



**AGENDA
CITY OF CREVE COEUR
FINANCE COMMITTEE
300 NORTH NEW BALLAS RD
JANUARY 28, 2025
4:00 PM**

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

APPROVAL OF MINUTES

Approval of October 29, 2024 Meeting Minutes

REPORTS

Chairperson
Audit Committee
City Council Liaison
Staff Report

UNFINISHED BUSINESS

NEW BUSINESS

FY2025 2nd Quarter Financial Report

FY2024 Popular Annual Financial Report (PAFR)

Citizens Survey Results

Review of Financial Policies

NEXT MEETING DATE

FY2025 Meeting Schedule

ADJOURNMENT

Posted by: _____

Date/Time posted: _____



**AGENDA
CITY OF CREVE COEUR
FINANCE COMMITTEE
300 NORTH NEW BALLAS RD
JANUARY 28, 2025
4:00 PM**

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



**MINUTES
CITY OF CREVE COEUR
FINANCE COMMITTEE
MAYOR CONFERENCE ROOM
OCTOBER 29, 2024
4:00 PM**

CALL TO ORDER

ROLL CALL

Welcome New Committee Members

Committee Chair Betty Kagan
Committee Vice-Chair Ellen Lawrence-Absent
Committee Member Ted Armstrong
Committee Member Aaron Fields
Committee Member Christopher Floyd
Committee Member Stephen Keyser
Committee Member David Sentnor

Others Present: Council Liaison Joe Martinich, Director of Finance Lori Obermoeller, and Finance Manager Tracy Brothers

Chairperson Betty Kagan did roll call with only Ellen Lawrence being absent.

Ms. Kagan welcomed the new members, Aaron Fields and Christopher Floyd, and asked them to do a quick introduction of themselves and then the rest of the committee introduced themselves to the new members.

APPROVAL OF AGENDA

RESULT: Approved
MOVER: Ted Armstrong
SECONDER: Stephen Keyser
AYES: Betty Kagan, Ted Armstrong, Aaron Fields, Christopher Floyd, Stephen Keyser, David Sentnor
NAYS: None

APPROVAL OF MINUTES

Meeting Minutes 8/27/2024

RESULT: Approved



**MINUTES
CITY OF CREVE COEUR
FINANCE COMMITTEE
MAYOR CONFERENCE ROOM
OCTOBER 29, 2024
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MOVER: Stephen Keyser SECONDER: David Sentnor AYES: Betty Kagan, Ted Armstrong, Aaron Fields, Christopher Floyd, Stephen Keyser, David Sentnor NAYS: None
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REPORTS

Chairperson

Chairperson Betty Kagan had nothing to report.

Audit Committee

Mr. Sentnor reported that the audit was underway and should be completed no later than the end of November.

City Council Liaison

Council member Martinich said he has not heard anything new regarding the Bayer property that is up for sale.

Staff Report

Nothing to report.

Electric Vehicle SubCommittee

Mr. Sentnor said a memo was drafted and submitted to the City Council from the Electric Vehicle SubCommittee. Until the state of the batteries are improved, the costs come down, and until more information is available, the committee is recommending holding off on electric vehicles for the City's fleet. The City will continue to seek information and evaluate opportunities that come up.

Council Member Martinich said that there have been some interests from condo owners in putting in electric charging stations, so that will be discussed in an upcoming P&Z/Council meeting.



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UNFINISHED BUSINESS

NEW BUSINESS

Review Neighborhood Improvement District (NID) Policy

Director of Finance Lori Obermoeller stated that the City had been approached by Mary Meadows Lane to help them fund their street repairs by forming a Neighborhood Improvement District (NID). A NID will then provide them with the tools necessary to finance their project. A draft NID Policy was created and included in the packet. Some of the key points that Ms. Obermoeller reviewed from the policy was as follows:

- What is a NID
- The purpose of the NID Policy
- What is the process and eligible projects
- What's the City's role
- How is the NID Financed - Bond or Financial Agreement
- Terms of the Financial Agreement
- A \$5,000 deposit is required from the subdivision to cover administrative costs
- What are the benefits to the City
- How is the NID Created

The only comment from the committee was to change the \$5,000 deposit to be given during the Pre-Application Process instead of the Formal Application Process. The next step is to draft a Resolution for the City Council to review and approve.

1st Quarter FY2025 Financial Report as of September 30, 2024

The Director of Finance reviewed the 1st Quarter Report for FY2025 as of September 30, 2024. Below are some of the highlights:

General Fund:

- General Fund (GF) revenues are about \$233K more than last year. While Sales Tax is down, Intergovernmental Revenue (Opioid Revenue) is up due to more companies now part of the settlement. Licenses and Permits are up \$136K with \$30K of that coming from new business licenses, thanks to the efforts of an intern who audited businesses for compliance. The remaining increase is due to



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a site improvement permit for the Olia Village project. Interest Revenue is also up.

- GF Expenditures are about \$800K higher than last year due to the following:
 - Salaries increased 7% on July 1.
 - \$200K for 4 new police vehicles where they were purchased later in the year last year.
 - Trash expenses up due to a rate increase and timing issue on payment.
 - Pension costs have increased by approximately \$160K due to the transition to LAGERS in September 2023.
 - A surplus of \$1.2M was budgeted, but due to several items being carried over, the surplus is now \$915K.

Municipal Enterprise Fund:

- Revenues for the Enterprise Fund are up \$25K more with Golf and Ice both equally responsible for this increase.
- Expenditures are \$47K more due to an increase in full-time and part-time salaries, increase in emergency repairs, and an increase in electric as a result of the temporary ice plant unit running 24/7.
- We budgeted a surplus of \$28K for FY 2025, and we are currently at a surplus of \$47,231.

Capital Fund:

- Revenues for the Capital Fund are down by \$93K due to a decrease in sales tax, interest revenue, and MODOT funds received in FY2024.
- Expenditures are \$884K more than last year due to the Ice Rink R-22 Switchover Project and the Concrete Program.
- A surplus of \$522,306 was budgeted; however, due to several projects not being completed in FY2024 and carrying over to FY2025, there is now a \$3.9M deficit for FY2025. As a reminder, these projects that are carried over bring with them unspent funds from FY2024, which remain in the fund balance and are reallocated to FY2025. So while expenditures are now more, the beginning fund balance is also more. The main items contributing to this carryover include the Ice Rink Switchover, the Concrete Replacement, the New Ballas Road/Sidewalk Improvements, and four pieces of equipment for Public Works.



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- Despite the current \$2.1M deficit, the Capital Fund remains within the overall budget for FY2025.

Parks & Stormwater Fund (P&S):

- Revenues for the P&S fund is \$89K less with sales tax being down \$56,457 and interest revenue being down almost \$34K.
- Expenditures are \$234K more mainly due to the Venable Park Project being further along than the Millennium Park Project last year.
- A deficit of \$1.4M was budgeted, but due to carrying over some items, we now have a \$2.5M deficit budgeted for FY2025.
- We are currently at a deficit of \$19,781 and within budget expectations.

Public Safety Sales Tax Fund:

- Public Safety Sales Tax revenues are \$16K more than last year at this time with Sales tax being up but Interest being down.
- Expenditures are \$128K more than last year.
- A \$145,510 surplus was budgeted for FY2025, but due to two items being carried over, the budgeted surplus was reduced to \$59,816.
- The Public Safety Fund currently has a \$129,342 surplus for FY2025.

NEXT MEETING DATE

Meeting Schedule

The meeting schedule is attached and the next meeting will be Tuesday, January 28, 2025.

ADJOURNMENT

RESULT: Approved

MOVER: David Sentnor

SECONDER: Stephen Keyser

AYES: Betty Kagan, Ted Armstrong, Aaron Fields, Christopher Floyd, Stephen



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Keyser, David Sentnor

NAYS: None

DRAFT



MEMORANDUM

DATE: January 22, 2025

TO: Mark Perkins, City Administrator

FROM: Lori Obermoeller, Director of Finance

SUBJECT: Second Quarter FY 2025 Financial Analysis

Attached is the financial report for the General Fund, the Municipal Enterprise Fund, the Capital Fund, the Park & Stormwater Fund, the Sewer Lateral Fund and the Public Safety Fund for the 2nd quarter of FY 2025. Some of the fluctuations in both revenues and expenditures worth discussion are as follows:

1. General Fund

a. Revenues

Overall, revenues for FY 2025 are \$76,211 less than revenues for the same time period in FY 2024. Below are some of the revenue sources that are worth mentioning:

- Sales Tax is down \$181,982 from FY 2024.
- Utility Taxes are \$152,611 less than FY 2024 with all utilities being down.
- Intergovernmental is up \$98,852 mainly due to Opioid Revenue (more companies are now part of the settlement).
- Licenses & Permits are \$102,097 higher than last year due to a site improvement permit for the Olia Village project.
- Interest Revenue is up \$137,798.

b. Expenditures

General Fund expenditures are \$1,021,425 higher compared to the same period in FY 2024. Salaries increased by an average of 7% on July 1, and we are now closer to being fully staffed, unlike last year when there were numerous vacancies. We also spent about \$200K on four police vehicles, whereas last year, they were purchased later in the fiscal year. Water is up about \$50K due to the new Splash Pad at Millennium Park. Pension costs have increased by approximately \$279K this year due to the transition to LAGERS in September 2023, which resulted in more employees being covered under LAGERS this quarter. Plus, last year we didn't have the Legacy Pension payment as we were transitioning and didn't need to make a payment to the Legacy Plan.

For FY 2025, we have a budgeted surplus of \$914,554. Currently, we are at a deficit of \$7,801. However, with the planned internal fund transfers of \$865,820 in the third quarter, we expect to align more closely with the budgeted surplus.

2. Municipal Enterprise Fund

a. Revenues

Overall, Revenues for the Enterprise Fund are up \$112,316 more than what was received through the second quarter of FY 2024. Ice is the primary reason for this increase, but some of that's due to the timing of the Rockets' payment.

b. Expenditures

Expenditures are \$38,843 more than last year due to an increase in salaries and about \$21,000 in emergency repairs to the Dielmann Recreation Complex, \$8,000 in golf cart emergency repair, about \$7,000 more in electric for the Ice Arena as a result of the temporary ice plant unit running 24/7 until the new system is up and running, and approximately \$5,000 more for part-time in Golf Maintenance as a result of being able to find people to work this year, where we had difficulty in previous years.

We budgeted a surplus of \$27,704 for FY 2025, and we are currently at a surplus of \$110,776.

3. Capital Fund

a. Revenues

Revenues for the Capital Fund have increased by \$275,930 compared to the previous year. This growth includes a one-time settlement of \$494,582 related to the 2021 roof claim. However, there were decreases in other areas, including a \$75,184 reduction in sales tax revenue and a \$108,601 decline in Other Agency Funding. The latter reflects funds received in FY 2024, including \$73,000 from MODOT and a \$45,000 reimbursement from the St. Louis Economic Development Partnership for the Olive-Lindbergh bridge project.

b. Expenditures

Expenditures are \$1,760,575 more than last year at this time mainly due to the Ice Rink R-22 Switchover Project and the Concrete Program starting a little earlier this year as compared to last year.

We have a \$3.9M deficit for FY 2025 due to several projects getting carried over from FY 2024. The main items contributing to this carryover include \$1.7M for the Ice Rink Switchover, \$1.6M for Concrete Replacement, \$520K for New Ballas Road/Sidewalk Improvements, and \$380K for four pieces of equipment for Public Works. Despite the current \$2.7M deficit, the Capital Fund remains within the overall budget for FY 2025.

4. Parks & Stormwater Fund

a. Revenues

Revenues for the parks and stormwater fund is \$111,960 less than last year with sales tax being down \$86,514 and interest revenue being down almost \$49K.

b. Expenditures

Expenditures are \$230,004 more than last year due to timing of projects.

We currently have a \$2,487,797 deficit budgeted for FY 2025 due to carrying over \$660K for the Venable Park Project and over \$364K for two Stormwater Projects from FY 2024. We are currently at a \$110,519 surplus for FY 2025.

5. Sewer Lateral Fund

c. Revenues

Sewer Lateral Revenue is down 8,281 due to timing of the revenue coming in.

d. Expenditures

Expenditures are \$3,510 less than last year.

Overall, the Sewer Lateral Fund was budgeted with a deficit of \$33,738. We are at a surplus of \$7,083.

6. Public Safety Sales Tax Fund

e. Revenues

The Public Safety Sales Tax revenues are \$85,570 more than last year at this time. Sales tax revenue is up \$107,644 with most of this due to the new marijuana sales tax that that City started receiving January 2024. Interest revenue is down \$32,074.

f. Expenditures

Expenditures are \$169,423 more than last year.

All of the operational expenditures for the new police building are in this fund and 20% of the public safety sales tax will go towards the pension payment. In addition, \$799,822 will be transferred to the General Fund to cover the \$284,421 for Public Safety Pension Costs and \$515,401 for the ongoing costs of moving the police officers to 12-hour shifts in FY 2019, police market equity adjustment in FY 2022, police market equity/step program/probationary completion bonus in FY 2023, and market equity for steps in FY 2025.

For FY 2025, we have a budgeted surplus of \$59,816, and as of now, the surplus stands at \$391,397. However, this surplus will decrease next quarter following the planned \$799,822 transfer out. All expenditures remain within budget.

Also attached is the Investment report. The 1st, 2nd and part of the 3rd page all include Pooled Fund money, which includes the General Fund, Capital Fund, Parks & Stormwater, Sewer Lateral and Public Safety Sales Tax Fund. The rest of the 3rd page is for Escrow only funds. You will also notice that with each section, it is sorted by Maturity Date with the earliest maturity being listed 1st. The last part of the 3rd page lists who we purchased the investments from, and as you can see, most of them are purchased through Multi-Bank Securities (MBS) with the investment being held at Pershing; all of the others are purchased and held at the financial institution listed.

I would be pleased to respond to any questions.



City of Creve Coeur
Statement of Revenues and Expenditures
As of December 31, 2024
FY 2025

	2025 Annual Budget	2025 Adjusted Budget	2025 2nd Qtr YTD	Variance YTD to Adjusted Fav/(Unfav)	YTD As % of Adjusted Budget	2024 2nd Qtr YTD	Variance 2024 to 2025 YTD Fav/(Unfav)	2024 YTD As % of 2024 Budget
General Fund Revenues:								
Property Taxes	824,867	824,867	312,656	(512,211)	37.9%	334,403	(21,747)	40.6%
Sales Tax	5,768,377	5,768,377	2,449,502	(3,318,875)	42.5%	2,631,484	(181,982)	43.5%
Utility Taxes	6,485,294	6,485,294	3,335,669	(3,149,625)	51.4%	3,488,280	(152,611)	55.6%
Intergovernmental	2,211,471	2,211,471	1,039,761	(1,171,710)	47.0%	940,910	98,852	44.1%
Licenses and Permits	1,160,320	1,160,320	770,228	(390,092)	66.4%	668,131	102,097	58.0%
Charges for Municipal Services	64,000	64,000	35,831	(28,169)	56.0%	27,126	8,705	52.2%
Municipal Court	532,270	532,270	153,235	(379,035)	28.8%	235,698	(82,463)	59.9%
Interest Revenue	750,000	750,000	501,991	(248,009)	66.9%	364,193	137,798	80.9%
Other Revenues	361,504	361,504	241,584	(119,920)	66.8%	226,445	15,139	75.3%
Total Revenues	18,158,103	18,158,103	8,840,458	(9,317,645)	48.7%	8,916,669	(76,211)	50.6%
General Fund Expenditures:								
Legislative Services	283,720	283,720	130,314	153,406	45.9%	114,435	(15,879)	47.5%
Legal Services	185,548	185,548	65,808	119,741	35.5%	75,671	9,864	39.3%
Administrative Services	839,091	839,091	351,684	487,407	41.9%	317,781	(33,903)	42.8%
Municipal Court	319,523	319,523	132,604	186,920	41.5%	116,982	(15,621)	40.0%
Finance Department	635,103	635,103	329,026	306,077	51.8%	292,264	(36,762)	49.8%
InterDepartmental	623,047	623,047	454,522	168,525	73.0%	391,870	(62,652)	31.6%
Information Systems	280,294	280,294	152,520	127,774	54.4%	132,756	(19,764)	49.4%
Community Services	160,486	160,486	67,713	92,773	42.2%	76,000	8,286	49.0%
Maint. of Municipal Prop.	302,071	302,071	154,295	147,776	51.1%	127,716	(26,579)	42.1%
Police Department	8,655,922	8,916,477	4,318,667	4,597,810	48.4%	3,825,683	(492,984)	43.5%
Public Works - Admin.	657,804	657,804	312,688	345,116	47.5%	234,222	(78,465)	38.0%
Street Maintenance	1,843,010	1,843,010	966,670	876,340	52.5%	788,709	(177,961)	45.7%
Health and Environment	874,900	874,900	425,665	449,235	48.7%	408,398	(17,267)	46.7%
Park Maintenance	719,734	719,734	322,650	397,084	44.8%	310,339	(12,310)	48.9%
Community Dev.-Administration	526,532	526,532	163,480	363,052	31.0%	214,958	51,478	56.5%
Community Dev.-Building Div.	910,158	942,029	499,955	442,074	53%	399,048	(100,907)	41.5%
Total Expenditures	17,816,943	18,109,369	8,848,259	9,261,111	48.9%	7,826,833	(1,021,425)	46.0%
Total Oper. Surplus (Deficit)	341,160	48,734	(7,801)	(56,534)		1,089,836	(1,097,636)	
Transfr In From Other Funds	1,365,820	1,365,820	0	(1,365,820)		0	0	
Transfers To Other Funds	500,000	500,000	0	500,000		0	0	
	865,820	865,820	0	(865,820)		0	0	
Operating Revenues Over (under) Expenditures	1,206,980	914,554	(7,801)	(922,354)		1,089,836	(1,097,636)	



City of Creve Coeur
Statement of Revenues and Expenditures
As of December 31, 2024
FY 2025

	2025 Annual Budget	2025 Adjusted Budget	2025 2nd Qtr YTD	Variance YTD to Adjusted Fav/(Unfav)	YTD As % of Adjusted Budget	2024 2nd Qtr Actual	Variance 2024 to 2025 YTD Fav/(Unfav)	2024 YTD As % of 2024 Budget
<u>Municipal Enterprise Fund Revenues:</u>								
Golf Course	595,849	595,849	391,654	(204,195)	65.7%	371,521	20,133	67.4%
Food Service	60,500	60,500	38,301	(22,199)	63.3%	34,811	3,490	58.2%
Ice Arena	837,274	837,274	436,736	(400,538)	52.2%	348,042	88,694	44.4%
Total Revenue	1,493,623	1,493,623	866,690	(626,933)	58.0%	754,374	112,316	54.1%
<u>Municipal Enterprise Fund Expenditures:</u>								
Golf Course	729,935	729,935	377,306	352,629	51.7%	349,250	(28,056)	54.7%
Food Service	55,337	55,337	23,266	32,071	42.0%	26,423	3,157	53.4%
Ice Arena	680,647	680,647	355,342	325,305	52.2%	341,399	(13,943)	51.9%
Total Expenditures	1,465,919	1,465,919	755,914	710,005	51.6%	717,072	(38,843)	54.6%
Total Oper. Surplus (Deficit)	27,704	27,704	110,776	83,072		37,302	73,473	
Operating Revenues Over (Under) Expenditures	27,704	27,704	110,776	83,072		37,302	73,473	



City of Creve Coeur
Statement of Revenues and Expenditures
As of December 31, 2024
FY 2025

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Capital Improvement Fund Revenues:								
Intergovernmental	2,320,587	2,320,587	1,108,661	(1,211,926)	47.8%	1,183,845	(75,184)	47.9%
Interest Revenue	193,643	193,643	12,073	(181,570)	6.2%	47,934	(35,860)	532.8%
Other Revenues	3,741,360	3,741,360	527,483	(3,213,877)	14.1%	140,509	386,974	4.4%
Total Revenues	6,255,590	6,255,590	1,648,217	(4,607,373)	26.3%	1,372,287	275,930	24.6%
Capital Improvement Fund Expenditures:								
Personnel	180,226	180,226	88,676	91,550	49.2%	79,636	(9,040)	48.8%
Operating Expenditures	0	0	1,167	(1,167)	0.0%	46	(1,121)	0.0%
Building & Improvements	240,000	268,820	83,748	185,072	31.2%	2,285	(81,463)	0.5%
Park Development Projects	30,500	1,791,410	1,369,577	421,833	76.5%	124,251	(1,245,326)	4.1%
Street Overlay/Repair	5,382,300	7,662,490	2,730,815	4,931,675	35.6%	1,976,590	(754,224)	32.4%
Capital Equipment	400,258	779,421	60,901	718,520	7.8%	391,501	330,600	35.4%
Total Expenditures	6,233,284	10,682,368	4,334,884	6,347,484	40.6%	2,574,309	(1,760,575)	30.1%
Total Oper. Surplus (Deficit)	22,306	(4,426,778)	(2,686,666)	1,740,111		(1,202,021)	(1,484,645)	
Transfer in from Gen. Fund	500,000	500,000	0	(500,000)		0	0	
Operating Revenues Over (Under) Expenditures	522,306	(3,926,778)	(2,686,666)	1,240,111		(1,202,021)	(1,484,645)	



City of Creve Coeur
Statement of Revenues and Expenditures
As of December 31, 2024
FY 2025

	2025 Annual Budget	2025 Adjusted Budget	2025 2nd Qtr YTD	Variance YTD to Adjusted Fav/(Unfav)	YTD As % of Adjusted Budget	2024 2nd Qtr YTD	Variance 2024 to 2025 YTD Fav/(Unfav)	2024 YTD As % of 2024 Budget
Park & Stormwater Fund Revenues:								
Intergovernmental	2,858,291	2,858,291	1,302,340	(1,555,951)	45.6%	1,388,854	(86,514)	46.8%
Interest Revenue	227,624	227,624	11,934	(215,690)	5.2%	60,368	(48,433)	241.0%
Other Revenues	281,643	281,643	22,987	(258,656)	8.2%	0	22,987	0.0%
Total Revenues	3,367,558	3,367,558	1,337,261	(2,030,297)	0.0%	1,449,222	(111,960)	0.0%
Park & Stormwater Fund Expenditures:								
Personnel	175,678	175,678	85,303	90,375	48.6%	77,595	(7,708)	52.6%
Operating Expenditures	50	50	677	(627)	0.0%	46	(632)	0.0%
Park Development Projects	2,336,000	3,028,251	772,110	2,256,141	25.5%	926,336	154,226	30.1%
Storm water Projects	1,691,000	2,055,378	548,185	1,507,193	26.7%	213,799	(334,386)	14.8%
Capital Equipment	30,000	30,000	41,505	(11,505)	138.3%	0	(41,505)	0.0%
Total Expenditures	4,232,728	5,289,357	1,447,780	3,841,577	0.0%	1,217,776	(230,004)	0.0%
Total Oper. Surplus (Deficit)	(865,170)	(1,921,799)	(110,519)	1,811,280		231,446	(341,964)	
Transfer out to General Fund	565,998	565,998	0	(565,998)		0	0	
Operating Revenues Over (Under) Expenditures	(1,431,168)	(2,487,797)	(110,519)	2,377,278		231,446	(341,964)	



City of Creve Coeur
Statement of Revenues and Expenditures
As of December 31, 2024
FY 2025

	2025 Annual Budget	2025 Adjusted Budget	2025 2nd Qtr YTD	Variance YTD to Adjusted Fav/(Unfav)	YTD As % of Adjusted Budget	2024 2nd Qtr YTD	Variance 2024 to 2025 YTD Fav/(Unfav)	2024 YTD As % of 2024 Budget
<u>Sewer Lateral Fund Revenues:</u>								
Intergovernmental	135,500	135,500	85,267	(50,233)	62.9%	90,415	(5,148)	66.7%
Interest Revenue	10,000	10,000	960	(9,040)	9.6%	4,093	(3,133)	2046.6%
Total Revenues	145,500	145,500	86,227	(59,273)	59.3%	94,508	(8,281)	69.6%
<u>Sewer Lateral Fund Expenditures:</u>								
Personnel Expenditures	18,738	18,738	8,933	9,805	47.7%	8,374	(559)	43.7%
Technical & Personal Services	500	500	0	500	0.0%	0	0	0.0%
Sewer Lateral Reimbursements	160,000	160,000	70,211	89,790	43.9%	74,279	4,069	74.3%
Total Expenditures	179,238	179,238	79,143	100,095	44.2%	82,654	3,510	70.3%
Total Oper. Surplus (Deficit)	(33,738)	(33,738)	7,083	40,821		11,854	(4,771)	
Operating Revenues Over (Under) Expenditures	(33,738)	(33,738)	7,083	40,821		11,854	(4,771)	



	2025 Annual Budget	2025 Adjusted Budget	2025 2nd Qtr YTD	Variance YTD to Adjusted Fav/(Unfav)	YTD As % of Adjusted Budget	0	2024 2nd Qtr YTD	Variance 2024 to 2025 YTD Fav/(Unfav)	2024 YTD As % of 2024 Budget
<u>Public Safety Fund Revenues:</u>									
Intergovernmental	1,496,924	1,496,924	728,102	(768,822)	48.6%	0	620,458	107,644	50.2%
Interest Revenue	65,000	65,000	6,798	(58,202)	10.5%	0	38,873	(32,074)	129.6%
Other Revenues	17,000	17,000	10,000	(7,000)	0.0%	0	0	10,000	0.0%
Total Revenues	1,578,924	1,578,924	744,901	(834,023)	47.2%	0	659,331	85,570	52.1%
<u>Public Safety Fund Expenditures:</u>									
Personnel Expenditures	0	0	0	0	0.0%	0	0	0	0.0%
Operating Expenditures	380,742	401,827	193,466	208,361	48.1%	0	128,523	(64,943)	34.3%
Capital Expenditures	252,850	317,460	160,038	157,422	50.4%	0	55,558	(104,480)	26.5%
Total Expenditures	633,592	719,286	353,504	365,783	49.1%	0	184,081	(169,423)	24.2%
Total Oper. Surplus (Deficit)	945,332	859,638	391,397	(468,241)		0	475,250	(83,853)	
Transfer out to General Fund	799,822	799,822	0	799,822		0	0		
Operating Revenues Over (Under) Expenditures	145,510	59,816	391,397	331,581		0	475,250	(83,853)	

Investments -December 31, 2024													
POOLED FUNDS (GENERAL FUND, CAPITAL, P&S, SEWER LATERAL, PUBLIC SAFETY)													
CUSIP					Premium /		Market		Purchase		Maturity	Call	
Investment	Tracking #	Instrument	Holder	Quantity	Discount	Principal	Value	YTM		Date	Date	Date	Years
	3130ANRB8	US Govt Bonds		500,000.00		500,000.00		0.550%		9/17/2021	12/17/2024		3.3
FHLB	3130AQHS5	US Govt Bonds	MBS	250,000.00		250,000.00		1.250%		1/28/2022	1/28/2025		3.0
FHLB	3130AQWD1	US Govt Bonds	MBS	1,000,000.00		1,000,000.00		1.650%		2/28/2022	2/28/2025		3.0
FHLB	3130ARPL9	US Govt Bonds	MBS	500,000.00		500,000.00		3.125%		4/29/2022	4/29/2025		3.0
FFCB	3133EM3E0	US Govt Bonds	MBS	450,000.00		450,000.00		0.610%		9/9/2021	5/23/2025		3.8
FHLB	3130ANJV3	US Govt Bonds	MBS	350,000.00		350,000.00		0.750%		9/9/2021	12/26/2025		4.3
FHLB	3130ALZM9	US Govt Bonds	MBS	500,000.00		500,000.00		1.030%		4/29/2021	4/29/2026		5.0
FFCB	3133ENWF3	US Govt Bonds	MBS	500,000.00		500,000.00		3.550%		5/11/2022	5/11/2026		4.0
FHLB	3130AMU75	US Govt Bonds	MBS	1,000,000.00		1,000,000.00		0.900%		6/30/2021	6/26/2026		4.11
FHLB	3130ANE30	US Govt Bonds	MBS	500,000.00		500,000.00		0.500%		7/29/2021	7/29/2026		5.0
FHLB	3130ANRT9	US Govt Bonds	MBS	500,000.00		500,000.00		0.550%		9/14/2021	8/25/2026		4.11
FFCB	3133EM3Y6	US Govt Bonds	MBS	500,000.00		500,000.00		0.930%		9/2/2021	9/1/2026		4.11
FHLB	3130AQJM6	US Govt Bonds	MBS	245,000.00		245,000.00		1.700%		1/28/2022	1/28/2027		5.0
FHLB	3130ARAH4	US Govt Bonds	MBS	500,000.00		500,000.00		2.350%		3/29/2022	3/29/2027		5.0
FFCB	3133ENYA2	US Govt Bonds	MBS	500,000.00		500,000.00		3.450%		6/6/2022	6/1/2027		4.11
FHLM	3134GXC85	US Govt Bonds	MBS	500,000.00		500,000.00		3.500%		7/21/2022	7/21/2027		5.0
Total Pooled Fund US Govt Bonds				7,795,000.00	-	7,795,000.00							
Lea Conty St Bk	523744AW0			245,000.00		245,000.00		0.750%		12/10/2021	12/10/2024		3.0
USF Fed Cr Un	90353EAW3			245,000.00		245,000.00		0.850%		12/21/2021	12/20/2024		2.11
1st National Bk	32117BEN4			245,000.00		245,000.00		0.950%		12/30/2021	12/30/2024		3.0
Beal Bank	07371AVZ3	CD	MBS	245,000.00		245,000.00		1.150%		2/2/2022	1/29/2025		2.11
Beal Bank	07371CZK8	CD	MBS	245,000.00		245,000.00		1.500%		2/2/2022	1/29/2025		2.11
Burke & Herbert Bk	121331AN2	CD	MBS	245,000.00		245,000.00		3.450%		8/5/2022	2/2/2025		2.5
Lafayette Fed Cr Un	50625LAT0	CD	MBS	245,000.00		245,000.00		0.350%		2/12/2021	2/12/2025		4.0
Amerant Bank	02357QAR8	CD	MBS	245,000.00		245,000.00		1.650%		2/28/2022	2/28/2025		3.0
American Express Natl Bk	02589ABM3	CD	MBS	245,000.00		245,000.00		1.800%		3/7/2022	3/3/2025		2.11
Safra Natl Bk	78658RHM6	CD	MBS	245,000.00		245,000.00		2.000%		3/23/2022	3/24/2025		3.0
Technology Cr Un	87868YAN3	CD	MBS	245,000.00		245,000.00		5.000%		4/26/2023	4/28/2025		2.0
Pinnacle Bk	72345SLM1	CD	MBS	200,000.00		200,000.00		4.800%		5/13/2023	5/8/2025		1.11
LCA Bank	066519QT9	CD	MBS	245,000.00		245,000.00		0.700%		11/29/2021	5/29/2025		3.6
Discover Bk	254673F68	CD	MBS	245,000.00		245,000.00		3.100%		6/1/2022	6/2/2025		3.0
Ally Bk	02007GRY1	CD	MBS	245,000.00		245,000.00		3.050%		6/2/2022	6/2/2025		3.0
Axiom Bk	05464LBS9	CD	MBS	245,000.00		245,000.00		0.750%		12/14/2021	6/13/2025		3.5
Sallie Mae	795451BQ5	CD	MBS	245,000.00		245,000.00		3.400%		7/6/2022	7/7/2025		3.0
Trustone Finl CU	89841MAE7	CD	MBS	245,000.00		245,000.00		3.250%		7/19/2022	7/21/2025		3.0
Credit UN of TX	22551KAB8	CD	MBS	245,000.00		245,000.00		3.300%		7/22/2022	7/22/2025		3.0
Luana Svgs Bank	549104WP8	CD	MBS	245,000.00		245,000.00		0.350%		2/19/2021	8/19/2025		4.6
Ufirst Fed Cr Un	902684AA7	CD	MBS	245,000.00		245,000.00		4.700%		2/22/2023	8/22/2025		2.6
Mountain Amer Fed CU	62384RAL0	CD	MBS	245,000.00		245,000.00		3.500%		8/31/2022	8/29/2025		2.11
Connex Cr Un	208212AY6	CD	MBS	245,000.00		245,000.00		3.500%		8/31/2022	8/29/2025		2.11
Skyone Fed Cr Un	83088XAD0	CD	MBS	245,000.00		245,000.00		3.600%		8/30/2022	9/1/2025		3.0
Flagstar Bk	33847GJX1	CD	MBS	244,000.00		244,000.00		4.900%		7/25/2024	9/25/2025		1.2
Great Southn Bk	39120VTB0	CD	MBS	245,000.00		245,000.00		4.500%		10/20/2022	10/20/2025		3.0
Sharonview Fed CU	819866BR4	CD	MBS	245,000.00		245,000.00		5.000%		10/31/2022	10/31/2025		3.0
Barclays Bk	06740KNT0	CD	MBS	245,000.00		245,000.00		1.000%		12/15/2021	12/15/2025		4.0
Connexus Cr Un	20825WAQ3	CD	MBS	245,000.00		245,000.00		1.050%		12/23/2021	12/23/2025		4.0
JPMorgan Chase Bk	48128UXU8	CD	MBS	245,000.00	-	245,000.00		0.500%		1/22/2021	1/22/2026		5.0
Coastlife Cr Un	19058LAB0	CD	MBS	245,000.00		245,000.00		4.650%		2/13/2023	2/13/2026		3.0

Investments -December 31, 2024												
POOLED FUNDS (GENERAL FUND, CAPITAL, P&S, SEWER LATERAL, PUBLIC SAFETY)												
Investment	CUSIP Tracking #	Instrument	Holder	Quantity	Premium / Discount	Principal	Market Value	YTM	Purchase Date	Maturity Date	Call Date	Years
Raiz FCU	75102EAF5	CD	MBS	245,000.00		245,000.00		4.650%	2/17/2023	2/17/2026		3.0
BMO Harris BK	05600XBY5	CD	MBS	245,000.00		245,000.00		0.550%	2/18/2021	2/18/2026		5.0
State Bank India Chicago	856283S49	CD	MBS	245,000.00	-	245,000.00		0.650%	2/25/2021	2/25/2026		5.0
Live Oak Bkg Co	538036NY6	CD	MBS	245,000.00	-	245,000.00		0.750%	3/16/2021	3/16/2026		5.0
City of Boston Cr Un	178581AD6	CD	MBS	245,000.00		245,000.00		0.450%	3/30/2021	3/30/2026		5.0
Bankunited Natl	066519QT9	CD	MBS	245,000.00	-	245,000.00		0.950%	3/31/2021	3/31/2026		5.0
Eaglemark Svgs Bank	27004PBD4	CD	MBS	245,000.00		245,000.00		0.700%	4/7/2021	4/7/2026		5.0
Peoples Sec Bank & Trust	712303BH8	CD	MBS	244,000.00		244,000.00		4.900%	4/21/2023	4/21/2026		3.0
Clearpath Fed Cr Un	18507MAB7	CD	MBS	248,000.00		248,000.00		5.100%	4/26/2023	4/27/2026		3.0
Sunwest Bk	86804DCW6	CD	MBS	245,000.00		245,000.00		0.700%	4/30/2021	4/30/2026		5.0
Denver Savgs Bk	249398BY3	CD	MBS	245,000.00		245,000.00		0.700%	5/5/2021	5/5/2026		5.0
Greenstate Cr UN	39573LBL1	CD	MBS	245,000.00		245,000.00		0.900%	6/16/2021	6/16/2026		5.0
Medallion Bank	58404DKV2	CD	MBS	245,000.00		245,000.00		0.800%	6/30/2021	6/30/2026		5.0
Toyota Finl Svgs Bk	89235MLC3	CD	MBS	245,000.00		245,000.00		0.950%	7/12/2021	7/15/2026		5.0
Marine Fed Cr Un	56824JAX2	CD	MBS	245,000.00		245,000.00		4.600%	7/30/2024	7/30/2026		2.0
Bank Newport	06647JAV6	CD	MBS	245,000.00		245,000.00		3.500%	8/3/2022	8/3/2026		4.0
DR Bank CTF	23344RAE7	CD	MBS	245,000.00		245,000.00		3.600%	9/9/2022	9/9/2026		4.0
Texas Exchange Bank	88241TLX6	CD	MBS	129,000.00		129,000.00		1.050%	10/8/2021	10/8/2026		5.0
Synchrony Bank	87164YE34	CD	MBS	245,000.00		245,000.00		1.000%	10/22/2021	10/22/2026		5.0
Institution For Svgs	45780PAZ8	CD	MBS	245,000.00		245,000.00		1.000%	10/28/2021	10/28/2026		5.0
Merrick Bk South	59013KNY8	CD	MBS	245,000.00		245,000.00		0.900%	10/29/2021	10/29/2026		5.0
Jonesboro St Bk	48040PKT1	CD	MBS	245,000.00		245,000.00		0.750%	11/5/2021	11/5/2026		5.0
Capital One Bk	14042TDW4	CD	MBS	245,000.00		245,000.00		1.100%	11/17/2021	11/17/2026		5.0
Community Bk	203485AC1	CD	MBS	245,000.00		245,000.00		1.150%	12/22/2021	12/22/2026		5.0
Rogue Cr Un	77535MA;7	CD	MBS	245,000.00		245,000.00		5.050%	1/20/2023	1/20/2027		4.0
Metro Cr Un	59161YAP1	CD	MBS	245,000.00		245,000.00		1.700%	2/18/2022	2/18/2027		5.0
Valley Natl Bk	919853LA7	CD	MBS	244,000.00		244,000.00		4.600%	4/2/2024	4/2/2027		3.0
Farmers & Merchants Bank	307811GL7	CD	MBS	245,000.00		245,000.00		4.850%	4/2/2023	4/28/2027		4.0
CIBC Bk	12547CBF4	CD	MBS	244,000.00		244,000.00		4.450%	5/16/2023	5/14/2027		3.11
Univest Natl Bk	91527PBZ9	CD	MBS	245,000.00		245,000.00		4.500%	5/16/2023	5/17/2027		4.0
West Town Bk & Tr	956310BN5	CD	MBS	245,000.00		245,000.00		5.250%	6/16/2023	6/16/2027		4.0
First Technology	33715LDZ0	CD	MBS	245,000.00		245,000.00		3.600%	7/15/2022	7/15/2027		5.0
Pittsburgh City Hall	72500MAA3	CD	MBS	245,000.00		245,000.00		3.600%	8/16/2022	8/16/2027		5.0
Chartway Fed Cr Un	16141BAQ4	CD	MBS	245,000.00		245,000.00		5.000%	9/8/2023	9/8/2027		4.0
Utah First Fed Cr Un	91739JAC9	CD	MBS	245,000.00		245,000.00		5.200%	10/30/2023	10/29/2027		3.11
Bank Five Nine	062119BX9	CD	MBS	245,000.00		245,000.00		4.300%	5/19/2023	11/19/2027		4.6
Ledyard Natl Bank	523343AC5	CD	MBS	244,000.00		244,000.00		4.150%	12/29/2023	12/29/2027		4.0
UBS Bk	90355GJX5	CD	MBS	245,000.00		245,000.00		4.050%	12/29/2023	12/29/2027		4.0
Wells Fargo Bk	949764KW3	CD	MBS	245,000.00		245,000.00		4.100%	1/17/2024	1/18/2028		4.0
BNY Mellon	05584CLD6	CD	MBS	230,000.00		230,000.00		4.000%	1/29/2024	1/31/2028		4.0
United FID Bk	910286HS5	CD	MBS	245,000.00		245,000.00		0.073%	4/19/2024	4/19/2028		4.0
CIBM Bk	12545JBB0	CD	MBS	245,000.00		245,000.00		5.000%	5/17/2023	5/17/2028		5.0
Riverbank	76857RCL6	CD	MBS	245,000.00		245,000.00		5.100%	5/23/2023	5/23/2028		5.0
Dort Finl Cr Un	25844MAW8	CD	MBS	245,000.00		245,000.00		4.350%	5/24/2023	5/24/2028		5.0
American B.	02437PAV5	CD	MBS	245,000.00		245,000.00		4.150%	7/30/2024	7/31/2028		4.0
United Natl Bk	91103MDY9	CD	MBS	245,000.00		245,000.00		4.100%	7/30/2024	7/31/2028		4.0
Baxter Cr Un	07181JBB9	CD	MBS	245,000.00		245,000.00		4.900%	8/22/2023	8/22/2028		5.0
Celtic Bank	15118RT49	CD	MBS	245,000.00		245,000.00		4.000%	12/20/2024	12/20/2028		4.0
Peoples Bk	71050LBT9	CD	MBS	244,000.00		244,000.00		4.250%	4/14/2024	4/17/2029		5.0
SCE Fed Cr Cun	78413RAR8	CD	MBS	245,000.00		245,000.00		4.250%	4/17/2024	4/17/2029		5.0
Morgan Stanley	61768E6N8	CD	MBS	244,000.00		244,000.00		4.550%	7/3/2024	7/3/2029		5.0
Altaone Fed Cr Un	02157RAA5	CD	MBS	245,000.00		245,000.00		4.450%	7/19/2024	7/19/2029		5.0

Investments -December 31, 2024												
POOLED FUNDS (GENERAL FUND, CAPITAL, P&S, SEWER LATERAL, PUBLIC SAFETY)												
Investment	CUSIP Tracking #	Instrument	Holder	Quantity	Premium / Discount	Principal	Market Value	YTM	Purchase Date	Maturity Date	Call Date	Years
Magyar Bk	55977RCD3	CD	MBS	244,000.00		244,000.00		4.100%	7/30/2024	7/30/2029		5.0
Nicolet Natl Bk	654062LZ9	CD	MBS	245,000.00		245,000.00		4.100%	7/31/2024	7/31/2029		5.0
Leaders Cr Un	52171MAN5	CD	MBS	245,000.00		245,000.00		4.000%	8/30/2024	8/30/2029		5.0
Third Fed Svgs & Ln	8413QGP7	CD	MBS	245,000.00		245,000.00		4.000%	12/18/2024	12/18/2029		5.0
Malaga Bk	56102ABX3	CD	MBS	245,000.00		245,000.00		3.950%	12/27/2024	12/27/2029		5.0
Freedom Northwest Cr Un	356436AV7	CD	MBS	245,000.00		245,000.00		4.150%	12/30/2024	12/31/2029		5.0
First Bank of the Lake	31925YCB6	CD	MBS	245,000.00		245,000.00		4.050%	12/31/2024	12/31/2029		5.0
Total Pooled Fund CDs				21,134,000.00	-	21,134,000.00						
ESCROW FUND												
Investment	CUSIP Tracking #	Instrument	Holder	Quantity	Premium / Discount	Principal	Market Value	YTM	Purchase Date	Maturity Date	Call Date	Years
Farmers Ins Group Fed Cr Un	30960QAV9	CD	MBS	245,000.00		245,000.00		4.600%	1/26/2024	1/26/2026		2.0
Bank of America	06051XCB6	CD	MBS	244,000.00		244,000.00		4.800%	4/4/2024	4/6/2026		2.0
First Merchants Bk	32082BFS3	CD	MBS	244,000.00		244,000.00		4.800%	6/28/2024	6/29/2026		2.0
FFB Bk	30191MAL1	CD	MBS	245,000.00		245,000.00		4.000%	11/27/2024	11/27/2026		2.0
Total Escrow Fund				978,000.00	-	978,000.00						
TOTAL INVESTMENTS FOR ALL FUNDS												
Total Investments by Holder			FHN			-						
			MBS			29,907,000.00						
			MOSIP			-						
			TOTAL INVESTMENTS			29,907,000.00						
			MBS UNVEST CASH									



City of Creve Coeur, Missouri

Popular Annual Financial Report

For Fiscal Year Ended June 30, 2024

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Mark Perkins, ICMA-CM
City Administrator



Lori Obermoeller, CPFO
Director of Finance

Message from the City Administrator and the Director of Finance

Creve Coeur Citizens,

In our ongoing effort to inform Creve Coeur citizens about the state of city finances, we are pleased to present the 2024 Popular Annual Financial Report (PAFR).

The report is reflective of our commitment to preserving the city's long-term financial health. Further evidence of this is the city's AAA Standard & Poor's bond rating; Creve Coeur is one of a handful of such highly rated cities in the state of Missouri.

The financial activity statements included herein are taken from the city's Annual Comprehensive Financial Report (ACFR). The ACFR provides more detailed information and includes an audit from an independent firm of licensed certified public accountants, Sikich LLP.

The ACFR is prepared in accordance with Generally Accepted Accounting Principles (GAAP). The PAFR is prepared in accordance with the Government Finance Officers Association standards and in conformity with GAAP.

Most of the city's services are included in the governmental funds and proprietary funds (operations of the ice arena and golf course) so those are the funds that we include in the PAFR. We have not included Fiduciary Fund data information in the PAFR but this information can be found in the city's ACFR.

We hope you find this report to be informative and we welcome your comments and questions. Please feel free to contact either of us to discuss any aspect of this report. Citizens may keep apprised of the state of city finances by reviewing the ACFR at www.crevecoeurmo.gov/ACFR or the quarterly financial reports posted to the city website at www.crevecoeurmo.gov/QuarterlyFinancial.

Sincerely,

Mark Perkins
City Administrator

Lori Obermoeller
Director of Finance

FY2024 Financial Summary

- The **Governmental Fund** revenues exceeded expenditures by \$1.4 million, increasing the total Governmental Fund Balance to \$37.2 million.
- Compared to the previous fiscal year, **Governmental Fund** revenues increased by \$5.3 million, with sales tax being the largest source of revenue (39%). Expenditures increased by \$8.3 million, with capital outlay being the largest expenditure (34%).
- The **Enterprise Fund** operating costs exceeded revenues by \$28,123. The Enterprise Fund Balance has remained relatively flat over the last five years, totaling at \$2.8 million.
- The **Capital Improvement Program** spent \$10 million on capital improvements, with parks and recreation being the largest expenditure (\$4.3 million).
- Over the next five years, the **Capital Improvement Program** projects spending \$40.6 million on capital improvements, with streets and sidewalks being the largest expenditure (\$16.4 million).
- The **Outstanding Debt** from the general obligation bonds that financed construction of the new police building continues to decrease, totaling at \$7.8 million in FY2024. The bonds will mature in 2037.

Financial Activity Statements for years ended June 30, 2022 through June 30, 2024

All Governmental Fund Types

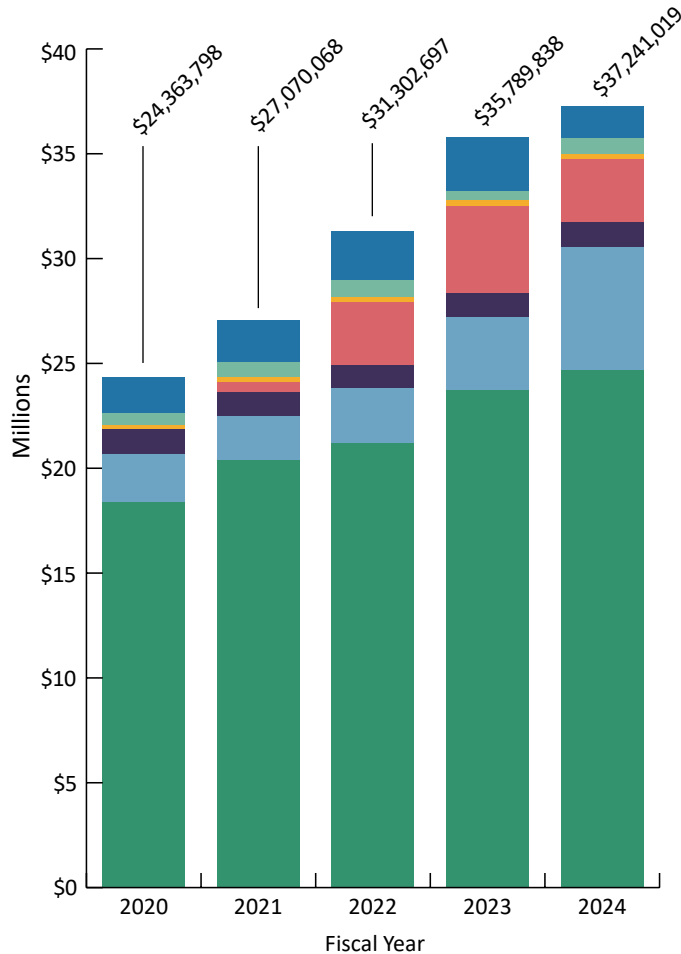
All Governmental Funds for the City include the General Fund, the Capital Improvement Fund, the Sewer Lateral Fund, the Police Building Fund, the Debt Fund, the Parks and Stormwater Fund, and the Public Safety Fund. During FY2024, the City's revenues and other sources exceeded its expenditures and uses in Governmental Funds by \$1,451,181. Approximately \$1 million of this surplus resulted from an increase in the fair market value of the City's investments as of June 30, 2024.

Overall, revenues were over \$5 million higher than the previous fiscal year, driven by \$2.5 million in American Rescue Plan Act (ARPA) funds, \$1.8 million in interest revenue from higher interest rates and fair market value adjustments on investments, as well as modest increases in sales tax revenue and additional grant funding.

Expenditures rose by over \$8 million, driven by several key factors: an average 7% salary increase, \$2.6 million allocated for Street Maintenance and the Ice Arena Refrigerant Switch Over, a \$2.7 million increase to fund the Legacy Pension Plan with a cost-of-living adjustment (COLA) retroactive to 2002, and an uptick in the number of Park & Stormwater projects since the fund's inception in FY2022.

Total Governmental Fund Balance

for years ended June 30, 2020 through June 30, 2024



General Fund Police Building Fund Sewer Lateral Fund Debt Fund
Capital Fund Parks & Stormwater Fund Public Safety Sales Tax Fund

All Governmental Fund Types			
Revenues	2022	2023	2024
Property Taxes	\$1,530,925	\$1,706,923	\$ 1,814,673
Sales Tax	\$11,223,405	\$11,845,836	\$12,384,403
Public Utility Licenses	\$5,623,250	\$6,700,135	\$6,337,405
Other Taxes	\$136,188	\$135,551	\$135,606
Licenses and Permits	\$1,879,503	\$1,369,023	\$1,442,493
Municipal Facilities	\$53,981	\$66,694	\$59,147
Intergovernmental	\$2,950,297	\$3,568,427	\$6,122,891
Fines & Forfeitures	\$451,431	\$442,763	\$479,610
Charges for Services	\$78,796	\$76,942	\$116,657
Investment Income	(\$1,072,363)*	\$206,588**	\$2,047,166***
Miscellaneous	\$489,141	\$312,309	\$788,906
Total Revenues	\$23,344,554	\$26,431,191	\$31,728,957
Expenditures by Function	2022	2023	2024
General Government	\$3,595,640	\$3,448,559	\$3,910,325
Public Safety	\$6,713,914	\$7,443,504	\$9,968,074
Public Works	\$3,235,831	\$3,820,164	\$4,166,354
Community Development	\$1,183,382	\$1,198,265	\$1,297,317
Capital Outlay	\$3,669,994	\$4,777,214	\$10,300,856
Debt Service (Principal & Interest)	\$716,624	\$1,307,671	\$695,905
Total Expenditures	\$19,115,385	\$21,995,377	\$30,338,831
Other Financing Sources/Uses	2022	2023	2024
Transfers-In	\$1,739,528	\$1,323,014	\$3,093,345
Transfers-Out	\$1,739,528	\$1,323,014	\$3,093,345
Net Bond Proceeds	\$0	\$0	\$0
Proceeds from Capital Lease	\$0	\$0	\$0
Proceeds from Sale of Capital Assets	\$3,460	\$51,327	\$61,055
Net Changes in Fund Balance	\$4,232,629	\$4,487,141	\$1,451,181
*Investment income had a \$1,072,363 loss in FY2022 as a result of the book entry to record investments at market value.			
**Does not include Market Adjustment of \$590,733.			
***Includes Market Adjustment of -\$590,733 in FY23 and \$959,499 in FY24.			

Governmental Fund Balance

Over the past five years, Governmental Fund Balances have increased significantly, primarily due to unanticipated one-time revenue sources. These include \$1.2 million from Federal CARES Act funds received in FY2021, \$3.8 million from ARPA funds distributed between FY2022 and FY2024, a \$687,686 Charter settlement payment in FY2023, and notable fluctuations in fair market value interest adjustments.

Additionally, the introduction of a ½ cent Parks & Stormwater Sales Tax in FY2022 now generates approximately \$2.7 million annually, and a recreational marijuana sales tax was added in FY2024. Except for the General Fund, these revenues are designated for specific uses.

Financial Activity Statements for years ended June 30, 2022 through June 30, 2024

Enterprise Fund

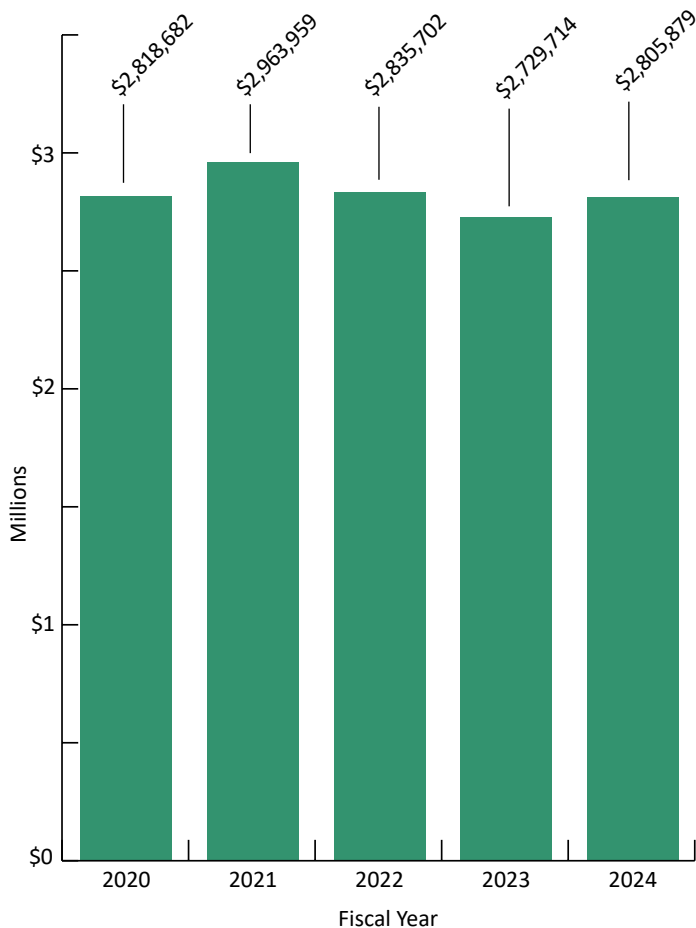
The Enterprise Fund records the financial activity of the recreation activities conducted at the Dielmann Recreation Complex. The operating loss of the Enterprise Fund decreased in 2024 from \$141,863 to \$28,123. The revenues of the Enterprise Fund covered all operating expenses in 2024 with the exception of depreciation of capital assets.

Depreciation is a “non-cash” expense that is reflected on the Enterprise Fund statements. However, the City does not fund depreciation because the capital assets are largely funded out of the Capital Improvement Fund. Therefore, the user fees for the Enterprise Fund are established primarily to recover operation costs excluding depreciation.



Total Enterprise Fund Balance

for years ended June 30, 2020 through June 30, 2024



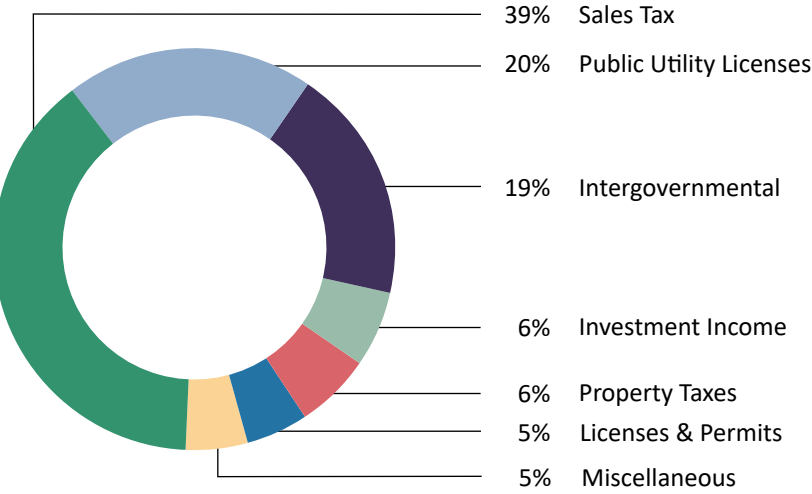
Enterprise Fund			
Operating Revenues	2022	2023	2024
Food Service Revenues	\$53,377	\$62,120	\$68,628
Golf Course Revenues	\$496,195	\$613,333	\$733,251
Ice Arena Revenues	\$753,002	\$785,372	\$773,523
Total Operating Revenues	\$1,302,574	\$1,460,825	\$1,575,402
Operating Expenses	2022	2023	2024
Food Service Expenses	\$49,115	\$57,739	\$48,127
Golf Course Expenses	\$569,329	\$602,083	\$614,370
Ice Arena Expenses	\$548,694	\$627,054	\$686,355
Depreciation	\$304,814	\$315,812	\$254,673
Total Operating Expenses	\$1,471,952	\$1,602,688	\$1,603,525
Operating Income (Loss)	(\$169,378)	(\$141,863)	(\$28,123)
Non-Operating Revenue (Expenses)	2022	2023	2024
Investment Income	\$608	\$15,108	\$21,925
Misc. Revenue	\$0	\$0	\$0
Interest Expense	\$0	(\$7,239)	(\$5,117)
Proceeds from Sale of Capital Assets	\$1,000	(\$3,282)	\$0
Loss on Disposal Assets	(\$1,000)	(\$24,500)	\$0
Total Non-Operating Revenue (Expenses)	\$608	(\$19,913)	\$16,808
Other Financing Sources/Uses	2022	2023	2024
Capital Contributions	\$40,513	\$48,576	\$87,480
Transfers-In	\$0	\$0	\$0
Change in Net Position	(\$128,257)	(\$113,200)	\$76,165
Net Position, July 1	\$2,963,959	\$2,835,702	\$2,729,714
Prior Year Adjustments	\$0	\$7,212	\$0
Net Position, June 30	\$2,835,702	\$2,729,714	\$2,805,879

Enterprise Fund Balance

The Enterprise Fund Balance has been relatively flat over the last five years and is predicted to have enough reserves to not require funds from the General Fund for the next five years. However, depreciated expenses is the main reason for negative net position. Without it, there would be a positive net change. Due to regularly increasing fees and an increase in golf and ice activities after COVID-19, revenues are outperforming expenditures.



Where Does the Money Come From?



Sales Tax: derived from the 1.25 percent general retail sales tax, the 0.5 percent capital sales tax, and the 0.5 percent parks and stormwater sales tax, and the 0.5 percent County public safety sales tax. A portion of the sales tax revenue is shared with other cities and St. Louis County (pg. 7).

Public Utility Licenses: the gross receipts tax on sales of electric, gas, telephone and water services within the city is 8 percent for commercial properties and 7 percent for residential properties. A 5 percent video service fee is also included. Utility revenues decreased by \$362,730 compared to the prior year. However, the previous year included a one-time Charter settlement of \$571,675. Adjusting for this, utility revenues would have shown an increase of approximately \$208,946 or 3.4%.

Intergovernmental: revenues from grants and pass-through monies from the state of Missouri and the U.S. government, including gasoline tax, auto sales tax and road and bridge money.

Investment Income: Investment income refers to earnings generated from the City’s investments, including interest and changes in the fair market value of investment holdings. This year, investment income was higher than usual, driven by a combination of the fair market value adjustment and rising interest rates, which both boosted the returns on the City’s portfolio.

Property Taxes: derived from the city’s real estate tax rate of \$0.068 for residential and \$0.078 for commercial property per \$100 assessed valuation. 2024 also includes a Creve Coeur debt levy of \$0.082.

Licenses & Permits: includes building permits, business licenses, and other permits.

Miscellaneous: derived from sources such as reimbursements, refunds, fines and forfeitures, sewer lateral taxes, charges for services and municipal facilities, and other sources.

Governmental Fund Revenues	FY2024
Sales Tax	\$12,384,403
Public Utility Licenses	\$6,337,405
Intergovernmental	\$6,122,891
Investment Income	\$2,047,166
Property Taxes	\$1,814,673
Licenses and Permits	\$1,442,493
Miscellaneous	
Other	\$788,906
Fines & Forfeitures	\$479,610
Sewer Lateral Taxes	\$135,606
Charges for Services	\$116,658
Municipal Facilities	\$59,148
Total	\$31,728,958

Capital Improvement Expenditures for FY2024

The Capital Improvement Program (CIP) is the city’s long-range planning tool for improvements to infrastructure, parks and other community facilities and to establish funding for high-priority projects in a timely and cost-effective fashion. The CIP provides a systematic approach to replacing deteriorating infrastructure and major capital equipment, and adding new facilities that enhance the quality of life in Creve Coeur. Capital improvement expenditures are funded by the Capital Fund, Parks and Stormwater Fund, and Building Bond Fund.

The CIP covers a five-year period and is updated annually. The Planning and Zoning Commission and Finance Committee review the plan and forward a recommendation to the City Council. The City Council holds a public hearing and ultimately decides on the CIP’s adoption.

Projects are prioritized based on the following criteria:

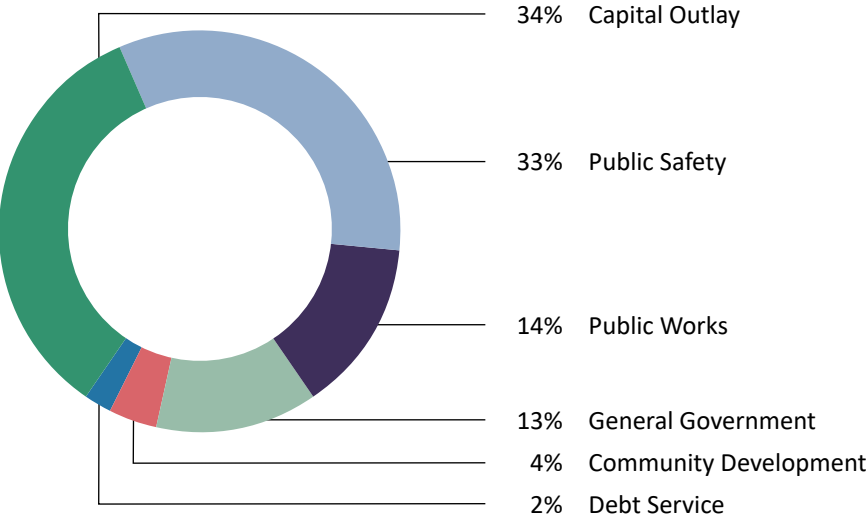
- Public safety
- Condition of existing facility
- Operating efficiency
- Citizen demand
- Economic growth
- Protection & conservation
- Beautification
- Coordination (projects, regulations)
- Availability of funding

The CIP and other long-range planning documents are available for review at the Government Center and on the city’s website at www.crevecoeurmo.gov/CIP.

