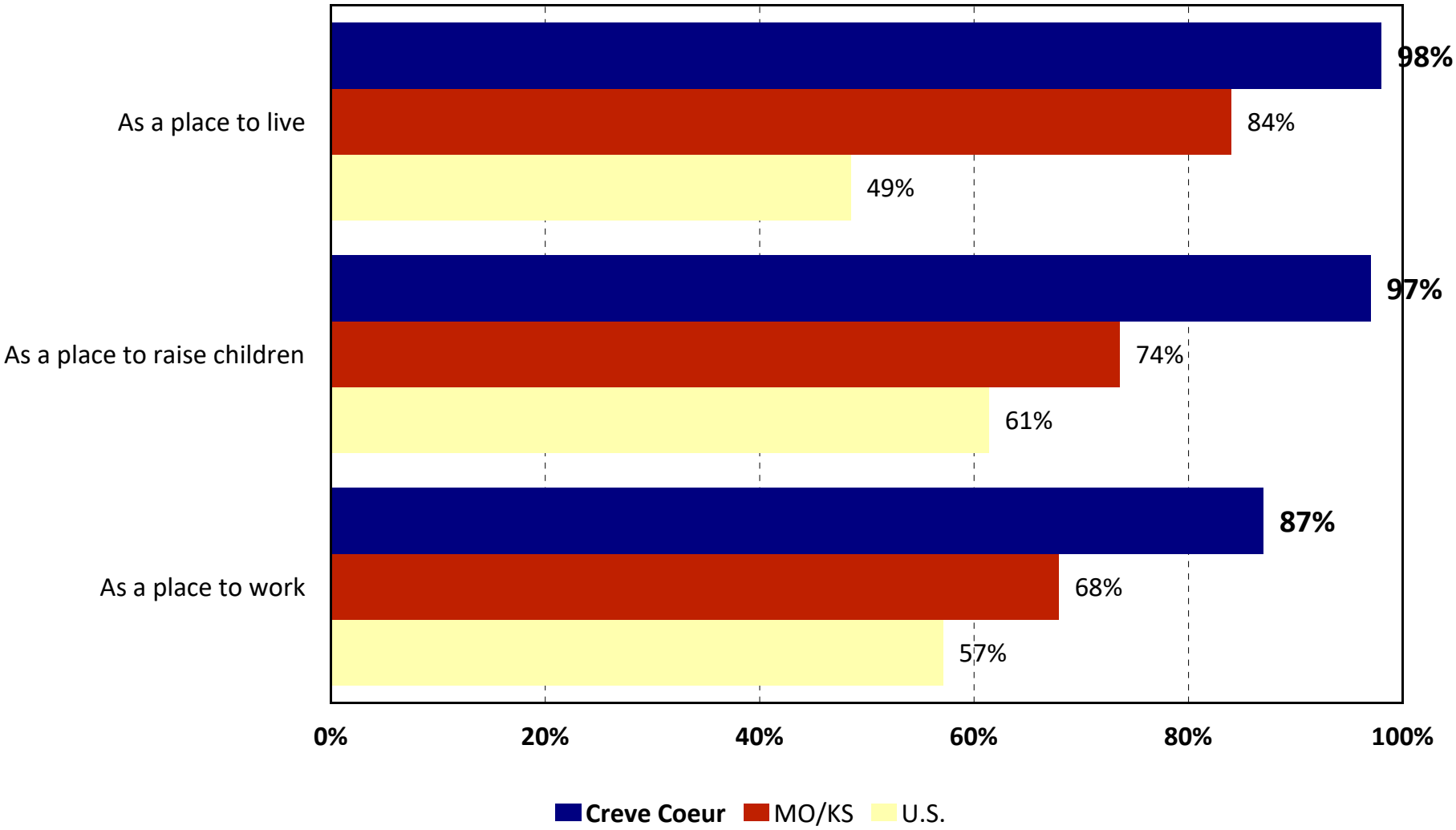
The charts on the following pages show how the results for the City of Creve Coeur compare to the national average and the Missouri/Kansas regional average. The blue bar shows the results for the City of Creve Coeur. The red bar shows the Missouri/Kansas regional average from communities that have administered the *DirectionFinder®* survey between January 2023 and September 2024. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Creve Coeur, Missouri is not authorized without written consent from ETC Institute.

Overall Ratings of the Community
Creve Coeur vs. MO/KS vs. the U.S.

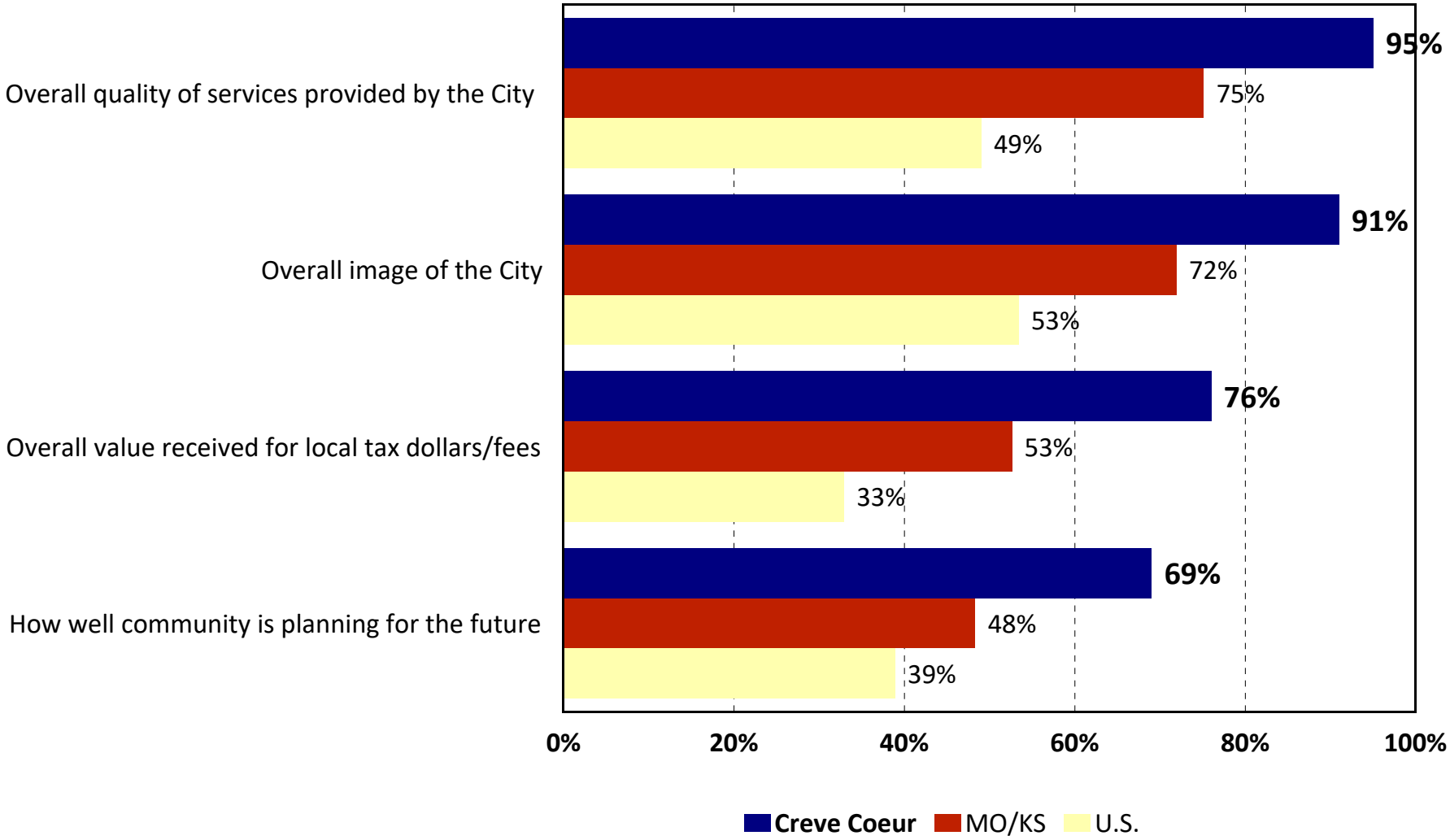
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

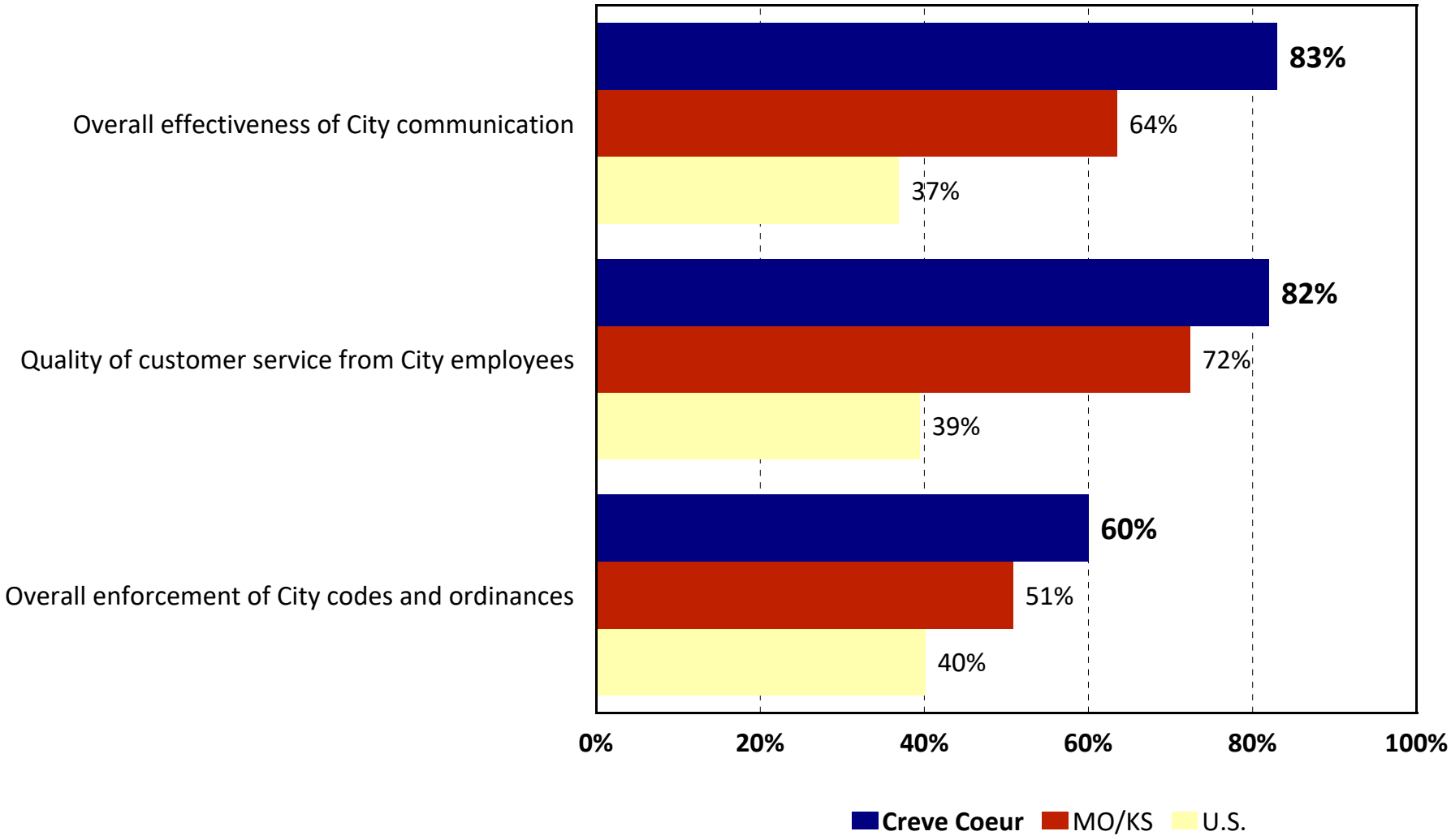
Creve Coeur vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



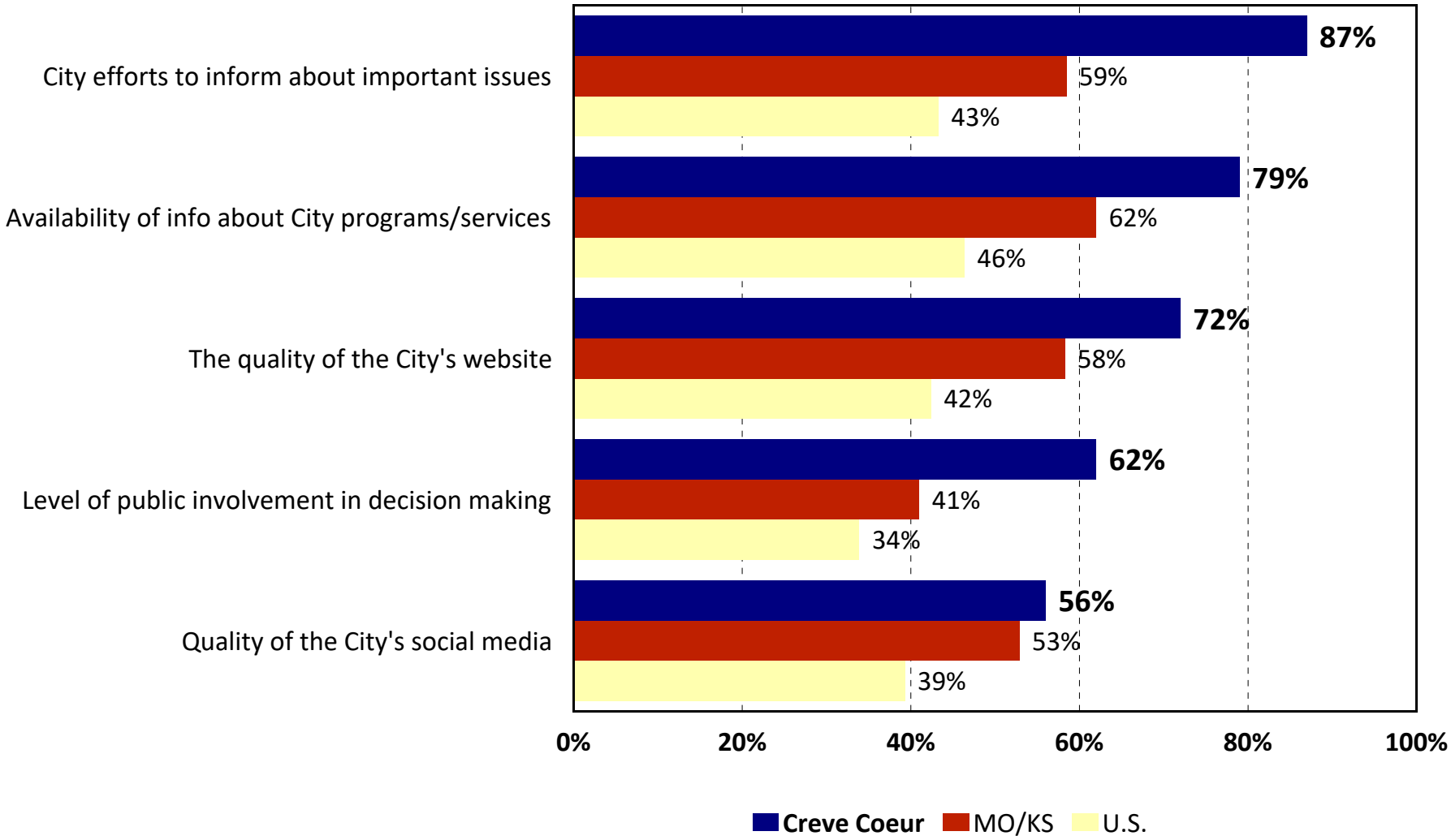
Satisfaction with Major City Services
Creve Coeur vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



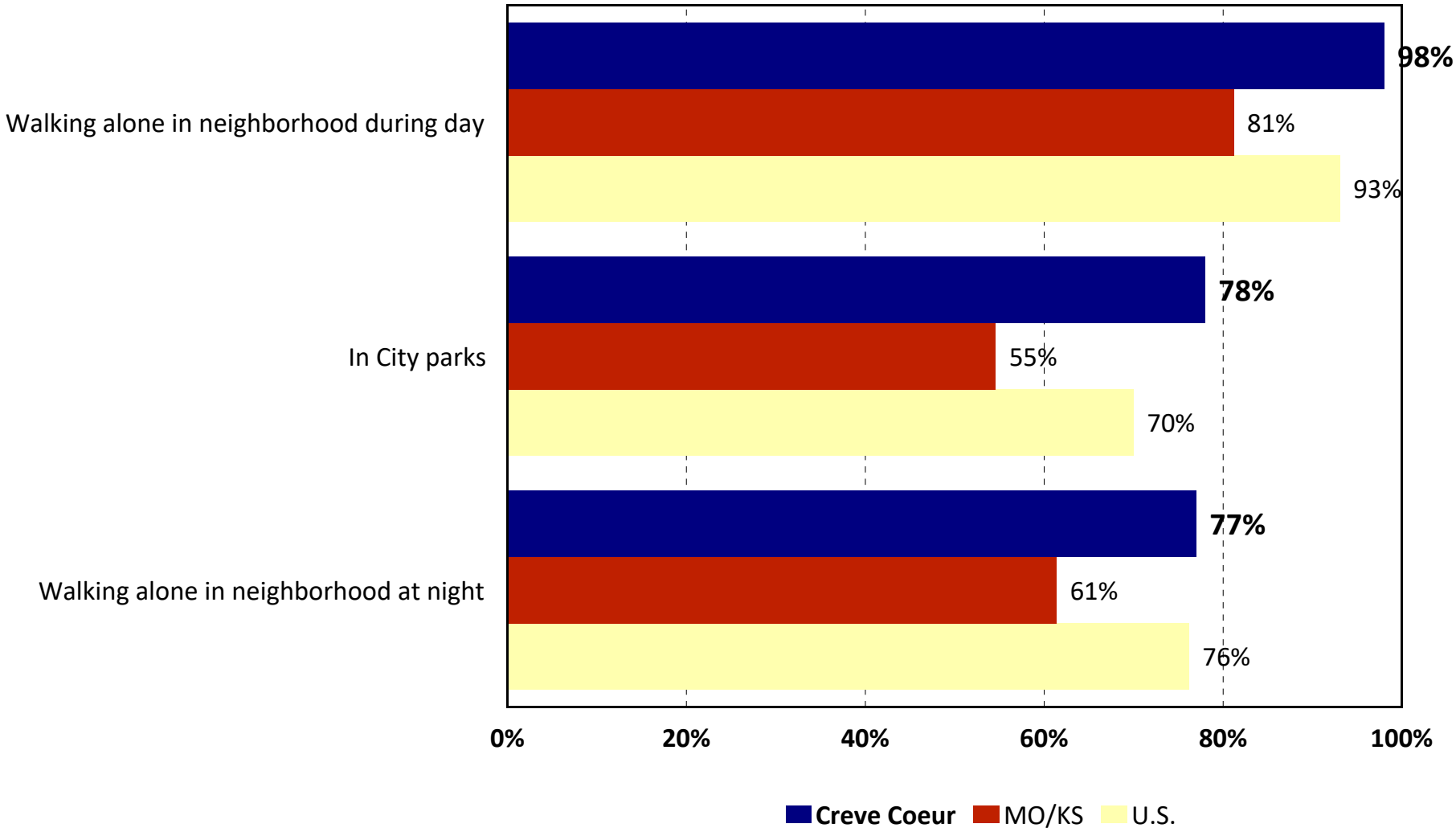
Satisfaction with Communication
Creve Coeur vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



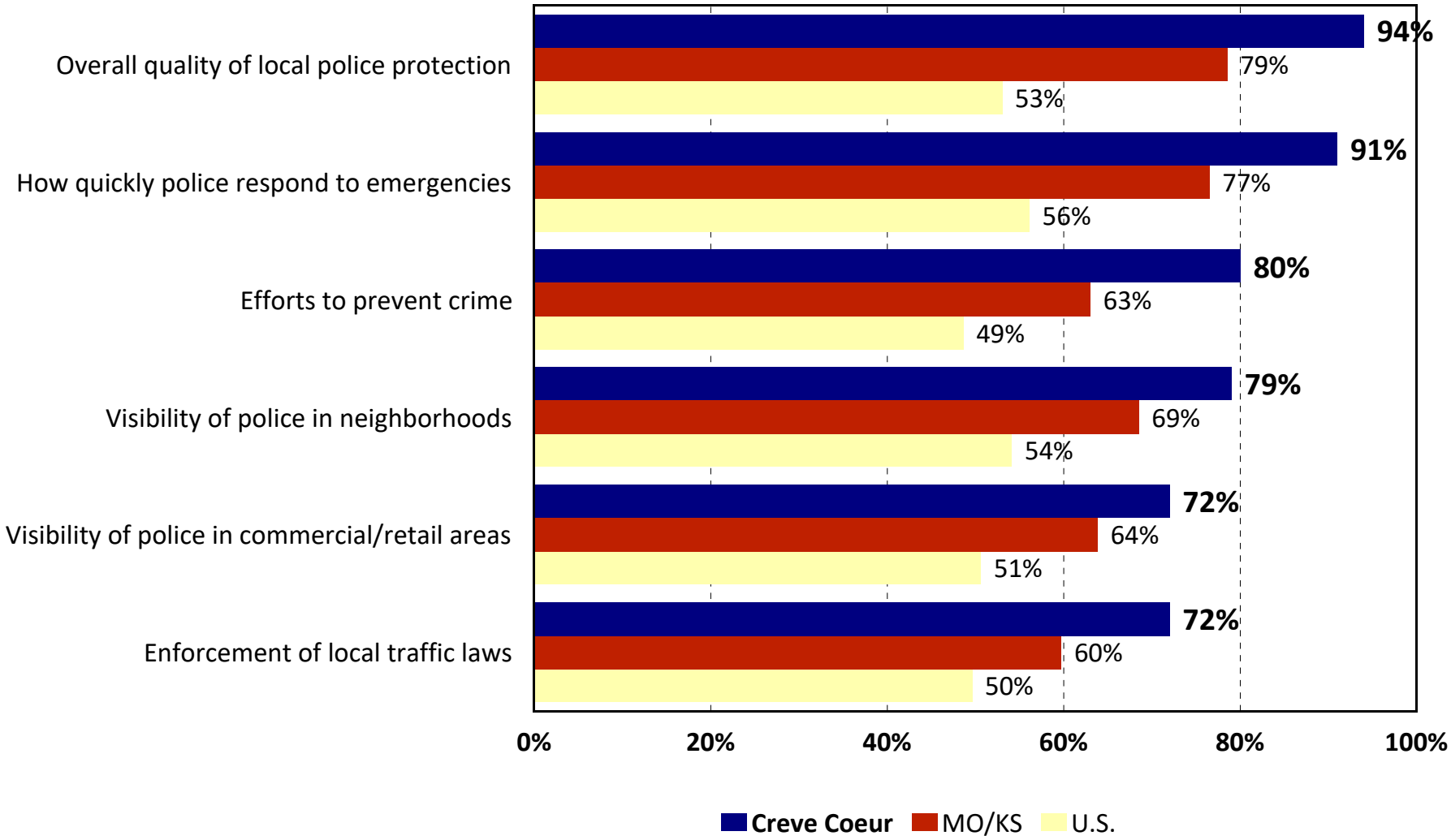
Feeling of Safety in the City
Creve Coeur vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



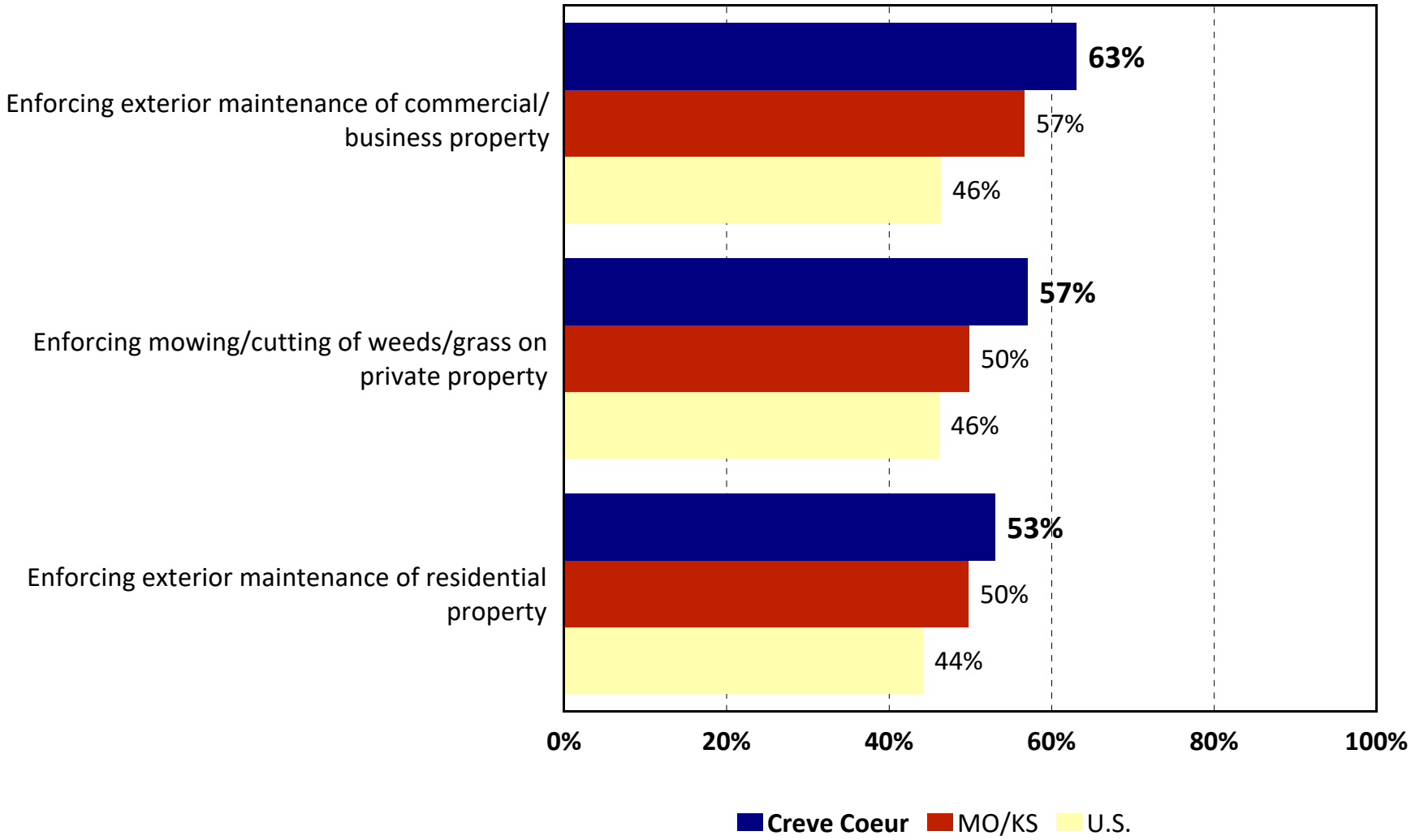
Satisfaction with Public Safety
Creve Coeur vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



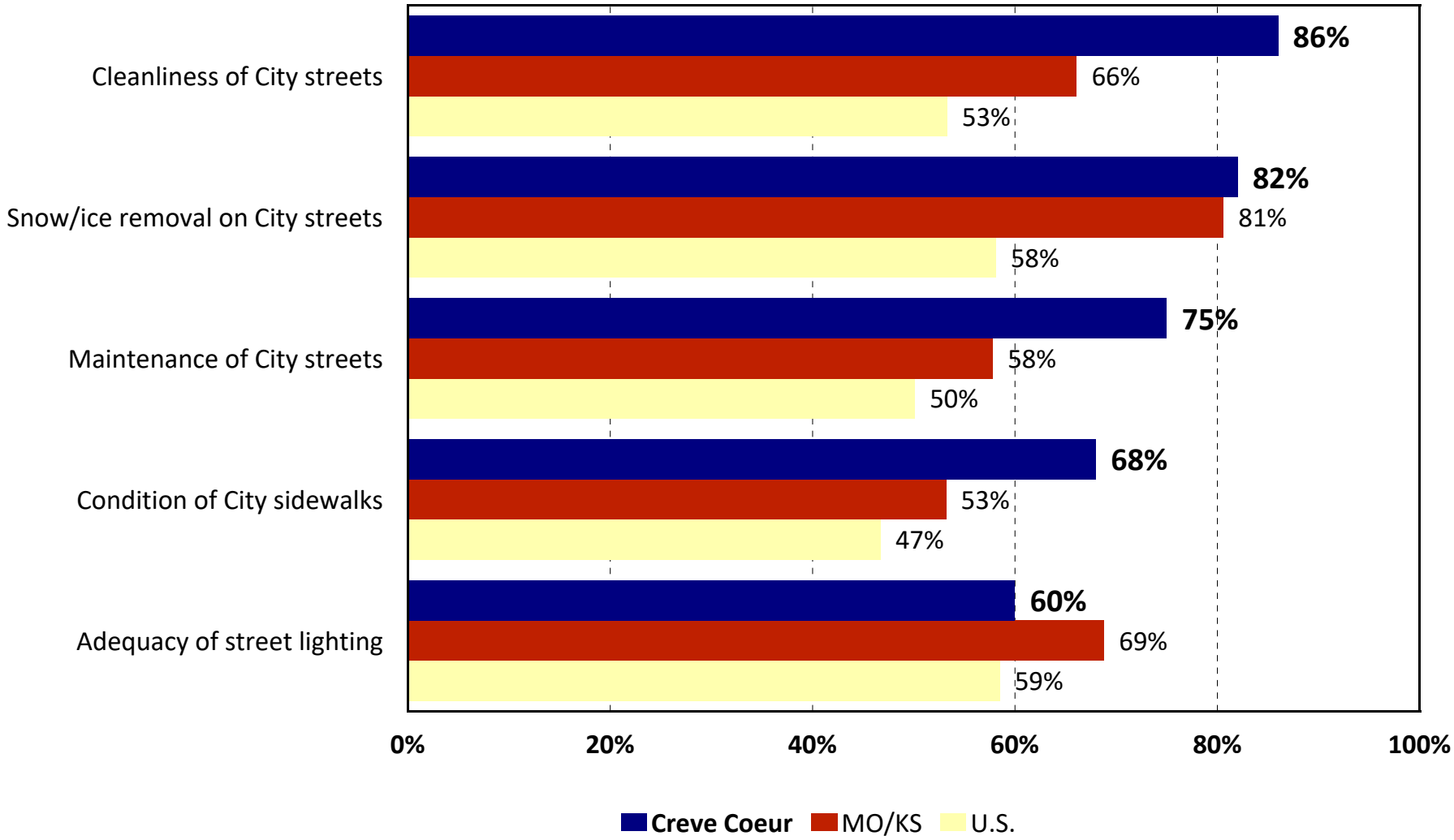
Satisfaction with Community Development
Creve Coeur vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Public Works
Creve Coeur vs. MO/KS vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. Nearly one-third (30.2%) of the respondent households selected *"overall enforcement of City codes and ordinances"* as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 60% of respondents surveyed rated *"overall enforcement of City codes and ordinances"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 30.2% was multiplied by 40% (1-0.60). This calculation yielded an I-S rating of 0.1208, which ranked first out of ten categories of major City services analyzed.

Importance-Satisfaction Analysis

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase* Emphasis (I-S > 0.20)
- *Increase* Current Emphasis (I-S = 0.10 - 0.20)
- *Maintain* Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Creve Coeur are provided on the following pages.

Importance-Satisfaction Rating
City of Creve Coeur, MO
Major Categories of City Services

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall enforcement of City codes and ordinances	30%	3	60%	9	0.1208	1
Overall quality of building inspections & permits	25%	5	56%	10	0.1109	2
Medium Priority (IS <.10)						
Overall quality of recreation services	30%	4	84%	5	0.0475	3
Overall effectiveness of City communication	23%	6	83%	6	0.0386	4
Quality of customer service from City employees	21%	7	82%	7	0.0385	5
Overall quality of police services	50%	1	94%	2	0.0299	6
Overall quality of municipal court services	6%	10	64%	8	0.0216	7
Overall maintenance of City parks	30%	2	95%	1	0.0151	8
Quality of leaf vacuuming	11%	8	89%	4	0.0123	9
Quality of limb chipping	10%	9	90%	3	0.0095	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Creve Coeur, MO
Communication

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Level of public involvement in decision making	25%	3	62%	6	0.0946	3
City efforts to inform about planning/zoning	32%	2	73%	4	0.0856	2
City efforts to inform about important issues	49%	1	87%	2	0.0632	1
Availability of info about City programs/services	24%	4	79%	3	0.0512	4
The quality of the City's website	15%	5	72%	5	0.0426	5
Quality of the City's social media	6%	7	56%	7	0.0242	7
The quality of the City's newsletter	12%	6	89%	1	0.0134	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Creve Coeur, MO
Parks and Recreation

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking/biking trails	**36%**	**2**	**68%**	**6**	**0.1165**	**1**
Medium Priority (IS <.10)						
Senior recreation programs	**20%**	**3**	**55%**	**8**	**0.0887**	**2**
Adult recreation programs	**15%**	**4**	**55%**	**7**	**0.0653**	**3**
Youth recreation programs	**10%**	**7**	**55%**	**9**	**0.0428**	**4**
Overall satisfaction with the golf course	**14%**	**5**	**75%**	**3**	**0.0343**	**5**
Maintenance of City parks	**39%**	**1**	**93%**	**1**	**0.0276**	**6**
Overall satisfaction with the ice arena	**7%**	**8**	**72%**	**4**	**0.0182**	**7**
Number of City parks	**13%**	**6**	**89%**	**2**	**0.0145**	**8**
Overall satisfaction with the dog park	**2%**	**9**	**69%**	**5**	**0.0068**	**9**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Creve Coeur, MO
Public Safety

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	**37%**	**2**	**79%**	**4**	**0.0775**	**1**
Efforts to prevent crime	**38%**	**1**	**80%**	**3**	**0.0764**	**2**
Visibility of police in commercial/retail areas	**25%**	**3**	**72%**	**5**	**0.0711**	**3**
Enforcement of local traffic laws	**19%**	**6**	**72%**	**6**	**0.0532**	**4**
How quickly police respond to emergencies	**19%**	**5**	**91%**	**2**	**0.0171**	**5**
Overall quality of local police protection	**25%**	**4**	**94%**	**1**	**0.0151**	**6**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Creve Coeur, MO
Community Development

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall quality of new commercial development	**37%**	**1**	**66%**	**2**	**0.1265**	**1**
Overall quality of new residential development	**34%**	**2**	**63%**	**3**	**0.1247**	**2**
Enforcing exterior maintenance of residential property	**26%**	**3**	**53%**	**6**	**0.1241**	**3**
Medium Priority (IS <.10)						
Enforcing mowing/cutting of weeds/grass on private property	**22%**	**4**	**57%**	**5**	**0.0963**	**4**
Enforcing exterior maintenance of commercial/business property	**19%**	**5**	**63%**	**4**	**0.0685**	**5**
Enforcing the city's building code	**18%**	**6**	**66%**	**1**	**0.0595**	**6**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Creve Coeur, MO
Public Works

Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of City streets	**51%**	**1**	**75%**	**4**	**0.1265**	**1**
Adequacy of street lighting	**31%**	**2**	**60%**	**6**	**0.1256**	**2**
Medium Priority (IS <.10)						
Condition of City sidewalks	**30%**	**3**	**68%**	**5**	**0.0973**	**3**
Snow/ice removal on City streets	**27%**	**4**	**82%**	**3**	**0.0493**	**4**
Cleanliness of City streets	**18%**	**5**	**86%**	**1**	**0.0248**	**5**
Appearance of landscaped medians	**8%**	**6**	**85%**	**2**	**0.0120**	**6**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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4 Tabular Data

Q1. Ratings of the City. Please rate Creve Coeur using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

(N=401)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q1-1. As a place to live	60.6%	36.7%	2.2%	0.2%	0.0%	0.2%
Q1-2. As a place to raise children	51.9%	34.4%	2.5%	0.5%	0.0%	10.7%
Q1-3. As a place to work	34.4%	23.9%	8.0%	1.0%	0.0%	32.7%
Q1-4. As a City that is moving in the right direction	36.4%	35.9%	18.0%	3.5%	0.5%	5.7%

WITHOUT "DON'T KNOW"

Q1. Ratings of the City. Please rate Creve Coeur using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")

(N=401)

	Excellent	Good	Neutral	Fair	Poor
Q1-1. As a place to live	60.8%	36.8%	2.3%	0.3%	0.0%
Q1-2. As a place to raise children	58.1%	38.5%	2.8%	0.6%	0.0%
Q1-3. As a place to work	51.1%	35.6%	11.9%	1.5%	0.0%
Q1-4. As a City that is moving in the right direction	38.6%	38.1%	19.0%	3.7%	0.5%

Q2. Perceptions. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

(N=401)

	Excellent	Good	Neutral	Fair	Poor	Don't know
Q2-1. Overall quality of services provided by City of Creve Coeur	50.4%	42.9%	3.2%	1.2%	0.5%	1.7%
Q2-2. Overall image of City	44.6%	44.1%	7.0%	1.7%	0.2%	2.2%
Q2-3. Overall quality of life in City	49.6%	42.6%	4.7%	1.0%	0.0%	2.0%
Q2-4. Overall value that you receive for your local tax dollars & fees	32.7%	39.2%	15.2%	6.5%	1.2%	5.2%
Q2-5. How well your community is planning for the future	28.9%	29.9%	18.0%	6.2%	1.5%	15.5%
Q2-6. Efforts to conserve energy & protect the environment	22.2%	25.7%	21.2%	4.7%	1.0%	25.2%

WITHOUT "DON'T KNOW"

Q2. Perceptions. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")

(N=401)

	Excellent	Good	Neutral	Fair	Poor
Q2-1. Overall quality of services provided by City of Creve Coeur	51.3%	43.7%	3.3%	1.3%	0.5%
Q2-2. Overall image of City	45.7%	45.2%	7.1%	1.8%	0.3%
Q2-3. Overall quality of life in City	50.6%	43.5%	4.8%	1.0%	0.0%
Q2-4. Overall value that you receive for your local tax dollars & fees	34.5%	41.3%	16.1%	6.8%	1.3%
Q2-5. How well your community is planning for the future	34.2%	35.4%	21.2%	7.4%	1.8%
Q2-6. Efforts to conserve energy & protect the environment	29.7%	34.3%	28.3%	6.3%	1.3%

Q3. Major Categories of City Services. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall maintenance of City parks	53.1%	32.2%	4.5%	0.5%	0.0%	9.7%
Q3-2. Quality of limb chipping	53.9%	28.7%	7.0%	1.7%	0.0%	8.7%
Q3-3. Quality of leaf vacuuming	52.6%	29.9%	7.2%	2.7%	0.0%	7.5%
Q3-4. Overall quality of police services	63.8%	25.9%	4.2%	1.2%	0.0%	4.7%
Q3-5. Overall quality of recreation services	37.4%	33.9%	11.2%	2.7%	0.0%	14.7%
Q3-6. Overall quality of building inspections & permits	21.4%	21.4%	23.4%	8.0%	3.7%	21.9%
Q3-7. Overall quality of municipal court services	14.5%	8.7%	12.0%	1.0%	0.0%	63.8%
Q3-8. Overall enforcement of City codes & ordinances	18.0%	21.4%	21.4%	3.2%	2.0%	33.9%
Q3-9. Overall quality of customer service you receive from City employees	37.4%	28.9%	11.5%	2.2%	0.7%	19.2%
Q3-10. Overall effectiveness of City communication	40.4%	37.7%	15.0%	1.7%	0.0%	5.2%

WITHOUT "DON'T KNOW"

Q3. Major Categories of City Services. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall maintenance of City parks	58.8%	35.6%	5.0%	0.6%	0.0%
Q3-2. Quality of limb chipping	59.0%	31.4%	7.7%	1.9%	0.0%
Q3-3. Quality of leaf vacuuming	56.9%	32.3%	7.8%	3.0%	0.0%
Q3-4. Overall quality of police services	67.0%	27.2%	4.5%	1.3%	0.0%
Q3-5. Overall quality of recreation services	43.9%	39.8%	13.2%	3.2%	0.0%
Q3-6. Overall quality of building inspections & permits	27.5%	27.5%	30.0%	10.2%	4.8%
Q3-7. Overall quality of municipal court services	40.0%	24.1%	33.1%	2.8%	0.0%
Q3-8. Overall enforcement of City codes & ordinances	27.2%	32.5%	32.5%	4.9%	3.0%
Q3-9. Overall quality of customer service you receive from City employees	46.3%	35.8%	14.2%	2.8%	0.9%
Q3-10. Overall effectiveness of City communication	42.6%	39.7%	15.8%	1.8%	0.0%

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q4. Top choice	Number	Percent
Overall maintenance of City parks	36	9.0 %
Quality of limb chipping	8	2.0 %
Quality of leaf vacuuming	8	2.0 %
Overall quality of police services	148	36.9 %
Overall quality of recreation services	39	9.7 %
Overall quality of building inspections & permits	33	8.2 %
Overall quality of municipal court services	2	0.5 %
Overall enforcement of City codes & ordinances	33	8.2 %
Overall quality of customer service you receive from City employees	16	4.0 %
Overall effectiveness of City communication	20	5.0 %
None chosen	58	14.5 %
Total	401	100.0 %

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q4. 2nd choice	Number	Percent
Overall maintenance of City parks	50	12.5 %
Quality of limb chipping	11	2.7 %
Quality of leaf vacuuming	22	5.5 %
Overall quality of police services	28	7.0 %
Overall quality of recreation services	47	11.7 %
Overall quality of building inspections & permits	36	9.0 %
Overall quality of municipal court services	12	3.0 %
Overall enforcement of City codes & ordinances	52	13.0 %
Overall quality of customer service you receive from City employees	33	8.2 %
Overall effectiveness of City communication	28	7.0 %
None chosen	82	20.4 %
Total	401	100.0 %

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q4. 3rd choice	Number	Percent
Overall maintenance of City parks	35	8.7 %
Quality of limb chipping	19	4.7 %
Quality of leaf vacuuming	15	3.7 %
Overall quality of police services	24	6.0 %
Overall quality of recreation services	33	8.2 %
Overall quality of building inspections & permits	32	8.0 %
Overall quality of municipal court services	10	2.5 %
Overall enforcement of City codes & ordinances	36	9.0 %
Overall quality of customer service you receive from City employees	37	9.2 %
Overall effectiveness of City communication	43	10.7 %
None chosen	117	29.2 %
Total	401	100.0 %

SUM OF TOP 3 CHOICES

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q4. Sum of top 3 choices	Number	Percent
Overall maintenance of City parks	121	30.2 %
Quality of limb chipping	38	9.5 %
Quality of leaf vacuuming	45	11.2 %
Overall quality of police services	200	49.9 %
Overall quality of recreation services	119	29.7 %
Overall quality of building inspections & permits	101	25.2 %
Overall quality of municipal court services	24	6.0 %
Overall enforcement of City codes & ordinances	121	30.2 %
Overall quality of customer service you receive from City employees	86	21.4 %
Overall effectiveness of City communication	91	22.7 %
None chosen	58	14.5 %
Total	1004	

Q6. Do you live in a single-family home or townhome (not in a condo or apartment)?

Q6. Do you live in a single-family home or townhome	Number	Percent
Yes	311	77.6 %
No	90	22.4 %
Total	401	100.0 %

Q6a. How satisfied are you with the City's trash and recycling service?

Q6a. How satisfied are you with City's trash & recycling service	Number	Percent
Very satisfied	193	62.1 %
Satisfied	100	32.2 %
Neutral	14	4.5 %
Dissatisfied	1	0.3 %
Don't know	3	1.0 %
Total	311	100.0 %

WITHOUT "DON'T KNOW"

Q6a. How satisfied are you with the City's trash and recycling service? (without "don't know")

Q6a. How satisfied are you with City's trash & recycling service	Number	Percent
Very satisfied	193	62.7 %
Satisfied	100	32.5 %
Neutral	14	4.5 %
Dissatisfied	1	0.3 %
Total	308	100.0 %

Q7. Communication. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Creve Coeur.