Capital Improvement Expenditures	FY2024
Parks & Recreation	\$4,326,434
Streets & Sidewalks	\$3,538,896
Stormwater	\$810,412
Building Improvements	\$286,154
Capital Equipment	\$757,112
Administration	\$325,347
Total	\$10,044,355

Of the \$3.8 million that the City received from ARPA, \$2.1 million will be spent on the ice arena refrigerant switchover and mechanical repairs, \$1.6 million will be used to catch up on the street and sidewalk maintenance program (delayed one year during COVID), and \$158,000 will be allocated for economic development services with the 39 North District. These funds will be utilized by the end of 2026.

Where Does the Money Go?



Governmental Fund Expenditures	FY2024
Capital Outlay	\$10,300,856
Public Safety	\$9,968,074
Public Works	\$4,166,354
General Government	\$3,910,325
Community Development	\$ 1,297,317
Debt Service	\$695,905
Total	\$30,338,831

Capital Outlay: accounts used to purchase capital items and the construction or acquisition of major capital facilities.

Public Safety: expenditures relating to the police department, including administration, investigation, patrol and dispatching.

Public Works: expenditures relating to services such as streets and sidewalk maintenance, parks, building maintenance, refuse and recycling collection, engineering and other related services.

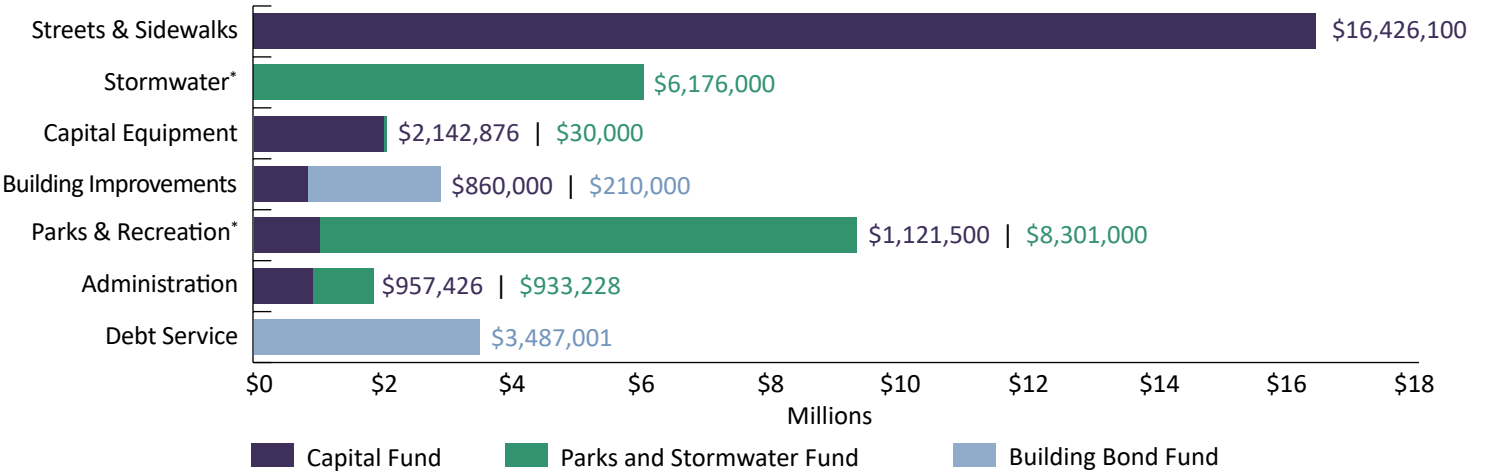
General Government: expenditures relating to city council, city clerk, city administrator’s office, finance, municipal court, insurance, sewer lateral program and other related functions.

Community Development: expenditures relating to planning, zoning, building inspection and code enforcement.

Debt Service: debt service payments include both principal and interest debt issued for the construction of the police building (2017). Construction of the police building was completed during fall of 2019, but funds are still available for the safety, security, and accessibility renovations of the existing Government Center.



CIP Five-Year Projected Expenditures (FY2025-2029)



*In November 2020, voters in Creve Coeur approved a half-cent sales tax that is dedicated to capital improvements, operations and maintenance for the City’s parks and stormwater infrastructure. This new revenue source necessitated the creation of the Parks and Stormwater Fund, which will be supplemented by grants and other outside funding related to parks and stormwater.

How Is Property Tax Revenue Allocated?

The average Creve Coeur homeowner (\$500,000 market value house) pays \$6,315 to \$6,547 in real estate taxes to all taxing entities combined. Of this amount, the City of Creve Coeur receives \$143, or about 2% of the total tax bill. These revenues support the City’s General Fund (0.067) and Debt Service (0.082). Sewer taxes vary subject to your location.

Tax Entity (FY2024)	Rate	Cost
Parkway School District	3.3654	\$3,197
Ladue School District	3.61	\$3,430
Creve Coeur Fire District	0.91	\$865
Special School District	0.9648	\$917
County	0.379	\$360
Community College	0.2628	\$250
Metro Zoo	0.2347	\$223
Library	0.187	\$178
Disability	0.064	\$61
City of Creve Coeur	0.15	\$143
State	0.03	\$29
Sewer	0.0997	\$95
Total Parkway School District	6.6474	\$6,315
Total Ladue School District	6.892	\$6,547

Outstanding Debt

2017 Police Building Debt: In April 2017, Creve Coeur issued general obligation (GO) bonds to finance the construction, furnishing and equipping of a new police building and to fund safety, security and accessibility improvements to the Creve Coeur Government Center. The bonds bear interest ranging from 2% to 3.125%. The debt service is paid from a property tax levy of 0.082 per \$100 of assessed valuation. The bonds will mature March 1, 2037.

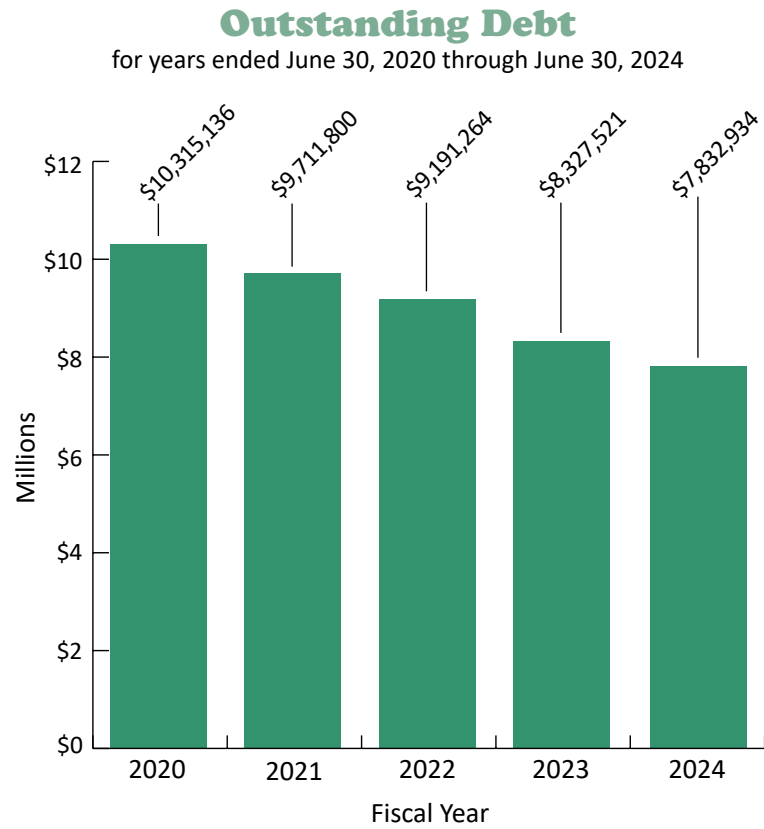
In November 2022, the City defeased a portion of its GO bonds, series 2017, in the aggregate amount of \$575,000. The savings to the city amounts to \$215,625.

Capital Lease Payable: Provided funds for the City to enter into a lease agreement to lease golf carts and certain office equipment for the Enterprise Fund.

Compensated Absences: Reflects the outstanding liability on the city’s financial statement for the value of employees’ accumulation of vacation time. Most of this vacation will be used during the normal course of operations during the city’s fiscal year.



City of Creve Coeur Outstanding Debt – June 30, 2024	
Police Building Debt	\$7,178,081
Capital Lease Payable	\$83,699
Compensated Absences	\$571,154
Total Debt	\$7,832,934



Sales Tax Revenue Sharing in St. Louis County

Retail sales in St. Louis County are subject to a 1 percent local sales tax that is shared among the cities in St. Louis County and the county itself. St. Louis County is the only county in the state where sales tax sharing applies, pursuant to state legislation adopted in 1993 which identifies each city as either 'A', 'B' or 'A/B'. The city's one-half cent capital improvement sales tax and one-quarter cent local option sales tax are also shared. The capital sales tax is shared at a fixed rate of 15%. The parks and stormwater sales tax is not subject to sharing.

'A' Cities: 'A' cities, or 'point-of-sale' (POS) cities, receive sales tax revenue generated within their city limits, but also share a portion of their revenue with other cities if the average sales tax income per capita exceeds the average sales tax income per capita countywide. As a result of the sharing formula, Creve Coeur shared approximately 17% of sales tax revenue with other cities and St. Louis County in FY2024.

'B' Cities: 'B' cities, also called 'pool' cities, receive a population based pro-rated share of the sales tax revenue collected by St. Louis County. Newly created cities and areas annexed since the sharing formula became effective are 'B' cities.

'A/B' Cities: 'A/B' cities are those that were in existence at the time the sharing formula was created and are a mixture of 'A' (POS) and 'B' (pool).

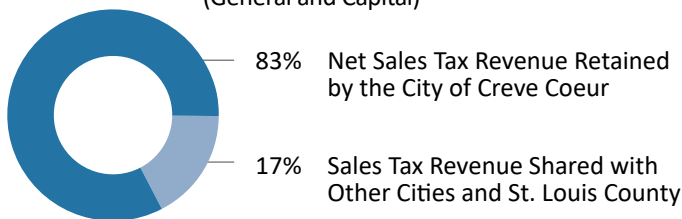
Creve Coeur is an 'A/B' city, primarily a POS ('A') city, except for Ward 4 and a section of Ward 1, east of Lindbergh and north of Olive, which were annexed by the City in the 1990s. These areas are pool ('B').

Sales Tax Revenue for Creve Coeur (FY2024)

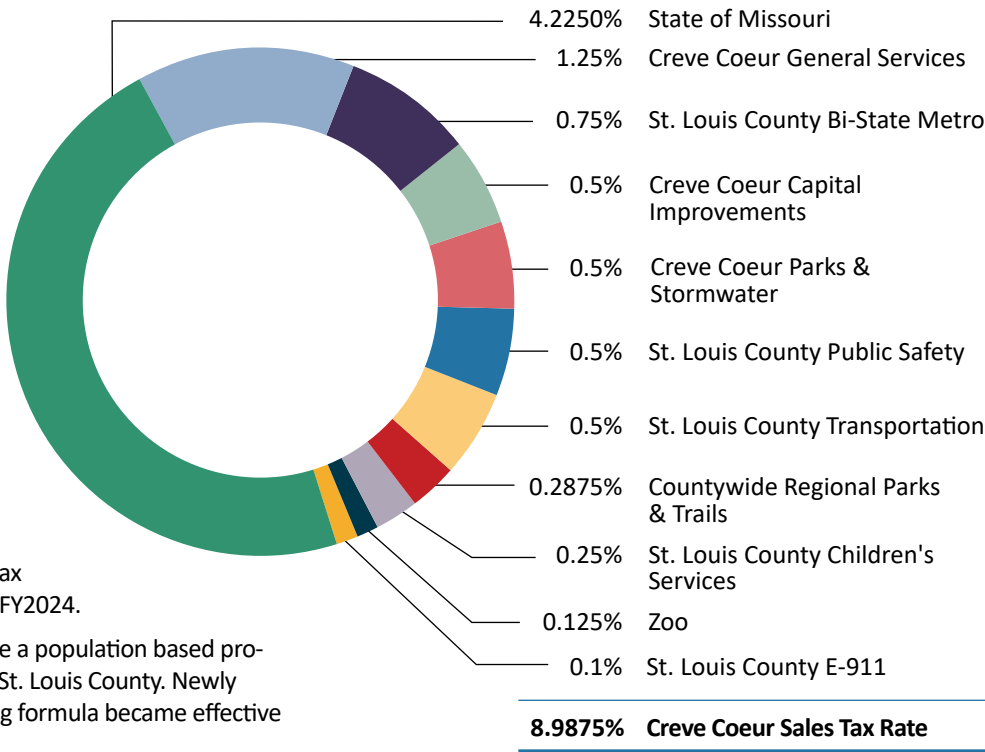
Total sales tax revenue generated in Creve Coeur last year was approximately \$8,672,898 for general POS and capital sales tax. However, \$1,503,045 was shared with other cities under the County formula, resulting in net sales tax revenue for Creve Coeur of \$7,169,853.

Only revenues from the general and capital sales tax are put into the shared pool; revenues collected from the public safety and parks & stormwater sales tax are not shared with other cities. As a result of the sharing legislation, the City of Creve Coeur receives approximately 83% of the sales tax revenue generated by Creve Coeur businesses with the remaining 17% shared with other cities and the county.

Sales Tax Revenue Generated in Creve Coeur (General and Capital)



Distribution of Sales Tax Rate



Use Tax on Out-of-State Purchases

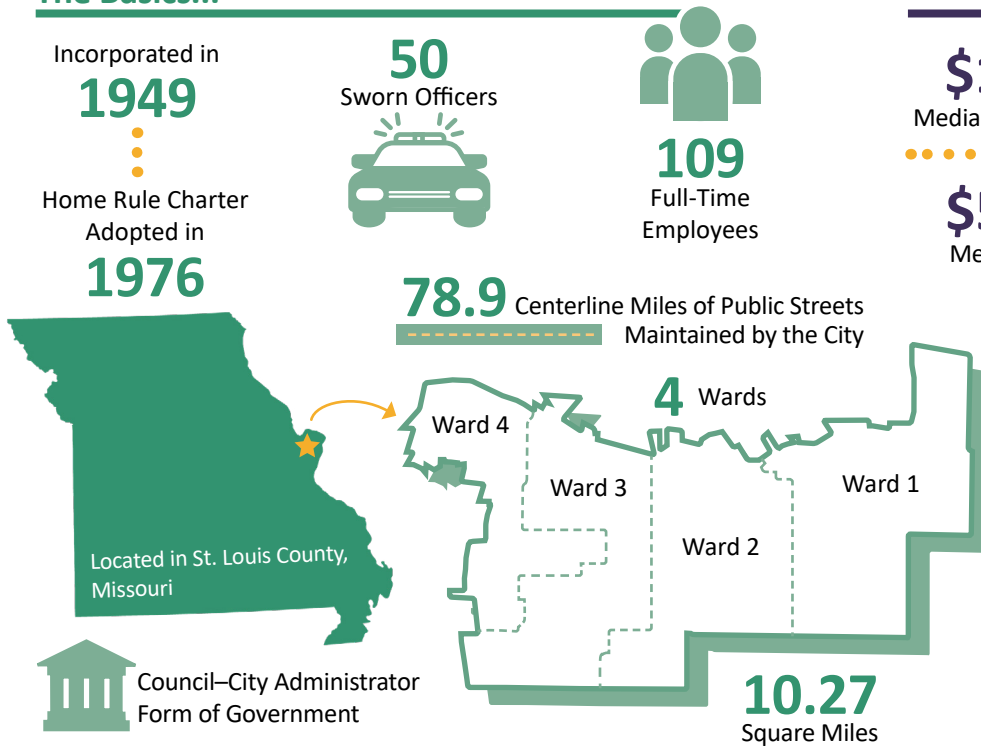
A number of St. Louis area cities have adopted a local "use tax" over the last few years. The use tax applies to goods purchased by Missouri residents from out-of-state vendors. Sales subject to the use tax are largely online purchases and are taxed at the same rate as purchases made at physical, "brick and mortar" stores. As consumer habits have migrated to online retailers, sales tax revenue, which funds city services, has been significantly reduced.

The use tax has been adopted by the State of Missouri and 305 municipalities across the state to replace the decline in sales tax to fund basic city services such as trash and recycling service, leaf and limb pick up, and police.

The City of Creve Coeur does not have a local use tax in place, which would require a majority approval by Creve Coeur voters. This issue is one that the Mayor, City Council and staff are continuing to consider as the cost of maintaining city services increases over time.

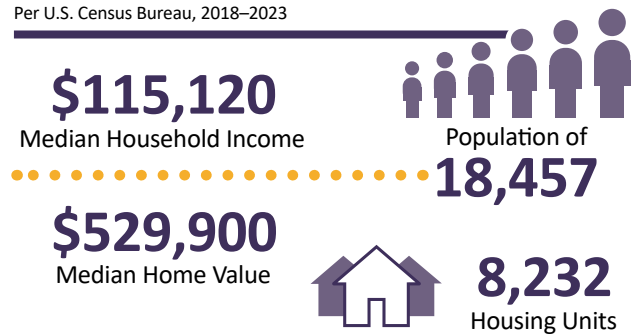
Creve Coeur by the Numbers

The Basics...



In the Community...

Per U.S. Census Bureau, 2018–2023



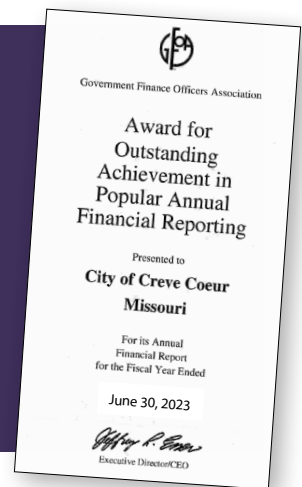
In the Parks...



Award for Outstanding Achievement in Popular Annual Financial Reporting

The City of Creve Coeur was the recipient of the Award for Outstanding Achievement in Popular Annual Financial Reporting by the Government Finance Officers Association of the United States and Canada for its Popular Annual Financial Report for fiscal year ending June 30, 2023.

The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports. Visit www.gfoa.org for more information about this award and its criteria.



Acknowledgments

Thank you to the Finance Committee and Audit Committee for their support and dedication in advising the City Council on financial matters impacting the City.

The Finance Committee consists of seven to nine members. Primary responsibilities and duties include review of the annual budget, review of the Capital Improvement Program (CIP) annually, and advising the City Council on other financial matters impacting the City as requested by the City Council or staff.

The Audit Committee consists of three Council members and two Finance Committee members, serving as an advisory body to the City Council on matters concerning the City's annual audit. Primary responsibilities and duties of the committee include coordinating the process of soliciting, selecting and hiring of the auditing firm, working cooperatively with the auditing firm, and reviewing and presenting recommendations on audit results to the City Council.

The information in the City of Creve Coeur Popular Annual Financial Report is taken from the City of Creve Coeur Annual Comprehensive Financial Report (ACFR). A copy of the ACFR available at the Government Center and online at: www.crevecoeurmo.gov/ACFR



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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 $\pm 5.0\%$.

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

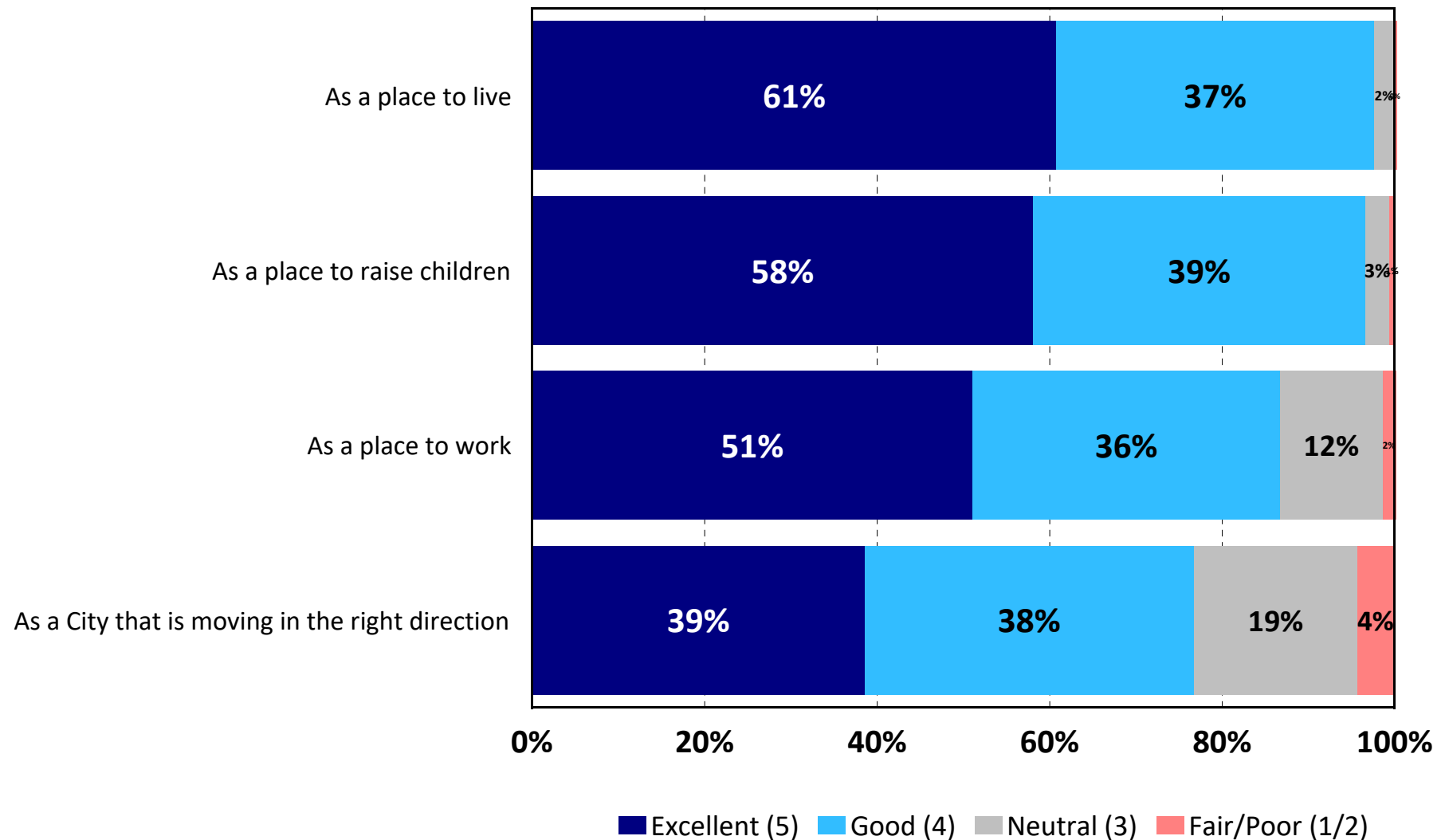
Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall enforcement of City codes and ordinances	30%	3	60%	9	0.1208	1
Overall quality of building inspections & permits	25%	5	56%	10	0.1109	2
Medium 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



Charts and Graphs

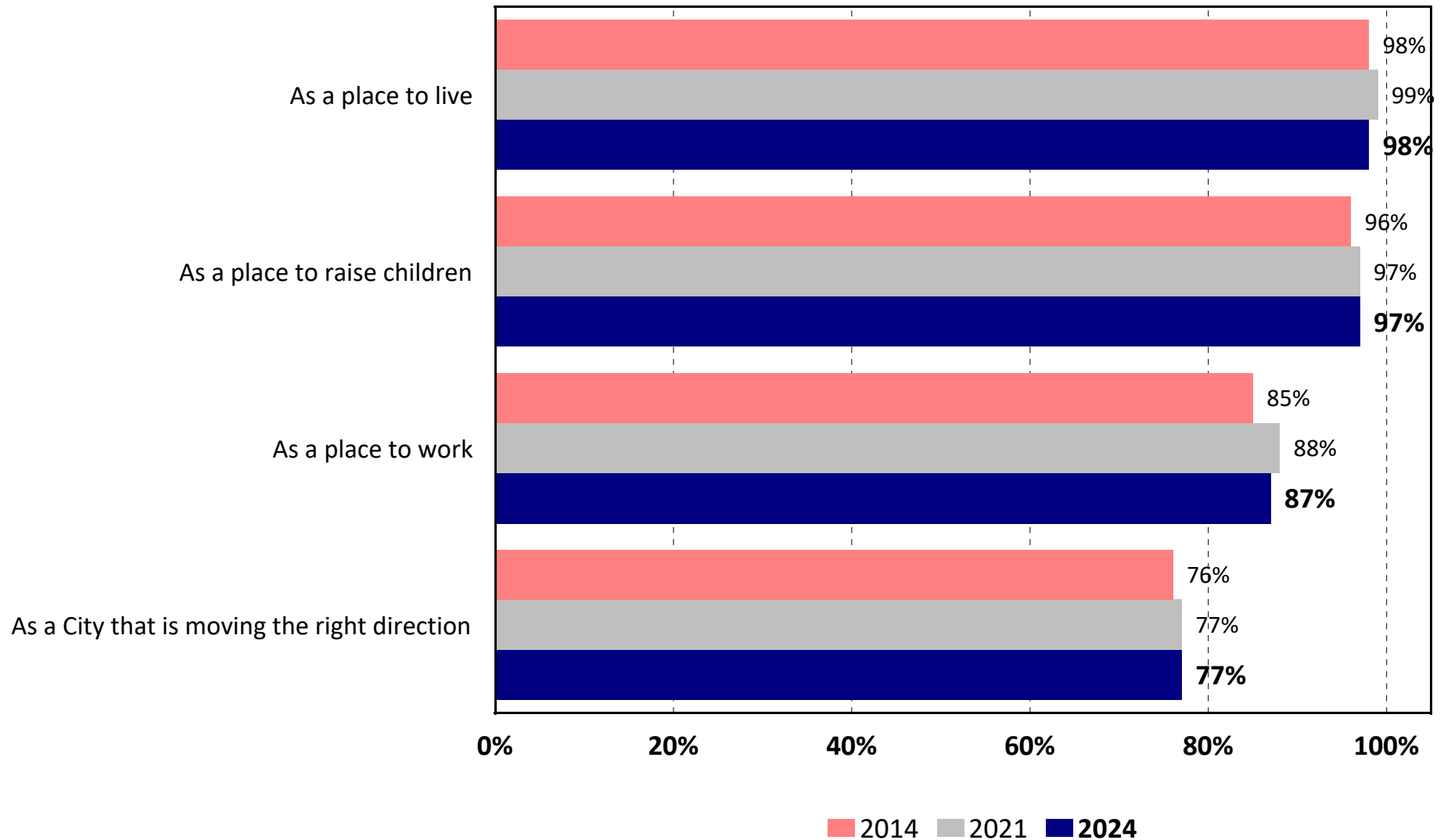
Q1. How Residents Rate the City of Creve Coeur in the Following Areas

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



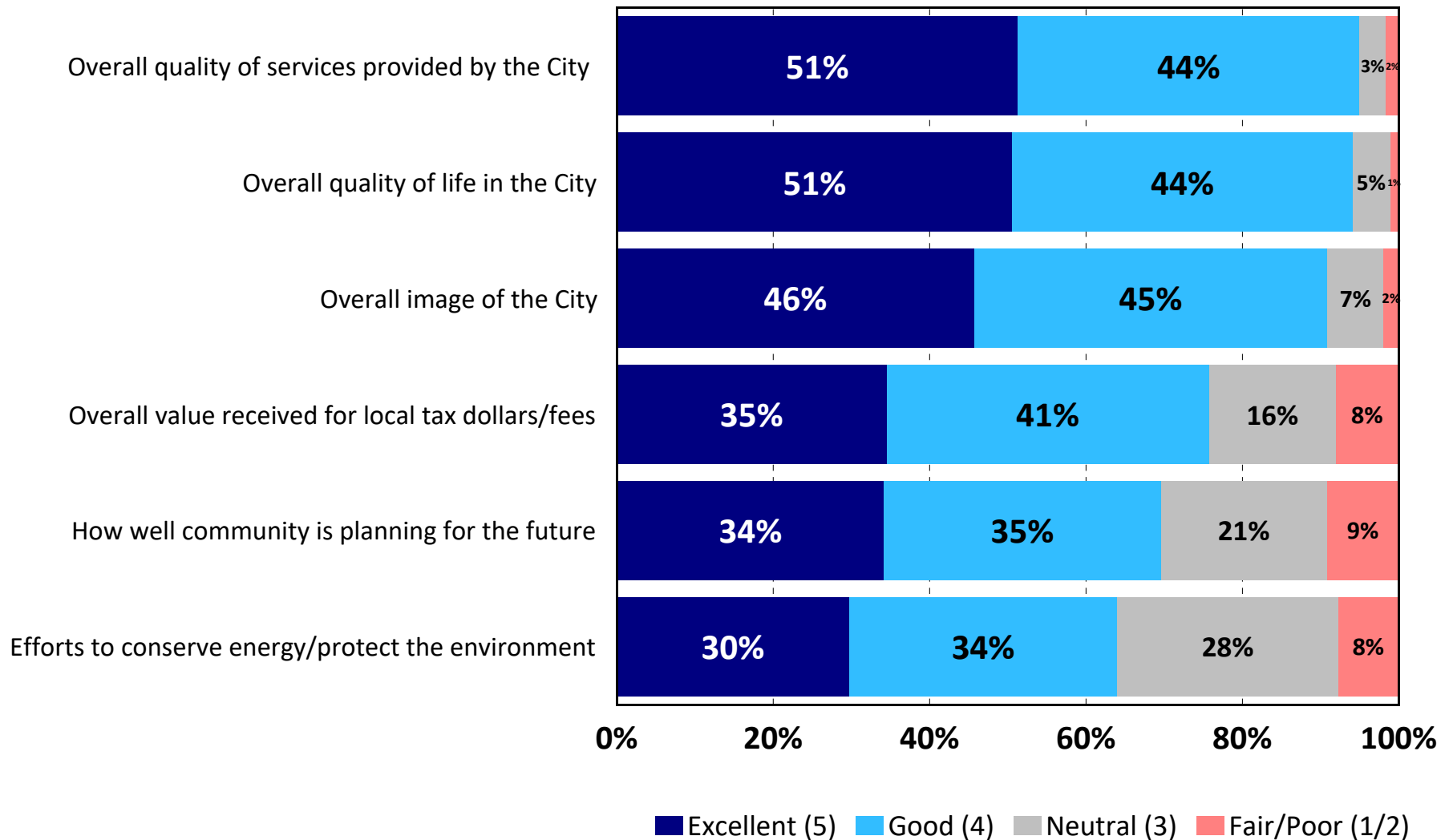
TRENDS: How Residents Rate the City of Creve Coeur in the Following Areas - 2014 to 2024

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



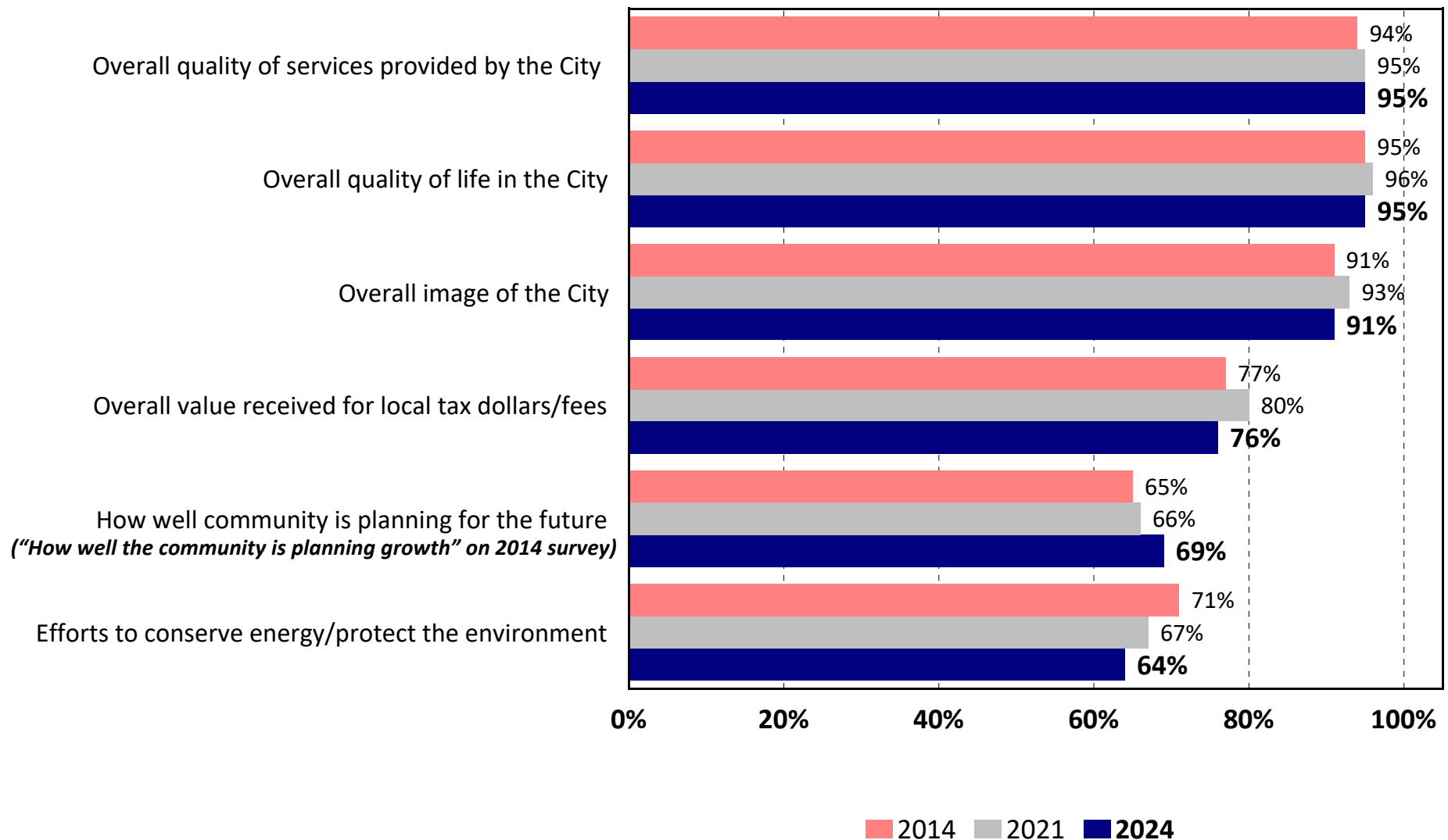
Q2. Ratings of Items That Influence the Perceptions Residents Have of the City

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



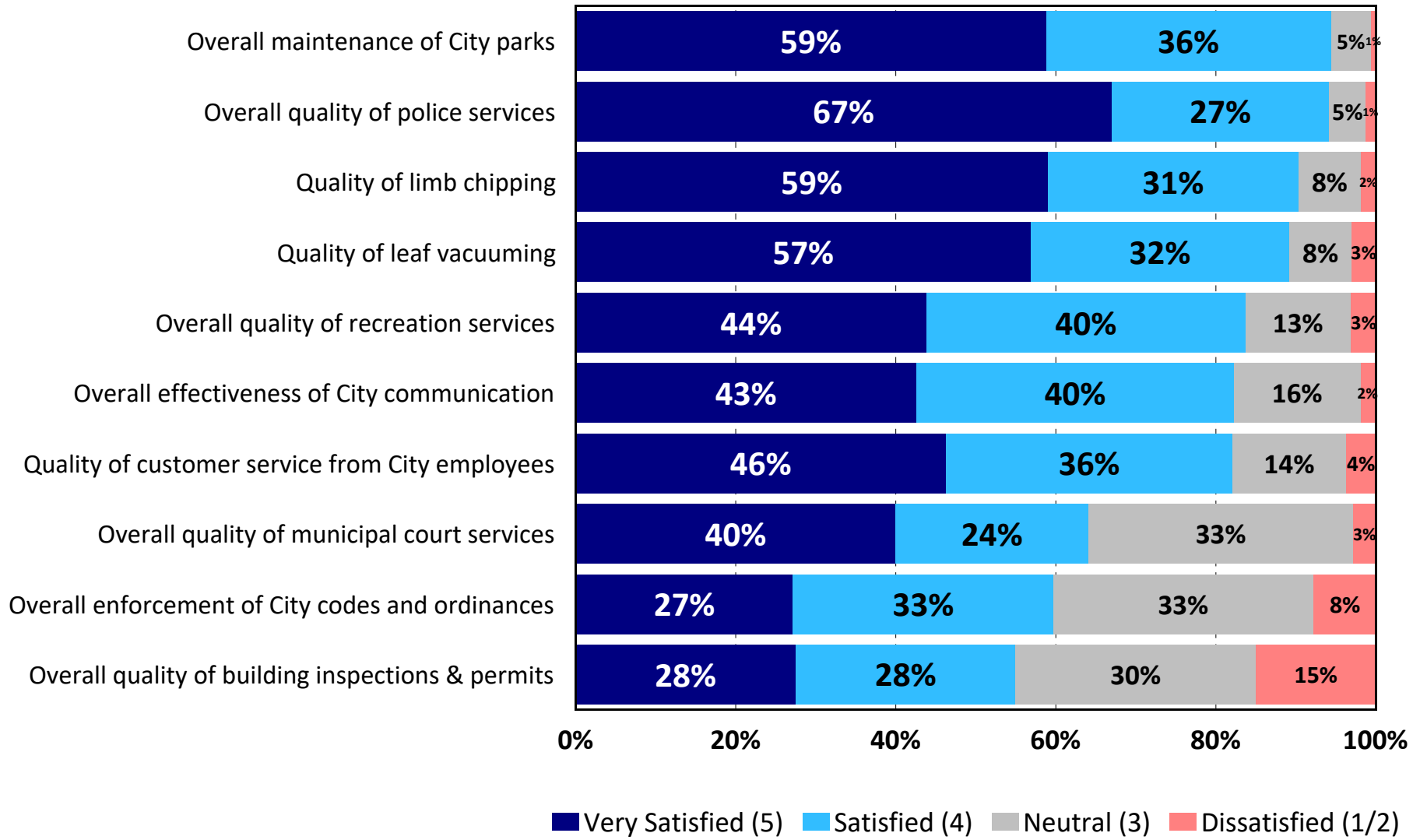
TRENDS: Ratings of Items That Influence the Perceptions Residents Have of the City - 2014 to 2024

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



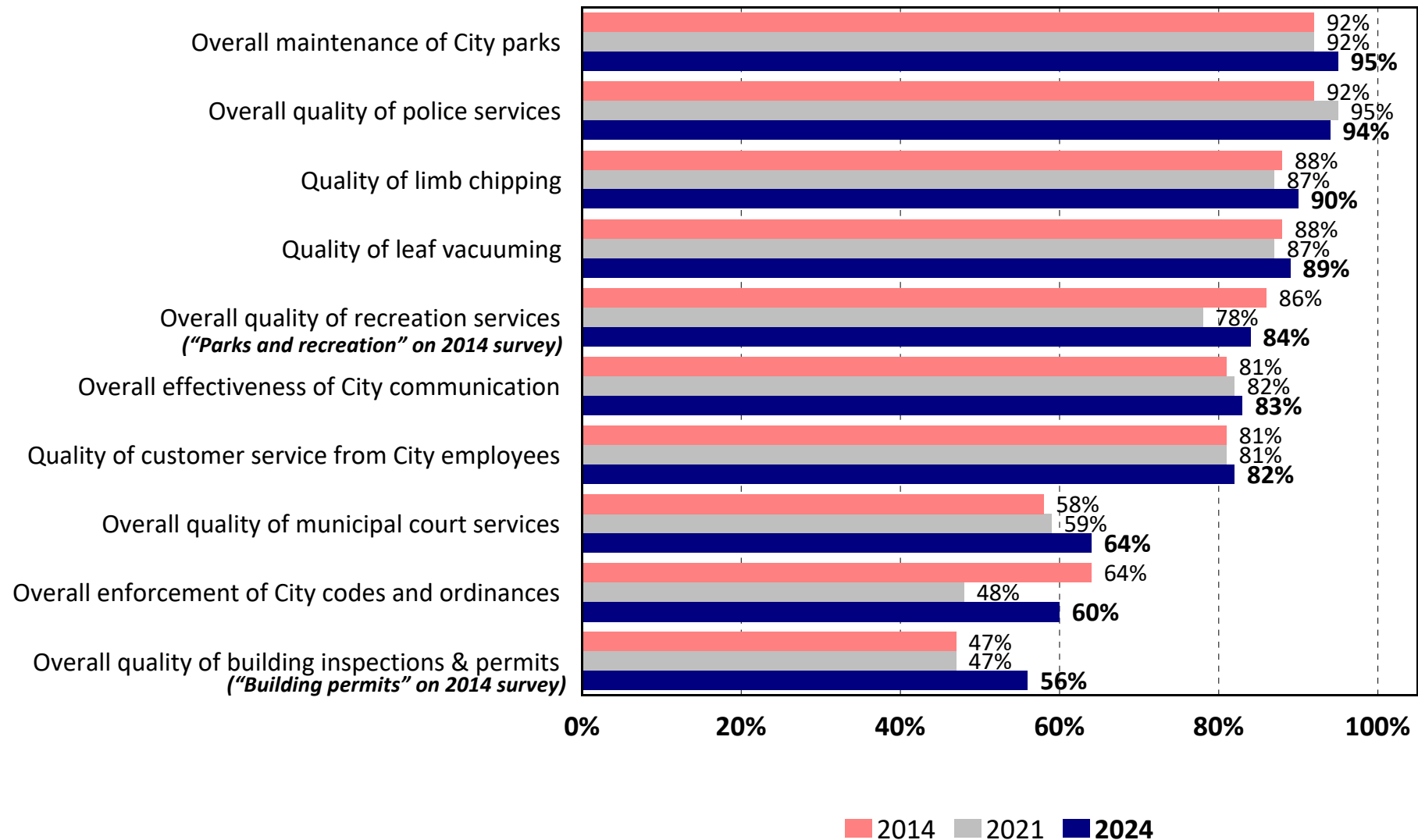
Q3. Satisfaction with Major Categories of City Services

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



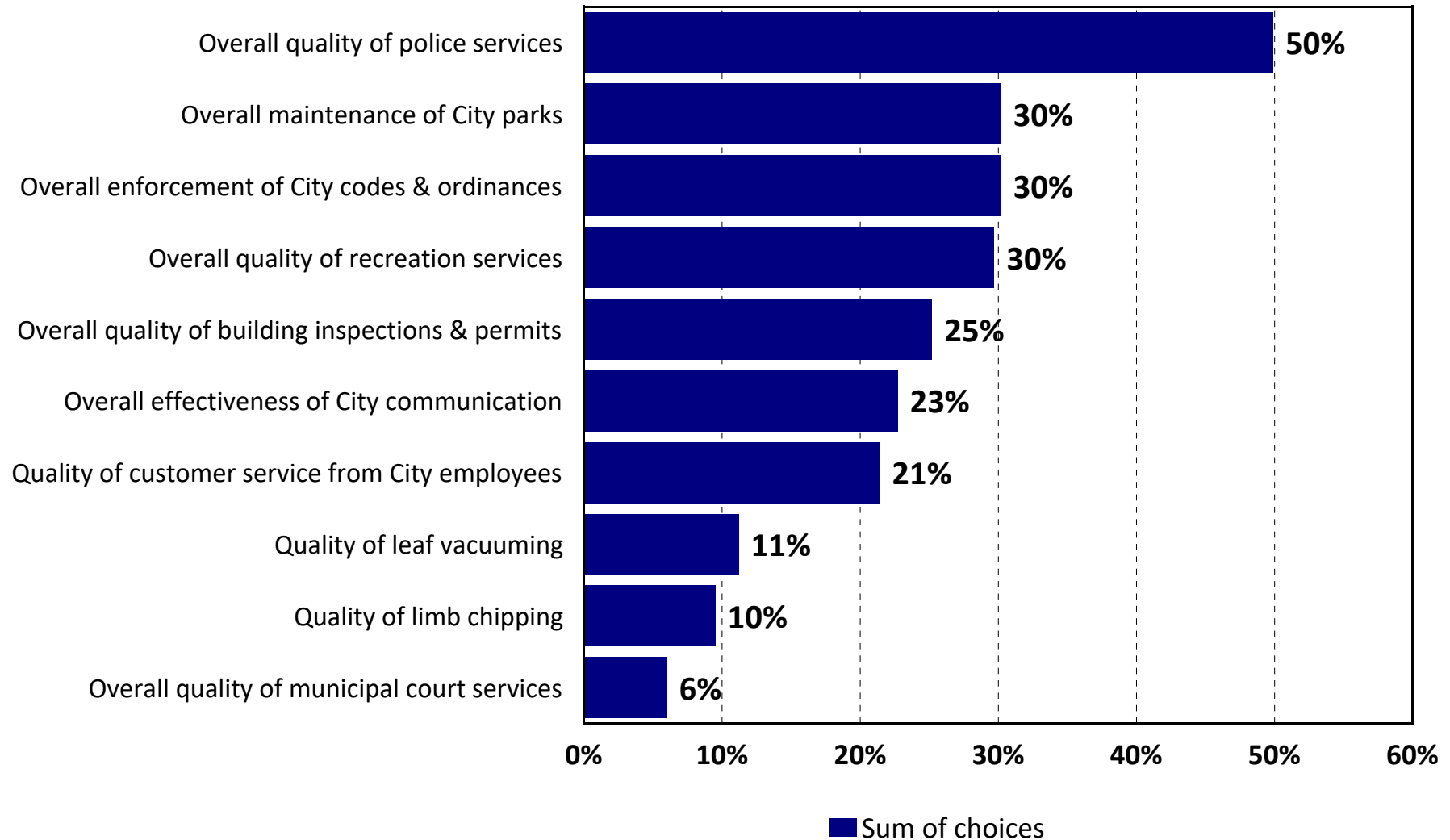
TRENDS: Satisfaction with Major Categories of City Services - 2014 to 2024

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



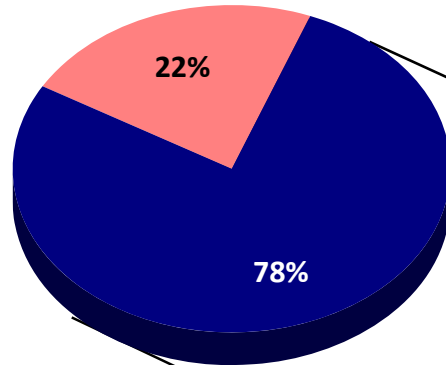
Q4. City Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

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?

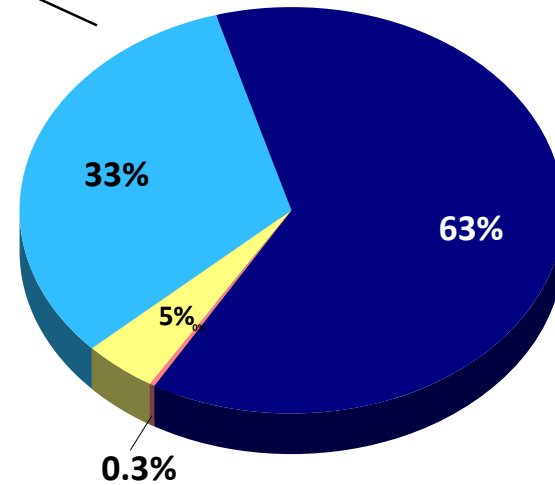
by percentage of respondents (excluding "not provided")



■ Yes ■ No

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

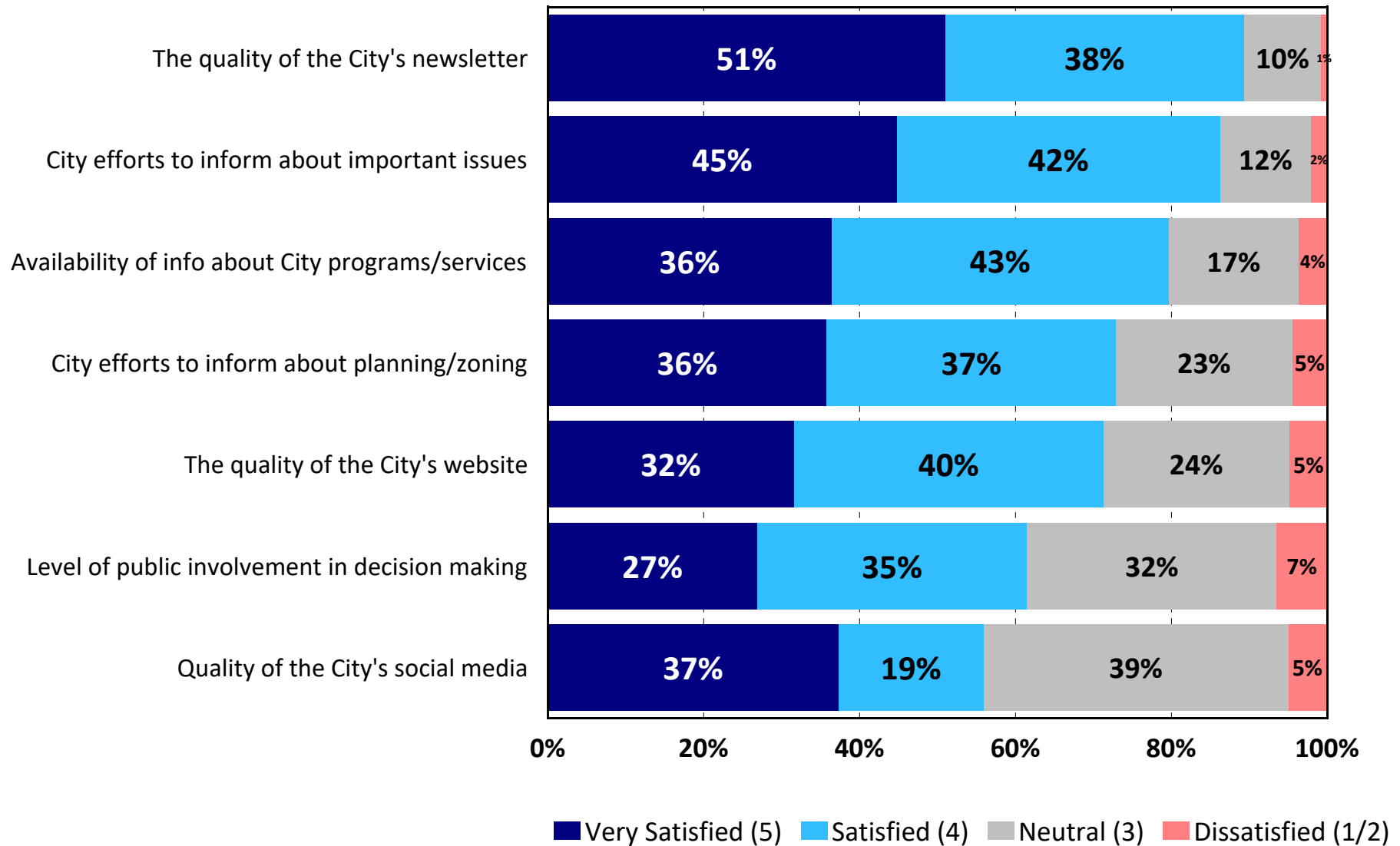
(excluding "don't know")



■ Very satisfied ■ Satisfied
■ Neutral ■ Dissatisfied

Q7. Satisfaction with City Communication

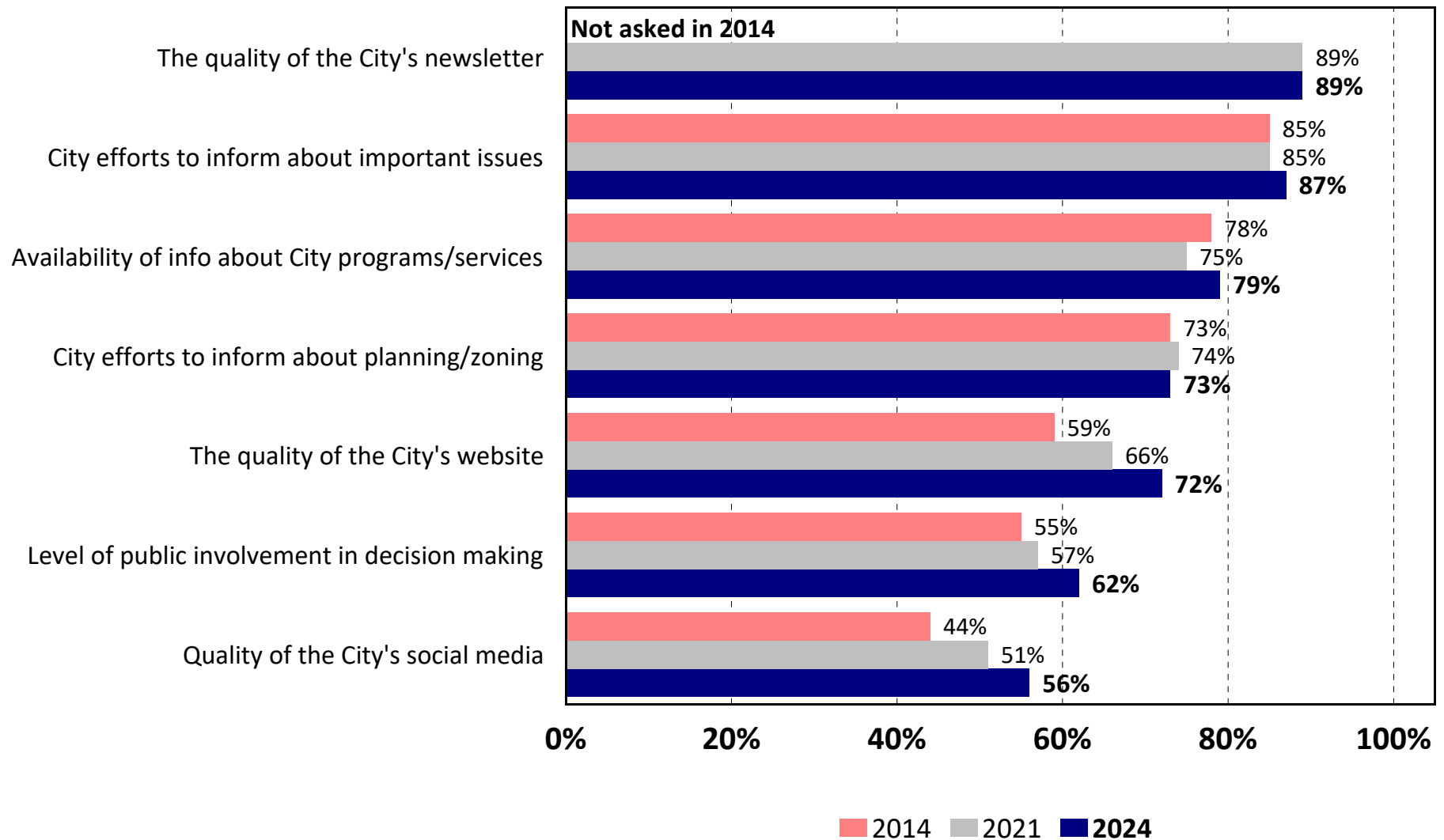
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



TRENDS: Satisfaction with City Communication

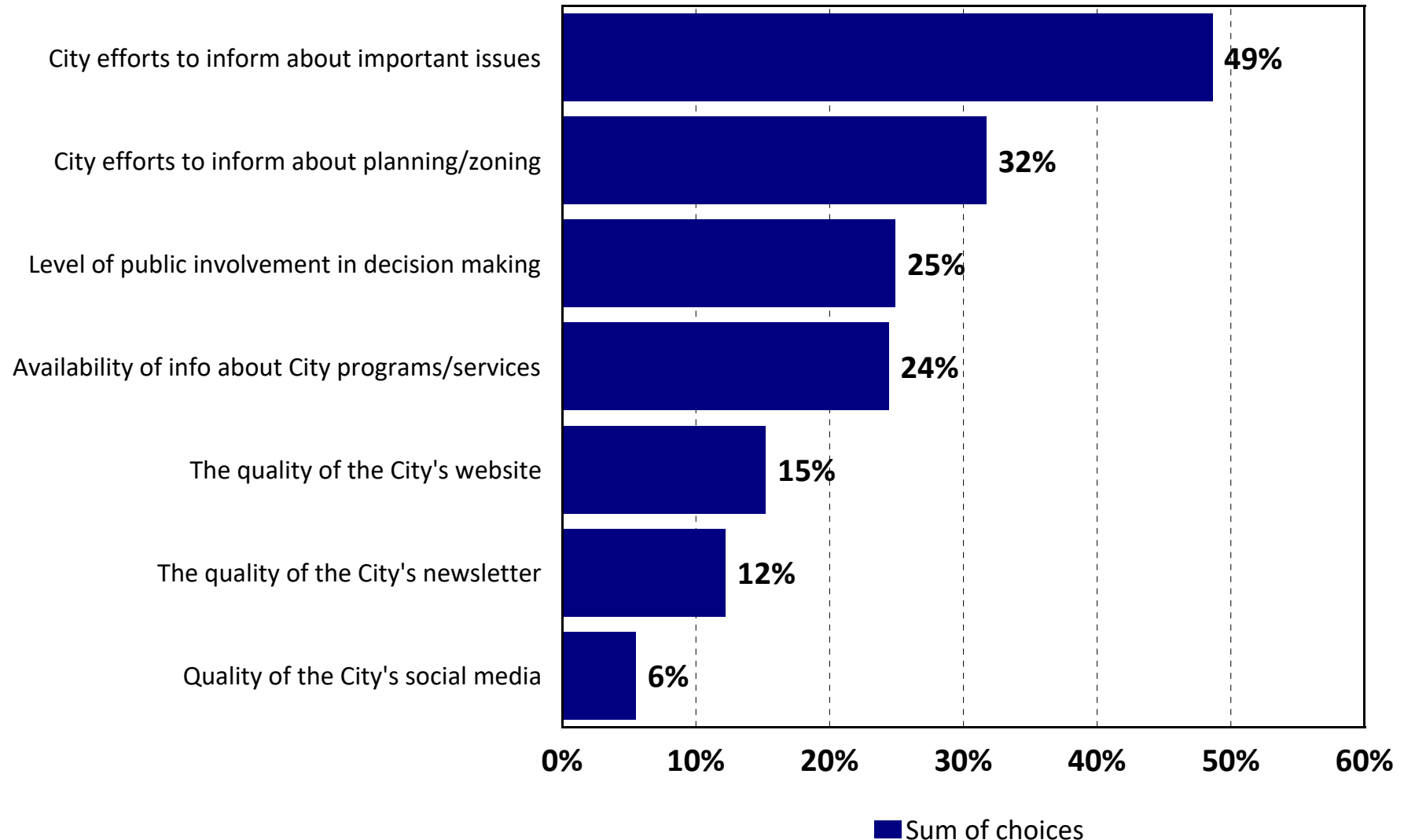
2014 to 2024

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



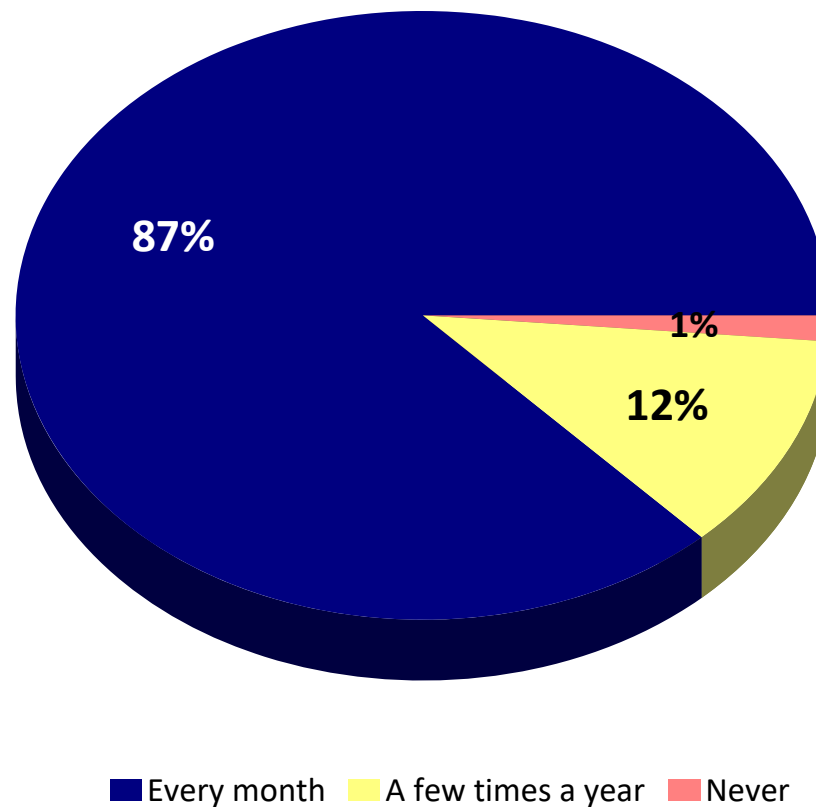
Q8. Communication Issues That Should Receive the Most Emphasis Over the Next 2 Years

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



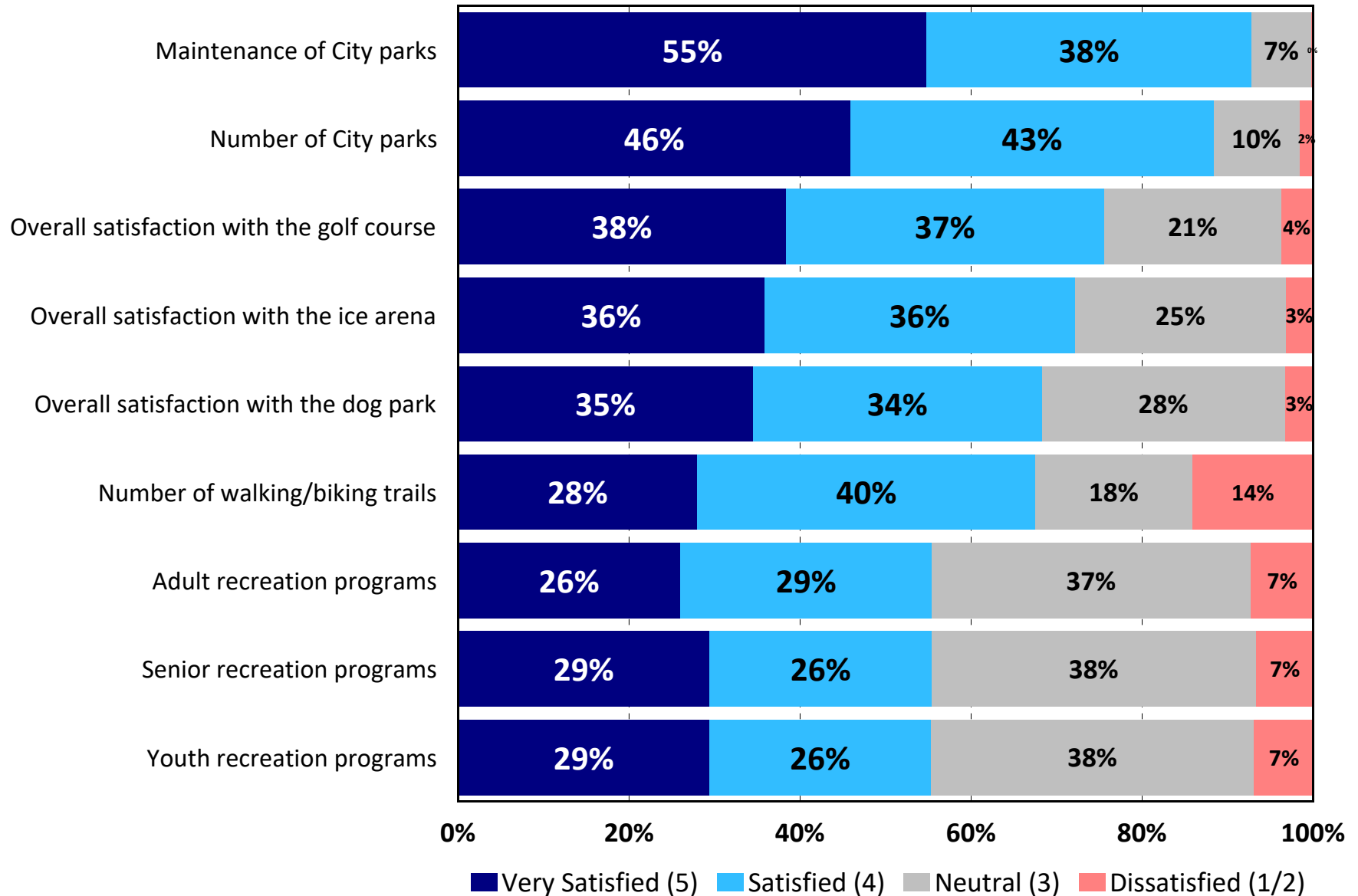
Q9. How often do you read the City's newsletter?

by percentage of respondents (excluding "not provided")



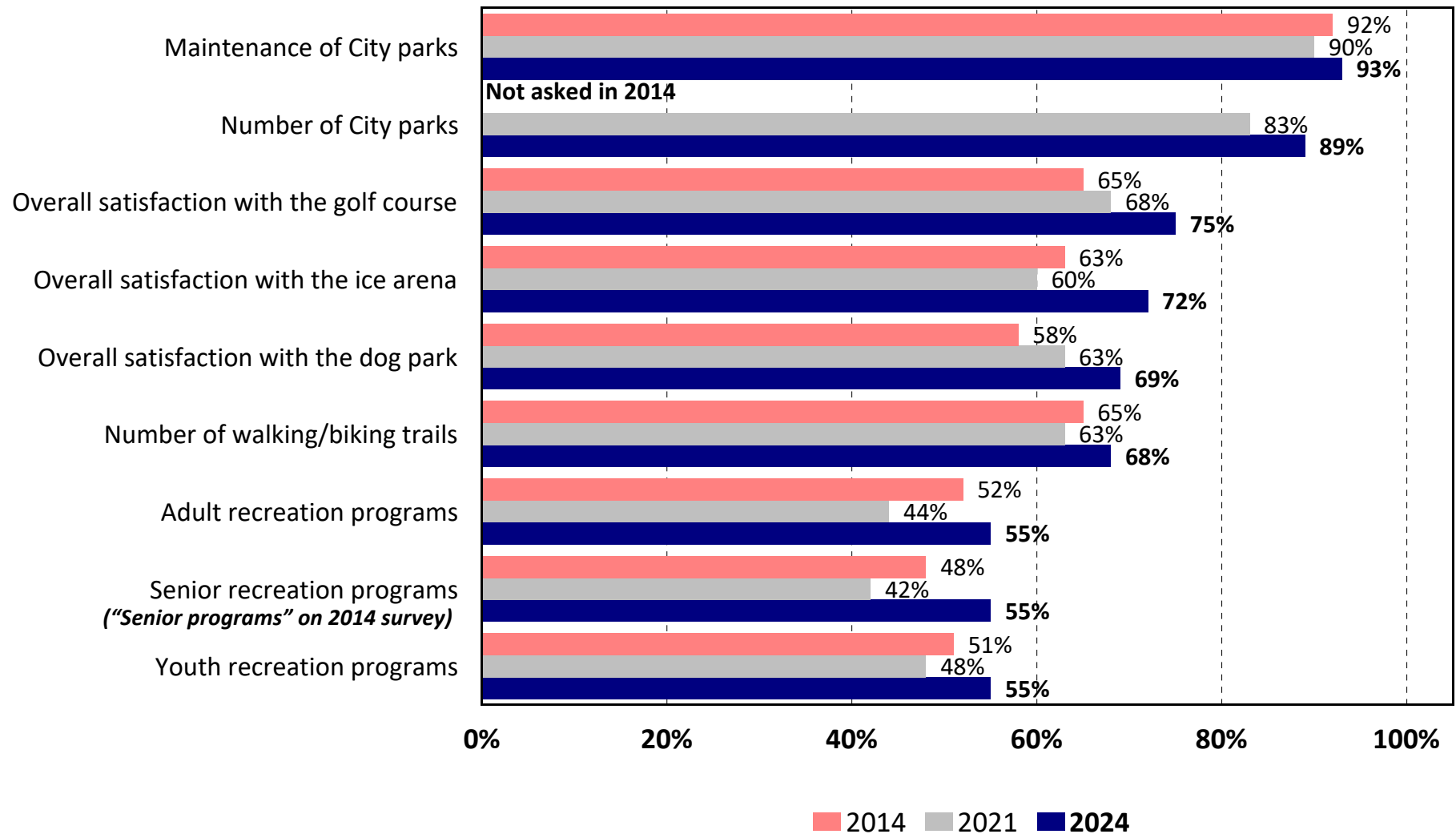
Q11. Satisfaction With the City's Parks and Recreation

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



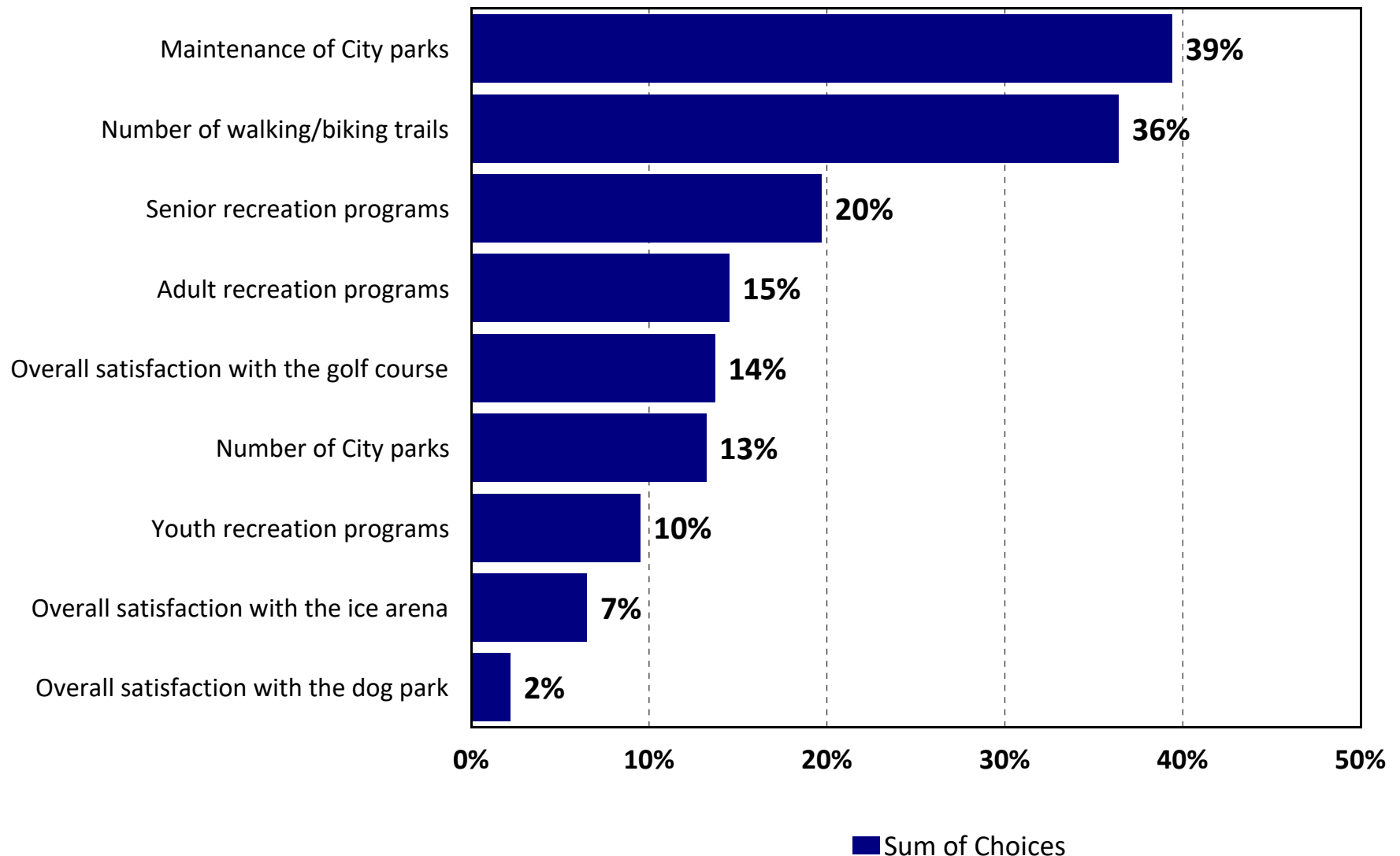
TRENDS: Satisfaction With the City's Parks and Recreation 2014 to 2024

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



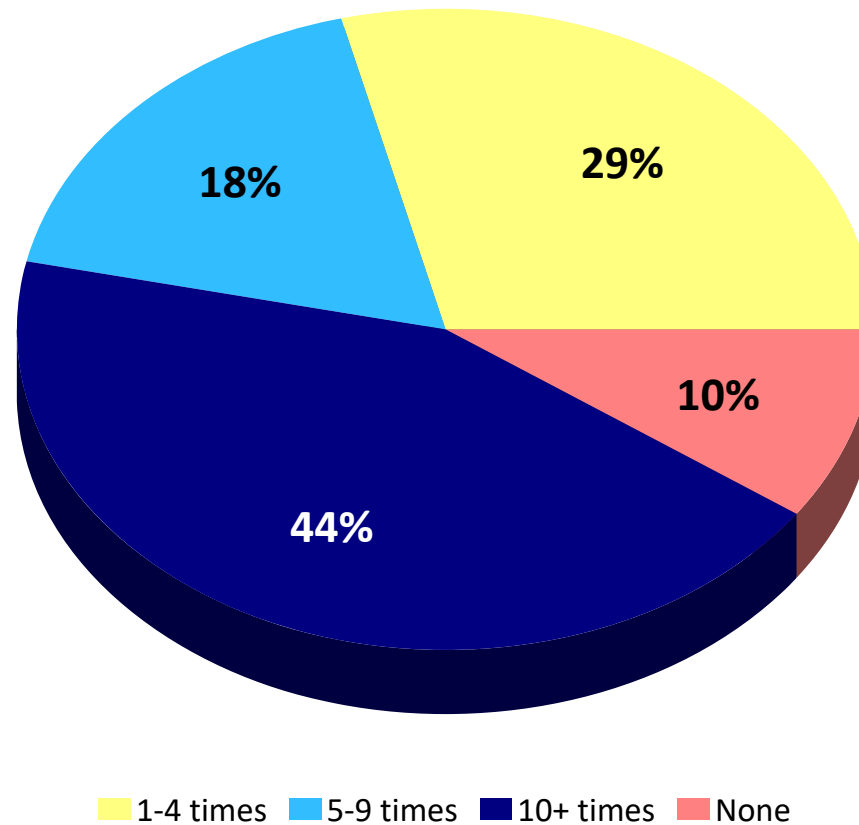
Q12. Parks and Recreation Services That Should Receive the Most Emphasis from City Leaders Over the Next 2 Years

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



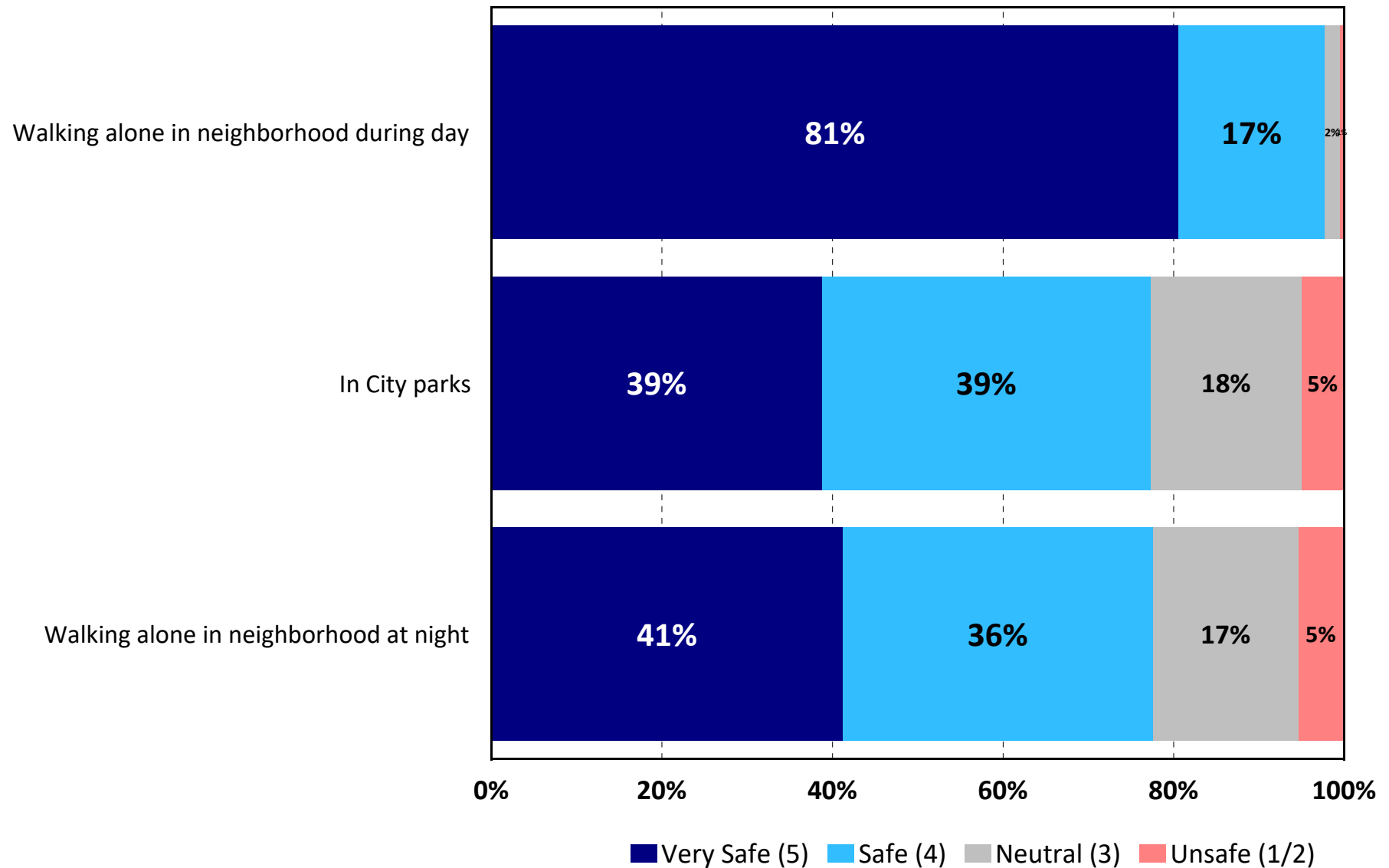
Q13. How many times have you visited one of the City's parks in the last two years?

by percentage of respondents (excluding "not provided")



Q15. Feeling of Safety in the Following Situations

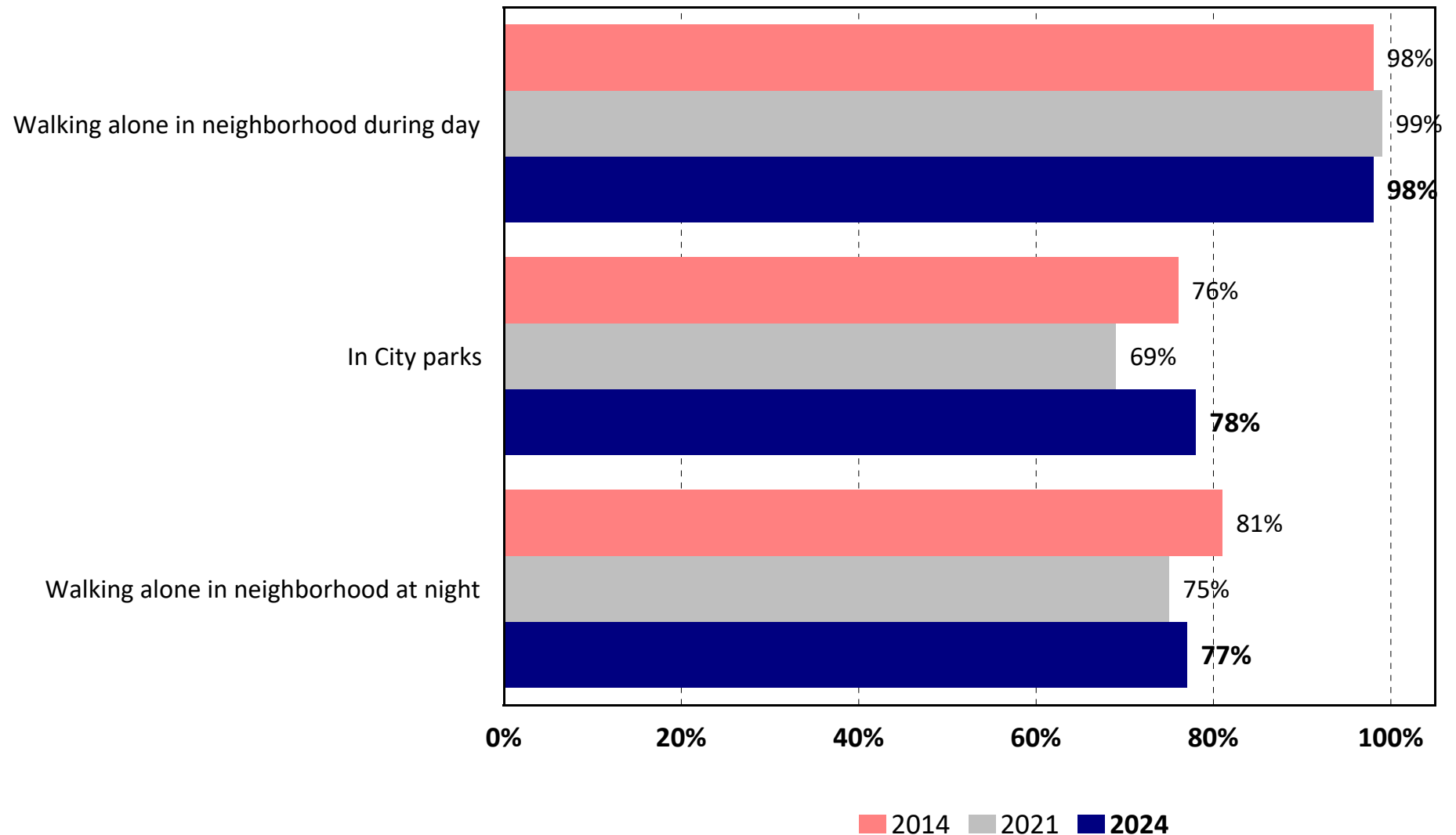
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Feeling of Safety in the Following Situations

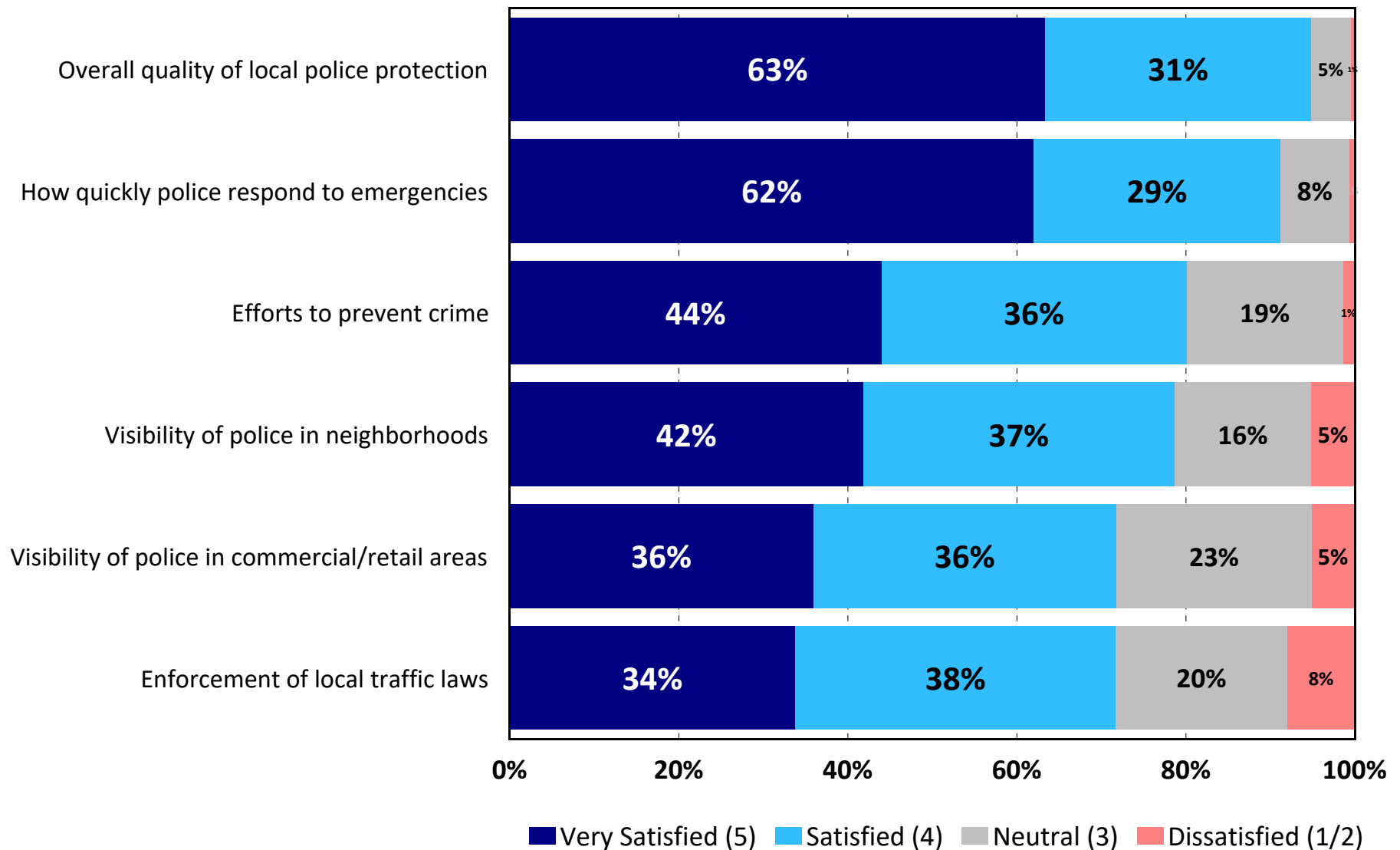
2014 to 2024

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



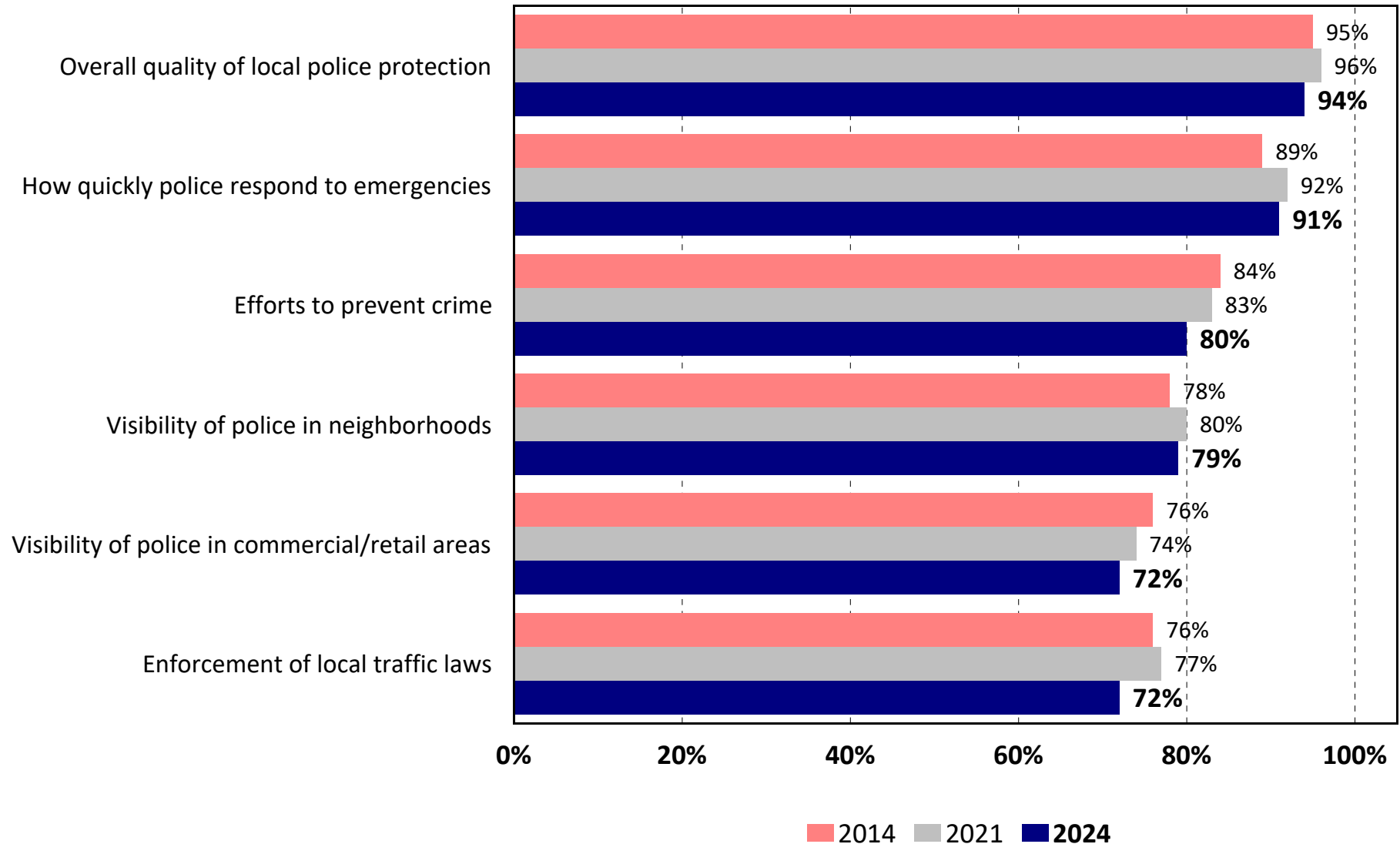
Q16. Satisfaction With Public Safety

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



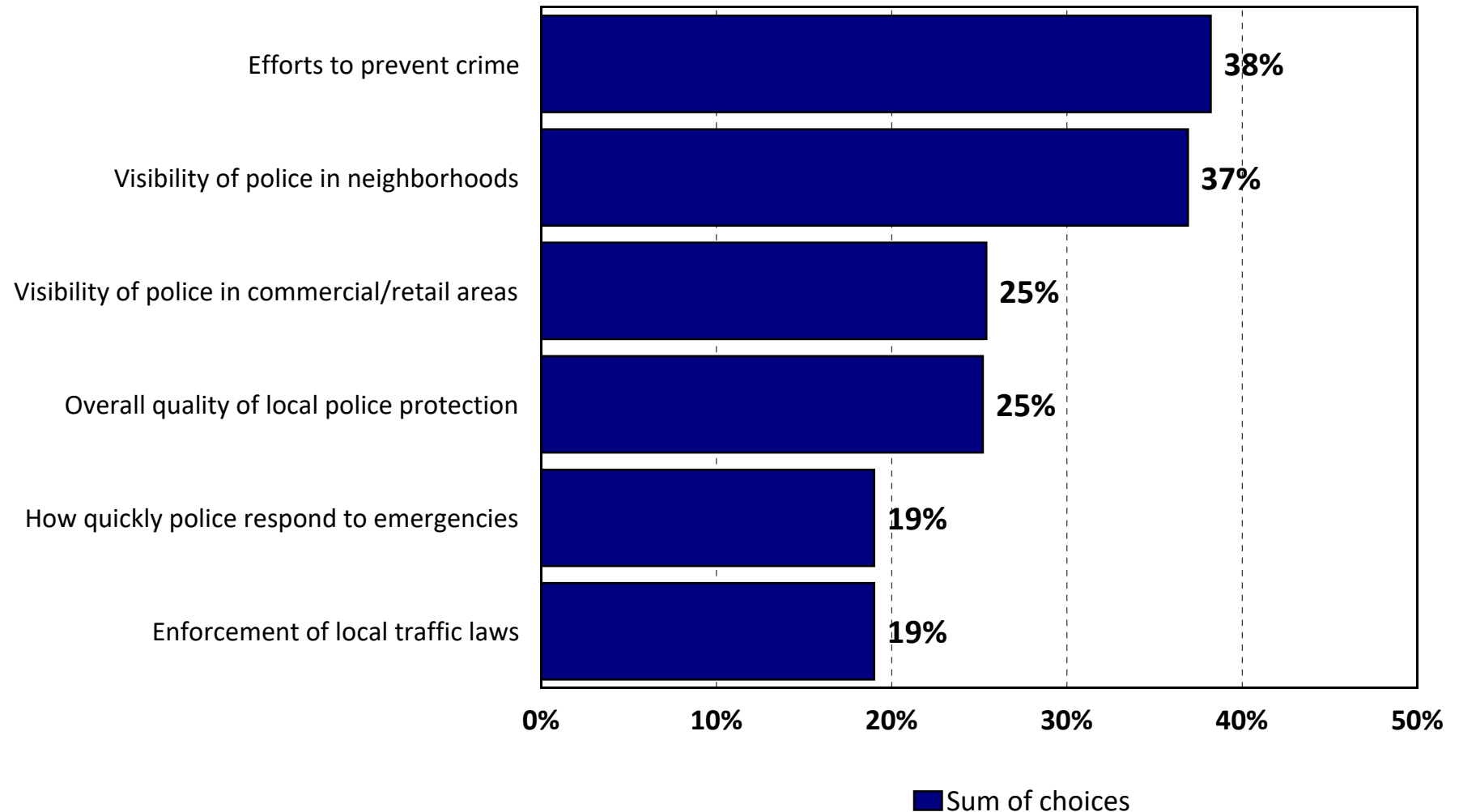
Satisfaction With Public Safety - 2014 to 2024

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



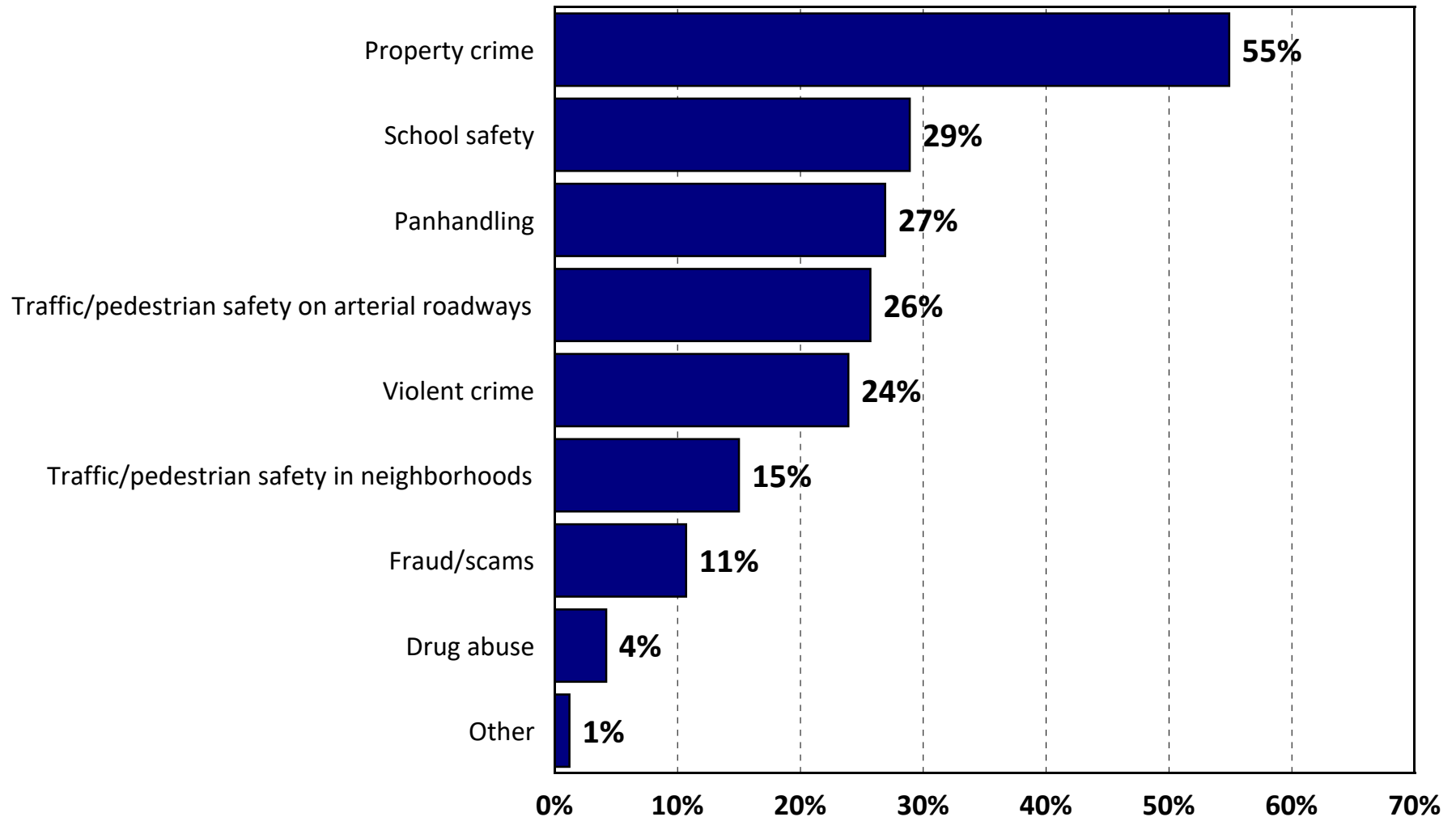
Q17. Public Safety Services That Should Receive the Most Emphasis Over the Next 2 Years

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



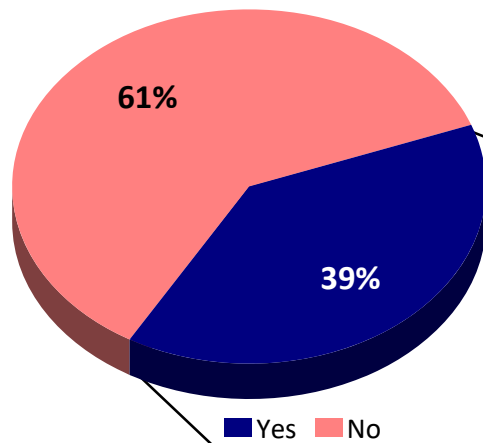
Q18. Public Safety Concerns That Should Receive the Most Emphasis Over the Next 2 Years

by percentage of respondents (two selections could be made)



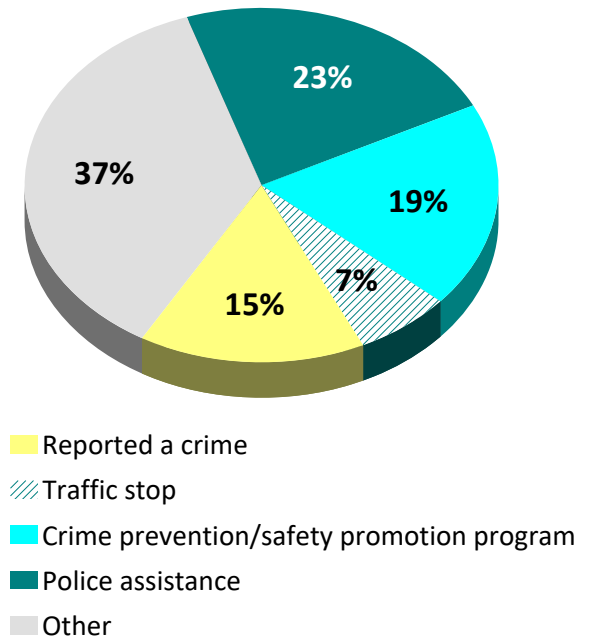
Q19. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents



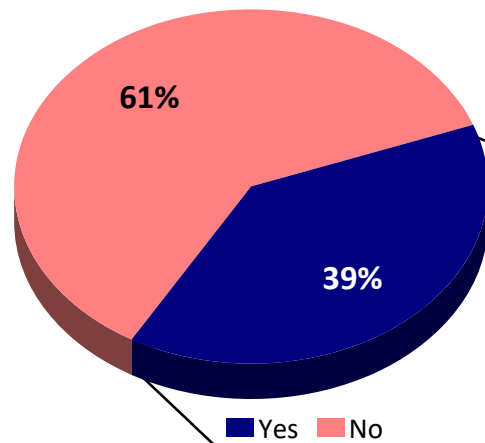
Q19a. What type of contact?

by percentage of respondents
(excluding "not provided")

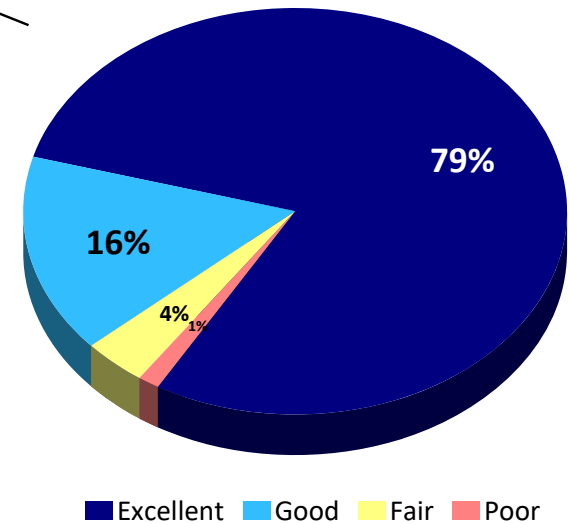


Q19. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents

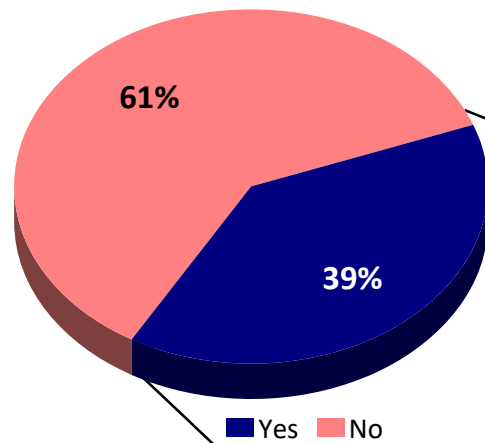


Q19b. How would you rate the quality of contact with the police officer? (excluding "not provided")

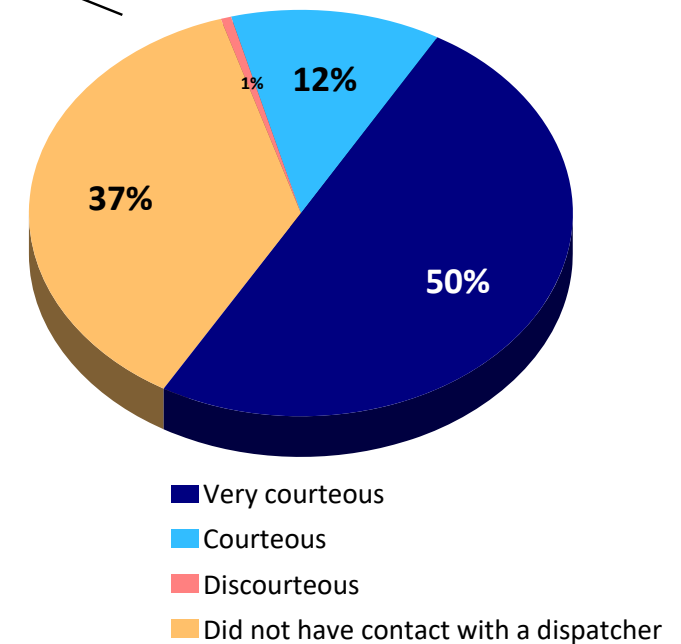


Q19. Have you had any contact with the Creve Coeur Police Department in the last year?

by percentage of respondents

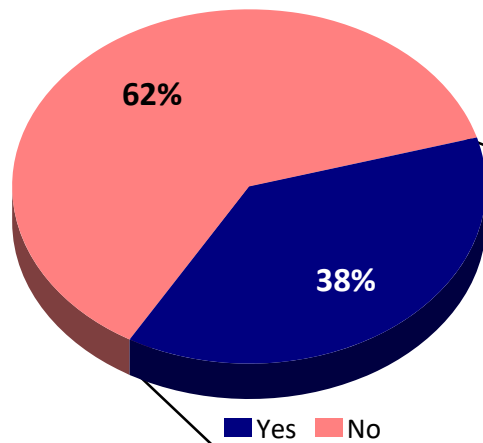


Q19c. How would you rate the dispatcher you interacted with? (excluding "not provided")

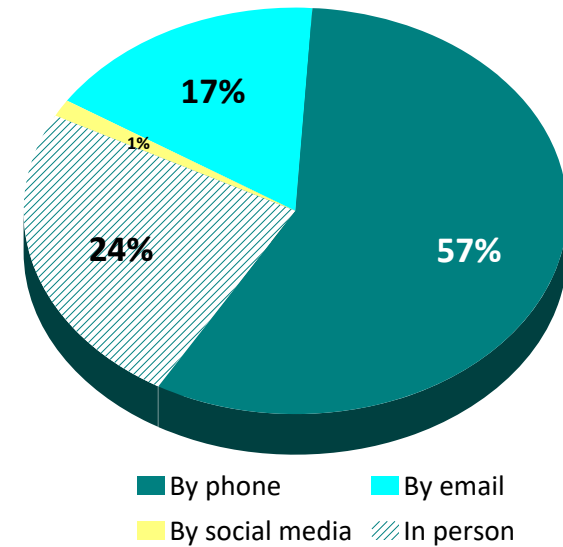


Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents

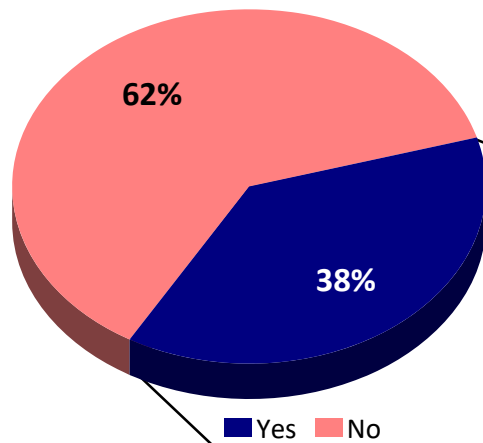


Q21a. How did you contact the City? (excluding "not provided")



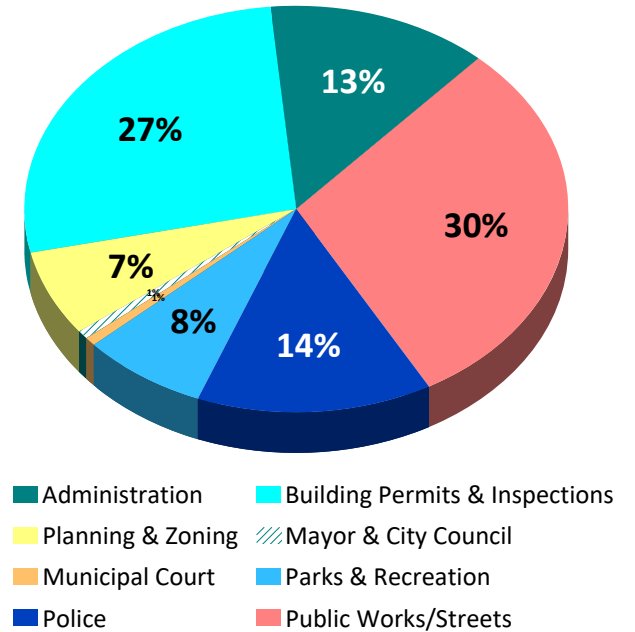
Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding “not provided”)



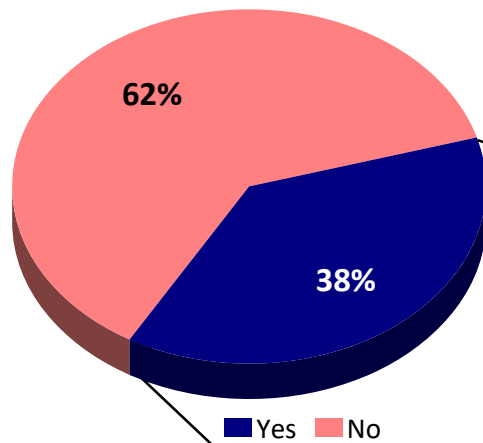
Q21b. Which department did you contact the City about most recently?

by percentage of respondents
(excluding “not provided”)



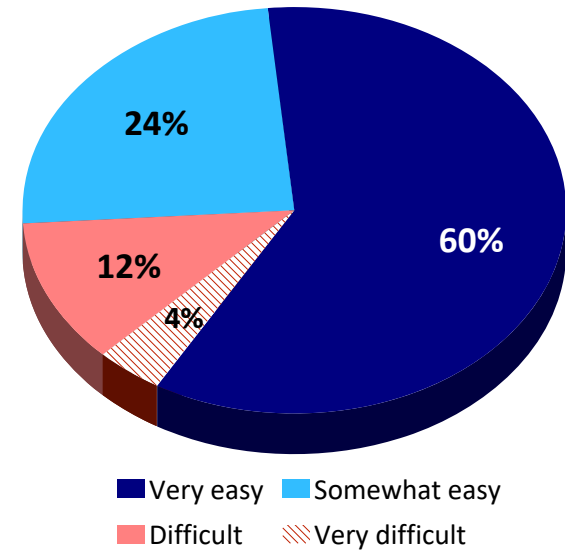
Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding “not provided”)



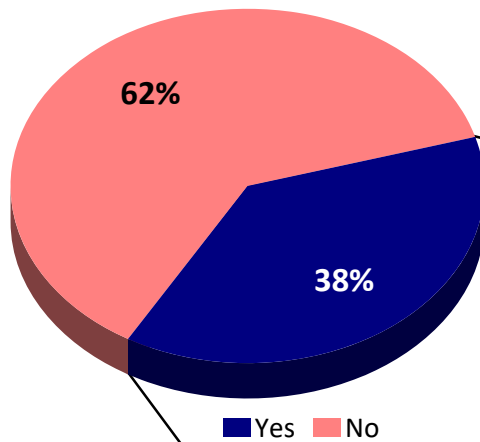
Q21c. How easy/difficult was it to address your issue?

(excluding “don’t know”)

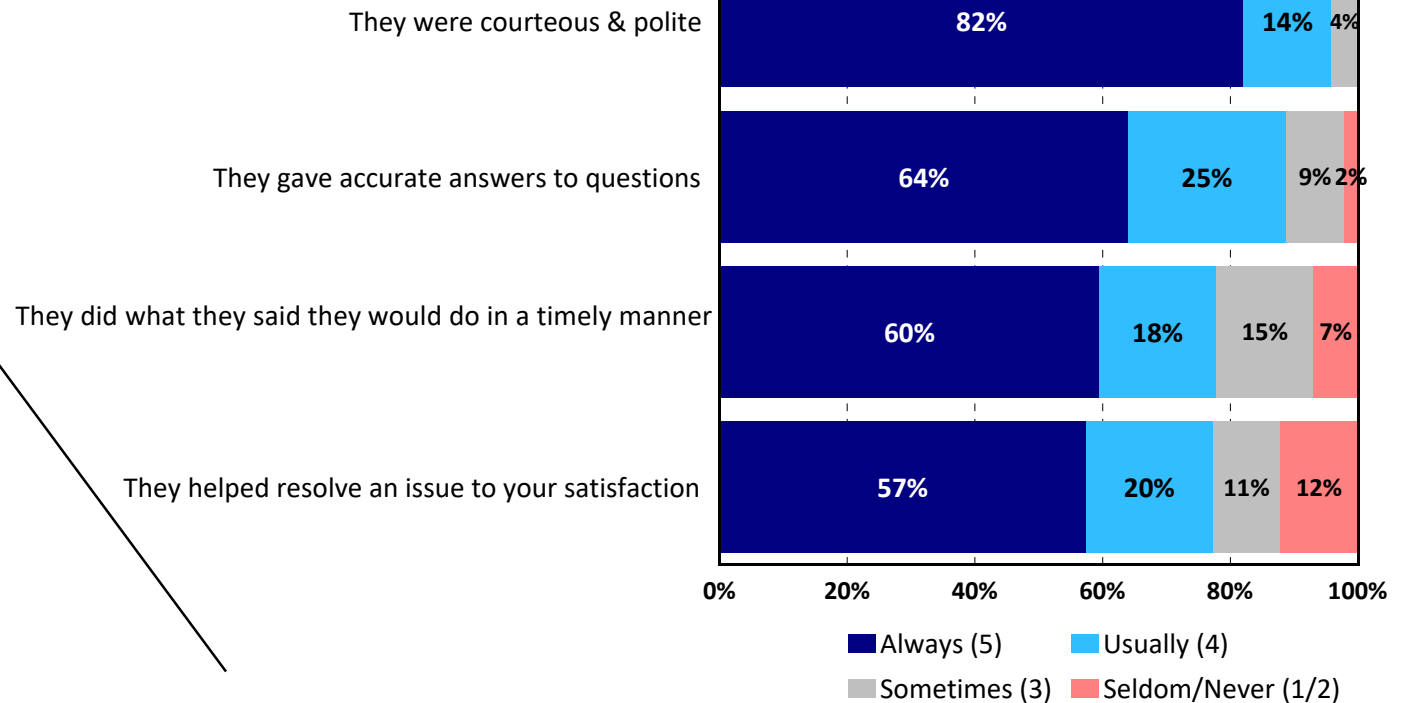


Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding “not provided”)

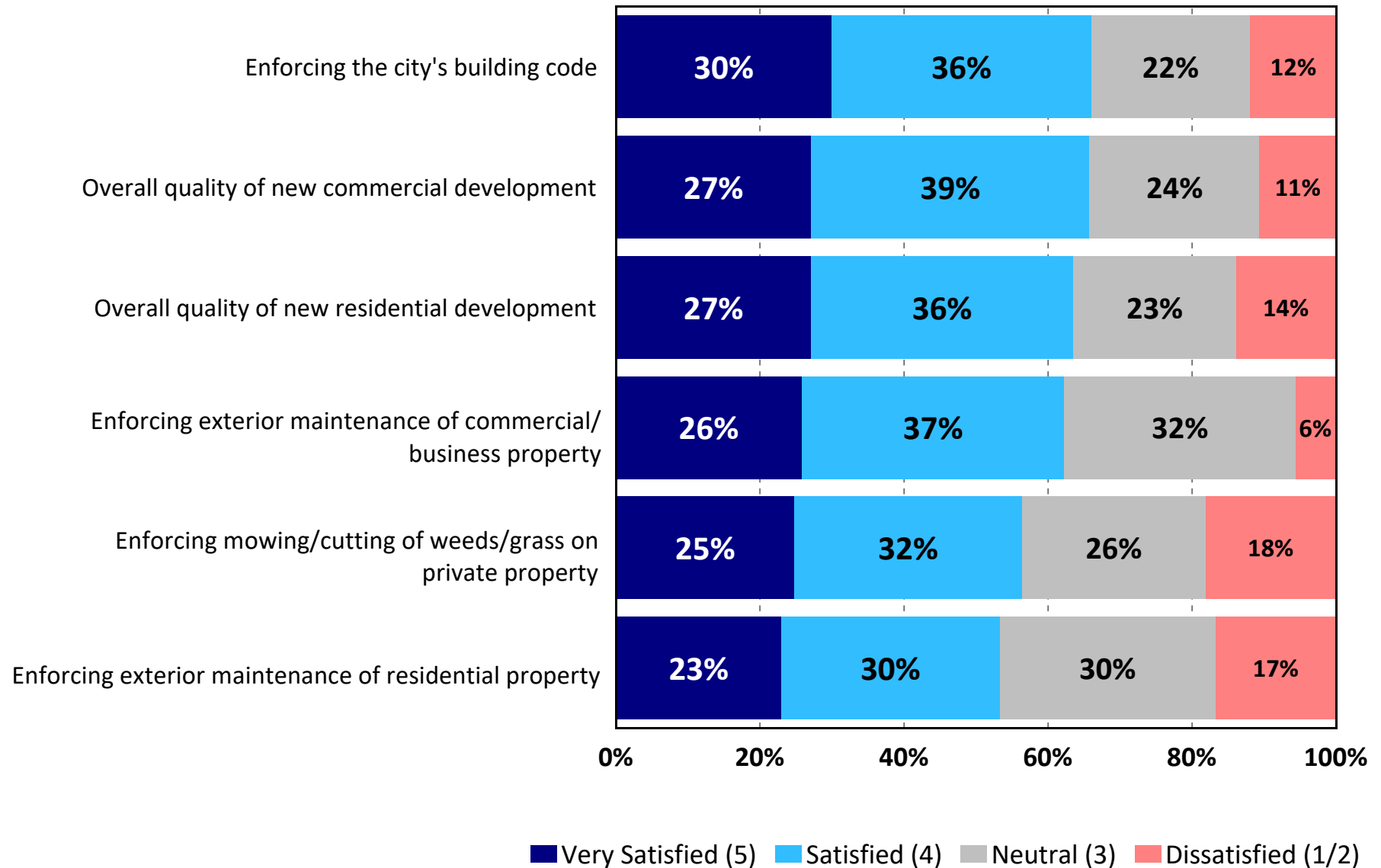


Q21d. Rate how often the employees you have contacted have displayed the following behaviors: (excluding “don’t know”)



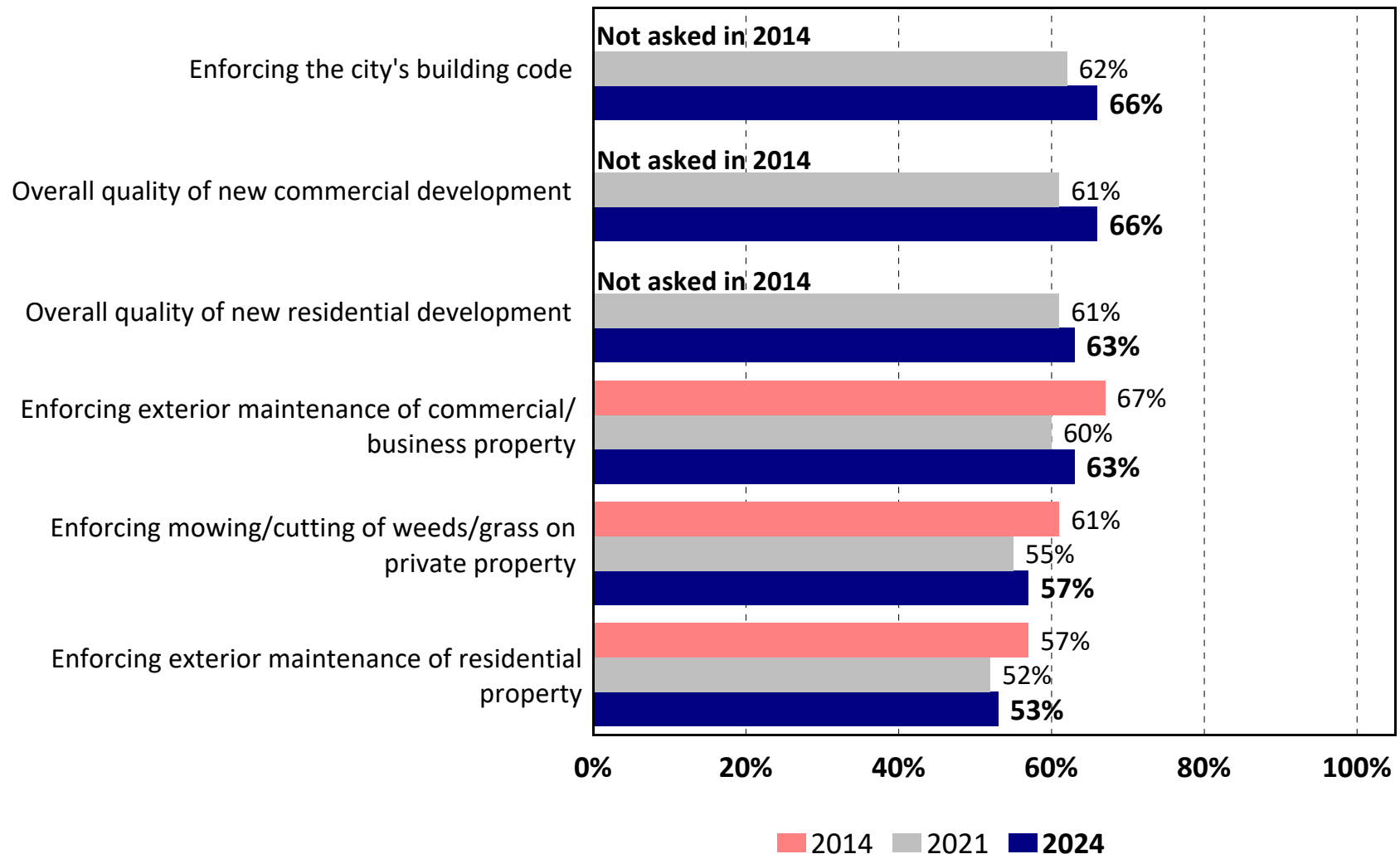
Q22. Satisfaction With Community Development

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



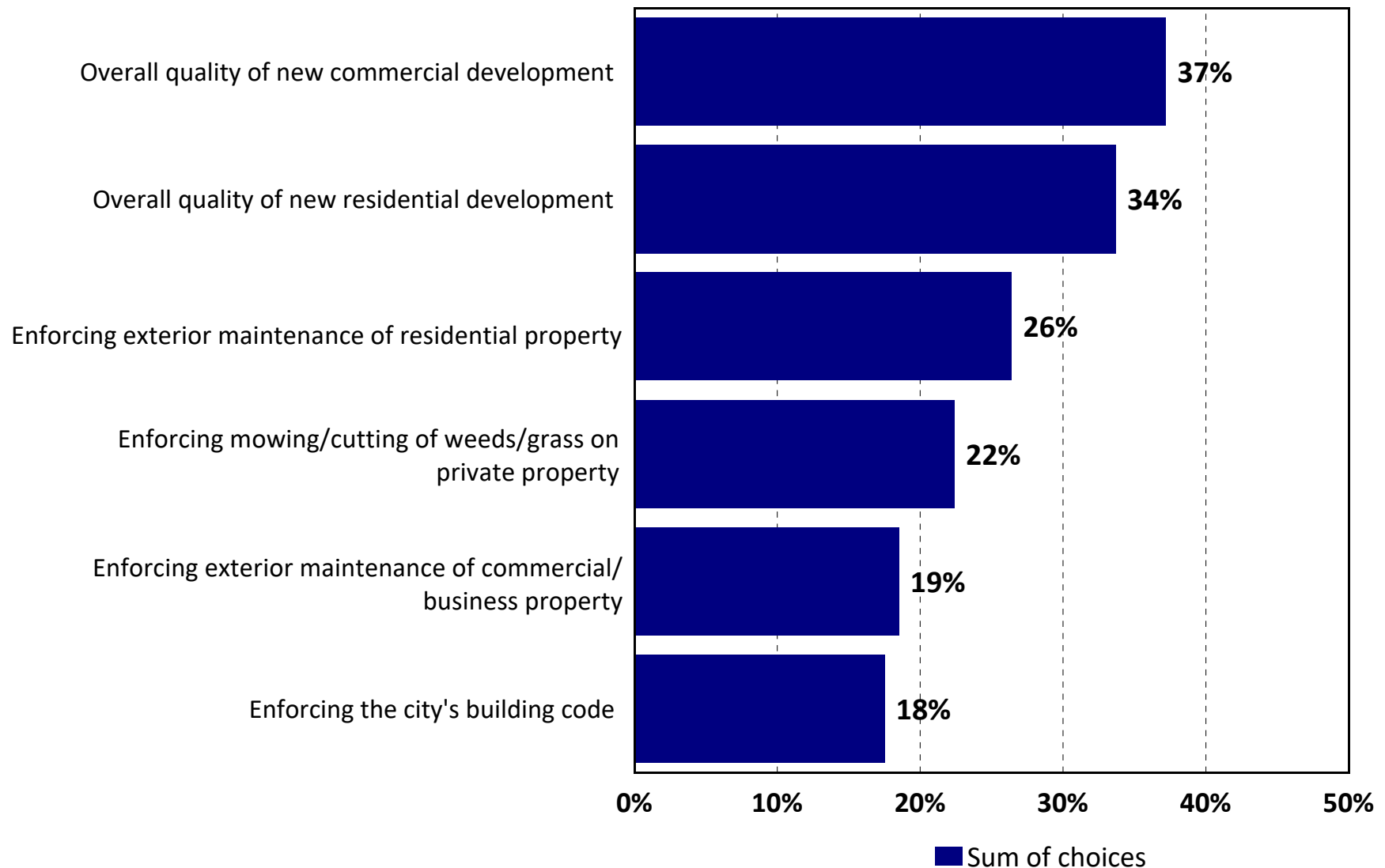
TRENDS: Satisfaction With Community Development 2014 to 2024

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



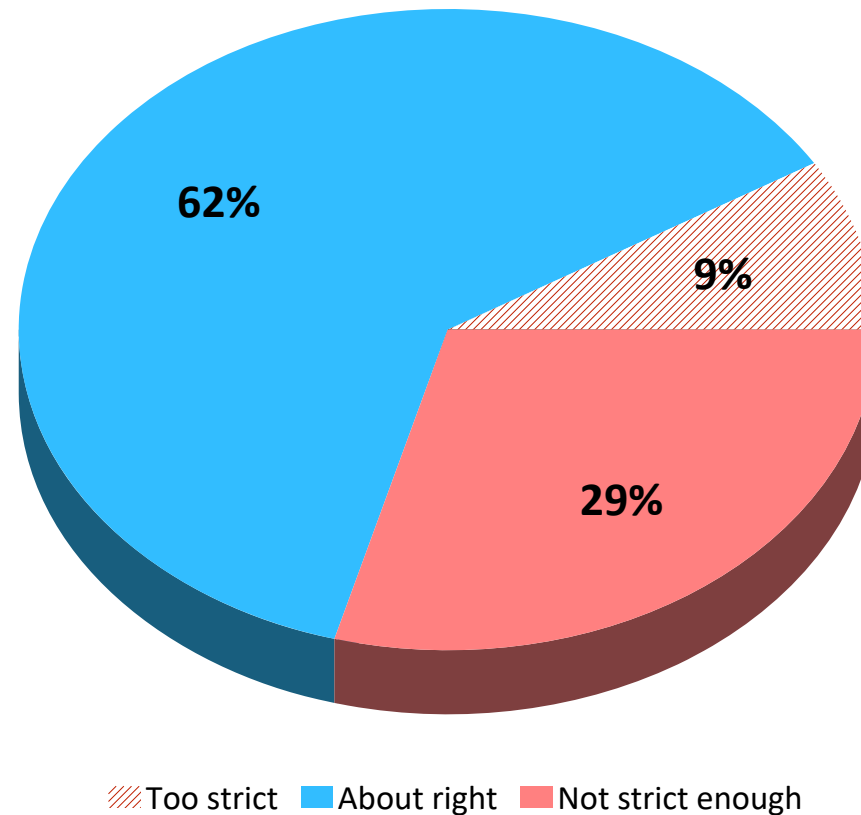
Q23. Community Development Services That Should Receive the Most Emphasis Over the Next 2 Years

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



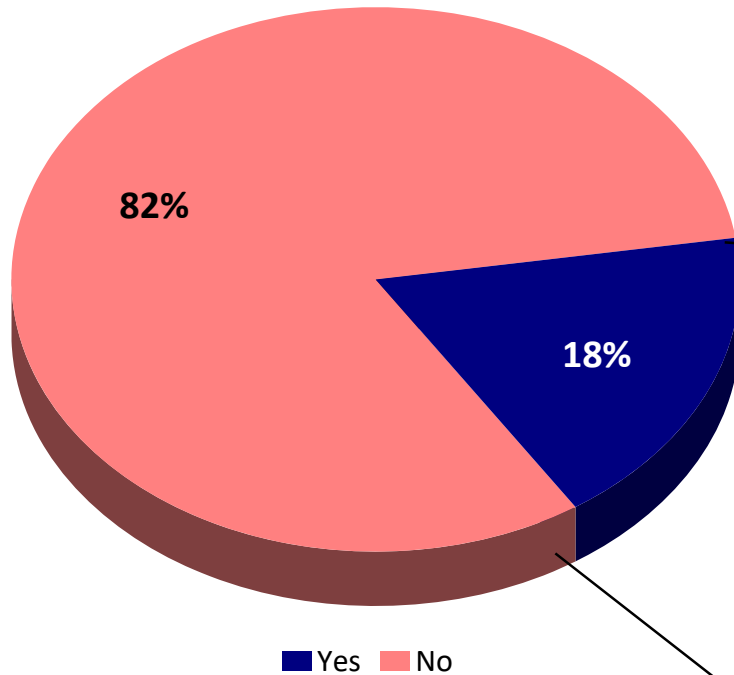
Q24. How would you rate the City's enforcement of exterior property maintenance?