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. City efforts to keep you informed about important issues	43.4%	40.1%	11.2%	1.7%	0.2%	3.2%
Q7-2. Quality of City's newsletter	49.9%	37.4%	9.7%	0.7%	0.0%	2.2%
Q7-3. City efforts to keep you informed about planning & zoning matters	33.9%	35.2%	21.4%	3.5%	0.7%	5.2%
Q7-4. Availability of information about City programs & services	34.4%	40.9%	15.7%	3.2%	0.2%	5.5%
Q7-5. Level of public involvement in local decision making	20.7%	26.7%	24.7%	4.0%	1.0%	22.9%
Q7-6. Quality of City's social media (e.g., Facebook, X)	15.0%	7.5%	15.7%	1.5%	0.5%	59.9%
Q7-7. Quality of City's website	22.2%	27.9%	16.7%	3.2%	0.2%	29.7%

WITHOUT "DON'T KNOW"

Q7. Communication. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Creve Coeur. (without "don't know")

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City efforts to keep you informed about important issues	44.8%	41.5%	11.6%	1.8%	0.3%
Q7-2. Quality of City's newsletter	51.0%	38.3%	9.9%	0.8%	0.0%
Q7-3. City efforts to keep you informed about planning & zoning matters	35.8%	37.1%	22.6%	3.7%	0.8%
Q7-4. Availability of information about City programs & services	36.4%	43.3%	16.6%	3.4%	0.3%
Q7-5. Level of public involvement in local decision making	26.9%	34.6%	32.0%	5.2%	1.3%
Q7-6. Quality of City's social media (e.g., Facebook, X)	37.3%	18.6%	39.1%	3.7%	1.2%
Q7-7. Quality of City's website	31.6%	39.7%	23.8%	4.6%	0.4%

Q8. Which TWO of the Communication services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Top choice	Number	Percent
City efforts to keep you informed about important issues	141	35.2 %
Quality of City's newsletter	18	4.5 %
City efforts to keep you informed about planning & zoning matters	58	14.5 %
Availability of information about City programs & services	36	9.0 %
Level of public involvement in local decision making	41	10.2 %
Quality of City's social media (e.g. Facebook, X)	12	3.0 %
Quality of City's website	32	8.0 %
None chosen	63	15.7 %
Total	401	100.0 %

Q8. Which TWO of the Communication services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 2nd choice	Number	Percent
City efforts to keep you informed about important issues	54	13.5 %
Quality of City's newsletter	31	7.7 %
City efforts to keep you informed about planning & zoning matters	69	17.2 %
Availability of information about City programs & services	62	15.5 %
Level of public involvement in local decision making	59	14.7 %
Quality of City's social media (e.g. Facebook, X)	10	2.5 %
Quality of City's website	29	7.2 %
None chosen	87	21.7 %
Total	401	100.0 %

SUM OF TOP 2 CHOICES

Q8. Which TWO of the Communication services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q8. Sum of top 2 choices	Number	Percent
City efforts to keep you informed about important issues	195	48.6 %
Quality of City's newsletter	49	12.2 %
City efforts to keep you informed about planning & zoning matters	127	31.7 %
Availability of information about City programs & services	98	24.4 %
Level of public involvement in local decision making	100	24.9 %
Quality of City's social media (e.g. Facebook, X)	22	5.5 %
Quality of City's website	61	15.2 %
None chosen	63	15.7 %
Total	715	

Q9. How often would you say you read the City's newsletter?

Q9. How often would do you read City's newsletter	Number	Percent
Every month	342	85.3 %
A few times a year	46	11.5 %
Never	5	1.2 %
Not provided	8	2.0 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q9. How often would you say you read the City's newsletter? (without "not provided")

Q9. How often would do you read City's newsletter	Number	Percent
Every month	342	87.0 %
A few times a year	46	11.7 %
Never	5	1.3 %
Total	393	100.0 %

Q11. Parks and Recreation. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation services.

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks	47.1%	32.7%	6.0%	0.0%	0.2%	14.0%
Q11-2. Number of City parks	40.1%	37.2%	8.7%	1.2%	0.2%	12.5%
Q11-3. Number of walking/biking trails	23.2%	32.7%	15.2%	9.0%	2.7%	17.2%
Q11-4. Overall satisfaction with ice arena	16.7%	17.0%	11.5%	1.5%	0.0%	53.4%
Q11-5. Overall satisfaction with golf course	18.5%	18.0%	10.0%	1.7%	0.0%	51.9%
Q11-6. Overall satisfaction with dog park	12.7%	12.5%	10.5%	1.0%	0.2%	63.1%
Q11-7. Youth recreation programs	10.5%	9.2%	13.5%	1.7%	0.7%	64.3%
Q11-8. Adult recreation programs	13.2%	15.0%	19.0%	3.2%	0.5%	49.1%
Q11-9. Senior recreation programs	13.0%	11.5%	16.7%	2.0%	1.0%	55.9%

WITHOUT "DON'T KNOW"

Q11. Parks and Recreation. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation services. (without "don't know")

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks	54.8%	38.0%	7.0%	0.0%	0.3%
Q11-2. Number of City parks	45.9%	42.5%	10.0%	1.4%	0.3%
Q11-3. Number of walking/ biking trails	28.0%	39.5%	18.4%	10.8%	3.3%
Q11-4. Overall satisfaction with ice arena	35.8%	36.4%	24.6%	3.2%	0.0%
Q11-5. Overall satisfaction with golf course	38.3%	37.3%	20.7%	3.6%	0.0%
Q11-6. Overall satisfaction with dog park	34.5%	33.8%	28.4%	2.7%	0.7%
Q11-7. Youth recreation programs	29.4%	25.9%	37.8%	4.9%	2.1%
Q11-8. Adult recreation programs	26.0%	29.4%	37.3%	6.4%	1.0%
Q11-9. Senior recreation programs	29.4%	26.0%	37.9%	4.5%	2.3%

Q12. Which TWO of the Parks and Recreation services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. Top choice	Number	Percent
Maintenance of City parks	114	28.4 %
Number of City parks	14	3.5 %
Number of walking/biking trails	77	19.2 %
Overall satisfaction with ice arena	15	3.7 %
Overall satisfaction with golf course	34	8.5 %
Overall satisfaction with dog park	2	0.5 %
Youth recreation programs	19	4.7 %
Adult recreation programs	22	5.5 %
Senior recreation programs	31	7.7 %
None chosen	73	18.2 %
Total	401	100.0 %

Q12. Which TWO of the Parks and Recreation services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 2nd choice	Number	Percent
Maintenance of City parks	44	11.0 %
Number of City parks	39	9.7 %
Number of walking/biking trails	69	17.2 %
Overall satisfaction with ice arena	11	2.7 %
Overall satisfaction with golf course	21	5.2 %
Overall satisfaction with dog park	7	1.7 %
Youth recreation programs	19	4.7 %
Adult recreation programs	36	9.0 %
Senior recreation programs	48	12.0 %
None chosen	107	26.7 %
Total	401	100.0 %

SUM OF TOP 2 CHOICES

Q12. Which TWO of the Parks and Recreation services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q12. Sum of top 2 choices	Number	Percent
Maintenance of City parks	158	39.4 %
Number of City parks	53	13.2 %
Number of walking/biking trails	146	36.4 %
Overall satisfaction with ice arena	26	6.5 %
Overall satisfaction with golf course	55	13.7 %
Overall satisfaction with dog park	9	2.2 %
Youth recreation programs	38	9.5 %
Adult recreation programs	58	14.5 %
Senior recreation programs	79	19.7 %
None chosen	73	18.2 %
Total	695	

Q13. How many times have you visited one of the City's parks in the last two years?

Q13. How many times have you visited one of City's parks in last two years	Number	Percent
None	38	9.5 %
1-4 times	113	28.2 %
5-9 times	70	17.5 %
10+ times	171	42.6 %
Not provided	9	2.2 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q13. How many times have you visited one of the City's parks in the last two years? (without "not provided")

Q13. How many times have you visited one of City's parks in last two years	Number	Percent
None	38	9.7 %
1-4 times	113	28.8 %
5-9 times	70	17.9 %
10+ times	171	43.6 %
Total	392	100.0 %

Q15. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=401)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q15-1. Walking alone in your neighborhood during the day	78.8%	16.7%	1.7%	0.5%	0.0%	2.2%
Q15-2. Walking alone in your neighborhood at night	38.7%	34.2%	16.0%	3.7%	1.2%	6.2%
Q15-3. In City parks	31.2%	30.9%	14.2%	3.0%	1.0%	19.7%

WITHOUT "DON'T KNOW"

Q15. Feeling of Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=401)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q15-1. Walking alone in your neighborhood during the day	80.6%	17.1%	1.8%	0.5%	0.0%
Q15-2. Walking alone in your neighborhood at night	41.2%	36.4%	17.0%	4.0%	1.3%
Q15-3. In City parks	38.8%	38.5%	17.7%	3.7%	1.2%

Q16. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur.

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Overall quality of local police protection	60.3%	29.9%	4.5%	0.5%	0.0%	4.7%
Q16-2. Visibility of police in neighborhoods	40.1%	35.4%	15.5%	4.5%	0.5%	4.0%
Q16-3. Visibility of police in commercial & retail areas	32.2%	32.2%	20.7%	4.5%	0.0%	10.5%
Q16-4. How quickly police respond to emergencies	41.9%	19.7%	5.5%	0.2%	0.2%	32.4%
Q16-5. Efforts to prevent crime	33.2%	27.2%	14.0%	1.0%	0.0%	24.7%
Q16-6. Enforcement of local traffic laws	28.7%	32.2%	17.2%	4.7%	2.0%	15.2%

WITHOUT "DON'T KNOW"

Q16. Public Safety. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur. (without "don't know")

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Overall quality of local police protection	63.4%	31.4%	4.7%	0.5%	0.0%
Q16-2. Visibility of police in neighborhoods	41.8%	36.9%	16.1%	4.7%	0.5%
Q16-3. Visibility of police in commercial & retail areas	35.9%	35.9%	23.1%	5.0%	0.0%
Q16-4. How quickly police respond to emergencies	62.0%	29.2%	8.1%	0.4%	0.4%
Q16-5. Efforts to prevent crime	44.0%	36.1%	18.5%	1.3%	0.0%
Q16-6. Enforcement of local traffic laws	33.8%	37.9%	20.3%	5.6%	2.4%

Q17. Which TWO of the Public Safety services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. Top choice	Number	Percent
Overall quality of local police protection	80	20.0 %
Visibility of police in neighborhoods	85	21.2 %
Visibility of police in commercial & retail areas	45	11.2 %
How quickly police respond to emergencies	32	8.0 %
Efforts to prevent crime	57	14.2 %
Enforcement of local traffic laws	44	11.0 %
None chosen	58	14.5 %
Total	401	100.0 %

Q17. Which TWO of the Public Safety services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q17. 2nd choice	Number	Percent
Overall quality of local police protection	21	5.2 %
Visibility of police in neighborhoods	63	15.7 %
Visibility of police in commercial & retail areas	57	14.2 %
How quickly police respond to emergencies	44	11.0 %
Efforts to prevent crime	96	23.9 %
Enforcement of local traffic laws	32	8.0 %
None chosen	88	21.9 %
Total	401	100.0 %

SUM OF TOP 2 CHOICES

Q17. Which TWO of the Public Safety services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q17. Sum of top 2 choices	Number	Percent
Overall quality of local police protection	101	25.2 %
Visibility of police in neighborhoods	148	36.9 %
Visibility of police in commercial & retail areas	102	25.4 %
How quickly police respond to emergencies	76	19.0 %
Efforts to prevent crime	153	38.2 %
Enforcement of local traffic laws	76	19.0 %
None chosen	58	14.5 %
Total	714	

Q18. Which TWO of the Public Safety concerns listed below do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q18. What public safety concerns should receive the most emphasis from City leaders over next two years	Number	Percent
Property crime (examples-auto theft, vandalism, car break-ins)	220	54.9 %
School safety	116	28.9 %
Panhandling	108	26.9 %
Traffic/pedestrian safety on arterial roadways, such as New Ballas Road, Mason Road, Lindbergh or Olive	103	25.7 %
Violent crime (examples-robbery, assaults, gun crime)	96	23.9 %
Traffic/pedestrian safety in neighborhoods	60	15.0 %
Fraud/scams	43	10.7 %
Drug abuse	17	4.2 %
Other	5	1.2 %
Total	768	

Q18-9. Other:

Q18-9. Other	Number	Percent
Hazards in creeks	1	20.0 %
Street lights in neighborhoods	1	20.0 %
Speeding	1	20.0 %
We should not have pot shops	1	20.0 %
Traffic law about running the red lights	1	20.0 %
Total	5	100.0 %

Q19. Have you had any contact with the Creve Coeur Police Department in the last year?

Q19. Have you had any contact with Creve Coeur Police Department in last year	Number	Percent
Yes	156	38.9 %
No	245	61.1 %
Total	401	100.0 %

Q19a. What type of contact have you had with the Creve Coeur Police Department most recently?

Q19a. What type of contact have you had with Creve Coeur Police Department most recently	Number	Percent
Reported a crime (e.g. burglary, domestic violence, assault)	23	14.7 %
Traffic stop	10	6.4 %
Crime prevention or safety promotion program	28	17.9 %
Police assistance (e.g. motorist assist, response to an alarm)	34	21.8 %
Other	55	35.3 %
Not provided	6	3.8 %
Total	156	100.0 %

WITHOUT "NOT PROVIDED"

Q19a. What type of contact have you had with the Creve Coeur Police Department most recently? (without "not provided")

Q19a. What type of contact have you had with Creve Coeur Police Department most recently	Number	Percent
Reported a crime (e.g. burglary, domestic violence, assault)	23	15.3 %
Traffic stop	10	6.7 %
Crime prevention or safety promotion program	28	18.7 %
Police assistance (e.g. motorist assist, response to an alarm)	34	22.7 %
Other	55	36.7 %
Total	150	100.0 %

Q19a-6. Other

- A car drove into our yard one afternoon
- Accident response
- AMBULANCE
- Appearance in traffic court for client
- AUTO ACCIDENT
- bad dog owners
- Called department with a question about fraud reporting
- Civilian police Academy
- coffee with a cop
- Communicate going out of town
- Conversation with police officer on traffic patrol
- Discussed an HOA issue with the Creve Coeur Police Department.
- disorderly neighbor
- EMS, police assistance in home
- Family member had a stroke.
- family mental health issue
- found a purse in the yard, and hit a deer
- Fraud
- Friendly interaction with officers in the neighborhood
- Getting "no parking" signs to be used for family birthday party.
- Home alarm went off.
- I just lost my father this past September. There were two Creve Coeur law enforcement officers that also responded to my 911 call along with the Monarch EMS & Fire Department personnel from House 3.
- information
- My neighbor
- My neighbors found my car still running at midnight. Police came and woke me up and turned it off for me.
- Neighborhood night out
- neighborhood visit, vacation security
- noise complaint
- noise complaint in the middle of the night (dogs)
- obtain no parking signs for street for party.
- open garage notification
- Ordinance implementation at my home. I had a positive experience. I've also had a police officer stop and give my kids badge stickers while they were out playing, which was very thoughtful and fun for them.
- Police received an alarm from our alarm company in error
- Property damage
- property security while away
- Provided information to Officer on prowler
- removal of old political signs
- reported bank fraud
- reported suspicious person
- Reported theft of holiday money for waste management crew.

Q19a-6. Other

- Reported unleashed dog
- Response to 911 call.
- Safety issue – stop sign at intersection vehicle is not obeying
- Speaking with Officer in a park
- Stop lights not working. Abandoned property.
- suspicious car at night
- Talk to them at Pillar Fish Fry and when controlling neighborhood
- Thanking them for their service. They are the Best.
- Trash violations
- Two very personable officers came and talked to our HOA meeting.
- Vacation watch
- vacation, left info for safety
- Walk-through
- WELLNESS CHECK
- Went to the station and asked that they keep an eye on the house when we went on vacation

Q19b. How would you rate the quality of your contact with the police officer?

Q19b. How would you rate quality of your contact with police officer	Number	Percent
Excellent	121	77.6 %
Good	24	15.4 %
Fair	6	3.8 %
Poor	2	1.3 %
Not provided	3	1.9 %
Total	156	100.0 %

WITHOUT "NOT PROVIDED"

Q19b. How would you rate the quality of your contact with the police officer? (without "not provided")

Q19b. How would you rate quality of your contact with police officer	Number	Percent
Excellent	121	79.1 %
Good	24	15.7 %
Fair	6	3.9 %
Poor	2	1.3 %
Total	153	100.0 %

Q19c. How would you rate the dispatcher you interacted with?

Q19c. How would you rate dispatcher you interacted with	Number	Percent
Very courteous	77	49.4 %
Courteous	19	12.2 %
Discourteous	1	0.6 %
Did not have contact with a dispatcher	57	36.5 %
Not provided	2	1.3 %
Total	156	100.0 %

WITHOUT "NOT PROVIDED"

Q19c. How would you rate the dispatcher you interacted with? (without "not provided")

Q19c. How would you rate dispatcher you interacted with	Number	Percent
Very courteous	77	50.0 %
Courteous	19	12.3 %
Discourteous	1	0.6 %
Did not have contact with a dispatcher	57	37.0 %
Total	154	100.0 %

Q21. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?

Q21. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	151	37.7 %
No	250	62.3 %
Total	401	100.0 %

Q21a. How did you contact the City?

Q21a. How did you contact City	Number	Percent
By phone	85	56.3 %
By email	25	16.6 %
By social media	2	1.3 %
In person	36	23.8 %
Not provided	3	2.0 %
Total	151	100.0 %

WITHOUT "NOT PROVIDED"

Q21a. How did you contact the City? (without "not provided")

Q21a. How did you contact City	Number	Percent
By phone	85	57.4 %
By email	25	16.9 %
By social media	2	1.4 %
In person	36	24.3 %
Total	148	100.0 %

Q21b. Which department did you contact the City about MOST RECENTLY?

Q21b. Which department did you contact City about most recently	Number	Percent
Administration	19	12.6 %
Building Permits & Inspections	39	25.8 %
Planning & Zoning	10	6.6 %
Mayor & City Council	1	0.7 %
Municipal Court	1	0.7 %
Parks & Recreation	11	7.3 %
Police	20	13.2 %
Public Works/Streets	44	29.1 %
Not provided	6	4.0 %
Total	151	100.0 %

WITHOUT "NOT PROVIDED"

Q21b. Which department did you contact the City about MOST RECENTLY? (without "not provided")

Q21b. Which department did you contact City about most recently	Number	Percent
Administration	19	13.1 %
Building Permits & Inspections	39	26.9 %
Planning & Zoning	10	6.9 %
Mayor & City Council	1	0.7 %
Municipal Court	1	0.7 %
Parks & Recreation	11	7.6 %
Police	20	13.8 %
Public Works/Streets	44	30.3 %
Total	145	100.0 %

Q21c. How easy/difficult was it to address your issue?

Q21c. How easy/difficult was it to address your issue	Number	Percent
Very easy	88	58.3 %
Somewhat easy	36	23.8 %
Difficult	17	11.3 %
Very difficult	6	4.0 %
Don't know	4	2.6 %
Total	151	100.0 %

WITHOUT "DON'T KNOW"

Q21c. How easy/difficult was it to address your issue? (without "don't know")

Q21c. How easy/difficult was it to address your issue	Number	Percent
Very easy	88	59.9 %
Somewhat easy	36	24.5 %
Difficult	17	11.6 %
Very difficult	6	4.1 %
Total	147	100.0 %

Q21d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=151)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q21d-1. They were courteous & polite	78.8%	13.2%	4.0%	0.0%	0.0%	4.0%
Q21d-2. They gave accurate answers to your questions	60.3%	23.2%	8.6%	1.3%	0.7%	6.0%
Q21d-3. They did what they said they would do in a timely manner	51.7%	15.9%	13.2%	4.0%	2.0%	13.2%
Q21d-4. They helped you resolve an issue to your satisfaction	53.6%	18.5%	9.9%	5.3%	6.0%	6.6%

WITHOUT "DON'T KNOW"

Q21d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=151)

	Always	Usually	Sometimes	Seldom	Never
Q21d-1. They were courteous & polite	82.1%	13.8%	4.1%	0.0%	0.0%
Q21d-2. They gave accurate answers to your questions	64.1%	24.6%	9.2%	1.4%	0.7%
Q21d-3. They did what they said they would do in a timely manner	59.5%	18.3%	15.3%	4.6%	2.3%
Q21d-4. They helped you resolve an issue to your satisfaction	57.4%	19.9%	10.6%	5.7%	6.4%

Q22. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur.

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Enforcing City's building code in your community	20.0%	23.9%	14.7%	6.2%	1.7%	33.4%
Q22-2. Enforcing mowing & cutting of weeds & grass on private property	17.5%	22.2%	18.0%	9.7%	3.0%	29.7%
Q22-3. Enforcing exterior maintenance of residential property	16.5%	21.7%	21.4%	8.7%	3.2%	28.4%
Q22-4. Enforcing exterior maintenance of commercial/ business property	17.5%	24.7%	21.7%	2.5%	1.2%	32.4%
Q22-5. Overall quality of new residential development	19.7%	26.4%	16.5%	6.5%	3.5%	27.4%
Q22-6. Overall quality of new commercial development	19.7%	28.2%	17.2%	6.0%	1.7%	27.2%

WITHOUT "DON'T KNOW"

Q22. Community Development. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur. (without "don't know")

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Enforcing City's building code in your community	30.0%	36.0%	22.1%	9.4%	2.6%
Q22-2. Enforcing mowing & cutting of weeds & grass on private property	24.8%	31.6%	25.5%	13.8%	4.3%
Q22-3. Enforcing exterior maintenance of residential property	23.0%	30.3%	30.0%	12.2%	4.5%
Q22-4. Enforcing exterior maintenance of commercial/ business property	25.8%	36.5%	32.1%	3.7%	1.8%
Q22-5. Overall quality of new residential development	27.1%	36.4%	22.7%	8.9%	4.8%
Q22-6. Overall quality of new commercial development	27.1%	38.7%	23.6%	8.2%	2.4%

Q23. Which TWO of the Community Development services listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. Top choice	Number	Percent
Enforcing City's building code in your community	47	11.7 %
Enforcing mowing & cutting of weeds & grass on private property	53	13.2 %
Enforcing exterior maintenance of residential property	56	14.0 %
Enforcing exterior maintenance of commercial/business property	26	6.5 %
Overall quality of new residential development	80	20.0 %
Overall quality of new commercial development	64	16.0 %
None chosen	75	18.7 %
Total	401	100.0 %

Q23. Which TWO of the Community Development services listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. 2nd choice	Number	Percent
Enforcing City's building code in your community	23	5.7 %
Enforcing mowing & cutting of weeds & grass on private property	37	9.2 %
Enforcing exterior maintenance of residential property	50	12.5 %
Enforcing exterior maintenance of commercial/business property	48	12.0 %
Overall quality of new residential development	55	13.7 %
Overall quality of new commercial development	85	21.2 %
None chosen	103	25.7 %
Total	401	100.0 %

SUM OF TOP 2 CHOICES

Q23. Which TWO of the community development services listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q23. Sum of top 2 choices	Number	Percent
Enforcing City's building code in your community	70	17.5 %
Enforcing mowing & cutting of weeds & grass on private property	90	22.4 %
Enforcing exterior maintenance of residential property	106	26.4 %
Enforcing exterior maintenance of commercial/business property	74	18.5 %
Overall quality of new residential development	135	33.7 %
Overall quality of new commercial development	149	37.2 %
None chosen	75	18.7 %
Total	699	

Q24. City ordinances contain standards for the condition of residential properties. How would you rate the City's enforcement of exterior property maintenance?

Q24. How would you rate City's enforcement of exterior property maintenance	Number	Percent
Too strict	24	6.0 %
About right	173	43.1 %
Not strict enough	81	20.2 %
Don't know	123	30.7 %
Total	401	100.0 %

WITHOUT "DON'T KNOW"

Q24. City ordinances contain standards for the condition of residential properties. How would you rate the City's enforcement of exterior property maintenance? (without "don't know")

Q24. How would you rate City's enforcement of exterior property maintenance	Number	Percent
Too strict	24	8.6 %
About right	173	62.2 %
Not strict enough	81	29.1 %
Total	278	100.0 %

Q25. The City's Building Division handles building permitting and inspections as well as exterior property maintenance and nuisance matters. Have you had any contact with the Creve Coeur Building Division in the last year?

Q25. Have you had any contact with Creve Coeur Building Division in last year	Number	Percent
Yes	73	18.2 %
No	328	81.8 %
Total	401	100.0 %

Q25a. What type of contact have you had with the Creve Coeur Building Division most recently?

Q25a. What type of contact have you had with Creve Coeur Building Division most recently	Number	Percent
Reported a complaint	23	31.5 %
Building inspections for my home renovation project	35	47.9 %
I was issued a field correction notice	1	1.4 %
I obtained a building permit	11	15.1 %
Other	3	4.1 %
Total	73	100.0 %

Q25a-5. Other:

Q25a-5. Other	Number	Percent
Inquiry about building a structure	1	33.3 %
Inquired about codes	1	33.3 %
Prepped the client on a complaint	1	33.3 %
Total	3	100.0 %

Q25b. How would you rate the quality of your contact with the Building Inspector?

Q25b. How would you rate quality of your contact with Building Inspector	Number	Percent
Excellent	32	43.8 %
Good	23	31.5 %
Fair	14	19.2 %
Poor	2	2.7 %
Not provided	2	2.7 %
Total	73	100.0 %

WITHOUT "NOT PROVIDED"

Q25b. How would you rate the quality of your contact with the Building Inspector? (without "not provided")

Q25b. How would you rate quality of your contact with Building Inspector	Number	Percent
Excellent	32	45.1 %
Good	23	32.4 %
Fair	14	19.7 %
Poor	2	2.8 %
Total	71	100.0 %

Q25c. How would you rate the administrative assistant you interacted with?

Q25c. How would you rate administrative assistant you interacted with	Number	Percent
Very courteous	28	38.4 %
Courteous	21	28.8 %
Discourteous	2	2.7 %
Did not have contact with an administrative assistant	19	26.0 %
Not provided	3	4.1 %
Total	73	100.0 %

WITHOUT "NOT PROVIDED"

Q25c. How would you rate the administrative assistant you interacted with? (without "not provided")

Q25c. How would you rate administrative assistant you interacted with	Number	Percent
Very courteous	28	40.0 %
Courteous	21	30.0 %
Discourteous	2	2.9 %
Did not have contact with an administrative assistant	19	27.1 %
Total	70	100.0 %

Q26. The rising cost of housing is making it increasingly difficult for low and moderate income earners to afford adequate housing. Would you support requiring developers to include affordable housing units as a component of new apartment developments?

Q26. Would you support requiring developers to include affordable housing units	Number	Percent
Very supportive	74	18.5 %
Somewhat supportive	96	23.9 %
Not supportive	171	42.6 %
Not sure	41	10.2 %
Not provided	19	4.7 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q26. The rising cost of housing is making it increasingly difficult for low and moderate income earners to afford adequate housing. Would you support requiring developers to include affordable housing units as a component of new apartment developments? (without "not provided")

Q26. Would you support requiring developers to include affordable housing units	Number	Percent
Very supportive	74	19.4 %
Somewhat supportive	96	25.1 %
Not supportive	171	44.8 %
Not sure	41	10.7 %
Total	382	100.0 %

Q27. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Works services provided by the City of Creve Coeur.

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	26.9%	45.1%	14.2%	8.2%	1.2%	4.2%
Q27-2. Condition of City sidewalks	22.2%	40.4%	18.0%	7.7%	2.7%	9.0%
Q27-3. Adequacy of street lighting	19.5%	37.7%	24.2%	12.2%	1.7%	4.7%
Q27-4. Snow/ice removal on City streets	34.4%	42.4%	12.0%	4.0%	1.0%	6.2%
Q27-5. Appearance of landscaped medians	42.4%	39.4%	11.7%	2.5%	0.5%	3.5%
Q27-6. Cleanliness of City streets	34.4%	48.4%	11.2%	1.2%	1.0%	3.7%

WITHOUT "NOT PROVIDED"

Q27. Public Works. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Works services provided by the City of Creve Coeur. (without "don't know")

(N=401)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	28.1%	47.1%	14.8%	8.6%	1.3%
Q27-2. Condition of City sidewalks	24.4%	44.4%	19.7%	8.5%	3.0%
Q27-3. Adequacy of street lighting	20.4%	39.5%	25.4%	12.8%	1.8%
Q27-4. Snow/ice removal on City streets	36.7%	45.2%	12.8%	4.3%	1.1%
Q27-5. Appearance of landscaped medians	43.9%	40.8%	12.1%	2.6%	0.5%
Q27-6. Cleanliness of City streets	35.8%	50.3%	11.7%	1.3%	1.0%

Q28. Which TWO of the Public Works services listed in Question 27 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q28. Top choice	Number	Percent
Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	150	37.4 %
Condition of City sidewalks	52	13.0 %
Adequacy of street lighting	66	16.5 %
Snow/ice removal on City streets	44	11.0 %
Appearance of landscaped medians	16	4.0 %
Cleanliness of City streets	18	4.5 %
None chosen	55	13.7 %
Total	401	100.0 %

Q28. Which TWO of the Public Works services listed in Question 27 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q28. 2nd choice	Number	Percent
Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	53	13.2 %
Condition of City sidewalks	70	17.5 %
Adequacy of street lighting	60	15.0 %
Snow/ice removal on City streets	66	16.5 %
Appearance of landscaped medians	16	4.0 %
Cleanliness of City streets	53	13.2 %
None chosen	83	20.7 %
Total	401	100.0 %

SUM OF TOP 2 CHOICES

Q28. Which TWO of the public works services listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q28. Sum of top 2 choices	Number	Percent
Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	203	50.6 %
Condition of City sidewalks	122	30.4 %
Adequacy of street lighting	126	31.4 %
Snow/ice removal on City streets	110	27.4 %
Appearance of landscaped medians	32	8.0 %
Cleanliness of City streets	71	17.7 %
None chosen	55	13.7 %
Total	719	

Q29. City Finances. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer?

Q29. Which one option would you prefer	Number	Percent
Maintaining current tax rates & cutting back on some City services	158	39.4 %
Increasing taxes to maintain present level of City services	201	50.1 %
Not provided	42	10.5 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q29. City Finances. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer? (without "not provided")

Q29. Which one option would you prefer	Number	Percent
Maintaining current tax rates & cutting back on some City services	158	44.0 %
Increasing taxes to maintain present level of City services	201	56.0 %
Total	359	100.0 %

Q30. Which TWO services would you prefer to reduce in order to maintain current tax rates?

Q30. What services would you prefer to reduce in order to maintain current tax rates	Number	Percent
Limb chipping service	135	33.7 %
Leaf pick up	94	23.4 %
Street maintenance	27	6.7 %
Police patrol	28	7.0 %
Police crime prevention	28	7.0 %
Other	35	8.7 %
Don't know	186	46.4 %
Total	533	

WITHOUT “DON’T KNOW”

Q30. Which TWO services would you prefer to reduce in order to maintain current tax rates? (without "don't know")

Q30. What services would you prefer to reduce in order to maintain current tax rates	Number	Percent
Limb chipping service	135	62.8 %
Leaf pick up	94	43.7 %
Other	35	16.3 %
Police patrol	28	13.0 %
Police crime prevention	28	13.0 %
Street maintenance	27	12.6 %
Total	347	

Q30-6. Other

- administration
- Administration
- Administration
- Artwork, landscape median
- As opposed to cutting services an alternative might be to provide them more cost effectively. An example would be the number of workers on crews is greater than the work to be done in many instances.
- city hall personnel
- code enforcement-residential
- cut city services and costs not related to citizens' needs.
- Expand revenue intake through more commercial development or redevelopment
- Fine 10 each to keep in budget
- frivolous studies
- golf course
- Golf course and ice rink.
- Golf course and rink.
- Landscaping and median decorations
- Make sure bids on city contracts are not just going to friends and relatives
- Need to look at budget
- New signs and sidewalks.
- Parks and rec
- Parks-golf course.
- Pension plan
- Public school funding
- Recreation facilities
- reduce debt and interest costs by selling old city buildings
- Reduce office workers
- Reduce tax breaks for developers
- Reduction to public Works
- snow removal
- Staff reduction/merger with neighboring municipalities.
- Stop putting artwork in the parks. Moving structures at Conway Park – stop spending.
- TAKE A HARD LOOK AT HEAD COUNT FOR ALL DEPARTMENTS
- These are important services, need other options.
- Traffic monitoring and unnecessary street light cost shares
- Watering of medians.
- we are a low tax community. Increase the percentage.

Q31. The State of Missouri and many municipalities levy a "use tax" on out-of-state purchases, in lieu of a sales tax. The use tax applies to many online purchases that are not subject to sales tax. If the City determines that additional revenue is necessary to maintain City services, how supportive would you be of adopting a local use tax in an amount equal to the local sales tax?

Q31. How supportive would you be of adopting a local use tax	Number	Percent
Very supportive	74	18.5 %
Somewhat supportive	151	37.7 %
Not supportive	114	28.4 %
Not sure	41	10.2 %
Not provided	21	5.2 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q31. The State of Missouri and many municipalities levy a "use tax" on out-of-state purchases, in lieu of a sales tax. The use tax applies to many online purchases that are not subject to sales tax. If the City determines that additional revenue is necessary to maintain City services, how supportive would you be of adopting a local use tax in an amount equal to the local sales tax? (without "not provided")

Q31. How supportive would you be of adopting a local use tax	Number	Percent
Very supportive	74	19.5 %
Somewhat supportive	151	39.7 %
Not supportive	114	30.0 %
Not sure	41	10.8 %
Total	380	100.0 %

Q32. The Creve Coeur Government Center was originally constructed in the 1950s as an elementary school before being converted for City use in 1989. A recent review of the facility has concluded that construction of a new Government Center is the most cost-effective solution to meeting the city's facility needs. A new Government Center could be financed with a combination of existing reserves and a "no tax increase" bond issue, whereby the City's current debt service levy would be extended by 10 years, maintaining the existing cost of $78 annually on a $500,000 home. Knowing this, how supportive would you be of extending the City's current debt service levy with a "no tax increase" bond issue to fund construction of a new Government Center for Creve Coeur?

Q32. How supportive would you be of extending City's current debt service levy with a "no tax increase" bond issue to fund construction of a new Government Center	Number	Percent
Very supportive	155	38.7 %
Somewhat supportive	140	34.9 %
Not supportive	56	14.0 %
Not sure	34	8.5 %
Not provided	16	4.0 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q32. The Creve Coeur Government Center was originally constructed in the 1950s as an elementary school before being converted for City use in 1989. A recent review of the facility has concluded that construction of a new Government Center is the most cost-effective solution to meeting the city's facility needs. A new Government Center could be financed with a combination of existing reserves and a "no tax increase" bond issue, whereby the City's current debt service levy would be extended by 10 years, maintaining the existing cost of $78 annually on a $500,000 home. Knowing this, how supportive would you be of extending the City's current debt service levy with a "no tax increase" bond issue to fund construction of a new Government Center for Creve Coeur? (without "not provided")

Q32. How supportive would you be of extending City's current debt service levy with a "no tax increase" bond issue to fund construction of a new Government Center	Number	Percent
Very supportive	155	40.3 %
Somewhat supportive	140	36.4 %
Not supportive	56	14.5 %
Not sure	34	8.8 %
Total	385	100.0 %

Q34. How long have you lived in Creve Coeur?

Q34. How long have you lived in Creve Coeur	Number	Percent
Less than a year	8	2.0 %
1-3 years	30	7.5 %
4-6 years	34	8.5 %
7-10 years	49	12.2 %
11-20 years	56	14.0 %
20+ years	216	53.9 %
Not provided	8	2.0 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q34. How long have you lived in Creve Coeur? (without "not provided")

Q34. How long have you lived in Creve Coeur	Number	Percent
Less than a year	8	2.0 %
1-3 years	30	7.6 %
4-6 years	34	8.7 %
7-10 years	49	12.5 %
11-20 years	56	14.2 %
20+ years	216	55.0 %
Total	393	100.0 %

Q35. Including yourself, how many people in your household are...

	Mean	Sum
number	2.2	826
Under age 10	0.1	54
Ages 10-17	0.2	63
Ages 18-34	0.3	124
Ages 35-44	0.3	105
Ages 45-54	0.3	121
Ages 55-64	0.4	166
Ages 65+	0.5	193

Q36. What is your age?

Q36. Your age	Number	Percent
18-34	71	17.7 %
35-44	70	17.5 %
45-54	68	17.0 %
55-64	74	18.5 %
65+	92	22.9 %
Not provided	26	6.5 %
Total	401	100.0 %

WITHOUT "NOT PROVIDED"

Q36. What is your age? (without "not provided")

Q36. Your age	Number	Percent
18-34	71	18.9 %
35-44	70	18.7 %
45-54	68	18.1 %
55-64	74	19.7 %
65+	92	24.5 %
Total	375	100.0 %

Q37. Your gender:

Q37. Your gender	Number	Percent
Man	193	48.1 %
Woman	199	49.6 %
Non-binary	2	0.5 %
Prefer not to disclose	7	1.7 %
Total	401	100.0 %

WITHOUT "PREFER NOT TO DISCLOSE"

Q37. Your gender: (without "prefer not to disclose")

Q37. Your gender	Number	Percent
Man	193	49.0 %
Woman	199	50.5 %
Non-binary	2	0.5 %
Total	394	100.0 %

Q37-5. Self-describe your gender:

Q37-5. Self-describe your gender	Number	Percent
Fluid	1	50.0 %
Transmale	1	50.0 %
Total	2	100.0 %

Q38. Which of the following best describes your race/ethnicity?

Q38. Your race/ethnicity	Number	Percent
Asian or Asian Indian	43	10.7 %
Black or African American	38	9.5 %
American Indian or Alaska Native	2	0.5 %
White or Caucasian	299	74.6 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	6	1.5 %
Other	2	0.5 %
Total	391	

Q38-7. Self-describe your race/ethnicity:

Q38-7. Self-describe your race/ethnicity	Number	Percent
European	1	50.0 %
Mixed	1	50.0 %
Total	2	100.0 %

5 Survey Instrument

city of CREVE COEUR

300 North New Ballas Road • Creve Coeur, Missouri 63141
(314) 432-6000 • Fax (314) 872-2539 • Relay MO 1-800-735-2966
www.crevecoeurmo.gov

Dear Creve Coeur Resident,

This letter is a request for your help in building an even better Creve Coeur. As the City looks at issues that affect our community, it is important to align our priorities with the needs of our citizens. Your input on the enclosed resident survey is extremely important, and your feedback will guide the City Council in setting priorities and improving services over the next three years.

The survey has been designed to be completed in 15 to 20 minutes. The time you invest will influence many of the decisions that will be made about the City's future. Your responses will help Creve Coeur's leadership and staff identify and address the opportunities and challenges our community faces.

Please complete the enclosed questionnaire within the next week and return it in the provided postage-paid envelope. Your responses will remain confidential. If you prefer to take the survey online, please go to crevecoeursurvey.org.

ETC Institute will compile all responses for analysis, and provide comparison citizen ratings from our peer cities. If you have any questions regarding this survey or would like to discuss the questions asked, please call Melissa Bradford, Public Information Officer and Management Analyst, at 314-442-2081.

Once completed, we will present these results to the City Council and public.

Your input is extremely important. I want to thank you in advance for your cooperation and completing the survey.

Bob Hoffman

Dr. Robert Hoffman
Mayor

2024 City of Creve Coeur, Missouri Community Survey

Please take a few minutes to complete this survey. If you prefer to complete the survey online, you may do so at: ***crevecoeursurvey.org***. Your input is an important part of the City's ongoing effort to improve the quality of City services and to identify priorities for the community. If you have questions, please contact the Office of the City Administrator at 314-872-2511. Thank you!

1. Ratings of the City. Please rate Creve Coeur using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

	How would you rate the City...	Excellent	Good	Neutral	Fair	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a City that is moving in the right direction	5	4	3	2	1	9

2. Perceptions. Several items that may influence your perception of the City of Creve Coeur are listed below. Please rate Creve Coeur using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

		Excellent	Good	Neutral	Fair	Poor	Don't Know
1.	Overall quality of services provided by the City of Creve Coeur	5	4	3	2	1	9
2.	Overall image of the City	5	4	3	2	1	9
3.	Overall quality of life in the City	5	4	3	2	1	9
4.	Overall value that you receive for your local tax dollars and fees	5	4	3	2	1	9
5.	How well your community is planning for the future	5	4	3	2	1	9
6.	Efforts to conserve energy and protect the environment	5	4	3	2	1	9

3. Major Categories of City Services. Please rate your overall satisfaction with the major categories of services provided by the City of Creve Coeur using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall maintenance of city parks	5	4	3	2	1	9
02.	Quality of limb chipping	5	4	3	2	1	9
03.	Quality of leaf vacuuming	5	4	3	2	1	9
04.	Overall quality of Police services	5	4	3	2	1	9
05.	Overall quality of recreation services	5	4	3	2	1	9
06.	Overall quality of building inspections and permits	5	4	3	2	1	9
07.	Overall quality of municipal court services	5	4	3	2	1	9
08.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
09.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
10.	Overall effectiveness of City communication	5	4	3	2	1	9

4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 3.]*

1st: ____ 2nd: ____ 3rd: ____

5. What can the City do to improve customer service?

_____

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6. Do you live in a single-family home or townhome (not in a condo or apartment)?

____(1) Yes *[Answer Q6a.]* ____(2) No *[Skip to Q7.]*

6a. How satisfied are you with the City's trash and recycling service?

____(5) Very satisfied ____(3) Neutral ____(1) Very dissatisfied
____(4) Satisfied ____(2) Dissatisfied ____(9) Don't know

7. <u>Communication</u>. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Creve Coeur.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	City efforts to keep you informed about important issues	5	4	3	2	1	9
2.	The quality of the City's newsletter	5	4	3	2	1	9
3.	City efforts to keep you informed about planning and zoning matters	5	4	3	2	1	9
4.	The availability of information about City programs and services	5	4	3	2	1	9
5.	The level of public involvement in local decision making	5	4	3	2	1	9
6.	The quality of the City's social media (e.g., Facebook, X)	5	4	3	2	1	9
7.	The quality of the City's website	5	4	3	2	1	9

8. Which TWO of the Communication Services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 7.]*

1st: ____ 2nd: ____

9. How often would you say you read the City's newsletter?

____(1) Every month ____(2) A few times a year ____(3) Never

10. What can the City do to improve communication with residents?

_____

11. <u>Parks and Recreation</u>. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Parks and Recreation services.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Number of City parks	5	4	3	2	1	9
03.	Number of walking/biking trails	5	4	3	2	1	9
04.	Overall satisfaction with the ice arena	5	4	3	2	1	9
05.	Overall satisfaction with the golf course	5	4	3	2	1	9
06.	Overall satisfaction with the dog park	5	4	3	2	1	9
07.	Youth recreation programs	5	4	3	2	1	9
08.	Adult recreation programs	5	4	3	2	1	9
09.	Senior recreation programs	5	4	3	2	1	9

12. Which TWO of the Parks and Recreation services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 11.]*

1st: ____ 2nd: ____

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13. How many times have you visited one of the City's parks in the last two years?

____(1) None ____(2) 1-4 times ____(3) 5-9 times ____(4) 10 or more times

14. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be?

_____

15. <u>Feeling of Safety</u>. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

	How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
2.	Walking alone in your neighborhood at night	5	4	3	2	1	9
3.	In City parks	5	4	3	2	1	9

16. <u>Public Safety</u>. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Creve Coeur.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local police protection	5	4	3	2	1	9
2.	Visibility of police in neighborhoods	5	4	3	2	1	9
3.	Visibility of police in commercial and retail areas	5	4	3	2	1	9
4.	How quickly police respond to emergencies	5	4	3	2	1	9
5.	Efforts to prevent crime	5	4	3	2	1	9
6.	Enforcement of local traffic laws	5	4	3	2	1	9

17. Which TWO of the public safety services listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 16.]*

1st: ____ 2nd: ____

18. Which TWO of the public safety concerns listed below do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

____(1) Traffic/pedestrian safety on arterial roadways, such as New Ballas Road, Mason Road, Lindbergh or Olive
____(2) Traffic/pedestrian safety in neighborhoods
____(3) School safety
____(4) Property crime (examples: auto theft, vandalism, car break-ins)
____(5) Violent crime (examples: robbery, assaults, gun crime)
____(6) Drug abuse
____(7) Fraud/scams
____(8) Panhandling
____(9) Other: _____

19. Have you had any contact with the Creve Coeur Police Department in the last year?

____(1) Yes *[Answer Q19a-c.]* ____(2) No *[Skip to Q20.]*

19a. What type of contact have you had with the Creve Coeur Police Department most recently?

____(1) Reported a crime (e.g. burglary, domestic violence, assault)
____(2) Traffic stop
____(3) Criminal arrest
____(4) Crime prevention or safety promotion program
____(5) Police assistance (e.g., motorist assist, response to an alarm)
____(6) Other: _____

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19b. How would you rate the quality of your contact with the police officer?

____(4) Excellent ____(3) Good ____(2) Fair ____(1) Poor

19c. How would you rate the dispatcher you interacted with?

____(5) Very courteous ____(3) Discourteous ____(1) Did not have contact with a dispatcher
____(4) Courteous ____(2) Very discourteous

20. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be?

_____

21. <u>Customer Service</u>. Have you called or visited the City with a question, problem, or complaint during the past year?

____(1) Yes *[Answer Q21a-d.]* ____(2) No *[Skip to Q22.]*

21a. How did you contact the City?

____(1) By phone ____(2) By email ____(3) By social media ____(4) In person

21b. Which department did you contact the City about MOST RECENTLY?

____(01) Administration
____(02) Building Permits and Inspections
____(03) Planning and Zoning
____(04) Finance
____(05) Human Resources
____(06) Legislative
____(07) Mayor and City Council
____(08) Municipal Court
____(09) Parks and Recreation
____(10) Police
____(11) Public Works/streets

21c. How easy/difficult was it to address your issue?

____(4) Very easy ____(2) Difficult ____(9) Don't know
____(3) Somewhat easy ____(1) Very difficult

21d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

		Always	Usually	Sometimes	Seldom	Never	Don't Know
1.	They were courteous and polite	5	4	3	2	1	9
2.	They gave accurate answers to your questions	5	4	3	2	1	9
3.	They did what they said they would do in a timely manner	5	4	3	2	1	9
4.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

22. <u>Community Development</u>. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following community services provided by the City of Creve Coeur.

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the city's building code in your community	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
3.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4.	Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
5.	Overall quality of new residential development	5	4	3	2	1	9
6.	Overall quality of new commercial development	5	4	3	2	1	9

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23. Which TWO of the community development services listed in Question 22 on the previous page do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 22.]*

1st: ____ 2nd: ____

24. City ordinances contain standards for the condition of residential properties. How would you rate the City's enforcement of exterior property maintenance?

____(1) Too strict ____(2) About right ____(3) Not strict enough ____(9) Don't know

25. The City's Building Division handles building permitting and inspections as well as exterior property maintenance and nuisance matters. Have you had any contact with the Creve Coeur Building Division in the last year?

____(1) Yes *[Answer Q25a-c.]* ____(2) No *[Skip to Q26.]*

25a. What type of contact have you had with the Creve Coeur Building Division most recently?

____(1) Reported a complaint
____(2) Building inspections for my home renovation project
____(3) I was issued a field correction notice
____(4) I obtained a building permit
____(5) Other: _____

25b. How would you rate the quality of your contact with the Building Inspector?

____(4) Excellent ____(3) Good ____(2) Fair ____(1) Poor

25c. How would you rate the administrative assistant you interacted with?

____(5) Very courteous
____(4) Courteous
____(3) Discourteous
____(2) Very discourteous
____(1) Did not have contact with an administrative assistant

26. The rising cost of housing is making it increasingly difficult for low- and moderate-income earners to afford adequate housing. Would you support requiring developers to include affordable housing units as a component of new apartment developments?

____(4) Very supportive ____(3) Somewhat supportive ____(2) Not supportive ____(1) Not sure

27. <u>Public Works</u>. Please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public works services provided by the City of Creve Coeur.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)	5	4	3	2	1	9
2.	Condition of City sidewalks	5	4	3	2	1	9
3.	Adequacy of street lighting	5	4	3	2	1	9
4.	Snow/ice removal on City streets	5	4	3	2	1	9
5.	Appearance of landscaped medians	5	4	3	2	1	9
6.	Cleanliness of City streets	5	4	3	2	1	9

28. Which TWO of the public works services listed in Question 27 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 27.]*

1st: ____ 2nd: ____

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29. **<u>City Finances</u>. As with many cities, Creve Coeur City officials are concerned about being able to maintain the current level of services in the face of rising costs and decreasing revenues. Given such realities, which one of the following options would you prefer?**

____(1) Maintaining current tax rates and cutting back on some city services
____(2) Increasing taxes to maintain the present level of city services

30. **Which TWO services would you prefer to reduce in order to maintain current tax rates?**

____(1) Limb chipping service
____(2) Leaf pick up
____(3) Street maintenance
____(4) Police patrol
____(5) Police crime prevention
____(6) Other: _____
____(9) Don't know

31. **The State of Missouri and many municipalities levy a "use tax" on out-of-state purchases, in lieu of a sales tax. The use tax applies to many online purchases that are not subject to sales tax. If the City determines that additional revenue is necessary to maintain city services, how supportive would you be of adopting a local use tax in an amount equal to the local sales tax?**

____(4) Very supportive ____(3) Somewhat supportive ____(2) Not supportive ____(1) Not sure

32. **The Creve Coeur Government Center was originally constructed in the 1950s as an elementary school before being converted for city use in 1989. A recent review of the facility has concluded that construction of a new Government Center is the most cost-effective solution to meeting the city's facility needs. A new Government Center could be financed with a combination of existing reserves and a "no tax increase" bond issue, whereby the city's current debt service levy would be extended by 10 years, maintaining the existing cost of $78 annually on a $500,000 home. Knowing this, how supportive would you be of extending the city's current debt service levy with a "no tax increase" bond issue to fund construction of a new Government Center for Creve Coeur?**

____(4) Very supportive ____(3) Somewhat supportive ____(2) Not supportive ____(1) Not sure

33. **Do you have any other suggestions for the City?**

_____

_____

_____

_____

Demographics

To complete the survey, please answer a few questions to help us understand you as a resident.

34. **How long have you lived in Creve Coeur?**

____(1) Less than a year
____(2) 1-3 years
____(3) 4-6 years
____(4) 7-10 years
____(5) 11-20 years
____(6) More than 20 years

35. **Including yourself, how many people in your household are...**

Under age 10: ____ Ages 10-17: ____ Ages 18-34: ____ Ages 35-44: ____ Ages 45-54: ____ Ages 55-64: ____ Ages 65+: ____

36. **What is your age?** _____ years *[Enter "0" if you prefer not to disclose.]*

37. **Your gender:**

____(1) Man
____(2) Woman
____(3) Non-binary
____(4) Prefer not to disclose
____(5) Prefer to self-describe: _____

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38. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

____(01) Asian or Asian Indian
____(02) Black or African American
____(03) American Indian or Alaska Native
____(04) White or Caucasian
____(05) Native Hawaiian or other Pacific Islander
____(06) Hispanic, Spanish, or Latino/a/x
____(88) Prefer not to disclose
____(99) Other: _____

39. Would you be willing to participate in future surveys sponsored by the City of Creve Coeur?

____(1) Yes *[Please answer Q39a.]* ____(2) No

39a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will only be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.

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2024 City of Creve Coeur Community Survey

Open-Ended Comments

Presented to the City of
Creve Coeur, Missouri

November 2024

ETC INSTITUTE

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Q5. What can the City do to improve customer service?

- Already doing a great job.
- ANSWER THE PHONE WHEN A CALL IS MADE OR CALL BACK IF YOU HAVE TO LEAVE A MESSAGE
- Answer the phone.
- ASK WHAT CUSTOMERS WANT
- Attention to detail. Enforcement of contractors over homeowners.
- BE AWARE OF WHAT IS GOING ON
- Be kinder
- Be more clear in advance of what is expected
- Be more specific, Ladue Rd/Ballas rd. housing. Monsanto site specifics to resident. Better updates on crime/safety.
- Be transparent.
- better enforcement of traffic laws.
- Better planning and information when scheduling maintenance on our streets
- Better ways to communicate online
- Building permits process is ridiculously stringent. We wasted time and money and lost our contractor.
- Call back sooner
- City Hall seems to have a growth agenda at odds with citizen concerns. Improve listening to citizens.
- Communication - we have been dealing with a curb that was broken by a snow plow and we made whomever handles that aware of what has transpired. We have had to follow up continuously to find out if it will ever get repaired.
- Communication on leaf and limb chipping is poor. It's done before my oaks drop their leaves.
- Completely revamp program to improve inspections and permits. Consider hiring competent people not bureaucrats.
- Condo living does not receive much assistance even though taxes are as high as single family homes.
- Consider the climate change and have more natural non-manicured spaces with wild, native plants, less watering, no pesticides, and cleaner water.
- Continue good communication
- Continue publishing news.
- Continue same focus
- Continue to improve highway conditions.
- Develop Aquatic center
- Do a great job, newsletter, police reports, emails, etc.
- Do not allow fundraisers to stand at intersections. This also includes the beggars and homeless.
- Faster email responses
- Follow through on promises made by city leaders.
- Generally my "customer service" interactions with city employees has been positive. Where I don't see "customer service" is with the Planning and Zoning committee. When I have interacted with the committee I felt they could not have cared less about my concerns and at times were hostile. I'm not sure this falls under the type of "customer service" you are inquiring about.
- Good already.
- Good communication

- Happy with the help I receive when I call city hall.
- Have had no issues
- Have more community activities
- Have recreation activity schedules posted online in an easily accessible way (not through a portal); have a way to view the latest City newsletter online
- Have this service last longer.
- Help out when I call about the renter upstairs
- Hire more qualified people when needed
- Huge hole in the street, have called four times, still no one has responded. Very dangerous.
- I am happy.
- I cannot think of any suggestions at this time. I am sure you have probably received many suggestions. The only thing I can think of is improving traffic flow and road maintenance which I am sure that you have this forecasted for the future.
- I contact the city occasionally regarding our neighborhood association. They're always very kind. I'd like to see process changes to ensure permits are pulled and final inspections are completed to ensure alignment with city ordinances. I'd also like better communication with MoDOT to ensure maintenance of outer roads.
- I have had no real issues
- I have lived here 28 years and still cannot get the city owned curb at my driveway repaired. Who do you have to know to get things done?
- I have not been impressed with the front desk personnel at City Hall. Treat unincorporated St. Louis County residents who pay a LOT to receive Creve Coeur services as residents.
- I like getting the calendar
- Improve communication between elected officers and residents
- improve website
- Instead of paying 2 people to ride around and find limb debris, set up a call list that residents can call in and map out a pickup schedule.
- It is difficult to get a police report.
- Keep doing what you are doing.
- Keep in mind residents needs in addition to those of commercial establishments in terms of planning and zoning, and also requiring commercial property owners to maintain how their business buildings and properties are maintained.
- Keep making the website more interactive
- Keep responding in a timely fashion.
- Listen to the residents comment and take action
- Maintain the quality of service and helpful that I have experienced.
- Make it clearer what you can help with.
- Make it easier to call in with questions. Provide appropriate phone numbers.
- Make material inroads regarding traffic along Olive St. Road. Improve influence on St. Louis County government on important local issues, such as traffic mitigation and pedestrian safety. Improve police responsiveness to local concerns.
- Make sure we have enough employees to handle the demand
- MORE COMMUNICATION AMONG DEPARTMENTS SO CITIZENS ALWAYS GET THE SAME ANSWER FROM EVERYONE
- more customer service people
- More direct answering a phone – not answering machine

- More online access for things like reserving ballfields.
- More Pickleball courts
- More technology and regularly update website.
- More training for citizen facing employees
- My dissatisfaction with the leaf vacuuming is that they don't come on the week that they're supposed to. That means that the leaves all blow back into my yard.
- New public works director.
- Open communication
- Parks improvements. Do what they say they are going to do.
- PERMITS AND PLAN REVIEW HARDEST IN ST LOUIS
- Pick up debris/fallen tree limbs and improve drainage in Malcolm Terrace Park
- Please send the same inspector for the first to the last inspection. If there are 2 different ones, have them communicate and say same thing.
- Police should enforce traffic laws
- Prompt professional answers and follow through
- Publish highlights of decisions by Council, etc. instead of waiting to read minutes that are weeks/months old.. Make department contacts easier to find for Email questions or voicemails, drilling down on website is not easy for non-technical individuals.
- Quicker permitting.
- reduce the red tape.
- Residential safety; road maintenance
- Respond kindly and timely with answer, not minutia. Share big picture
- Respond to all calls
- Return calls.
- Seems good
- service is good.
- Should be able to put our leaves out for leaf pickup. Our roads are narrow, we need more space to put them .
- Smile and be sweet.
- Stop being rude.
- Streamline permits
- There was a time when the staff doing the limb chipping and leaf clean-up made an effort to collect everything. The mess that is left after each pick-up is disappointing and makes the streets, homes and city look bad...
- Update website to be more easy to navigate
- USE RESOURCES WISELY-MONEY DOES NOT GROW ON TREES
- We have a new storm water tax with no services, probably because it is awful.
- We like what is done now.
- When I do call, I get answers on a call back.
- When we moved her five years ago, the permits for a remodel were difficult to obtain, and it delayed our home being completed by months.
- When you call the chief of police to lodge a complaint, he should return the call.
- work on reputation of the building inspectors because contractors do not want to work here for residents

Q10. What can the City do to improve communication with residents?

- AGAIN, MORE CONSISTENCY IN ANSWERS
- all good
- Answer direct question received in newsletter
- Be more active on social media.
- Be more transparent with what the city is planning on the website
- Beth website with useful information
- Better information on website
- better signage
- Better website
- Bring pending decisions to front of the newsletter.
- Cet more people to come to coffee with the mayor
- Communicating what city hall has decided to do in spite of citizen input.
- continue multi location communication
- continue on current communication
- Continue to move forward with information to residents
- Do not text a meeting date and then immediately cancel the meeting.
- DOING A GOOD JOB
- e-blast of important headlines/events
- Email newsletter.
- Email residents with issues
- Email updates between newsletters
- EMAIL WHEN RODS ARE CLOSED OR STORM RELATED ISSUES
- emails/texts
- Enjoy the newsletter electronically and printed
- Ensure timely communication
- Every improvement near your own residence, lack information and never works the way they say.
- Excellent already, no need to change.
- Expand information on programs on website
- Expand the information in the newsletter
- Flash mailing or email like efforts towards major developments
- For notices in the newsletter etc. regarding a property, include a nearby cross street or major intersection or what ward it is in along with the property address.
- GET NEWSLETTER TO RESIDENTS 1/2 MONTH AHEAD OF TIME; THERE SHOULD BE ADDITIONAL MEANS FOR RESIDENTS TO GET EXPLANATION ABOUT ZONING CHANGES AND OPPORTUNITIES BEYOND ATTENDING A MEETING
- Have an e newsletter , also hard copy newsletter
- Have an email listserv that people can opt-in to if they are more likely to read emails than physical mail. For example, would have been great to receive notice of trash schedule during holidays instead of happening to read it the day before in the newsletter.
- Have more regionalized meetings, other than council meetings
- Have the City newsletter available online in an easily accessible manner, or subscribe via email
- Hold more meetings with the mayor and staff.
- Honesty, follow through.
- I am happy with what they provide.

- I appreciate the amount of information about events and personal interest stories in the newsletter, but I'd really like even more concrete information (and transparency) about city expenditures, initiatives, and trouble-shooting. FAQs or reminders about frequent issues are hugely appreciated. Last month's reminder about political signs, for instance, was spot on. But I'm also thinking things like: noise ordinances, police reports or frequent traffic violations/hot spots, deer management suggestions (beyond hunting), erosion/water efforts, new green initiatives, updates on road work, etc.
- I believe the information is there, but you can't make them read it
- I did not know we had social media.
- I didn't pay much attention to the city communication in the past
- I do like the emergency phone messages.
- I like the newsletter and emails.
- I would like to see an email newsletter that is either weekly or twice a week with updates. I am a Realtor. I get the newsletters from other municipalities on a weekly basis to help keep me inform of what is going on. I like this a lot.
- Improve the newsletter
- improve website, do not rely on social media.
- Include local stories about kids and pets.
- increase social media, text services, emails.
- Information what is being done in the Malcolm Terrace Park.
- It is pretty good overall. Open, honest communication always.
- Keep the Wardsman from repeating Mayor's message
- Keep up the good work.
- let community know about all the resources there are.
- Let us know about upcoming decisions and invite citizens to attend to provide opinion
- love newsletter
- Make newsletter digital
- Maximize usage of taxpayer dollars and get the word out
- Maybe enews would be more cost effective .
- More detail about council issues in the newsletter
- More details
- More information on ongoing projects. Bayer campus planning.
- More information on the mess at Bayer and the end of 29 North.
- More information on zoning issues, and decisions
- MORE INTERNET
- More local community news.
- More meetings with the mayor
- More neighborhood visibility by city Council reps
- more social media
- more specific on zoning
- More streamline way to view zoning requests on website.
- More transparency.
- More with mayor at better hours
- more yard signs about events.
- Mosquitoes are out of control. Please spray.
- newsletter

- Offer an email option to reduce costs associated with printing and mailing.
- ok with current communication
- Online community notifications
- Opt in text message Service
- Other than the newsletter and social media, not sure where else to judge.
- Planning and zoning
- please indicate what is recyclable.
- Possibly provide more details regarding the event and meetings held by the city
- prefer on line communication
- Produce a yearly hardcopy of chipping and leaf service
- Provide crime reports
- Provide detailed information regarding issues. Provide information of decisions made.
- Provide greater transparency of City intended actions. Provide more timely input of City actions. Provide more opposing viewpoints of city intended actions. For example, I have never read a single negative comment from alderpersons regarding city intended actions.
- Provide more information about potential zoning changes
- Reach out to them directly - set up meetings with various parts of the wards.
- Regular communication via Townhall and digital
- Release more complete information on developer/development plans before it goes to a vote...publish notification of developer meetings with staff ...residents should have much more input.
- Review the rules of what can be recycled. A good video made by the recycling service might help, the current videos are rather short on information.
- Safety at apartments - previously on my steps at Waterford Downs are crumbling, also bushes at our apartment entry are so big I almost had car accident turning in.
- Send newsletters electronically to reduce cost and keep us informed.
- Send out meeting agenda earlier than the day of.
- Send out text update about safety issues
- SEND SPECIAL EMAILS WITH MAJOR ISSUES
- send texts or emails
- Share more often on Twitter and Threads, etc. Not everyone has Facebook
- social media
- Something better than a sign when a zoning change is proposed on a site.
- Stop wasting paper on newsletter. Put it on line.
- Take and return calls promptly
- text messages
- The communication through the newsletter and emails are very good
- The content, often it is not clear what he rules are for permitting.
- THE NEWSLETTER IS FANTASTIC
- They do a good job.
- Too many cars park on the street.
- TV commercials
- use mail to inform impacted residents of any property impact.
- USE RESOURCES WISELY-WE ALREADY HAVE THE TOOLS IN PLACE-WEBSITE, FB, NEWSLETTER
- User friendly website.
- Website could use improvement. I have experienced difficulty finding the information needed.

Q14. If you could propose only one thing to improve City parks, recreation facilities, equipment or services, what would it be?

- A backboard at the tennis courts
- A fishing lake for kids and older adults
- A park for Ward for which was promised
- Add another city park.
- Add more chairs
- Add more sidewalks
- ADD PARKING TO CREVE COEUR LAKE AREA
- All is good.
- Always have restroom cleaned
- aquatic center
- Bathrooms
- Be more environmentally conscious and stop mowing, using pesticides and reduce the use of manicured grass.
- benches on trails
- Better maintenance of paths and trails.
- Better online reservation system
- Bike and walking trails are great, but city overall is not walkable/bikable. If one has to drive to the trails, that's not the point of putting more walk/bike trails. Please think about making the city more walkable overall and also make public transit more effective. (Buses run once an hour is not enough.)
- City walkability and bike-ability! Including trimming back foliage along sidewalks to remove walking / biking obstacles. But, overall, this is a great city and we love it here.
- Clean up the cut down trees.
- cleanliness
- Communication of exact limb chipping dates.
- community education programs such as eating healthy, cooking classes, etc.
- Connecting walking trails like Wildwood
- Covered seating along the walking paths
- Creation of a public pool
- Cut down the trees, especially Malcolm Terrace parks and walking trails
- cut the grass more often at dog park.
- Dog park – construct a pavilion
- Dog park is excellent.
- Driving range on golf course.
- Emphasize walking trails
- exercise program
- Expand the ice arena to regulation ice so it could be rented out.
- fence in playgrounds
- Give Venable Park back to the original owners.
- Have a reservation system for pickleball courts
- Have schedules and fees of recreation programs posted online; more recreation classes for youth and adults

- Heating towers in the pavilions to allow outdoor activities later into the fall and earlier in the spring.
- Improve bathroom cleanliness
- Improve lighting/security.
- Improve pedestrian/bicycle access to all City parks
- Improved/additional bike trails or protected lanes, or expansion to accommodate road cyclists. A cycling lane on Creve Coeur Mill Road from Olive Blvd, north to Creve Coeur Lake or Waterworks Road would be a great addition.
- improve events at rink
- Include outdoor exercising equipment for adults to the parks.
- Increase number of crews to pick up leaves.
- Increase repair and maintenance.
- Increase trees and native plantings
- Install barriers to prevent golf balls from hitting the condo's on Sarah Lane and then take responsibility when they do!
- Integrate walking trails with neighborhoods/greenways
- keep clean
- Keep splash pad open for children past labor day.
- KEEP THE PARK PAVILIONS NICER-BBQ PITS AWFUL-BETTER TABLE AND CHAIRS
- Keep the parks safe and updated as needed
- Keep them safe.
- Keep up the improvements
- keep up with maintenance
- Keep water area, fountains cleaner
- larger , more accessible park. Invest in new park
- Lights for night time
- Linking walking paths through neighborhoods
- Longer paved trails
- Marcia at Millennium Park
- More accessibility
- More bathrooms
- More bike and walking paths
- More bike paths connecting to CCL Park
- More bike, friendly trails. Fewer organized runs at Creve Coeur Park. Can't ride there anymore.
- more biking connectors, safe bike paths
- More biking/hiking trails.
- more classes for seniors
- More community programs centered in parks
- More creative play equipment for kids like Brentwood Park
- More east end parks and trails. Most are west.
- MORE EQUIPMENT AT THE SMALLER PARKS
- more family space , shelters, cooking facilities
- MORE FENCED DOG AREAS
- more frequent concerts/bands in Millenium
- More information about all of the parks
- MORE INFORMATION ABOUT EVENTS THERE

- More longer walking trails.
- More mid to upper scale restaurants.
- more Money
- More parking closer to Millennium Park
- more parking spaces
- More paths and bike lanes.
- More Pickleball courts
- More Pickleball courts
- More Pickleball courts
- More Pickleball courts
- More Pickleball courts
- More Pickleball courts
- More Pickleball courts
- MORE PROMPT LEAF PICK UP
- More protected bicycle infrastructure.
- More security and police
- More shade and playground areas
- More shade tarps at Millennial Park.
- More shade umbrellas at the splash pad at Millennium Park.
- More sidewalks and bike lanes
- More sidewalks and walking paths
- More splash pads, and a pool
- More supervision.
- More tennis courts
- more trails, I run and walk dogs a lot.
- MORE TRASH CANS
- More trees and green space
- MORE TREES FOR SHADE
- more walk/bike trails
- More walking paths
- More walking paths
- More walking paths
- More walking paths
- More walking trails and free dog parks.
- More/improve walking and biking trails
- Move bike/hike trails link to others
- Move dog park to a more central location
- Musical – festivals
- nighttime lights
- Open spots where child could fall by Venerable Park, equipment is too dangerous .
- Organized fitness groups, early morning and evening classes.
- Overall maintenance
- Parking
- Parks need more lights
- Path, maintenance, trash, pick up, and landscaping
- Pay and thank the workers who maintain the facilities very well.

- Pick up fallen trees and limbs more promptly
- PICKLEBALL COURTS
- Playground equipment at Lake School Park
- Please stop trying to place public paths in proximity to private property areas.
- Pool
- Reconsider value of golf course and ice rink. Cost vs Benefit.
- Recreation facilities
- Reduce the cost of senior and adult recreation programs
- Removal of invasive plants (honeysuckle, Bradford pear) in city parks
- Restroom access year round.
- Restroom access, playground maintenance
- restroom improvements, better walking paths
- Restrooms
- Restrooms always open
- Safety, and cleanliness
- Security
- Security
- Send something in the mail about all the options.
- Separate the figure skaters from the rest of us. They are rude and dangerous.
- services
- some semblances of security
- sound barrier at Conway Park
- Swim pool
- Tennis courts
- The ice arena & golf course have a quality food concession and indoor/outdoor seating area.
- The walking path at millennium park.
- Ty and Moore measured trails for walking
- Update Malcolm Terrace Park!! Was originally designed as an alternative park, with equipment addressing special needs residents. Should be fully ADA compliant, wide wheelchair paths, etc.. none in St. Louis County are fully compliant. With the sale of Ward II Fountain Park to Drury, that $750K should be spent on a park in Ward II, ONLY.
- upkeep
- UPKEEP-MAINTENANCE
- Use the tax money you received and promised to update the tennis courts!
- Walking paths.
- Water park
- We need a community center like the Lodge at Des Peres, Maryland Heights Community Center, etc.
- We need a gym.
- We need a swimming pool.
- We use Lake School park the most. Would like to see more development.
- Year round bathrooms.
- You are working on it-all season restrooms at all parks.

Q20. If you could recommend one thing for the City's Police Department to do to improve its service, what would it be?

- ADD OFFICERS TO ROSTER, BUDGET PERMITTING
- address street parking that impede traffic.
- All good
- Already doing a great job!
- Attend town block parties - more visibility in a positive way
- Be collaborative, not condescending
- Be honest and transparent
- Be more visible
- Be more visible
- Be more visible at commercial, and retail places
- Be more visible in residential areas
- Be more visible on the streets
- Be more visible.
- Be seen
- Be seen
- Be visible in neighborhoods in a friendly way. Do not give out nitpicky tickets like rolling stops stop sign, etc..
- Better enforce pedestrian safety laws, i.e.: vehicular speeding, pedestrian right of way, cell phone use.
- Better enforcement of noise pollution.
- better pay
- Bike patrols and shopping areas
- Cars disrespecting buses with stop sign extended in same lane.
- Catch thieves
- Change the ordinance to remove panhandling. It's unsafe for those panhandling at busy intersections and those driving. It also increases crime and detracts from our city.
- Continue neighborhood patrols.
- Continue the excellent work.
- Continue to be present
- CONTINUE TO MEET THE COMMUNITY-THEY DID IT THIS YEAR
- Continue visibility.
- Coordination for animal control.
- Crack down on careless driving and running stop signs
- Do everything possible to eliminate panhandling
- Drive thru business parking lots after sundown.
- Enforce neighborhood speed limits consistently
- Enforce speed limit on Conway road
- Enforce the laws, be more visible.
- Enforced traffic laws
- enforcement of traffic laws
- enforcement of traffic laws
- Feedback on patrol frequency on commercial/retail area

- Focus outside neighborhoods and stopping constantly outside the same houses stalking stop signs. It makes residents uncomfortable.
- Focus police
- Funds for more police
- Give update on robbery.
- Help out when I call for help.
- HIRE MORE OFFICERS
- Hire the appropriate amount of officers to keep the city safe
- I can't think of anything. I have had very little interaction with the police department.
- I got a traffic ticket, officer should have given me a warning. Mosley Road
- I have had only good experiences with the police department.
- I have limited interaction with officers, but I am glad to see them taking care of stop sign runners.
- I live near Olive and Questover. People consistently run red lights and there have been many near-accidents. All of Olive needs to be patrolled for red light runners, especially at 270. And the panhandlers are a nuisance and detract from the quality of our city. I've seen a carload of them dropped off at Olive & Questover and at 270.
- I think the Creve Coeur Police do a fantastic job.
- I would love to see their budget increased so that they have the tools and resources needed to protect and serve all and every citizen of our fine municipality, Creve Coeur!!
- IF possible, get rid of panhandling/scammers at traffic lights.
- improve traffic control at Mason & Ladue. 2 times people hit a dog and once a person. one was my dog. fortunately, I was paying attention and was able to avoid being stuck but not my dog, albeit he wasn't hurt but scared.
- In the neighborhoods more often.
- Increase enforcement of traffic violations, especially speeding
- Increase patrols in residential areas
- Increased funding.
- Keep neighborhood safe
- Keep policing drivers going through red lights
- Keep up excellent service.
- Keep up good work. We have a great police dept.
- Keep up the great work.
- Lots of visibility
- Make it clear that citizens appreciate their work keeping us safe.
- Meet the new police dog.
- Meetings with residents by subdivisions.
- More community involved, patrol at Spoede Elementary(need a crosswalk)
- More community outreach
- more contact with neighborhoods.
- more cop on duty. Have more citizen police academy courses.
- More diversity on police force
- more informal public events
- more neighborhood drive throughs if there are enough resources for it.
- More neighborhood patrols

- More officers ... more to cover expanded city limits was never done....and now, proposed major development which will require more coverage with taxable income to accommodate hiring/benefits
- More officers with more crime preventing resources.
- more patrols
- More police on their time for increased traffic control in neighborhoods
- More presence around the community
- MORE RADAR TO STOP SPEEDING
- More security around hospitals
- More visibility
- More visibility
- More visibility
- more visibility in neighborhoods
- More visibility throughout the city
- Patrol more at night
- Patrol neighborhoods
- Patrolling the neighborhoods more often.
- Please spend more time in neighborhoods
- Police department is excellent. My concern is not enough enforcement of expired temporary tags.
- Property crime
- Prosecute
- PROVIDE MORE COMPREHENSIVE MATERINITY BENEFITS TO ALL YOUNGER OFFICERS. PROVIDE SOME CHILDCARE FOR OFFICERS
- Run more radar on Conway Road. People fly down this road.
- safe guard the schools
- Seems good.
- Stay visible in community areas
- Stay visible in the neighborhoods.
- Stop panhandling at Hwy 270 and Olive and at Belleive Plaza
- the compassion and empathy of dispatcher and police well trained, helped.
- The panhandling is out of control
- The stop sign at Rue de Fleur and Mason Manor Rd is often rolled or completely ignored. Would like to see an added “cross traffic does not stop” sign to avoid accidents which I’ve seen barely avoided many times.
- There are far too many speeders in our neighborhood.
- They are very nice
- They have a great presence in my neighborhood.
- Ticket those that don't renew their tags and fail to have a front license plate.
- Traffic control
- Updated number of crimes that are taking place.
- USE THEIR RESOURCES WISELY-MONEY DOES NOT GROW ON TREES
- Very happy with police
- Viability of police is not the goal. The need for traffic control is excessively enforced and is not in the interest of public safety.
- Visibility
- Visibility

- Visibility is excellent. Work to reduce commercial crime around Olive and Ballas.
- Visibility, never see police in my area.
- watch gas stations along Olive.
- We have plenty of policing.
- We live a short distance off of Olive Blvd. and often see expired license tags and cars running red lights. I fully understand that police have to prioritize their time, so acknowledge that their time is better spent on more important items.
- Would like more driving through neighborhoods

Q33. Do you have any other suggestions for the City?

- 1) Create a City/resident cost sharing program for removal of Callery pear trees the City chose and planted along streets such as Spoede, Graeser, and Mosley. 2) Restrict developers tearing down a home to 1 for 1 regardless of the size of the lot. In other words, 1 house can be replaced with no more than 1 house. 3) Strict tree removal/replacement requirements for developers who tear houses down. No more clear cutting properties. 4) Consider ways to support older homes/buildings. Infuse some preservationist philosophy into decision making. The First Bank building on Olive was architecturally unique; it has been replaced with just another glass box. The central portion of Spoede School was charming; it has been replaced with just another glass box.
- A local hardware store
- A sound wall is needed between Olive Boulevard and Ladue Road. Could you put vacant commercial buildings, Saint Monica's school?
- Add a quarterly pick up of bulk trash items to the trash service.
- add more trees and sidewalks in neighborhoods.
- Ask residents to do a better job trimming trees and shrubs which block or partially block the sidewalks. Better enforcement of the speed limit and ticket those that are running the stop signs in neighborhoods.
- Be aware of vacant homes within the city.
- Before replacing buildings/centers with new construction, make sure the quality of the new construction is there. Many times refurbishing the old is best and longer lasting.
- Bring back Creve Coeur Days/parade
- Build aquatic center. Resurface Prince Towne Drive
- Build the new gov't center where the golf course is now.
- Building code is too difficult to understand.
- Capital expenditures appear to be based on "a go it alone" philosophy. When the new police building was done there was no consideration of looking to work with adjoining cities to potentially share services. New City Halls and other large capital projects should include these types of considerations.
- City is good steward with finances. Great police, parks and rec, post office appearance is sub par, encourage them to mow, weed, new signs, etc.
- City should consider merging with neighboring cities to reduce cost. Contractors continually complain about building/fire inspectors compared to other municipalities, even after the changes that were implemented.
- Clean up the weeds on Ladue Rd.
- Continue adding sidewalks and closing gaps with existing sidewalks to get the whole city connected. Create more urban-style housing/mixed-use developments in city center.
- Crack down on the contractors building or remodeling homes. They are failing to pull permits and the necessary inspections. And they know better.
- Create a downtown
- Creve Coeur should implement more Global Climate Change initiatives.

- DEBT SERVICE IS AN EXPENSE-SO NOT REALLY NO TAX INCREASE SINCE IT WILL INEVITABLY LEAD TO #29. EXPENSES SUCH AS BUILDING AND MAINTAINING PARKS SHOULD BE RE EXAMINED ALONG WITH ADMINISTRATIVE EXPENSES. I AM CONCERNED ABOUT THE INCREASING NUMBERS OF VACANT COMMERICAL PROPERTY
- Disappointed in the creativity employed to design the new bear residential/commercial development. At the meeting, a woman presented an alternative plan that incorporated much more green space and creativity. The council approved a typical residential/commercial development.
- Do not build a new City Hall. Utilize one of the hundreds of empty buildings that are here. Let employees work from home to reduce space needed.
- Do not raise taxes!
- Do not spend more money on ice rink. Quit paying high fees to consultants.
- Do not turn Olive st into another Manchester.
- Do something with the strip mall that was torn down on Graeser and Olive-huge eye soar. Would be nice to have a few upscale restaurants.
- DONT GIVE AWAY OUR HERITAGE FROM THE PAST-EXAMPLE-LOG CABINS; LAKE SCHOOL; TRYPMEYER HOUSE
- Encourage replacing lawns, at least partially with native plantings to support pollinators and reduce mowing.
- Encourage/allow more big box commercial development, particularly home improvement like Lowes/Home Depot or Target.
- Fix the oppressive building code inspections. They are from another planet of disgruntled architects.
- Get rid of panhandlers at intersection. Call child protective services on the ones with their children.
- Get rid of the deer.
- Great sidewalks and bike path additions.
- I am unsure of the usefulness of curbside recycling. Often stuff is contaminated and trashed. Should explore municipal compost as an alternative.
- I believe in development that fully improves livability. Stop favoring developers/businesses by waiving taxable income or allowing outrageous plans that are counter to zoning requirements (think green) for the city. Eliminated sales tax on construction materials cost us how much? Your survey asks what I am willing to give up...I am willing to give up developers/businesses that don't pay their fair share. This is why we can't afford more police, etc. I have watched the city slowly erode, services being cut back. Why do you ask us to give up what we have strived for....ask the developers/businesses what they are willing to provide to have the honor of using our zip code!??!
- I didn't realize that Creve Coeur doesn't cover street improvements for Olive. That road is in very bad shape between Ballas and Warson!
- I have lived here for 40 years. I feel the private property conditions have declined. We are considering moving. Parts of Creve Coeur beginning to look like low income area.

- I live in a subdivision; the city does not repair the sidewalks. It is hazardous to walk our streets at night. Please can you do something to fix this. Montsouris Dr
- I think you're doing a great job, and Creve Coeur is a fine place to live. But I disagree with any tax increases. Our property taxes are very high, and households are already stretched due to the increased cost of food and everything else. We can't afford to be taxed further. Make do with the Government Center for now and revisit building a new one when the costs to live and raise a family go back down. Family priorities are to feed and house their kids, and this is a very hard time right now. Please don't add to the strain.
- I wish the city had an actual town center. Lots of shops, restaurants, parking and walkable spaces to bring residents together and foster more of a sense of community.
- I would like to see toddler sports program in a different place besides Venable Park, the playground is very distracting.
- Improve building inspections. Improve snow removal. Increase green space access/walkable areas.
- Improve the streets pavements and clean the curbs for weeds, etc.
- Invest in pedestrian and bike friendly infrastructure.
- Keep enforcing codes.
- Keep them chipping and leaf pick up.
- Keep up the great work. Thank you for our fantastic Police dept.
- Keep walking paths clear of tree limbs and brush. I am constantly moving those out of my way when I walk, Mike has helped at Hackman Lane.
- Laws to prevent squatting. Occupancy permit required to move into property.
- Lighting in subdivision
- Look for ways to have all medians on Olive with the same type of signage, landscaping, lighting throughout Creve Coeur.
- Love the updates to the parks. Love the police and the hard work they are doing for the community
- Make do. Police service and updates for improvement for the police and fire departments. Protect our officers, update their equipment
- Make more traffic lights blank after hours and on weekends, such as the medical offices on North Ballas; minimize or eliminate political signs in yards; police presence is excellent and appreciated. Also building department is a pleasure to work with every day.
- Make sure good visibility on roads at intersections with landscaping kept trimmed. Ice rink is great.
- MAKE THE NEW CITY CENTER AWESOME
- More entertainment in the park
- More police; fix the potholes
- My suggestion is to maintain the few (2) remnants of Creve Coeur's history. We lost the 2 log cabins because they weren't maintained. I am hoping we don't lose Lake Schoolhouse. The Tappmeyer house got a nice renovation. History is important, Creve Coeur has lost so much of what it used to be. I do agree that City Hall is way past its prime and needs to be replaced. I have never agreed with the hundreds of thousand dollars continually spent on the golf course and ice rink. Just my opinion...

- NEED REC CENTER
- Never allow a utility to work in the city without Cici overnight. I had a broken waterline buy sewer company. They wouldn't fix it and I was forced to pay $1650 to repair.
- Panhandling is not a good look for the city. Police should be more visible. Millenium renovation is awesome, make it the Gold standard for all city renovations. Push the state to expedite road/highway improvement in city limits.
- People need to maintain their properties.
- Permits for improvements are difficult. Much is due to inspectors.
- Pick up trash and recycling twice per week
- Please continue to support and encourage development of restaurants and other places to go for entertainment. There are several plazas that are vacant and look terrible.
- Please do not build on the green that makes CC unique. It is becoming more commercialized; more traffic and air pollution.
- Please preserve the bird sanctuary in Malcolm Terrace, Park. Don't neglect dead tree cutting. Preserve habitat for deer and birds.
- Please prevent the panhandling on Olive Blvd.
- Please spray for mosquitoes
- Please try to include natural areas and fishing pond in your new development plans.
- Please try to live and work within your means
- Pool and rec center
- Property tax is already very high for STL county. If tax goes up even more, we will have to consider moving out of CC. Some of our neighbors have already citing high property taxes. Please find other venues of income rather than taxing residents.
- Protected bike lane on Olive
- Provide details for the government center and the benefit to residents.
- Rather than building a new government center, I would strongly suggest investing in other infrastructure, in areas such as a Community Center (i.e., like the Lodge at Des Peres), and/or a "down town Creve Coeur" with better shopping, retail and residential options.
- Redevelopment of Olive west of Graeses, southside, is urgent priority.
- Re-doing Olive Blvd was a mess, no signage, closed roads with no notice. Building residential homes in Pasta House Plaza will overwhelm traffic in area of New Balley and Olive causing accidents and expenses for everyone. Build somewhere else.
- Reduce deer herd by 80%
- Reduce proper taxes; do not allow dispensaries in CC.
- Reduce stand around workers
- Regarding Q32, I would very much like to see some numbers on the problem and the options, considering the city also wants us to tighten our proverbial belts and forgo leaf pick-up while the council gets new offices.
- Regarding the monthly newsletter and the city's efforts to conserve energy and protect the environment - the monthly newsletter is printed on glossy paper. It's appearance and format is perfectly fine, however, in my opinion, money can be saved using a less expensive paper, ink, and the recycling would be simpler. Regarding a new government center - Will this be a guarantee that no tax increase will be issued until the government

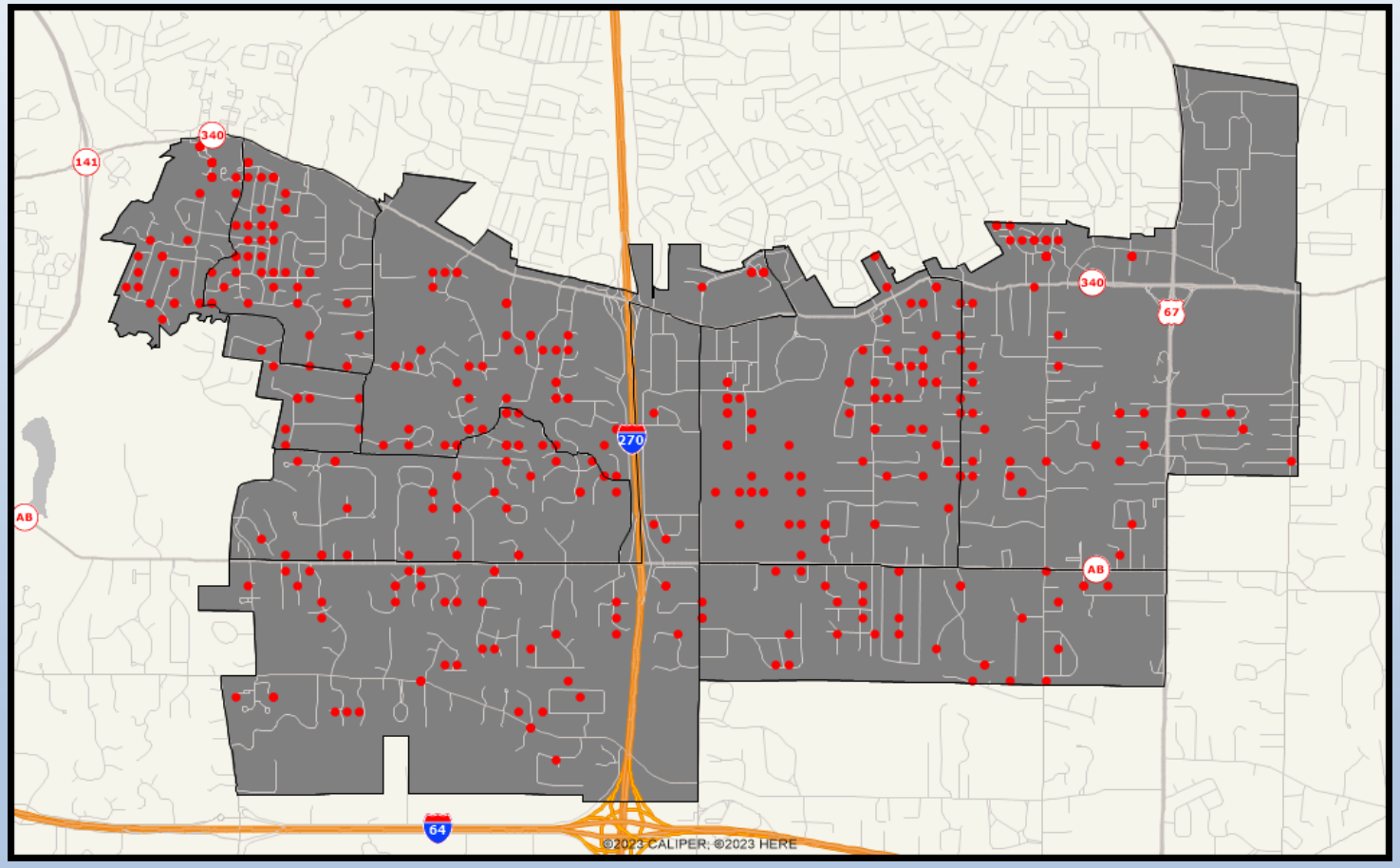
center is built and paid for from the bonds? How many people does the government center need to accommodate that the current structure cannot be maintained without exorbitant costs? I do not recall information communicated on this subject.