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



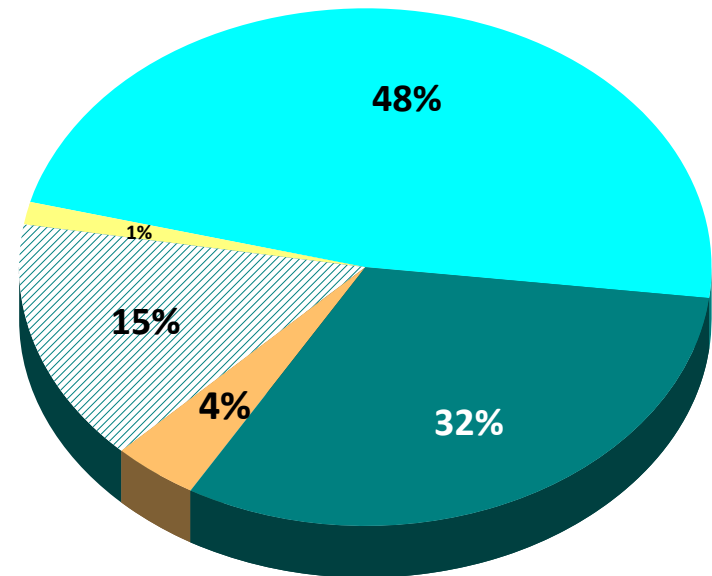
Q25. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents



■ Yes ■ No

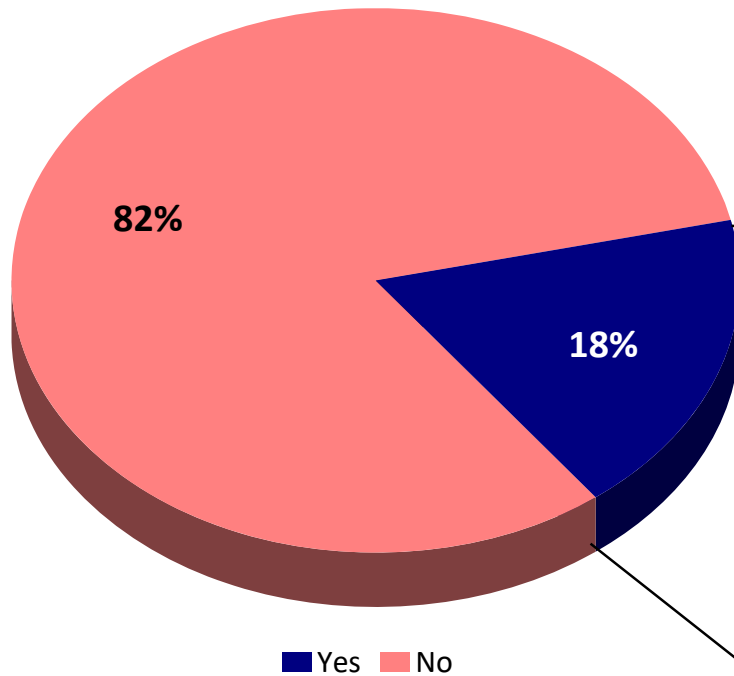
Q25a. What type of contact have you had with the Creve Coeur Building Division most recently?



■ Reported a complaint
 ■ Building inspections for home renovation project
 ■ Issued a field correction notice or stop work order
 ■ Obtained a building permit
 ■ Other

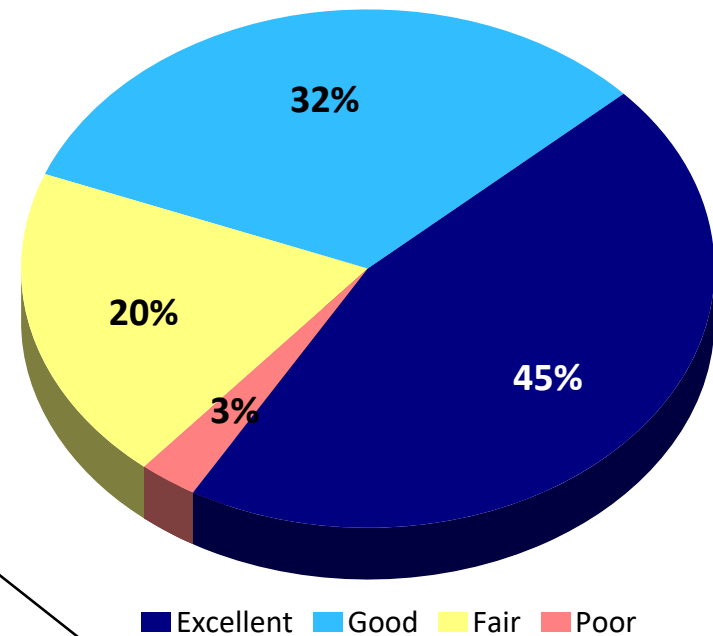
Q25. Have you had any contact with the Creve Coeur Building Division in the last year?

by percentage of respondents



■ Yes ■ No

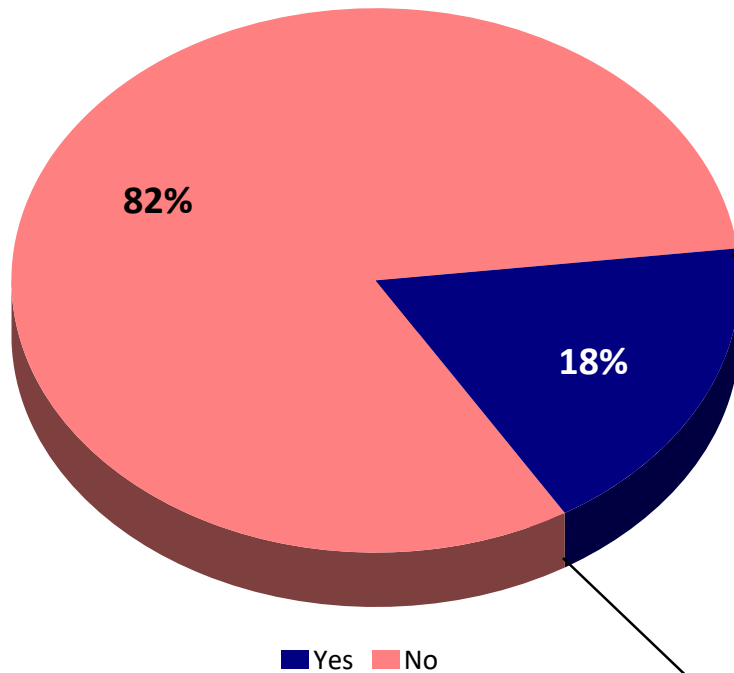
Q25b. How would you rate the quality of your contact with the Building Inspector? (excluding "not provided")



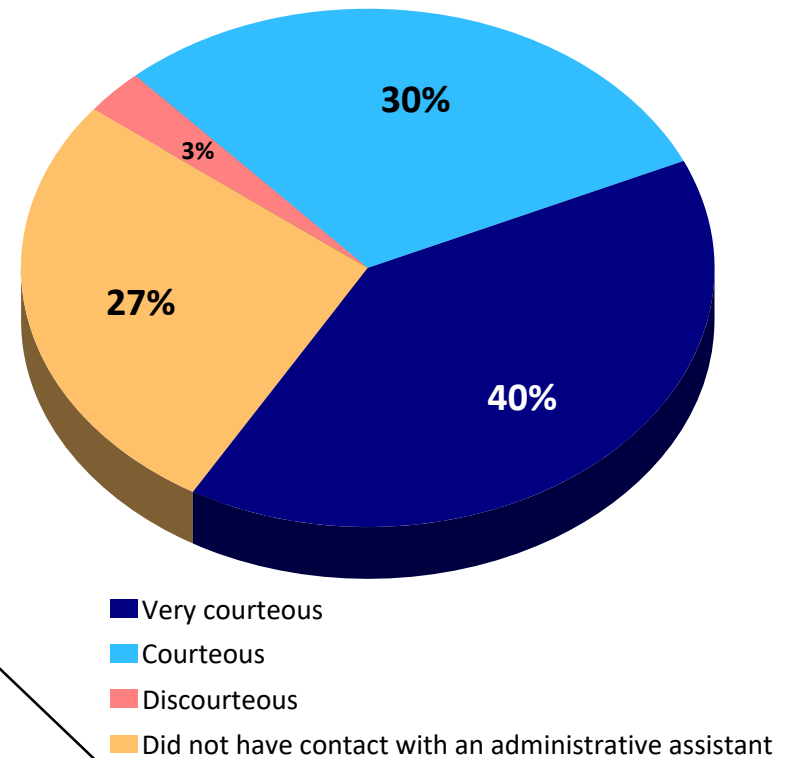
■ Excellent ■ Good ■ Fair ■ Poor

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

by percentage of respondents

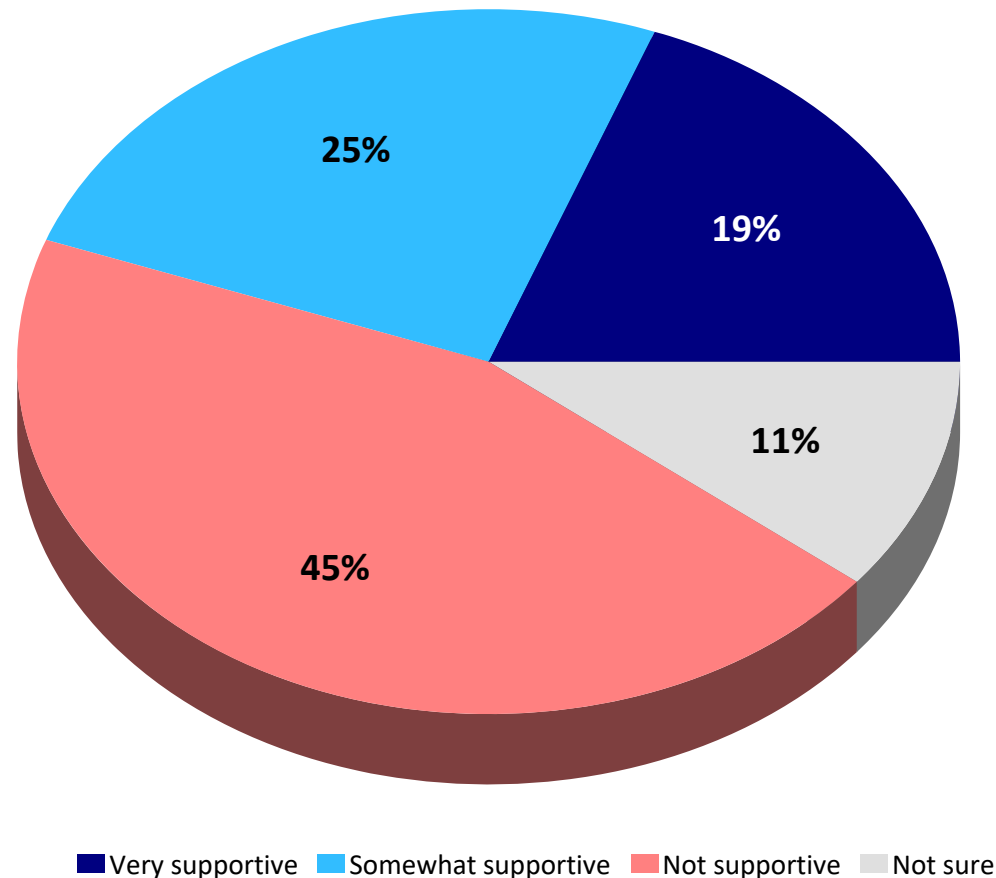


Q25c. How would you rate the administrative assistant you interacted with? (excluding "not provided")



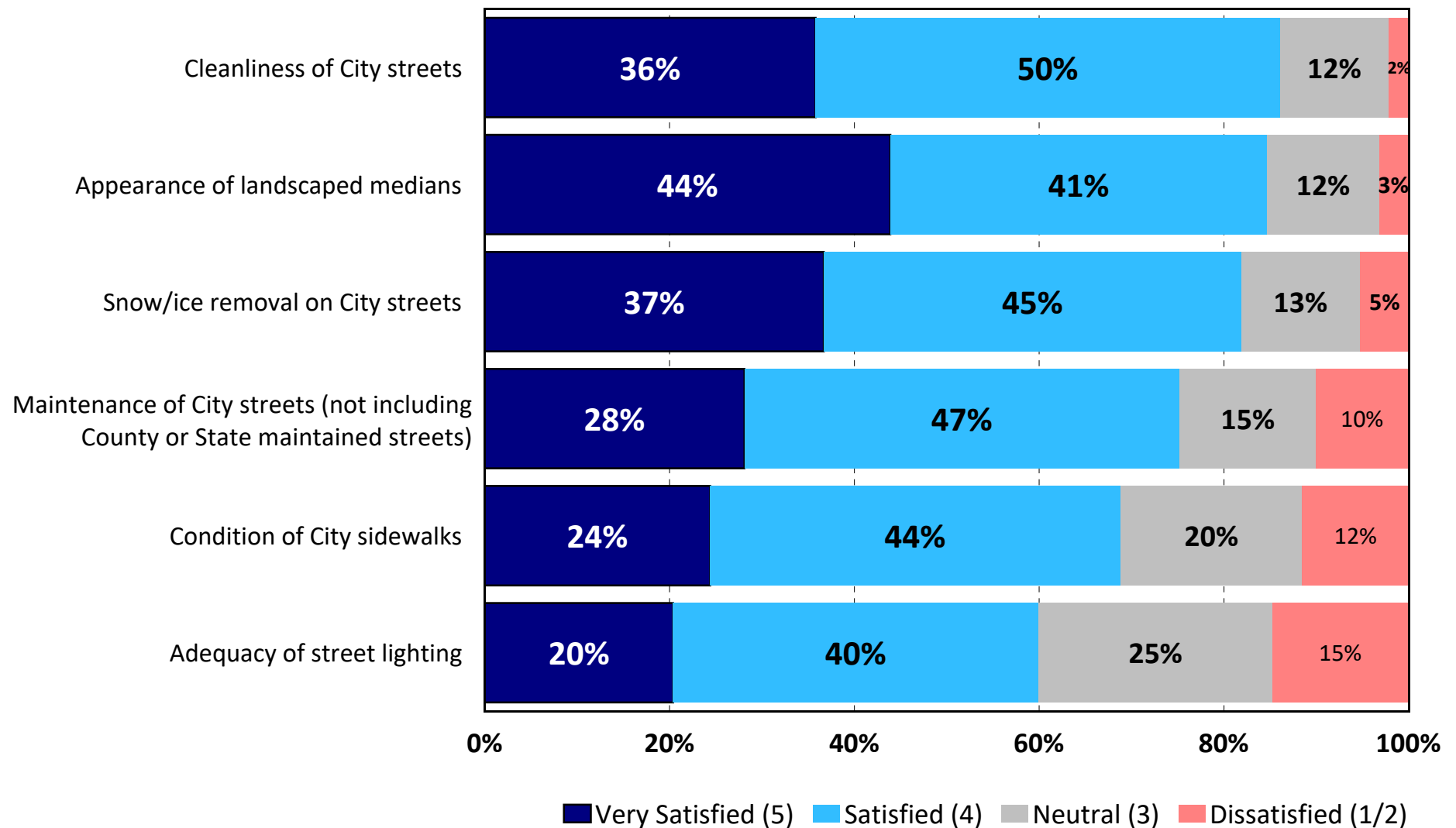
Q26. Level of Support for Requiring Developers to Include Affordable Housing Units as a Component of New Apartment Developments

by percentage of respondents (excluding “not provided”)



Q27. Satisfaction with Public Works

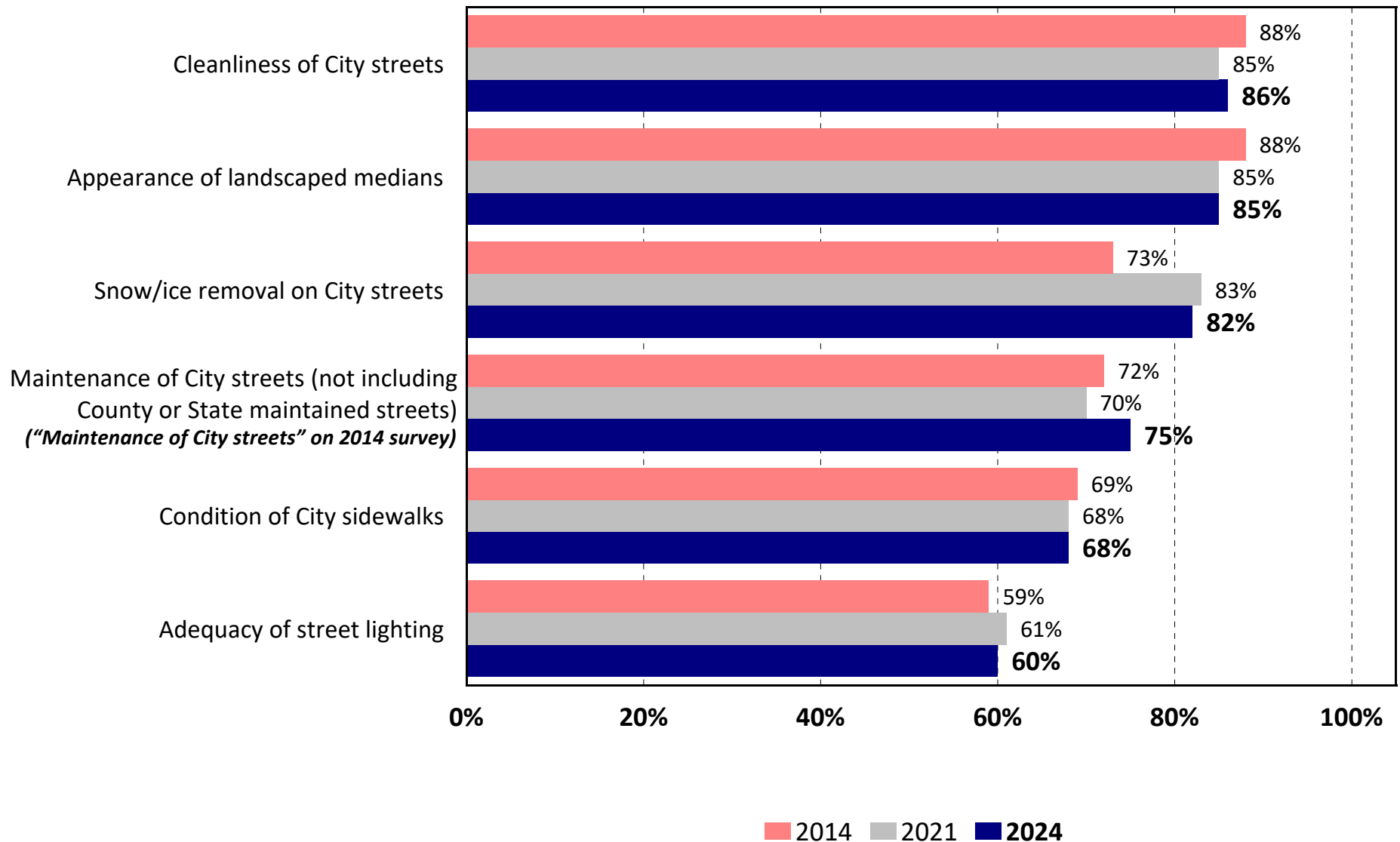
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



TRENDS: Satisfaction with Public Works

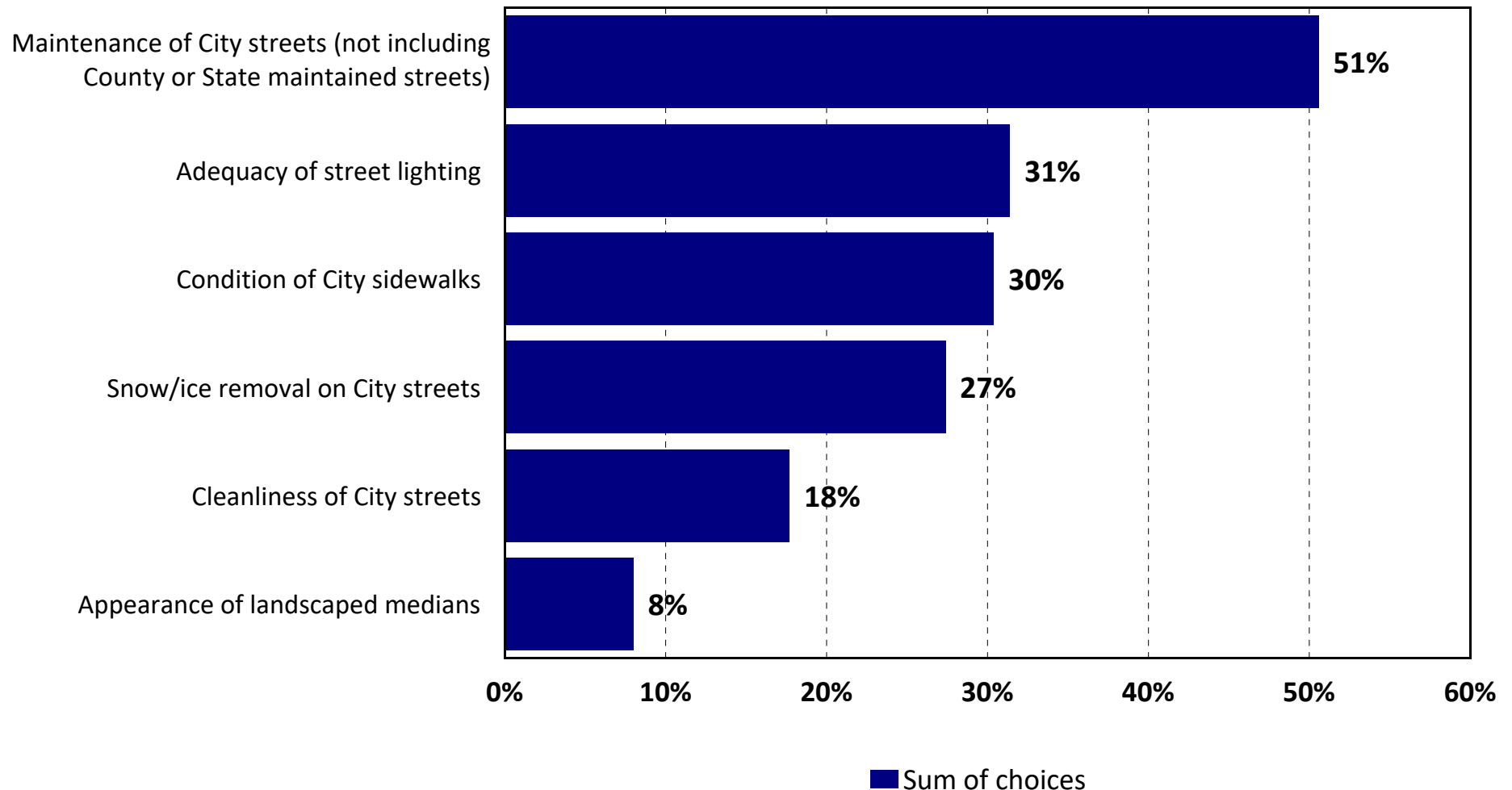
2014 to 2024

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



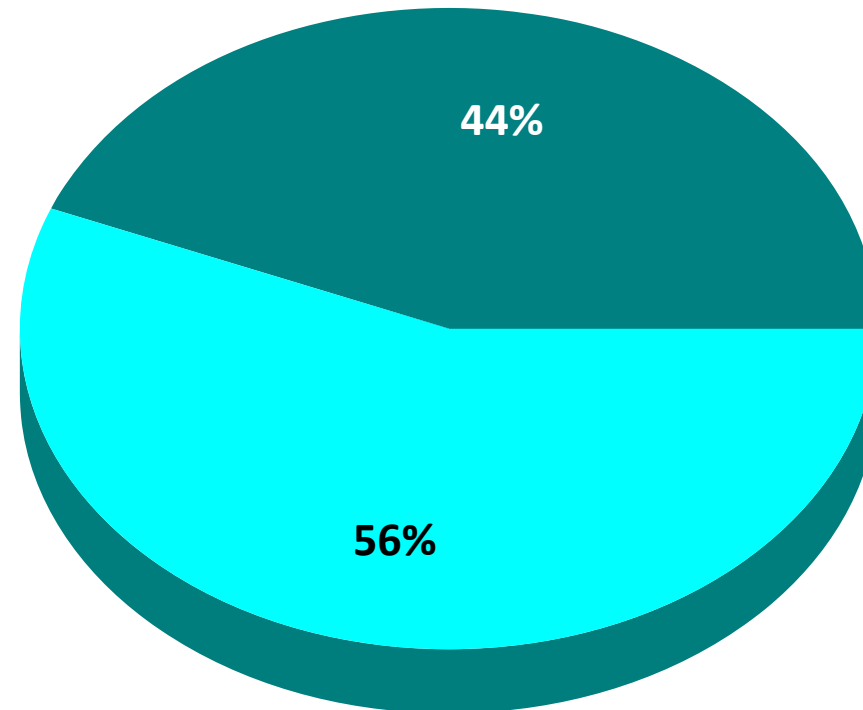
Q28. Public Works Services That Should Receive the Most Emphasis Over the Next 2 Years

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

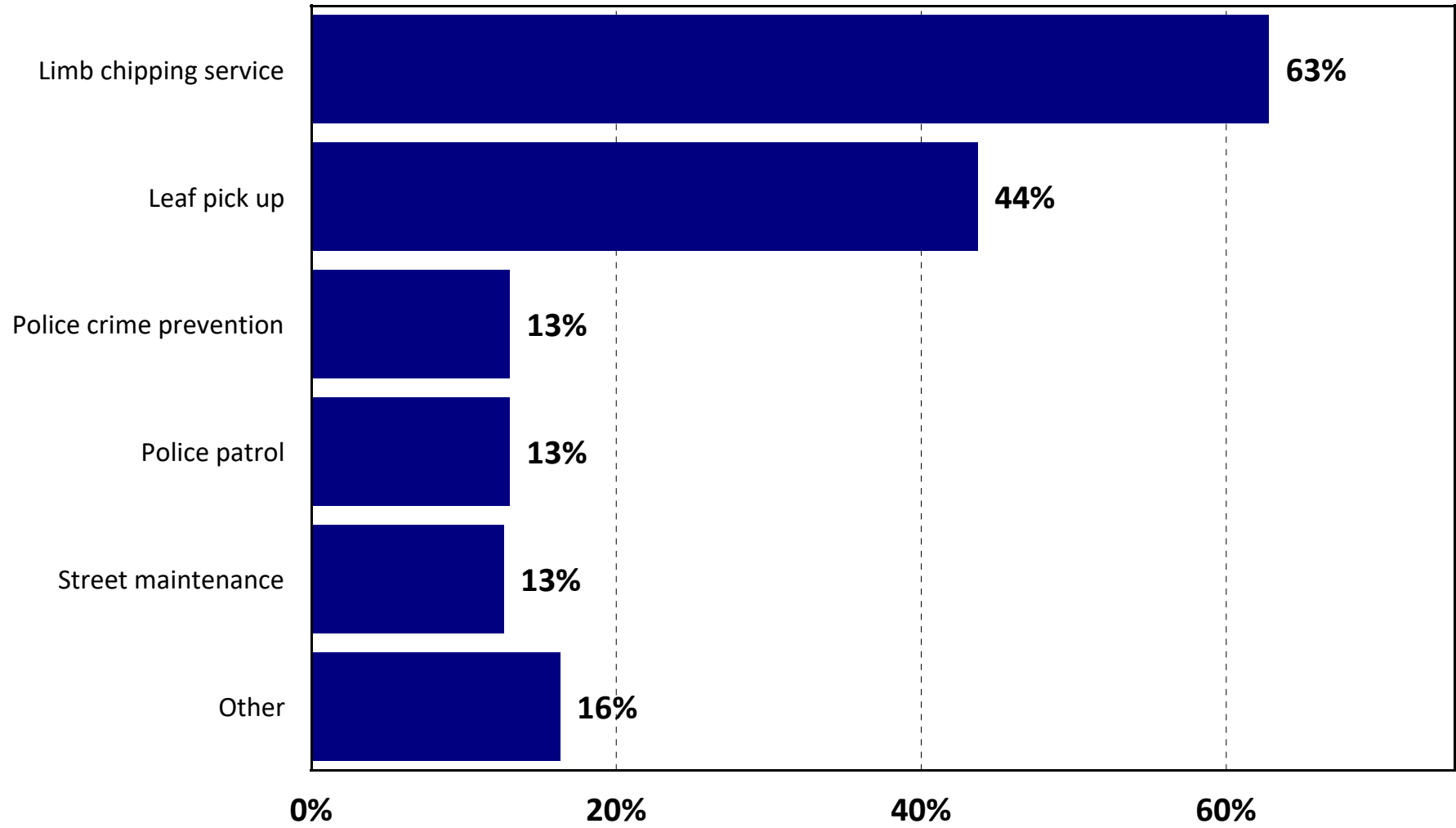
by percentage of respondents (excluding “not provided”)



- Maintaining current tax rates/cutting back on some City services
- Increasing taxes to maintain present level of City services

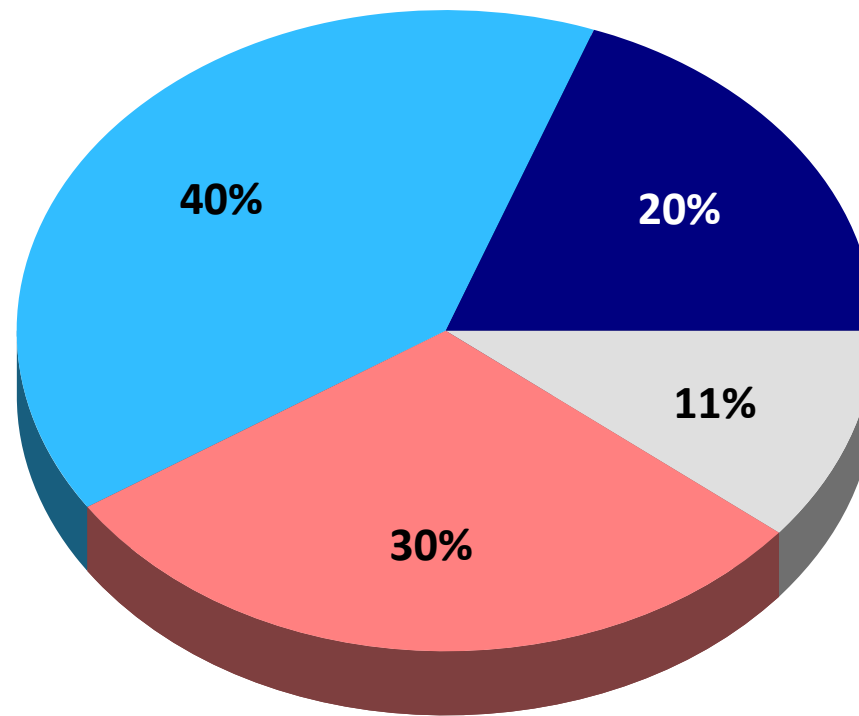
Q30. Services That Residents Would Prefer to Reduce in Order to Maintain Current Tax Rates

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

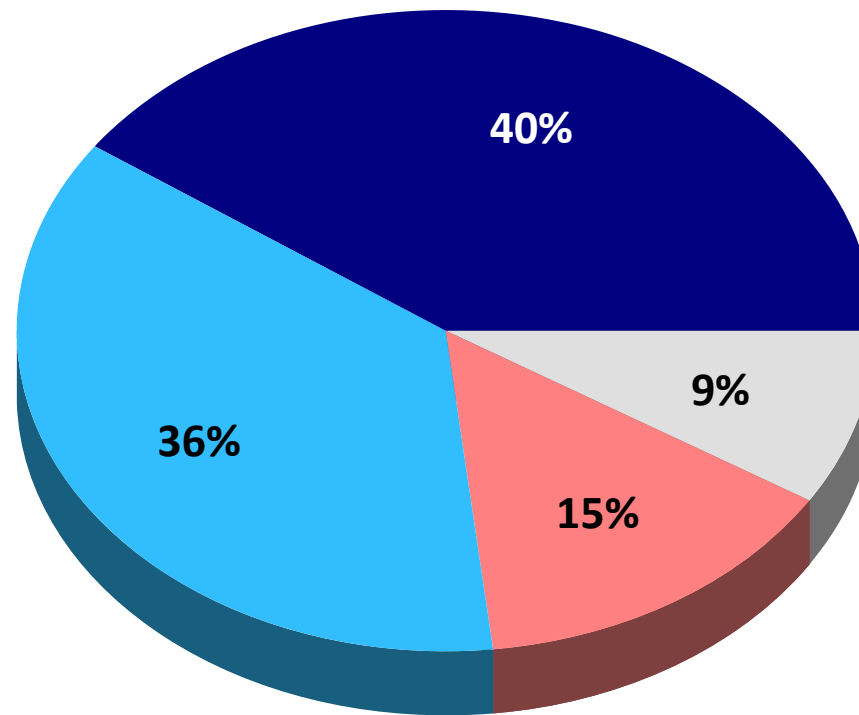
by percentage of respondents (excluding “not provided”)



Very supportive Somewhat supportive
Not supportive Not sure

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

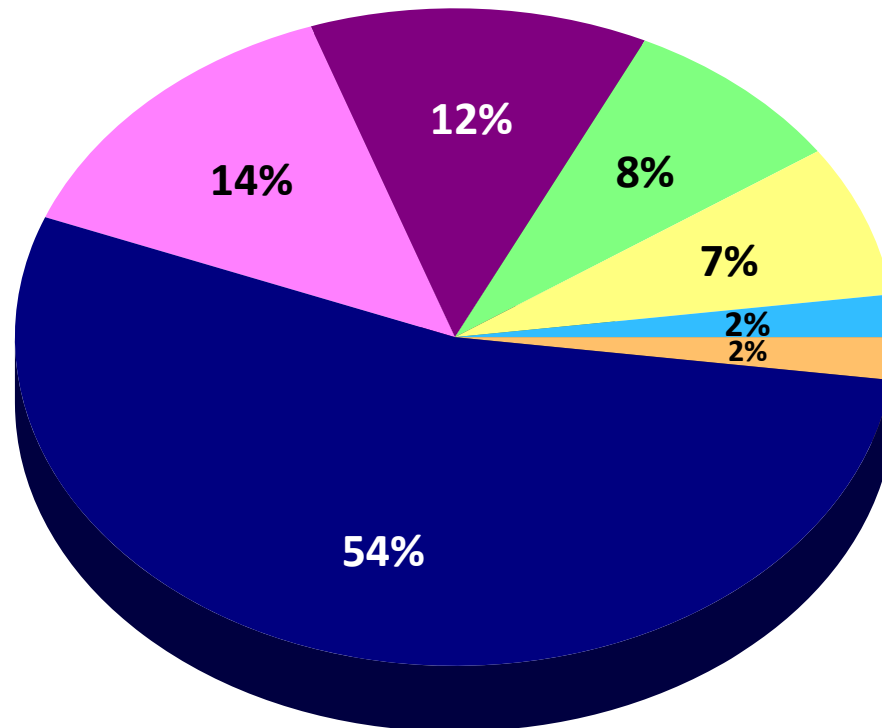
by percentage of respondents (excluding "not provided")



■ Very supportive ■ Somewhat supportive
■ Not supportive ■ Not sure

Q34. How long have you lived in Creve Coeur?

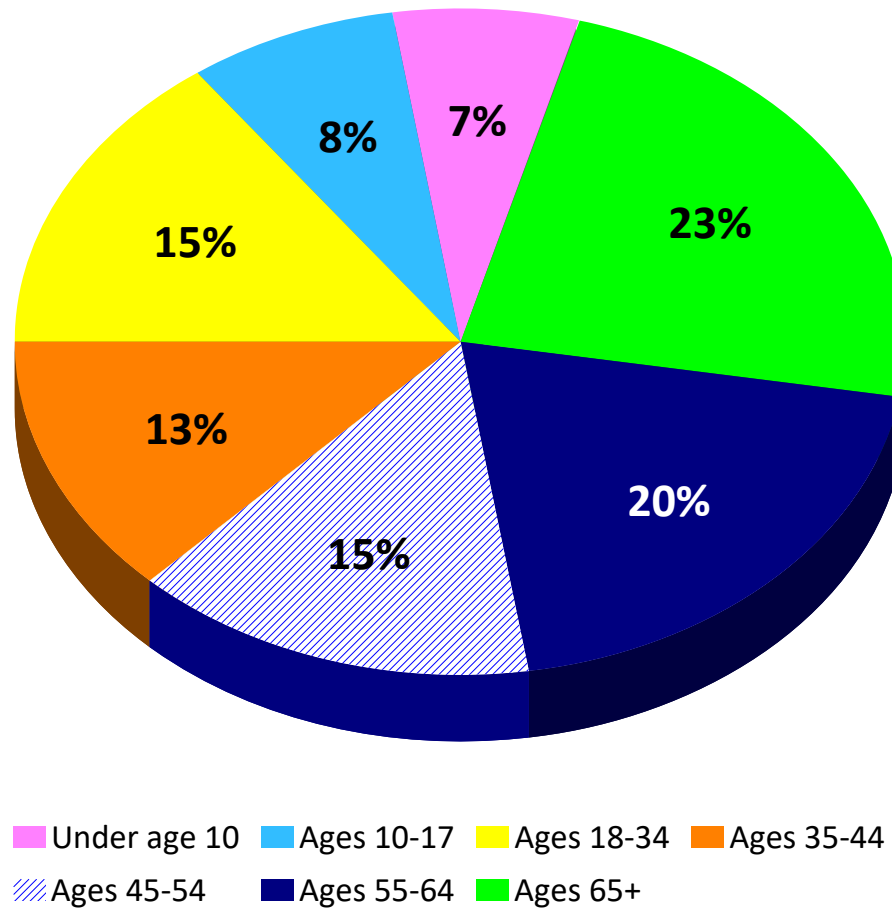
by percentage of respondents



■ Less than a year
 ■ 1-3 years
 ■ 4-6 years
 ■ 7-10 years
■ 11-20 years
 ■ 20+ years
■ Not provided

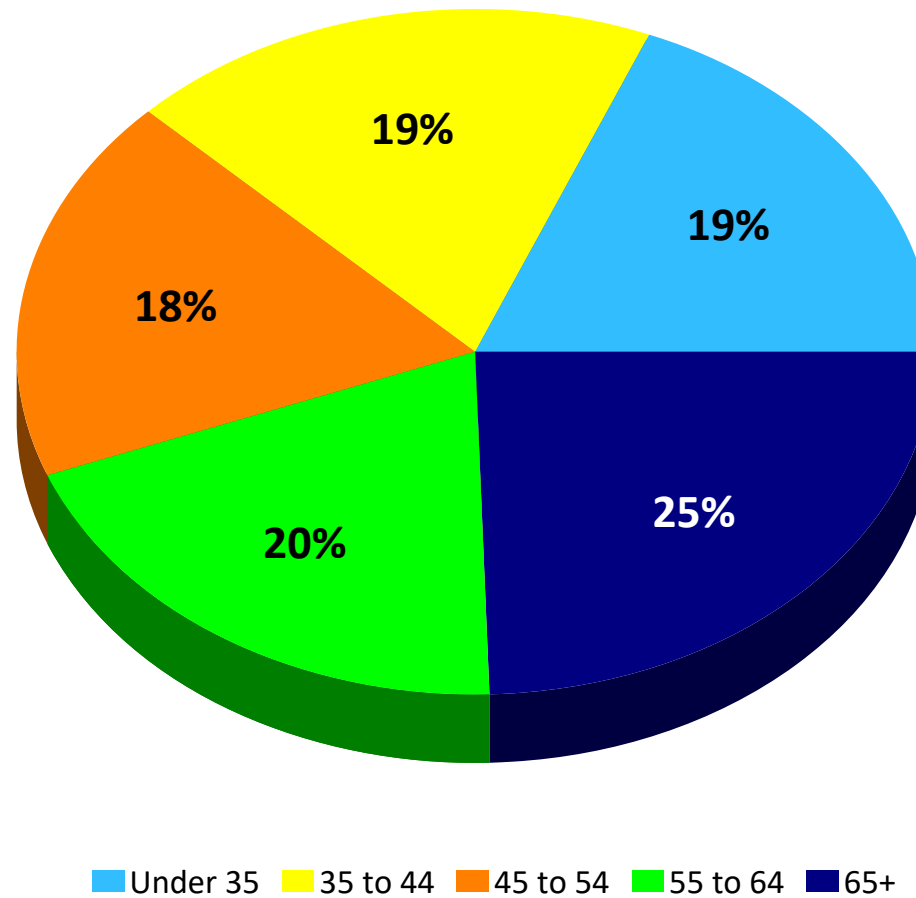
Q35. Including yourself, how many in your household are:

by percentage of persons in the household



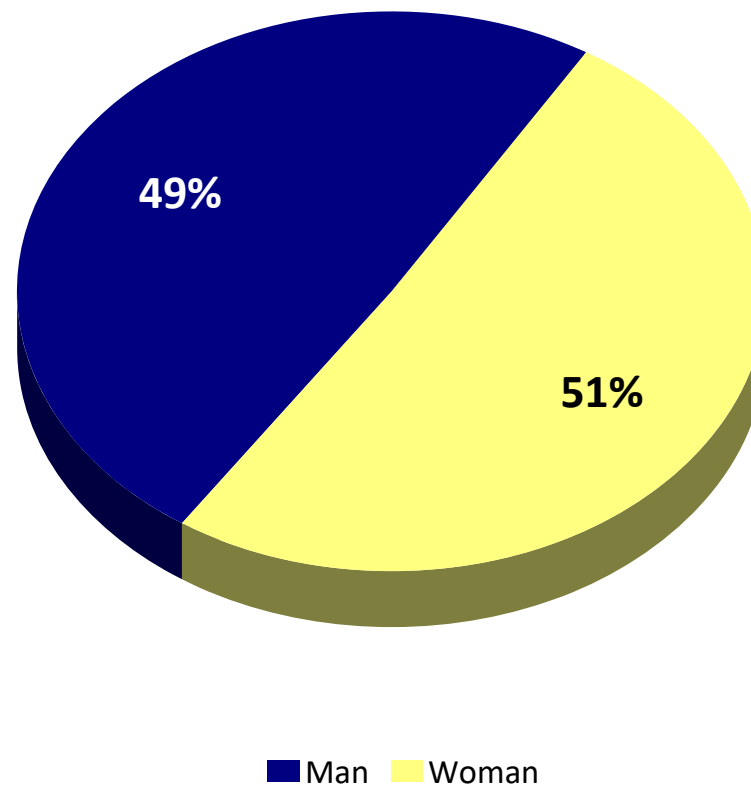
Q36. What is your age?

by percentage of respondents (excluding "not provided")



Q37. Gender

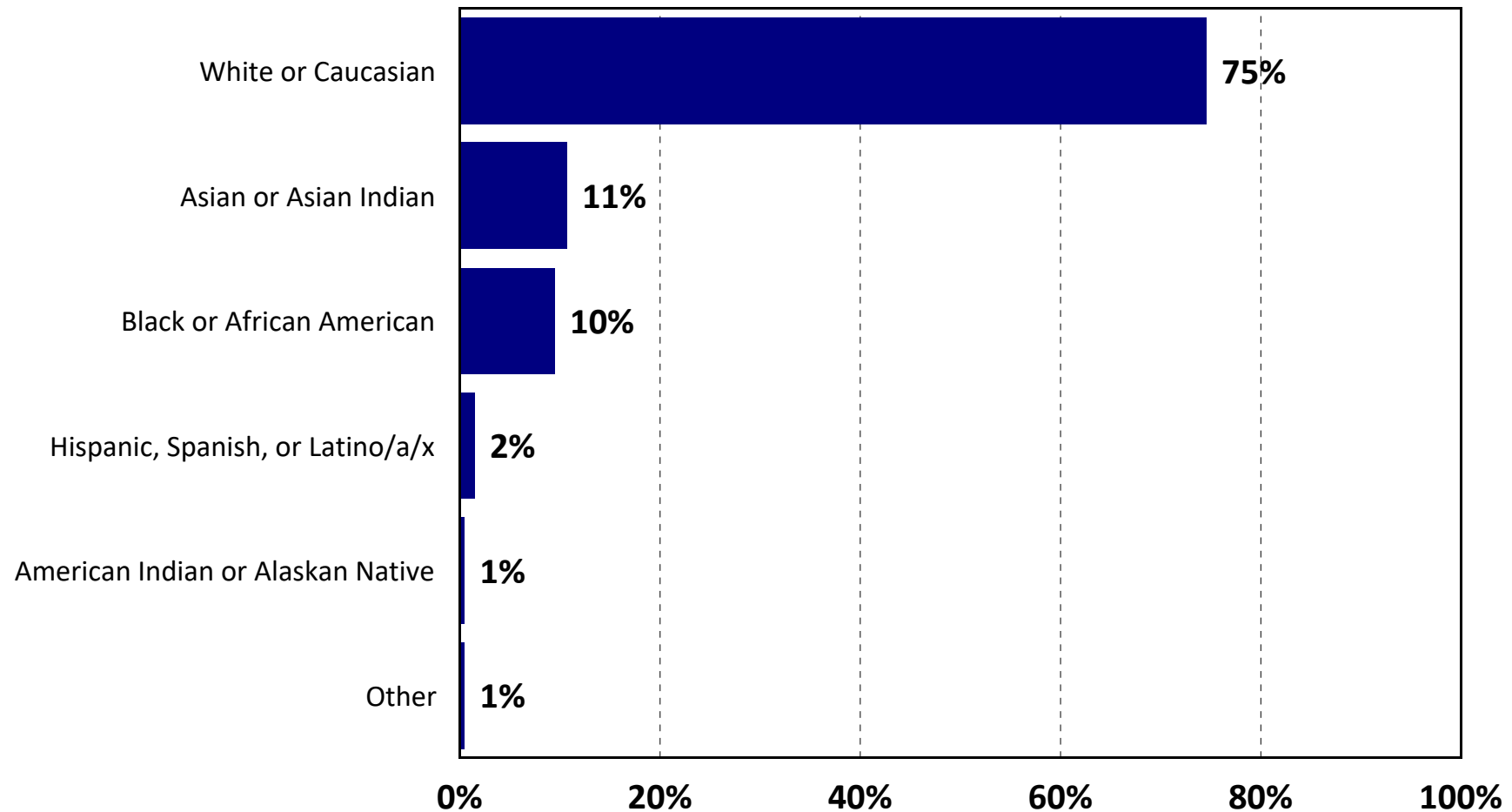
by percentage of respondents (excluding “prefer not to disclose”)



0.5% selected non-binary

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

by percentage of respondents (multiple selections could be made)





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.

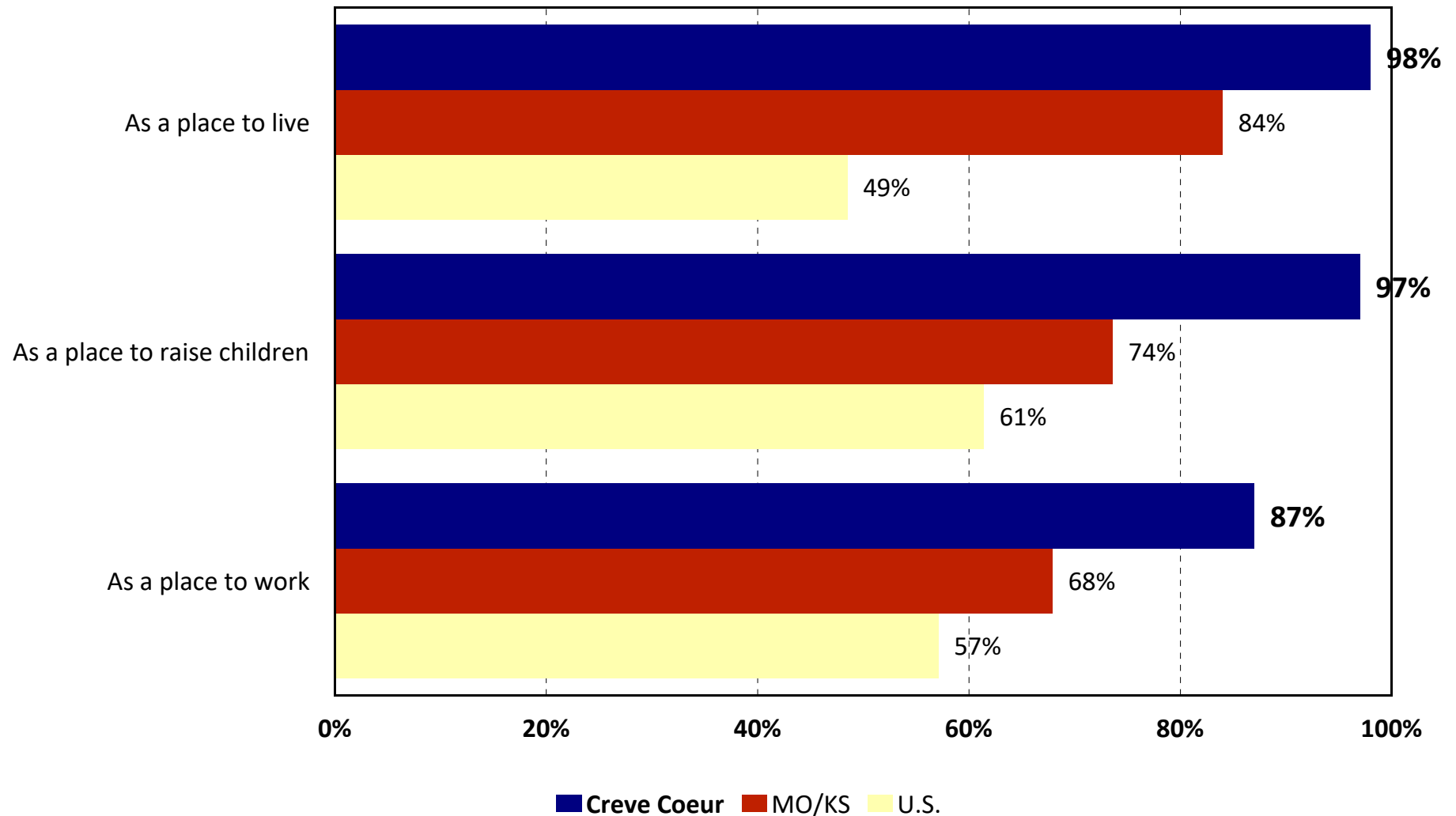
National Benchmarks

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.

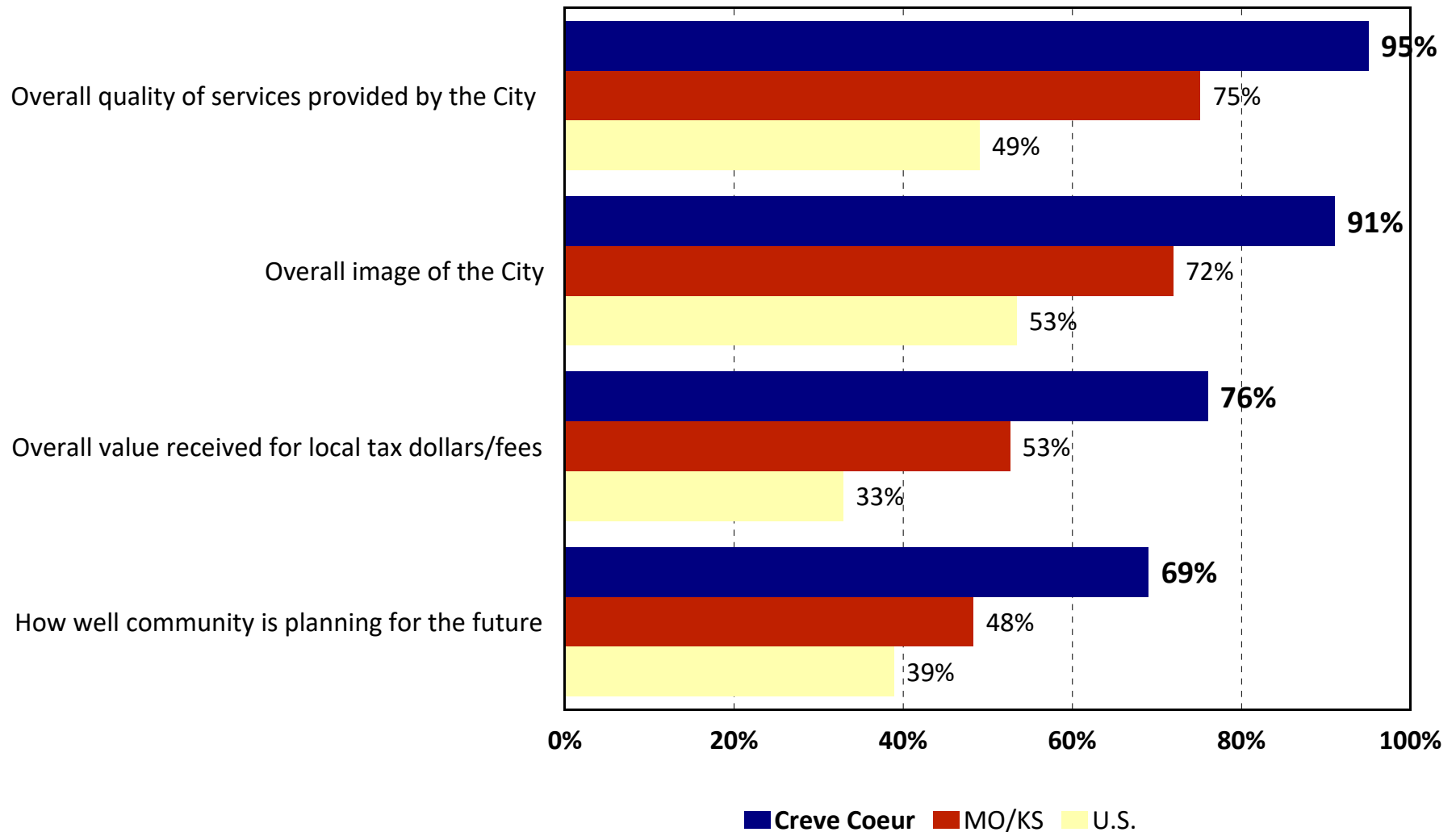
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

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

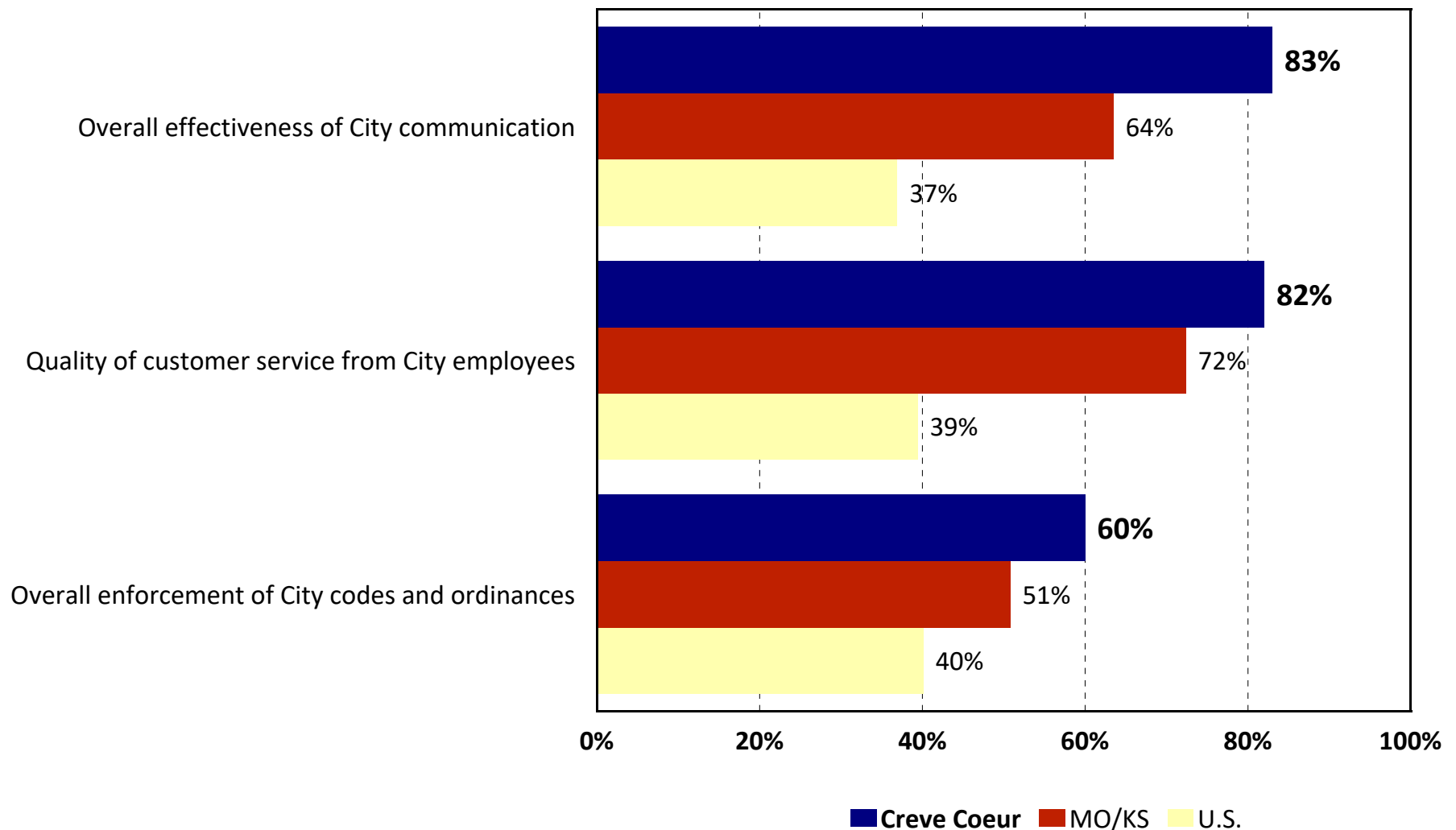
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Major City Services

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

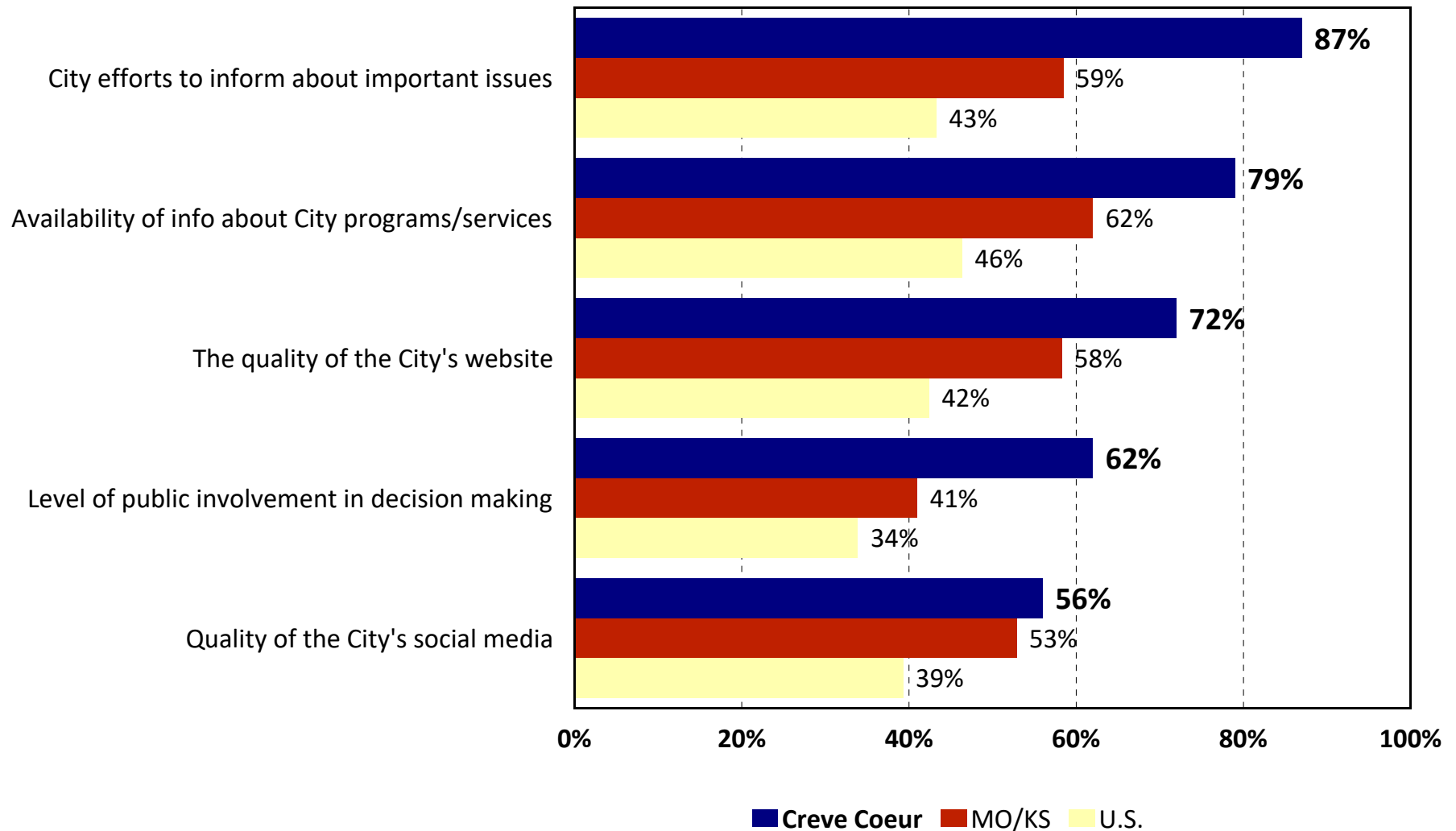
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Communication

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

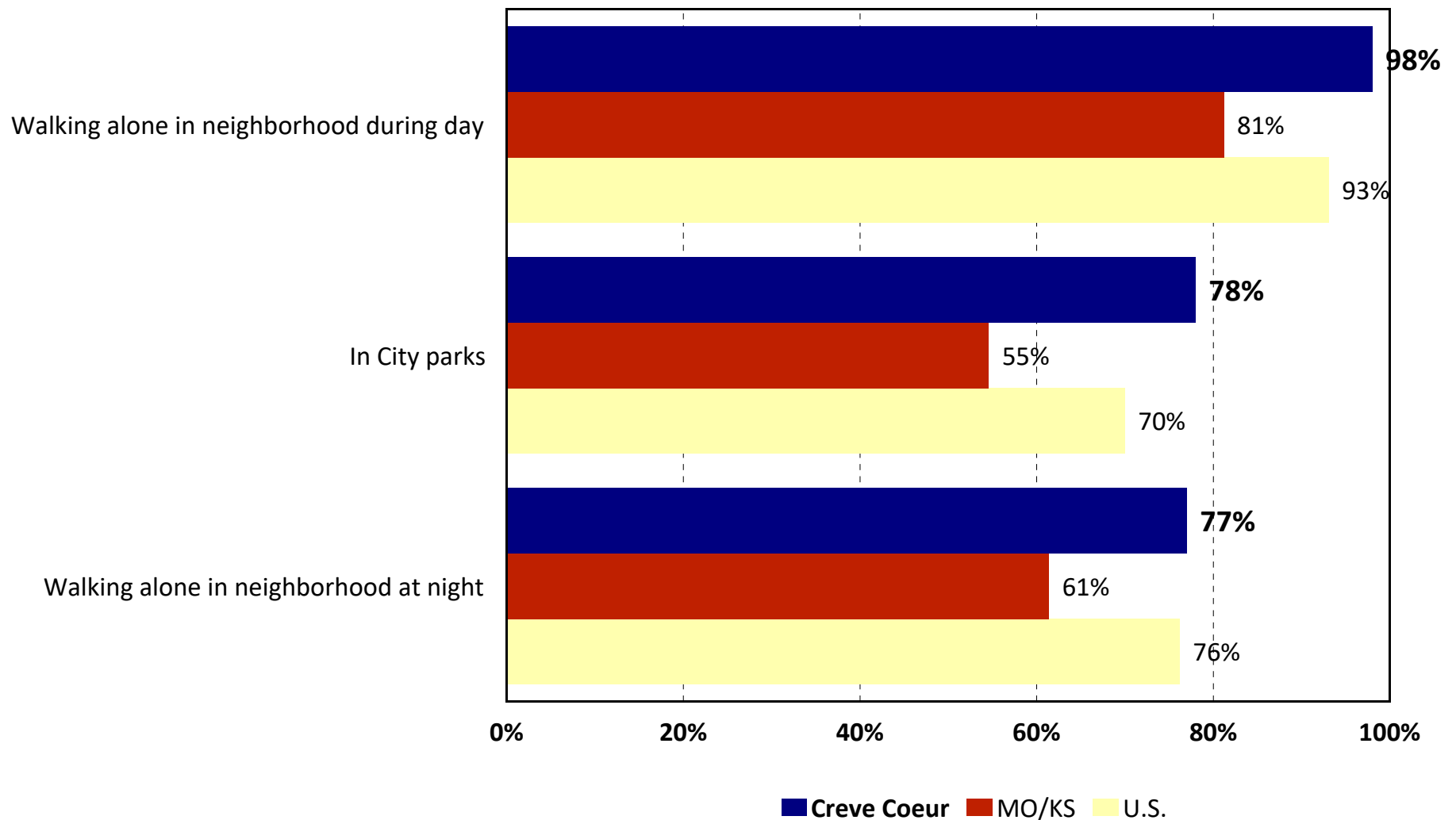
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feeling of Safety in the City

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

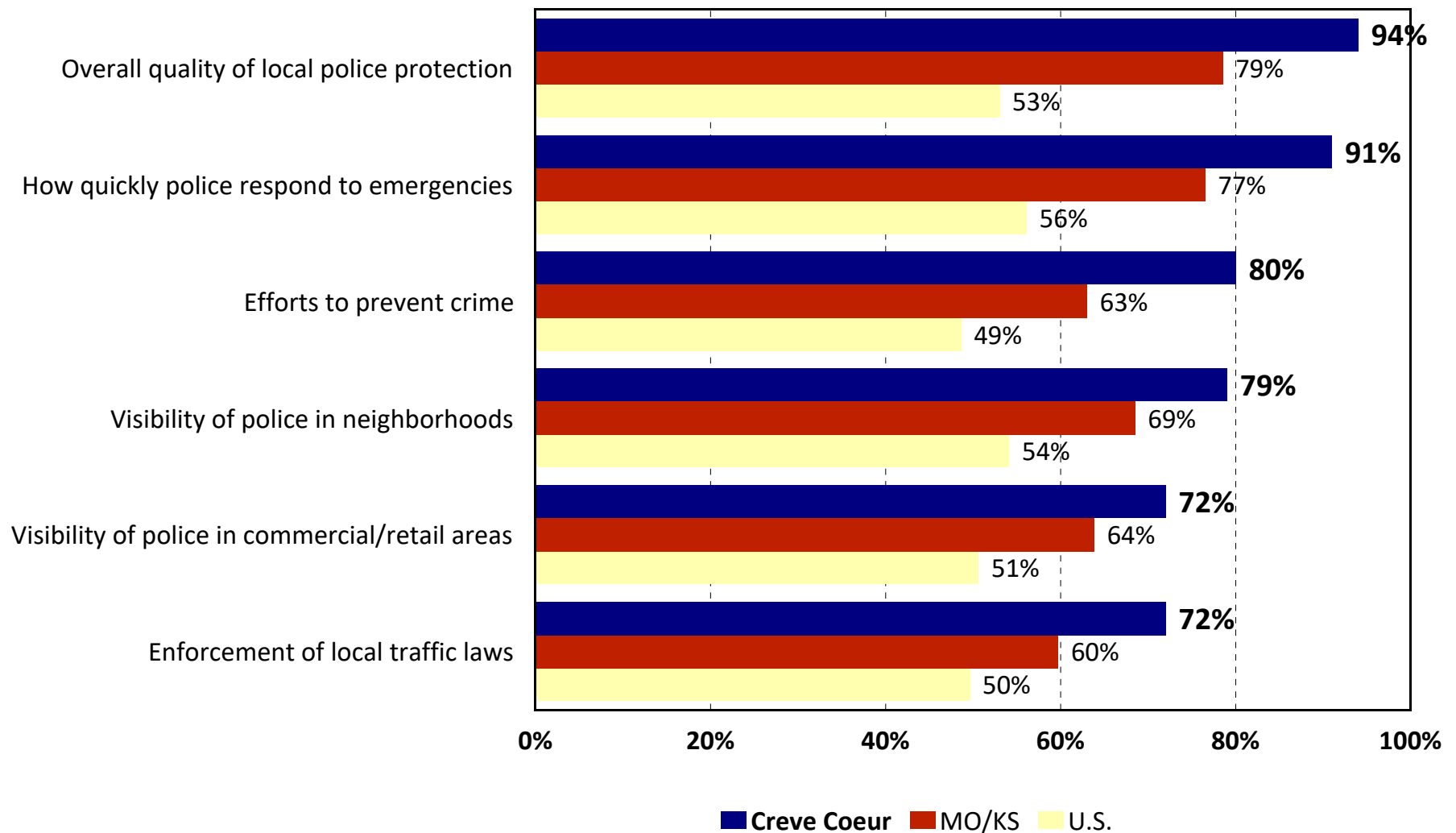
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Public Safety

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

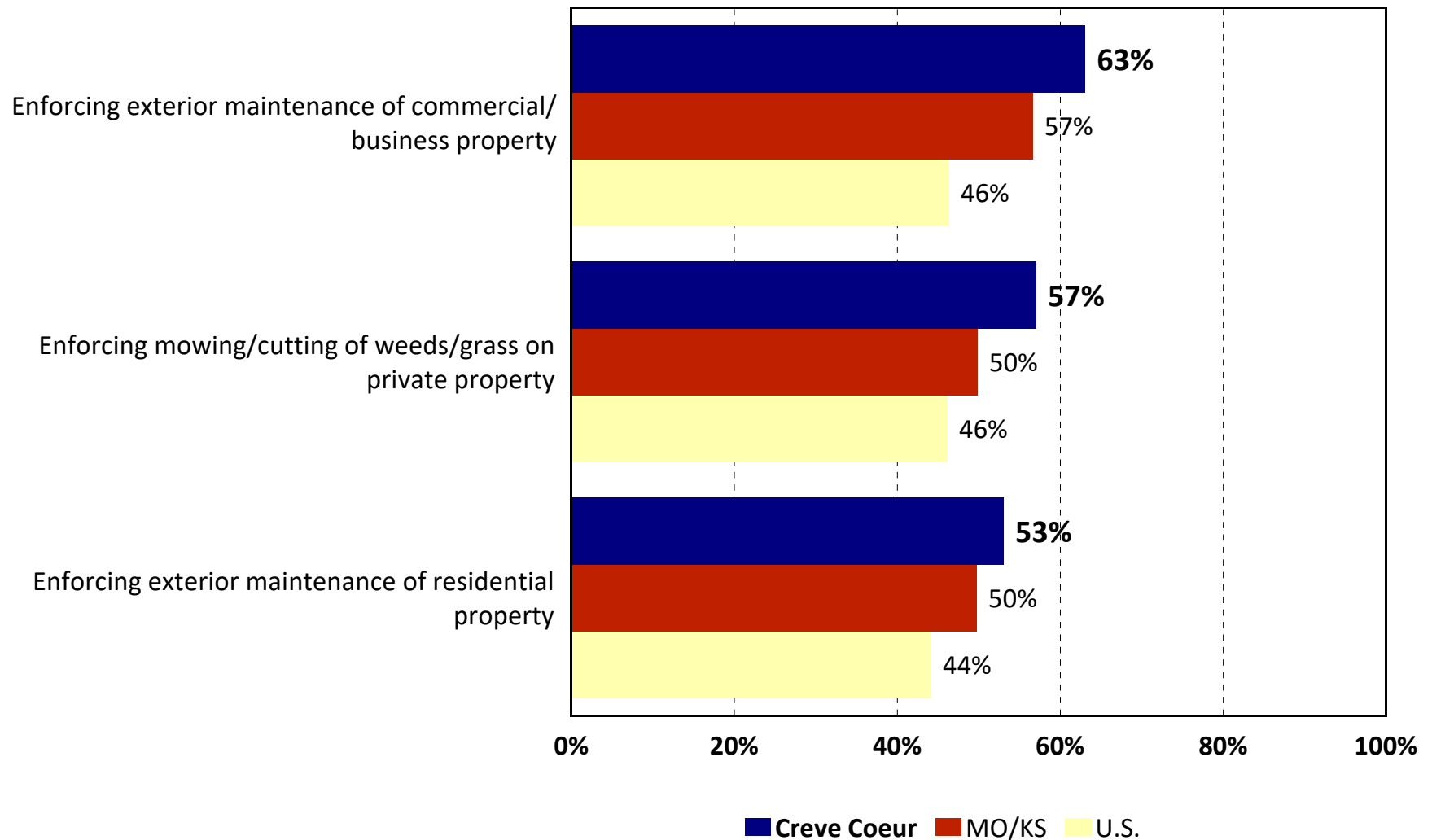
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Community Development

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

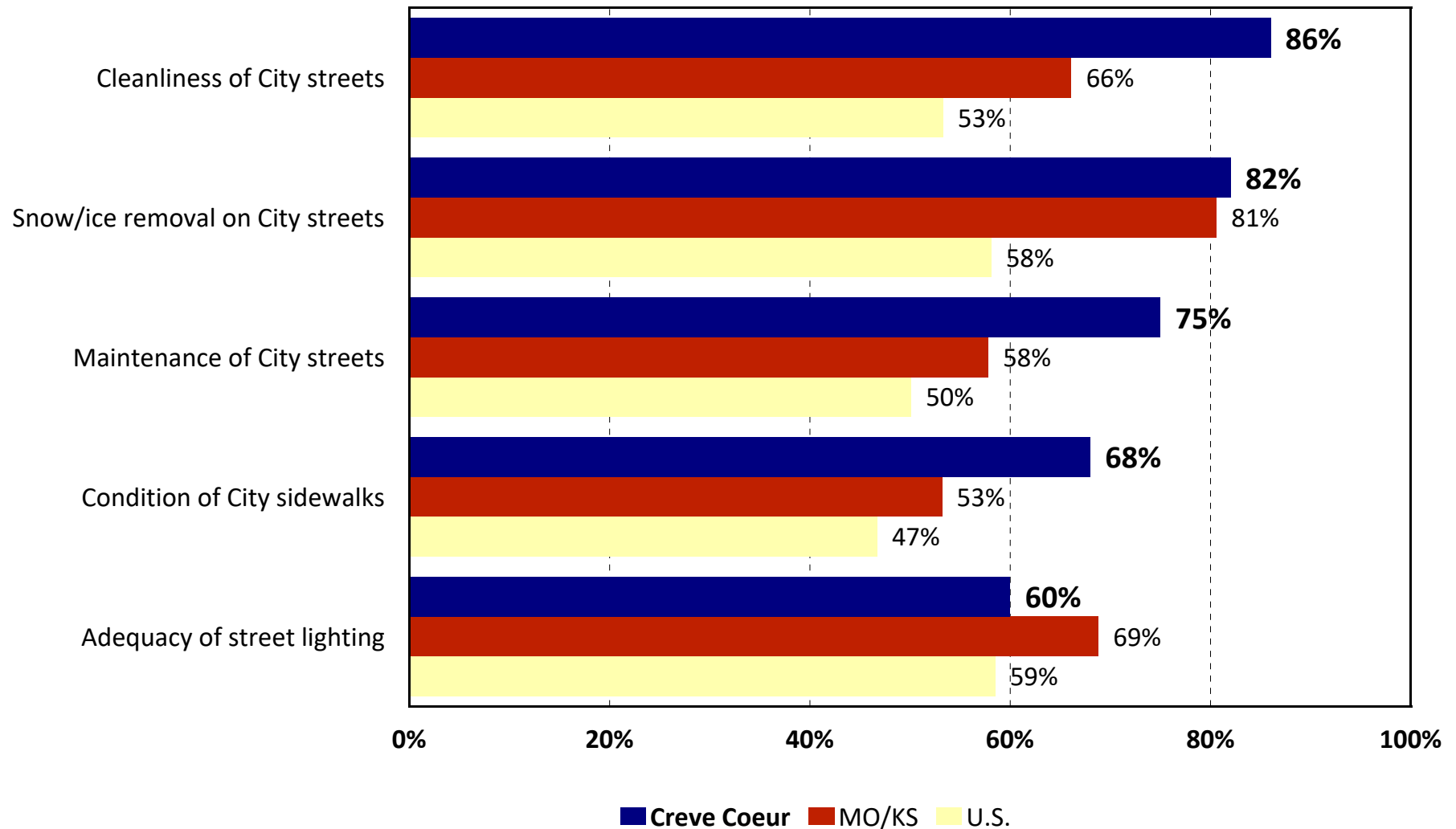
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

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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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)?

<u>Q6. Do you live in a single-family home or townhome</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q6a. How satisfied are you with City's trash & recycling service</u>	<u>Number</u>	<u>Percent</u>
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")**

<u>Q6a. How satisfied are you with City's trash & recycling service</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q9. How often would do you read City's newsletter</u>	<u>Number</u>	<u>Percent</u>
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")**

<u>Q9. How often would do you read City's newsletter</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q21c. How easy/difficult was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
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")**

<u>Q21c. How easy/difficult was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q28. Top choice</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q28. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
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)

<u>Q28. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
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?

<u>Q38. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
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:

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



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.

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?

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. **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.**

		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. **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.**

		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: ____

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. **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.

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. **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.

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

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. Customer Service. 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 ____ (04) Finance ____ (08) Municipal Court
____ (02) Building Permits and ____ (05) Human Resources ____ (09) Parks and Recreation
Inspections ____ (06) Legislative ____ (10) Police
____ (03) Planning and Zoning ____ (07) Mayor and City Council ____ (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. 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.

	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

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

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

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. **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.

		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: _____

29. **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?
- ____(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 ____ (5) Police crime prevention
 ____ (2) Leaf pick up ____ (6) Other: _____
 ____ (3) Street maintenance ____ (9) Don't know
 ____ (4) Police patrol
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 ____ (3) 4-6 years ____ (5) 11-20 years
 ____ (2) 1-3 years ____ (4) 7-10 years ____ (6) More than 20 years
35. **Including yourself, how many people in your household are...**
- Under age 10: ____ Ages 18-34: ____ Ages 45-54: ____ Ages 65+: ____
 Ages 10-17: ____ Ages 35-44: ____ Ages 55-64: ____
36. **What is your age?** ____ years [Enter "0" if you prefer not to disclose.]
37. **Your gender:**
- ____(1) Man ____ (3) Non-binary ____ (5) Prefer to self-describe: _____
 ____ (2) Woman ____ (4) Prefer not to disclose

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

____(01) Asian or Asian Indian

____(05) Native Hawaiian or other Pacific Islander

____(02) Black or African American

____(06) Hispanic, Spanish, or Latino/a/x

____(03) American Indian or Alaska Native

____(88) Prefer not to disclose

____(04) White or Caucasian

____(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: _____

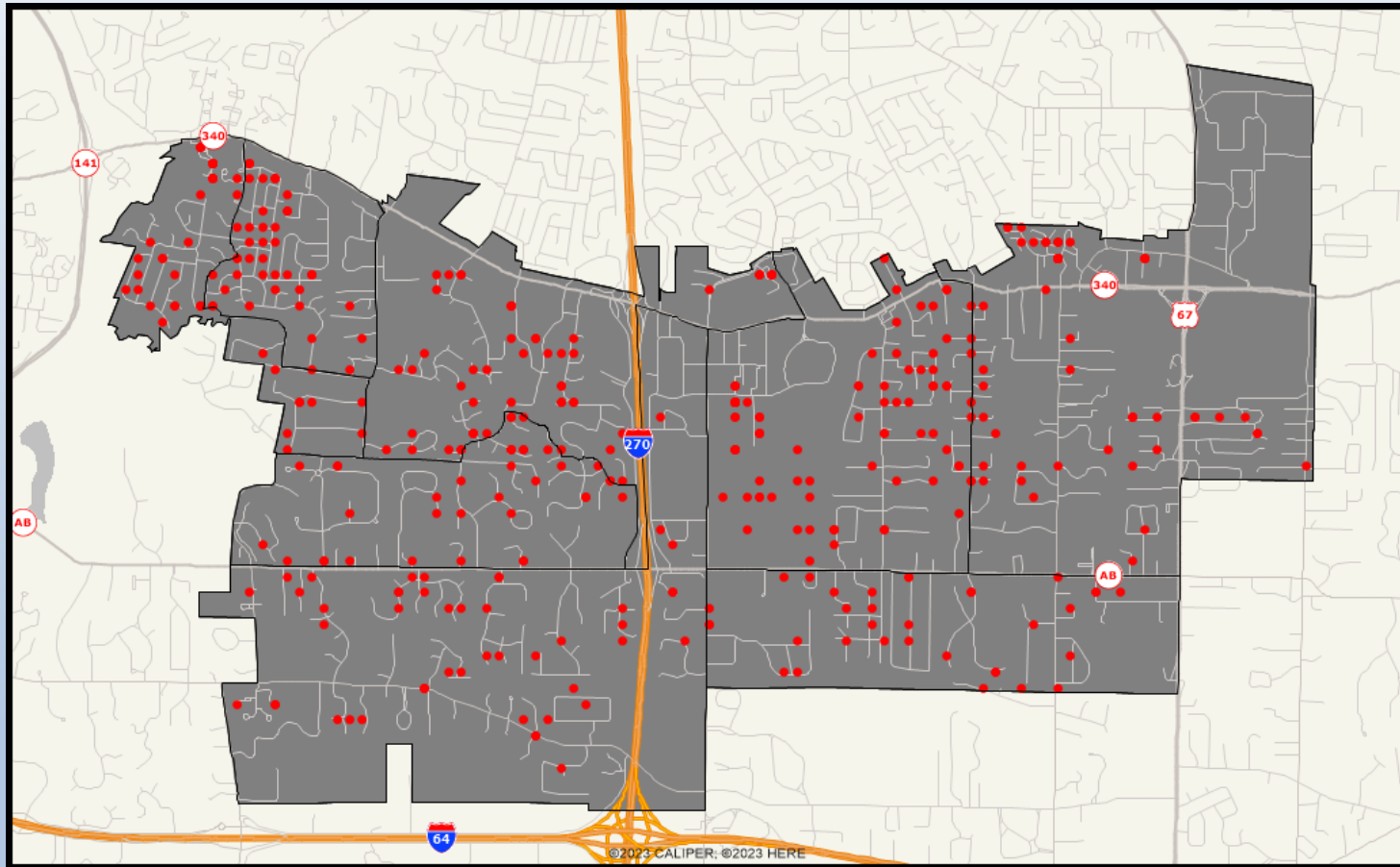
This concludes the survey. Thank you for your time!

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.

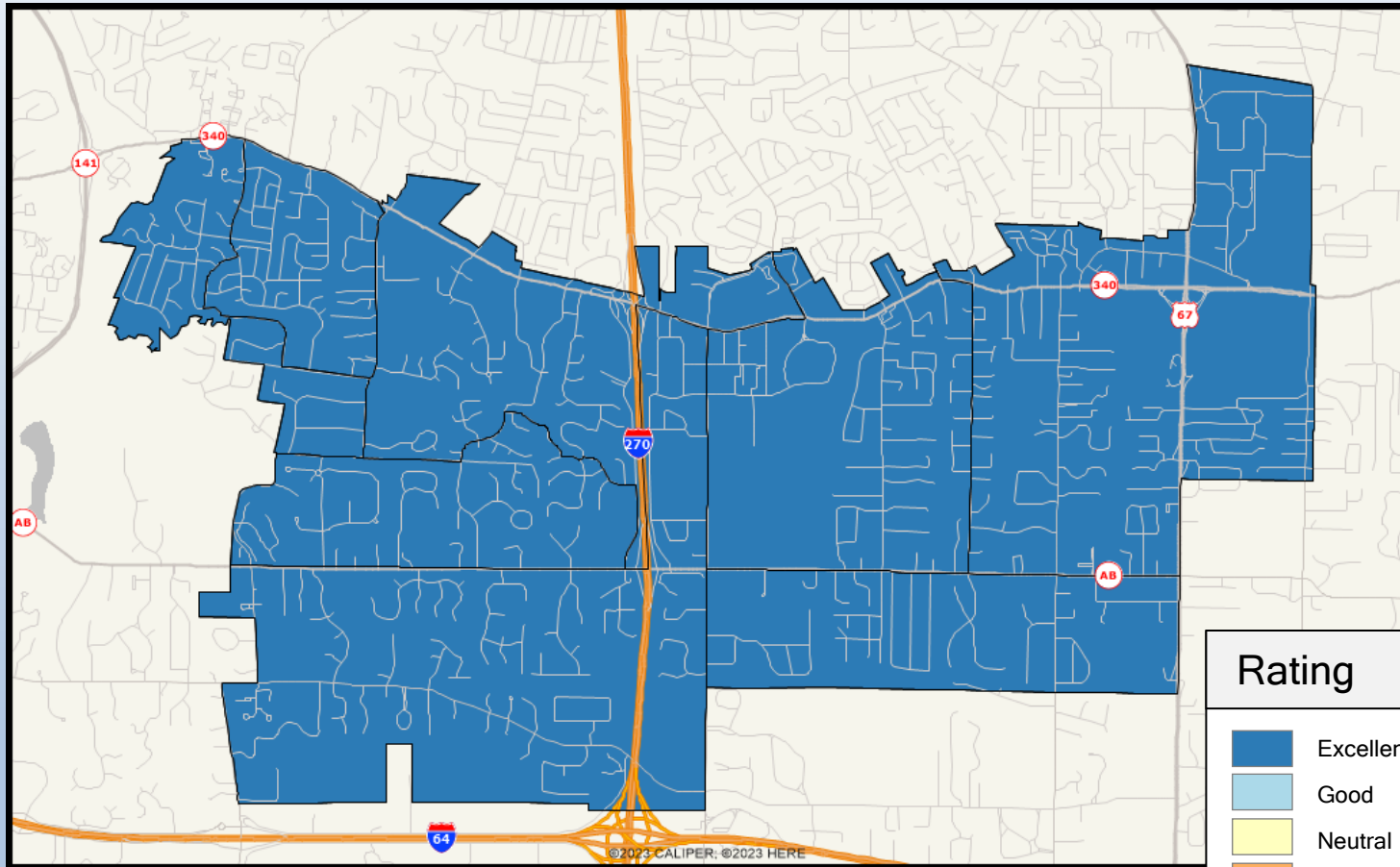
Location of Respondents

(Boundaries by Census Block Group)



Q1-01. As a place to live

Mean: 4.58

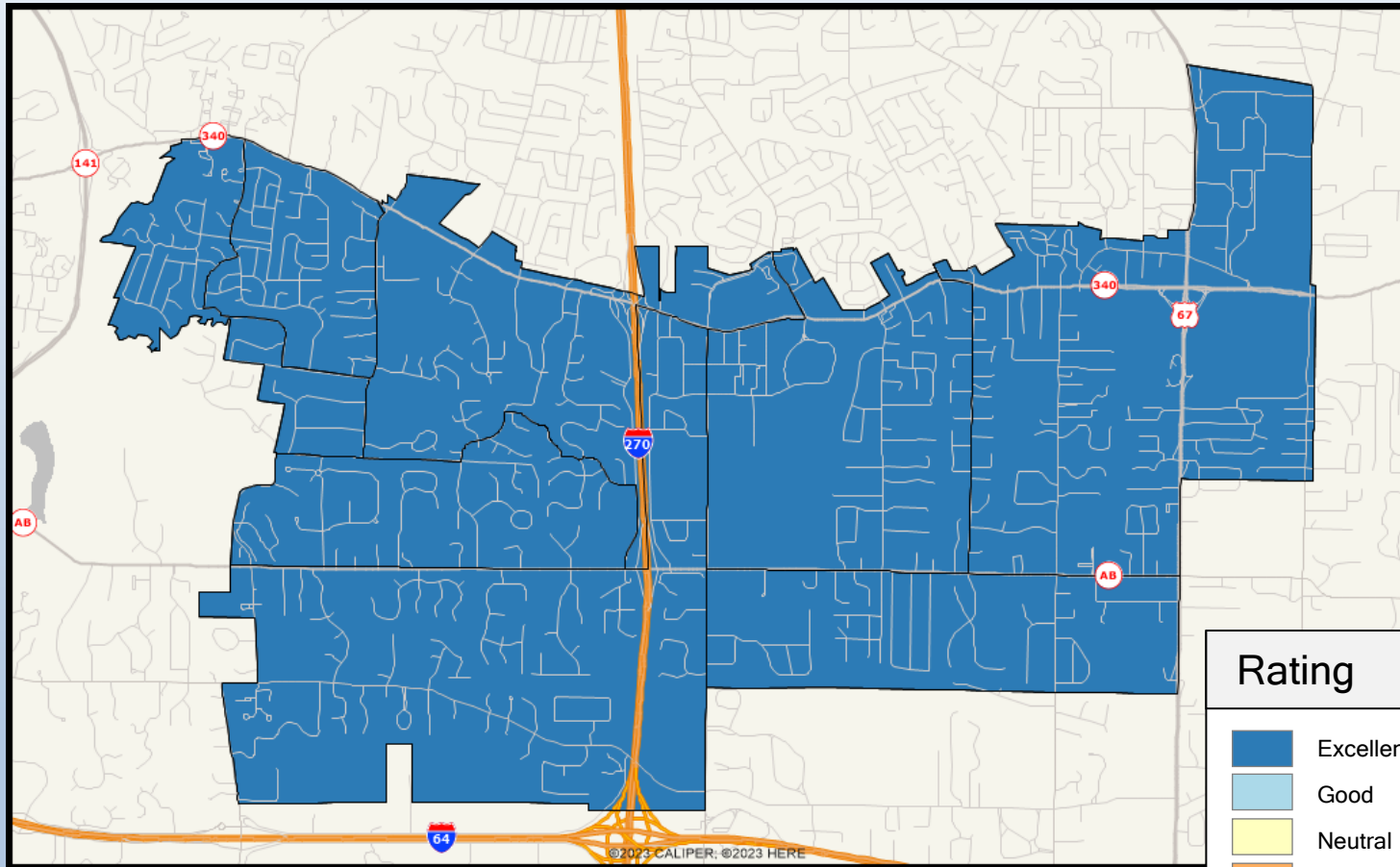


Rating



Q1-02. As a place to raise children

Mean: 4.54

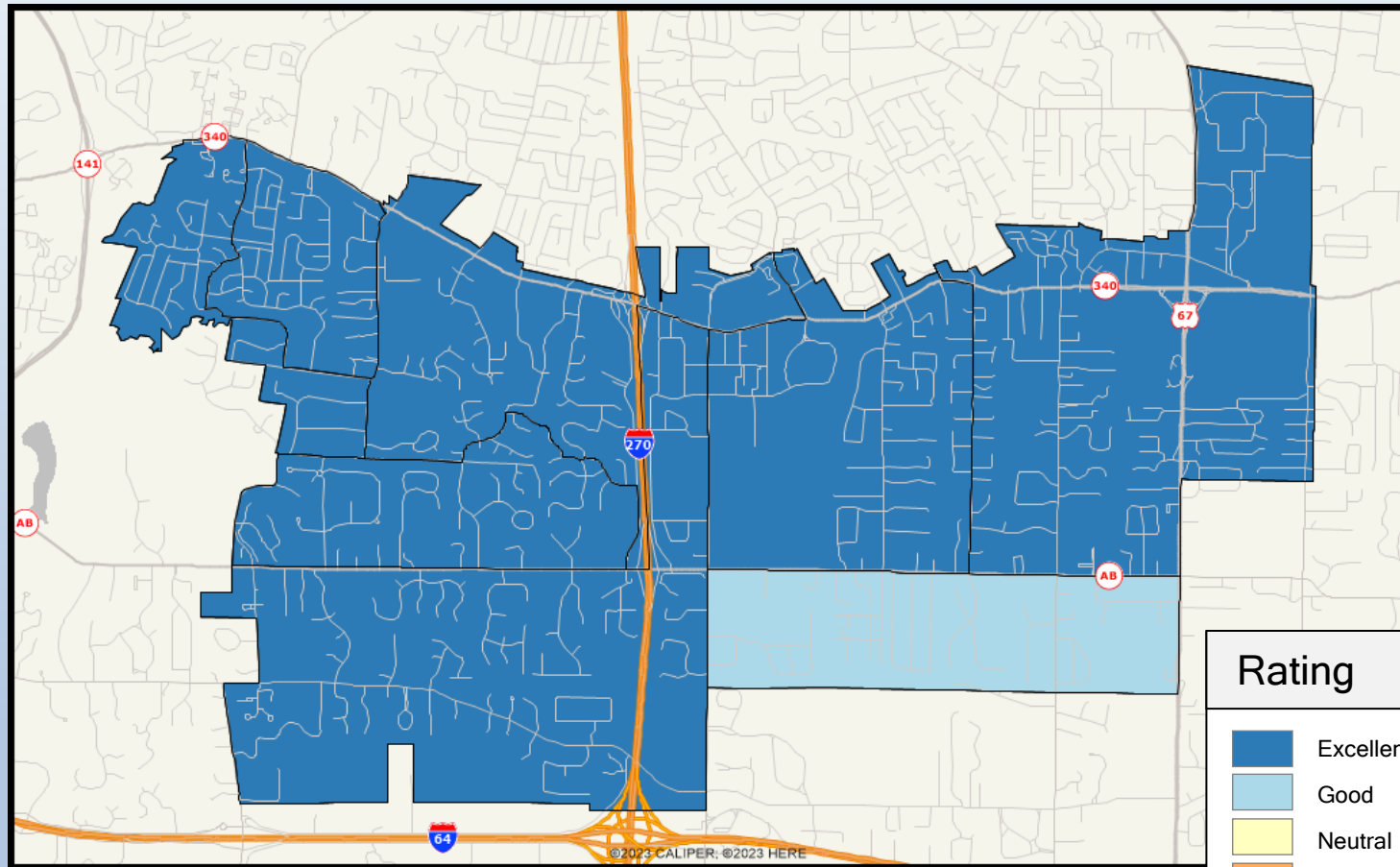


Rating



Q1-03. As a place to work

Mean: 4.36

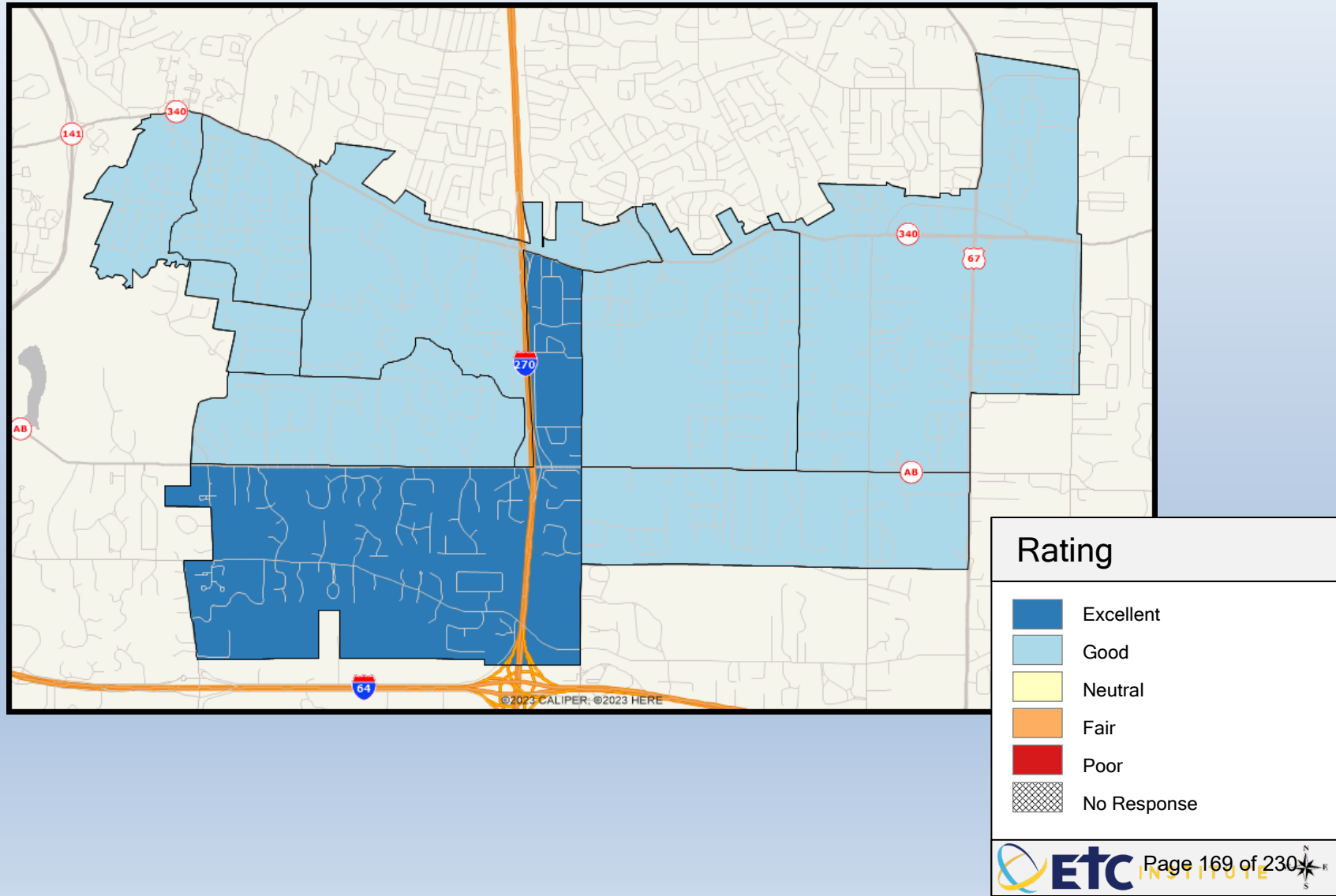


Rating

- Excellent
- Good
- Neutral
- Fair
- Poor
- No Response

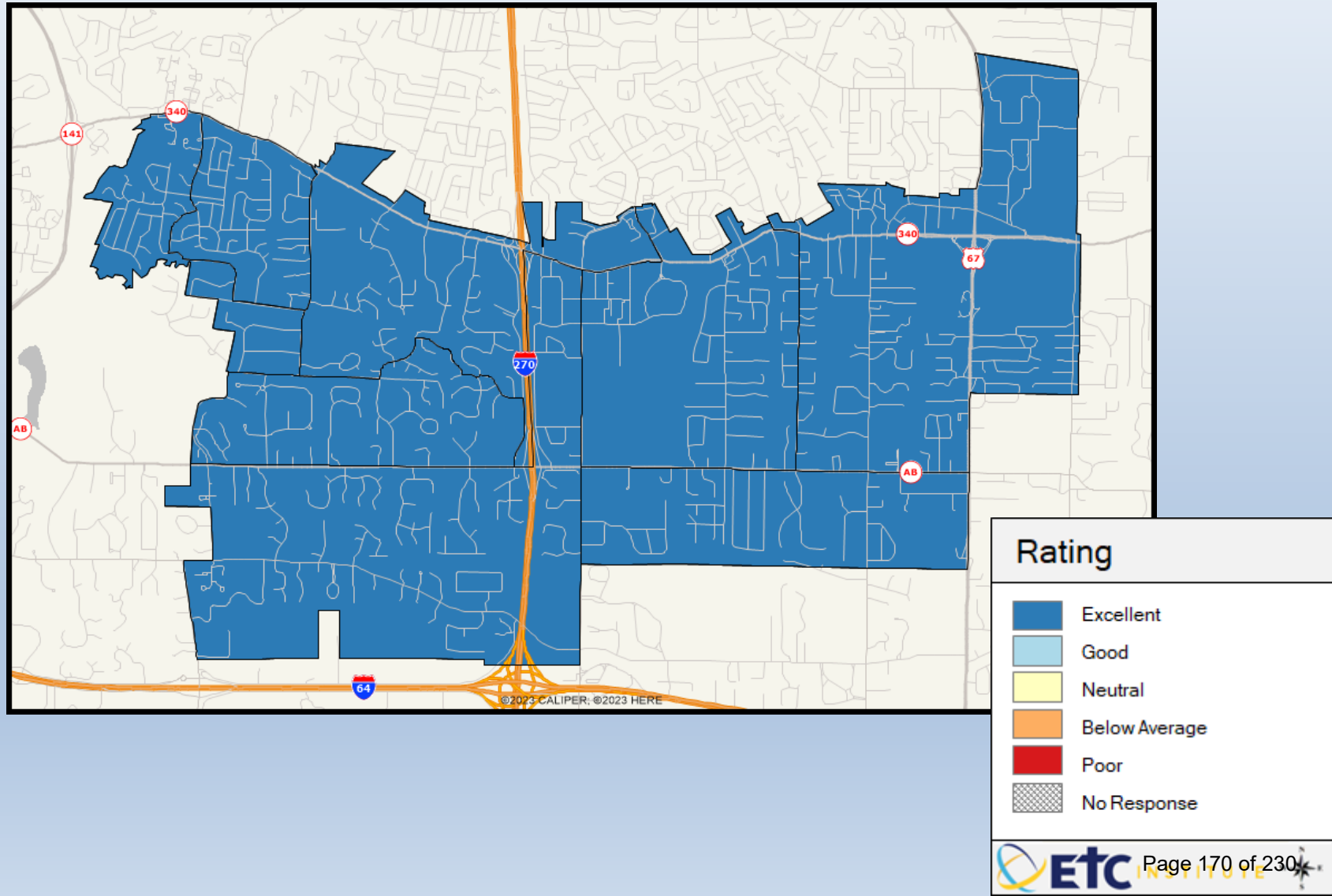
Q1-04. As a City that is moving in the right direction

Mean: 4.11



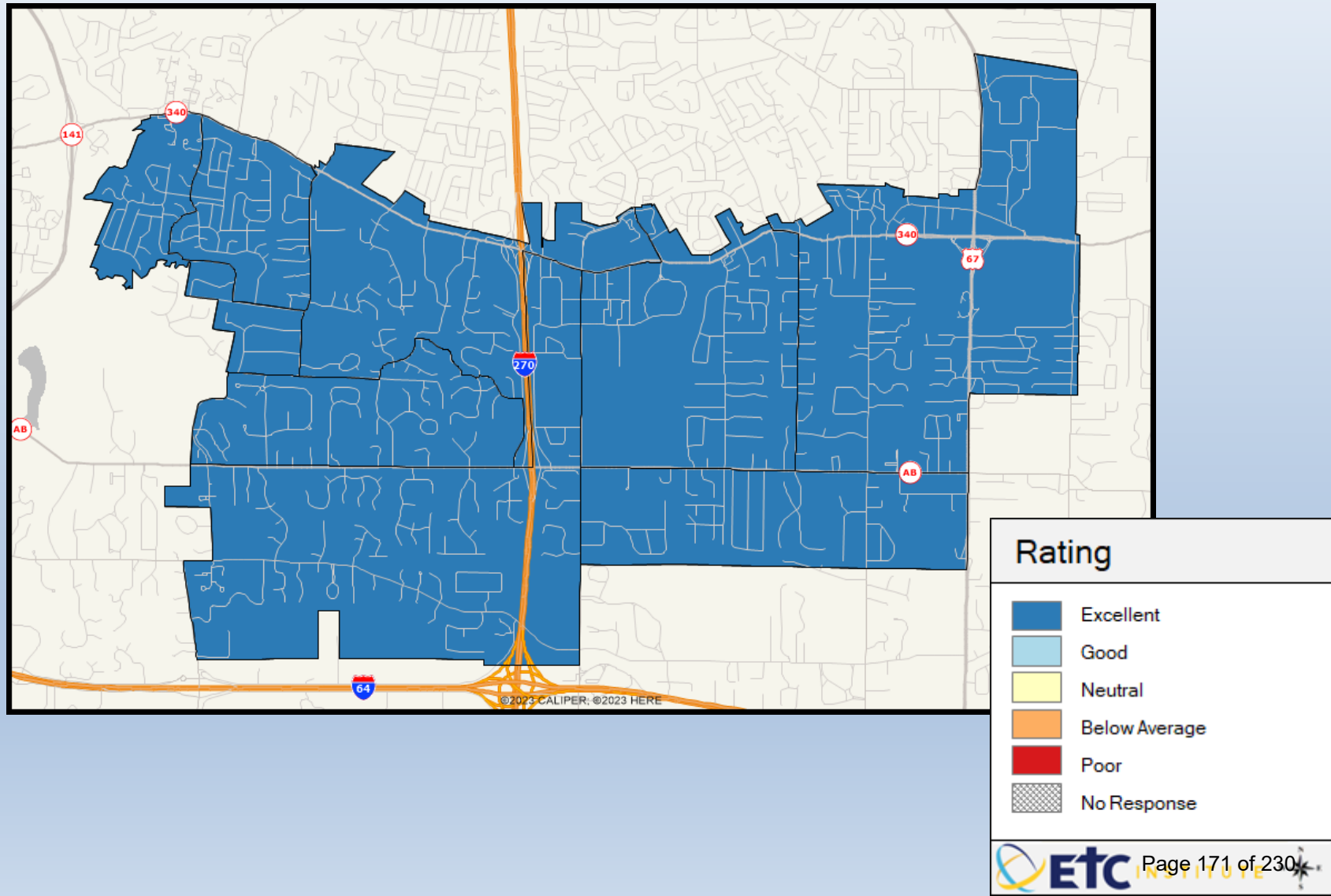
Q2-01. Overall quality of services provided by the City of Creve Coeur

Mean: 4.44



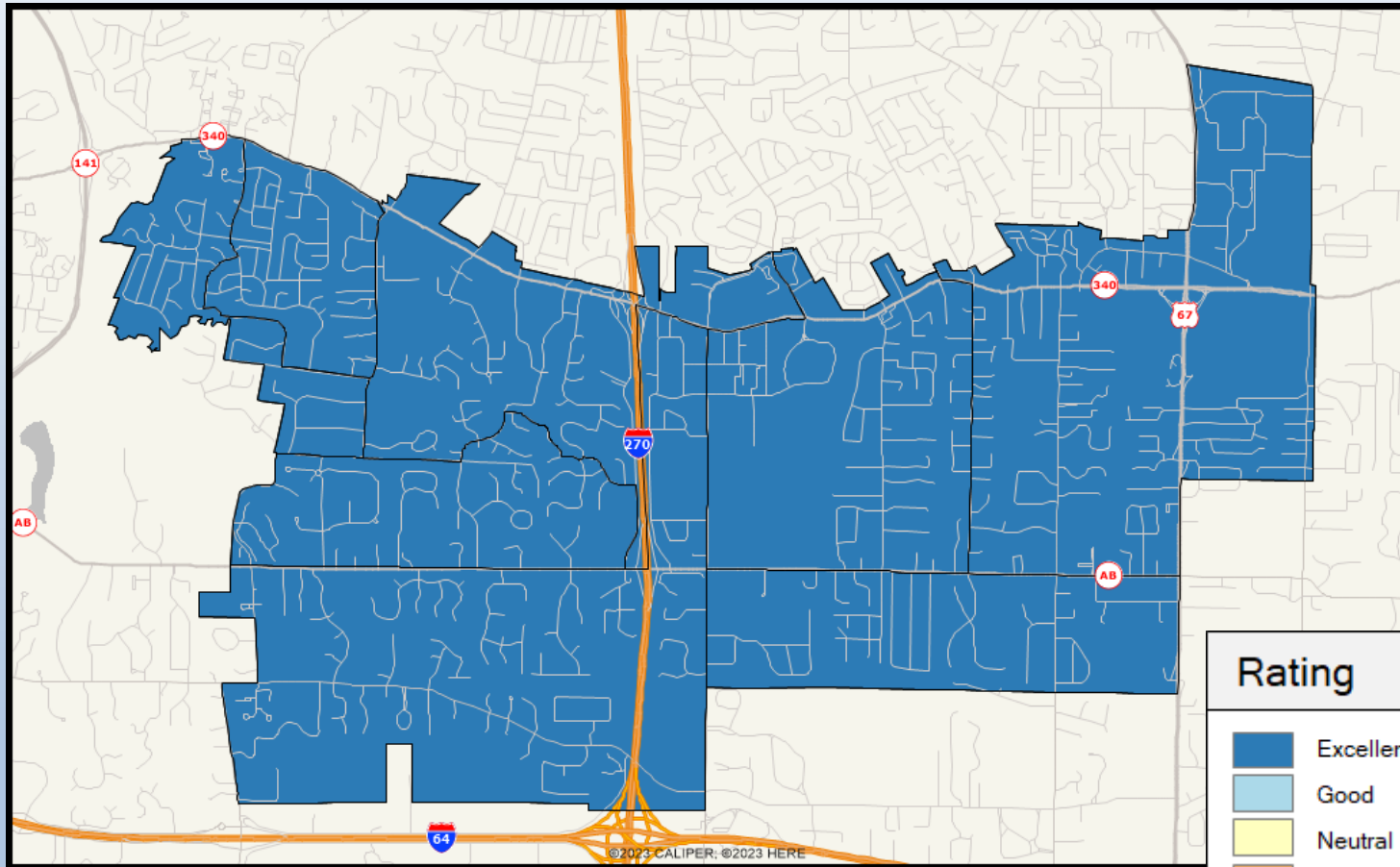
Q2-02. Overall image of the City

Mean: 4.34



Q2-03. Overall quality of life in the City

Mean: 4.44

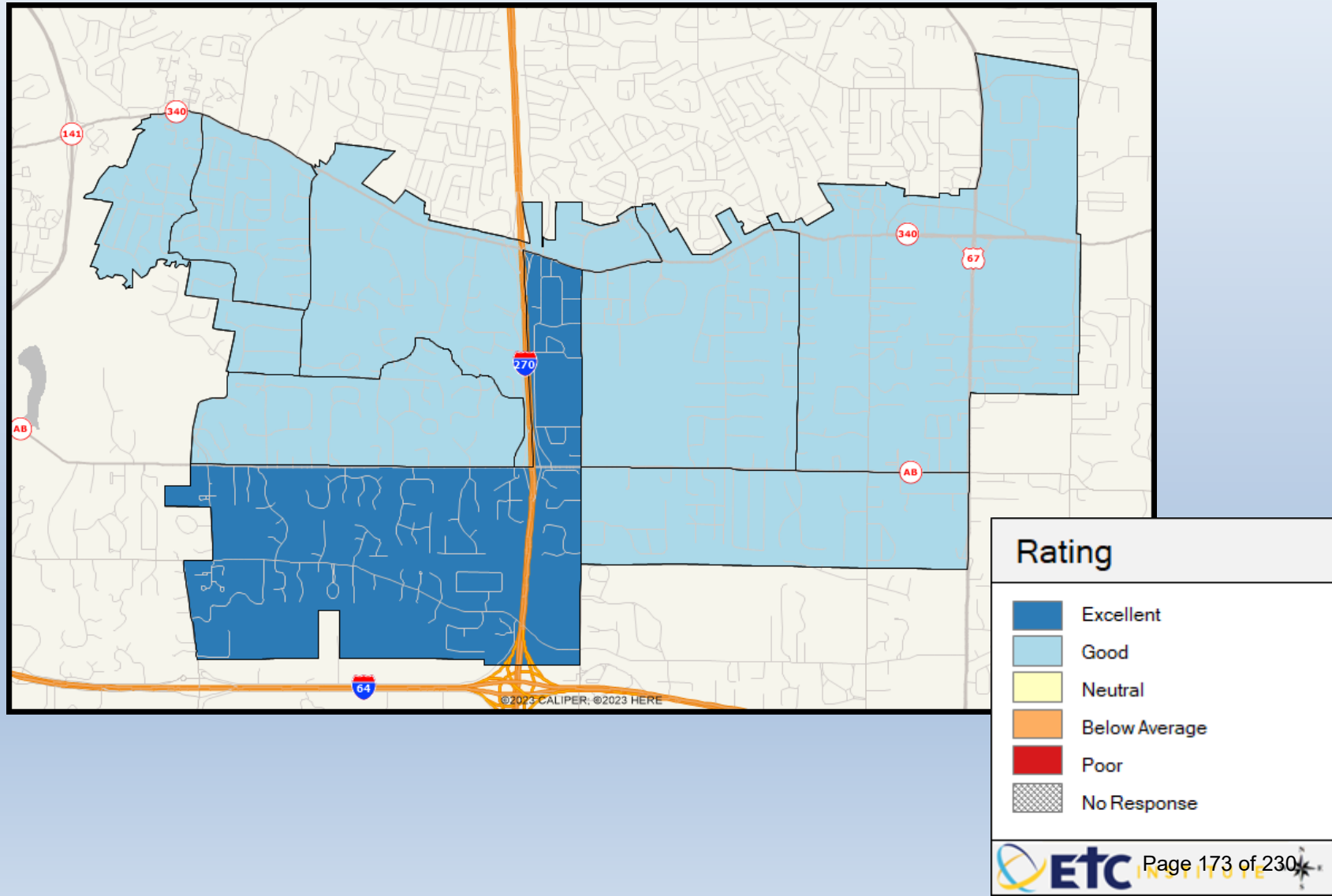


Rating

- Excellent
- Good
- Neutral
- Below Average
- Poor
- No Response

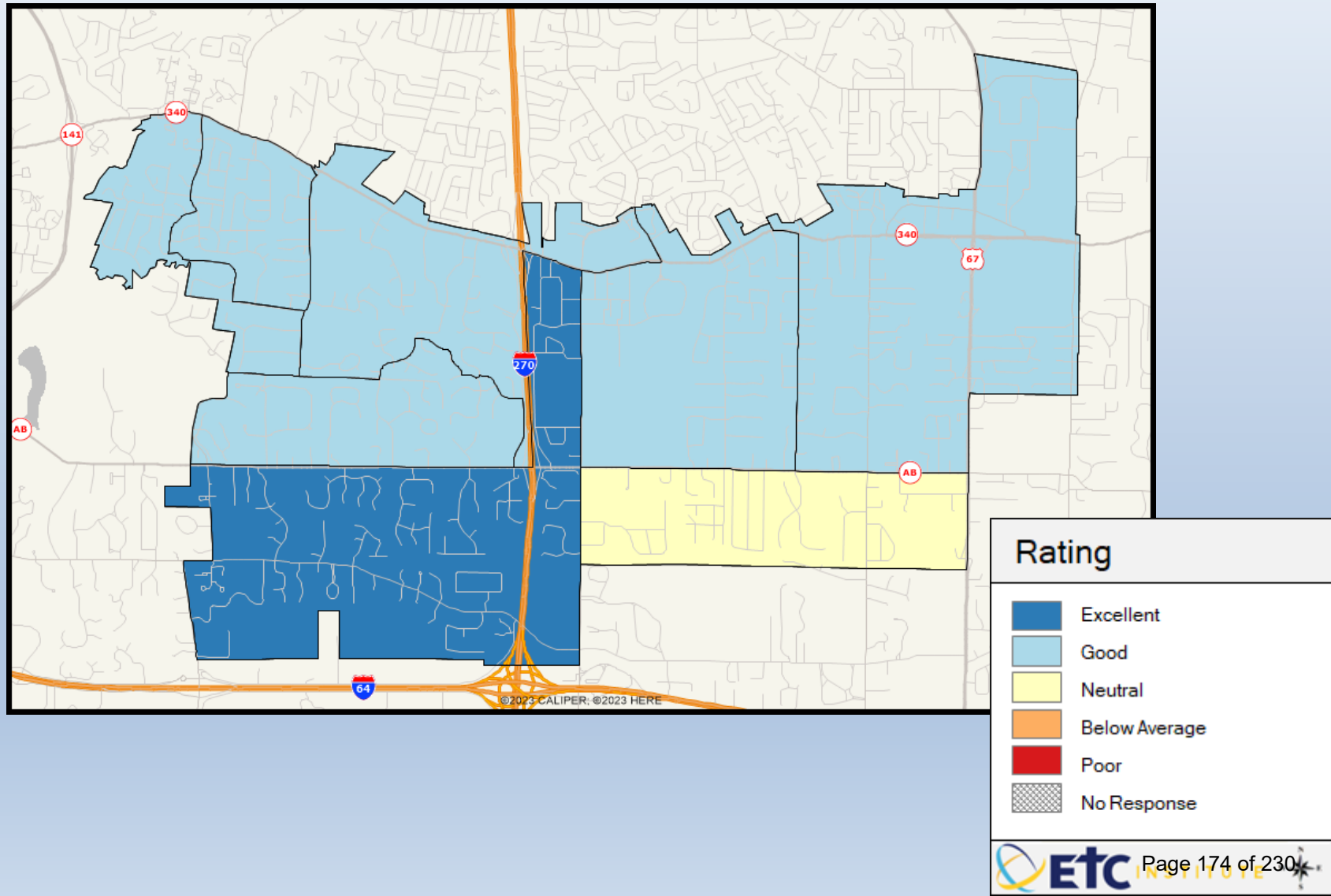
Q2-04. Overall value that you receive for your local tax dollars and fees

Mean: 4.01



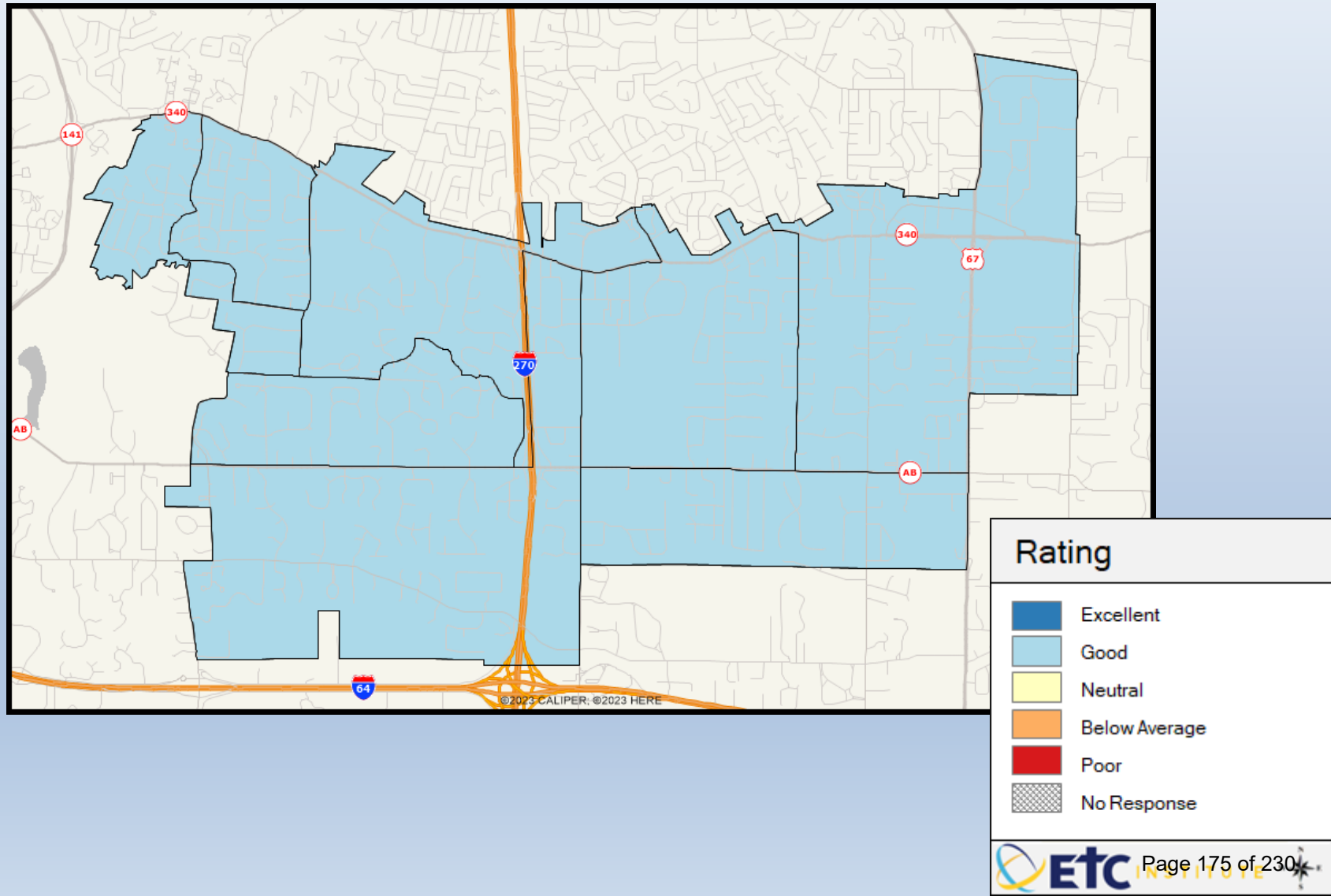
Q2-05. How well your community is planning for the future