- resident for 48 years. Excellent choice of community. Very happy.
- SEEMS WE NEED MORE SIGNS FOR SPEED LIMITS
- Sell the golf course to pay for the new government center
- Small government, less workers
- Something to address the stray cats. They are a nuisance.
- Spoede is awful. bigger sidewalks are needed. Traffic is dangerous to children walking to school. Have asked for crosswalk for 2 years.
- stop cars parking on street.
- Stop favoring commercial development and revenue generation over the benefit of citizen well being. Be much more strategic (long term focused) on commercial development.
- Stop letting residents hoard on the outside of their property.
- Thank you for all you do for us. I really appreciate the fact you take care of our elderly neighbors.
- The city could provide a twice yearly disposal event for paint and other non-recyclable items.
- The city needs to do a better job in communicating collection dates for leaves and dead grass in a timely manner.
- The city needs to rain in the building department. Olive is a mess. The traffic lights make it impossible to move at reasonable times. The development along Olive is embarrassing.
- The issues you listed to focus on don’t feel important to me. Environmental and social services instead of aesthetic concerns for city streets and parks should be prioritized.
- the limb chipping program isn't very good. It seems that they randomly drive around the neighborhood for hours with the machines making constant noise to pickup a random pile of brush. I would think it would be better to designate limb pickup days rather than the current setup where they are around when they are. Noise pollution is becoming increasingly problematic, especially with the arrival of autumn and the falling leaves. Leaf blowers are way too loud and it would be great if the city would develop and/or enforce noise problems including dogs, landscapers, etc. Battery technology has come along far enough that landscapers could easily convert to a battery system to reduce noise.
- The money being budgeted for a new government center should go to city services like limb chipping, street maintenance, and police crime prevention.
- The personal property tax on homes, is so out of line.
- The play equipment at Venerable park is dangerous. Children can fall from the open spaces on the play equipment.
- The public works department is fantastic, and I know our neighborhood as a whole appreciates them greatly.
- The rebuild of the ice rink was a complete waste of money. There are plenty of other ice rinks around.

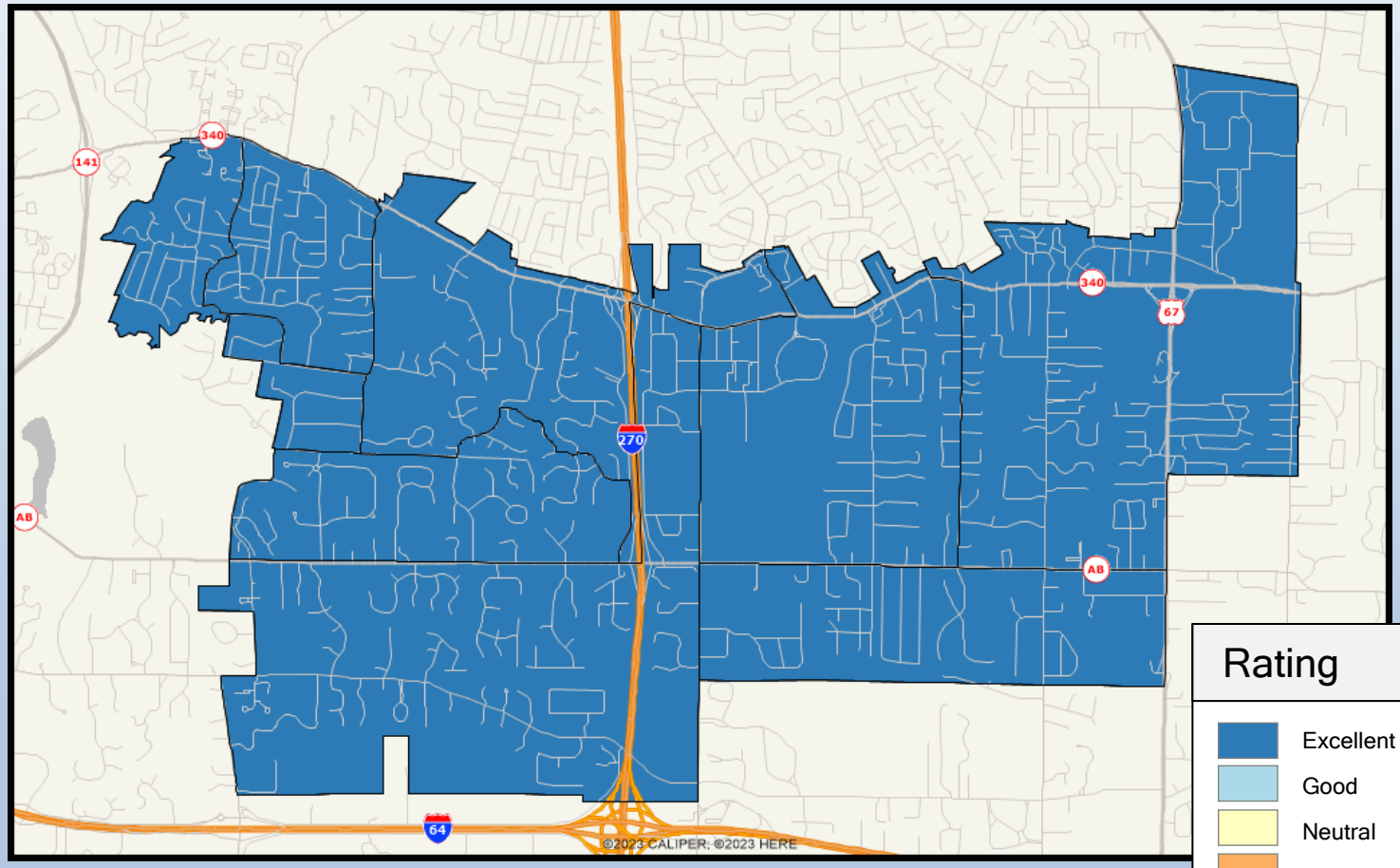
- The recent residential street paving looks horrible. Looks like a drunkard or a 1st grader could not stay in the lines. Has hurt our property values. Do not use that company again.
- Too many vacant strip malls. City needs to be better at getting quality merchants, Also need a rec center with a pool.
- Trim bushes on Lake School park outer road to the bottom of the hill, it is unsafe. Install minor speed bumps on the bottom of the hill at Country Manor Lane. Repave Country Manor lane. very bad .
- Try to improve marketing of city as a place to live, work, and raise a family. I feel the city missed an opportunity to gain visibility and revenue by not leveraging its 75th anniversary more creatively.
- Use the empty buildings before adding new ones.
- User reserves to perform overdue maintenance for storm water damages, and sidewalk improvements.
- We are very opposed to tax breaks for commercial developers
- We do not need more gas stations.
- We moved here in March, not satisfied with the upkeep of the neighborhoods and the streets, looks rundown and trashy.
- We need a hardware store
- We need a hardware store.
- We raised a family here and love our home, neighborhood, city. We appreciate that we get a lot of value and city services for the money.
- We really enjoy the area.
- We would need fully understand the recent review to understand why new facility is needed
- Why can't the new police facility be used to accommodate City Hall personnel instead of creating a new building.
- Work better with state/county to maintain the streets, Lindburgh and Olive. Fix/repave the areas created every year by the snow plows.
- Would love to have a community center included in new Government center, or negotiate with neighboring communities to have access to theirs.
- YES LIVE WITHIN YOUR MEANS- I LIVE IN A HOUSE BUILT IN 1960-1989 IS A WHOLE LOT YOUNGER AND LESS WASTEFUL
- Yes, leaf vacuuming and limb pickup. I would be willing to pay extra for this service.
- You promised to use tax money to update tennis courts, you did one and stopped! Do what you promised. Stop wasting my tax money then complain you don't have enough money to provide services.

Location of Respondents

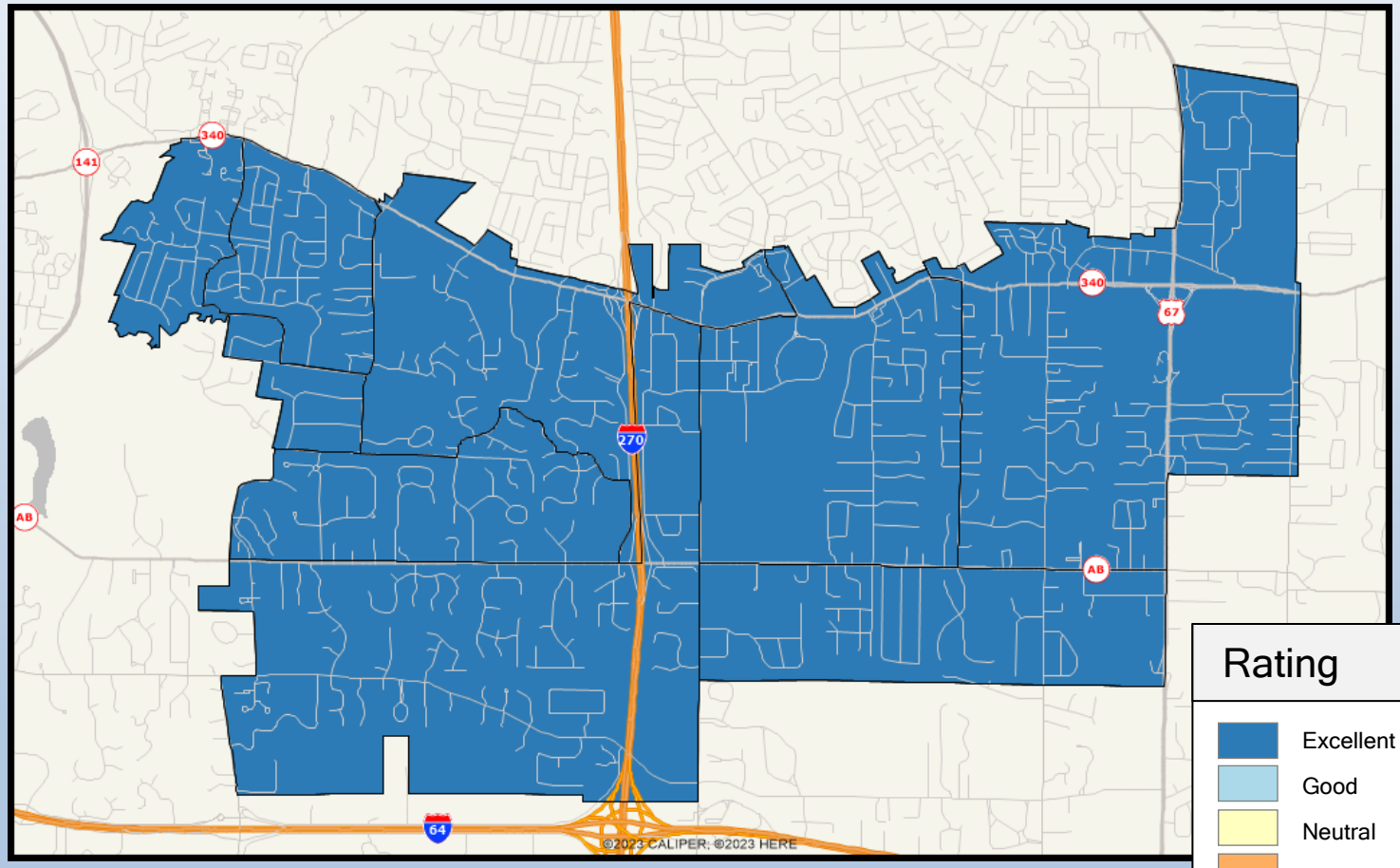
(Boundaries by Census Block Group)



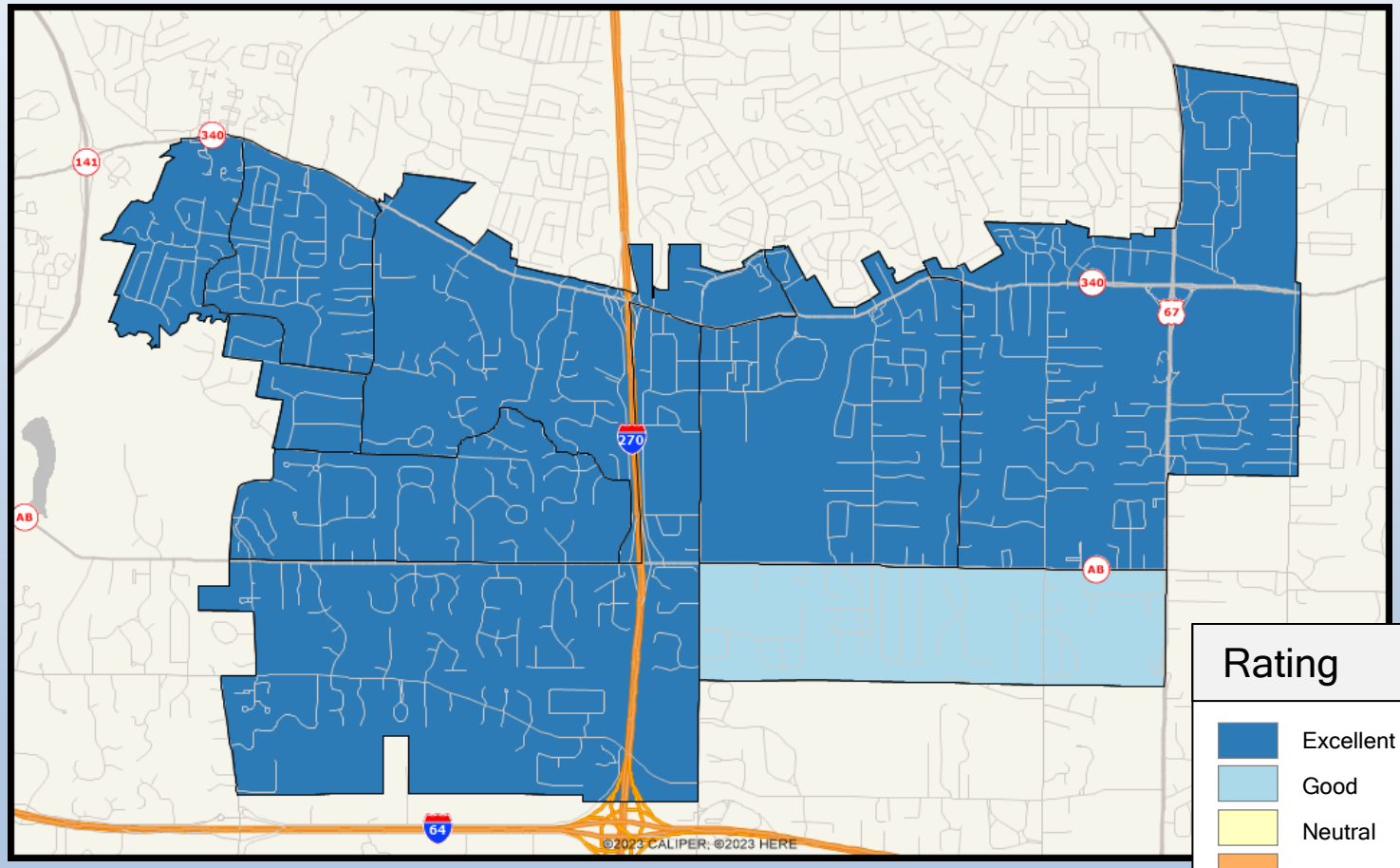
Q1-01. As a place to live
Mean: 4.58



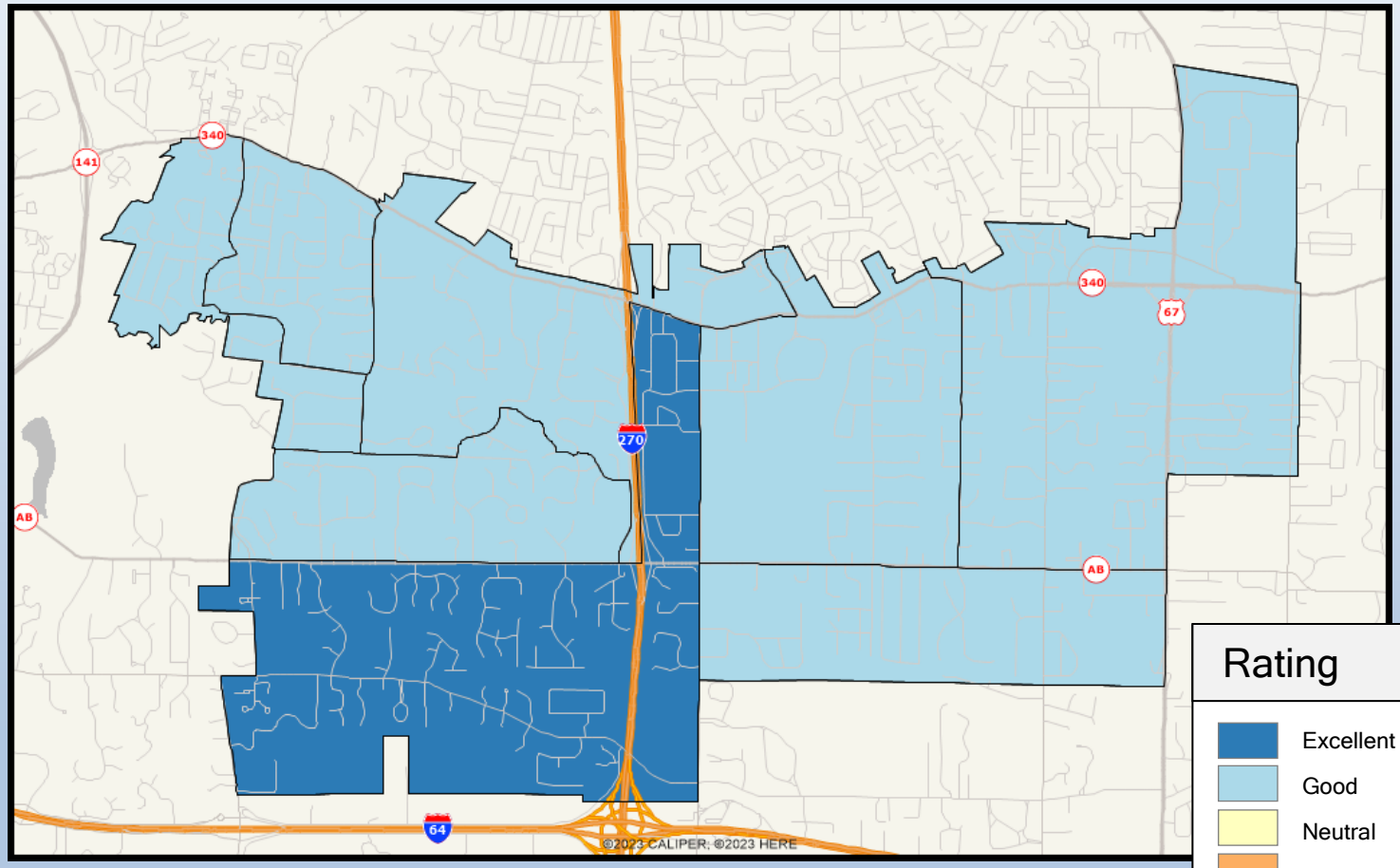
Q1-02. As a place to raise children
Mean: 4.54