Mean: 3.93



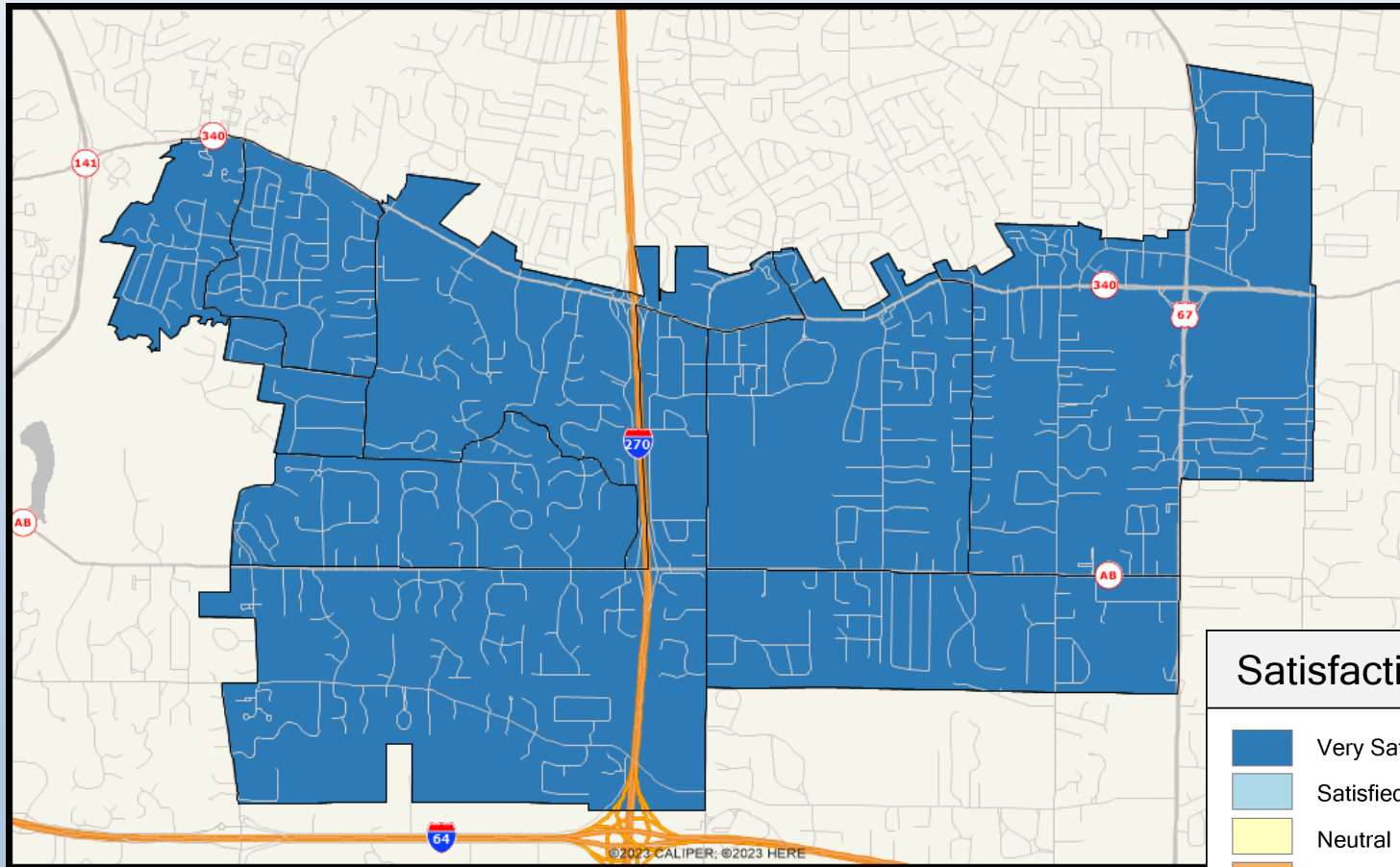
Q2-06. Efforts to conserve energy and protect the environment

Mean: 3.85



Q3-01. Overall maintenance of city parks

Mean: 4.53

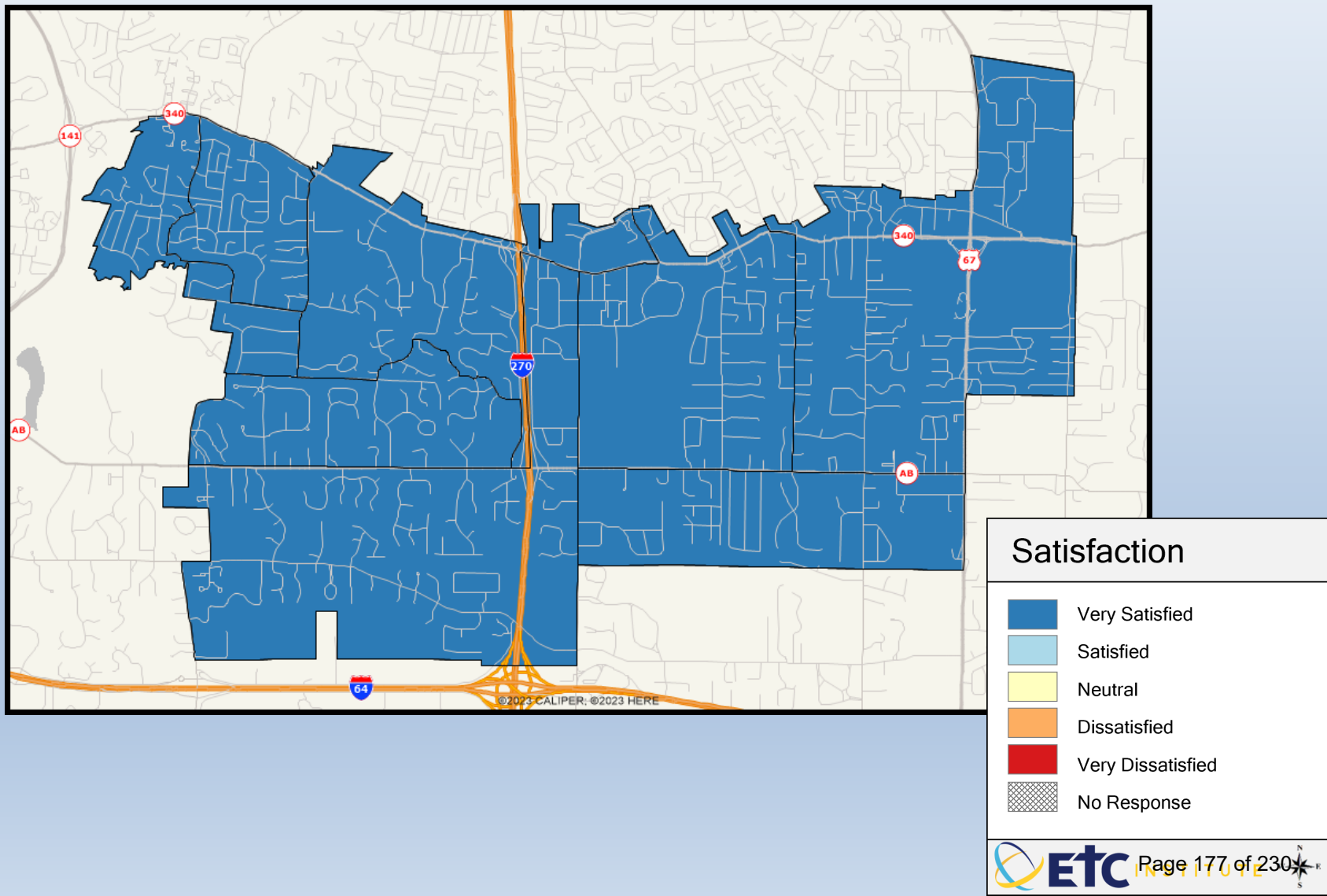


Satisfaction



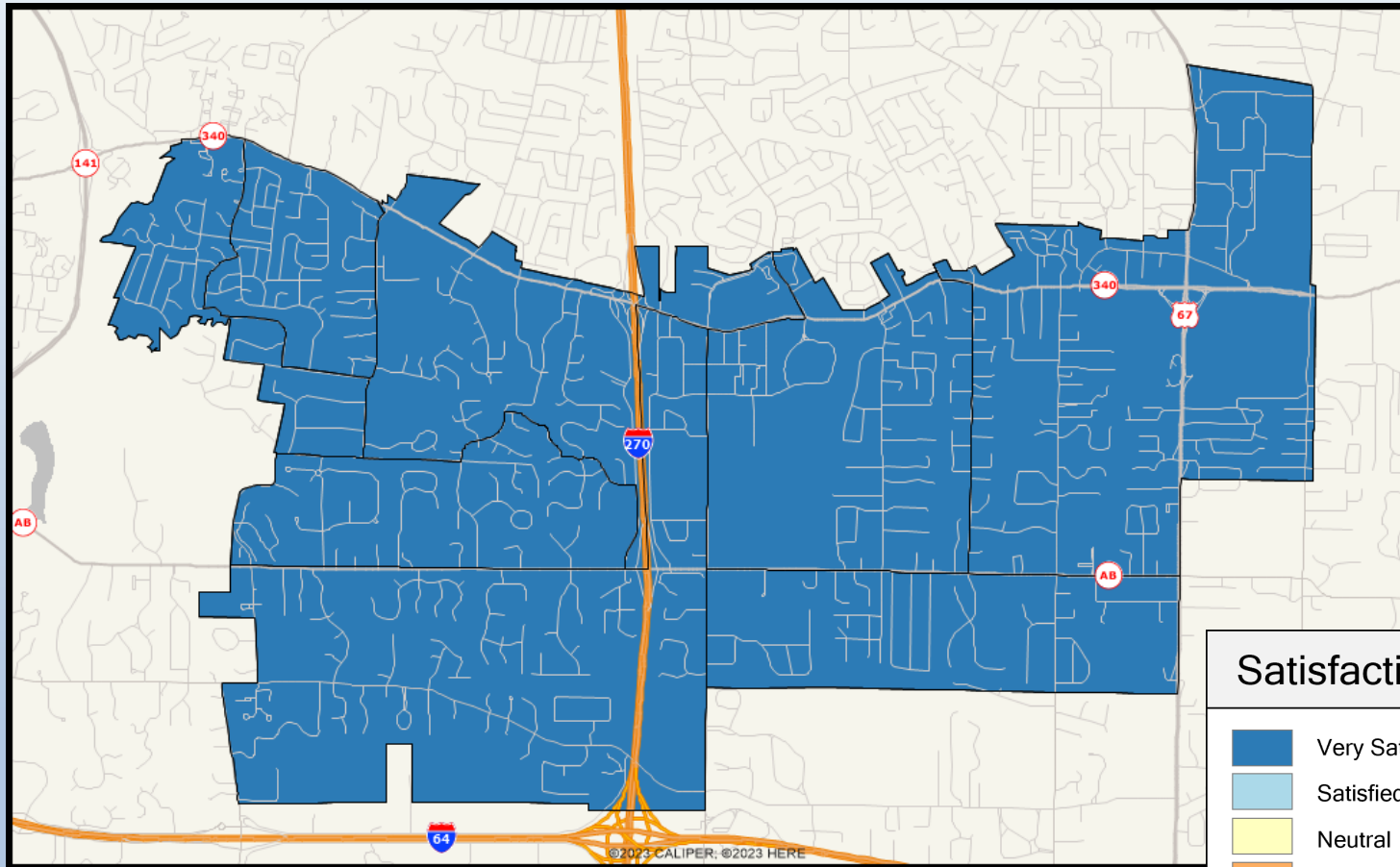
Q3-02. Quality of limb chipping

Mean: 4.48



Q3-03. Quality of leaf vacuuming

Mean: 4.43

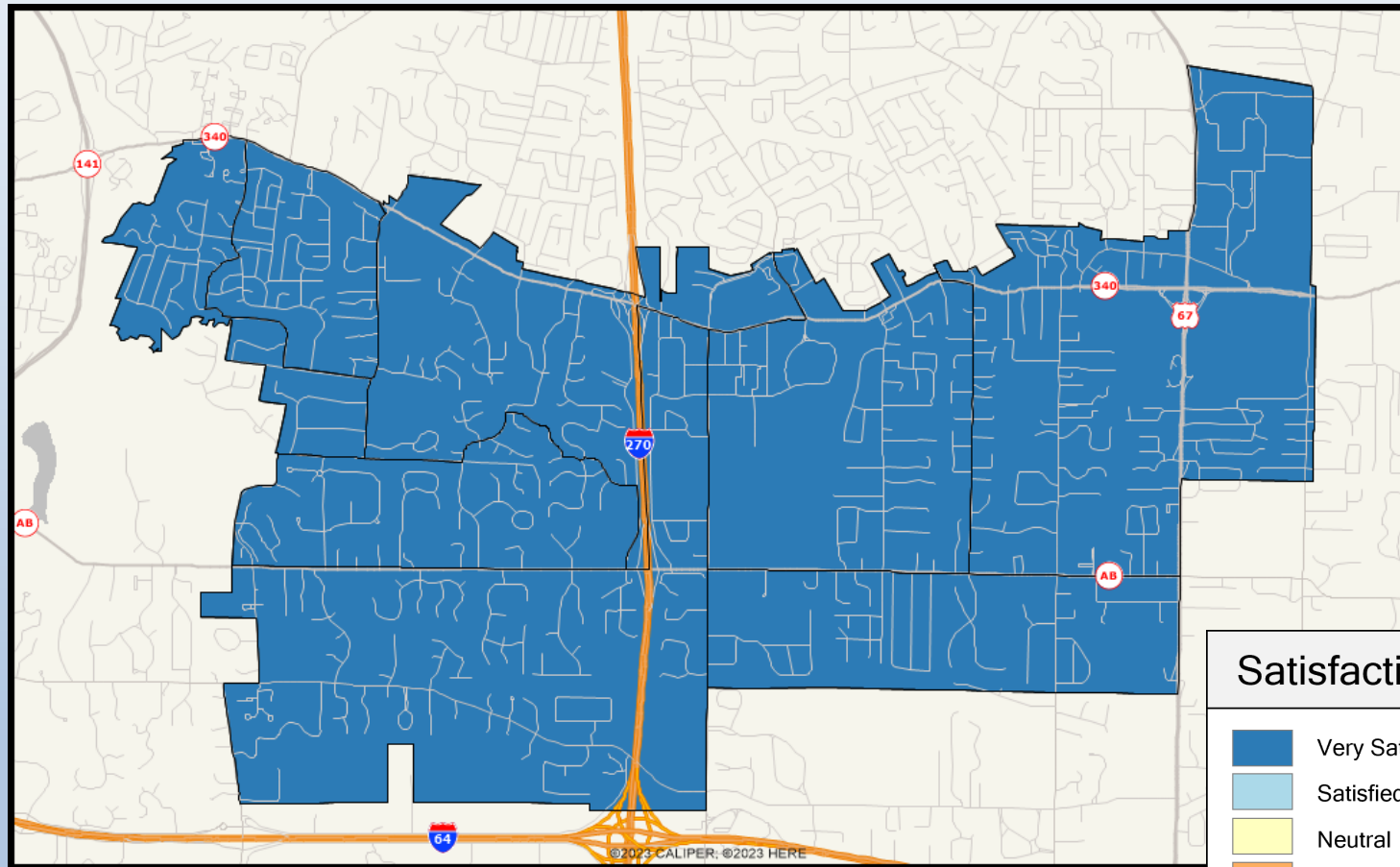


Satisfaction



Q3-04. Overall quality of Police services

Mean: 4.6

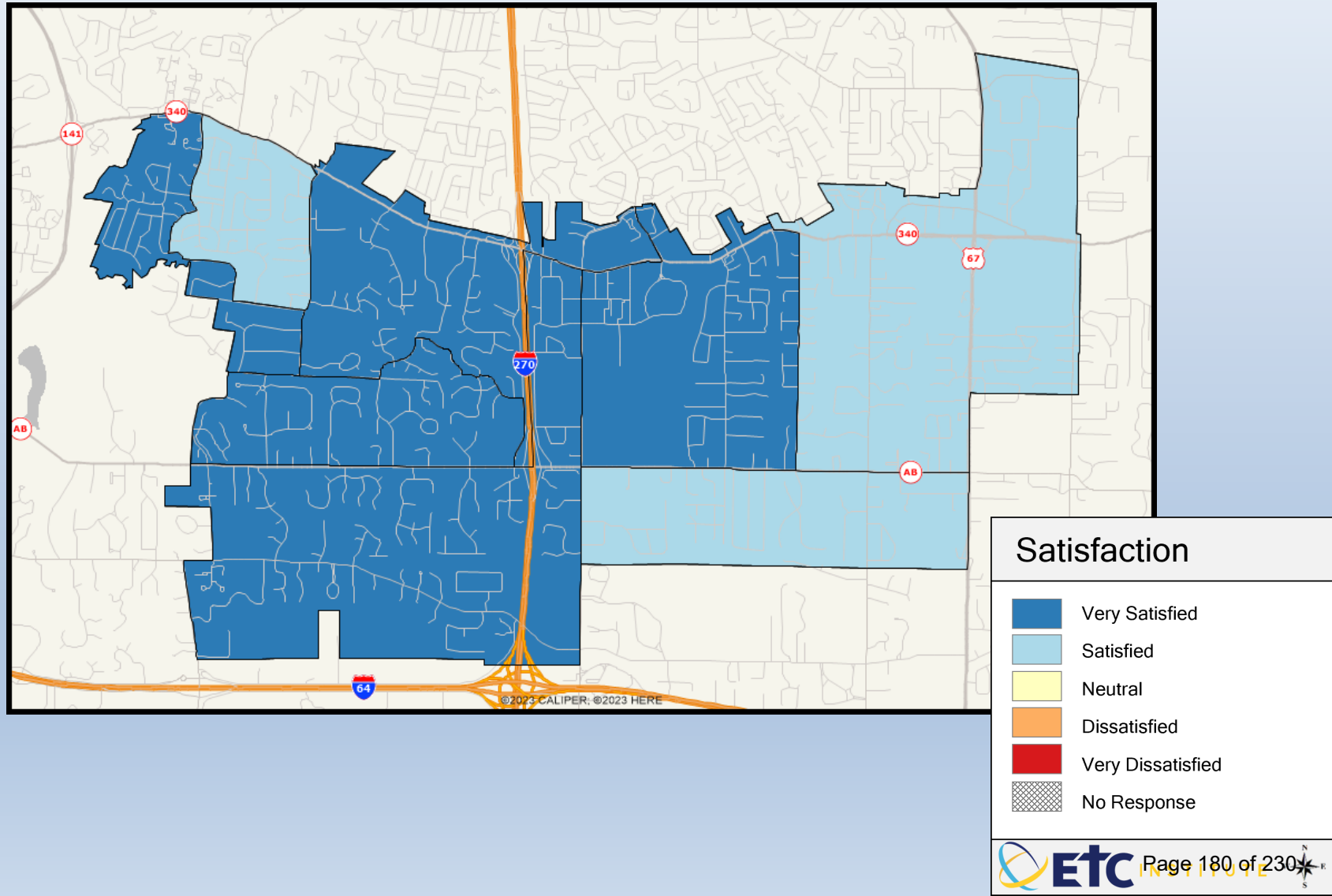


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

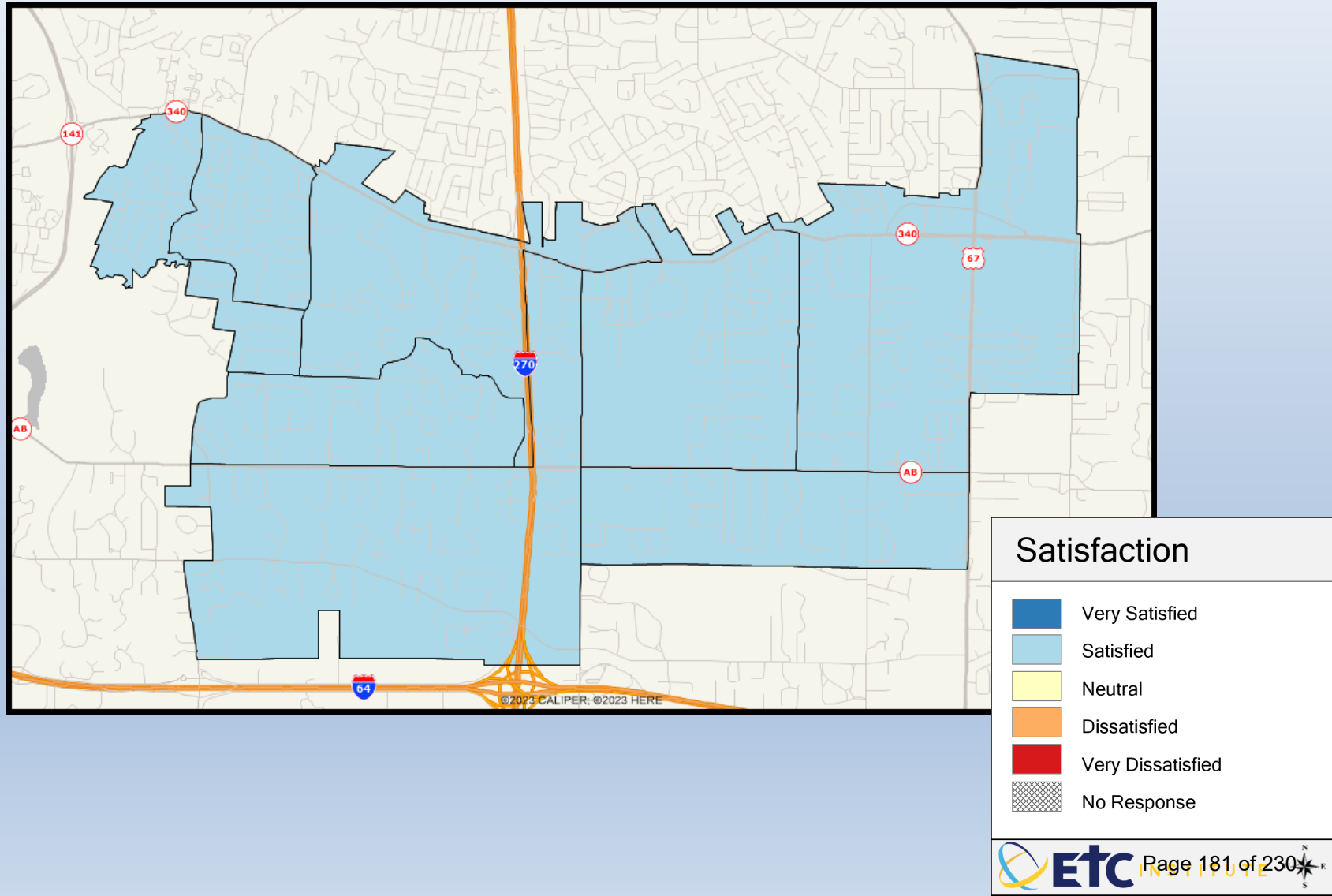
Q3-05. Overall quality of recreation services

Mean: 4.24



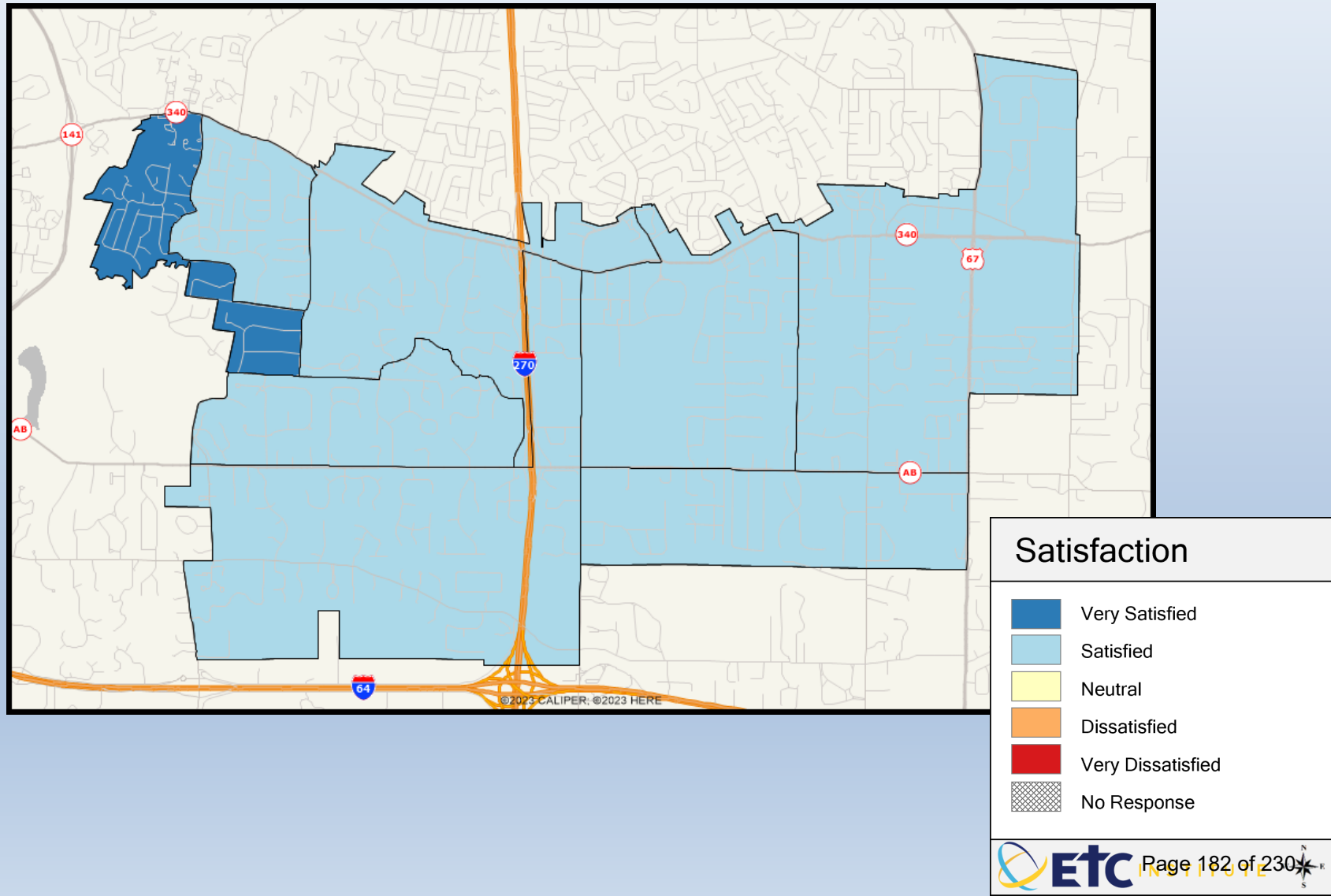
Q3-06. Overall quality of building inspections and permits

Mean: 3.63



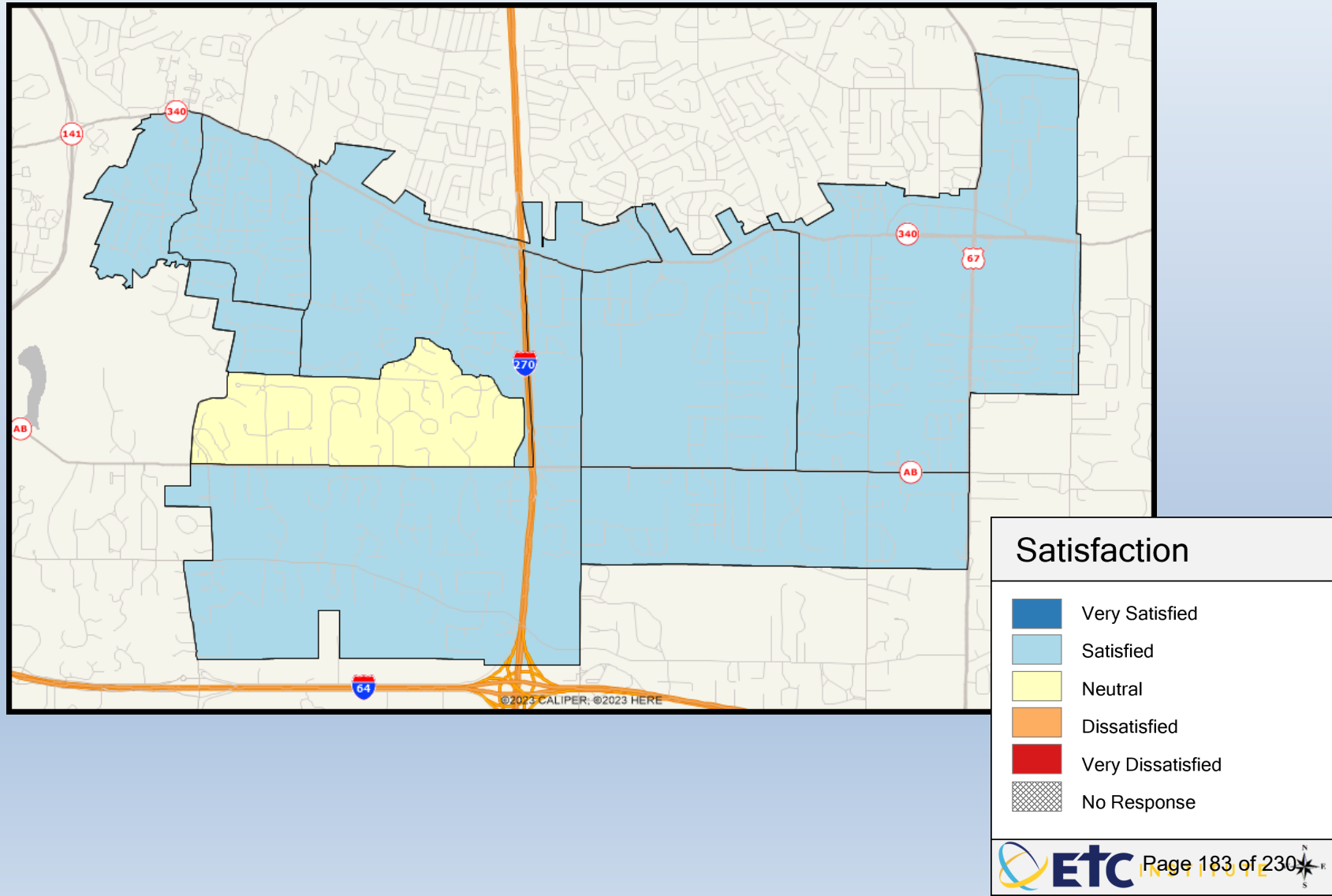
Q3-07. Overall quality of municipal court services

Mean: 4.01

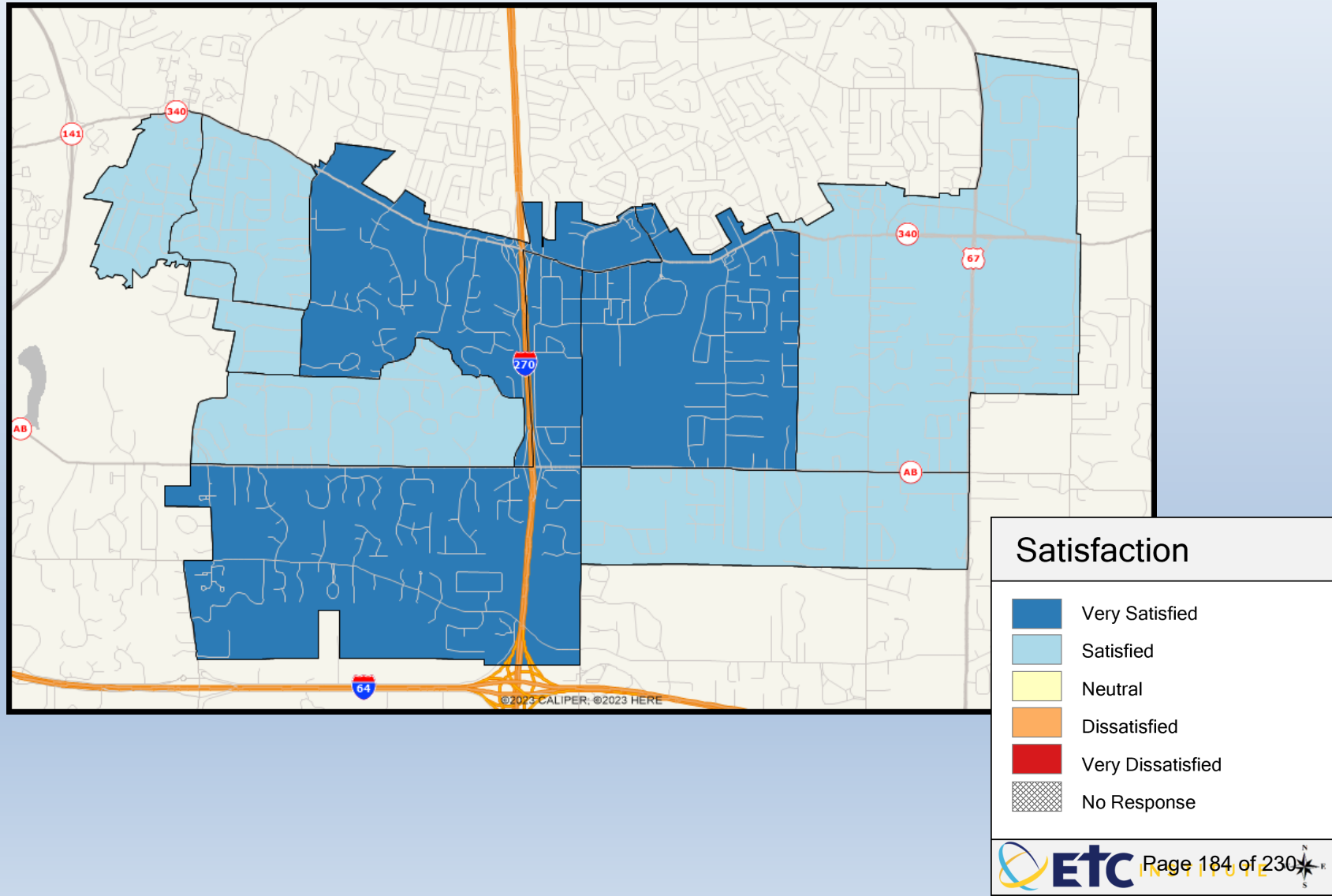


Q3-08. Overall enforcement of City codes and ordinances

Mean: 3.76

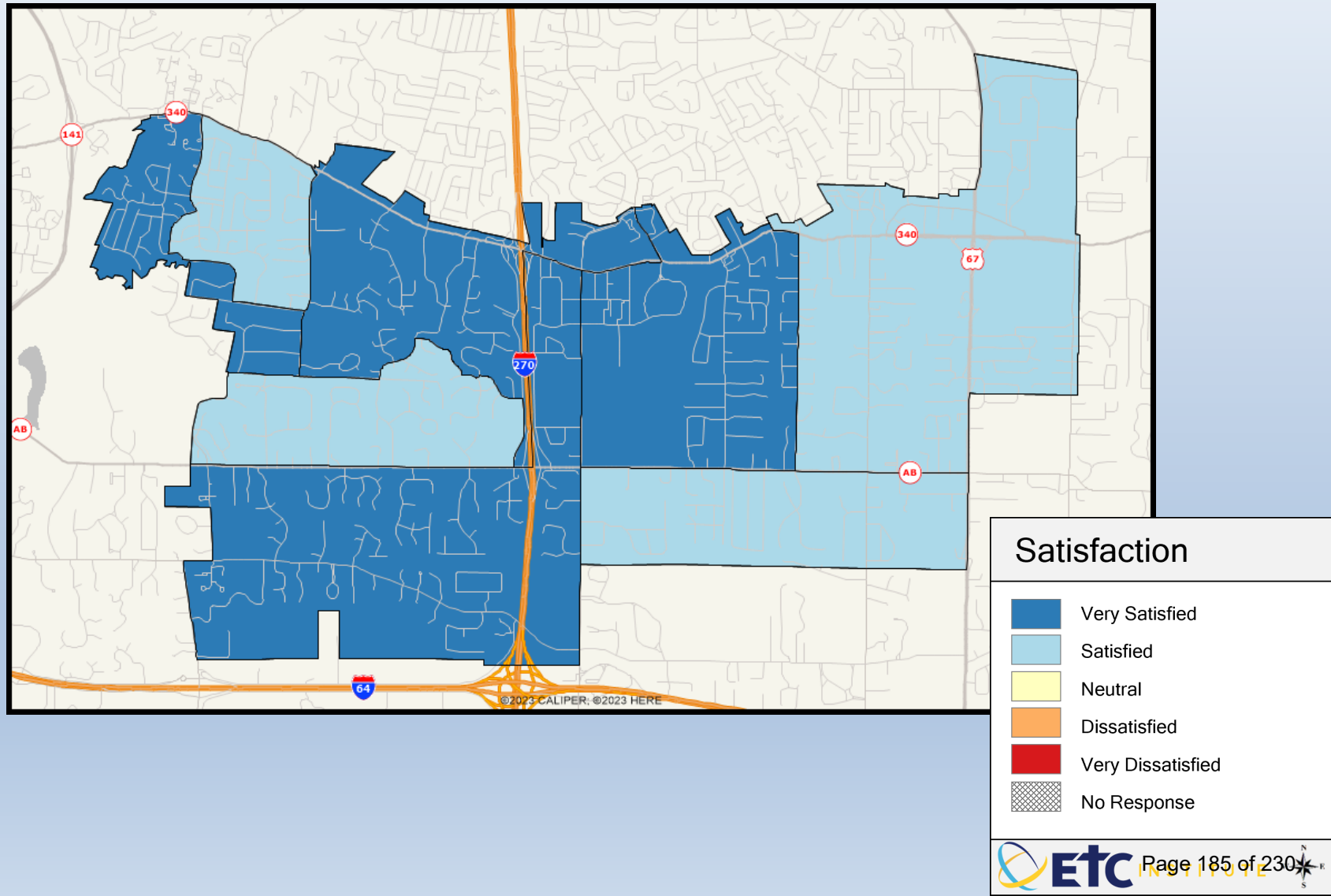


Q3-09. Overall quality of customer service you receive from City employees Mean: 4.24



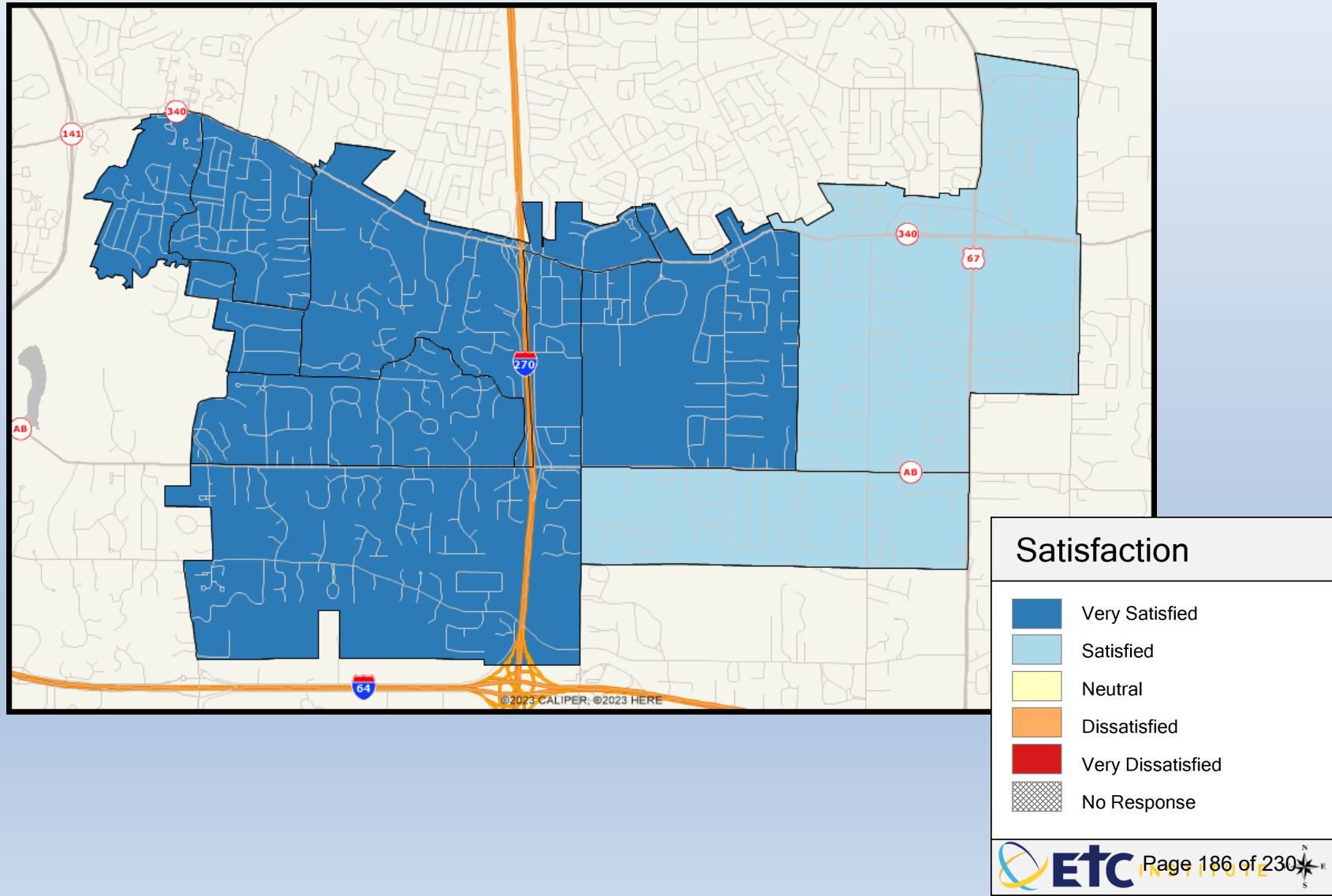
Q3-10. Overall effectiveness of City communication

Mean: 4.23



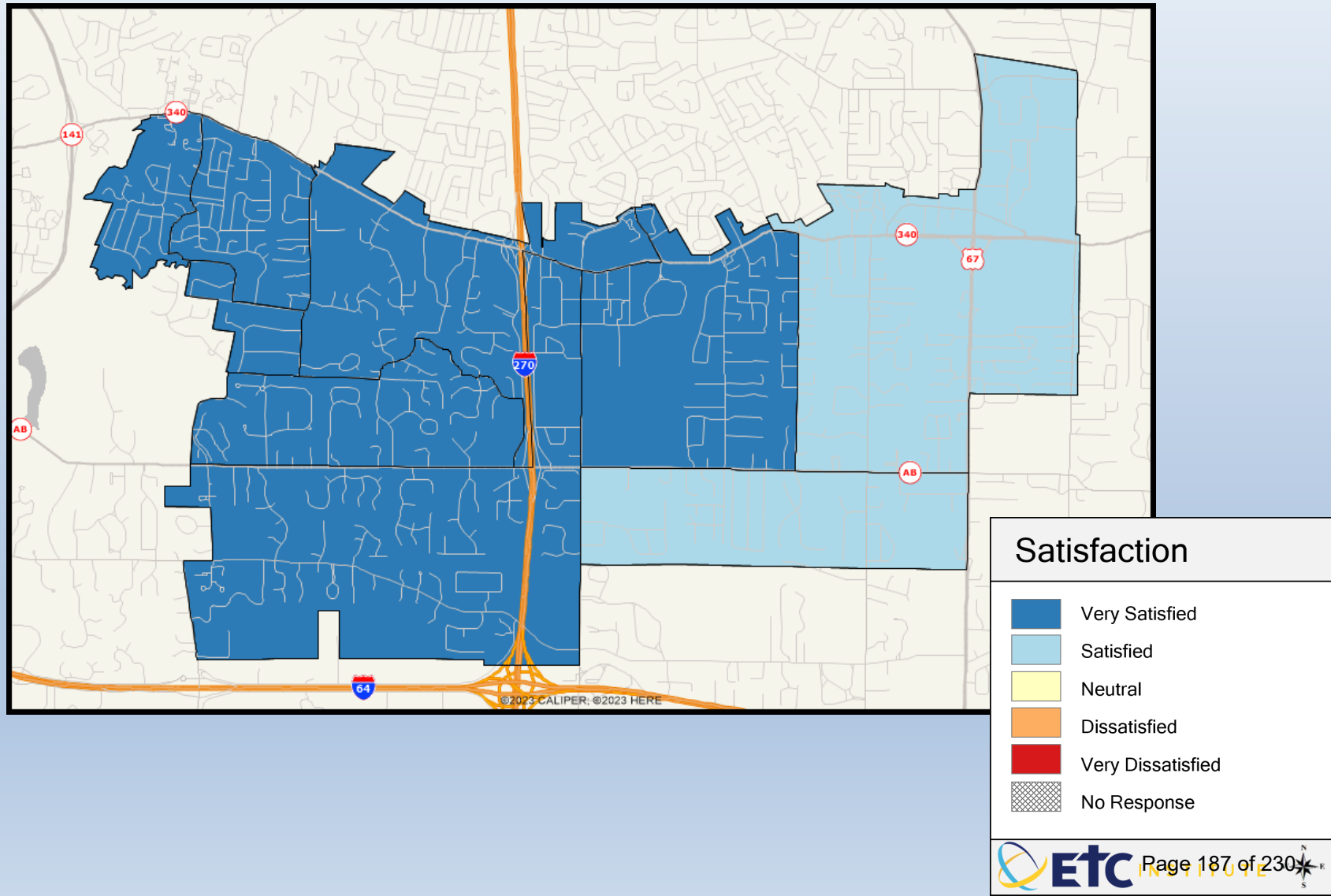
Q7-01. City efforts to keep you informed about important issues

Mean: 4.29



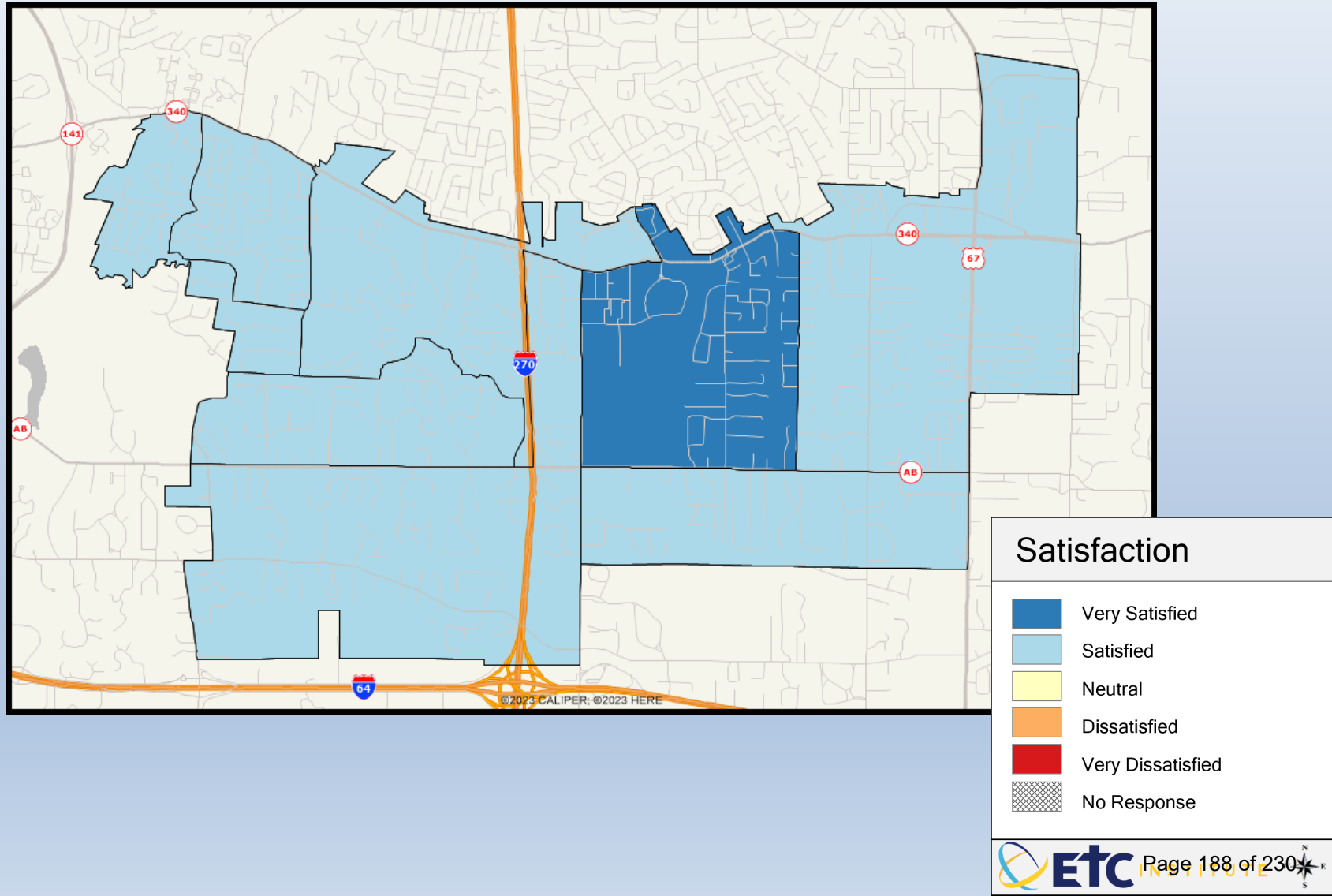
Q7-02. The quality of the City's newsletter

Mean: 4.4



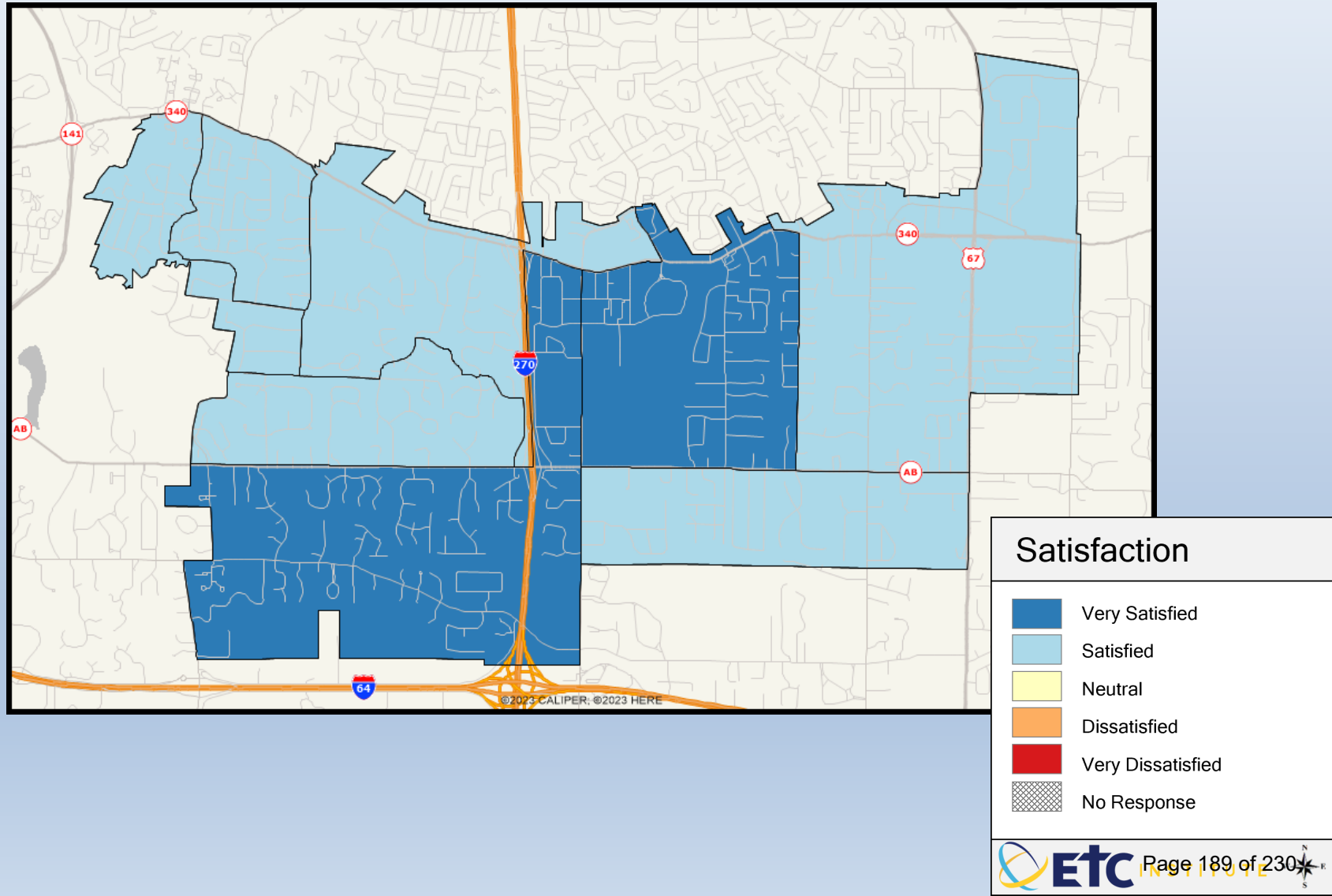
Q7-03. City efforts to keep you informed about planning and zoning matters

Mean: 4.03



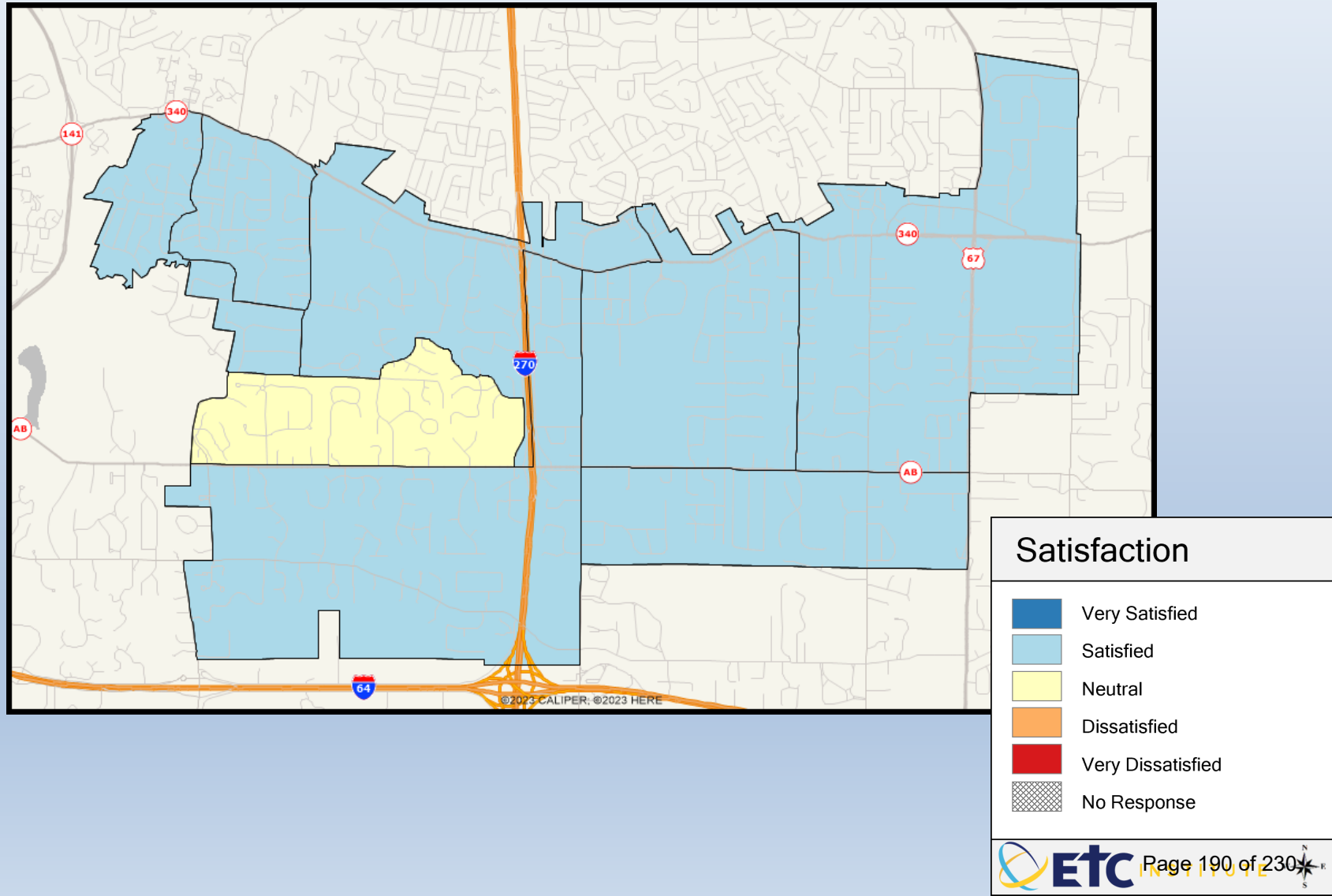
Q7-04. The availability of information about City programs and services

Mean: 4.12



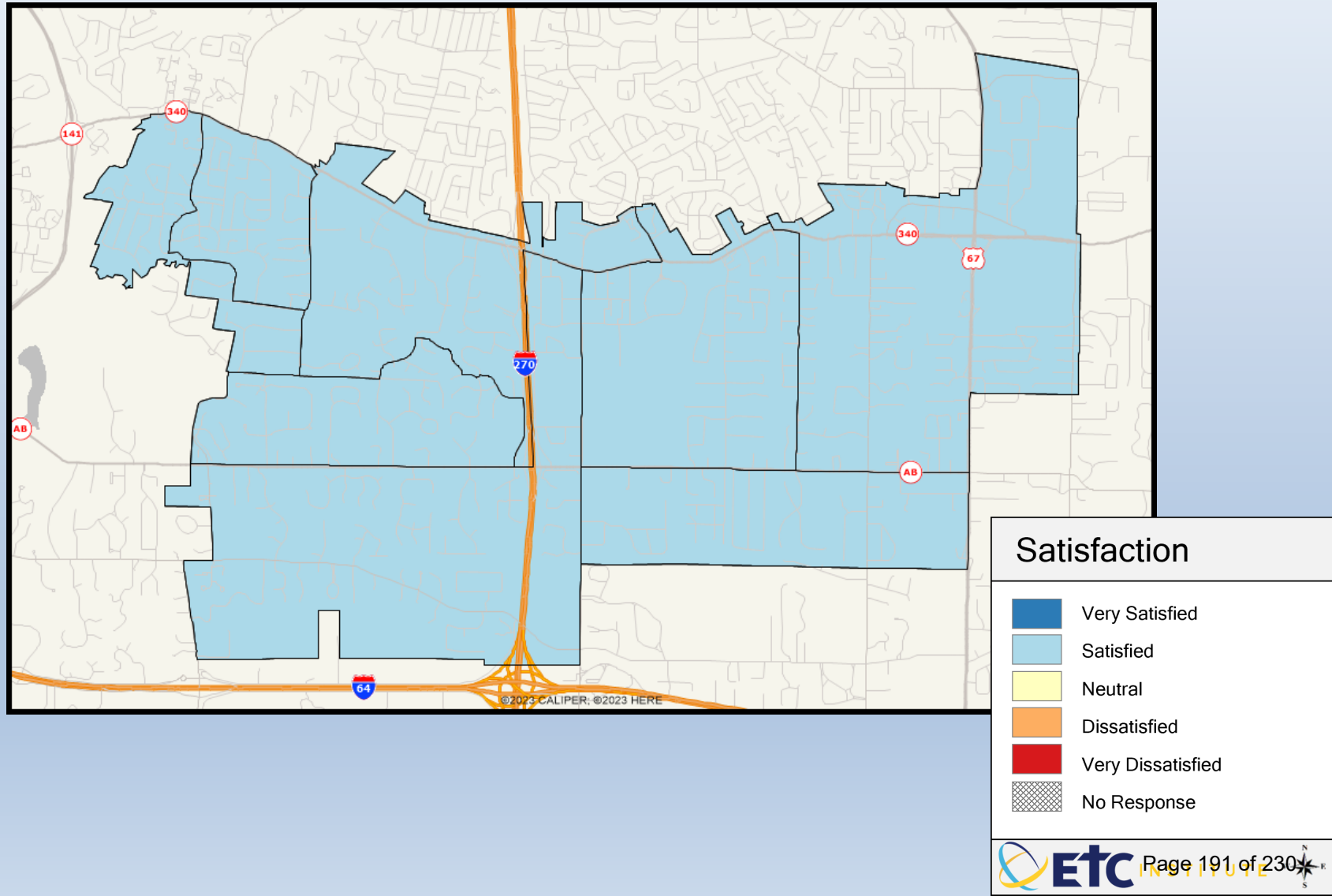
Q7-05. The level of public involvement in local decision making

Mean: 3.81



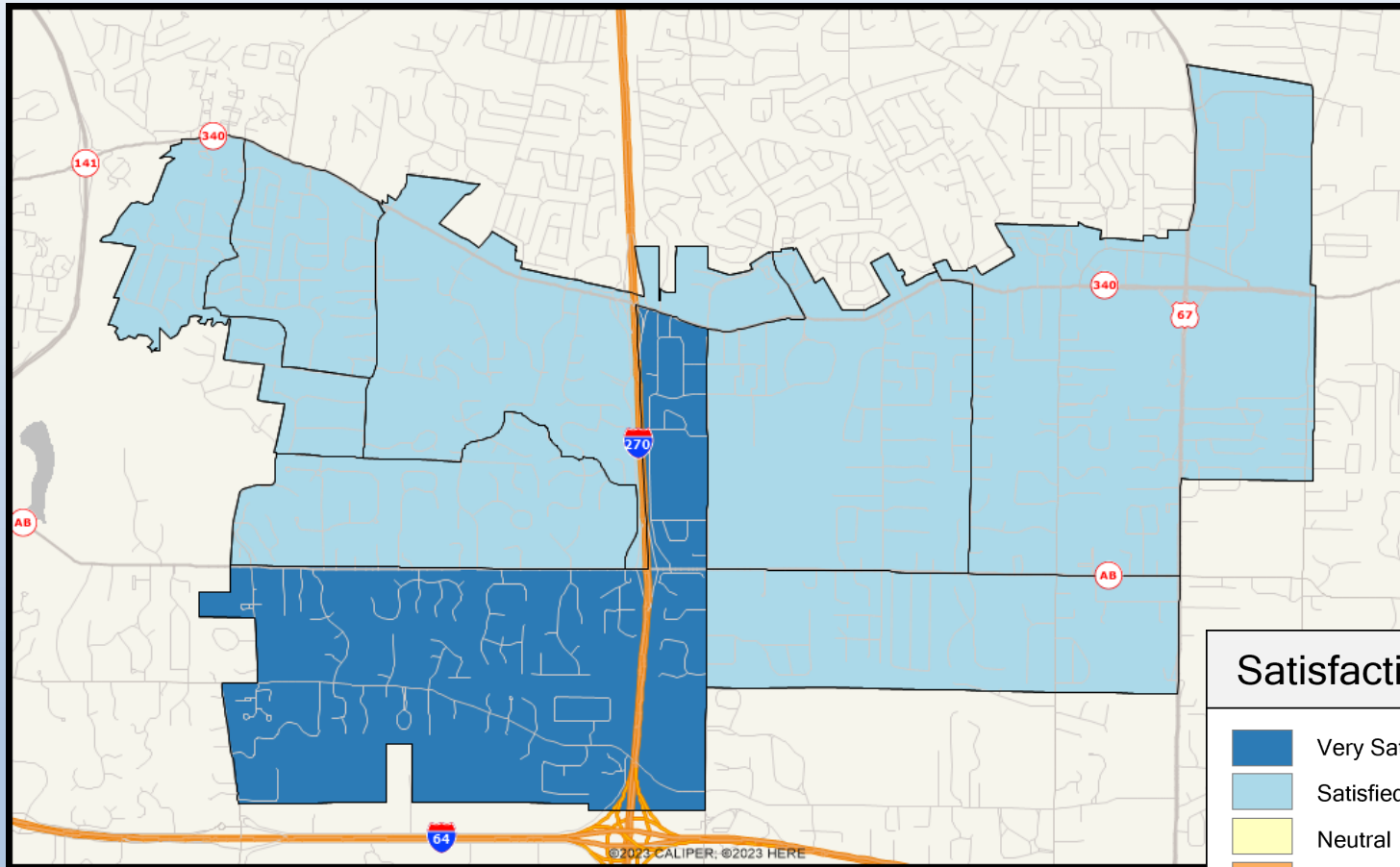
Q7-06. The quality of the City's social media (e.g., Facebook, X)

Mean: 3.87



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

Mean: 3.98

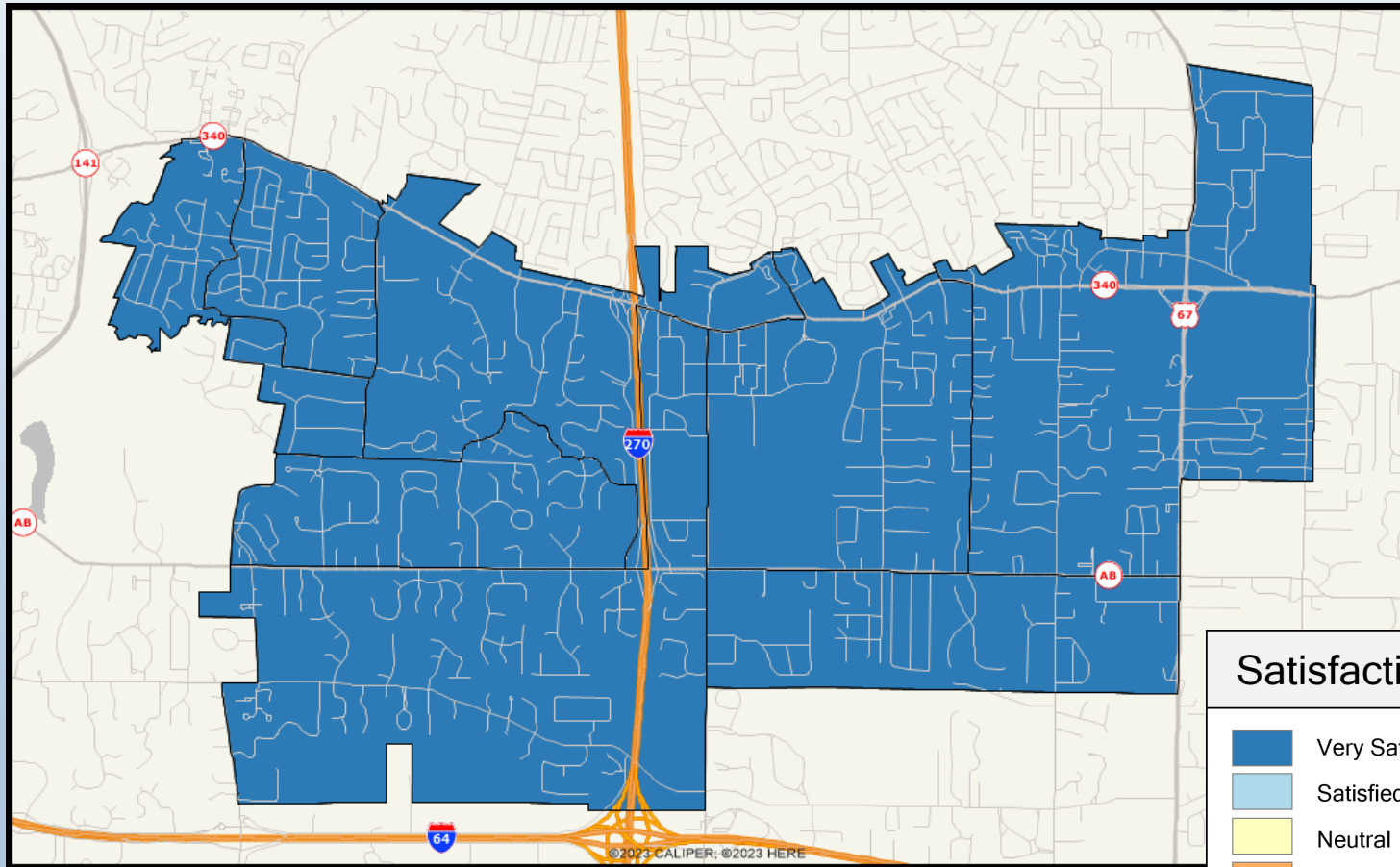


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q11-01. Maintenance of City parks

Mean: 4.47

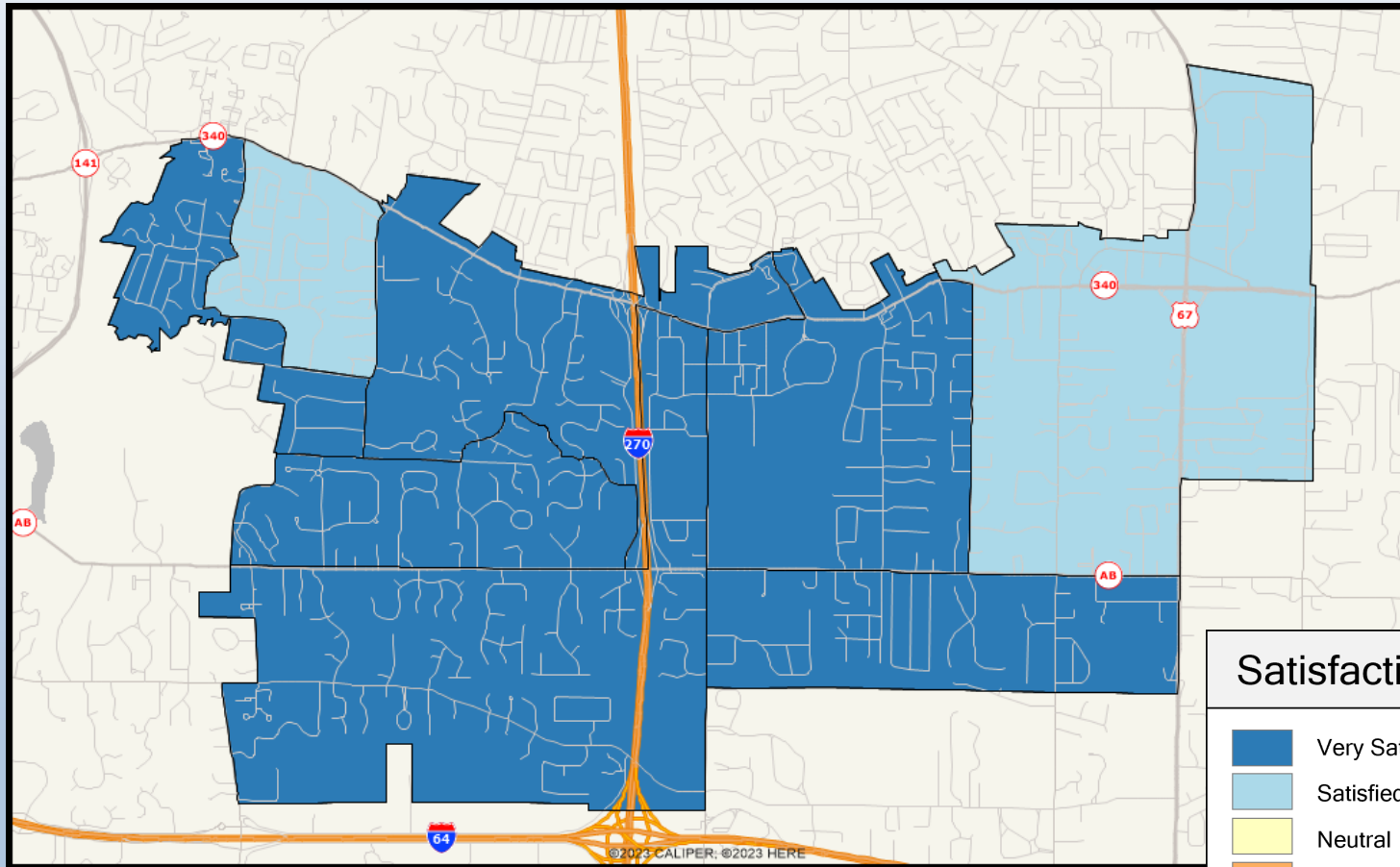


Satisfaction



Q11-02. Number of City parks

Mean: 4.32

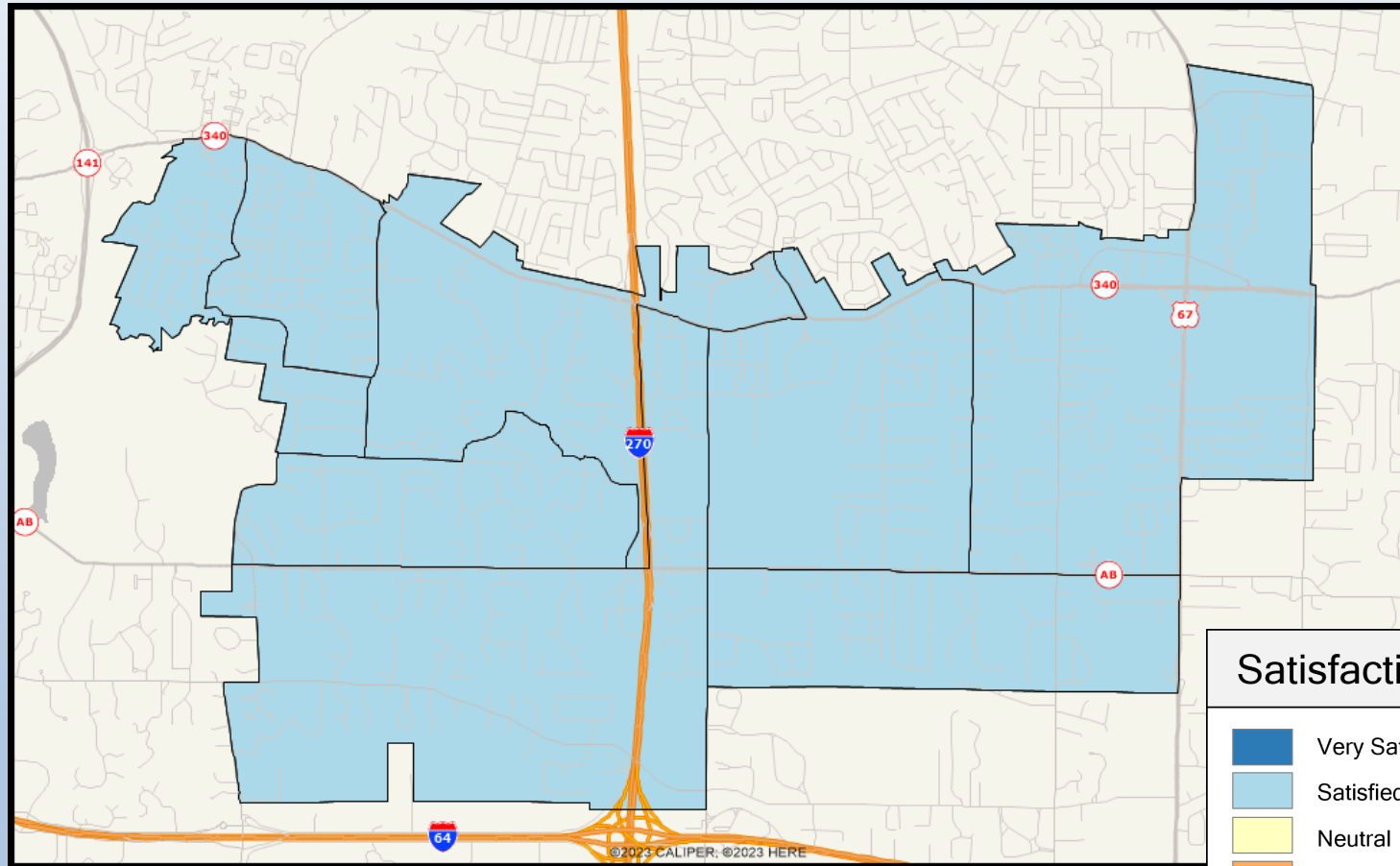


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q11-03. Number of walking/biking trails

Mean: 3.78

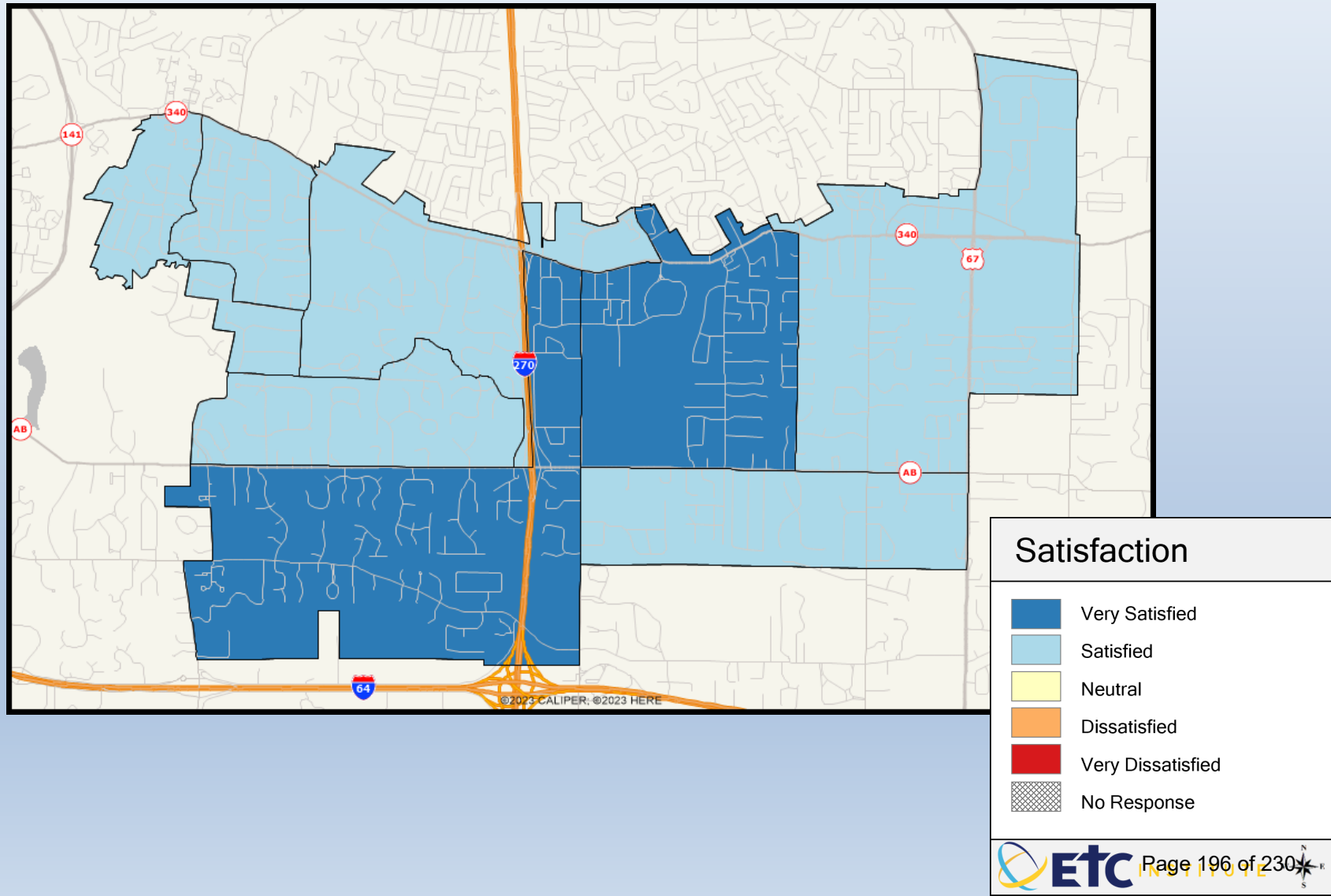


Satisfaction



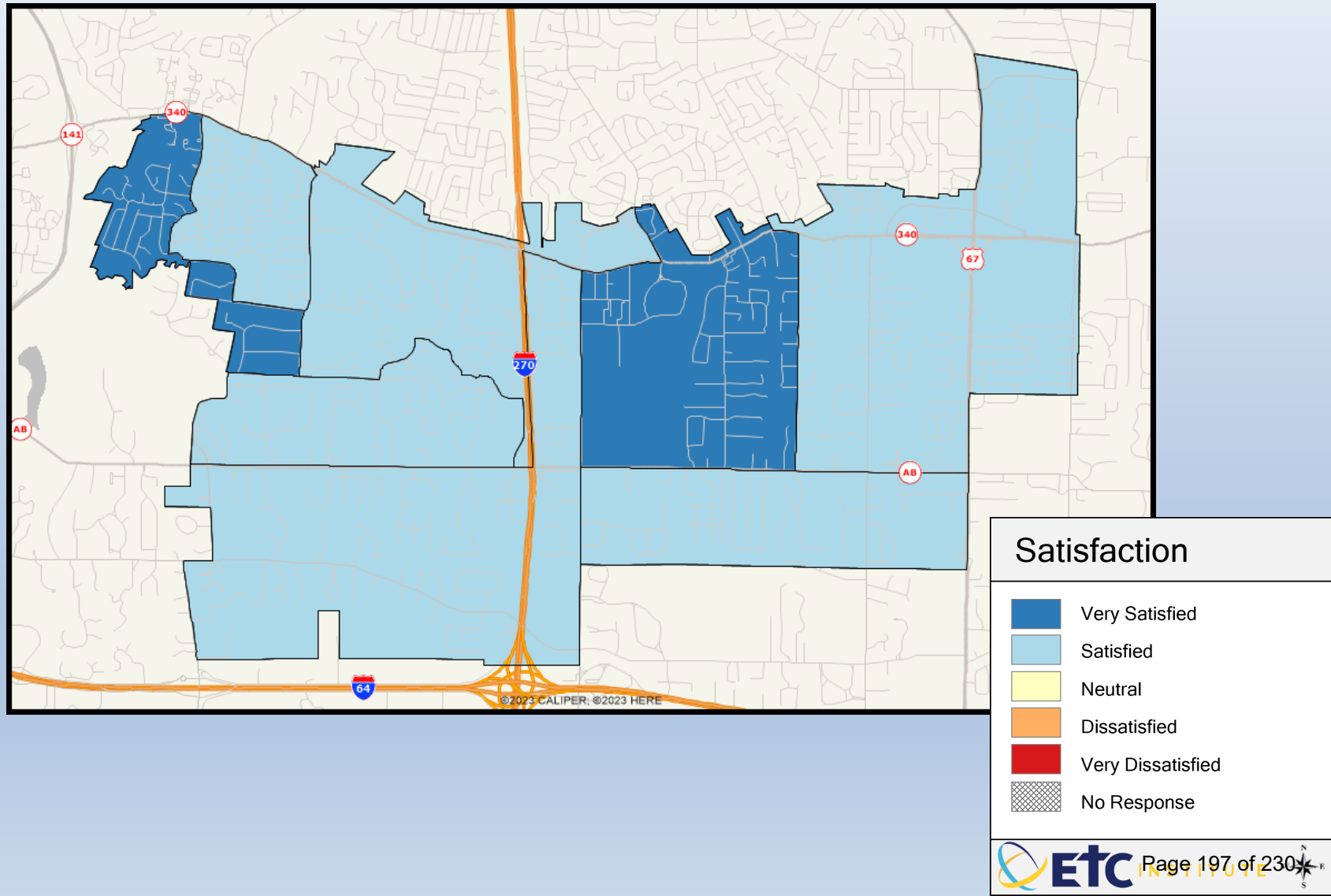
Q11-04. Overall satisfaction with the ice arena

Mean: 4.05



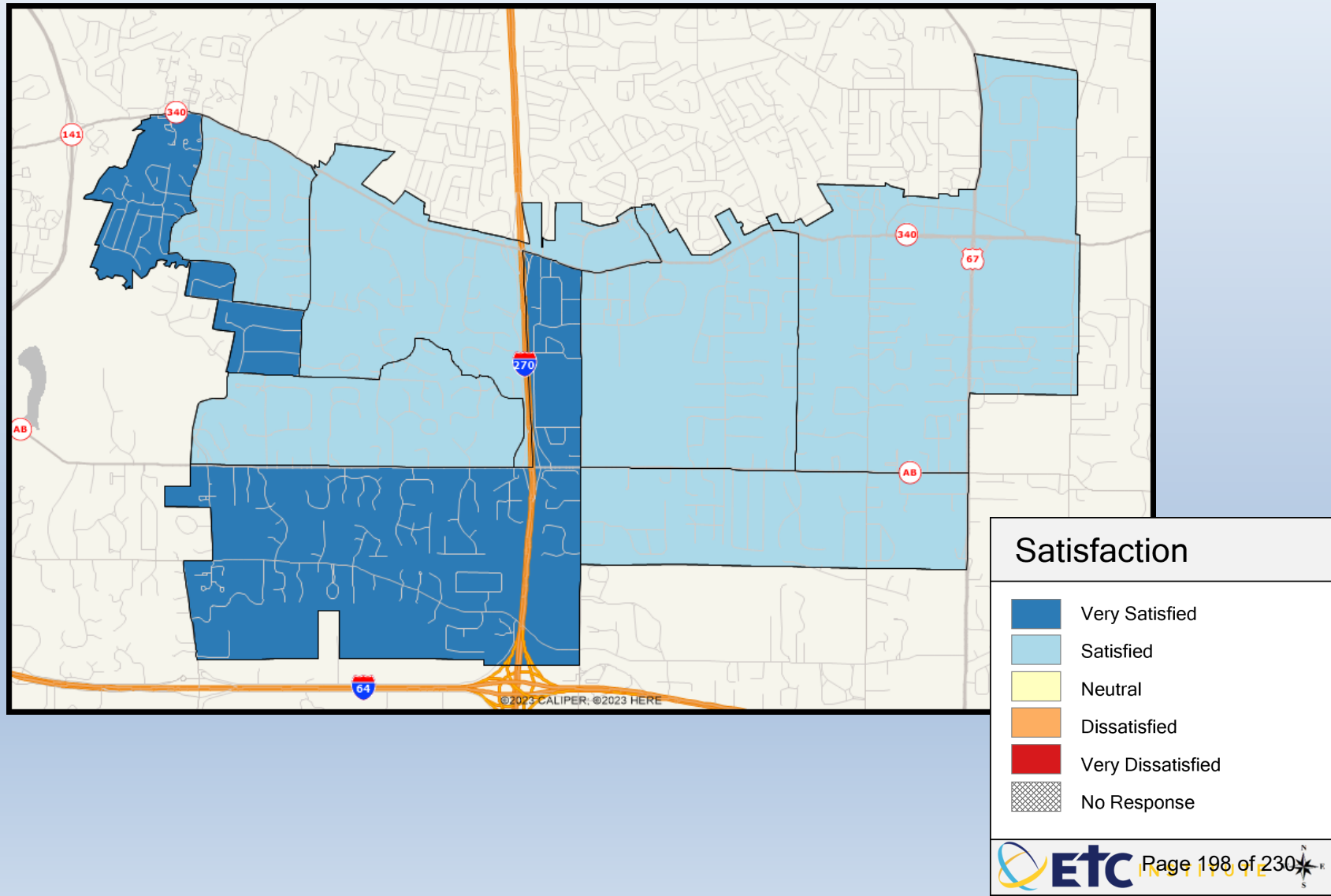
Q11-05. Overall satisfaction with the golf course

Mean: 4.1



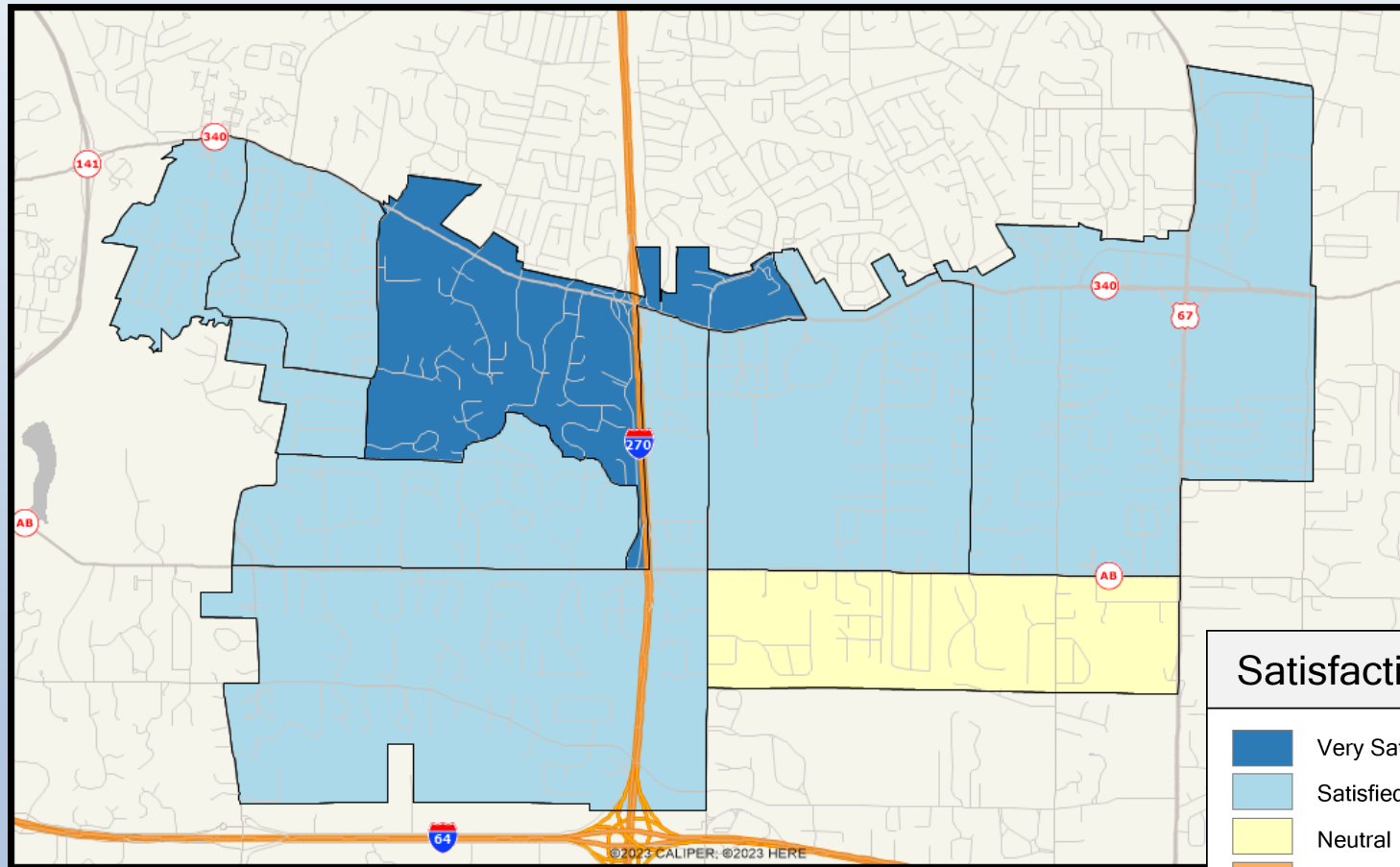
Q11-06. Overall satisfaction with the dog park

Mean: 3.99



Q11-07. Youth recreation programs

Mean: 3.76

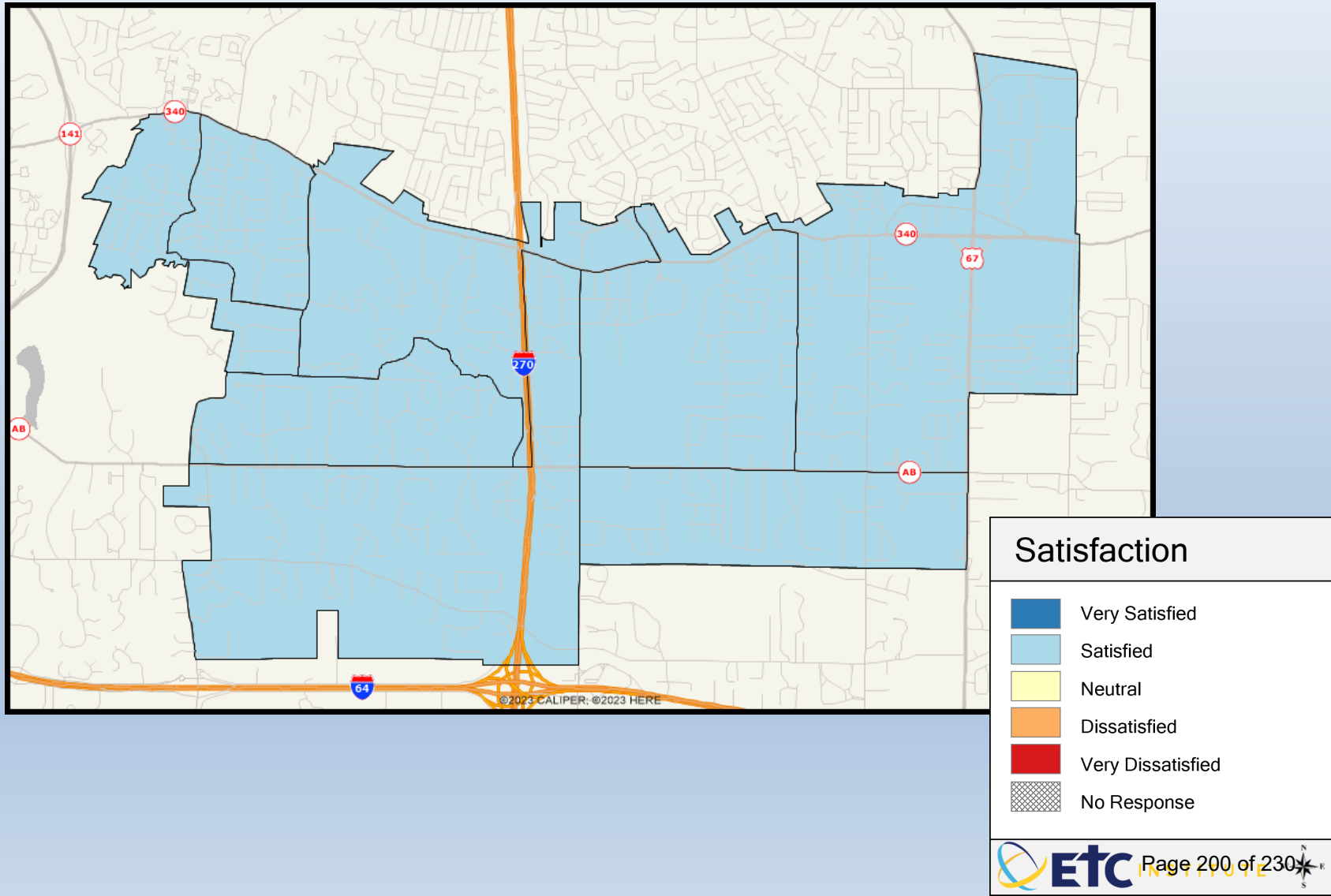


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

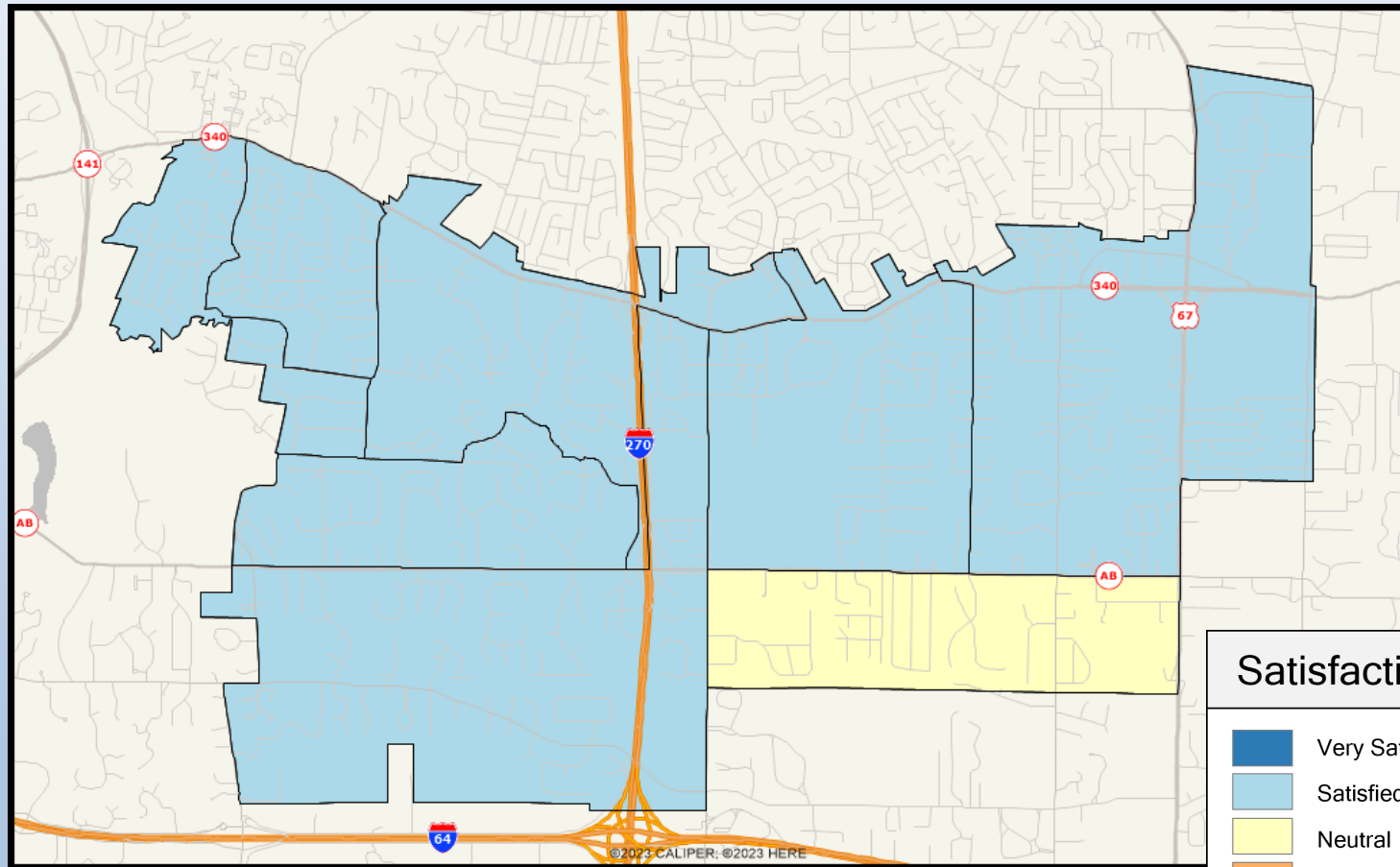
Q11-08. Adult recreation programs

Mean: 3.73



Q11-09. Senior recreation programs

Mean: 3.76

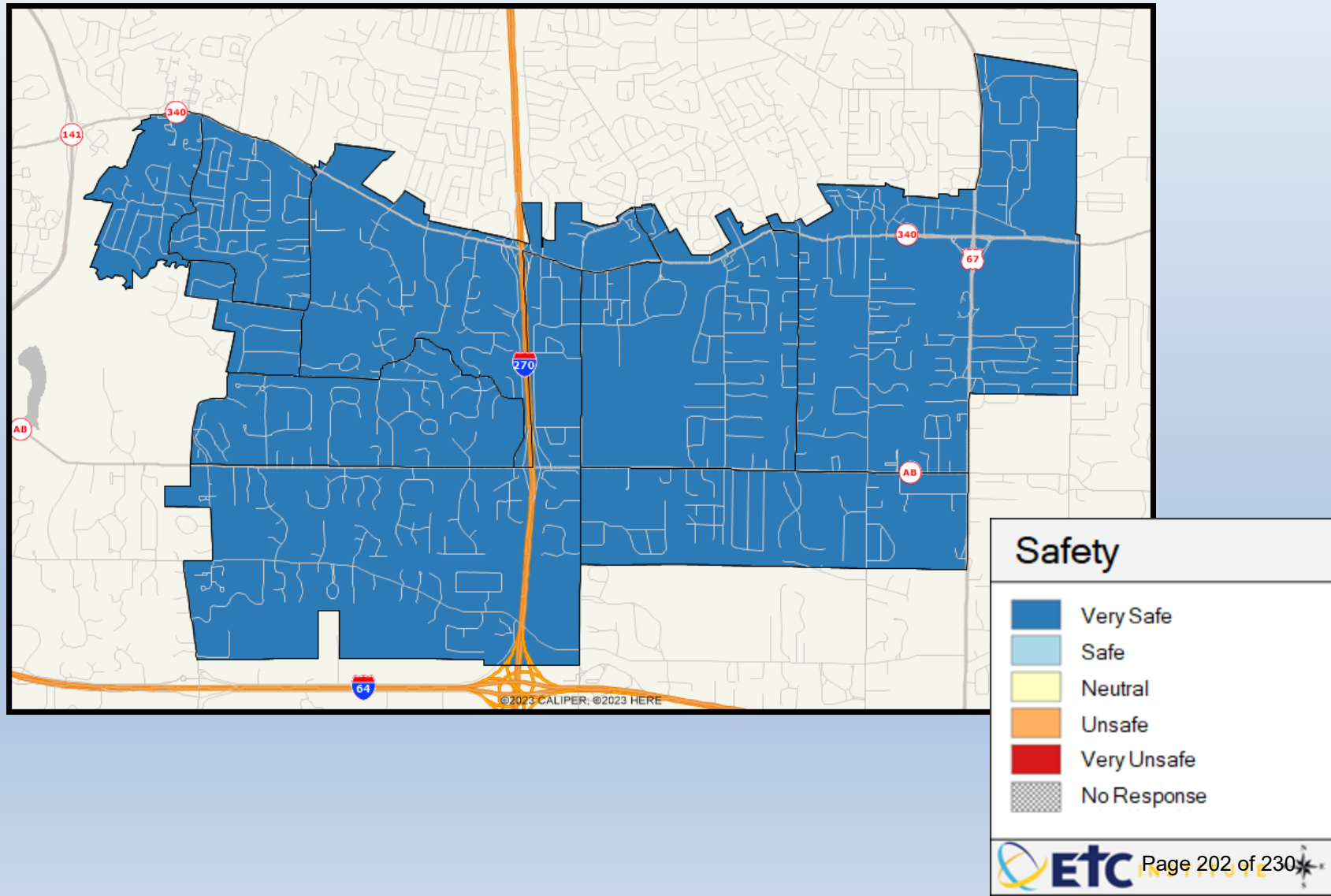


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

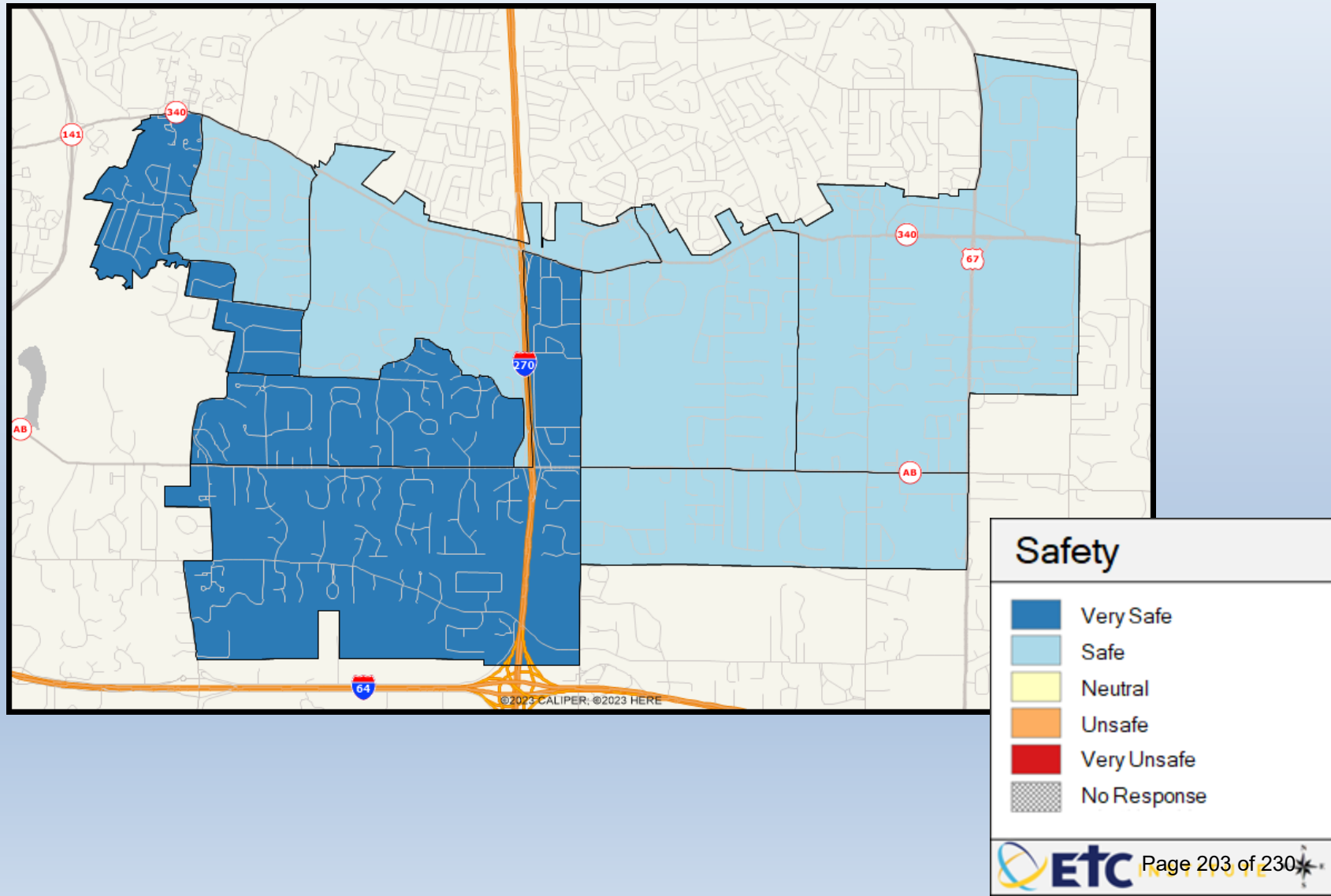
Q15-01. Walking alone in your neighborhood during the day

Mean: 4.78



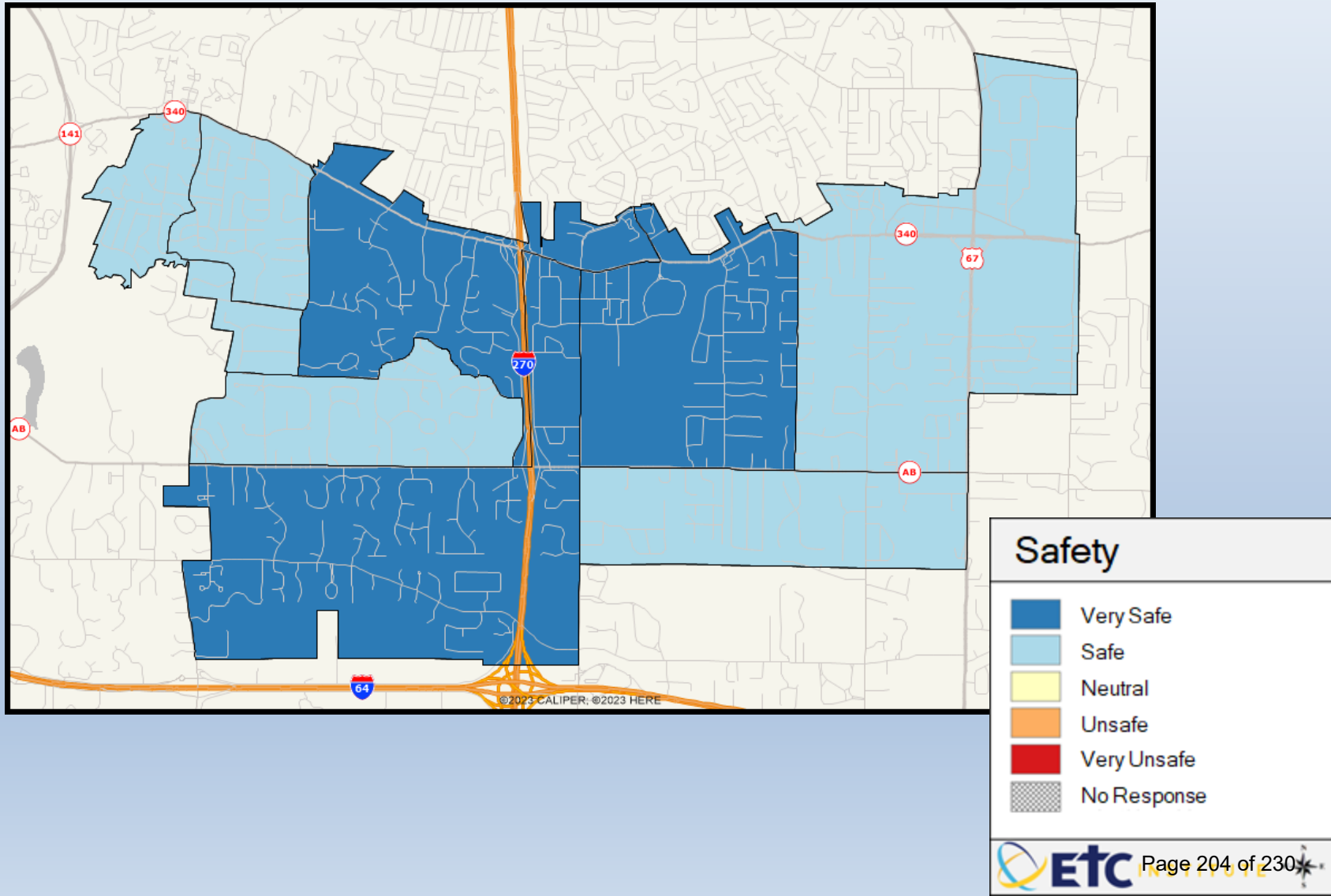
Q15-02. Walking alone in your neighborhood at night

Mean: 4.12



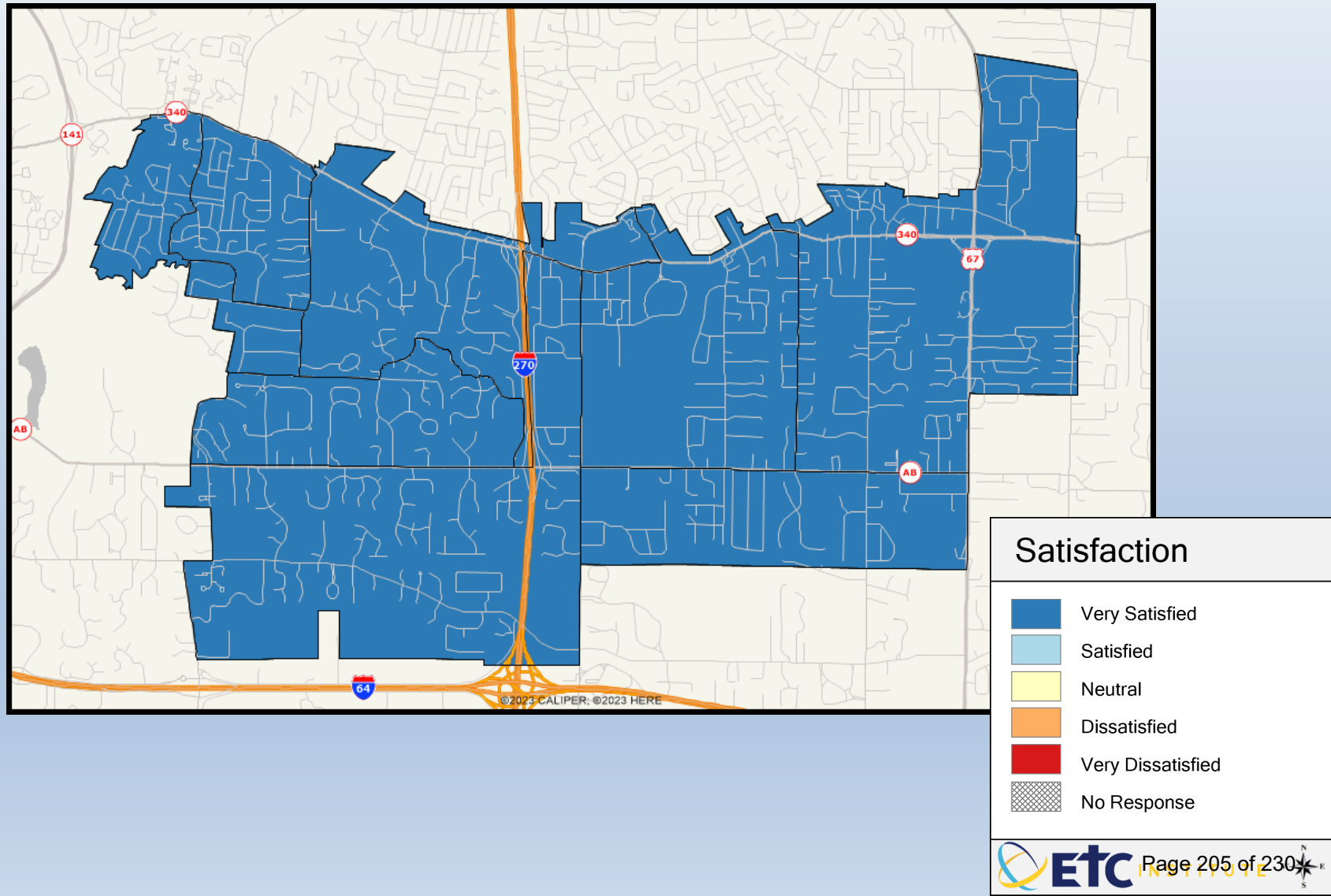
Q15-03. In City parks

Mean: 4.1



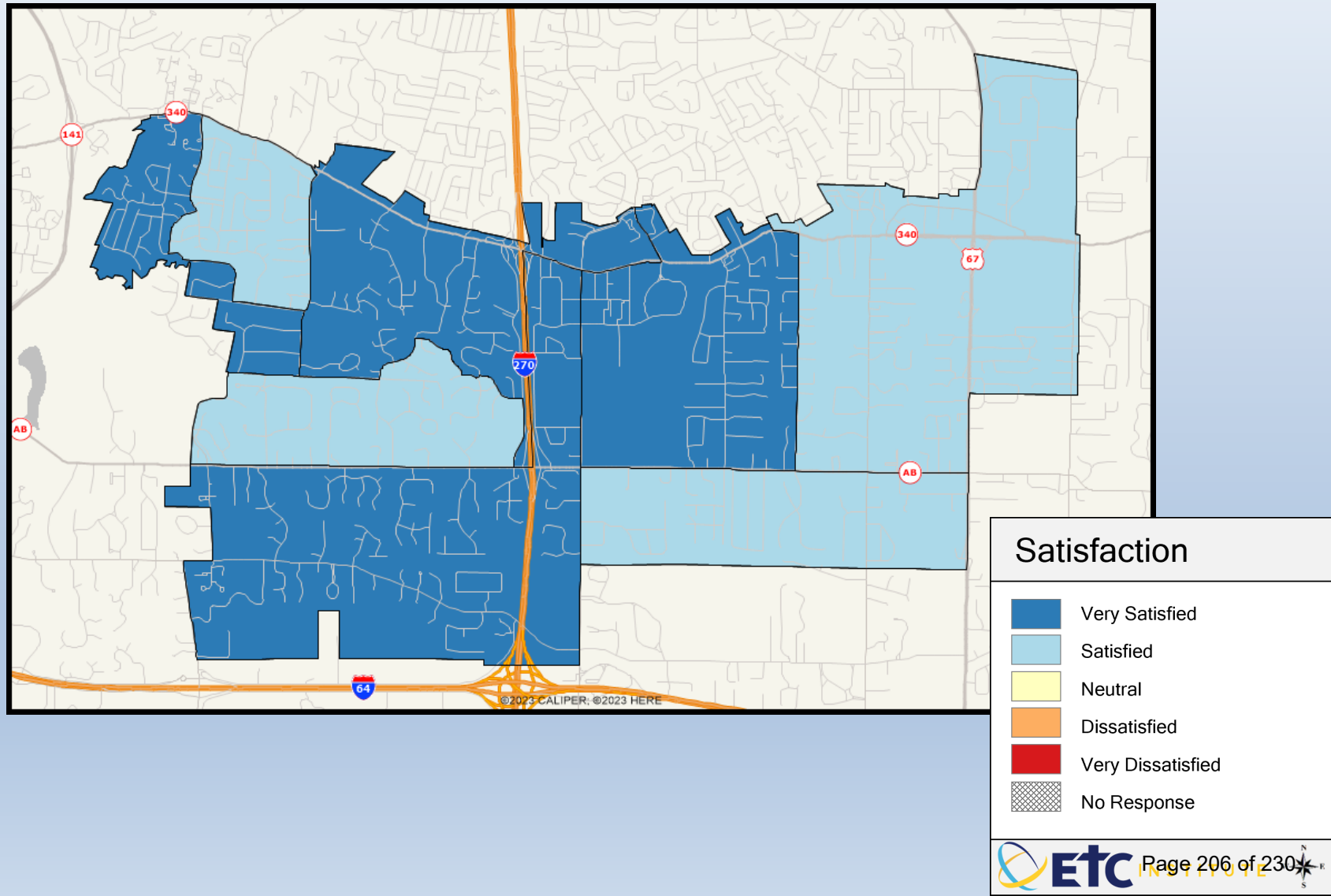
Q16-01. Overall quality of local police protection

Mean: 4.58



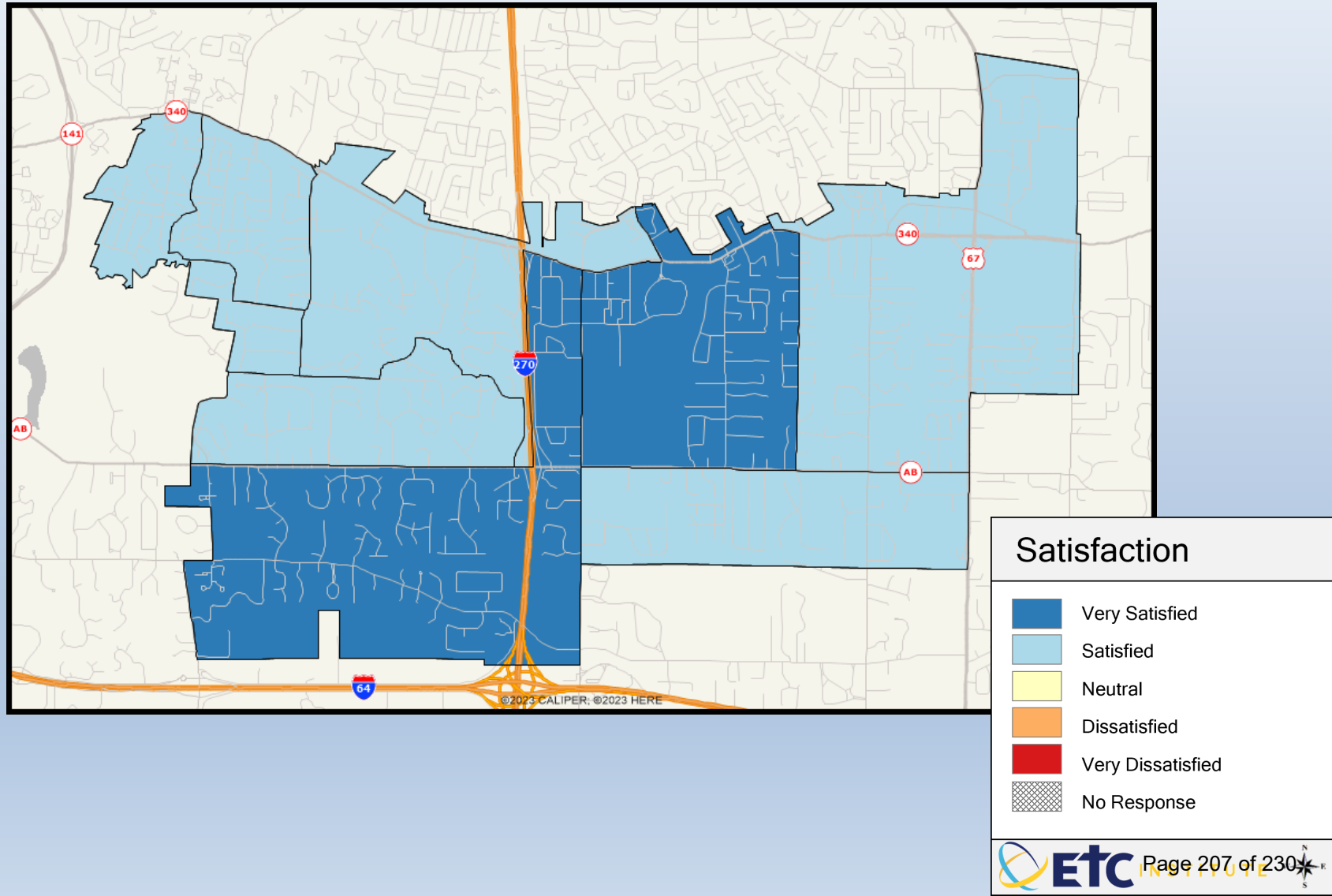
Q16-02. Visibility of police in neighborhoods

Mean: 4.15



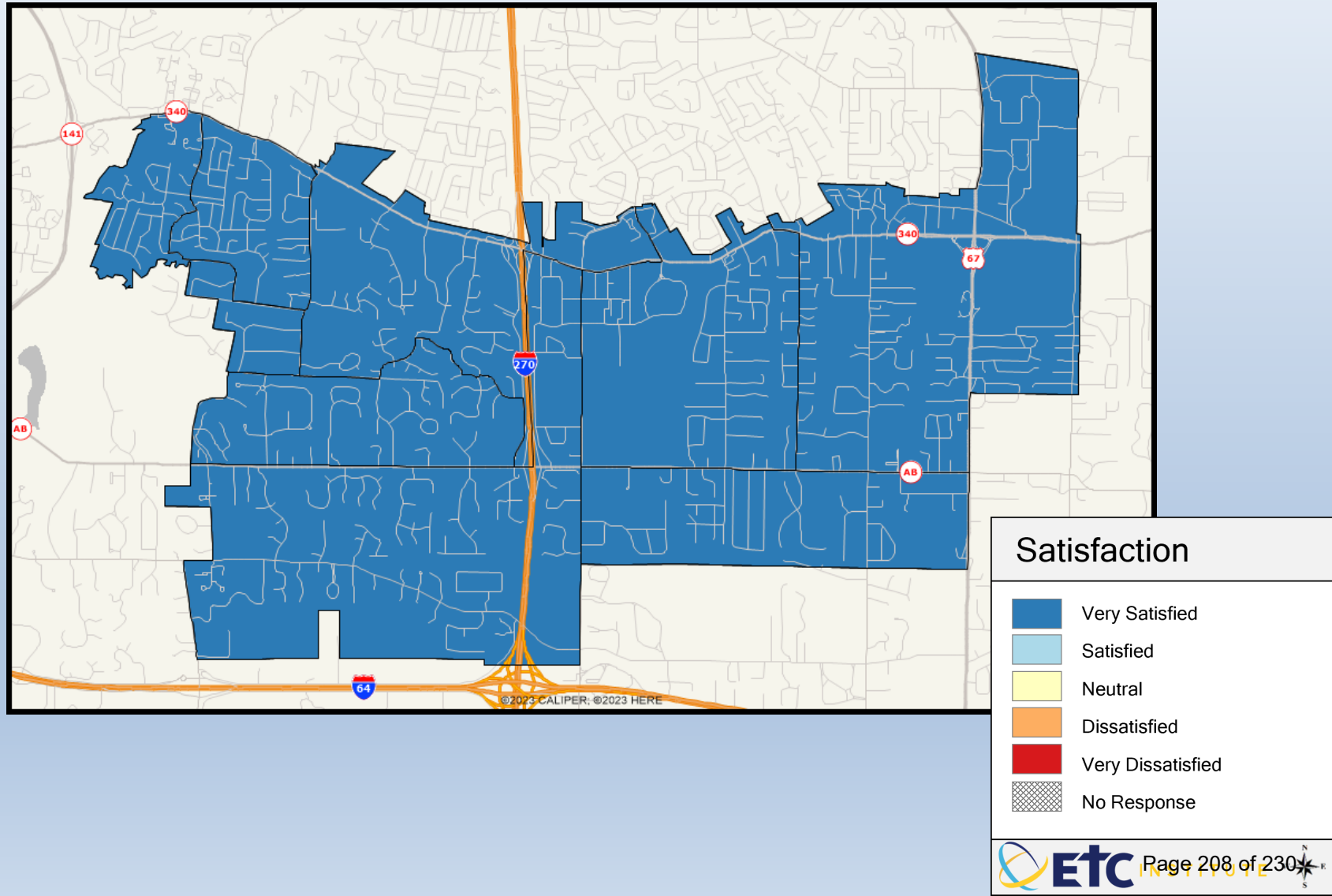
Q16-03. Visibility of police in commercial and retail areas

Mean: 4.03



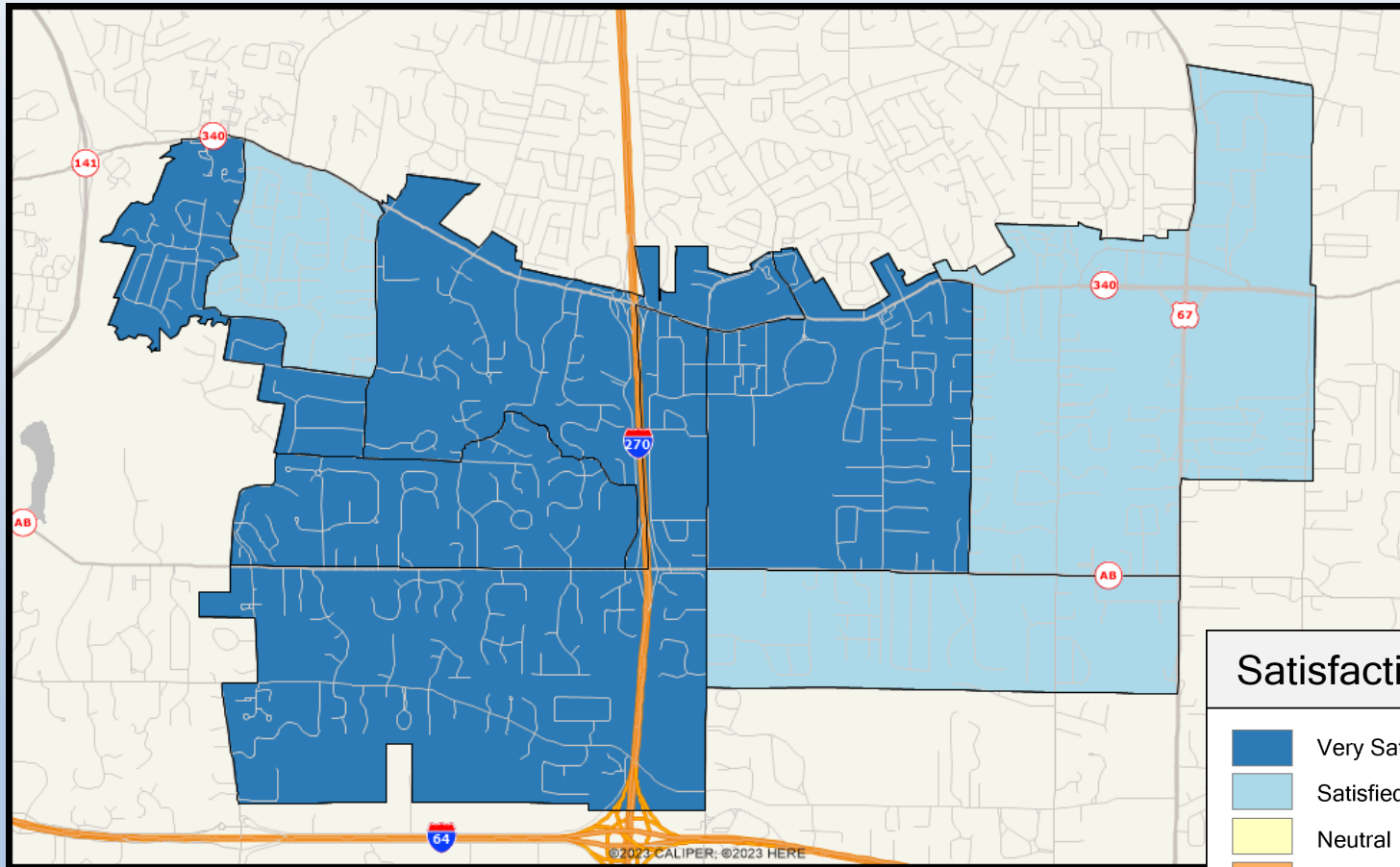
Q16-04. How quickly police respond to emergencies