Q1-03. As a place to work
Mean: 4.36

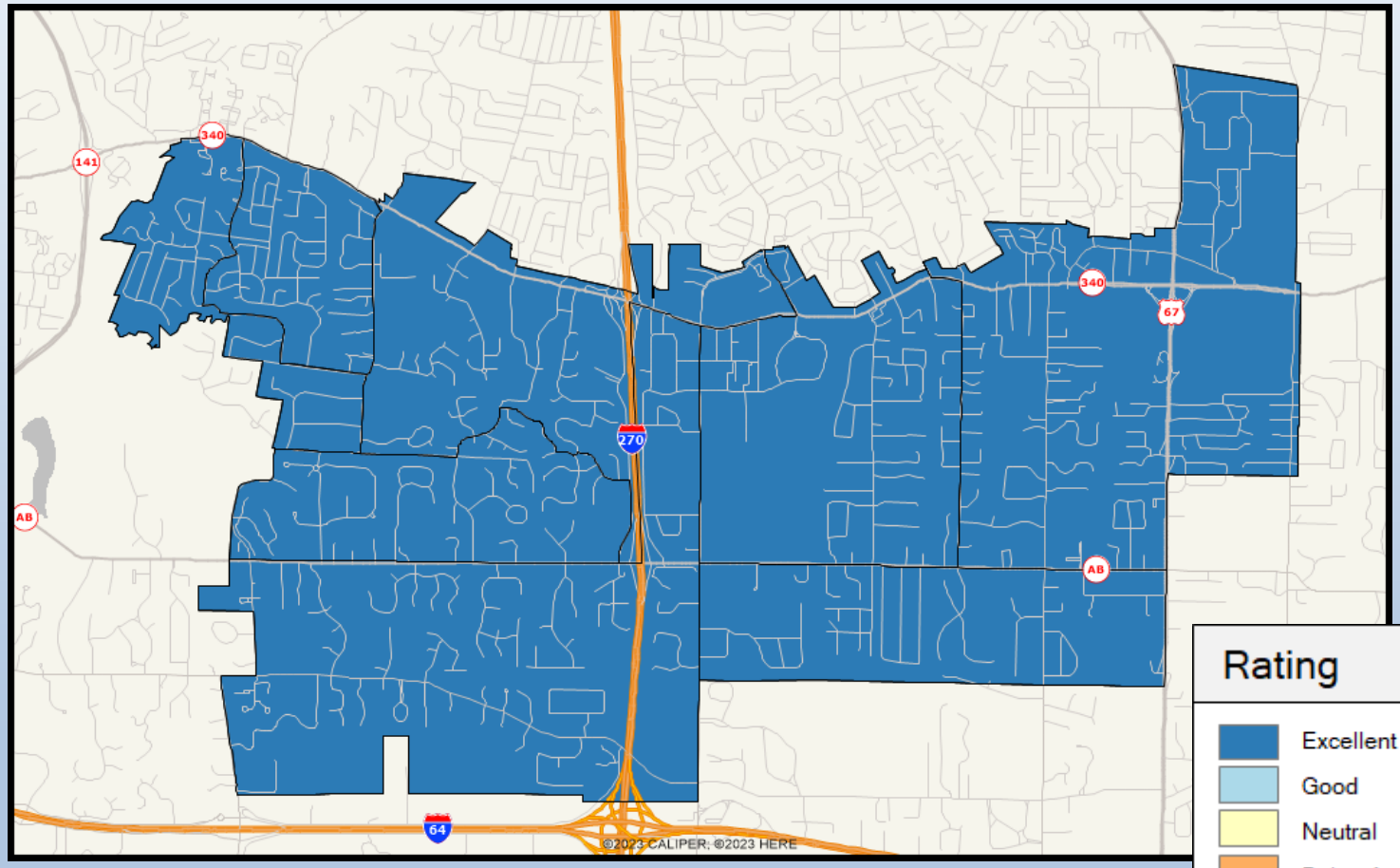


Q1-04. As a City that is moving in the right direction
Mean: 4.11

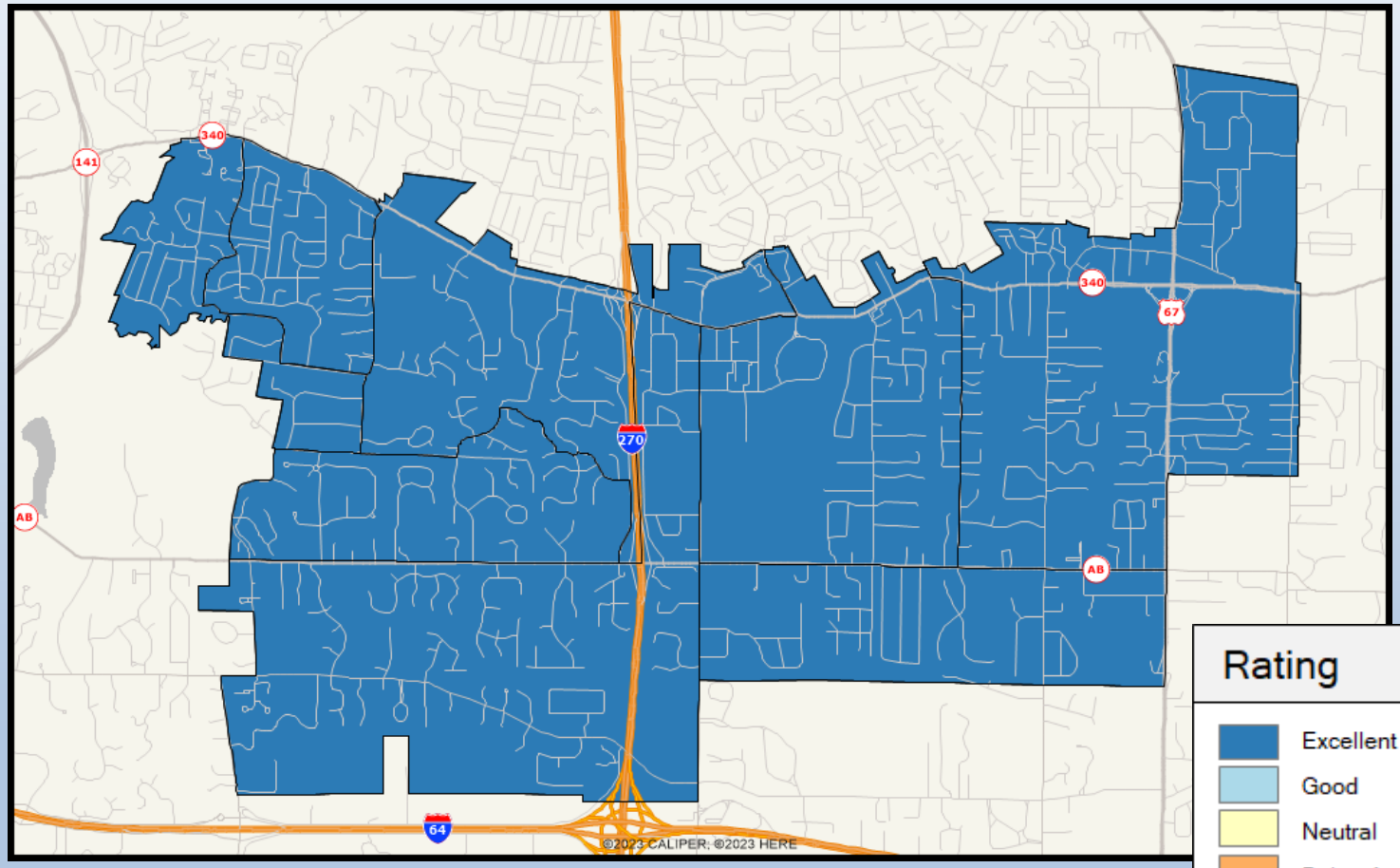


Q2-01. Overall quality of services provided by the City of Creve Coeur

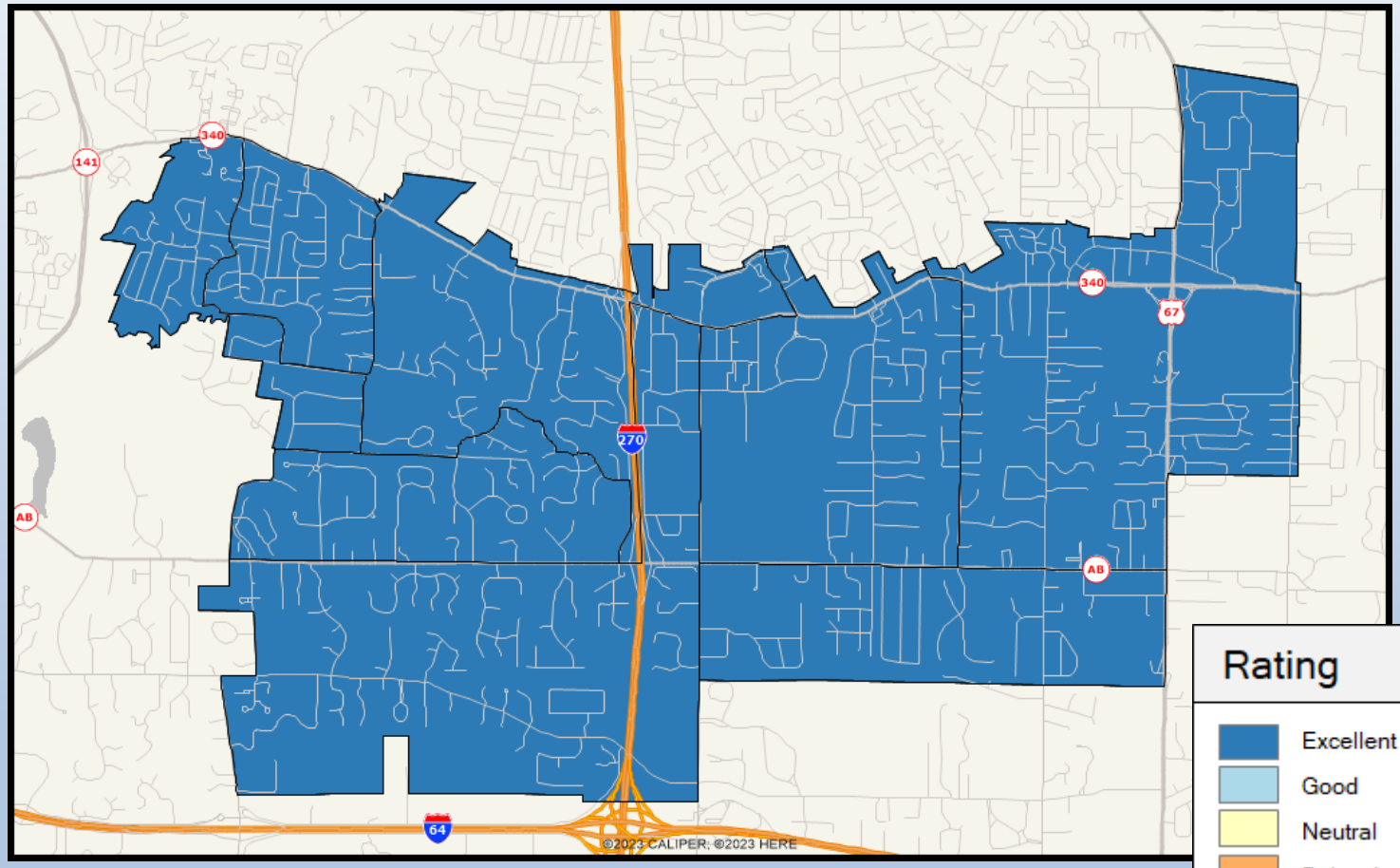
Mean: 4.44



Q2-02. Overall image of the City
Mean: 4.34

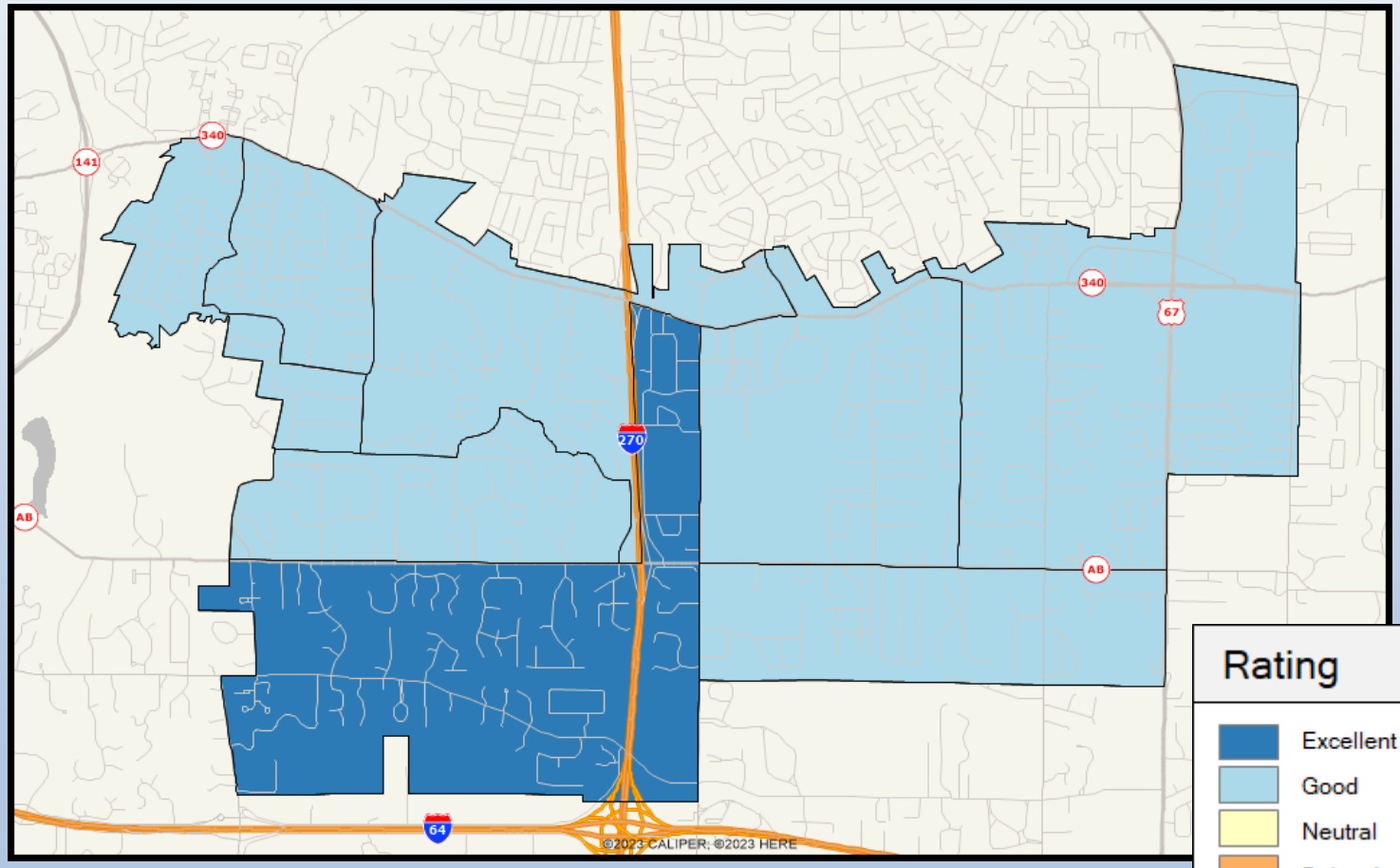


Q2-03. Overall quality of life in the City
Mean: 4.44

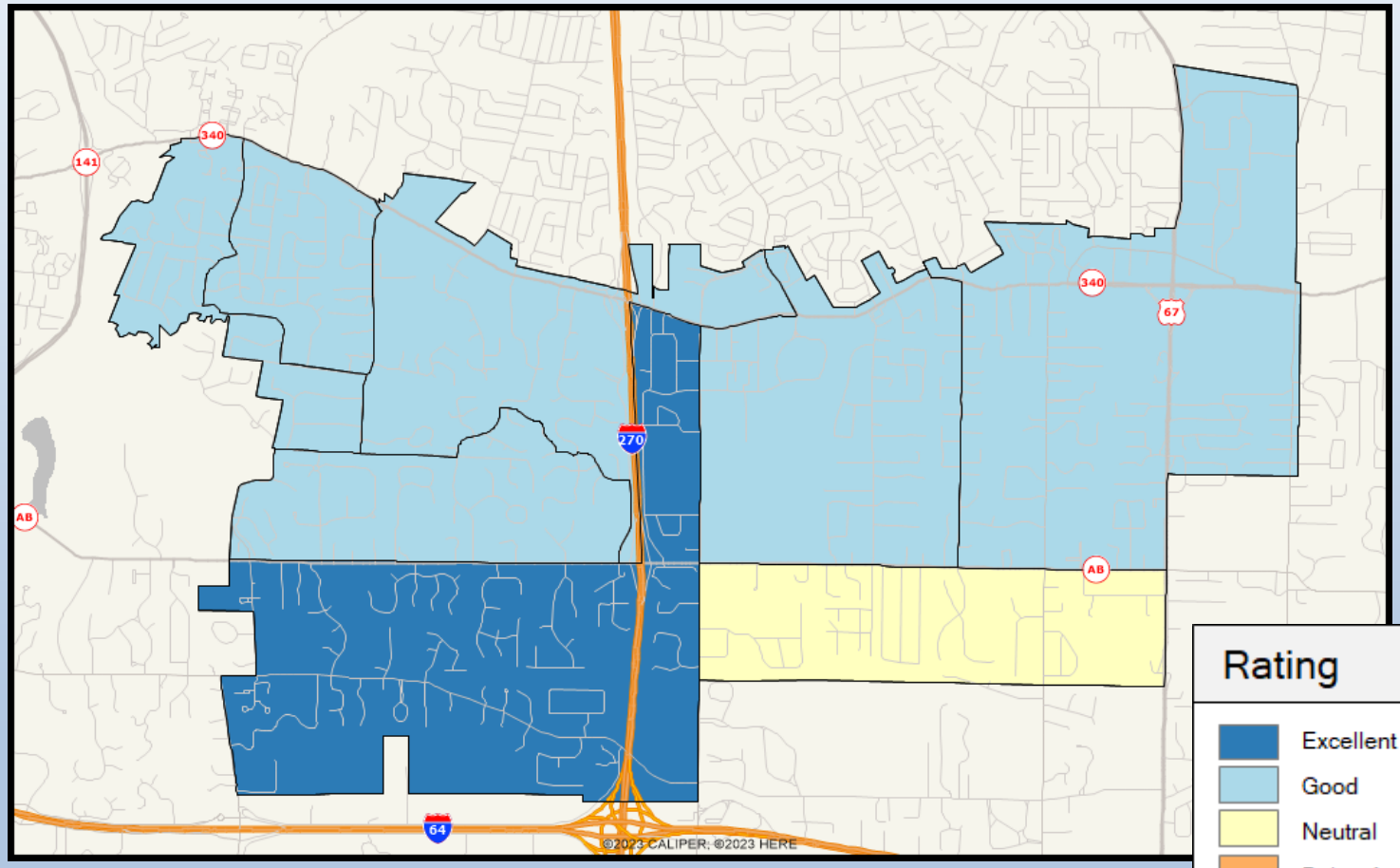


Q2-04. Overall value that you receive for your local tax dollars and fees

Mean: 4.01

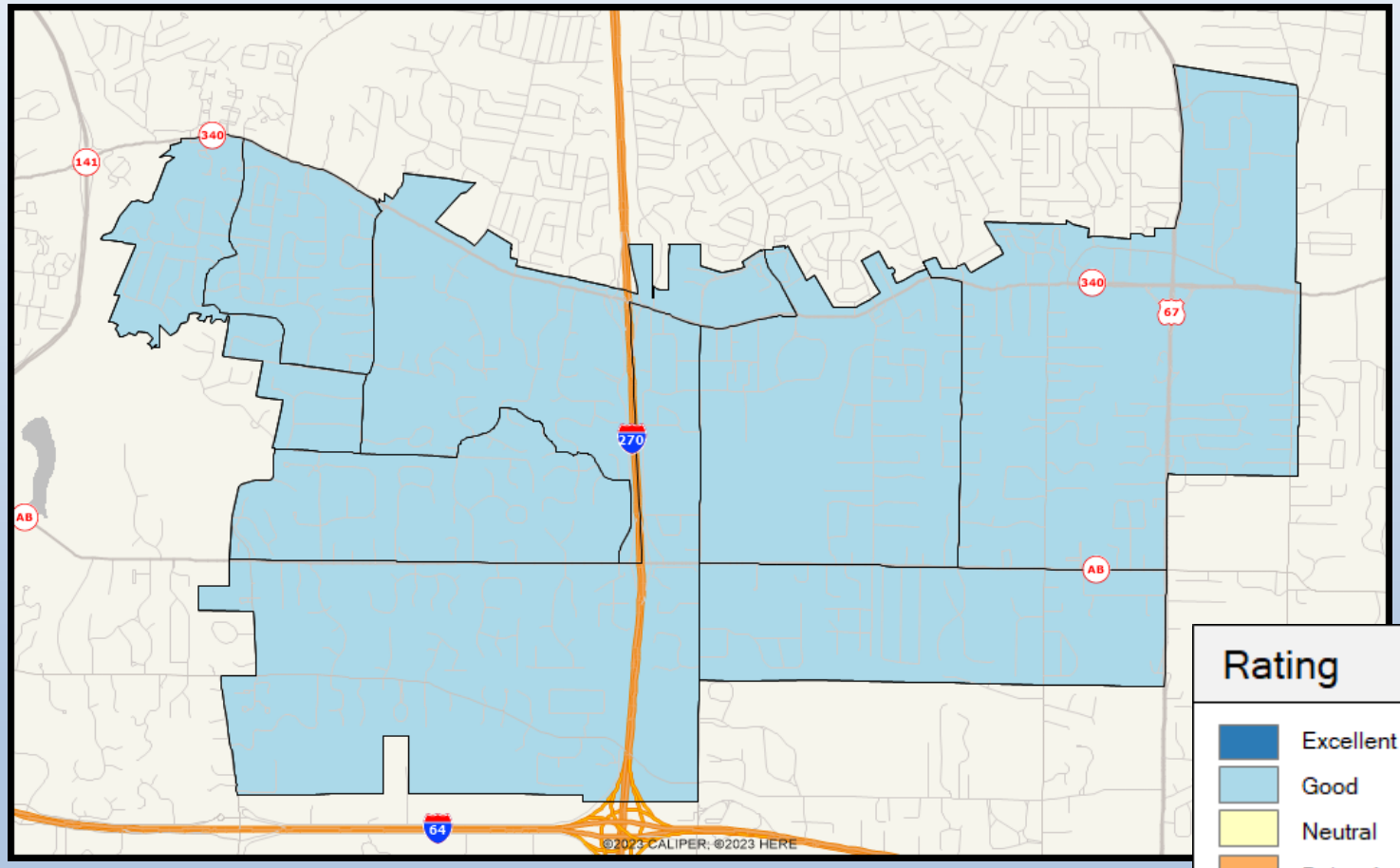


Q2-05. How well your community is planning for the future
Mean: 3.93

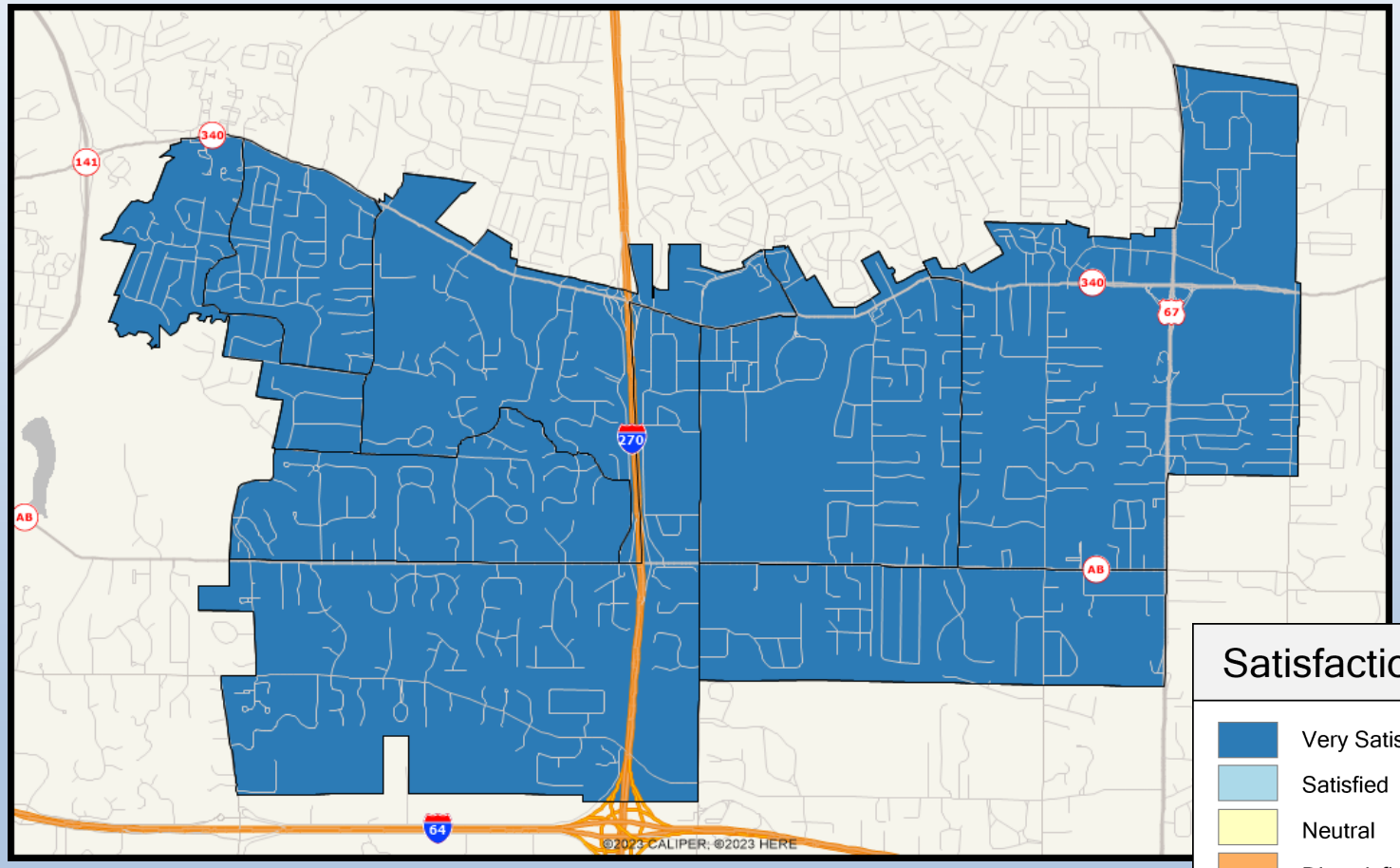


Q2-06. Efforts to conserve energy and protect the environment

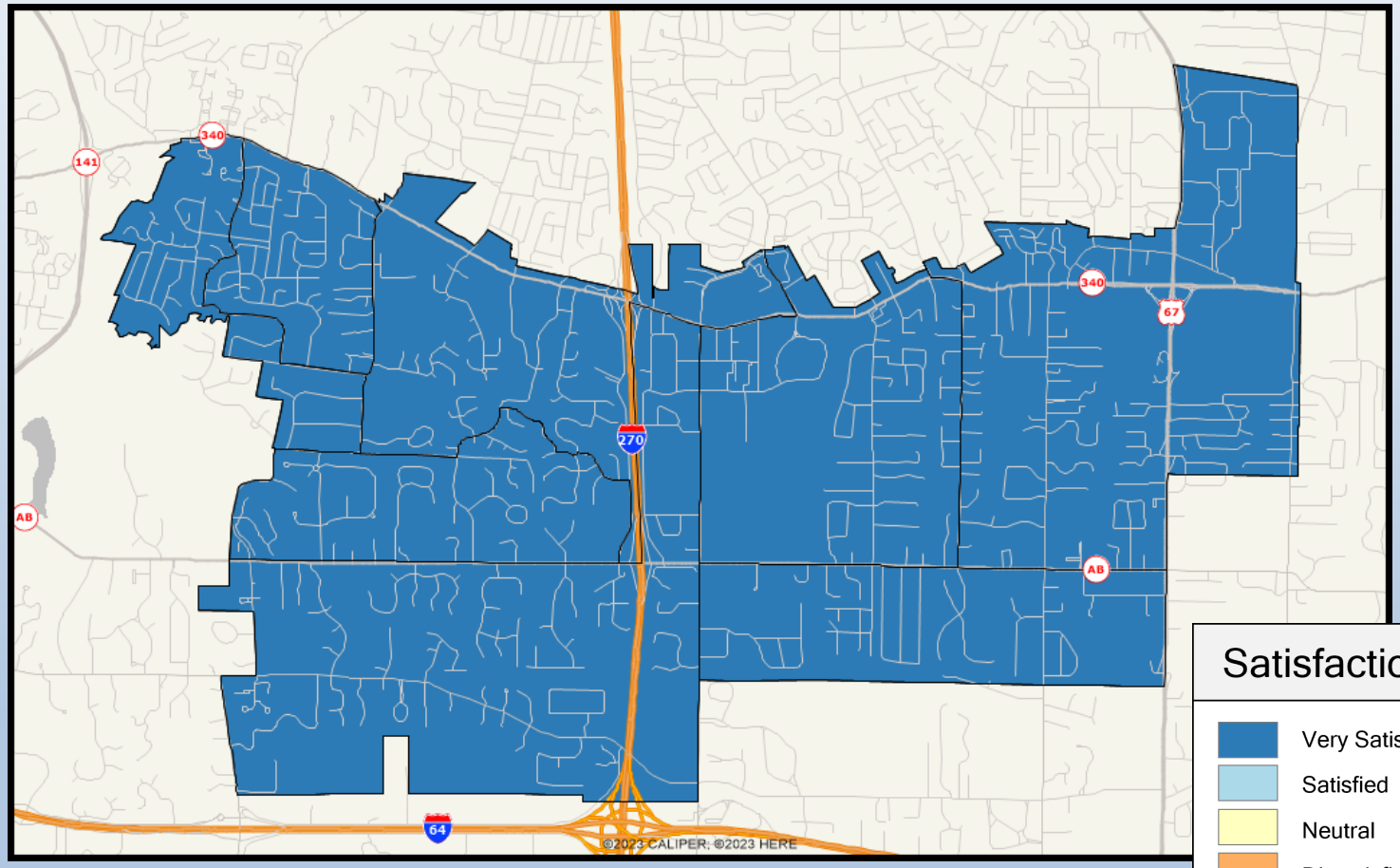
Mean: 3.85



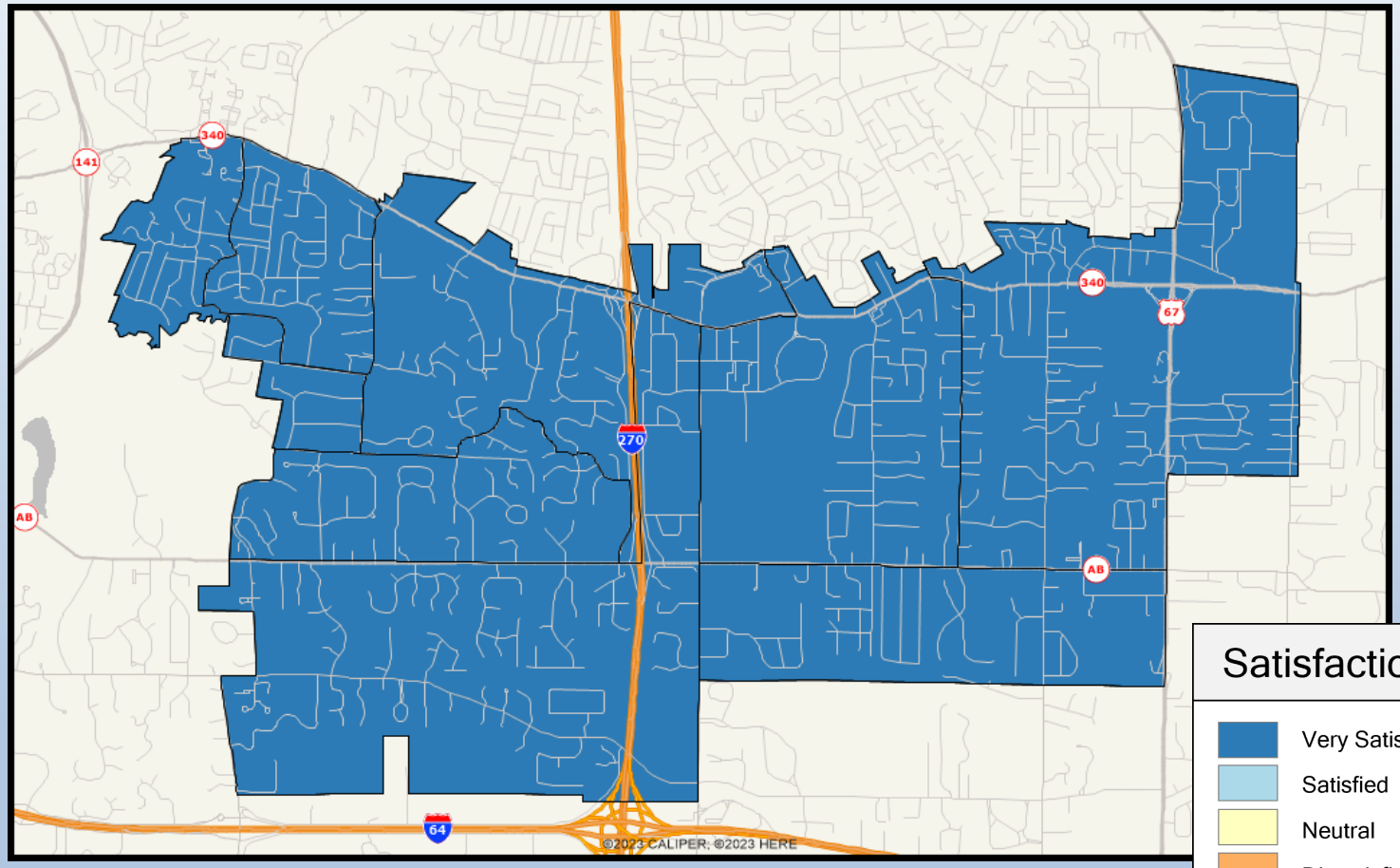
Q3-01. Overall maintenance of city parks
Mean: 4.53



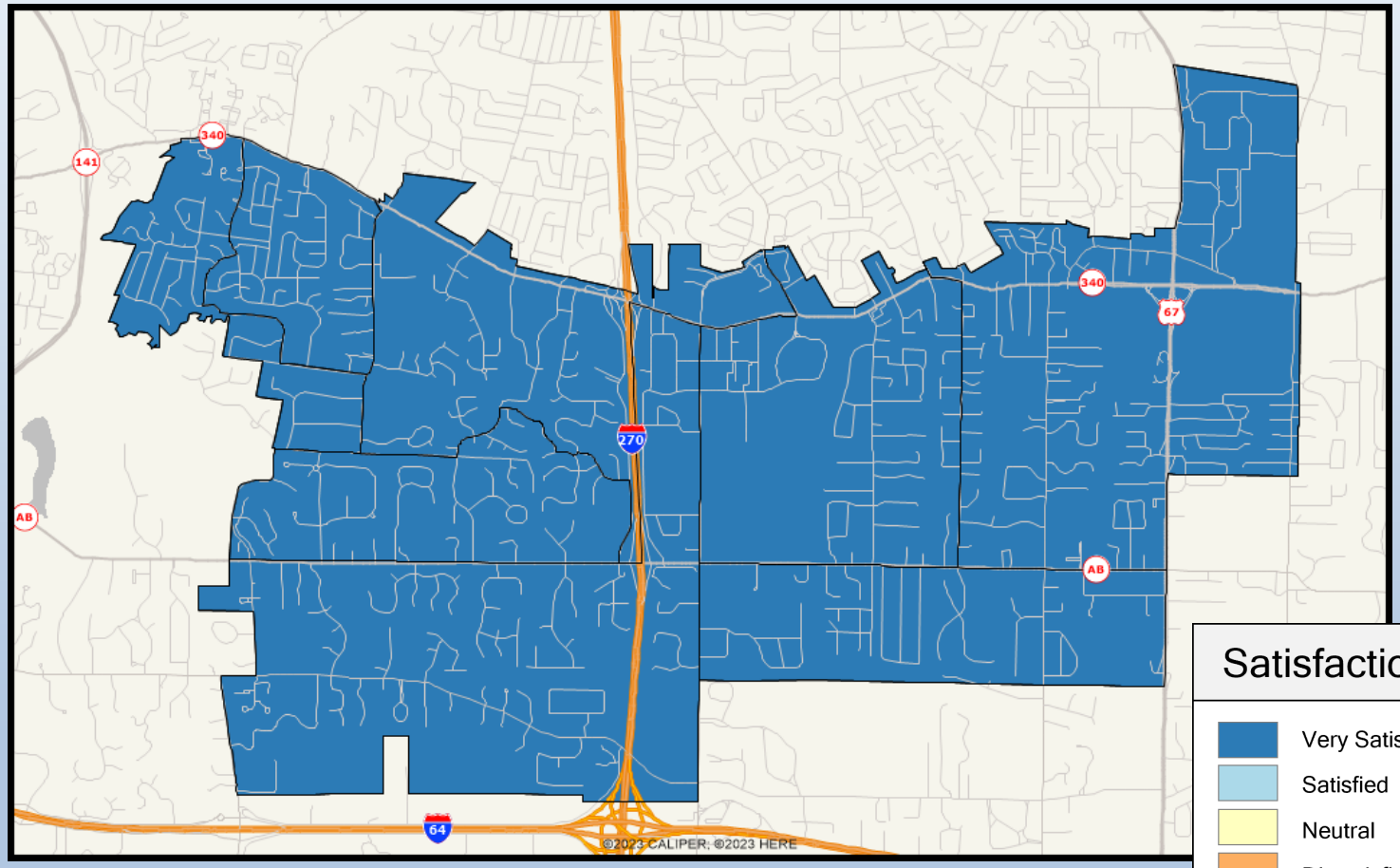
Q3-02. Quality of limb chipping
Mean: 4.48



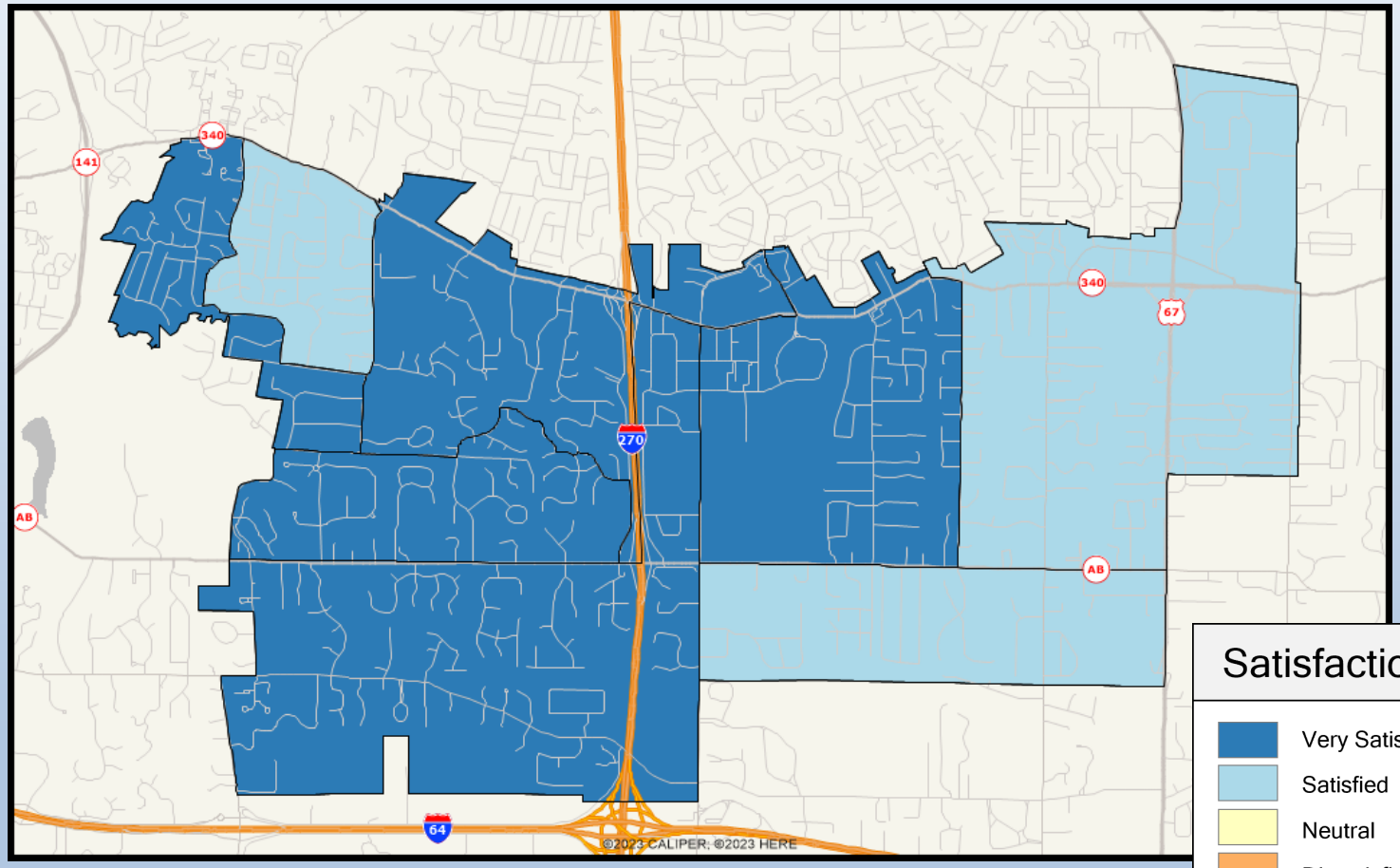
Q3-03. Quality of leaf vacuuming
Mean: 4.43



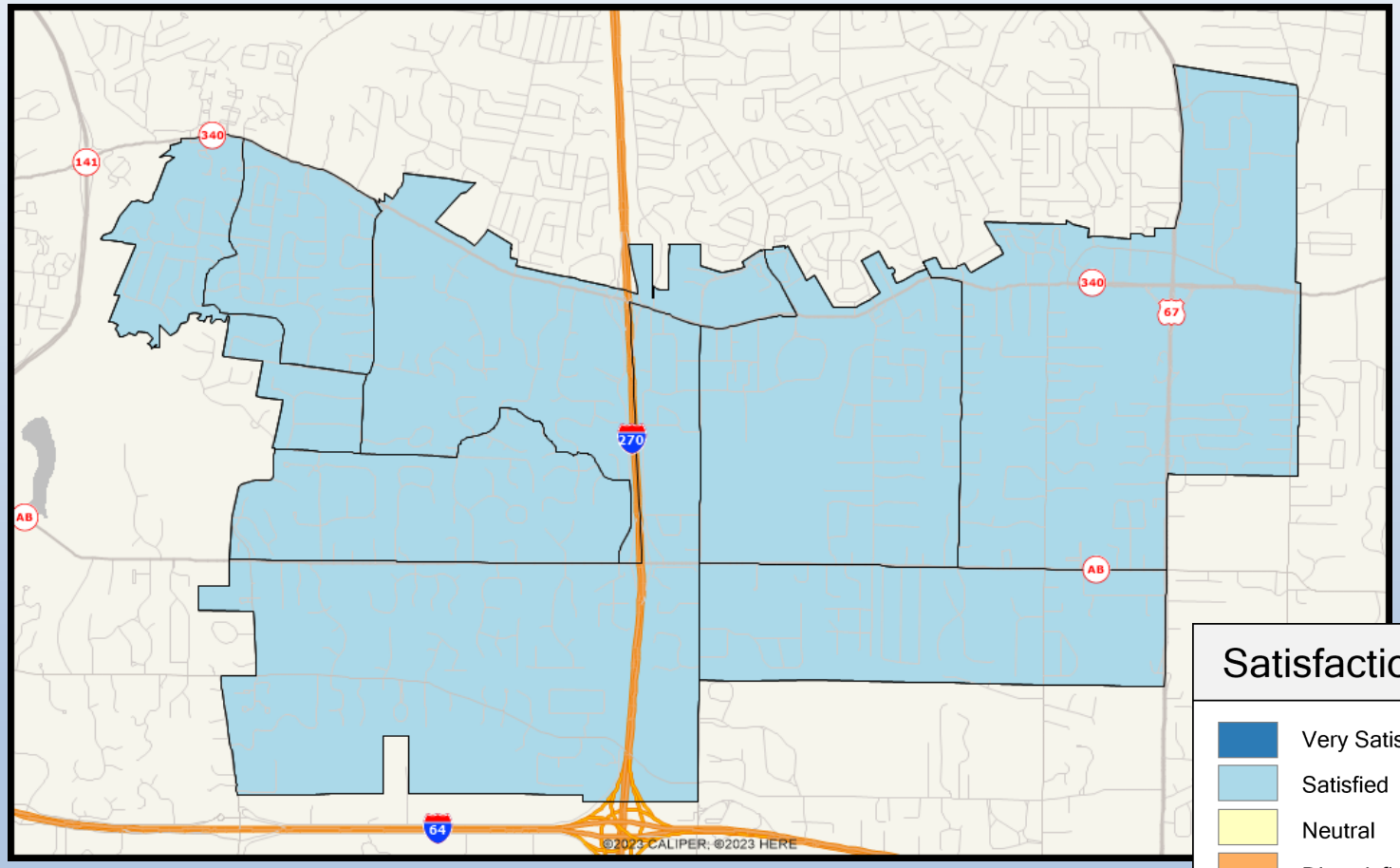
Q3-04. Overall quality of Police services
Mean: 4.6



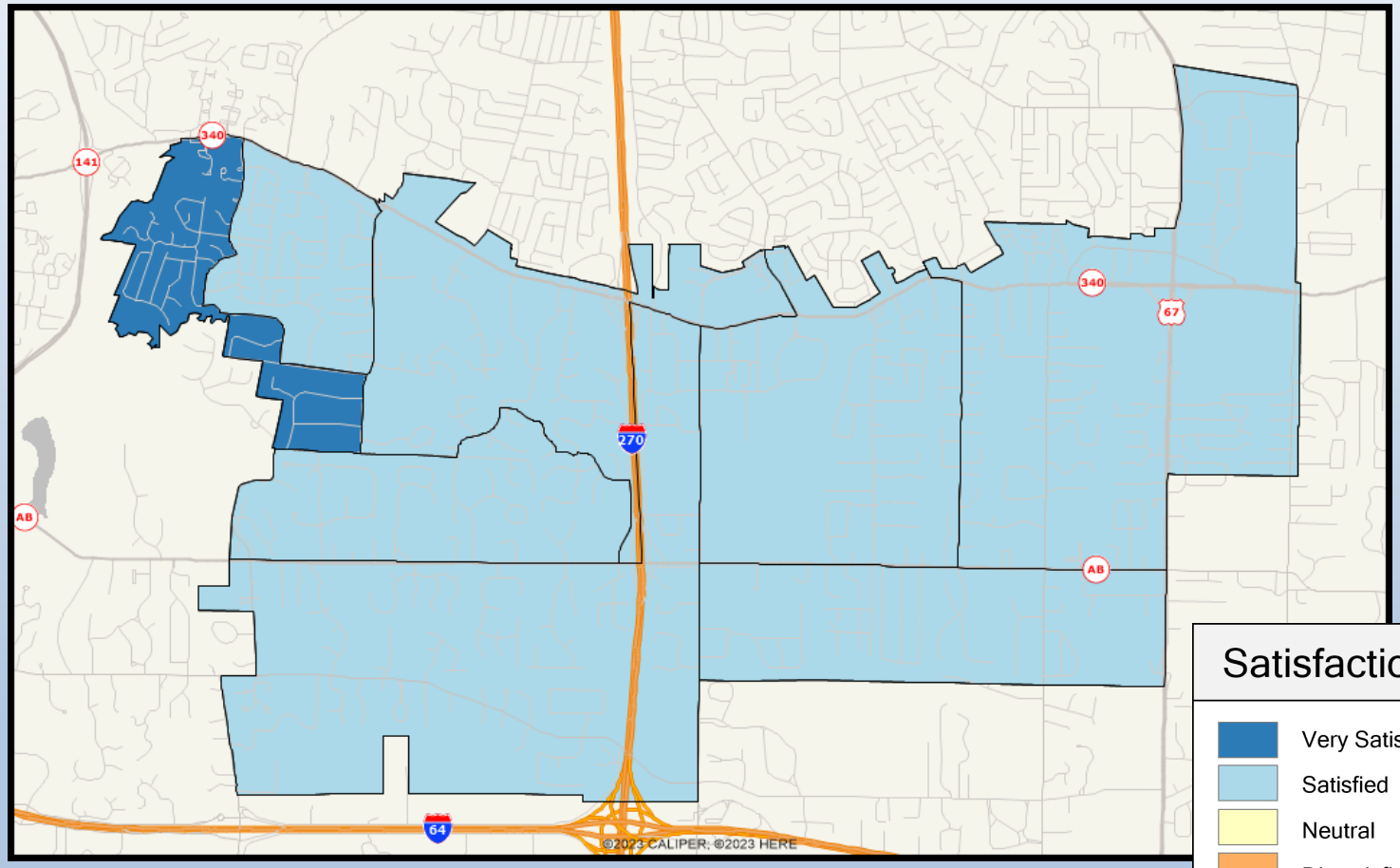
Q3-05. Overall quality of recreation services
Mean: 4.24



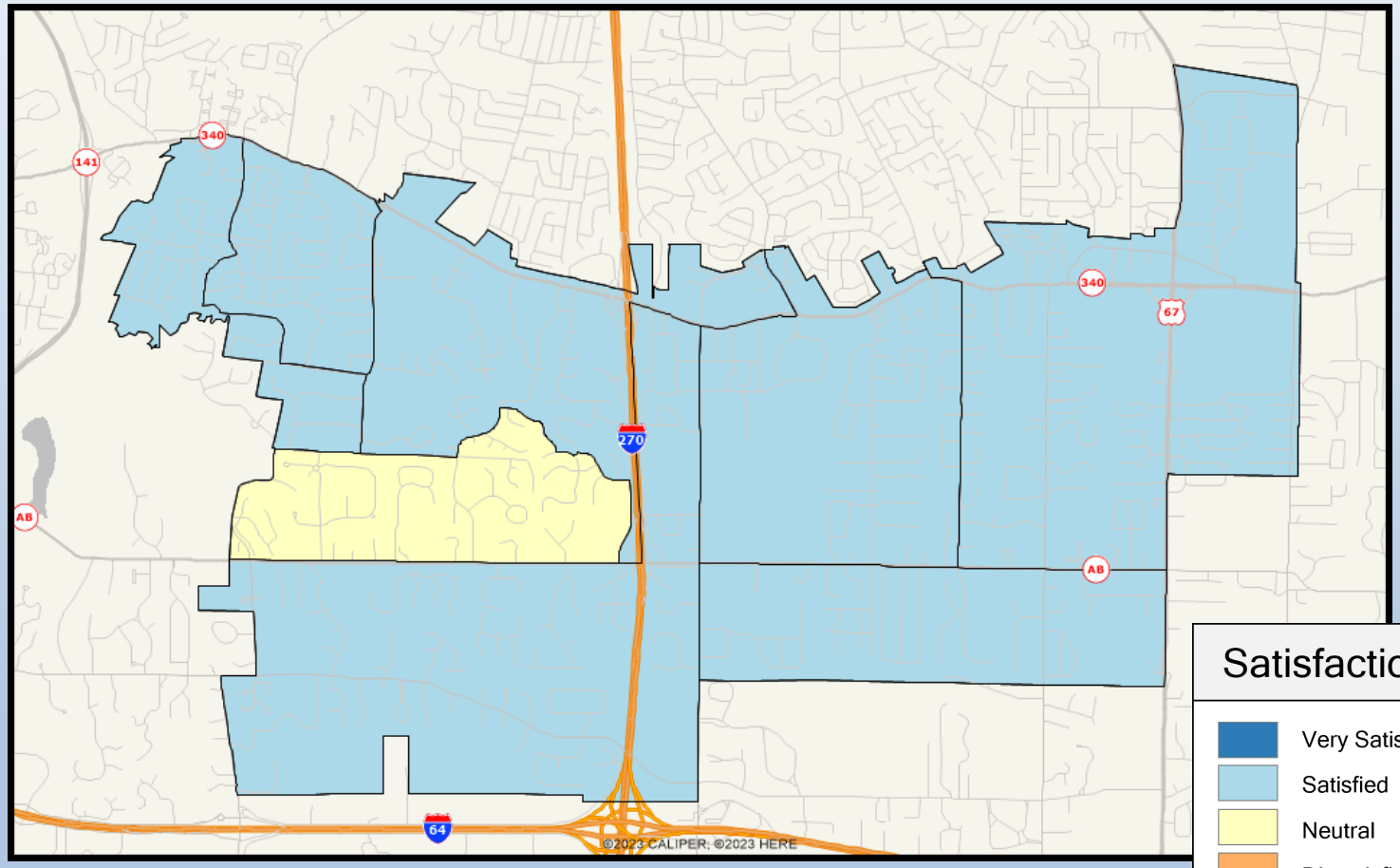
Q3-06. Overall quality of building inspections and permits
Mean: 3.63



Q3-07. Overall quality of municipal court services
Mean: 4.01

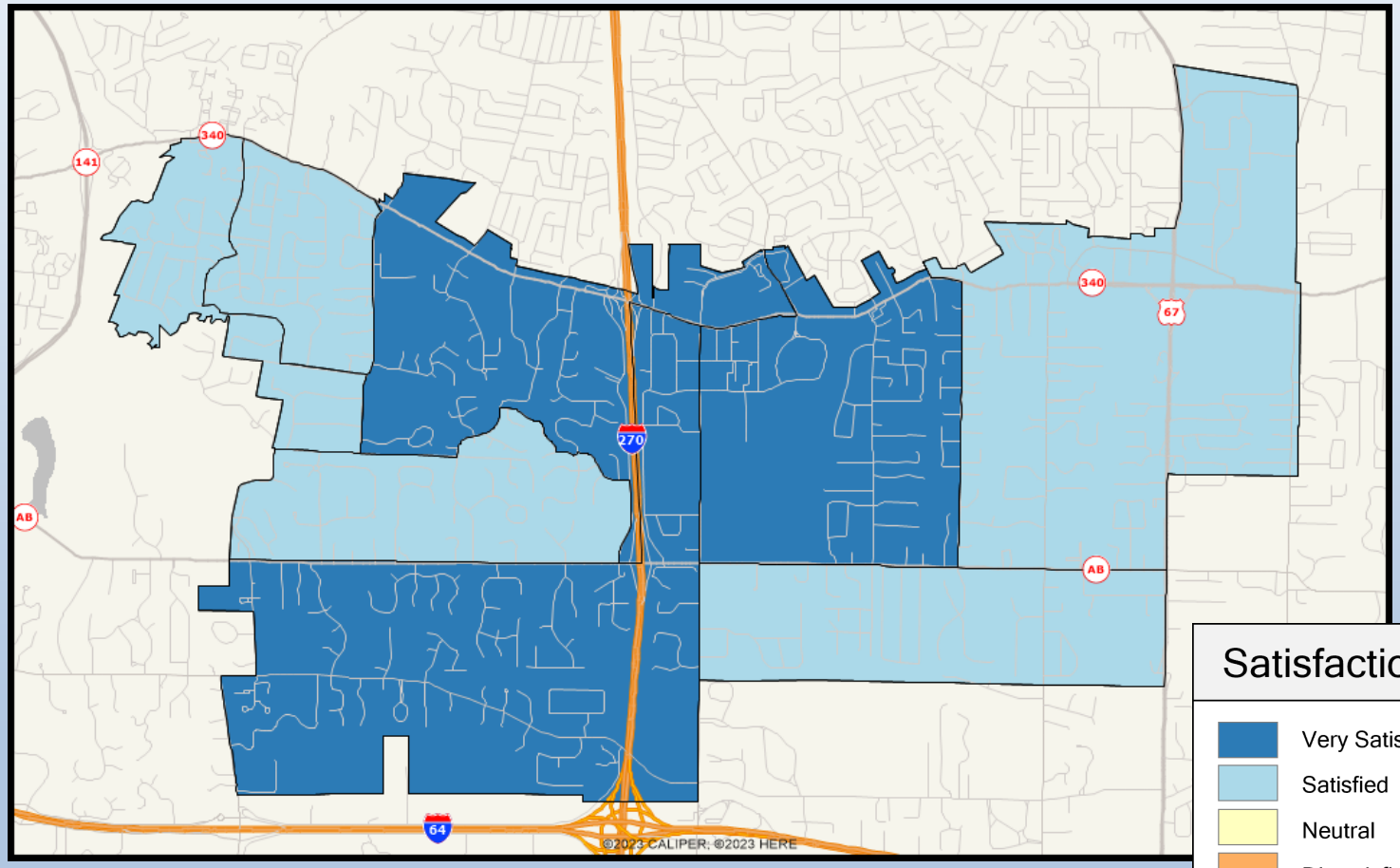


Q3-08. Overall enforcement of City codes and ordinances
Mean: 3.76

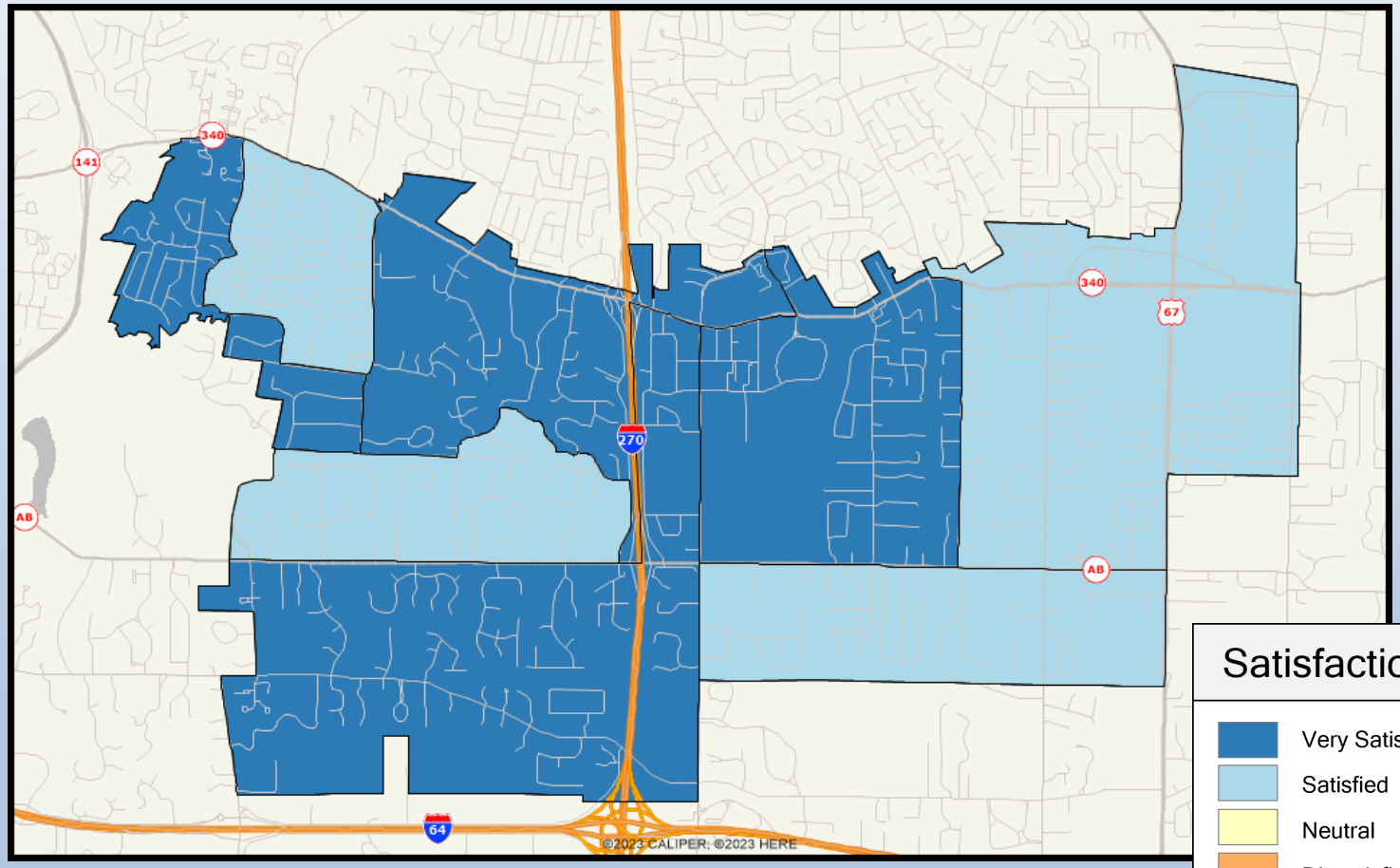


Q3-09. Overall quality of customer service you receive from City employees

Mean: 4.24

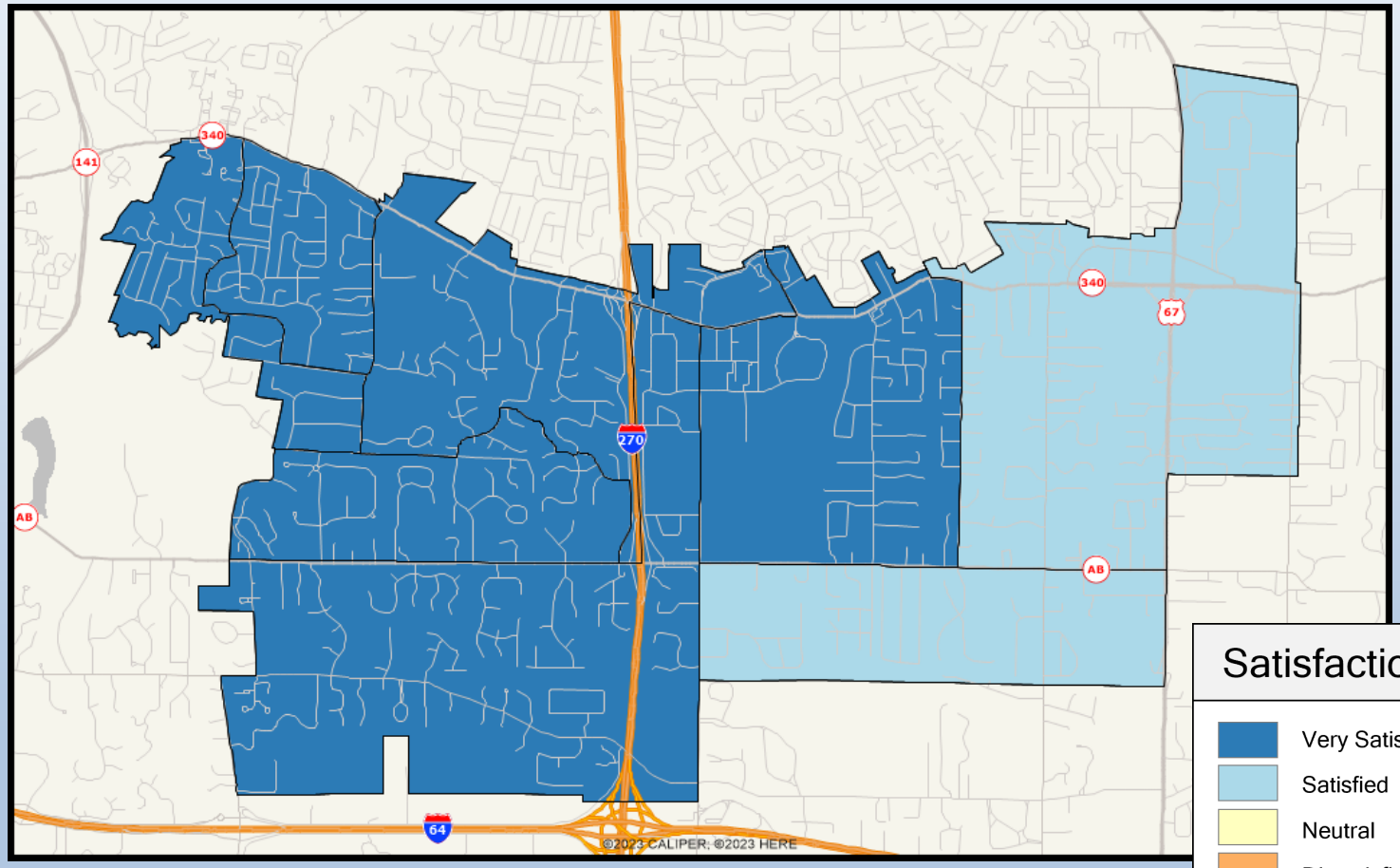


Q3-10. Overall effectiveness of City communication
Mean: 4.23

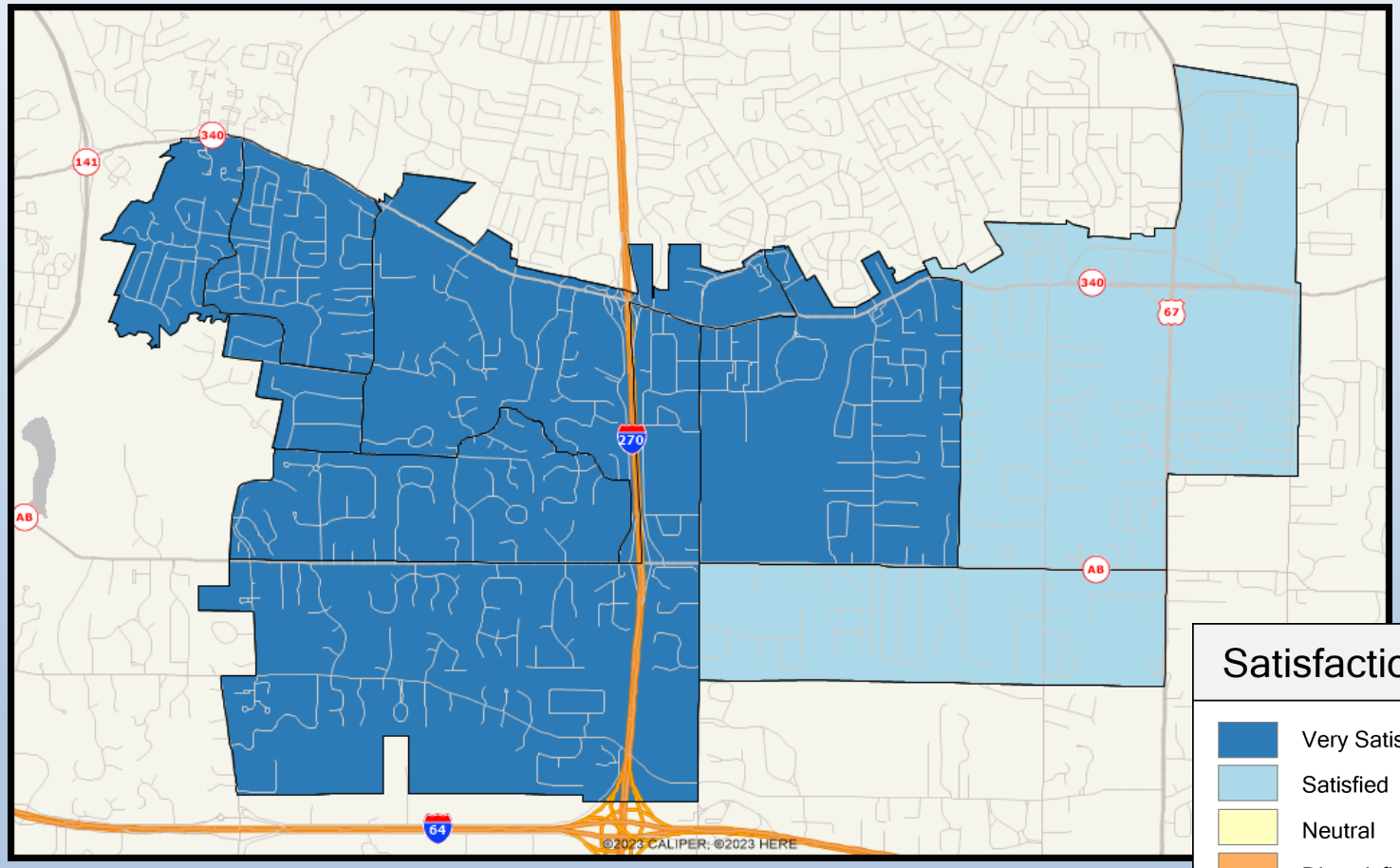


Q7-01. City efforts to keep you informed about important issues

Mean: 4.29

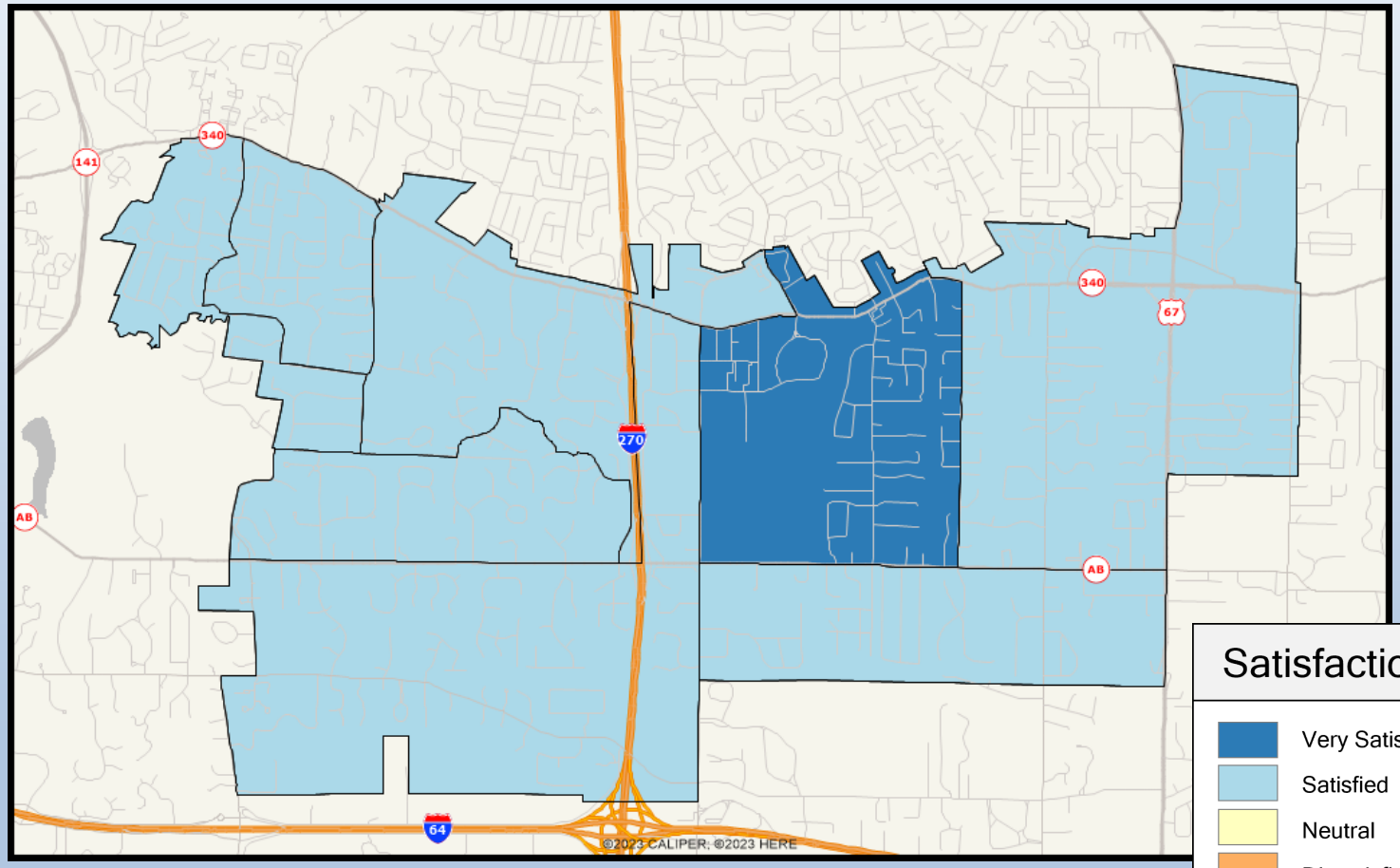


Q7-02. The quality of the City's newsletter
Mean: 4.4



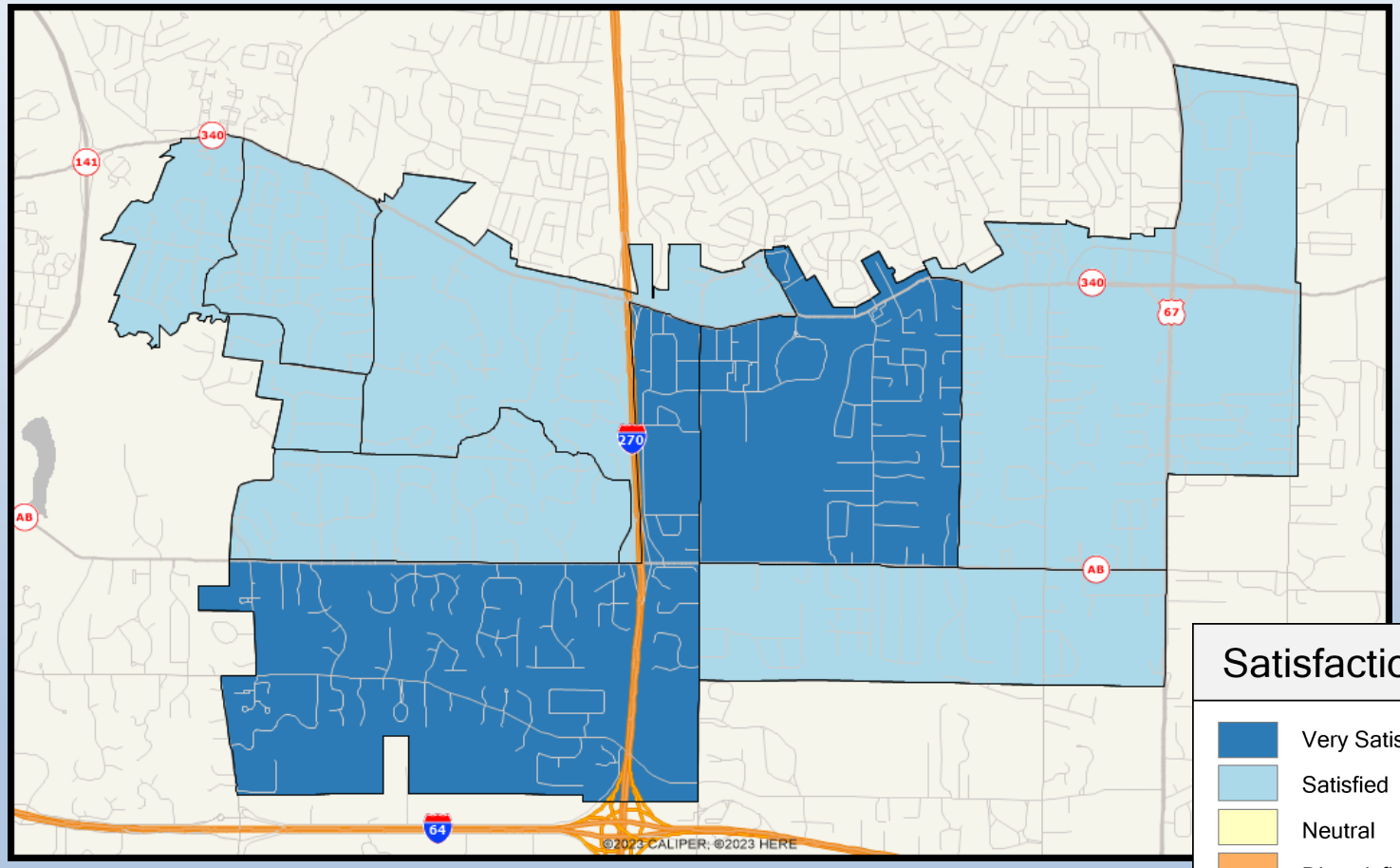
Q7-03. City efforts to keep you informed about planning and zoning matters

Mean: 4.03



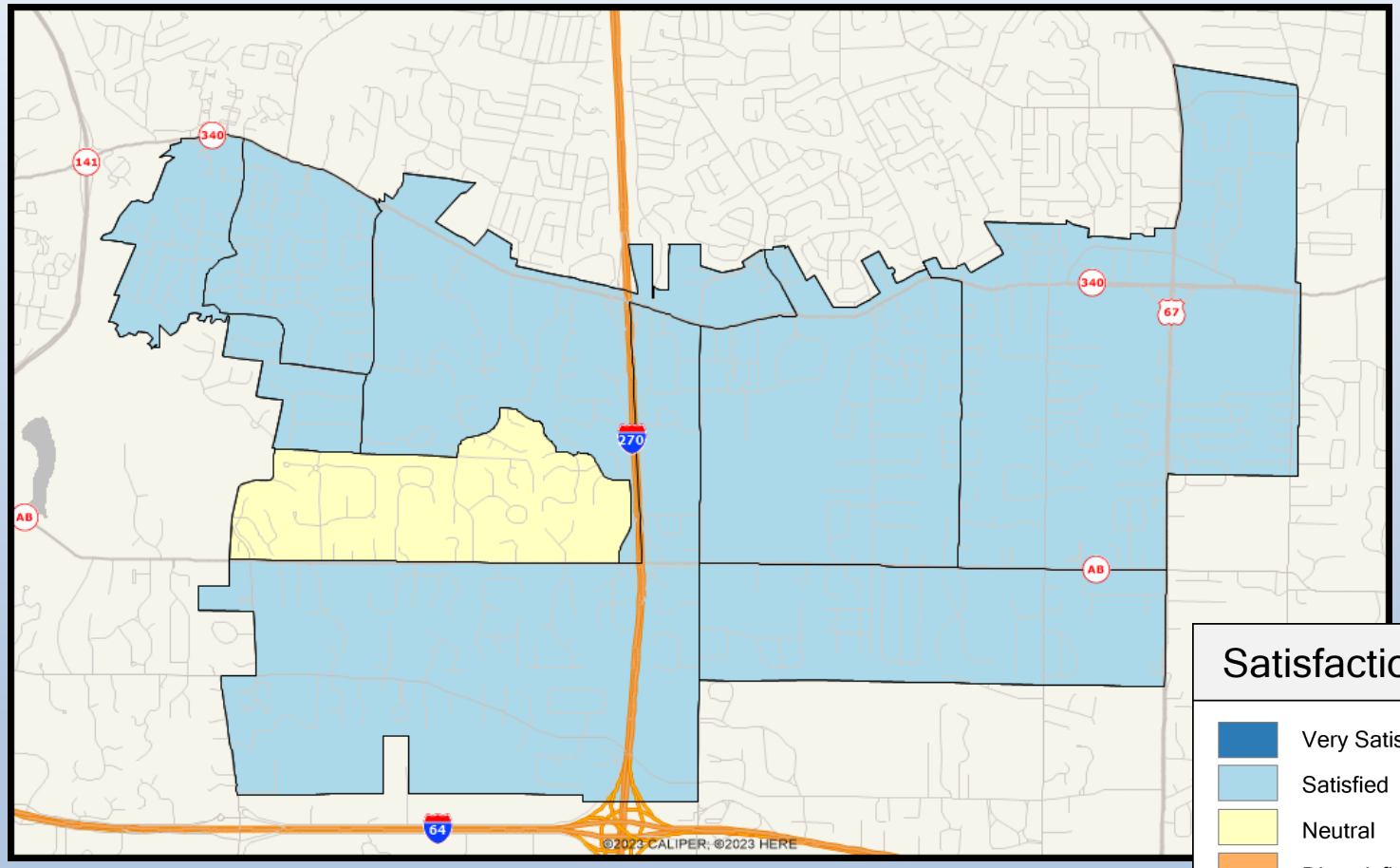
Q7-04. The availability of information about City programs and services

Mean: 4.12



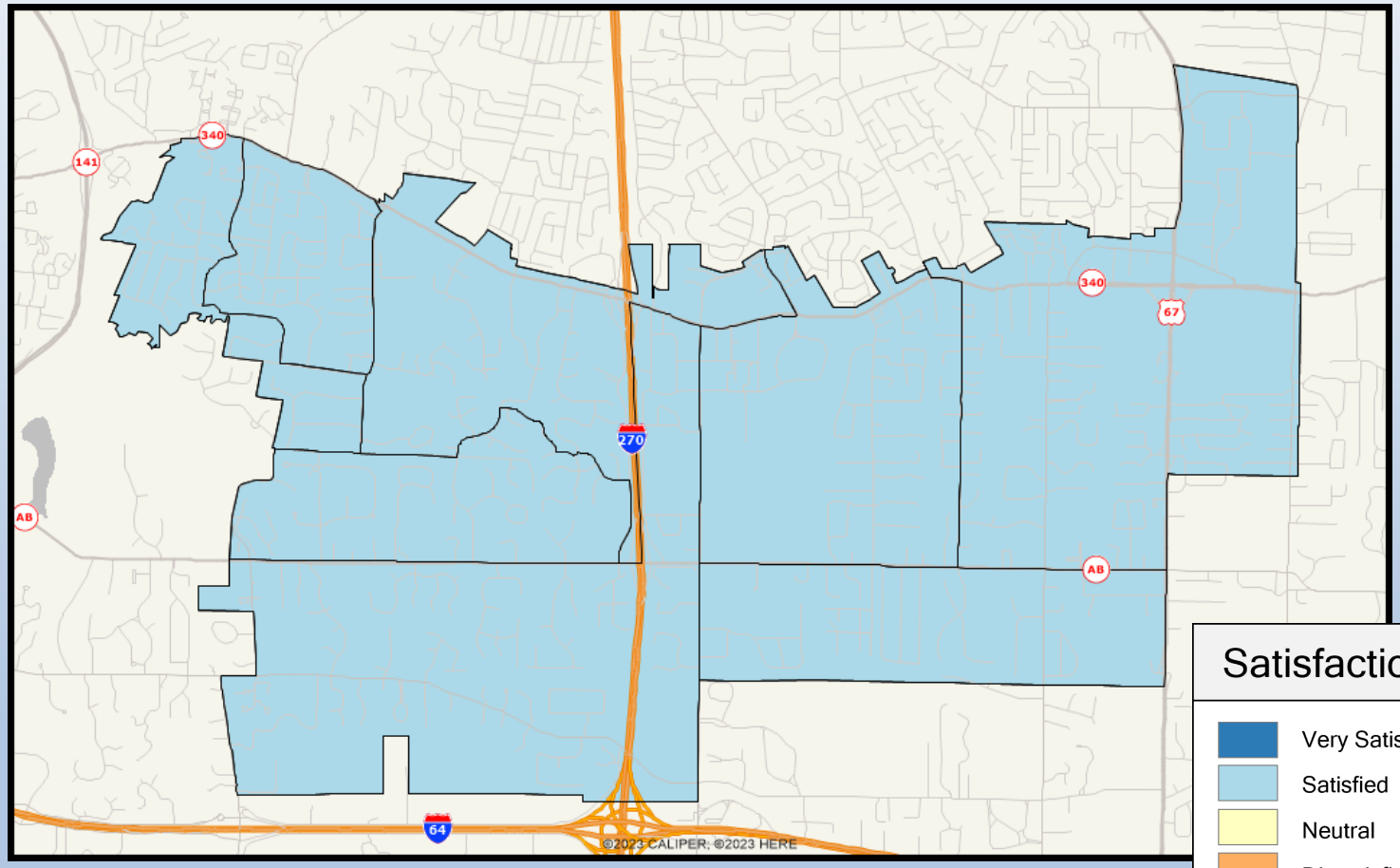
Q7-05. The level of public involvement in local decision making

Mean: 3.81

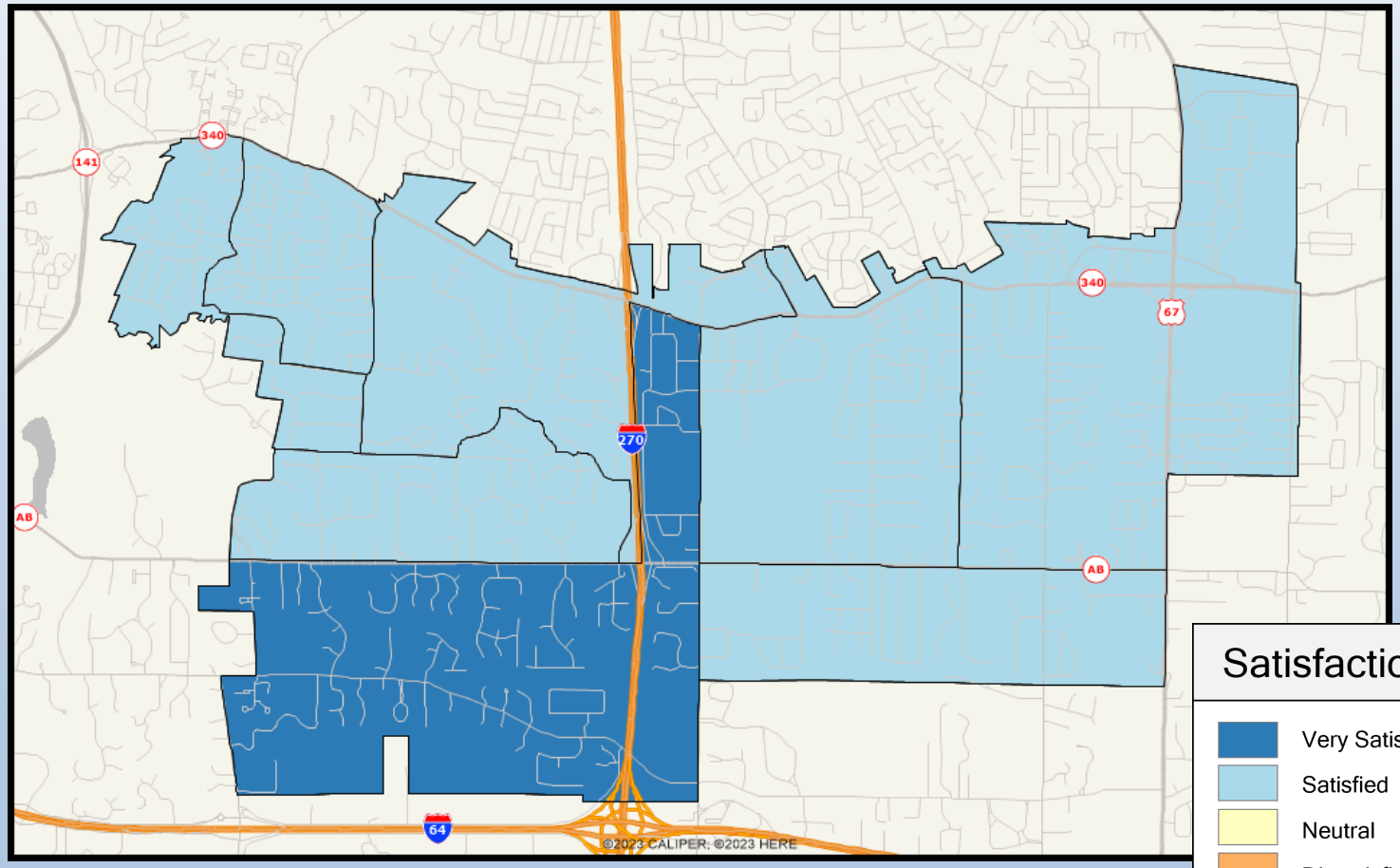


Q7-06. The quality of the City's social media (e.g., Facebook, X)

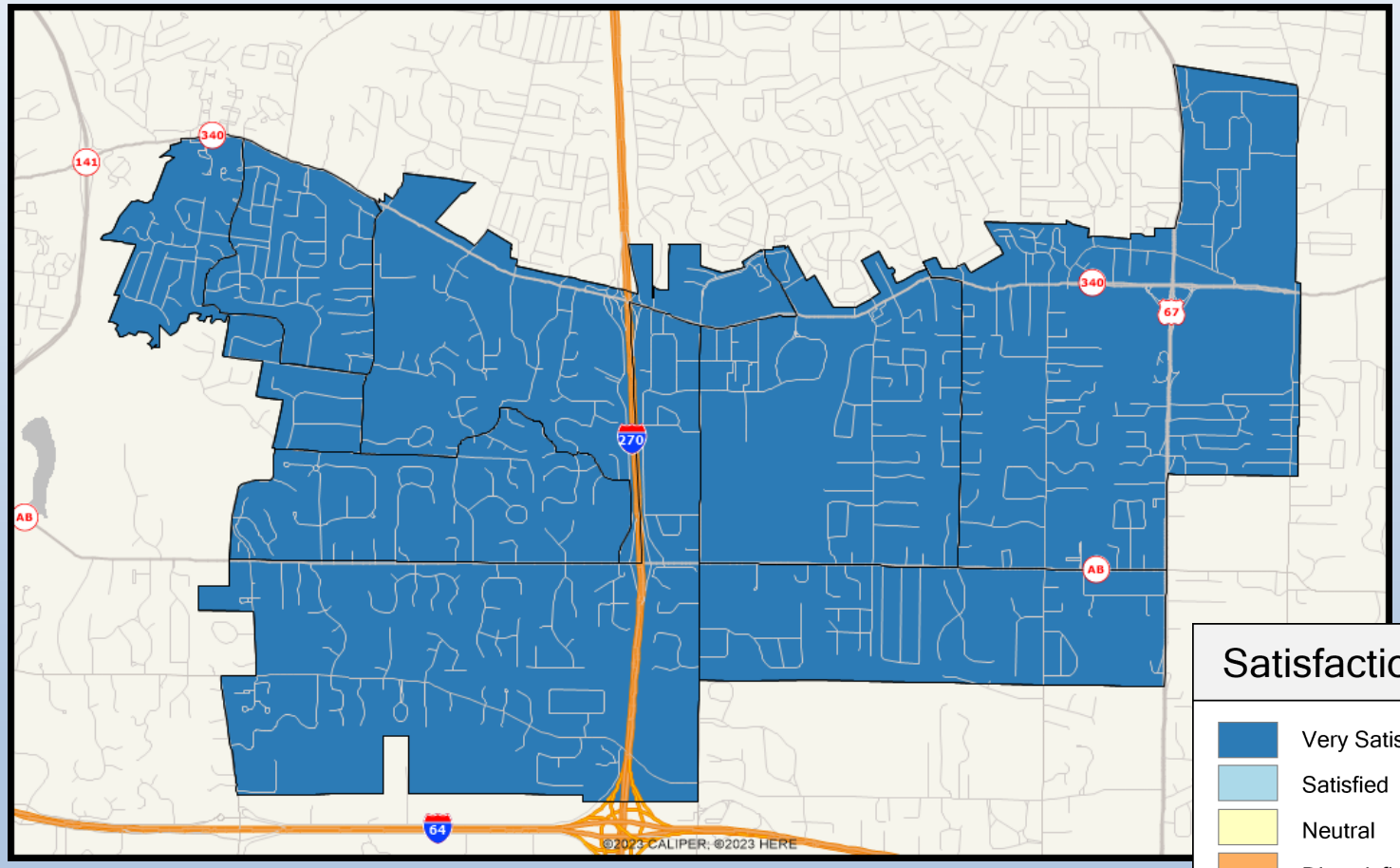
Mean: 3.87



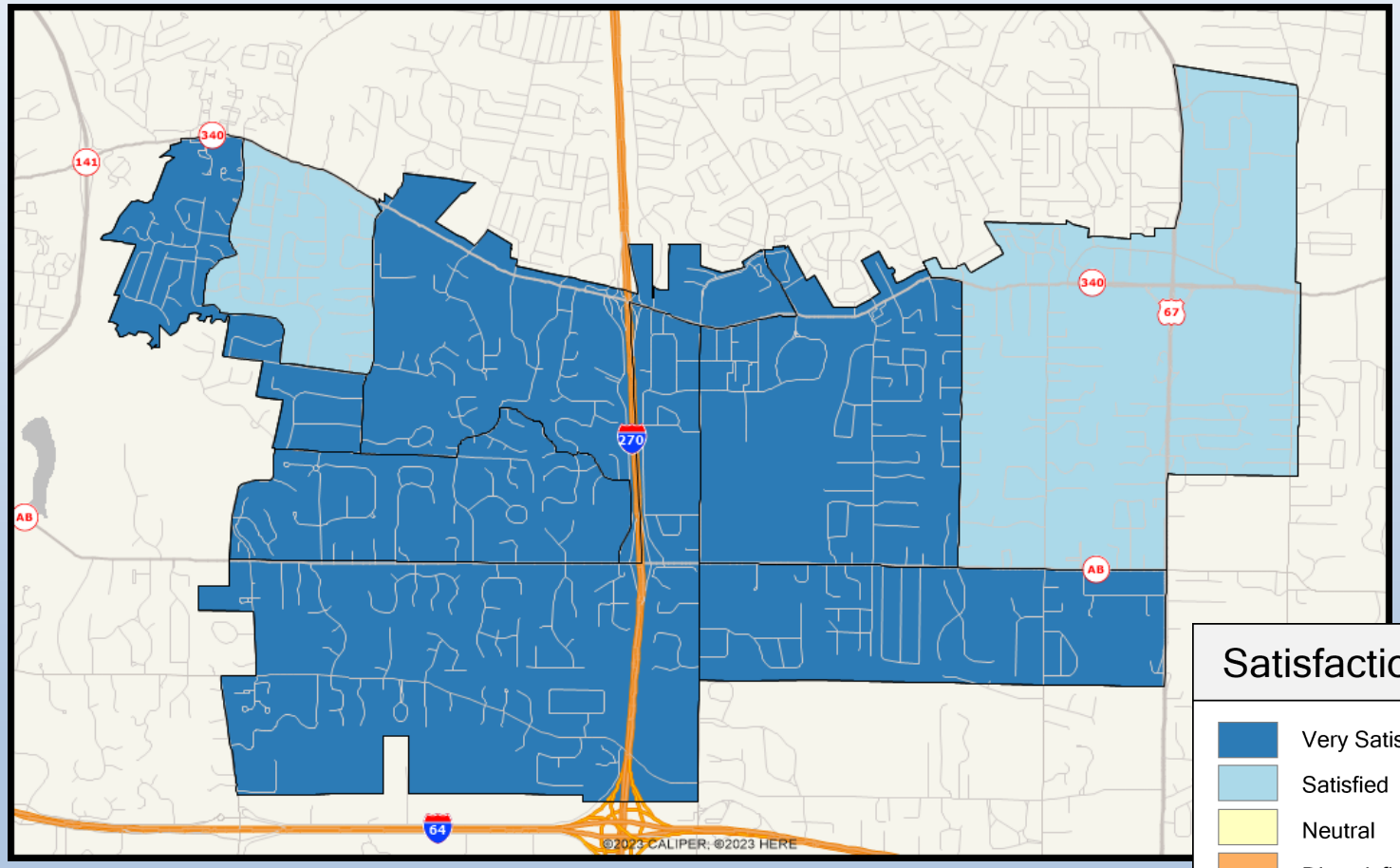
Q7-07. The quality of the City's website
Mean: 3.98



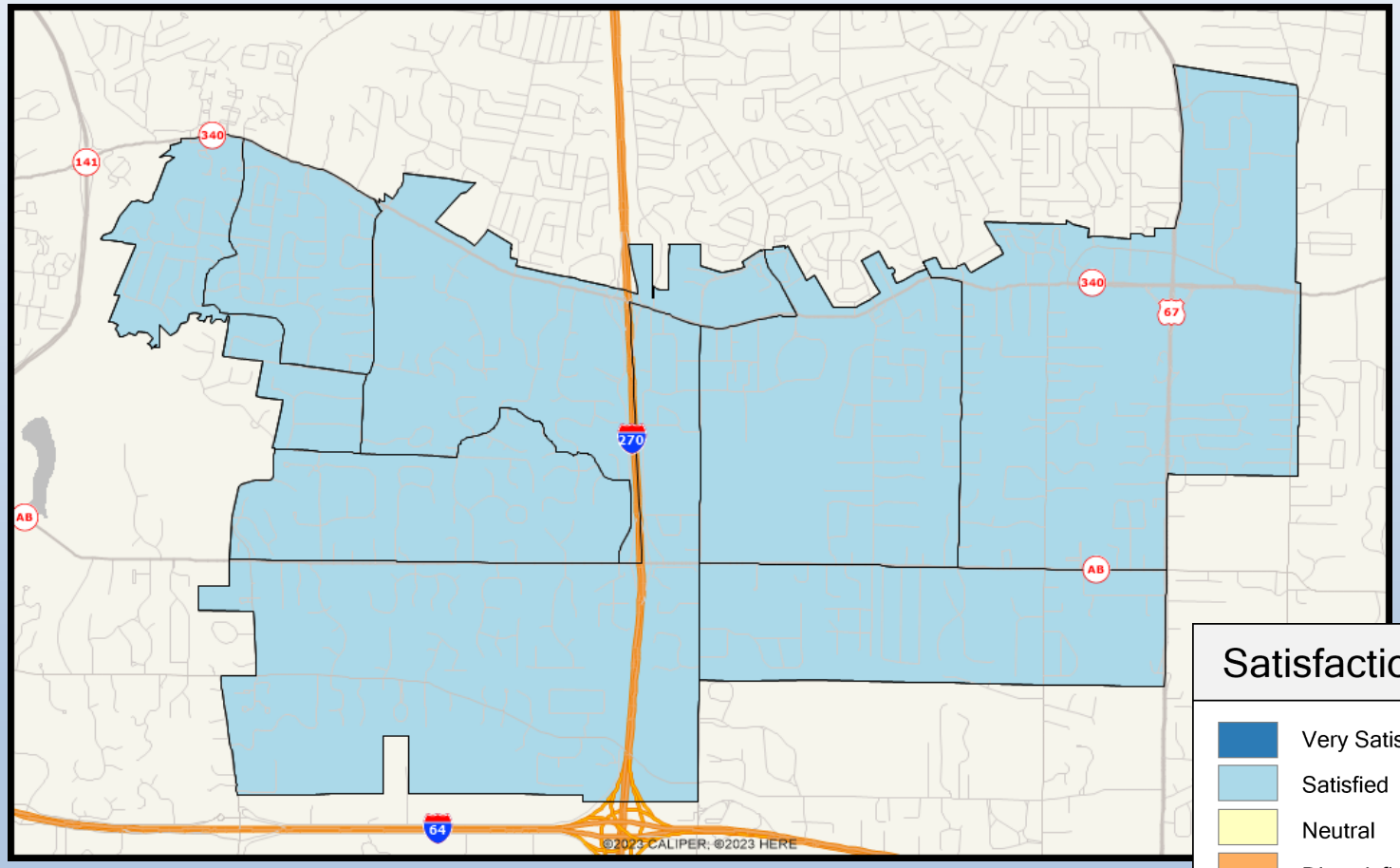
Q11-01. Maintenance of City parks
Mean: 4.47



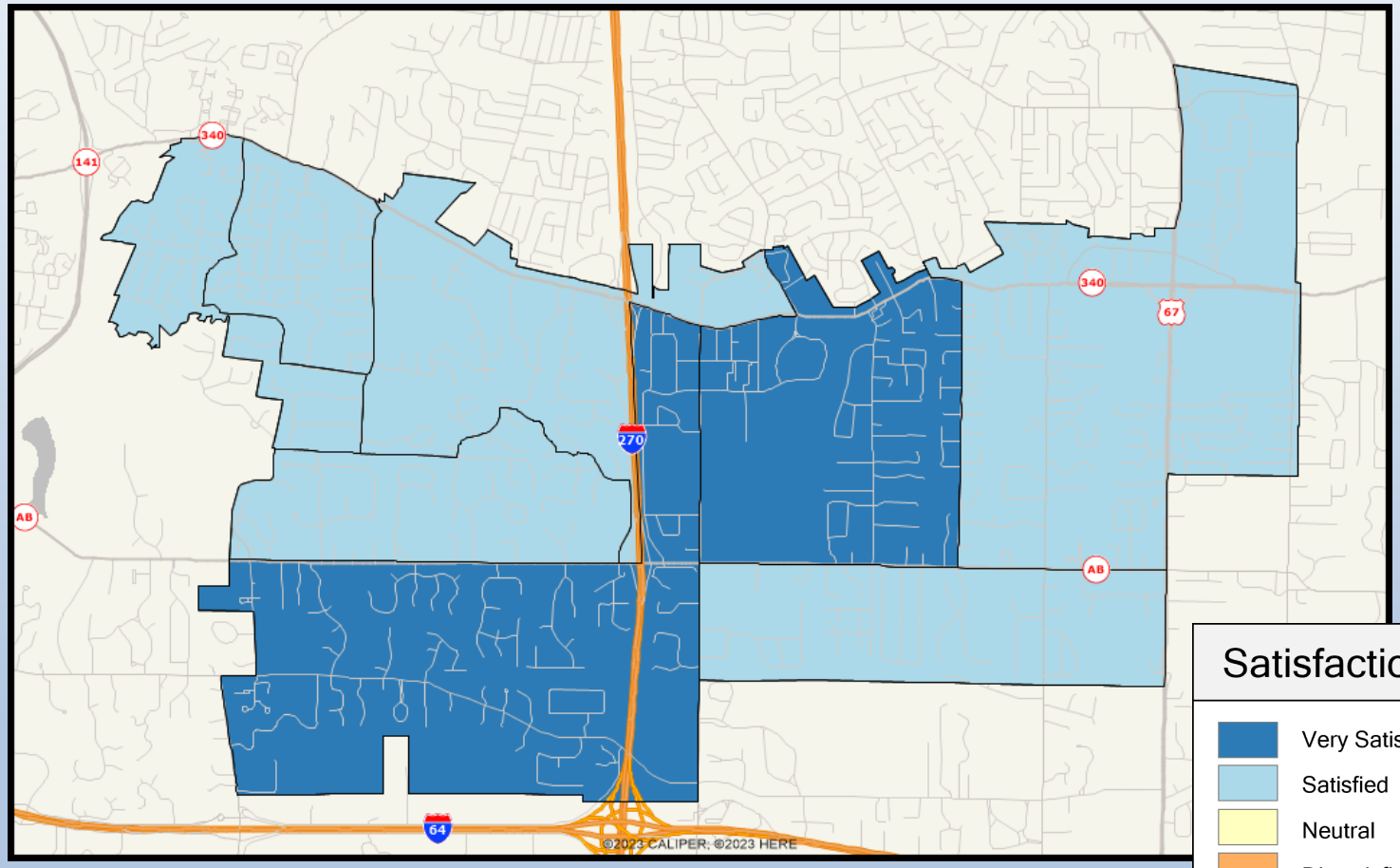
Q11-02. Number of City parks
Mean: 4.32



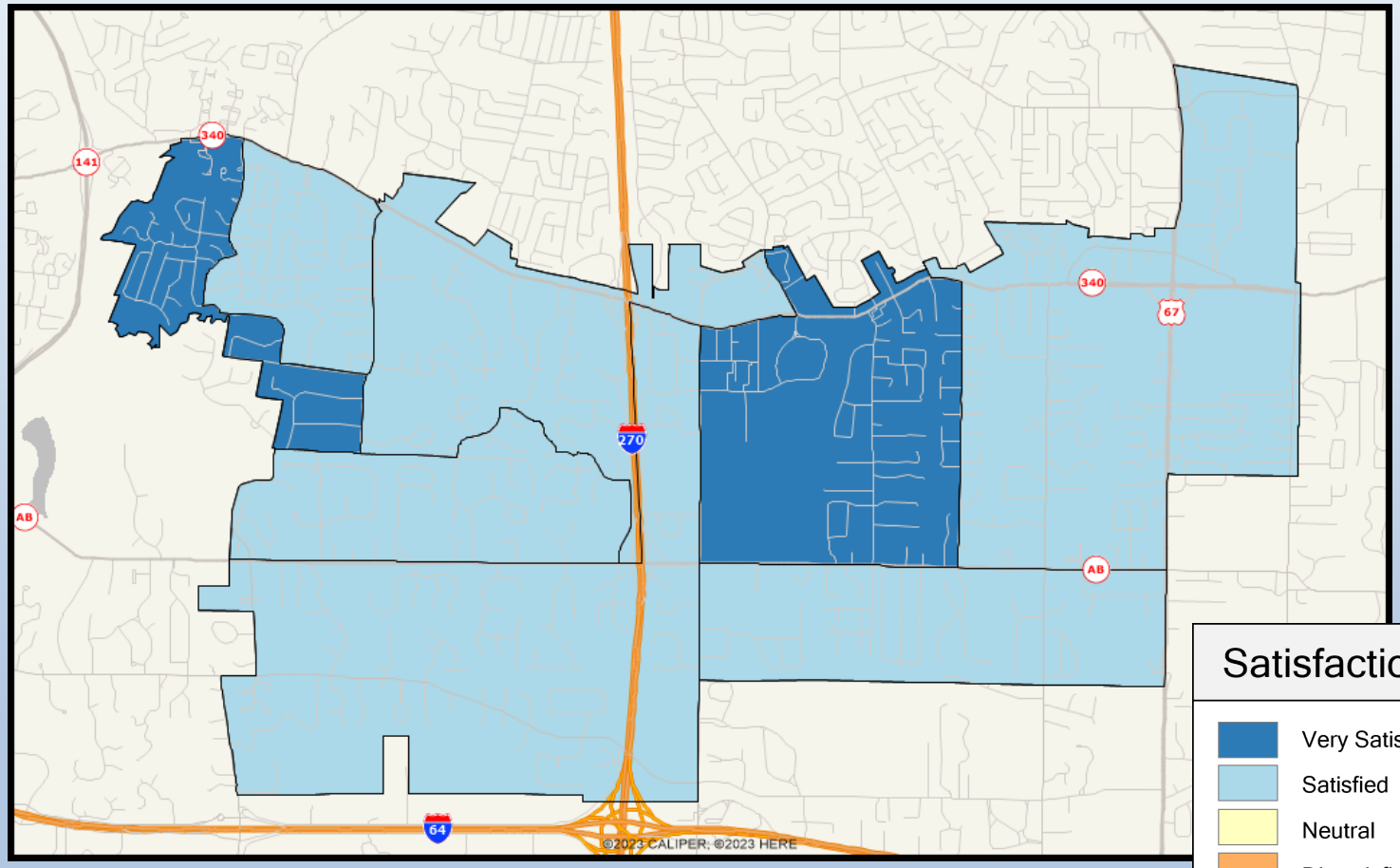
Q11-03. Number of walking/biking trails
Mean: 3.78



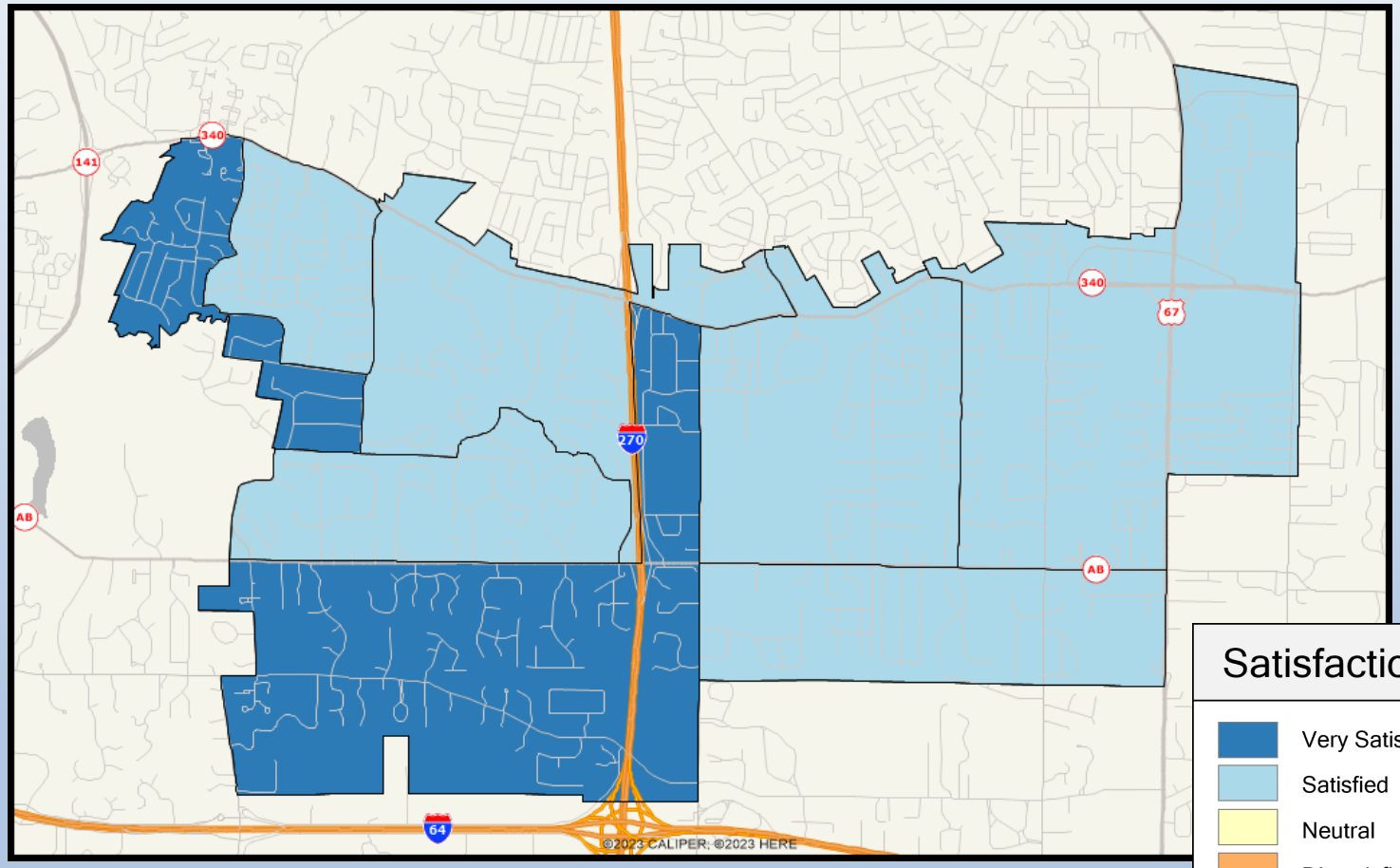
Q11-04. Overall satisfaction with the ice arena
Mean: 4.05



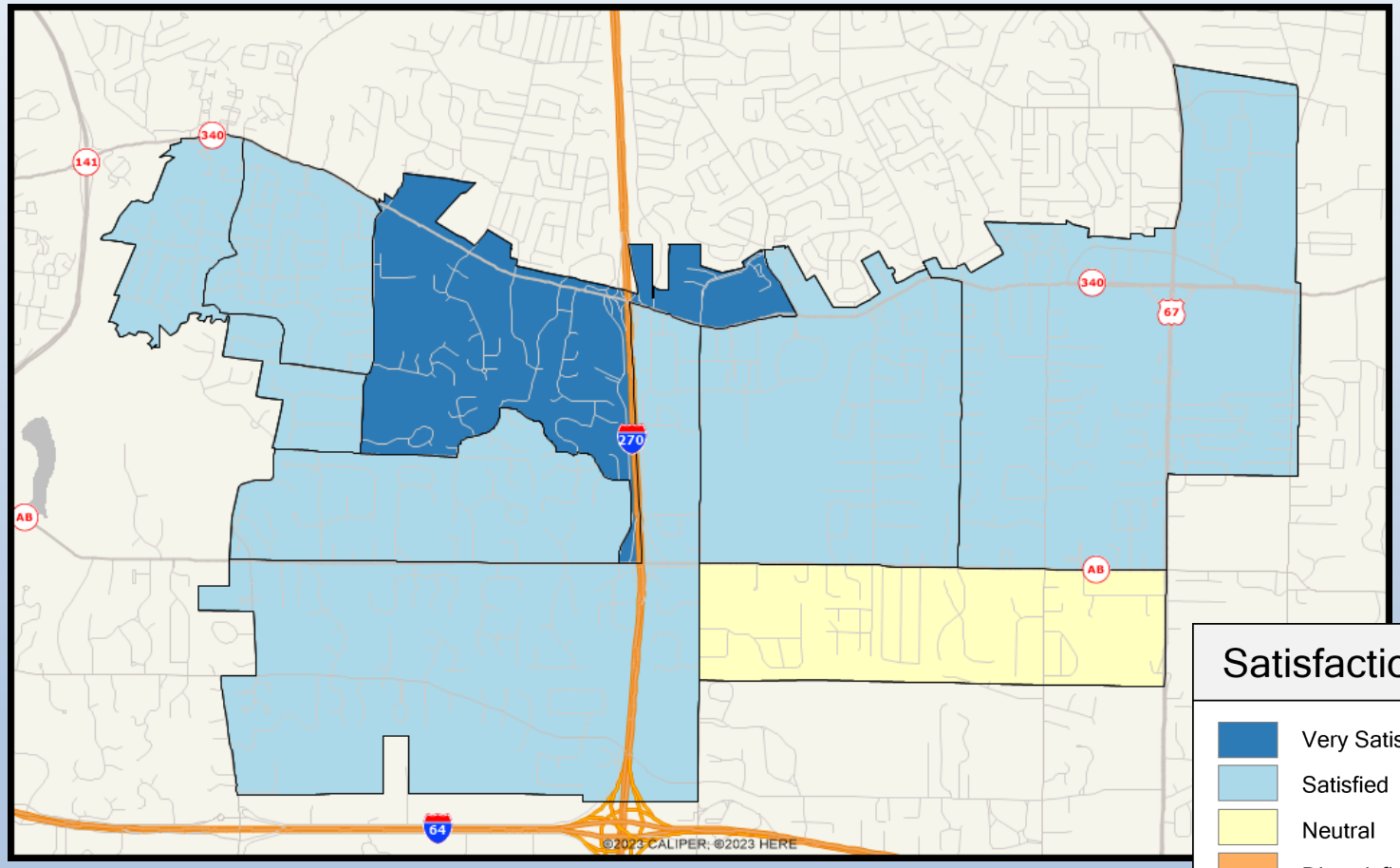
Q11-05. Overall satisfaction with the golf course
Mean: 4.1