Mean: 4.52



Q16-05. Efforts to prevent crime

Mean: 4.23

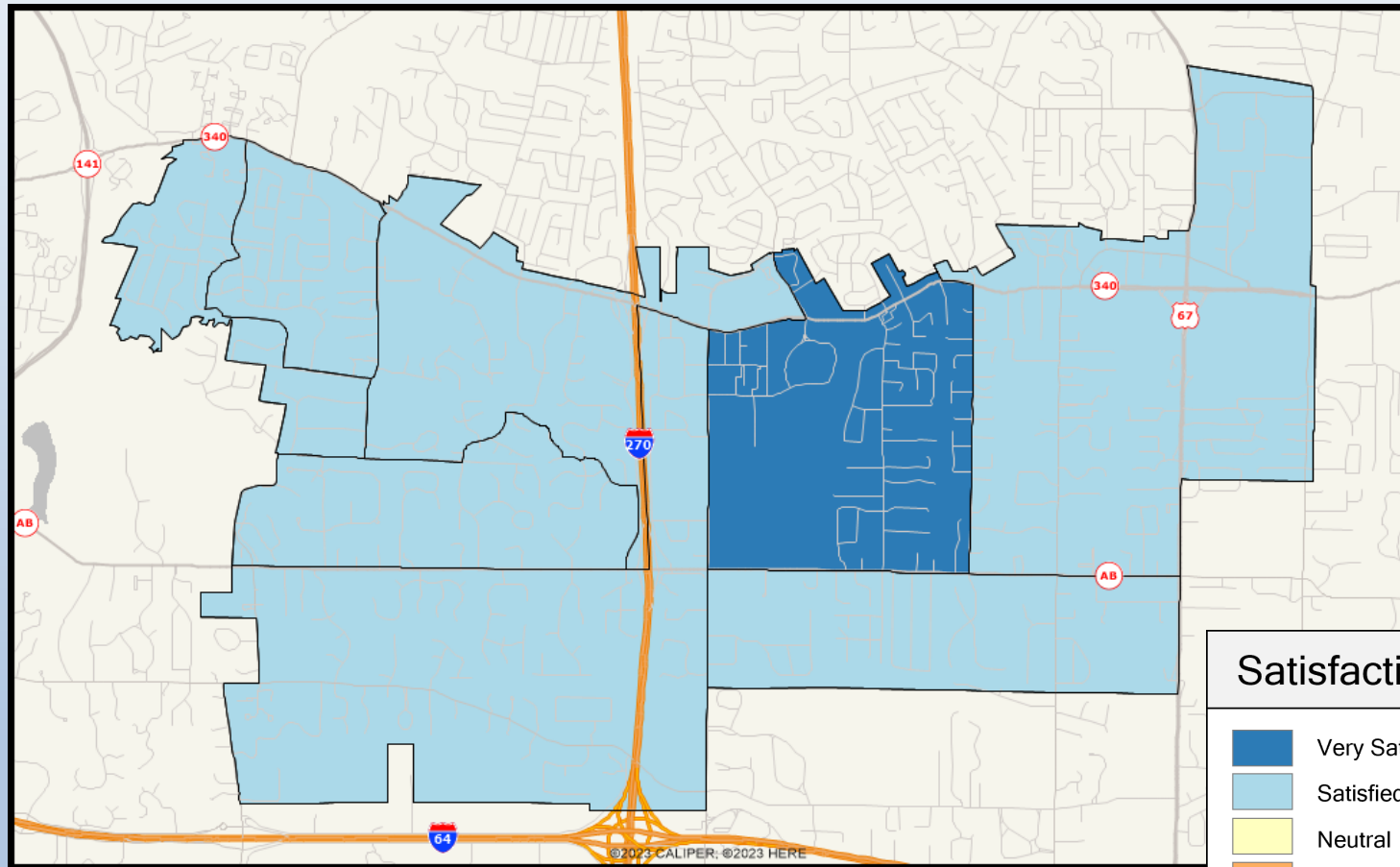


Satisfaction



Q16-06. Enforcement of local traffic laws

Mean: 3.95

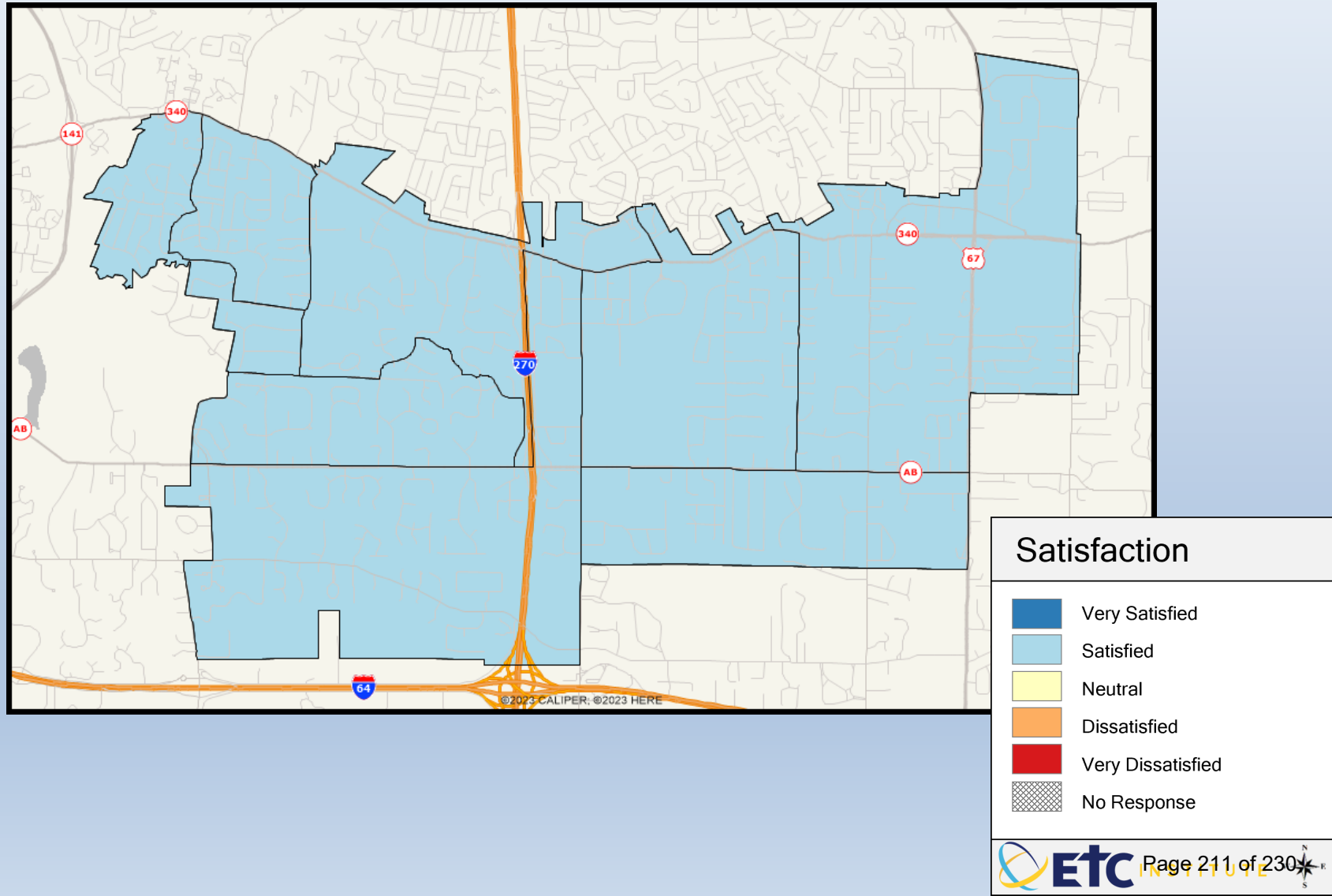


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

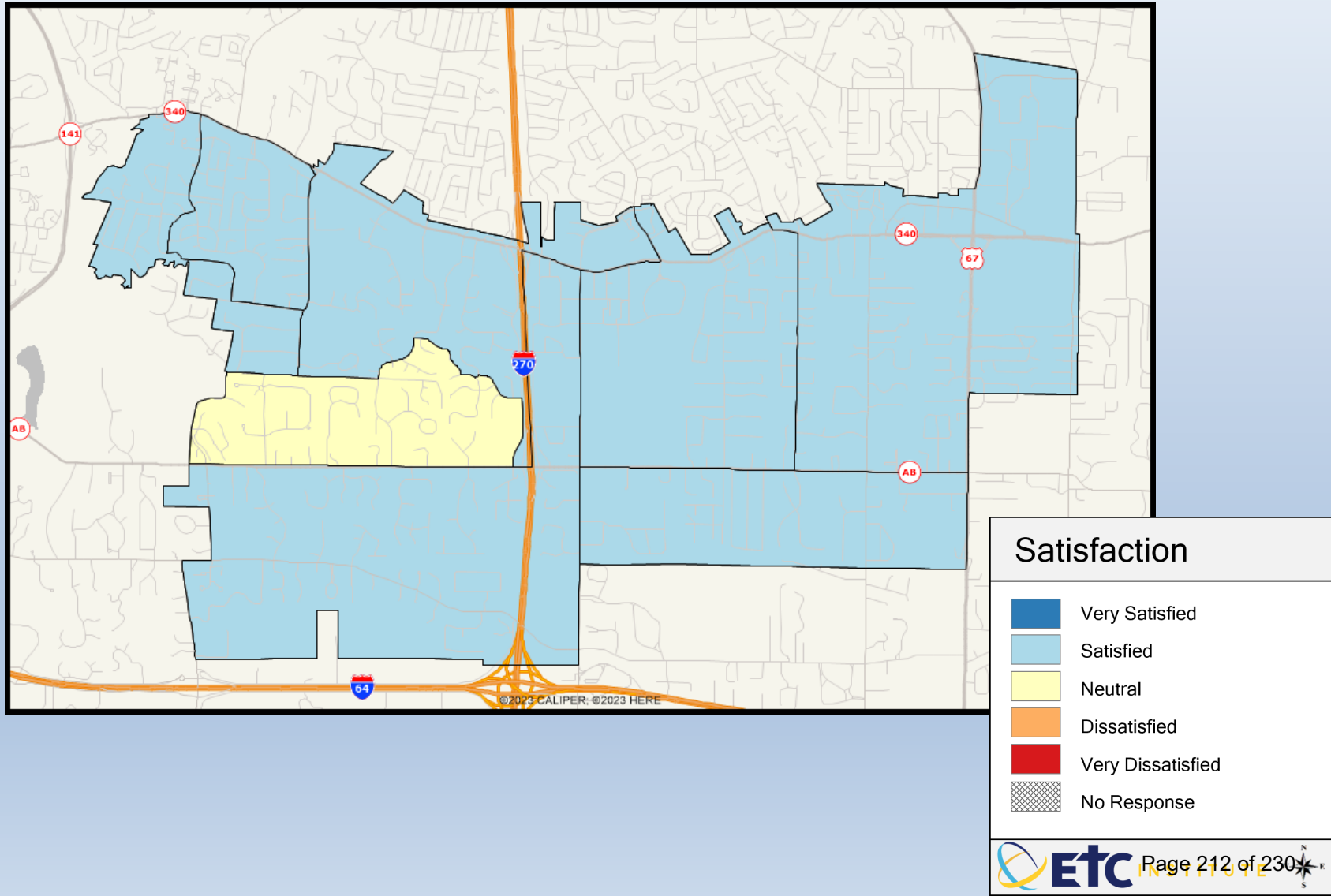
Q22-01. Enforcing the city's building code in your community

Mean: 3.81



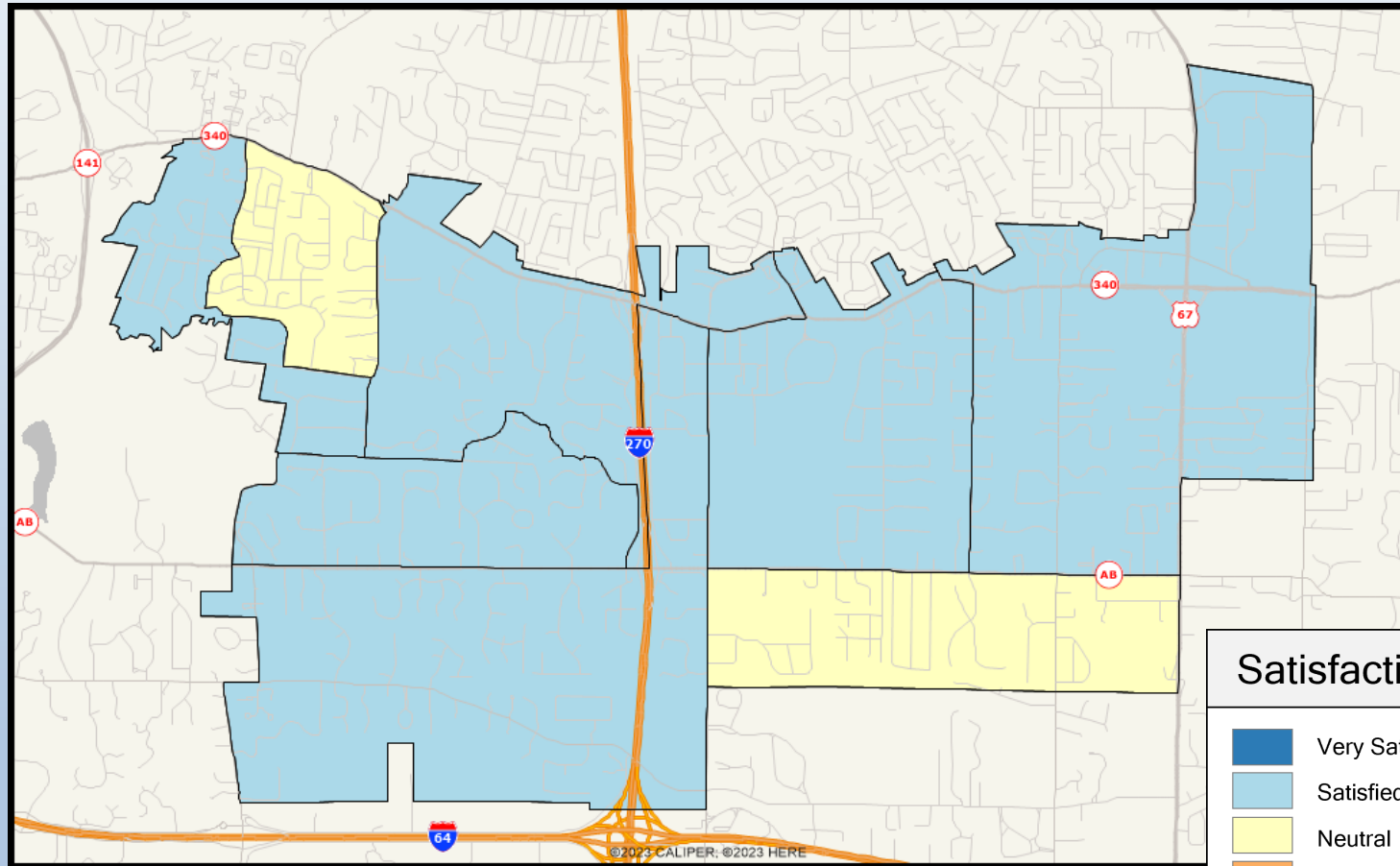
Q22-02. Enforcing the mowing and cutting of weeds and grass on private property

Mean: 3.59



Q22-03. Enforcing the exterior maintenance of residential property

Mean: 3.55

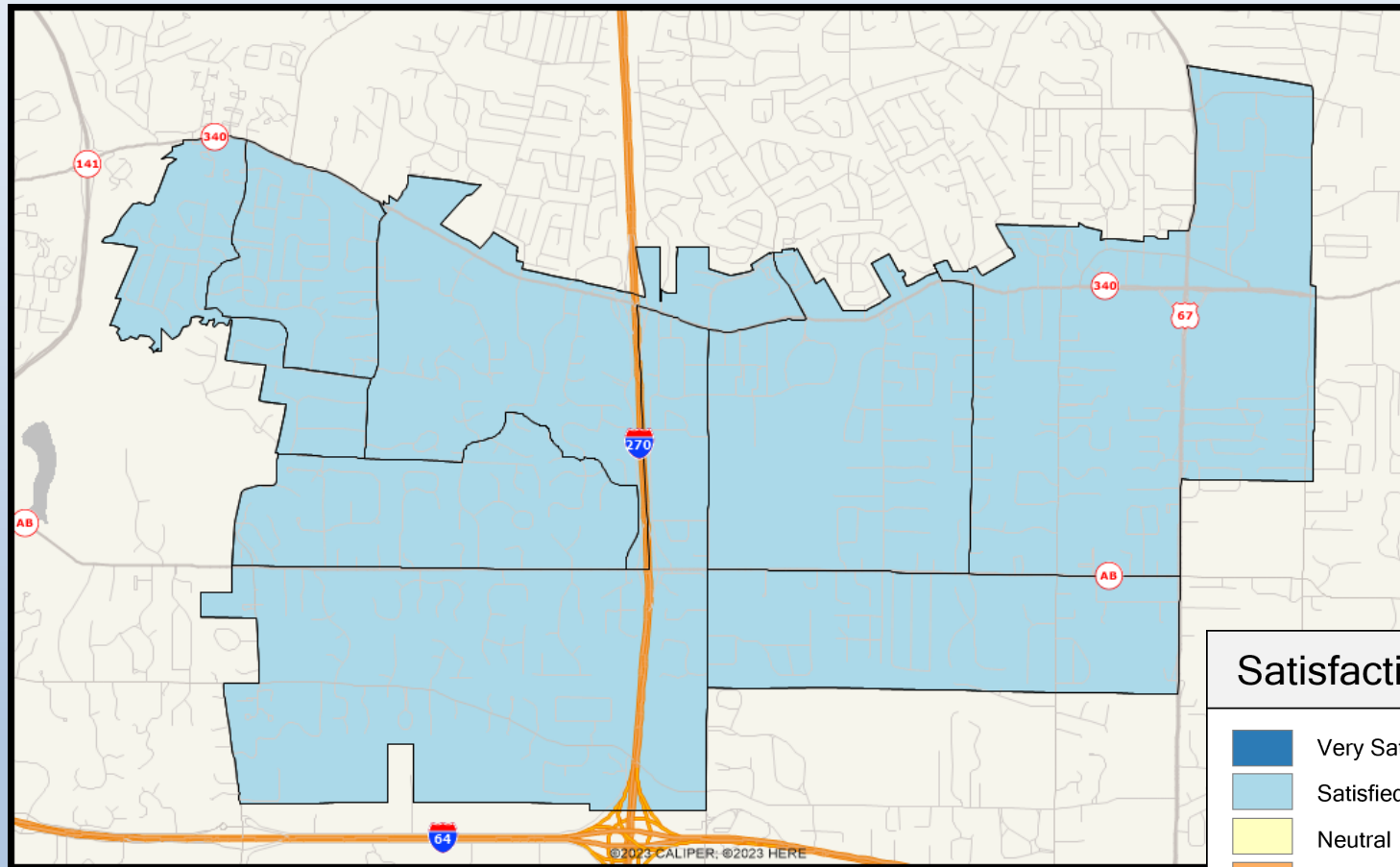


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

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

Mean: 3.81

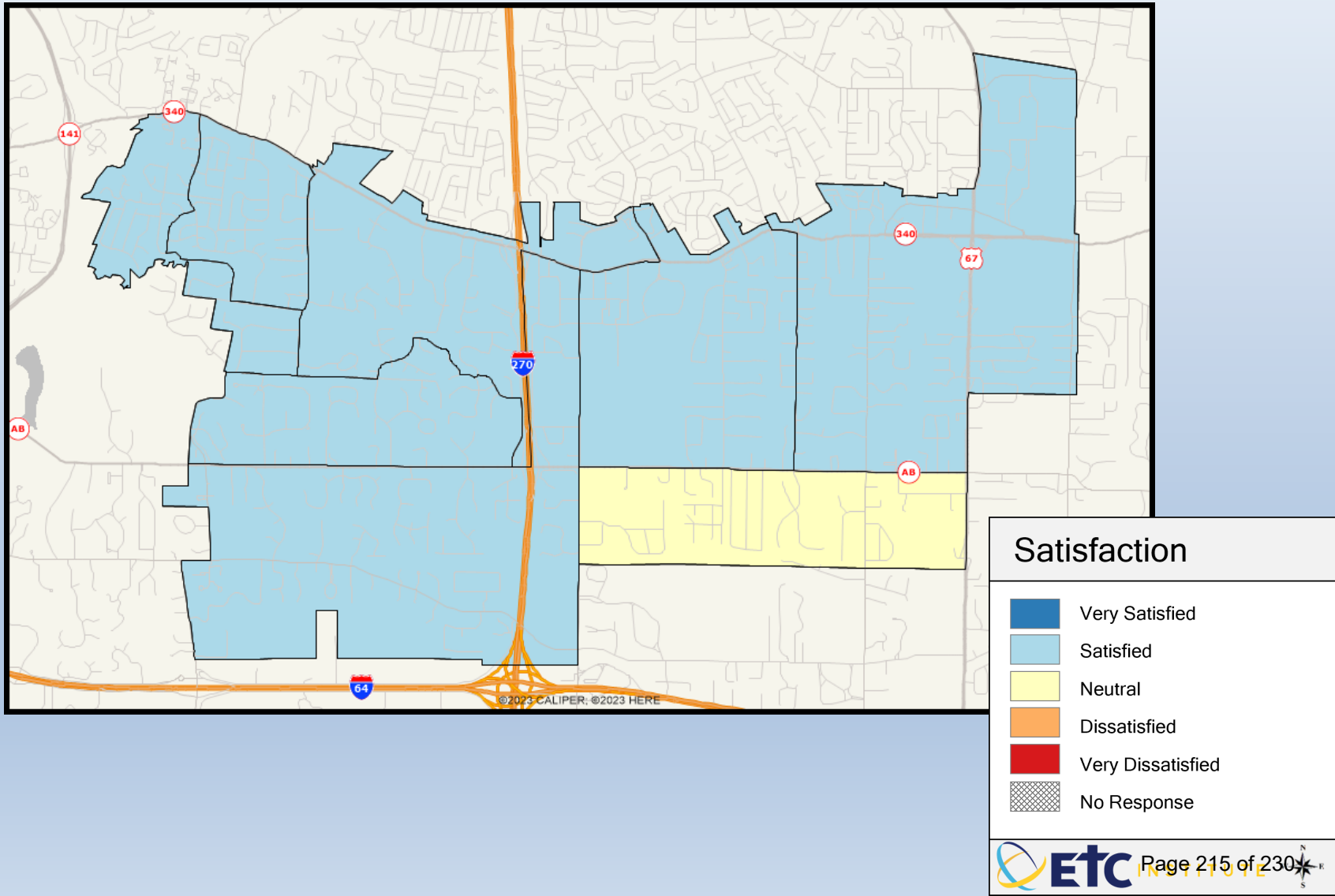


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

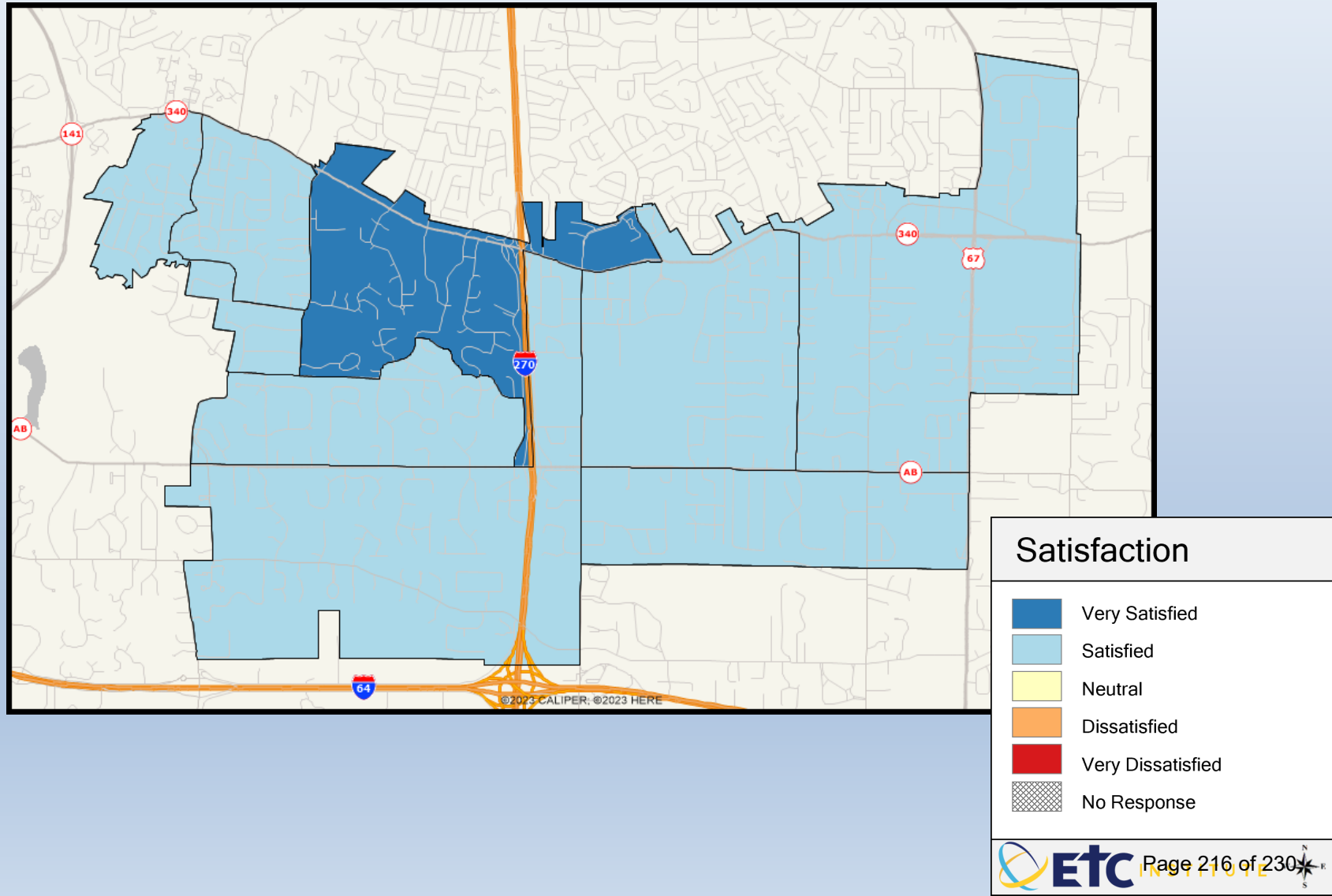
Q22-05. Overall quality of new residential development

Mean: 3.72



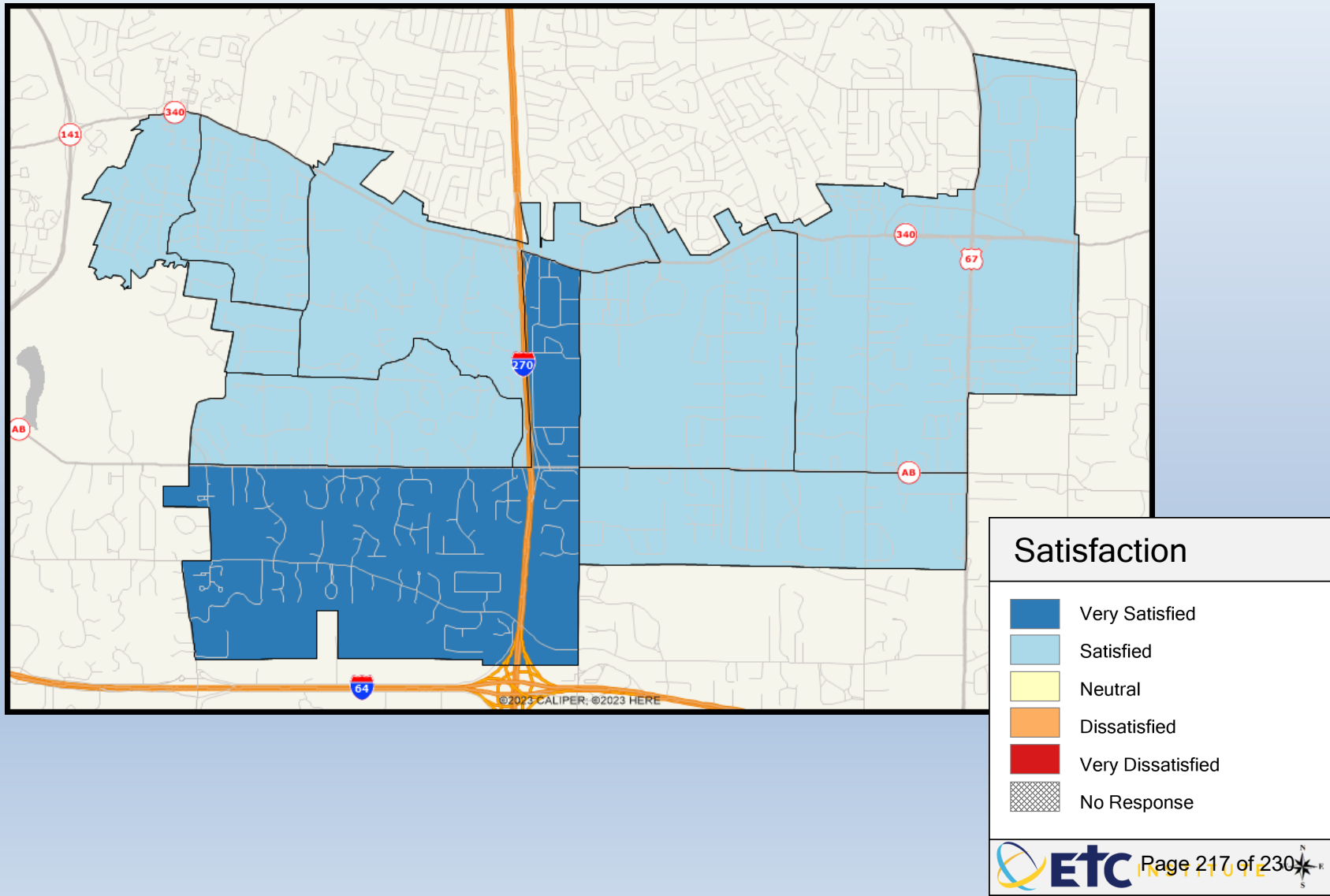
Q22-06. Overall quality of new commercial development

Mean: 3.8



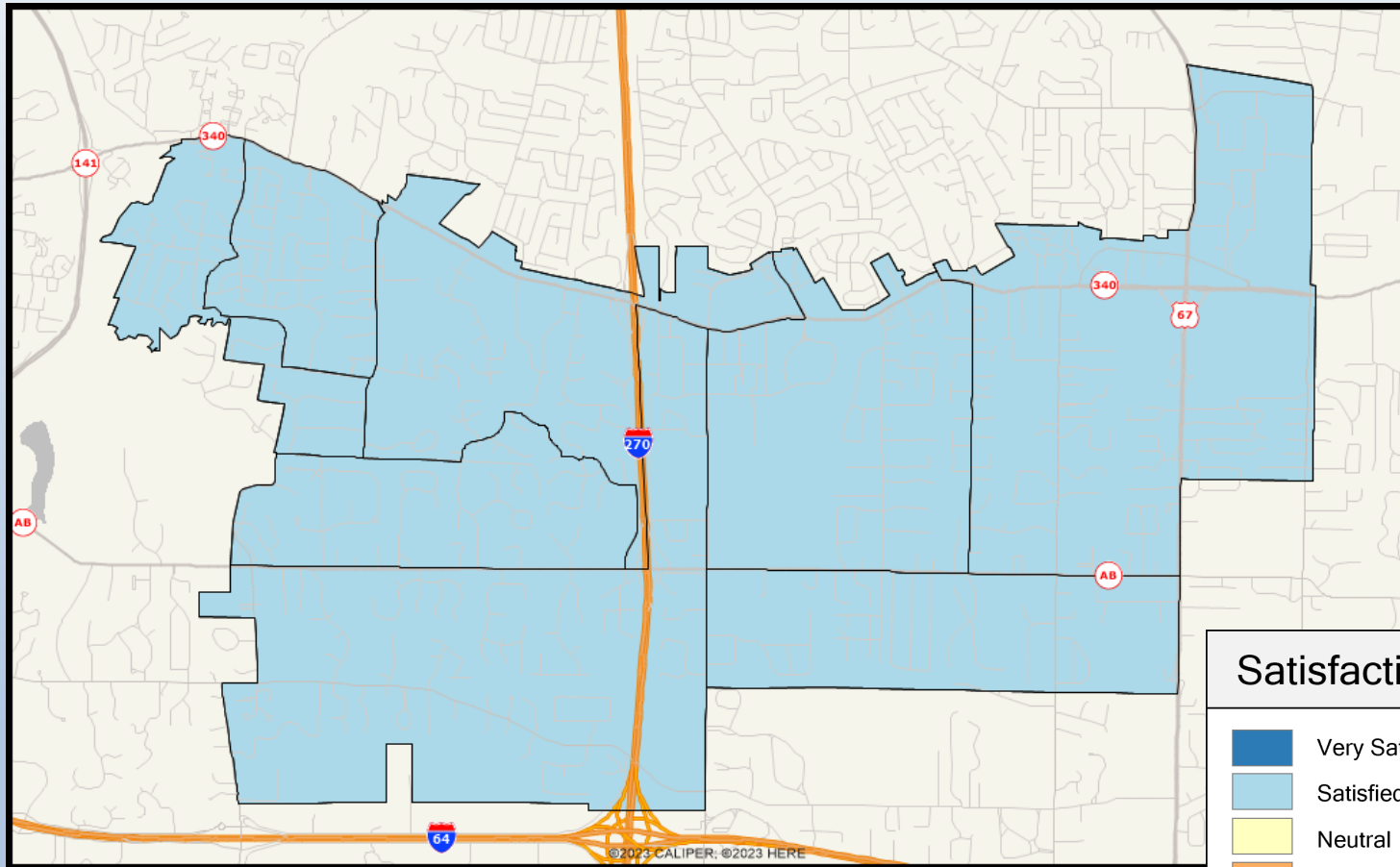
Q27-01. Maintenance of City streets (does not include County or State maintained streets such as Olive Boulevard, Old Olive Street Road, Lindbergh Boulevard or I-270)

Mean: 3.92



Q27-02. Condition of City sidewalks

Mean: 3.79

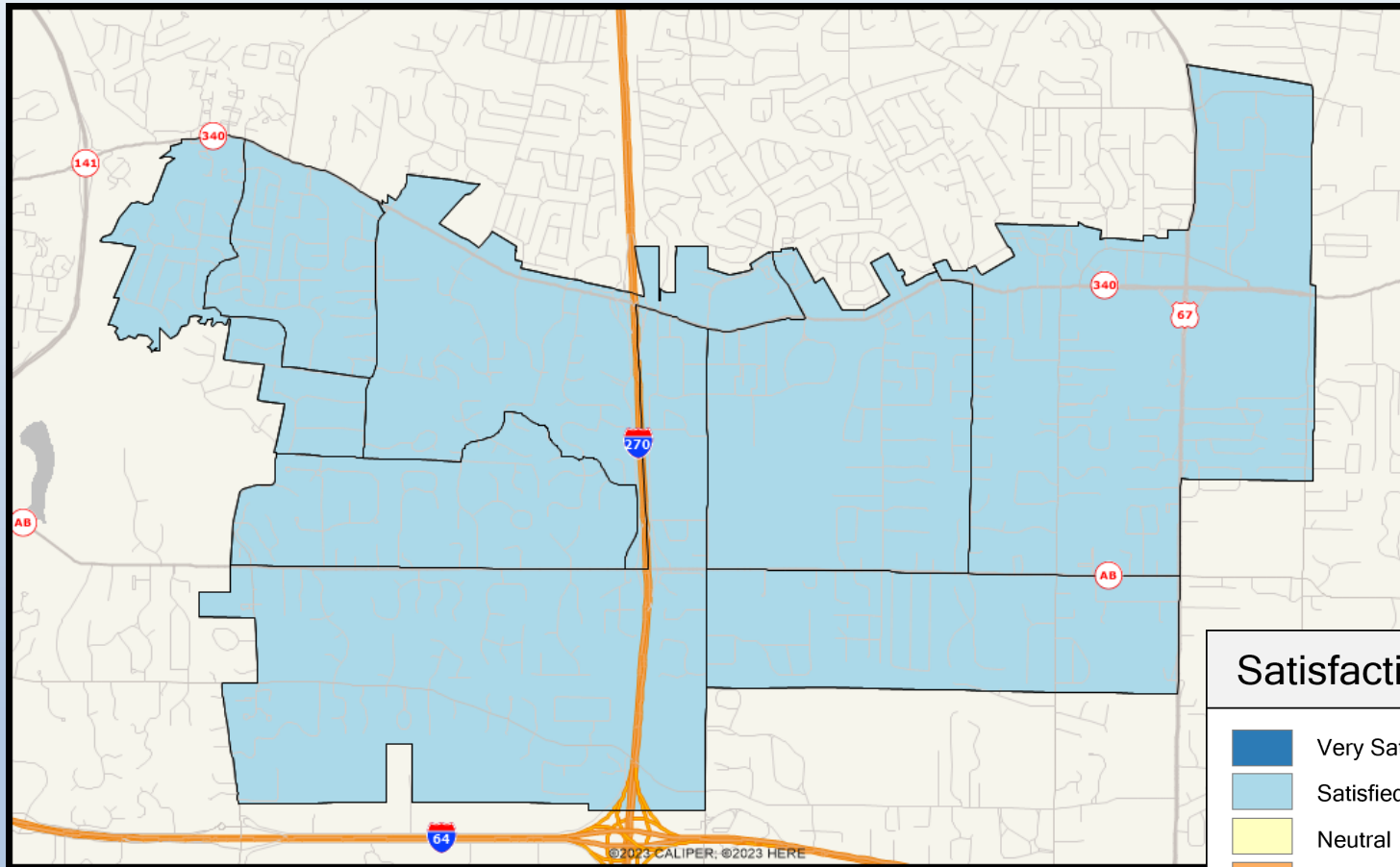


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

Q27-03. Adequacy of street lighting

Mean: 3.64

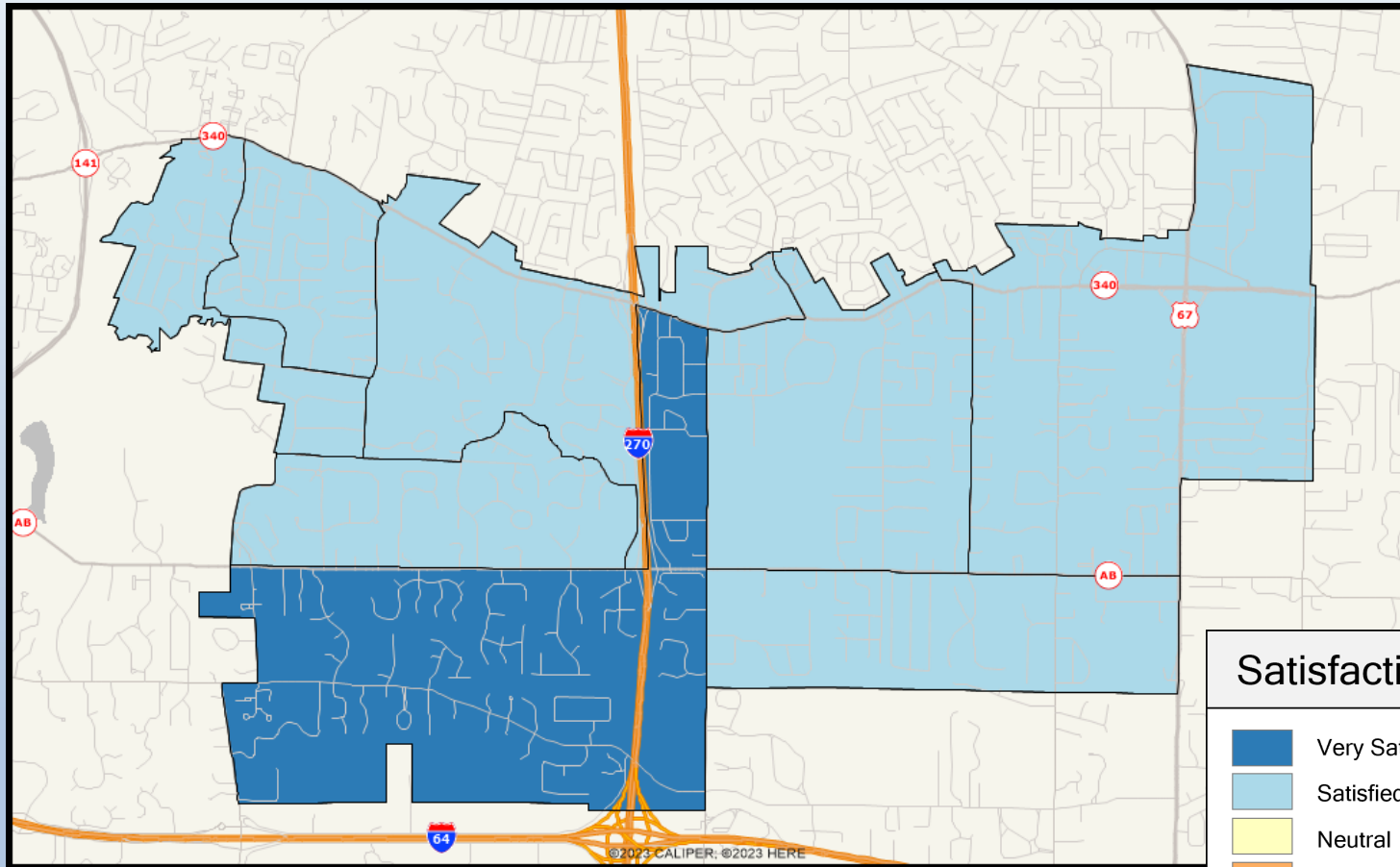


Satisfaction



Q27-04. Snow/ice removal on City streets

Mean: 4.12

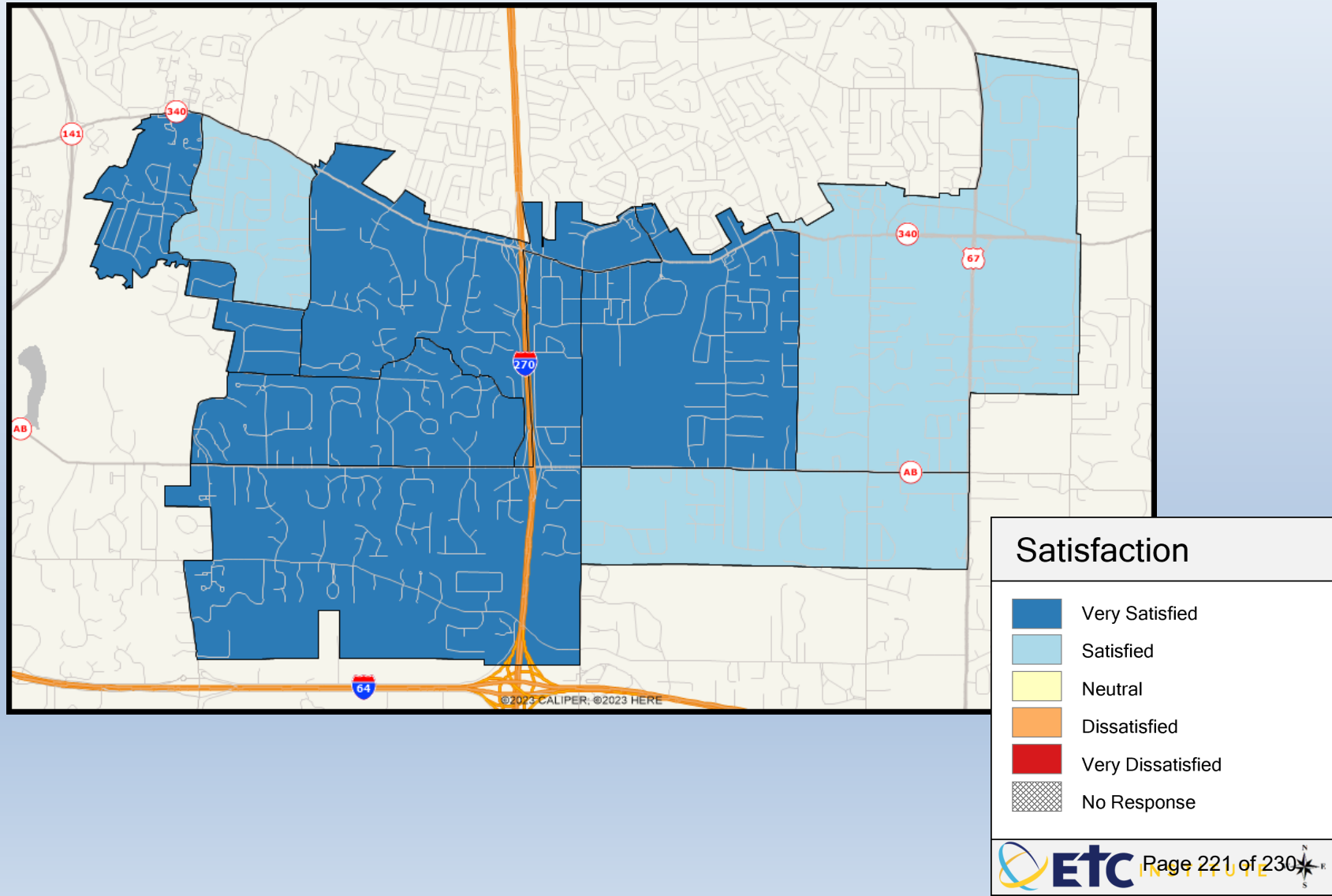


Satisfaction

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

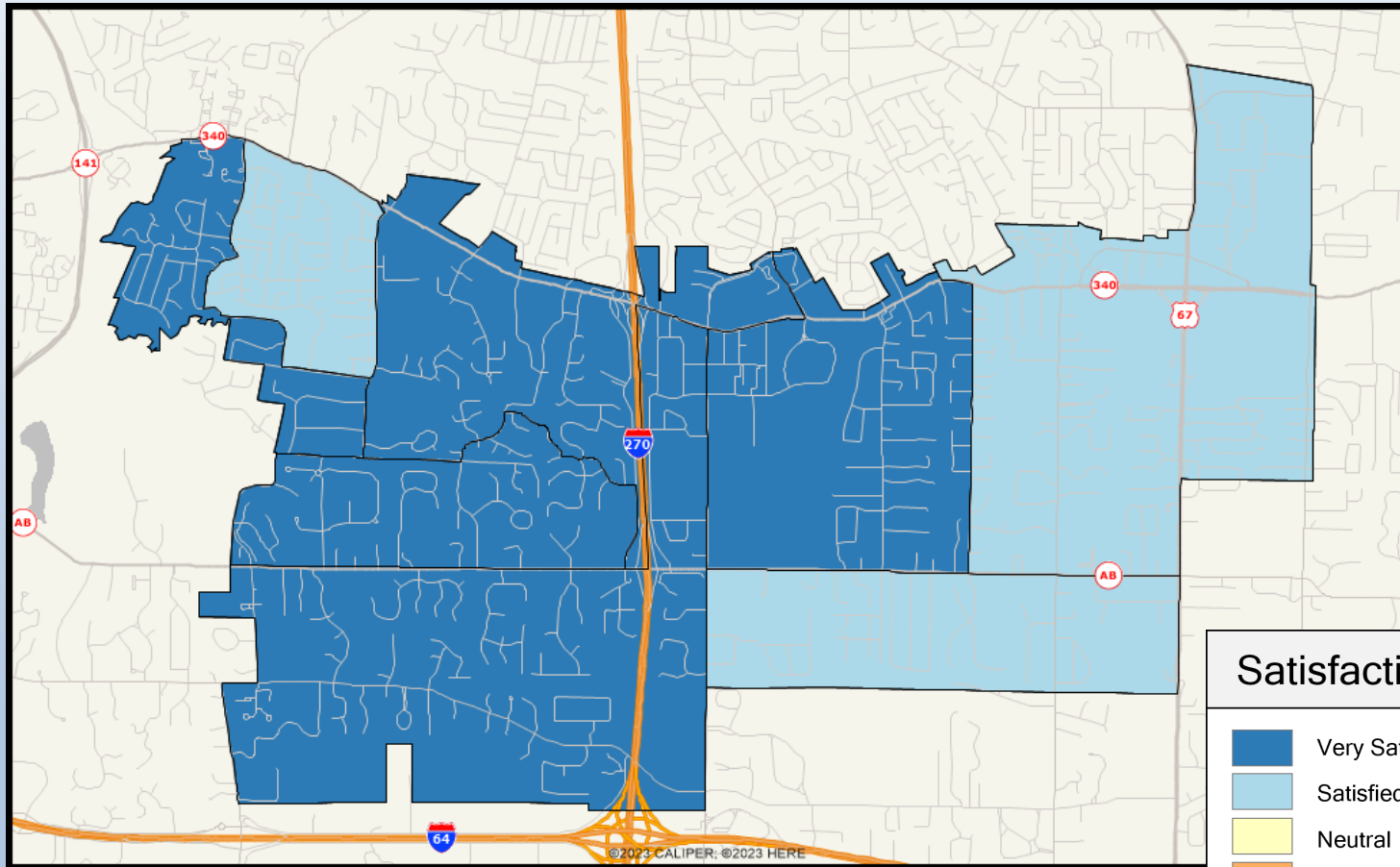
Q27-05. Appearance of landscaped medians

Mean: 4.25



Q27-06. Cleanliness of City streets

Mean: 4.18



Satisfaction



Budget and Financial Policies

The City of Creve Coeur financial policies compiled below set forth the basic framework for the overall fiscal management of the City. Operating independently of changing circumstances and conditions, these policies assist the decision-making process of the City Council and the Administration. These policies, which are reviewed annually and adopted by City Council through the budget adoption process, provide guidelines for evaluating both current activities and proposals for future programs.

Most of the policies represent long-standing principles, traditions and practices that have guided the City in the past and have helped maintain a financially stable community. Below are examples of some of the policies used to guide daily operations. A more in-depth version of the policies can be found with the Finance Department. Minor changes have been made in wording and organization to clarify the intent of some of the policies.

Operating Budget Policy	Performance Against Policy
Medical insurance is a shared responsibility between the City and its employees. The City shall diligently seek cost containment measures while maintaining a competitive benefit structure.	The City complies with this policy. January 2021, the City implemented a spousal surcharge to those employees whose spouse could get coverage through their employer, but chose to stay on the City's insurance.
Overtime expenditures shall be no more than 2% of personnel costs.	The City projects .58% overtime expenditures in FY 2024 and .65% in FY 2025.
The City shall aggressively seek regional and national financial partners to support major capital projects. Shared services with our citizens, the business community and other local jurisdictions shall be encouraged.	The City pursues federal, state and county grants every year. We have become quite successful with STP, CDBG, TAP, and Muni-Park grants to name a few.
The City shall continue to support a scheduled level of maintenance and replacement of its infrastructure and fleet. Expansions to the fleet must be offset through reductions in other equipment and/or costs.	The City supports a robust maintenance pavement program for City owned streets. Our fleet has been reduced in past years to a level which allows staff to provide basic services and programs. Our superior fleet maintenance program is what allows our equipment to remain in service throughout the year and to maximize equipment life.
The City shall support investments which reduce future operating costs.	The City complies with this policy.
The City will strive to maintain a balanced budget in its operating funds.	The City forecasts a deficit of \$923K due to spending ARPA Funds in FY 2024, and \$1.2M surplus in FY 2025 due to an increase in revenues.

Budget and Financial Policies (Continued)

Revenue Policy	Performance Against Policy
The City will attempt to maintain a diversified and stable revenue system to shelter it from short-run fluctuations in any one revenue source.	The City complies with this policy. The City has Sales Tax, Utility Tax, Property Tax, User Fees, Grants, Business License Tax, etc.
The City will attempt to obtain additional major revenue sources as a way of ensuring a balanced budget.	The residents approved a Parks & Stormwater Sales Tax effective April 1, 2021. The City is actively considering additional revenue sources, specifically, the Local Use Tax.
The City will establish all user charges and fees at a level related to the full costs (operating, direct, indirect and capital) of providing the service.	The City evaluates our costs and sets fees to cover all of our costs to the extent that is practical
The City will review fees/charges annually and will design or modify revenue systems to include provisions that automatically allow charges to grow at a rate that keeps pace with the cost of providing the service.	The City evaluates and updates fees no less than every 2 years. Most recently updated on January 1, 2024 for Golf and Room Rentals, and September 1, 2023 for Ice.
The City will consider market rates and charges levied by other public and private organizations for similar services in establishing tax rates, fees and charges.	As part of the evaluation process, we regularly poll surrounding cities to determine their fees for similar services.
The City will not rely on municipal court revenues other than to partly offset the costs of fulfilling police and court responsibilities.	The City complies with this policy.
Cash Management/Investment Policy	Performance Against Policy
The City will deposit all funds on the same day the funds are received.	The City complies with this policy.
Investments of City funds will emphasize preservation of principal; the yield objective will be in accordance with the City's Investment Policy.	The City complies with this policy.
The City will collect revenues aggressively, including past due bills of any type.	The City complies with this policy.

Budget and Financial Policies (Continued)

Reserve Policy	Performance Against Policy
Per Ordinance 2286, the City will maintain a minimum fund balance reserve in the General Operating Fund which represents 4 months of the last two years average expenditures.	The City complies with this policy. FY 2025 Fund Balance is 127.8% with Unassigned Fund Balance at 77.4%.
The City will annually review its fund balance reserve and consider the allocation of reserves beyond the required minimum levels for the Capital Improvement Program.	The City complies with this policy.
Accounting, Auditing and Financial Reporting Policy	Performance Against Policy
An independent audit will be performed annually.	The City complies with this policy.
The City will produce annual financial reports in accordance with Generally Accepted Accounting Principles (GAAP) as outlined by the Governmental Accounting Standards Board.	The City complies with this policy.
The City will maintain a strong internal audit capability.	The City complies with this policy.
Performance measures will be utilized in financial reporting to evaluate the city's effectiveness and efficiency in providing services.	The City complies with this policy in the Budget Document.

Budget and Financial Policies (Continued)

Debt Policy <u>Purpose:</u> The purpose of this policy is to establish debt issuance guidelines. <u>Scope:</u> This policy is applicable to all debt issuance for the City of Creve Coeur.	Performance Against Policy
The City will seek to maintain, and if possible, improve its current bond rating so its borrowing costs are minimized and its access to credit is preserved. Sound financial practices, debt management and capacity, and competent management support the maintenance of the City's current bond rating. In its relations with rating agencies and the investment community, the City will follow a policy of full disclosure, as required by legal and professional practices.	The City complies with this policy.
The City will have a specific set of debt issuance guidelines consistent with Federal, State, and local laws and policies. The debt guidelines will recognize how much debt the community can support, not only based on debt of the City, but debt of overlapping jurisdictions as well. Debt should not be used for the provision of routine operation unless it is only for cash flow purposes or the borrowing costs are less than the rate of invested funds. Debt should never be issued for a period longer than the estimated useful life of an improvement or asset.	The City complies with this policy.
Credit Worthiness (a) The City will maintain good communications about its financial condition with bond and credit rating institutions. (b) The City will follow a policy of full disclosure for all disclosure documents, which meets or exceeds the disclosure guidelines as developed by the Government Finance Officers Association.	The City complies with this policy.

Budget and Financial Policies (Continued)

Debt Policy (Continued)	Performance Against Policy
Debt Repayment (a) When the City uses long-term debt financing, it will repay the debt within a period not to exceed the useful life of the improvements or equipment. (b) Whenever possible debt shall be self-supporting, and will be revenue debt, or revenue-backed with a general obligation pledge. (c) The general obligation pledge will be used only for projects that have a general benefit to City residents that cannot be self-supporting. (d) Neighborhood Improvement Bonds may be issued for extra-territorial assessments. Such bonds shall be secured by the assessment payments and by reserves funded from other payments made by the benefited parties. The term of the bonds shall match the projected cash flow from assessment payments and foreclosure sales. (e) Advance refunding will be undertaken only when the net present value savings exceeds 4% or when the restructuring of debt is in the City's financial interest. (f) Lease purchase debt, including certificates of participation, will be considered as an alternative to long-term vendor leases when cost effective. Such debt will be subject to annual appropriation and administered by the Finance Department. (g) Long-term lease purchases for buildings and facilities will be used when the cost of lease purchases is lower than other options or if deemed appropriate because of time constraints, etc.	The City complies with this policy. In FY 2023, the City appropriated money from the City's Debt Service Fund in the amount of \$598,712 for a Partial Defeasance of General Obligation Bonds, Series 2017 (\$575,000 principal amount to be redeemed and paid on the first optional redemption date of March 1, 2025). The money was transferred from the Debt Service Fund to the Escrow Agent for credit to the Escrow Fund for the purchase of escrowed securities in November 2022.

Budget and Financial Policies (Continued)

Debt Policy (Continued)	Performance Against Policy
Conduit Financing (a) Recognizing that the City is able to issue debt for broad purposes, it may be appropriate to issue on behalf of another party when the City Council after a complete review process, determines that the proposed project will provide a general benefit to City residents. (b) The City will consider issuing conduit financing which will not impair the City's credit rating. Any financing issued through the City shall qualify for an investment grade rating by one or both of the two top rating agencies. (c) All expenses related to conduit financing will be borne by the applicants. The City shall establish review procedures for projects, including public contracting and financial fees. (d) In order to facilitate future economic development within the City, all applicants for conduit financing will pay to the City one percent (1%) of the total conduit-financing amount.	The City complies with this policy. The City does not have any Conduit Financing.
Public Safety Sales Tax Policy	Performance Against Policy
The City will allocate the Public Safety Sales Tax revenue based on the following guidelines: (a) Police operating costs – 45-55% • Future police compensation increases as may be needed to maintain competitive salaries and benefits. • Training. • Contractual and other expenditures to maintain police service levels. (b) Public safety capital expenditures – 15-25% • Police equipment and capital improvements, including technology and communication upgrades, enhanced in-car cameras. • Public safety improvements such as security enhancements at city facilities or parks; or future improvements to the new police station. (c) Police building maintenance and operating costs – 10-20% (d) Reserve for police pension liability – 15-25%	The City complies with this policy as stated below: (a) 48.47% (b) 16.89% (c) 11.39% (d) 20.0% 3.25% is unallocated for future reserves

Budget and Financial Policies (Continued)

Parks and Stormwater (P&S) Policy	Performance Against Policy
• In accordance with Missouri law, the Parks and Stormwater (P&S) Sales Tax funds are to be recorded in a separate fund, not to be mixed with other general-purpose revenues. • The City will allocate budgeted P&S Sales Tax revenue based on the following guidelines: (a) Capital Improvements (including design, construction, projection management and administration) will remain in the separate P&S Fund – 80% of budgeted annual sales tax funds. (b) Maintenance/Operations (including parks maintenance, stormwater maintenance, and recreation programming) will be transferred out to the General Fund – 20% of budgeted prior year annual sales tax funds. (c) Dielmann Recreation Complex (DRC) accounts will not be changed by this policy. a. DRC Capital Improvements are allocated under the Capital Fund. b. DRC Operating expenses and revenues are accounted for under the Enterprise Fund.	• The City complies with this policy. • The City complies with this policy as stated below: (a) \$2,263,993 (80% of \$2,829,991) is budgeted to remain in the P&S Fund for capital improvements – 100% compliance. (b) \$565,998 (20% of \$2,829,991) is budgeted to be transferred out for maintenance and operations to the General Fund – 100% compliance. (c) The City complies with this policy.



**City of Creve Coeur
Finance Committee
FY2025 Meeting Schedule
Meeting Time 4:00 PM to 5:30 PM**

DATE	TOPIC
August 27, 2024	Nominate Chair & Committee Liaisons Review PAFR Publication Olive/Graeser TDD Review (every 3 years) 4 th Quarter Financials and Year-End
October 29, 2024	Review of 1 st Quarter Financials, Further Discussion of Revenue Options
January 28, 2025	Review of 2nd Quarter Financials, Review of Financial Policies
March 10, 2025	Joint Work Session with City Council to Review of Proposed 5-Year Capital Plan
March 24, 2025	Review Proposed 5-Year Capital Plan Update on Capital Projects
May 12, 2025	Joint Work Session with City Council to Review Proposed Budget Preview
May 20, 2025	Review 3 rd Quarter Financials Review of Proposed Budget Approve the Calendar

FINANCE COMMITTEE PRIORITIES

- As part of the budget review process, evaluate economic justification and risks of proposed single-project capital and operational expenditures in excess of \$100,000 or a combination of multiple similar projects or the aggregate value of multi-year projects over \$1 million.
- Review proposed financing, bond indebtedness, taxation and leases greater than \$10,000 prior to council action.
- Review project closeout reports for scope, schedule and cost variation.
- Periodically review and comment on the surplus funds investment policy and financial performance.
- Review opportunities for cooperative purchasing or contracting ventures with other municipalities.