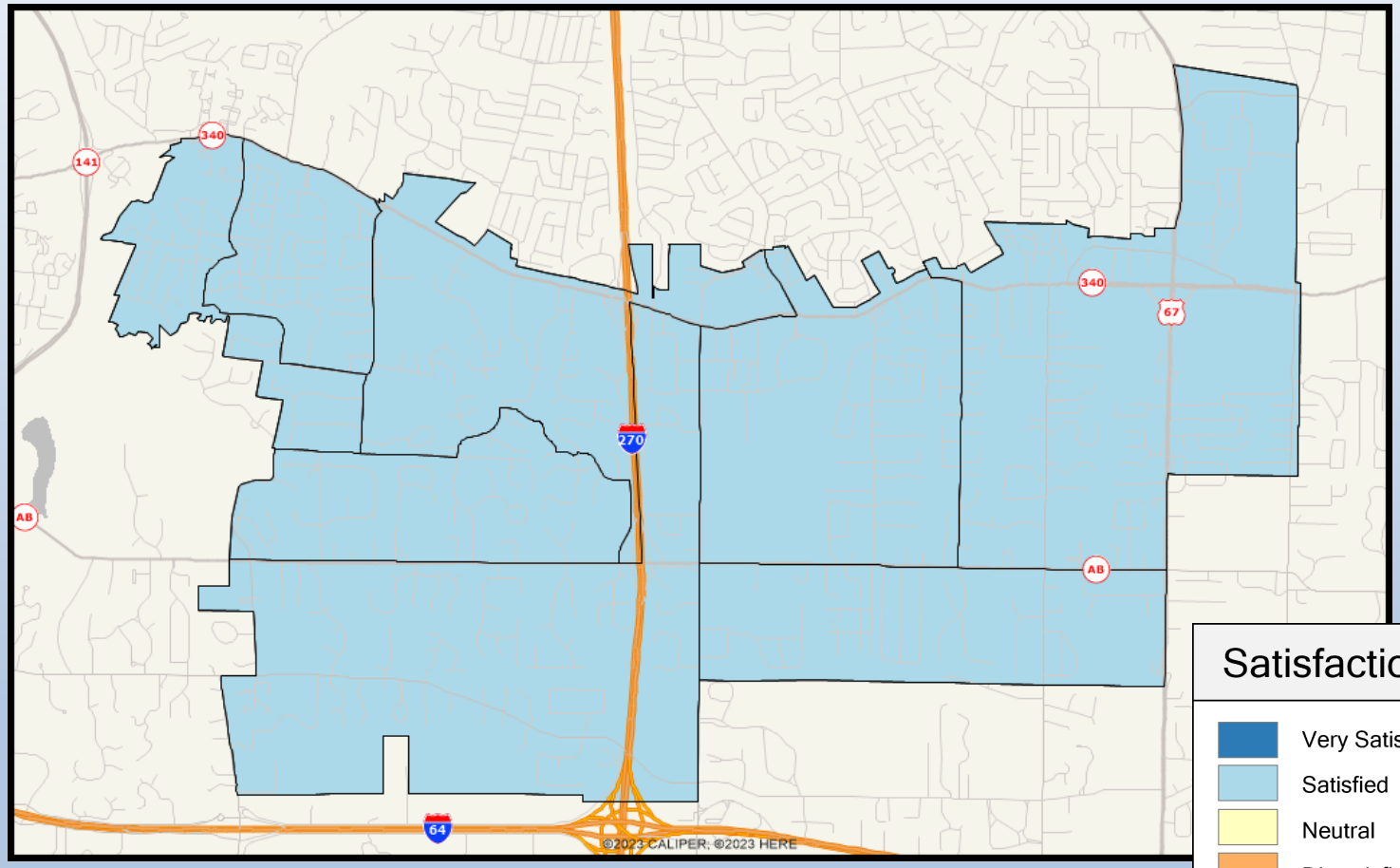
Q11-06. Overall satisfaction with the dog park
Mean: 3.99



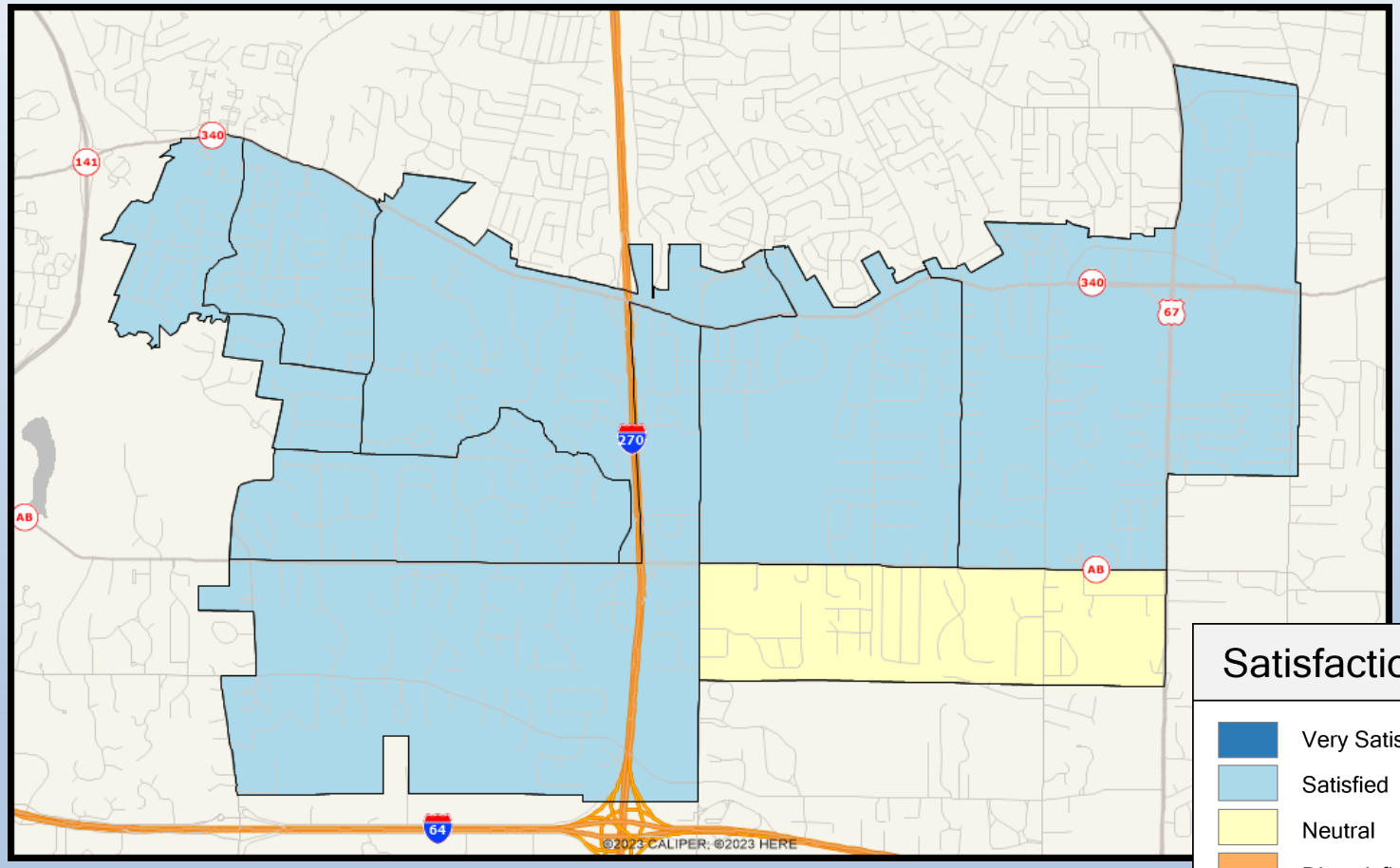
Q11-07. Youth recreation programs
Mean: 3.76



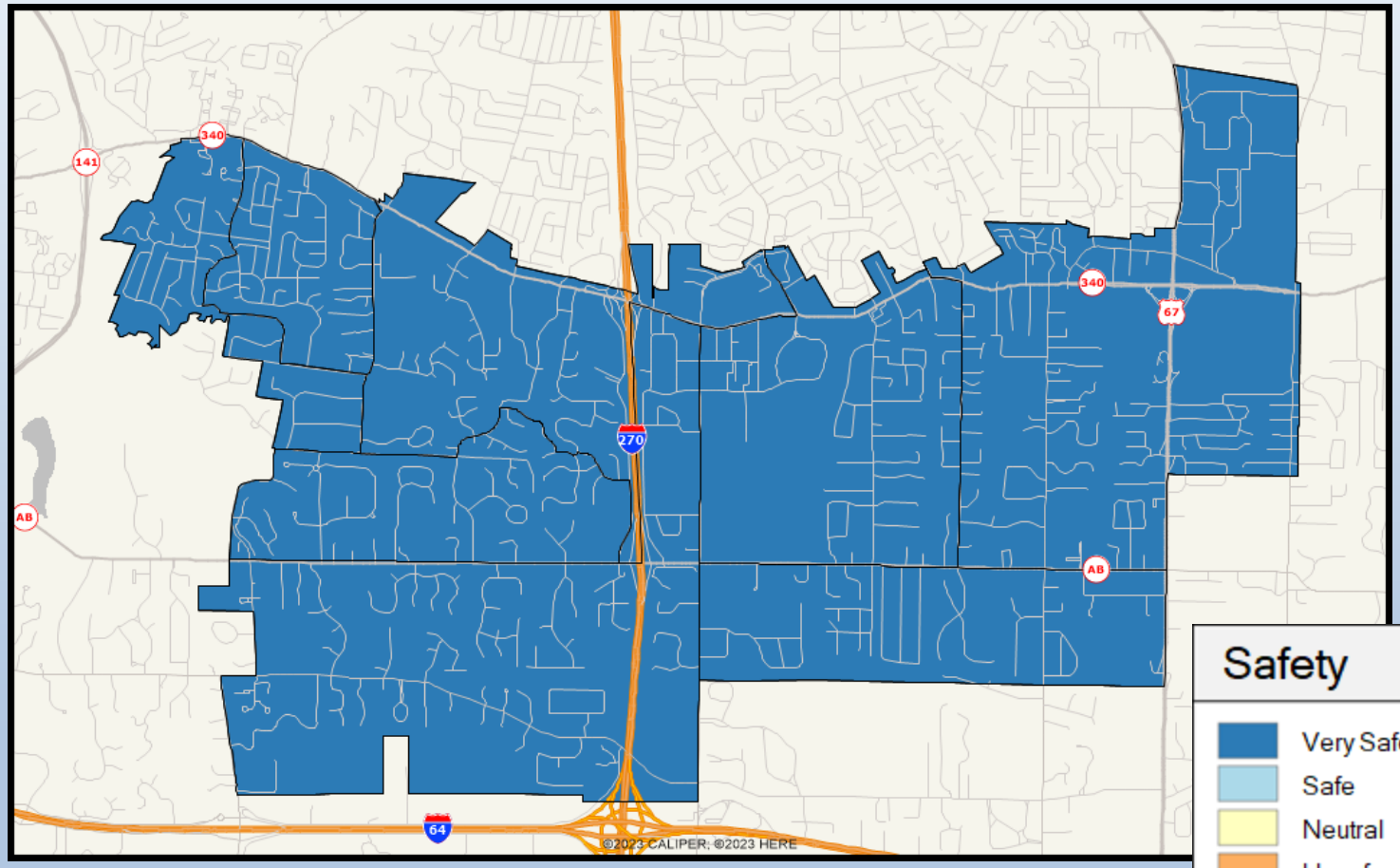
Q11-08. Adult recreation programs
Mean: 3.73



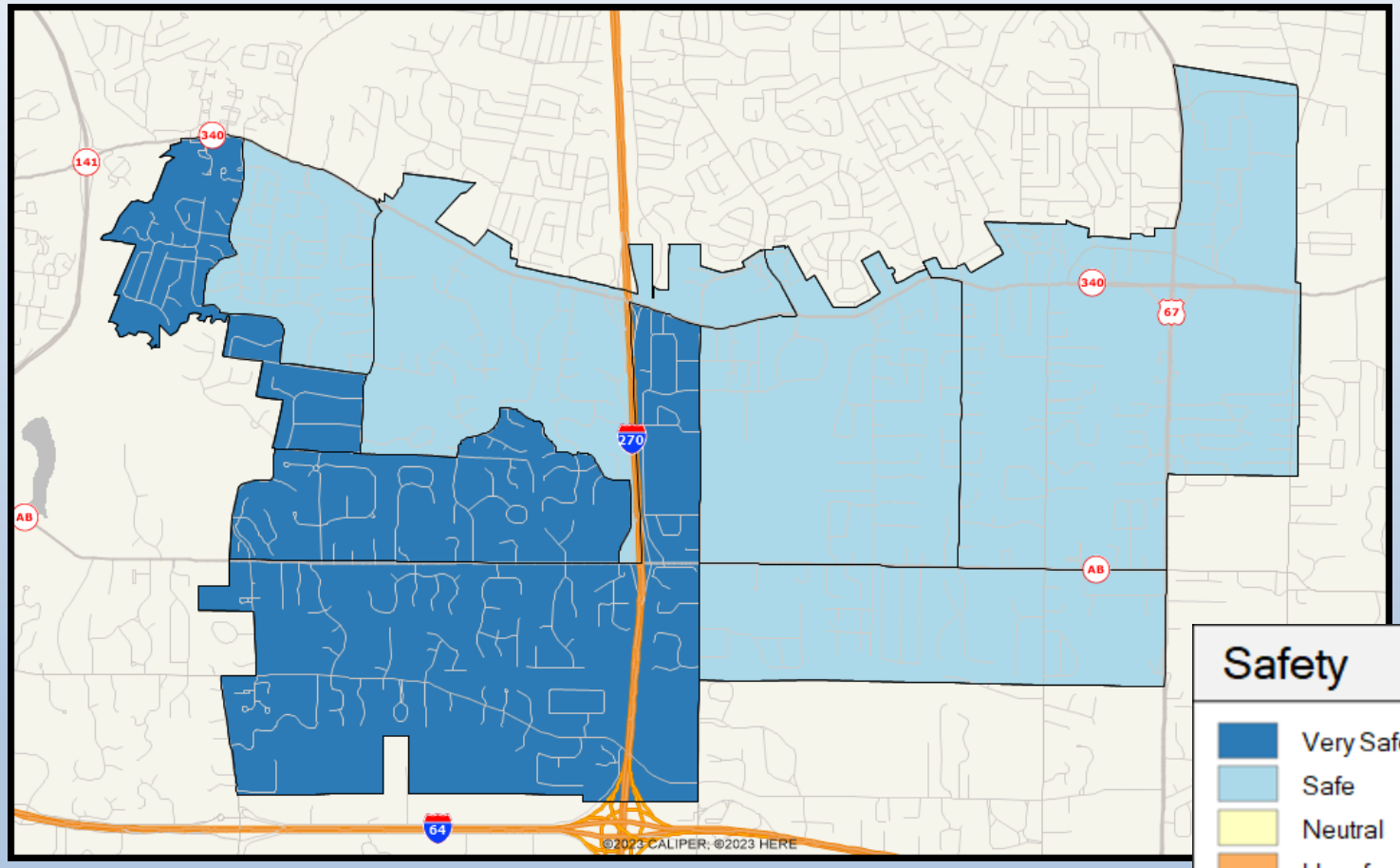
Q11-09. Senior recreation programs
Mean: 3.76



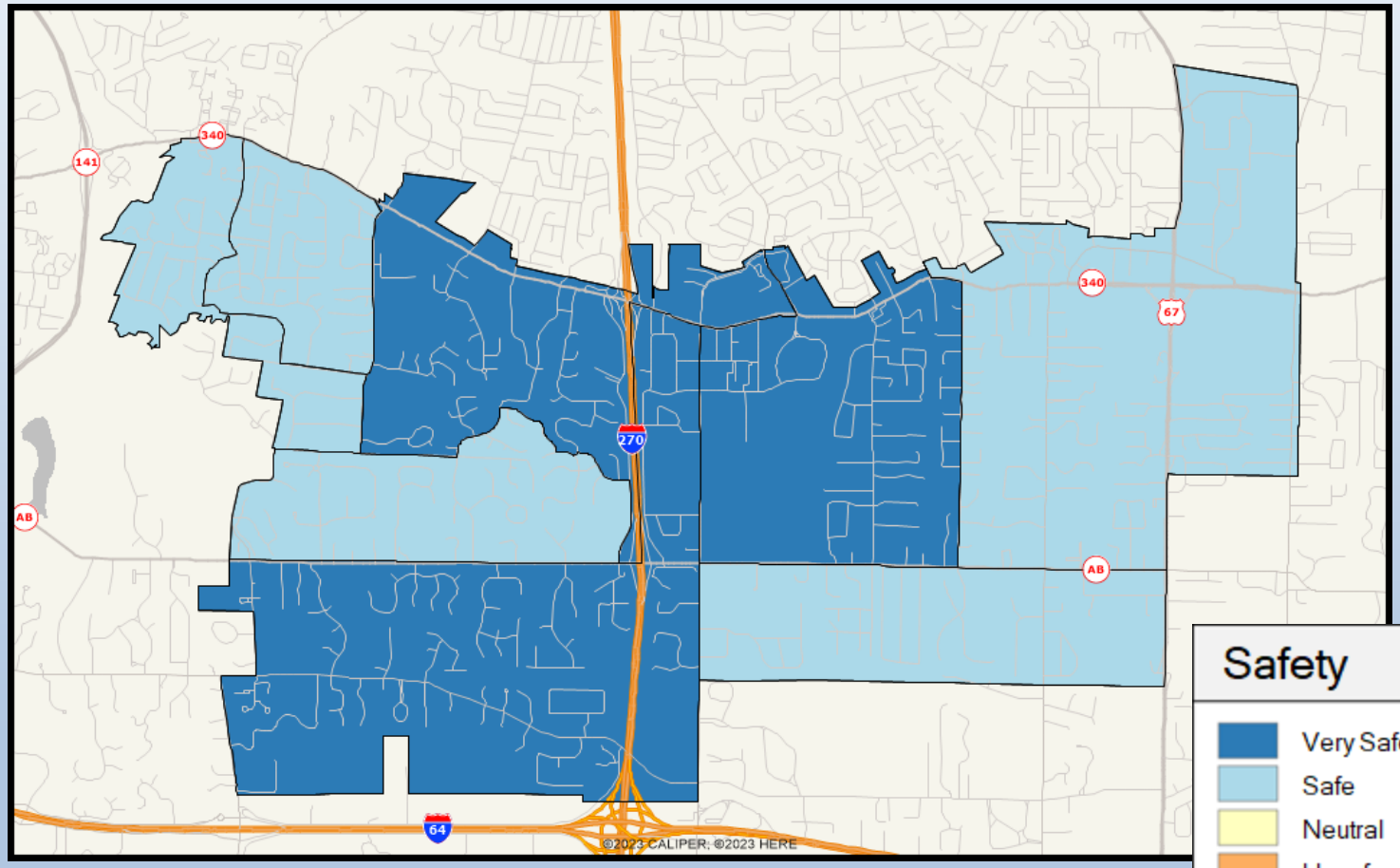
Q15-01. Walking alone in your neighborhood during the day
Mean: 4.78



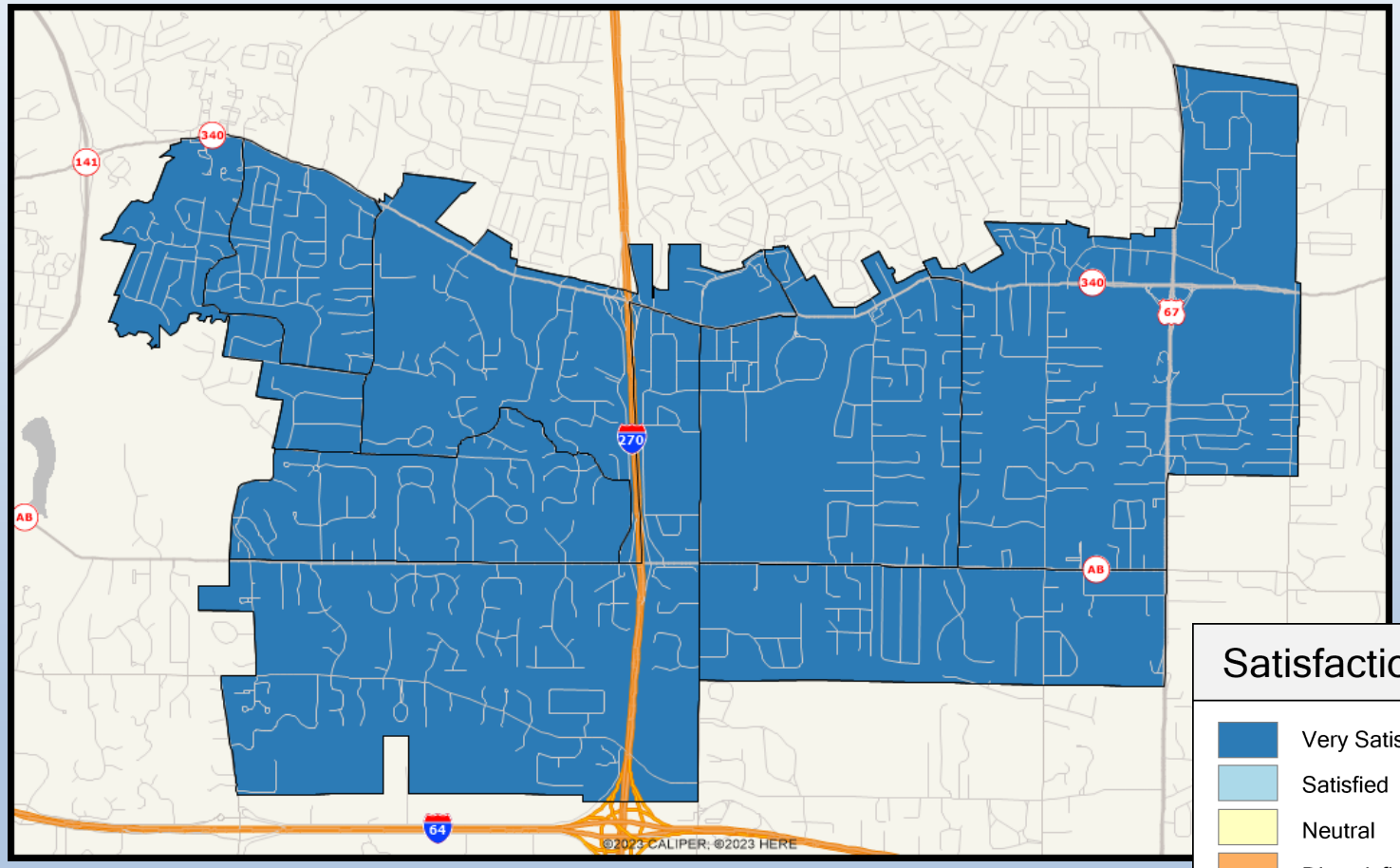
Q15-02. Walking alone in your neighborhood at night
Mean: 4.12



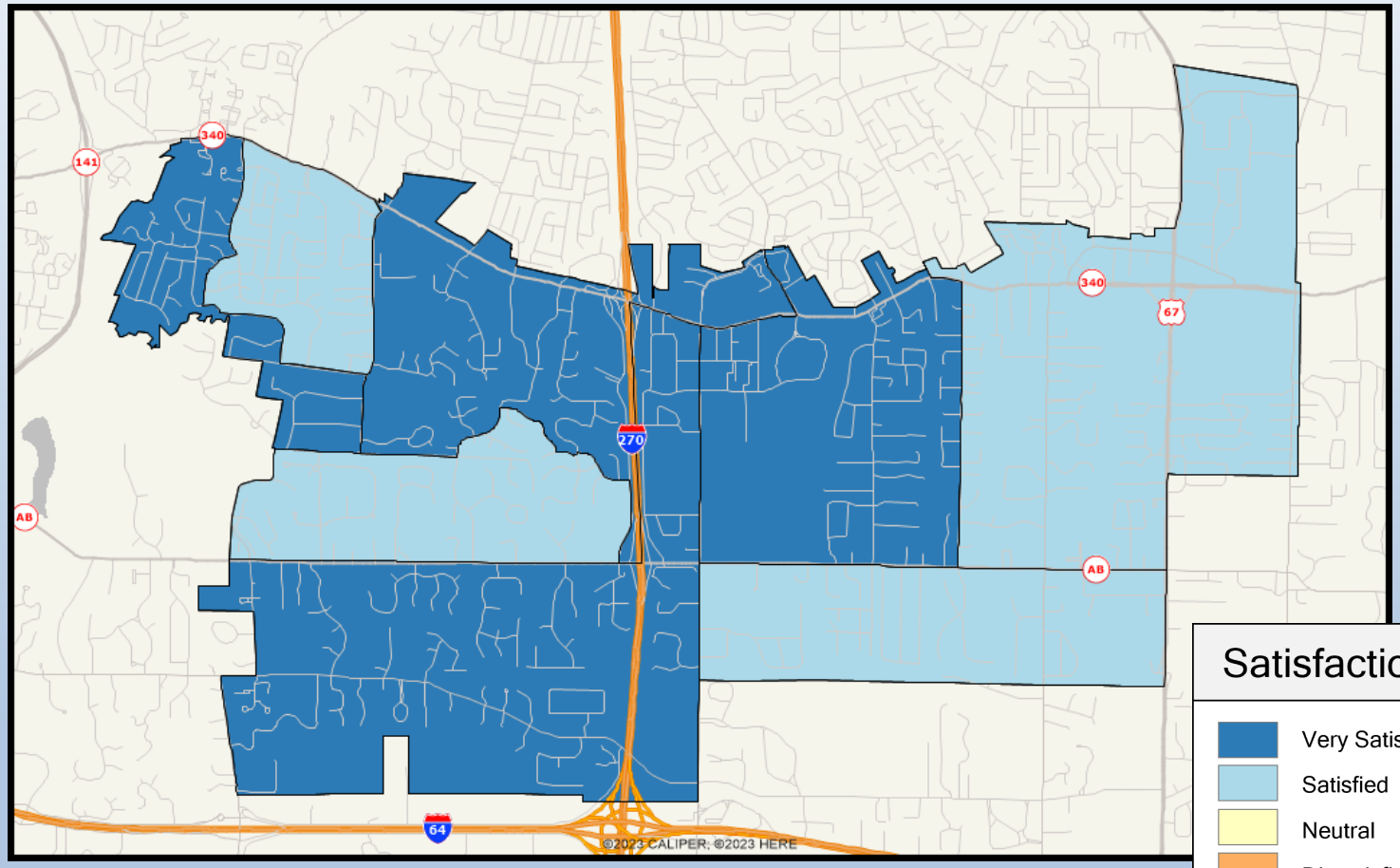
Q15-03. In City parks
Mean: 4.1



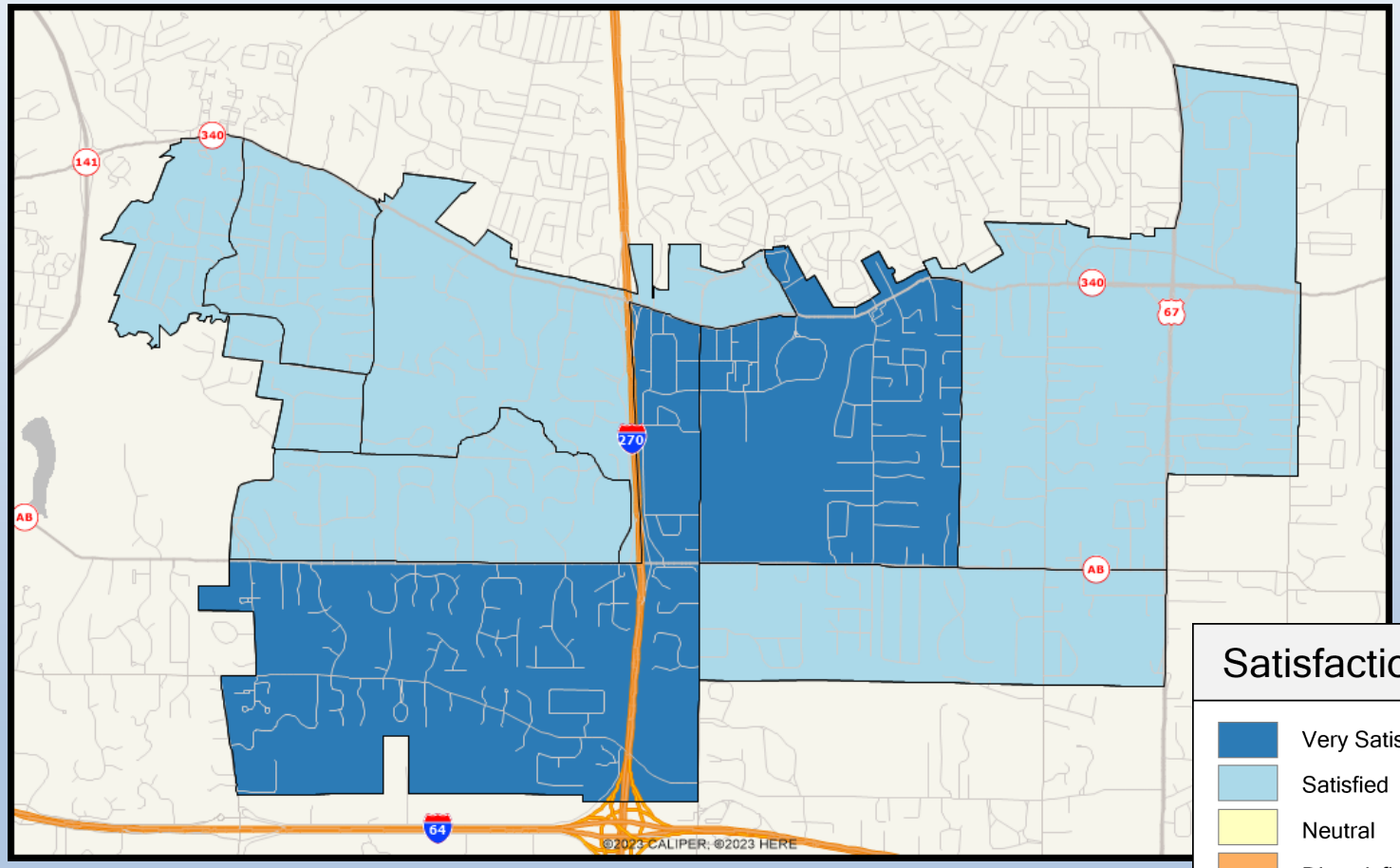
Q16-01. Overall quality of local police protection
Mean: 4.58



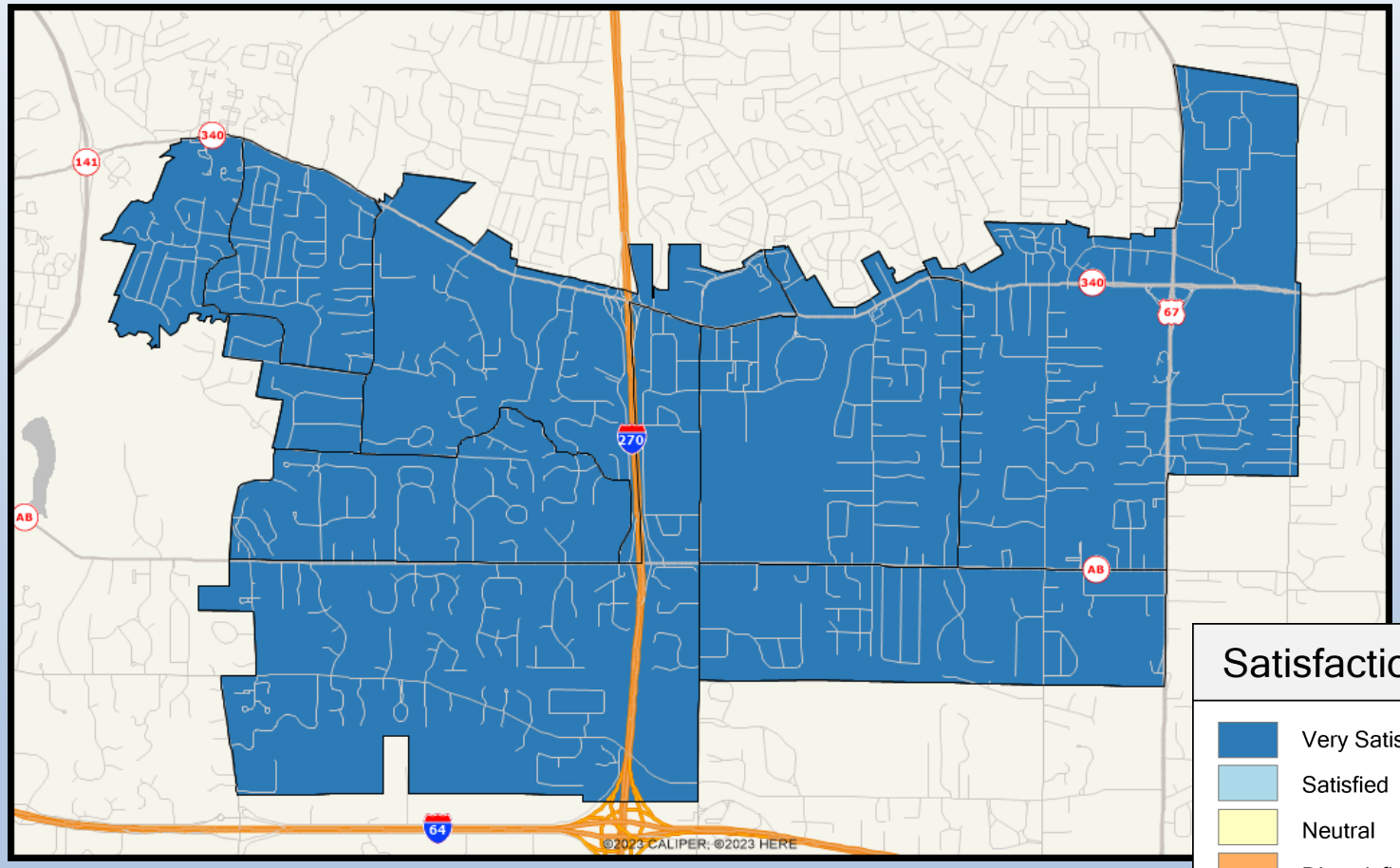
Q16-02. Visibility of police in neighborhoods
Mean: 4.15



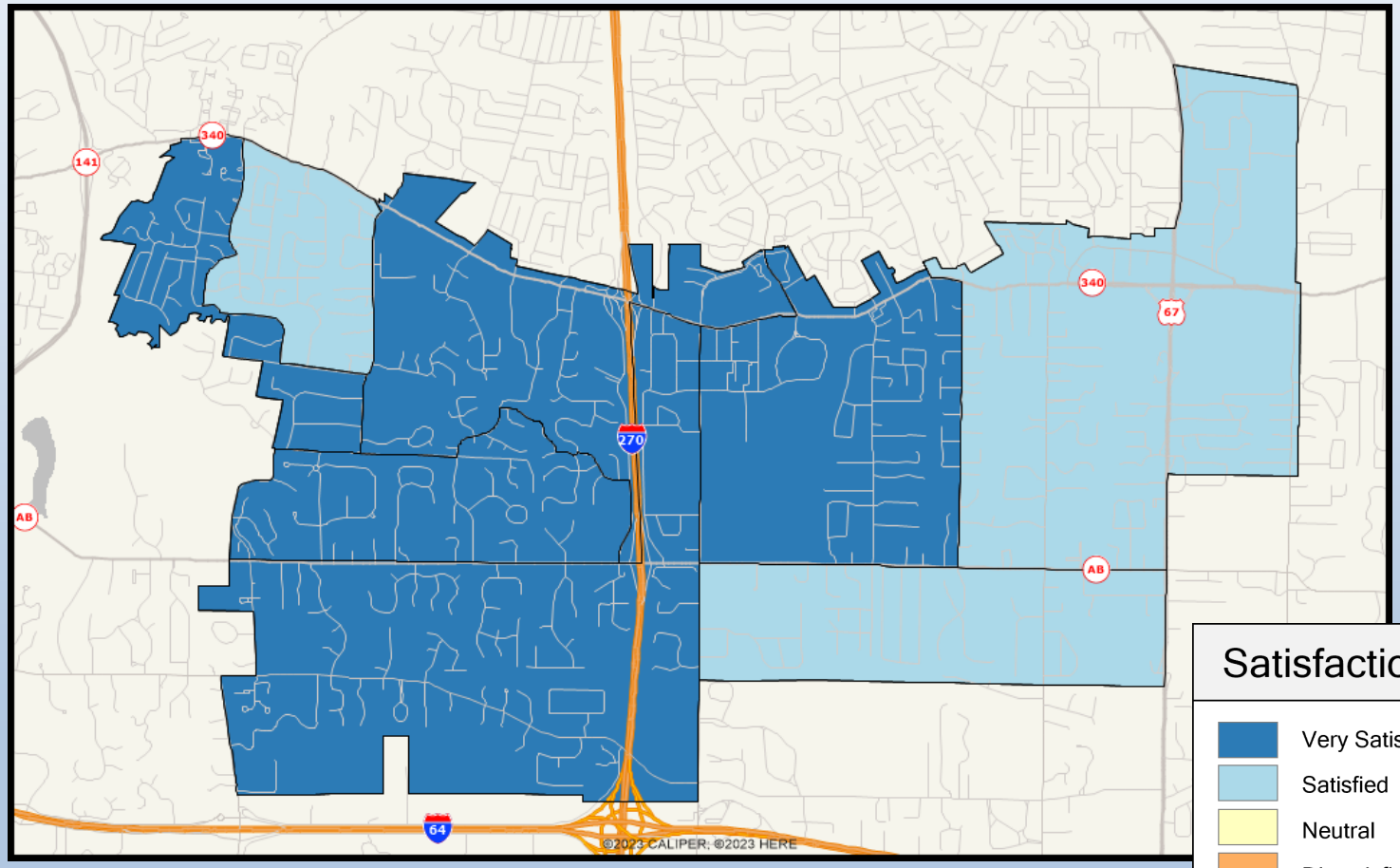
Q16-03. Visibility of police in commercial and retail areas
Mean: 4.03



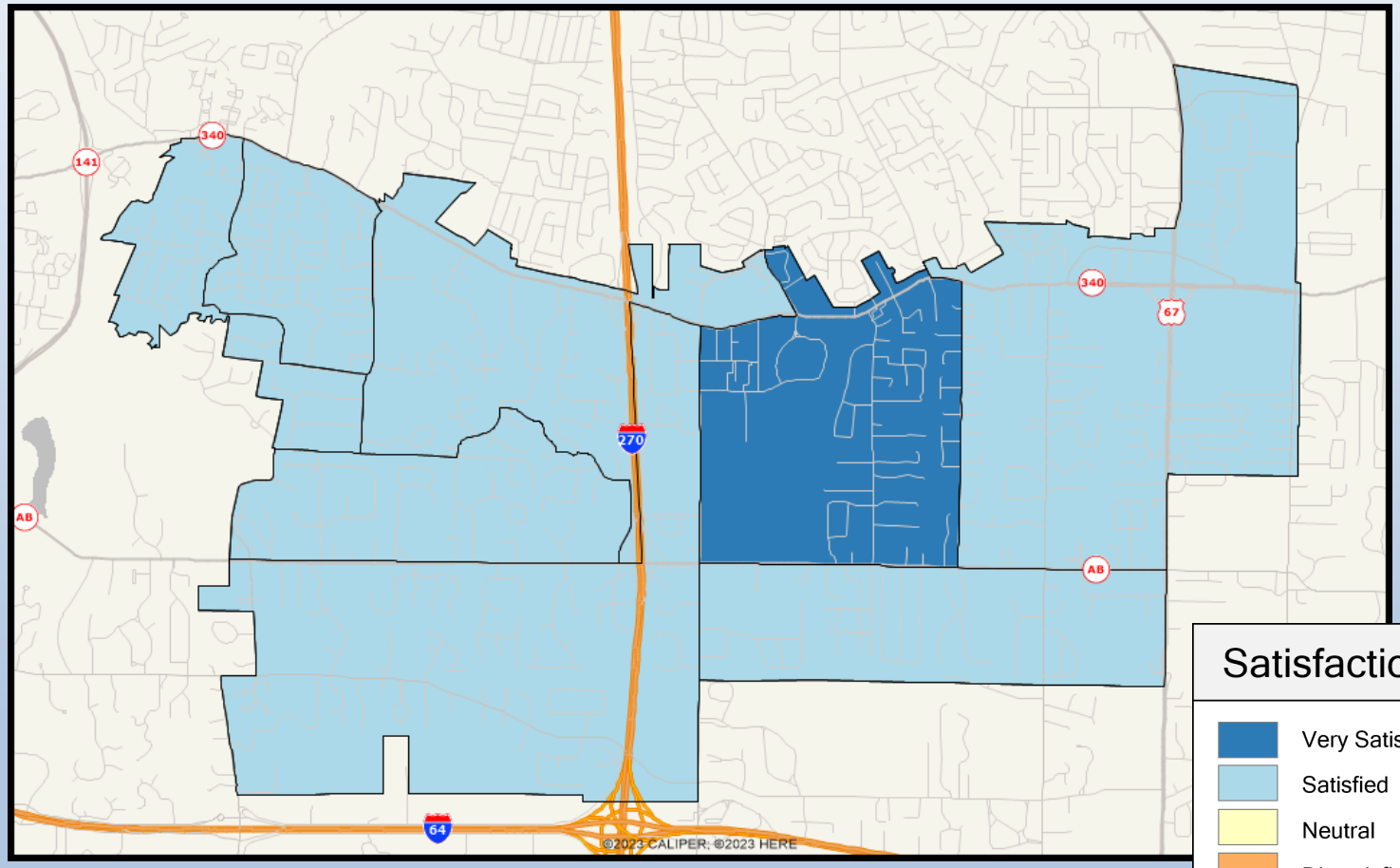
Q16-04. How quickly police respond to emergencies
Mean: 4.52



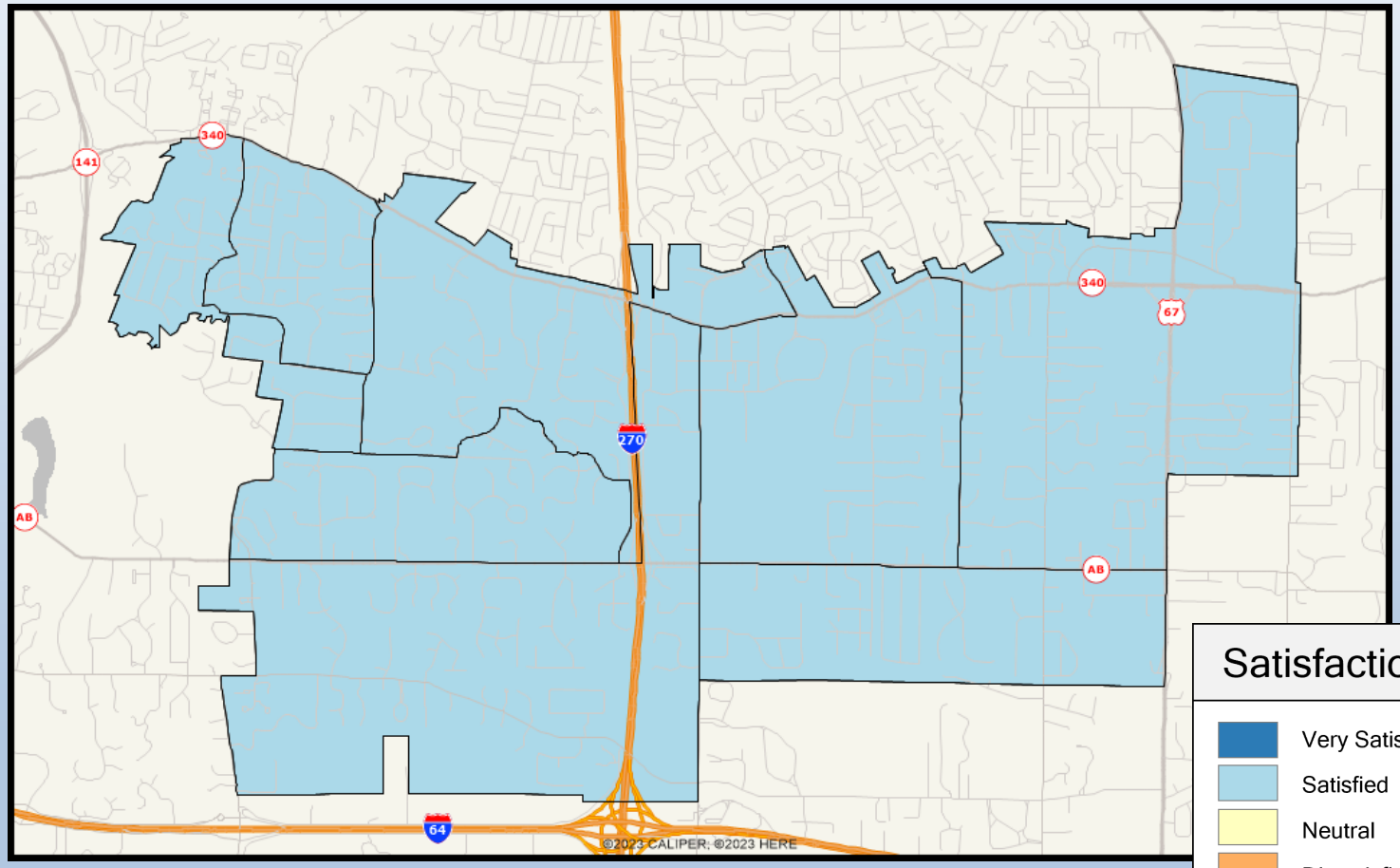
Q16-05. Efforts to prevent crime
Mean: 4.23



Q16-06. Enforcement of local traffic laws
Mean: 3.95

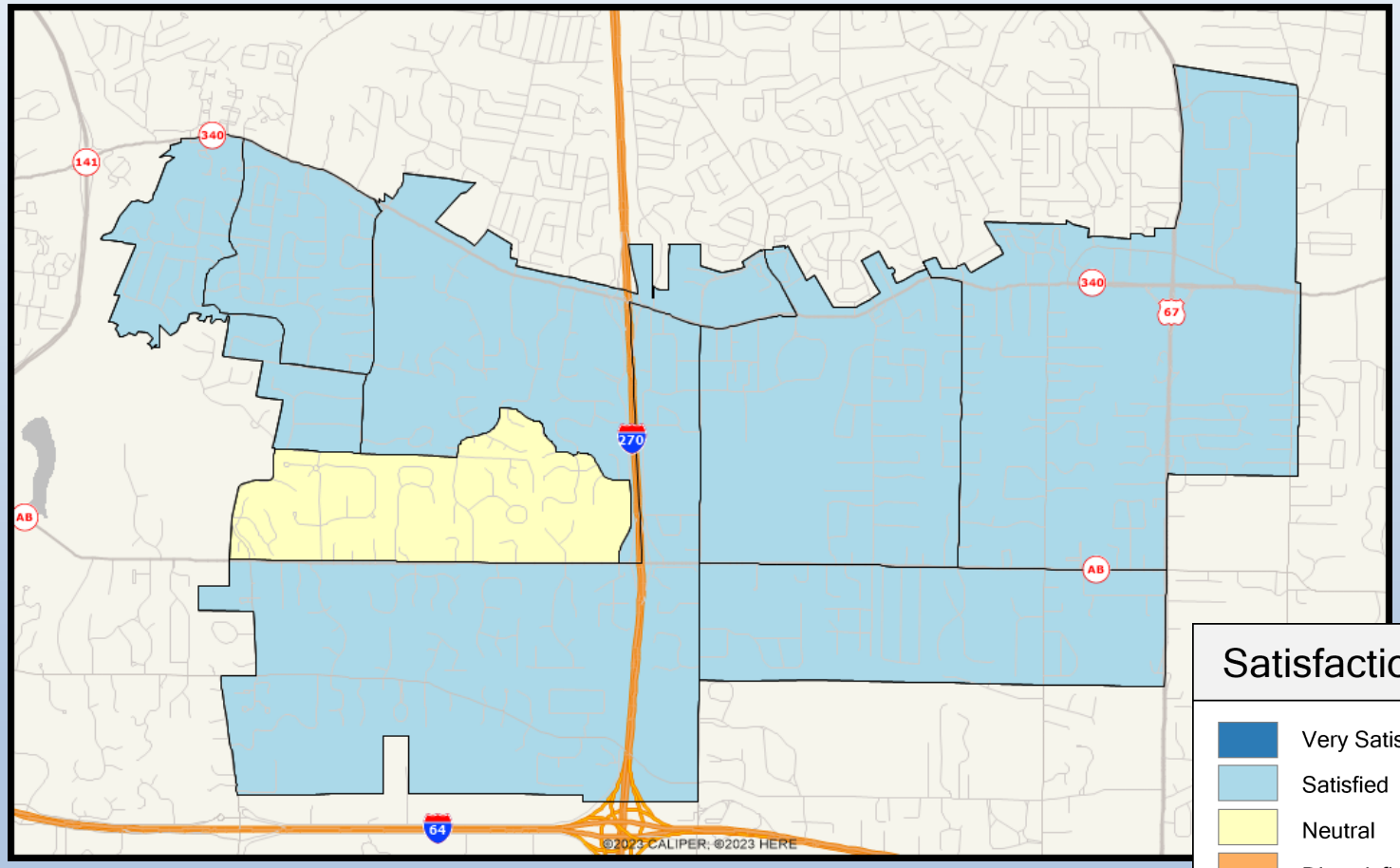


Q22-01. Enforcing the city's building code in your community
Mean: 3.81



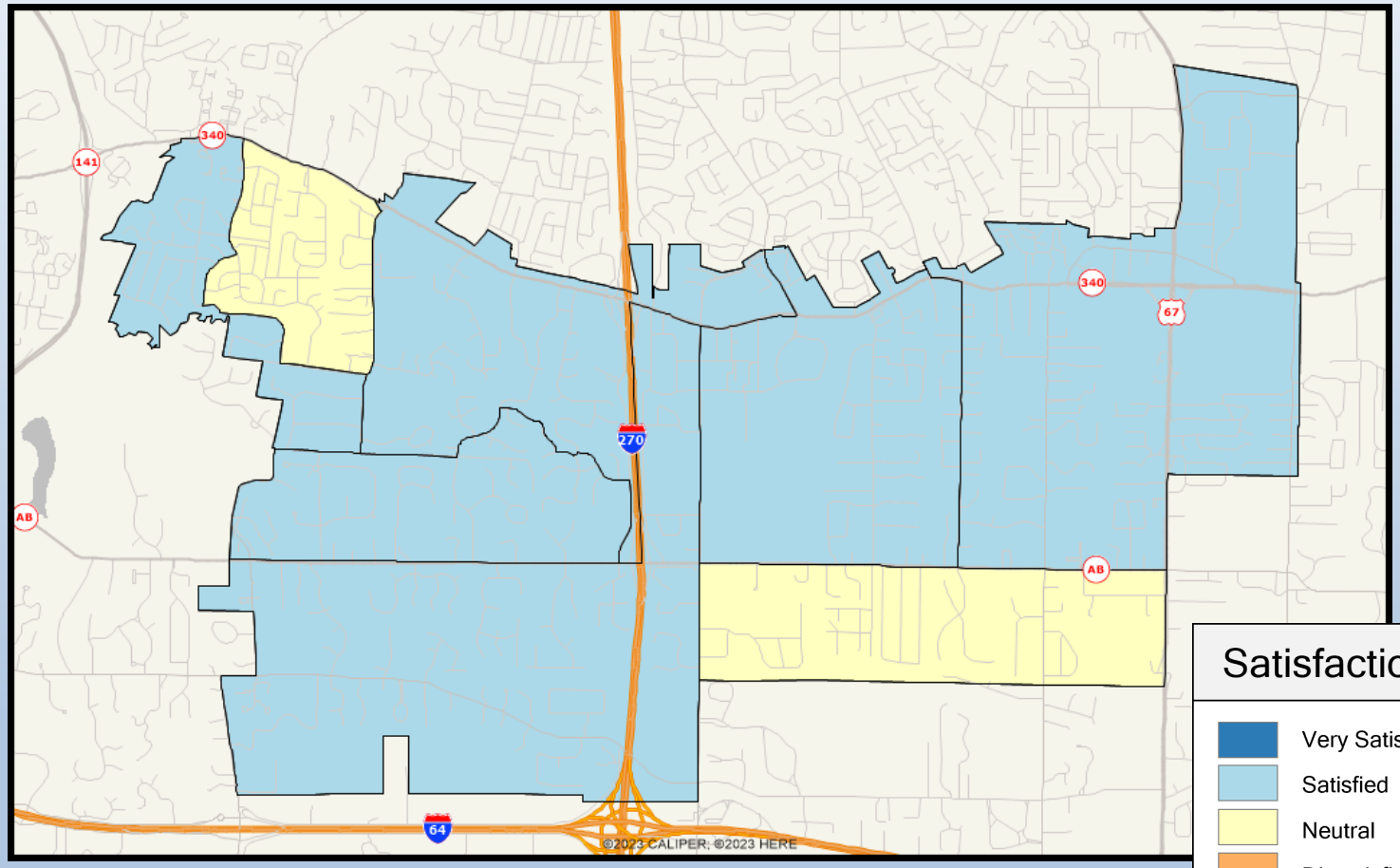
Q22-02. Enforcing the mowing and cutting of weeds and grass on private property

Mean: 3.59

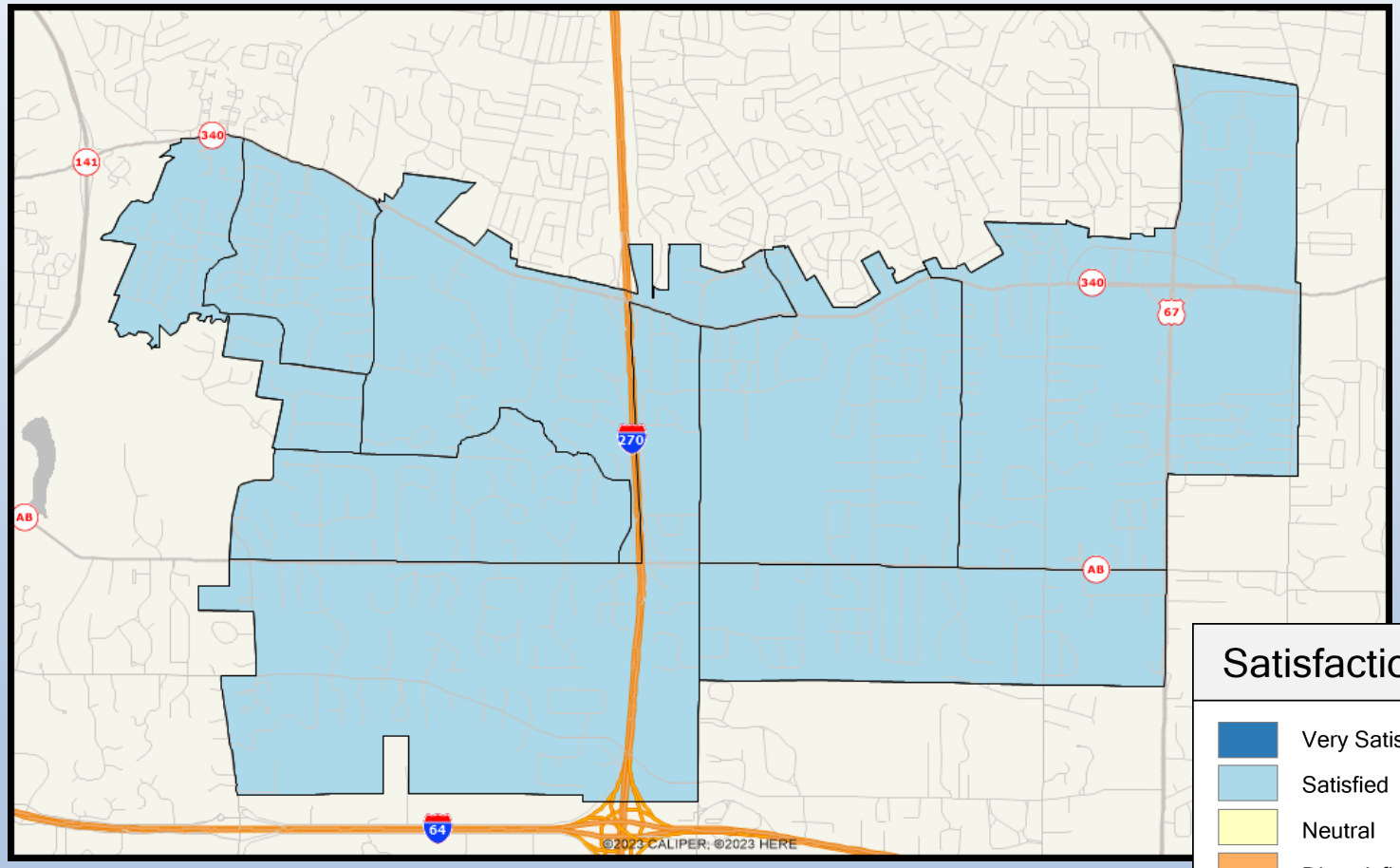


Q22-03. Enforcing the exterior maintenance of residential property

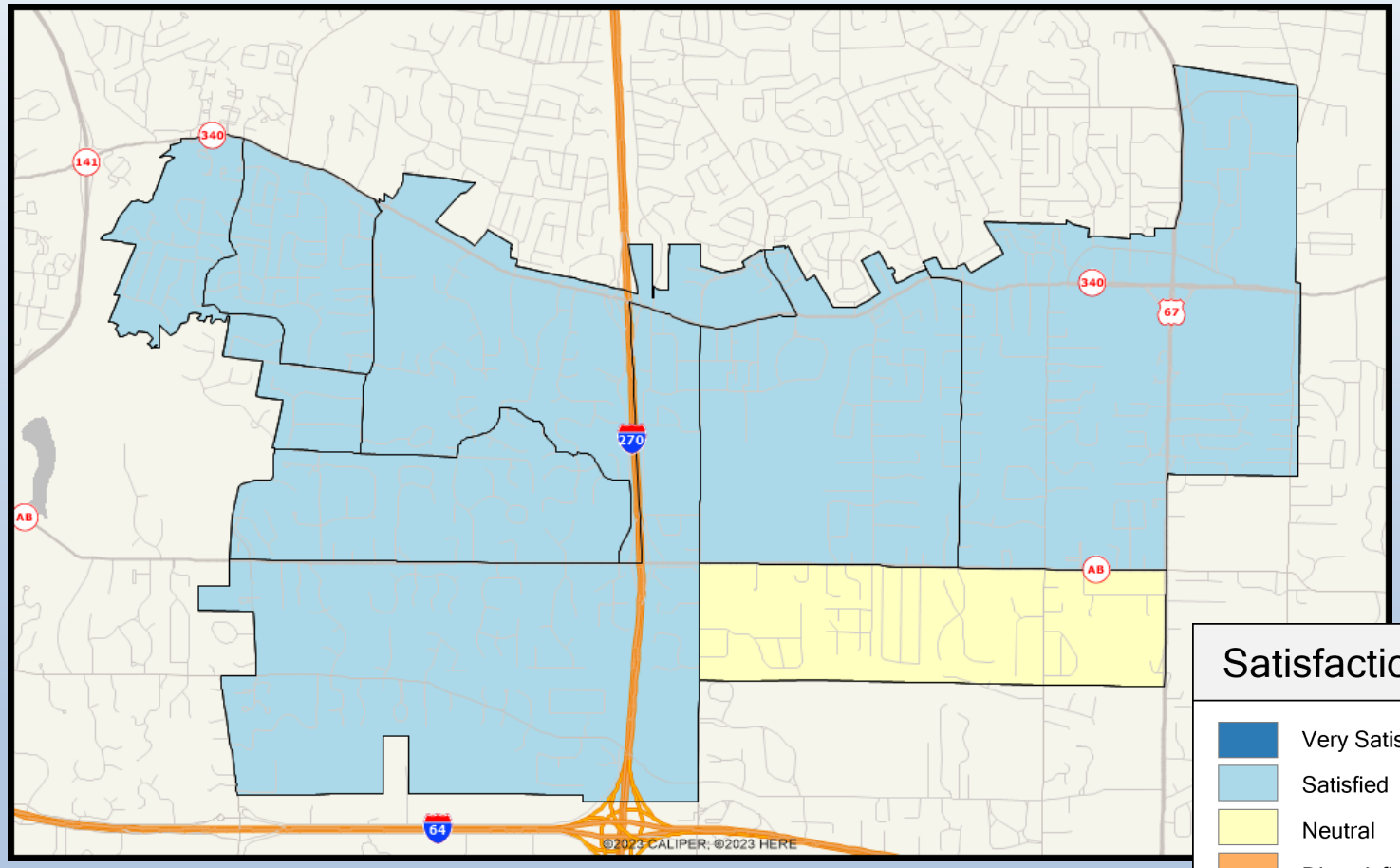
Mean: 3.55



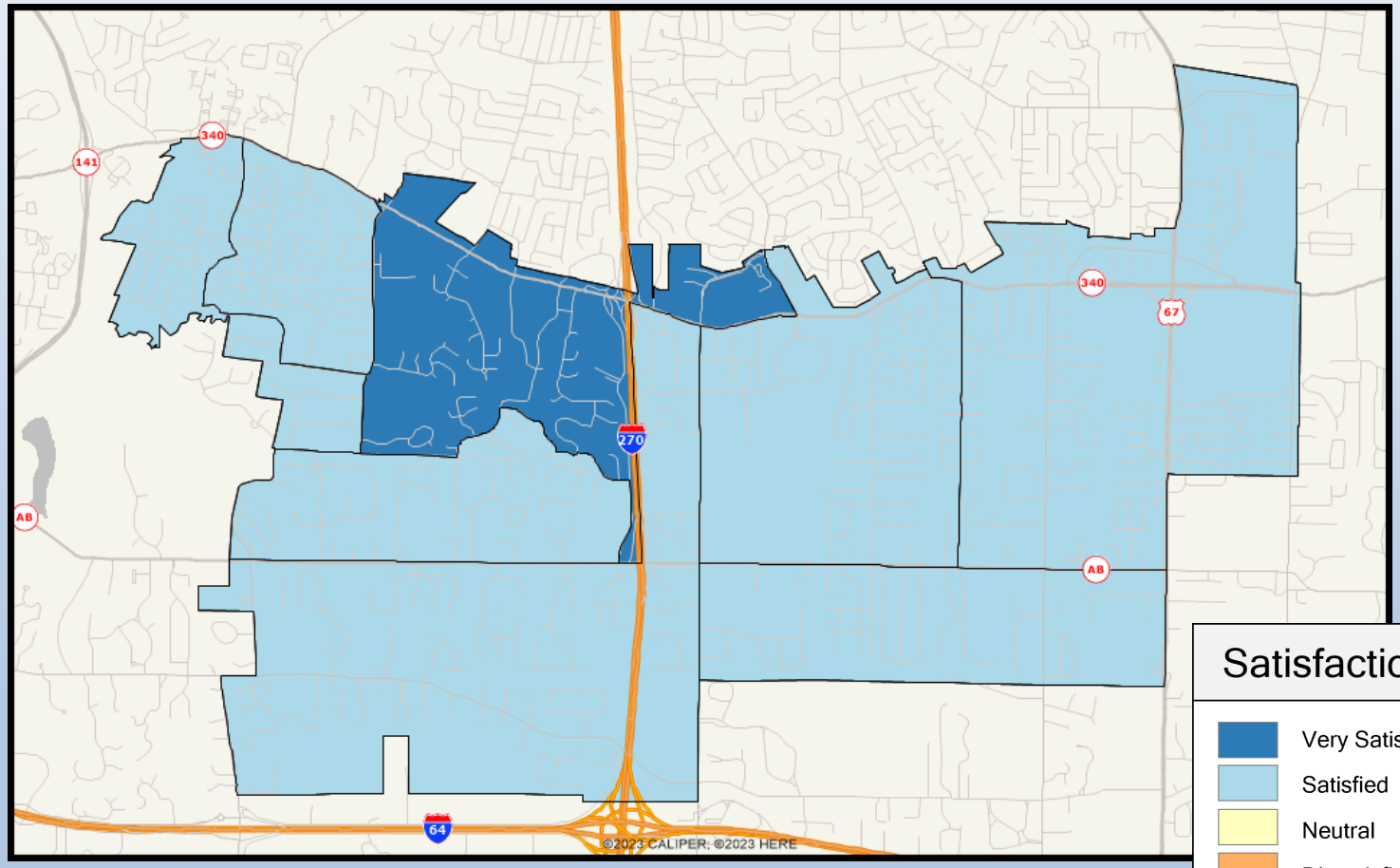
Q22-04. Enforcing the exterior maintenance of commercial/business property
Mean: 3.81



Q22-05. Overall quality of new residential development
Mean: 3.72

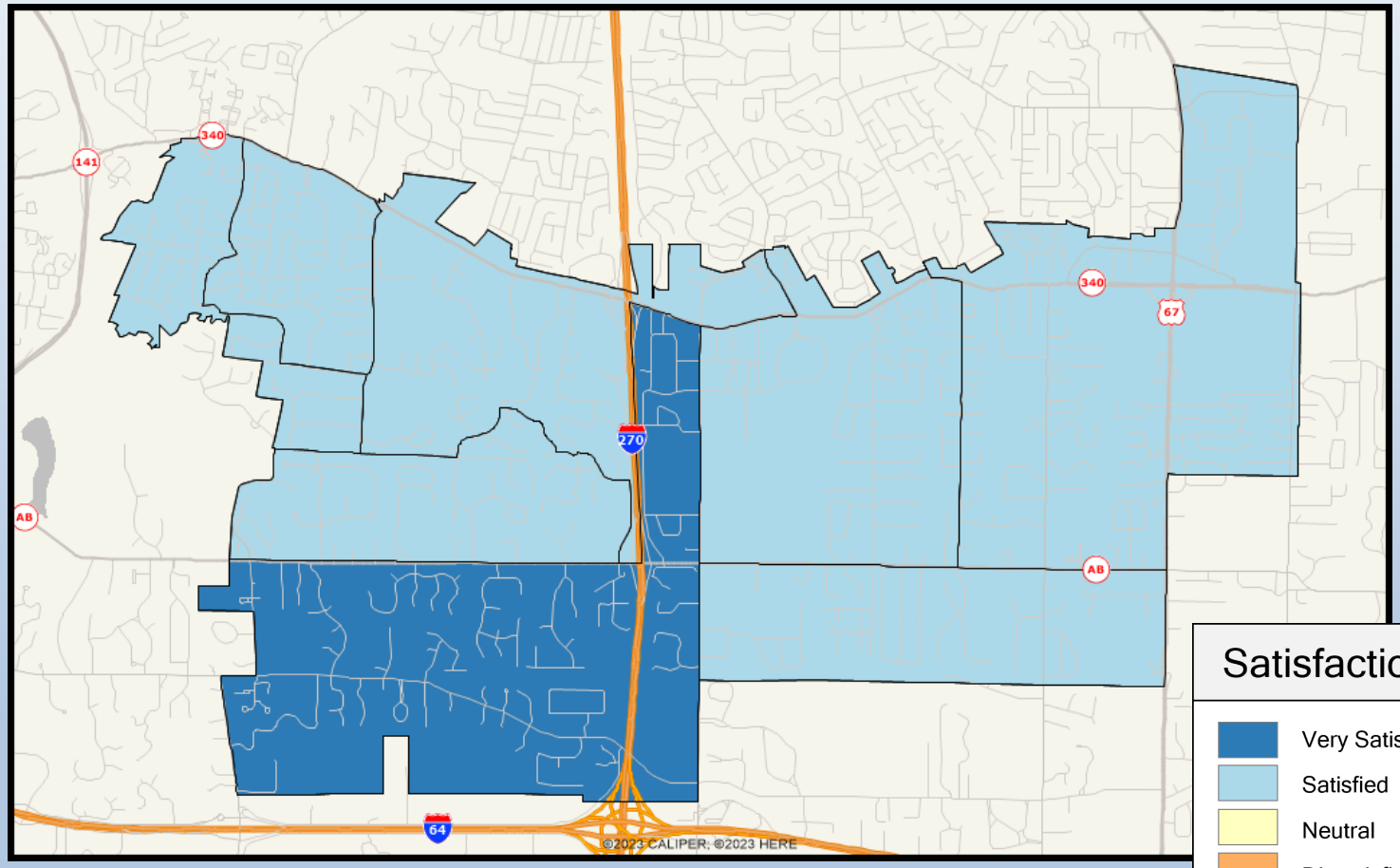


Q22-06. Overall quality of new commercial development
Mean: 3.8

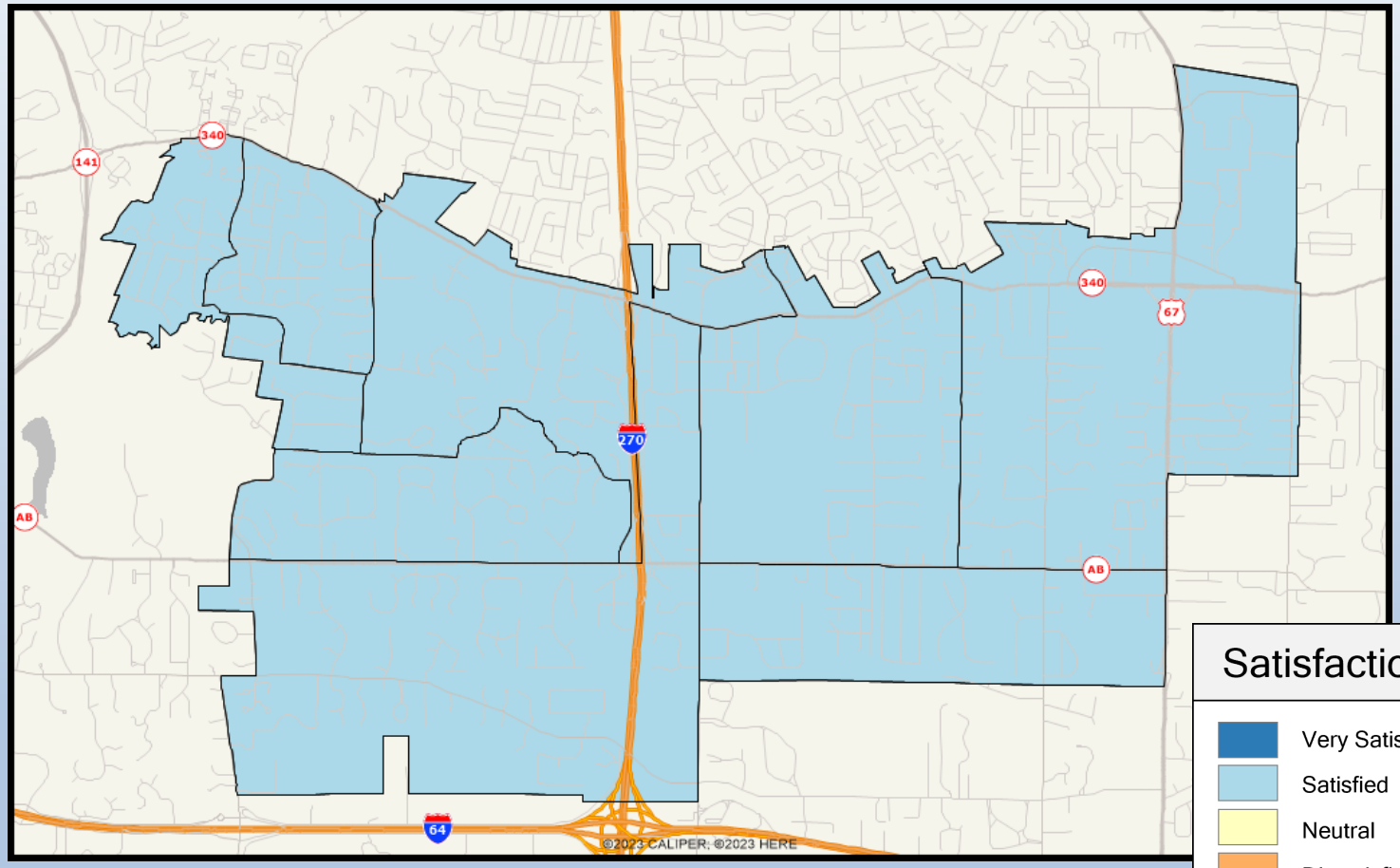


Q27-01. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)

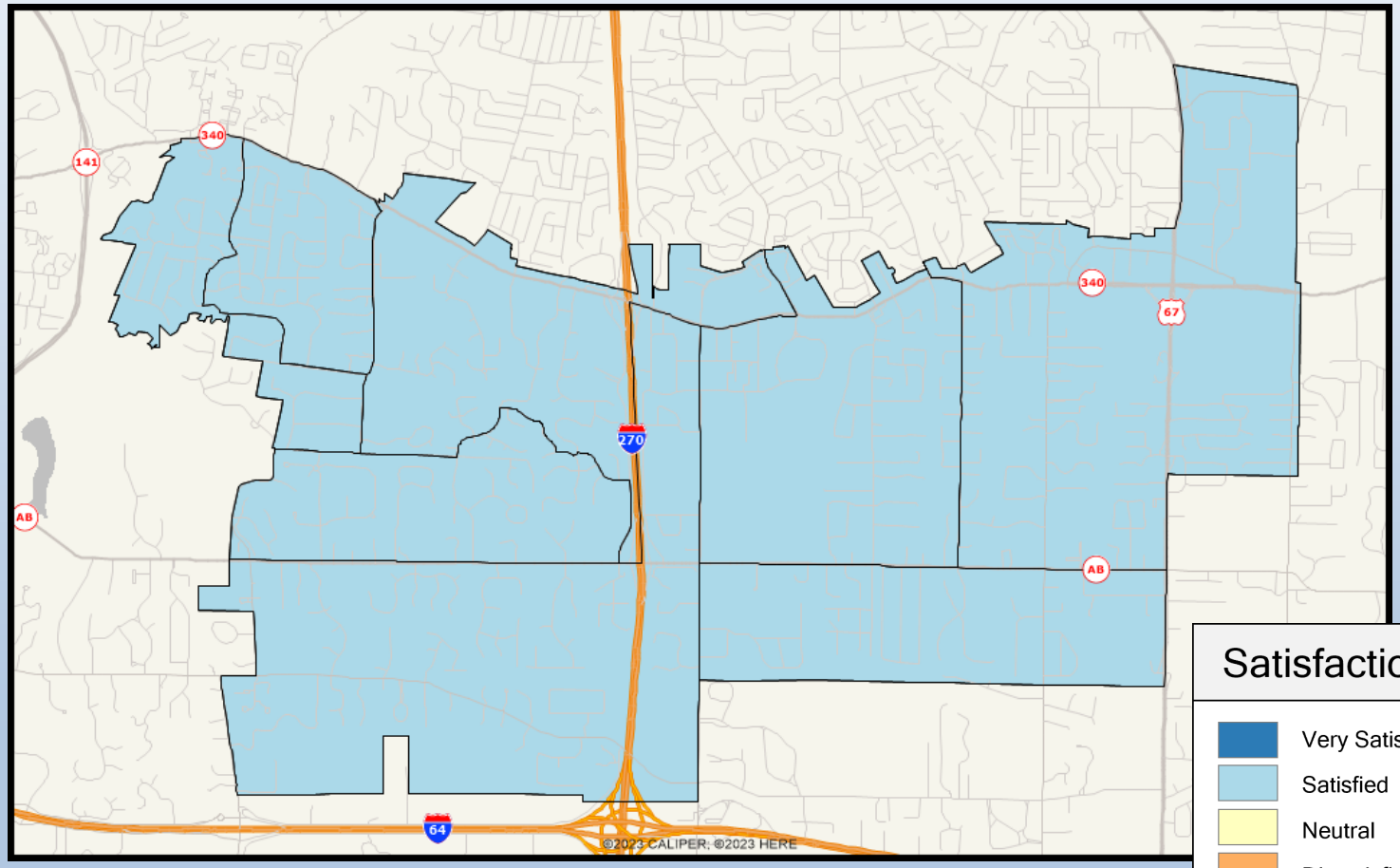
Mean: 3.92



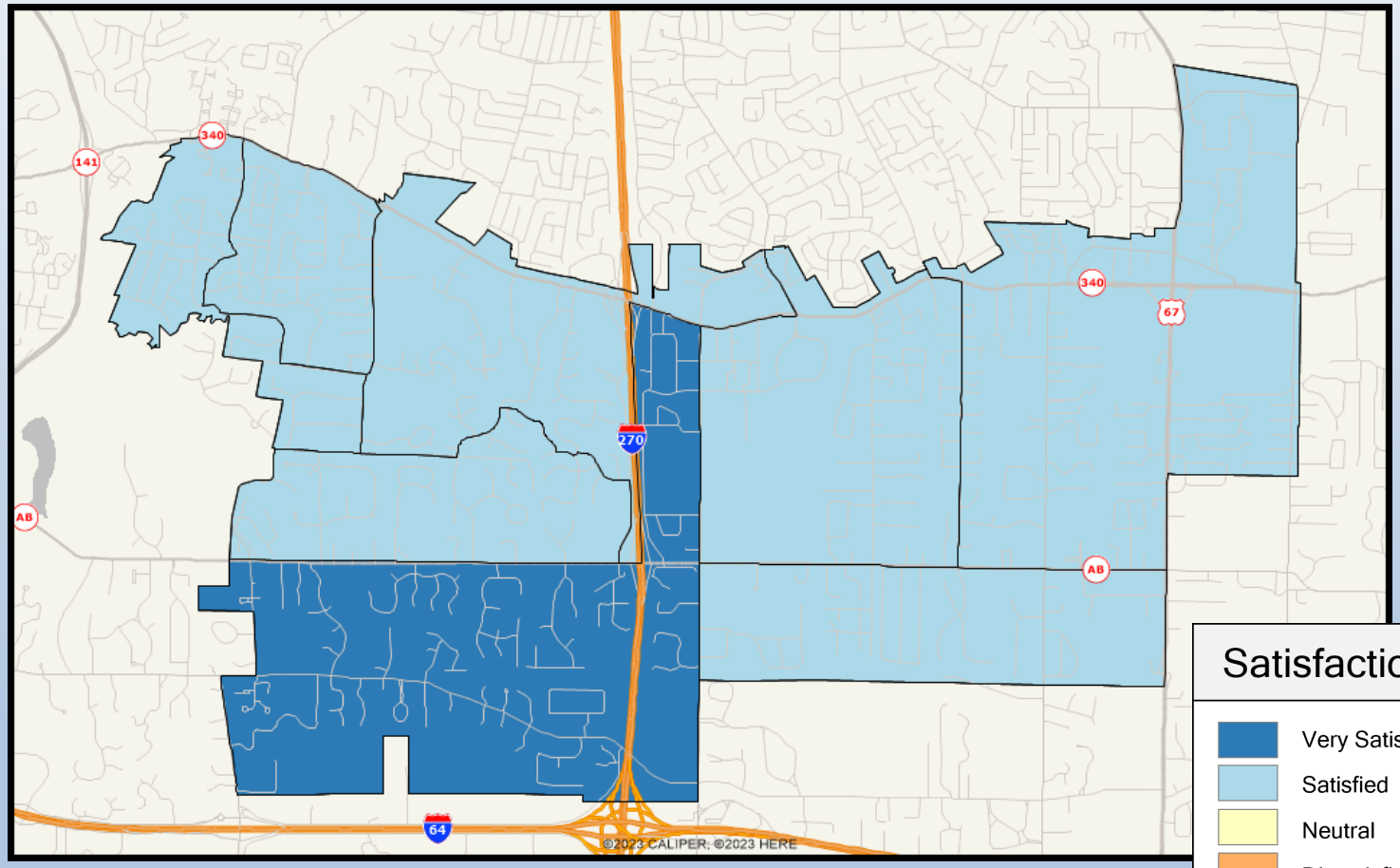
Q27-02. Condition of City sidewalks
Mean: 3.79



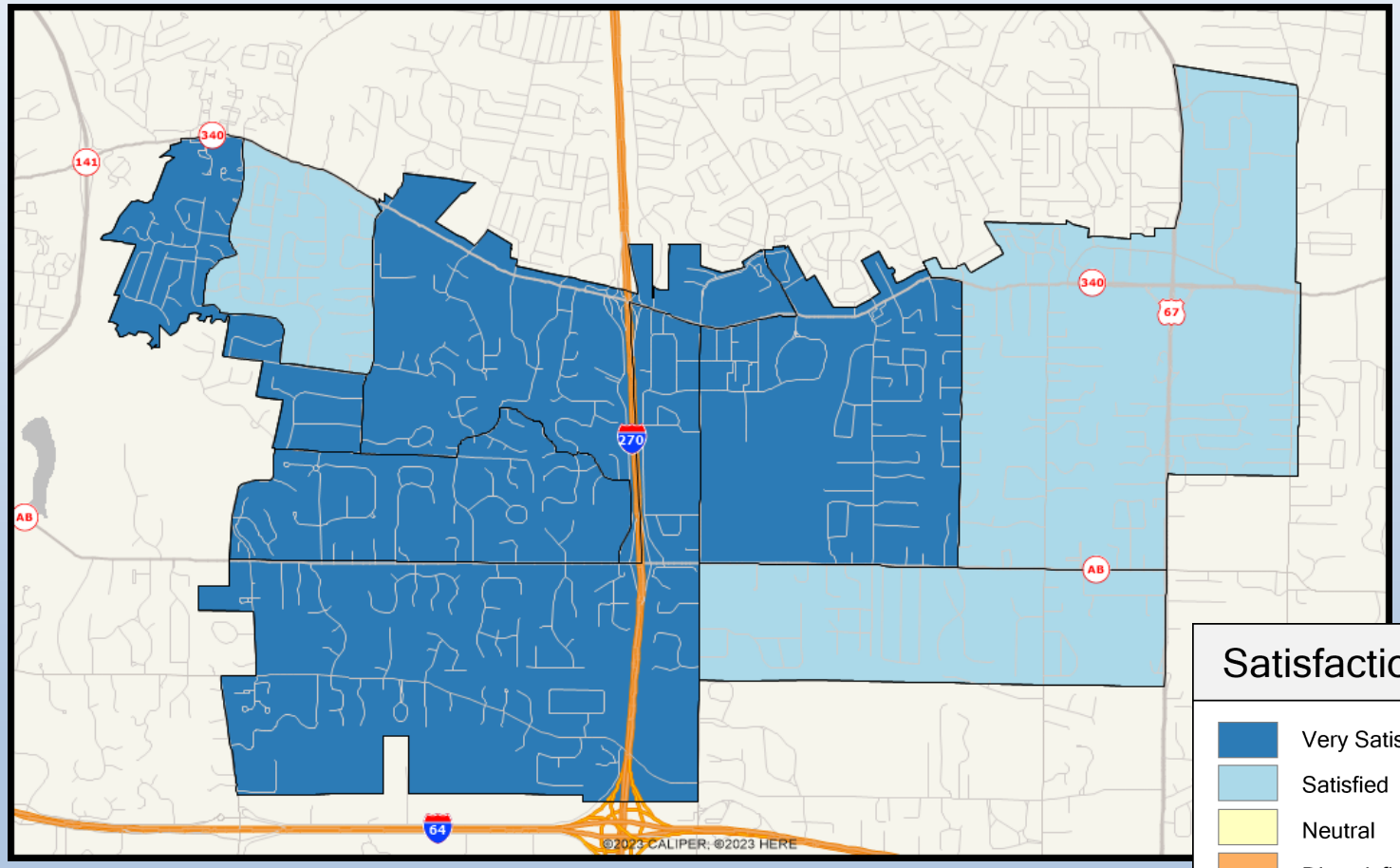
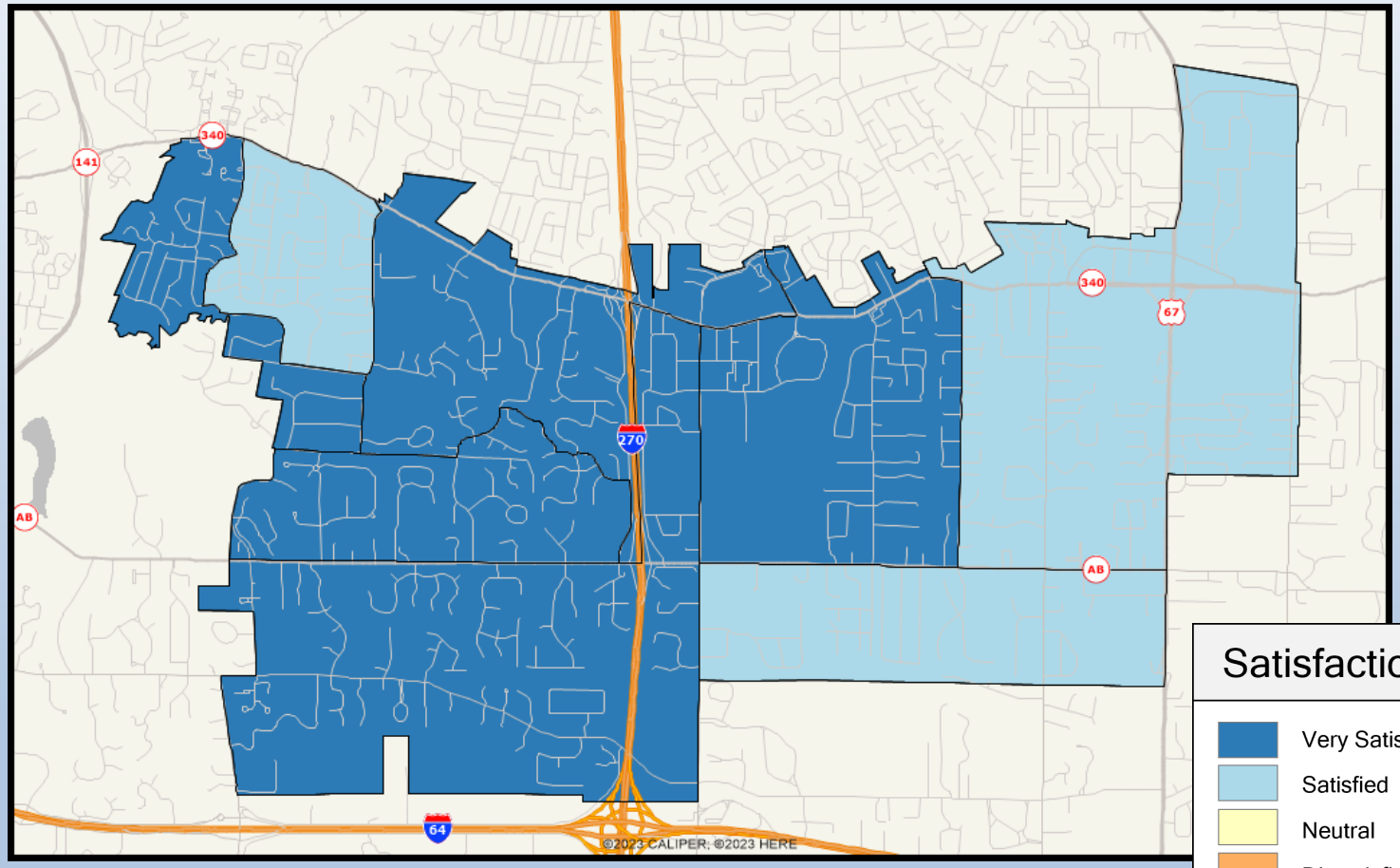
Q27-03. Adequacy of street lighting
Mean: 3.64



Q27-04. Snow/ice removal on City streets
Mean: 4.12



Q27-05. Appearance of landscaped medians
Mean: 4.25



Q27-06. Cleanliness of City streets
Mean: 4.18